

**Albany State
University**
UNIVERSITY SYSTEM OF GEORGIA

**2020
Emergency Operations Plan
ASU Police Department**

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Purpose

The Albany State University Emergency Operation Plan was created to provide guidance to the college community in an effort to save lives, protect property, and ensure the continued operations of Albany State University through the means of preparedness, education, and individual readiness.

In the past, communities have suffered loss of life, damage to property, and severe economic impacts. We must remember that Colleges and Universities are subject to the same types of incidents threatening local communities. More than ever University communities are increasingly aware that proper planning and preparation can reduce the negative impacts of such events.

On February 28, 2003, President Bush issued the Homeland Security Presidential Directive (HSPD)-5, Management of Domestic Incidents, directing the U.S. Department of Homeland Security to establish an incident management system template that would allow the federal, state, local, tribal governments, and private-sector organizations to work together collectively. The Federal Emergency Management Agency established the National Incident Management System (NIMS) which incorporated the “best practices” used by incident managers at all levels. The Albany State University Management Plan incorporates the NIMS concept in conformance with HSPD-5.

This Emergency Operation Plan applies to the all faculty, staff, students, and visitors of Albany State University’s Radium Springs, Gillionville, and Cordele Campuses.

Contact Numbers

ASU Core and Extended Team	PERSONNEL / PHONE NUMBER
President	Office: 229-500-3500
Vice President of University Relations/ Chief of Staff	Office: 229-500-3503 Cell: 229-894-7381
ASU Legal Counsel	Office: 229-500-3502 Cell: 229-456-1060
Provost/Vice President of Academic Affairs	Office: 229-500-2806
Vice President of Administration	Office: 229-500-3026 Cell: 229-344-5182
Vice President of Student Affairs	Office: 229-500-3552 Cell: 229-288-4339
Vice President of Institutional Advancement	Office: 229-500-3286 Cell: 229-733-8297
Vice President of Enrollment Management and Student Success	Office: 229-500-2925 Cell: 229-319-7170
Director of Facilities Management	Office: 229-500-3041 Cell: 229-288-8199
Vice President of Information Technology	Office: 229-500-2027 Cell: 229-589-6842
Dean of the Darton College of Health Professions	Office: 229-500-2173
Dean of the College of Professional Studies	Office: 229-500-2156 Cell: 229-733-0323
Dean of the College of Arts and Sciences	Office: 229-500-2813
Associate Dean for Student Engagement	Office: 229-500-3533
Director of Student Health Services	Office: 229-500-3546 Cell: 229-809-1847
Director of Housing and Residence Life	Office: 229-500-3062 Cell: 229-854-9434
Executive Director, Cordele campus	Office: 229-500-3411
ASU Chief of Police	Office: 229-500-3076
Emergency Management Coordinator	Office: 229-500-3075 Cell: 229-894-0606
ASU Police Dispatch/Office	Main: 229-430-4711 Office 229-500-3080
Environmental Health & Safety Coordinator	Office: 229-500-3048 Cell: 229-364-2039
Board of Regents' Police Support Unit (s)	Office: 404-656-2247
Mike Coverson (USG Chief of Police)	Office: 470-426-3706

City of Albany

TITLE	PERSONNEL / PHONE NUMBER
Mayor	Office: 229-431-3244
City Manager	Office: 229-431-3234
Chief of Police	Main: 229-431-2100

Dougherty County

TITLE	PERSONNEL / PHONE NUMBER
Sheriff	Office: 229-431-2166 (Primary) Office: 229-430-6503 (Jail-Central Control) Office: 229-430-6508 (Sheriff's secretary)
Fire Chief	229-431-3262
Dougherty County Police Chief	Office: 229-430-6600
Dougherty County Schools Police Chief	Office: 229-431-1264
SWAT Commander (Sheriff's Office)	Office: 229-430-6675/229-431-2166
Emergency Medical Services	911

State of Georgia

TITLE	PERSONNEL / PHONE NUMBER
Fire Emergency Management	Office: 229-431-3266
Georgia Bureau of Investigation	Office: 229-777-2080
Georgia Emergency Management Agency	Office: 404-624-6077
Georgia State Patrol	Office: 404-624-7000
FBI	Office: 229-434-1489
Forestry	Office: 229-430-5122
Phoebe Putney Memorial Hospital Charge Nurse	Office: 229-312-1000
Dougherty County Health Department	Office: 229-430-6322
District Health Officer	Office: 229-430-4599
National Response Center	Main: 800-424-8802
Poison Control Center	Main: 800-282-5846

Preparing For Emergencies Do Your Part!!!

Emergency Action is required whenever safety is threatened. The primary focus is to ensure safety and prevent the loss of life to all faculty, staff, students, and visitors. The secondary concern is protecting property.

In order to be prepared, you should:

- Familiarize yourself with the emergency procedures and evacuation routes
- Assess situations quickly and thoroughly, using common sense to determine your course of action
- Evacuate in an orderly manner when directed to do so by emergency personnel or at the sound of an alarm
- Discuss emergency communication plan with your family
- Keep a printed list of phone numbers for family and friends
- Designate an out of town emergency contact person that can be called so that family and friends can check in and relay messages
- Take CPR/First Aid classes and participate in training programs offered by Albany State University geared toward emergency preparedness

Additionally faculty members should direct their students in emergency situations. Before an emergency takes place faculty members should discuss where students should meet upon receiving an evacuation order. They should also stay in groups so that students can be easily accounted for.

Stay Connected!!!

Emergency situations, such as natural disasters, health scares, and threats of violence, shed light on the fact that we must always be fully prepared. Accordingly, Albany State University has implemented a service to enhance communication and emergency preparedness. Blackboard Connect 5 is a mass notification computer based program used to send text messages, e-mails, and voice messages to faculty, staff, and students.

The system allows students to add up to ten telephone numbers which adds to our ability to provide an environment in which students, employees, and parents can feel safe and informed. Albany State University is working hard to provide you with the latest in priority messaging technology.

Now you must DO YOUR PART!!! Please update your contact information at



Blackboard
Connect 5 Emergenc

<https://asurams.bbcportal.com/> per the instructions at

Emergency Notification System

The Blackboard Connect 5 and Early Warning Siren System are in place to notify faculty, staff, students, and visitors of potential disasters, inclement weather, active shooter situations, and any other activities on campus. The system **WILL NOT** be used for routine communications.

Timely Warnings and Emergency Notifications

TIMELY WARNINGS In the event that a serious crime arises, that, in the judgment of the Chief of Police or the College Administration, constitutes an ongoing or continuing threat, a campus wide “timely warning” will be issued. The warnings are sent out as soon as the pertinent information is available. Timely Warnings will be issued in a manner likely to reach the entire campus community, therefore they will be issued through the Connect 5 system to students, faculty, and staff. The message will usually contain guidance about how to avoid victimization and contact information in addition to the actual warning.

Anyone with information warranting a timely warning should report the circumstances to the ASU Police Department by phone at **229-430-4711** or in person at the following locations: 504 College Drive, Albany, Ga 31705 (Radium Springs, East Campus) or 2400 Gillionville Road, Albany, Ga 31707 (Gillionville, West campus).

EMERGENCY NOTIFICATIONS In the event that any significant emergency or dangerous situation occurs involving an immediate threat to the health or safety of students, faculty, and staff on the campus then an “Emergency Notification” will be issued without delay upon confirmation of the emergency by responsible authorities. Notifications can be localized to one area or building, but they may also be issued campus wide. Means of dispersal of the notification will be dependent upon the nature of the emergency.

Messages will be disseminated through the following avenues:

Internet:

When an incident occurs, updates can be posted on the Albany State University home webpage at <http://www.asurams.edu> or the ASU PD Facebook page at [ASU PD](#).

E-mail:

E-mails are sent via Connect 5 to all students, faculty, and staff members that currently have an active ASU e-mail account. If for whatever reason you do not have an email account, please contact the Technology Services Help desk at (229) 500-4357 or helpdesk@asurams.edu.

Outdoor Early Warning Siren:

This system is designed to alert the University Community of emergencies through sirens and prescribed messages. These emergencies include Tornado Warnings, Severe Thunderstorm Warnings, and other severe incidents in which immediate forewarning is required. This system is designed to reach the outdoor areas of campus.

The Albany State University Dispatch Center is the coordination center for siren activation for Albany State University. All dispatchers have the authority to activate warning systems. (Connect 5 and Sirens) The dispatcher on duty is also responsible for notifying the Albany 911 Center of warning siren activation. Albany State University's Radium Springs, East campus outdoor sirens are manually activated whereas the outdoor sirens on the Gillionville, West campus are connected to the City of Albany therefore there will be a slight delay in activation.

Indoor Alarm Systems:

This system is designed to alert the College Community located inside of the buildings of emergencies through weather radios, bells, and/or prescribed messages. These emergencies include, Tornado Warnings, Severe Thunderstorm Warnings, and other severe incidents with which immediate forewarning is required.

The fire alarm systems in the Billy C. Black building are connected to the outdoor warning system therefore the warning sirens can be heard inside of the building.

Media Communications:

Marketing Communication (MARCOMM) is responsible for any news media contacts to include; development and distribution of press releases, and initiate news broadcasts in reference to suspension of University operations with the approval of the President. In addition, the Office of University Communications will assist in the development and/or distribution of information to faculty/staff. Additional outlets are ASU Radio 92.7, Courier message service, ASU police vehicle intercom system, and electronic bulletin board.

Faculty, staff and/or students will direct all requests for information from the news media to the Office of University Communications. Staff and/or faculty are not authorized to communicate with the media without receiving prior approval from the University Communication Director or the President.

When the Incident Command system is established in most situations the University Communication Associate VP/IA or the President will serve as a member of the command staff in the position of Public Information Officer.

The Emergency Management Team (Core Team)

The following are members of the Emergency Management Team whom act upon the President's direction. They are listed by organizational structure and title, no names are listed. The President has the right to change or modify these positions at any time.

Vice President of Student Affairs
Vice President of Administration
Provost/Vice President of Academic Affairs
Vice President of Institutional Advancement
Vice President of Information Technology
Attorney/Legal Affairs
ASU Police Department Chief of Police and Senior Staff Members
Director of Facilities Management

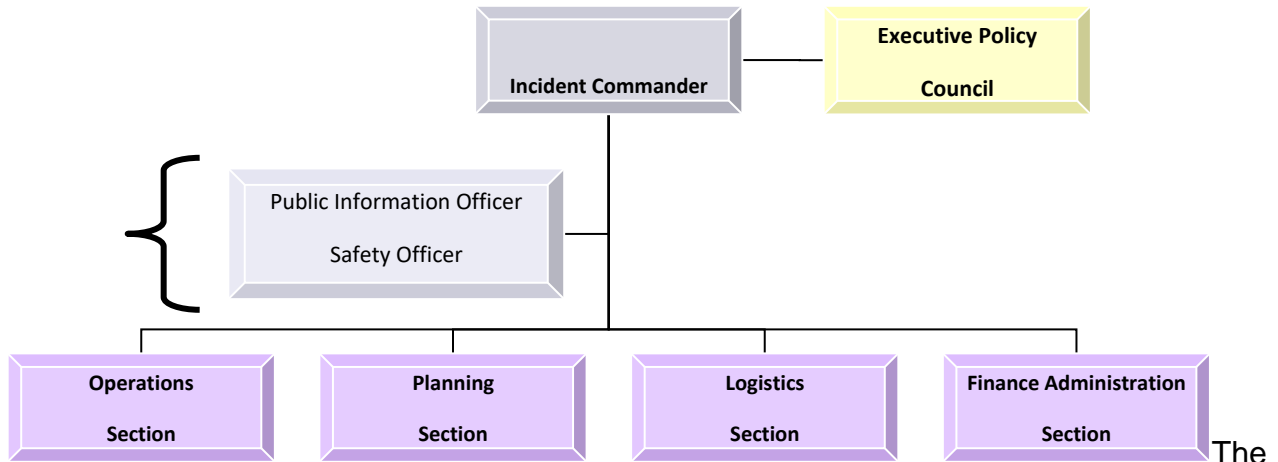
The Emergency Management Team members will be called upon to provide services or decisions according to the event. A member of the cabinet may be called on to take command of an emergency until the team can be assembled. The President's Cabinet and Deans' Council will be apprised so they may advise and assist in making major emergency-related policy decisions. The Emergency Management Team may declare a state of emergency throughout the entire campus or a portion of the campus and can officially downgrade the state of emergency to a business-as-usual state.

The Incident Commander also assigns personnel to additional ICS roles as required. Those assigned by the Incident Commander have the ***authority of their assigned positions, regardless of the rank they hold within their respective agencies.***

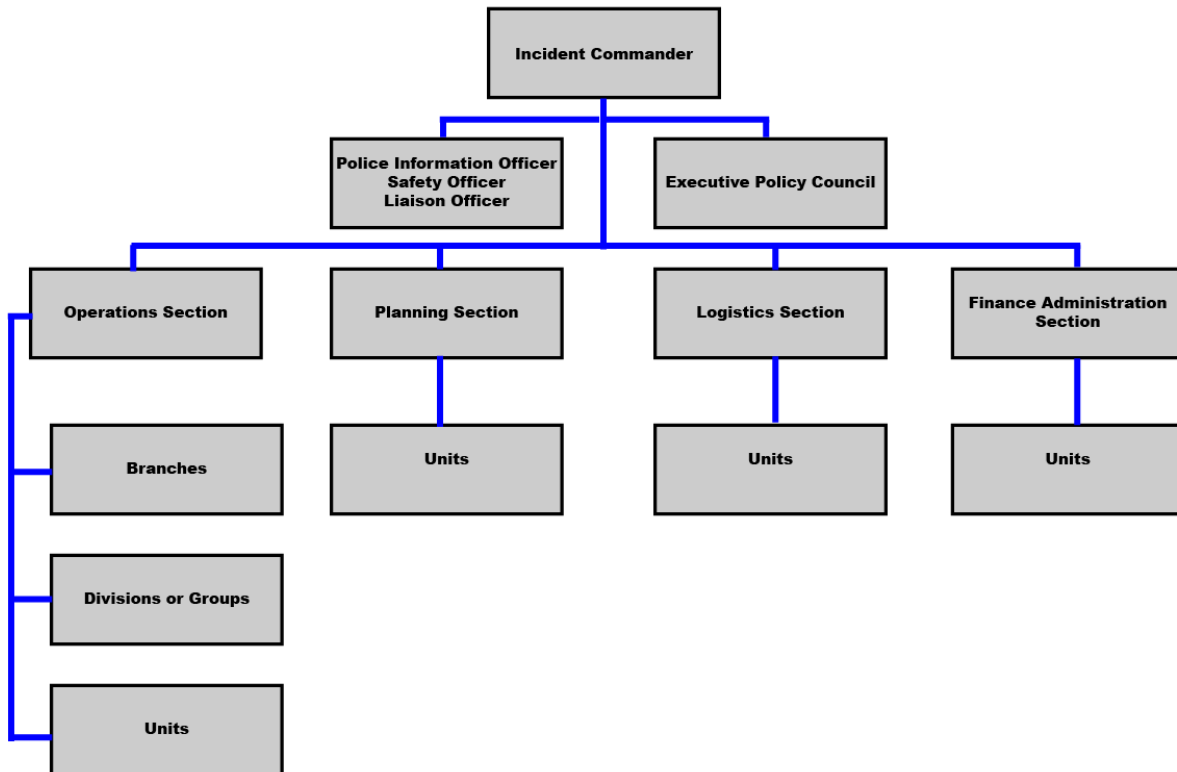
Incident Command Staff

Depending upon the severity of the situation, the Incident Command may require the services of the Command Staff which include: the Safety Officer, Liaison Officer, and Public Information Officer. These individuals will be identified and section chiefs will be made aware of their responsibilities.

Incident Command Staff Organization



The Incident Command Organizational structure can be expanded as required for specific situations at which time it is sub-divided to include Branches, Divisions, Groups, or Units.



ICS Organization

Organizational Element	Leadership Position	Primary Responsibilities/Assignments
Incident Command	Incident Commander	Overall responsibility for incident response
Executive Policy Council	President's Cabinet	Identifies policy modifications, establishes directives, for the University operations and communicates situation reports to the University System Offices.
Command Staff	Officer	Public Information Officer (PIO); Safety Officer (SO); Liaison Officer (LO) supporting IC.
Section	Section Chief	Oversee section assigned, (Operations, Planning, Logistics, Finance/Administration)
Branch	Branch Director	Reports to Section Chief
Divisions & Groups	Supervisors (Operations Only)	Provides supervision of assigned divisions
Unit	Unit Leader	(Applies to subunits of Planning, Logistics, and Finance/Administration Divisions)

Incident Commander for Emergency Conditions

	<i>Incident Commander</i>	<i>Command Center Location</i>	<i>Alternate Location*</i>	<i>Additional Incident Description/Assignments</i>
Facility damage, Recovery operations	Director of Facilities Management	Facilities Maintenance Building	Police Department Communications Command Center JPL 215	Due to natural disaster, extensive repairs, or other facility related damage.
Security Threats, Severe Weather, unruly crowd situations, large events	Chief of Police Or Designee	Police Department BCB 172 West campus A 183	Facilities Maintenance Building Police Communication Command Center JPL 215	Immediate security threats as a result of domestic unrest, criminal action(s), threatening weather and/or immediate response situations.
Fire, Hazardous Materials Incident	City or County Fire Chief or Designee	To be determined by Incident Commander	Police Department Communication Command Center JPL 215	Situations involving fire to grounds or facilities, hazardous materials spills, CBRNE incidents.
Local Emergency Conditions	Chief of Police	Police Department	Maintenance Building	Situations immediately surrounding the University that threaten the safety of the University Community.
Community Health issues	Director of Health Services	BCB 172	Nurse Managed Clinic	Threats of pandemic, airborne pathogens, or diseases that threaten the community.
University community domestic unrest/protest	Vice President for Student Affairs	BCB 172 VP of Student Affairs Conference Room	Vice President for Student Affairs	Student protests that have the potential for violent acts, etc.

ICS for Emergency Operation Center (EOC)

The Incident Command Post, ICP, is the location from which the Incident Commander oversees all incident operations. There will only be one incident commander depending on the complexity of the incident. The ICP will be positioned outside of the present and potential hazardous zone but close enough to the incident to maintain command.

The Incident Command System chain of command means that there is an orderly line of authority within the ranks of the organization with lower level subordinates. These principles clarify reporting relationships and eliminate the confusion caused by multiple conflicting directives. Although orders must flow through the chain of command members of the organization may directly communicate with each other to ask for or share information.

Authority

In an emergency the highest-ranking member of Albany State University Police department, the President, or a designee will activate this plan and immediately notify members of the Emergency Management Team. The Emergency Management Team will exercise authority until relieved by a senior officer that has the legal responsibility, for the type of incident.

Emergency Operations Center (EOC) Activation

The Emergency Operations Center (EOC) will be activated for all incidents requiring a significant dedication of resources and/or extraordinary interagency coordination. The Chief of Police and/or Emergency Management Coordinator will make the decision regarding EOC activation. Billy C. Black Building, ITC Room 172, will be maintained as campus headquarters during periods of emergency on the East campus. In the event that that location is unavailable, the alternate location will be on the Gillionville, West campus in the Technology Building A room 183. The EOC shall be equipped with a computer, high-quality printer, internet and e-mail access, and a minimum of three telephone lines having long distance capabilities, a cable connected television, a weather band radio and portable ASU Police Department radios.

The command center for the police department personnel, and for any additional police that may be called in, will be located in the BCB auditorium. In the event that the BCB auditorium is not available, an alternate location will be advised. Once the President of the University, Chief of Police, or Emergency Management Coordinator deem the emergency response to be under control and response is concluded, the Emergency Operations Center will be deactivated.

Executive Notification

Upon the occurrence of an emergency, the President or one of the President's cabinet members will be notified as soon as practical. The Chief of Police is charged with overseeing the college's emergency response, assuming the role of Incident Commander and determining the need for notification of other Senior Officials as the event is resolved and/or the President has been contacted. The President or designee will determine if the need exists to contact the Board of Regents. The ***Board of Regents Emergency Action Plan*** established guidelines that outline the proper procedures to determine how and when this communication should be implemented.

Responsibility

President of the University

- Communication with the Chancellor of the Board of Regents of the University System or his Chief Provost/Vice President for Academic Affairs apprising him or her of the state of affairs at the University relative to the disaster. In consultation with the Disaster Committee and the Office of the Chancellor, the President or his or her designee will declare a State of Emergency at Albany State University if the situation warrants.
- Keep the Chancellor advised at all times of the general situation, the activities of the Board of Regents personnel and the use of the Board of Regents' equipment and facilities in carrying out this plan.
- All official communications will come from the President's Office.

Chief of Police

The Chief of Police, under the direction of the University President or the Provost for Academic Affairs shall be responsible for the following:

- Advise the administrative staff of the nature, magnitude and effects.
- Notify the Board of Regents' Police Support Unit.
- Implement the unit's disaster plan, with the particular condition, subject to any instructions from the Regents' Police Support Unit.

- Take such actions as may be necessary outside the unit's Disaster plan, subject to any instructions from the Regents' Police Support Unit, and coordinate cooperative activities with outside agencies and authorities.
- Upon learning of impending or actual disaster conditions before receipt of notification or instructions from the Regents' Police Support Unit he or she should:
 1. Take such actions as may be necessary immediately to cope with the impending or actual disaster conditions.
 2. Notify the Regent's Police Support Unit of conditions and any actions already taken as soon as possible.
- Coordinate the function of all elements of the local agencies engaged in emergency operations.
- Brief and assist EOC.
- Coordinate with emergency management organizations, the Georgia Emergency Management Agency and other agencies that have emergency capability, depending on need and the extent of the disaster.
- Maintain a list of all county and other agency points of contact.

To ensure that all members of the emergency management team understand how to effectively and safely exercise their designated roles during an emergency, members should review the Emergency Operations Plan, upon appointment and annually thereafter. It would also be beneficial to receive training on NIMS, ICS, and attend trainings and workshops offered by the Albany State University Police Department.

University System of Georgia Board of Regents Emergency Notification Plan

Revised March 2020

Part I. Purpose, Scope & Authority

A. Purpose

To establish procedures for University System of Georgia (USG) Unit(s), University System Office Departments/Divisions to notify University System Office core personnel of incidents or emergency situations.

B. Scope

This Emergency Notification Plan applies to all USG Unit(s) and USO Departments/Divisions.

C. Authority

This plan is developed under the authority of the Chancellor for the Board of Regents of the University System of Georgia.

D. Responsibility

1. The USO Safety office will be responsible for conducting an annual review of the Emergency Notification Plan, completing revisions as required.
2. USG Units are responsible for maintaining accurate, up-to-date contact information for core personnel and providing the information to the USG Chief of Police.
3. USG Chief of Police/Alternate, Vice Chancellor for Communications and Governmental Affairs/designee and Executive Vice Chancellor for Administration will coordinate notifications to the Board of Regents, and/or other agencies as required.

E. Distribution

This plan will be disseminated to:

1. Core USO personnel identified in Part II.
2. Core USG Unit personnel identified in Part II.
3. Copy of this plan will be included in each institution's Emergency Action/Operations Plan as an appendix or annex.

F. Requests for USG Resources

1. Each institution will complete and submit a critical resource inventory when requested by the USG Chief of Police for inclusion in the USG Coordination Plan.
NOTE: Dependent updates or resource information apart from GEMA requests.
2. Requests received from, or in response to Georgia Emergency Management Agency requests.

In the event USG resources, personnel and/or equipment are requested by the Georgia Emergency Management Agency, the USG Chief of Police will be notified and will coordinate the response to the request.

1. Requests received by USG Unit(s) by local agencies, or in response to localized emergency:

The USG unit will coordinate requests received by USG Unit(s) in response to local mutual aid response agreements. USG units will direct requests for resources beyond their capability to the USG Chief of Police.

G. Notification Procedure

Institutions and USO personnel will notify the USG Chief of Police as defined in Parts II & III, and/or when a request is received for resources in response to an emergency as noted in F above as follows:

Mike Coverson, USG Chief of Police

Cell 470-426-3706
Office 404-962-3157
Email mike.coverson@usg.edu

Sandra Neuse, Associate Vice Chancellor for Development & Administration

Office 404-962-3162

Cell 404-831-2961

H. USO Notifications

Dependent upon situation reported, the USG Chief of Police/alternate may notify:

1. Chancellor
2. Executive Vice Chancellor of Administration
3. Vice Chancellor for Communications and Governmental Affairs
4. Others as required by situation/incident

Part II, Definitions

A. Definitions

For the purposes of this Emergency Notification Plan, situations are defined as follows:

Disaster Any event or occurrence that seriously impairs or halts the core operations of the USG Unit or USO Department/Division. Event could have occurred contiguous to the USG Unit or USO Department/Division requiring the Unit or Department/Division to respond. In some cases, mass casualties and severe property damage may be sustained.

Emergency Any incident, potential or actual, which negatively impacts an entire building or buildings, or human life or well-being, and which disrupts the overall operation of the Unit or Department/Division.

Emergency Conditions Conditions that are developing, or have the potential to develop, that could threaten the safety/security of the Unit or Department/Division personnel and facilities.

Incident Any situation or event that may result in the temporary disruption of operations; impair the use of facilities; or place the institution or System at greater risk. The primary threat to the institution may have ended or been greatly reduced.

B. USG Unit Core Personnel

1. President
2. Chief Business Officer
3. Chief Information Officer
4. Chief Academic Officer
5. Emergency Coordinator
6. Physical Plant Director
7. Chief of Police
8. Media Relations
9. Senior Advisor to the President

C. USO Core Personnel

1. Chancellor
2. Executive Vice Chancellor of Administration
3. Vice Chancellors for Communications and Governmental Affairs
4. Vice Chancellor of Legal Affairs
5. Vice Chancellors- as required
6. USG Chief of Police

Part III. General Responses/Notifications

The following diagram provides general guidance for USG Unit(s) and USO in notifying the Director of Safety & Security, USO.

	Event			
	Incident	Emergency Conditions	Emergency	Disaster
Definition	Any situation or event that may result in the temporary disruption of operations; impair the use of facilities or place the institution or System at greater risk. The primary threat to the institution may have ended or been greatly reduced.	Conditions that are developing or have the potential to develop, that could threaten the safety/security of the Unit or Department/Division personnel and facilities.	Any incident, potential or actual, which negatively impacts an entire building or buildings, or human life or well-being, and which disrupts the overall operation of the Unit or Department/Division.	Any event or occurrence seriously impairs or halts the core operations of the USG Unit or USO Department/Division. Event could have occurred contiguous to the USG Unit or USO Department/Division requiring the Unit or Department/Division to respond. In some cases, mass casualties and severe property damage may be sustained.
Operations	No disruption to minor disruption	Minor temporary disruption	Medium to severe interruption	Full interruption of operations
Duration	Generally, event has concluded prior to being reported	Predictable amount of time, generally not exceeding 48 hours	Extended period of time in the response and recovery from the event.	Extended period of time to allow for recovery.
Response	Limited to standard USG Unit, USO response(s)	USG Unit/USO, or local services responses	Low to high response required from USG Unit, USO and/or off-campus personnel.	Significant response from local, state and/or federal agencies, as well as other USG Unit(s) or USO personnel.
Notification	USG Chief of Police is notified as soon as practicable to allow for timely System office notifications and mitigation of risk.	USG Chief of Police is notified as soon as possible.	USG Chief of Police is notified as soon as possible.	USG Chief of Police is notified as soon as possible.
Examples	Serious crimes, such as felonies, involving students, on or off campus; facility evacuations due to fires or threats of violence.	Threats of violence or harm to others have been received; Confirmed case of Pandemic type flu.	Long-term power outages, other than routine maintenance/repairs; structure failures.	Severe flooding, and facility damage in severe weather event.

The President or in his/her absence, the President Chief of Staff, or the Provost/Vice-President of Academic Affairs shall declare that an emergency exists on campus and shall notify the following:

Provost/Vice President for Academic Affairs
Vice President for Administration
Vice President for Student Affairs
Vice President for Institutional Advancement
ASU Chief of Police
Vice President of Information Technology
Director Student Health Services (Emergency Specific)
Director of Residence Life (Emergency Specific)

The President will also notify the following off-campus persons and acquaint them with the seriousness of the disorder and the possibility of the increased disruption:

Chancellor
Executive Vice Chancellor
Executive Secretary
Mayor, City of Albany
District Attorney
Police Chief, Albany Police Department
Chief of Fire Department
Sheriff, Dougherty County
Chief of Police, Dougherty County
Superior Court Judge

These persons should report to EOC in Billy C. Black Room 172:

The **Provost/Vice President for Academic Affairs** will notify all Academic Department Heads/Deans and instruct them to implement all portions of their emergency plan.

The **Vice President for Fiscal Affairs** will coordinate the activities of Facilities Management and clerical personnel.

The **Interim Vice President for Enrollment Management & Vice President for Student Affairs** will notify and coordinate all members of his/her Division to assume their responsibilities as per that division's Emergency plan.

Personnel other than members of the Chancellor's office will be advised that no action is to be taken except for specific request and authorization of the President of the University.

Sample 8 step
EAP
Identified Concern

Stage 1



(Identified Concern): Confirmed information which has not risen to the level of an emergency, yet has the potential to develop into a threat to the safety/security of Albany State University. There may not have been any reportable incidents but there should be preemptive conversation with team members. (Icon: S.A.R.A. Model Template)



Step 1 (Communication): Identified concern is communicated to the ASU Emergency Management Team (EMT) via Webex Teams notification. (Icon: Webex instructions)



Step 2 (Table Top Meeting): In person meeting will be scheduled by President or a designee. ASU EMT members and designated University staff will be advised via university email of location and time of table top. (Icon: Go to Calendar Invite)



Step 3 (Emergency Operation Plan): The identified concern is introduced and placed under surveillance by the Chief of Police and the Emergency Management Coordinator (EMC). The Incident Command Staff (ICS) organizational chart is drafted and presented to team by the Chief of Police or EMC. This chart will include but is not limited to listed manpower and assets. Refer to the ASU Departmental Business Continuity Plan(s) and (ICS Organizational Chart).



Step 4 (Open discussion) President or designee opens meeting and ask for facts and circumstances surrounding the identified concern and its impact on the safety/security of the University including faculty, staff, students, visitors, department(s), physical property and non-physical property.



Step 5 (Scoping): Define the scope of the concern and measure the potential threat level(s) while considering the potential liabilities and courses of action(s).



Step 6: (Location): Identify Emergency Operation Center (EOC) location should the concern trigger EOC activation. Readiness check of location should be completed by ASU IT and Facilities Management.



Step 7: (Task and Goals) The ASU EMT assignments will be identified and documented by President's designee using the "Task/Responsible Party" chart located on pages 26 thru 28 as a template. (i.e. pre media messaging, information collection, investigations, etc.)



Step 8 (Action Plan): Adjourn meeting. The action plan will be completed by EMC with follow-up reporting date(s) scheduled.

(Identified Concern)

Stage 2



(Preparations & Precautions) Use recommended advisory to effectively communicate appropriate community mitigation measures through announcement of clear actions steps to follow for targeted audience. <https://www.usg.edu/coronavirus>



Step 1 (Educational Information Blast/Notice): Communicate educational information using applicable systems (i.e. university mass notification tool, email, social media platforms, handbill, hyperlinking, etc.)

Example: Potential outbreak of COVID-19

As this is an evolving situation, the most up-to-date information from the CDC can be found at <https://www.cdc.gov/coronavirus/2019-ncov/index.html> and from DPH at <https://dph.georgia.gov/novelcoronavirus>



Step 2 (Preventive measures): Communicate preventive steps in multiple forms to include but not be limited to written language(s), pictorial advertisement, and hyperlinking.

- Wash your hands often with soap and water for at least 20 seconds.
- If soap and water are not available, use an alcohol-based hand sanitizer that (contains at least 60% alcohol).
- Avoid touching your eyes, nose and mouth with unwashed hands.
- Avoid close contact with people who are sick.
- Stay home when you are sick.
- Cough or sneeze into your elbow or use a tissue to cover it, then throw the tissue in the trash.
- Clean and disinfect frequently touched objects and surfaces.
- Check international travel advisory before traveling
<https://www.cdc.gov/coronavirus/2019-ncov/travelers/index.html>

Additional preventive measures include:

- If you experience a fever, do not go to work or attend class until you are fever free for 24 hours without fever reducing medication.
- Provide adequate supplies, including clean and functional handwashing stations, soap, paper towels, and alcohol-based hand sanitizer.
- Encourage routine surface cleaning through education, policy and the provision of supplies.
- Get a flu shot – it's not too late to be protected!

https://www.usg.edu/assets/usg/docs/COVID-19_Informational.pdf



Step 3 (Check for feedback): Actively engage in analyzing the flow of communication through studying the behavior and number of targeted audience reviews. Use this data to improve information sharing and development of intelligence.



Step 4 (Follow up and Record keeping): Storing information and intelligence gained from the identified concern. This will include a Stage 2 after-action document completed by the Emergency Management Coordinator.

(Identified Concern)

Stage 3



(Advisory) Advisories from The Department of Public Health and The Centers for Disease Control will be utilized regarding the identified concern.

<https://dph.georgia.gov/novelcoronavirus>

<https://www.cdc.gov/coronavirus/2019-ncov/index.html>



Step 1 (Identify and Evaluate): Signs and symptoms of illness will be assessed.

The symptoms of Coronavirus have ranged from mild symptoms to severe illness and death. Symptoms may appear 2-14 days after exposure.

- Fever (greater than 100°F or 37.8°C) & recent international travel.
- Cough
- Shortness of breath
- Travel from China
- Close contact with a person known to have Coronavirus.
- Face masks should be used by people who show symptoms of Coronavirus to help prevent the spread of the disease to others.

<https://www.cdc.gov/niosh/npptl/pdfs/UnderstandDifferenceInfographic-508.pdf>



Step 2 (Health Services): Health Services will triage based on Department of Public Health and Centers for Disease Control Advisories

- Maintain clinical supplies (masks, gown, gloves, soap, tissues, hand sanitizers, biohazard containers, etc.)
- Students who visit health services should be instructed to wear a mask when they present with respiratory symptoms.
- Utilize universal precautions at all times.
- Health personnel should inquire about travel history.
- Clinicians should wear person protective equipment to guard against potential exposure.
- <https://www.cdc.gov/coronavirus/2019-ncov/hcp/hcp-personnel-checklist.html>
- Continue to monitor up-to-date information from Public Health and CDC.
- If a patient is suspected of having infection, immediately isolate them.
- Report immediately to University Administration
- Report immediately to District Health Director
- Follow instructions of District Health Director
- Assist in identifying any other possible contacts to infected person.



Step 3 (Follow up and record keeping): Storing information and intelligence gained from the identified concern. This will include a Stage 3 after-action document completed by the Director of Student Health Services or designee.

(Identified Concern)
Stage 4



(Clinical Protocol) Utilization of Clinical Protocols for Student Health Services



Step 1 (Isolation): Isolate to Home or Dorm

If faculty, staff, student or visitor experience symptoms and have traveled one of the target areas:

<https://www.cdc.gov/coronavirus/2019-ncov/travelers/index.html>

- Isolate in room with bathroom for 14 days.
- Isolation may be done at home or in dorm room
- If in dorm room, Housing Director and Campus Administration will be notified
- If at home, Campus Administration will be notified
- Check temp twice per day for 14 days and report temp to District Health Director



Step 2 (Quarantine): Quarantine to predetermine medical facility.

If faculty, staff, student or visitor experience symptoms and have traveled one of the target areas:

<https://www.cdc.gov/coronavirus/2019-ncov/travelers/index.html>

- Report immediately to District Health Director
- Follow instructions of Health Director
- Contact County EMS and Phoebe of possible Coronavirus Case
- Transport via County EMS
- Quarantine at predetermine medical facility



Step 3 (PPE): Personal Protective Equipment and Universal Precautions strongly encouraged.

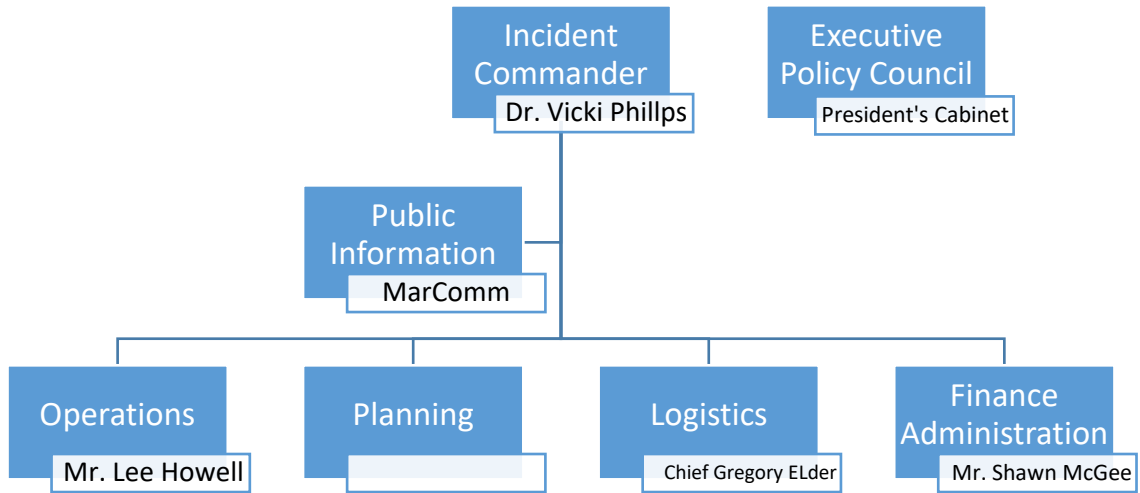
<https://www.cdc.gov/coronavirus/2019-ncov/downloads/hcp-preparedness-checklist.pdf>

- Disposable fluid resistant or impermeable gown
- Disposable nitrile (double) gloves
- Disposable fluid resistant or impermeable & slip resistant shoe covers
- Disposable face shield
- Disposable N95



Step 4 (Follow up and Record keeping): Storing information and intelligence gained from the identified concern. This will include a Stage 4 after-action document completed by the Director of Health Care Services or designee.

Incident Command Structure



Albany State University

Emergency Management Team ACTION PLAN
Identified Concern: Type
Date and time of briefing:
Date & Time of Activation:

Incident Commander:	Assistant Commander:
Field Supervisor:	

Operation Type:

Objectives:

Goals:

Type of Services Needed:

Duration of Operation:

Asset Deployment:

Potential Dangers:
Potential financial impact:

Expected Areas of impact:

Equipment Needed:

Primary Radio Channel:	Secondary Radio Channel:
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Emergency Notifications: (Hospitals, Police Jurisdictions, Fire Depts., E-room Numbers)	
The following agencies will be given 24 hour notice prior to all operations: <i>Dougherty County Sheriff's Office, Albany Dougherty Drug Unit, and Albany 911</i>	
*Serious Injury:	Phoebe Putney Hospital (ER): 312-1320 417 W 3rd Ave.
*Minor Injury:	Phoebe East Convenient Care: 312-9200/ (8am - 5pm) 2410 Sylvester Rd

Action Plan Approved By:

EOP Task Form

Task	Responsible Party
Emergency Response Team may be activated to review current conditions and discuss general plans and readiness in the EOC.	Emergency Management Team
Review Emergency Preparedness Plan as needed.	Emergency Response Team
Begin Frequent monitoring of CDC and National information, draft and send ASU messages via email, social media, and webpage	Dr. Phillips, Health Services, MarComm
Review available inventory of emergency supplies. Purchase additional as needed.	Facilities, Auxiliary Services, University Police
Check Buildings for hand washing locations and new hand sanitizing stations	Facilities, Athletics
Ensure that we have current telephone numbers for support responders (water suppliers, emergency generator suppliers, food suppliers...etc.)	University Police, Facilities, Dining Services
Identify students with disabilities who may require assistance.	Student Affairs
Ensure emergency generators and all vehicles are fueled and serviced.	Facilities, University Police
Review inventory and ensure food and water can be provided for all students and essential staff for at least a 72 hours duration.	Dining Services
Make sure off line dorms can be used for Isolation or Quarantine	Facilities
Review any scheduled events that are scheduled to use a space on the ASU campus and prepare to contact them in the event of a school closure.	Events Planning, MarComm, Provost

Reporting Suspicious Activity

It Takes a Community to Protect a Community

"If You See Something, Say Something" is a national campaign that raises public awareness of the indicators of terrorism and terrorism-related crime, as well as the importance of reporting suspicious activity to state and local law enforcement.

What is suspicious activity?

Suspicious activity is any observed behavior that could indicate terrorism or terrorism-related crime. This includes, but is not limited to:

Unusual items or situations: A vehicle is parked in an odd location, a package/luggage is unattended, a window/door is open that is usually closed, or other out-of-the-ordinary situations occur.

Eliciting information: A person questions individuals at a level beyond curiosity about a building's purpose, operations, security procedures and/or personnel, shift changes, etc.

Observation/surveillance: Someone pays unusual attention to facilities or buildings beyond a casual or professional interest. This includes extended loitering without explanation (particularly in concealed locations); unusual, repeated, and/or prolonged observation of a building (e.g., with binoculars or video camera); taking notes or measurements; counting paces; sketching floor plans, etc.

Factors such as race, ethnicity, and/or religious affiliation are not suspicious.

Protecting Citizens' Privacy & Civil Liberties

The **"If You See Something, Say Something"** campaign respects citizens' privacy, civil rights, and civil liberties by emphasizing behavior, rather than appearance, in identifying suspicious activity.

How to Report Suspicious Activity

Public safety is everyone's responsibility. If you see suspicious activity, report it to the ASU Police Department or a person of authority.

Describe specifically what you observed, including:

Who, What, When, Where, and Why

Severe Weather

Tornados

The Emergency Management Coordinator and ASU dispatchers will monitor the National Weather Service for severe weather. In the event that the severe weather is in the immediate area, notifications will be made via Blackboard Connect 5 and/or the outdoor Emergency Weather Sirens. ***Albany State University is recognized by the National Weather Service center as a Storm Ready certified University.***

What should I know about tornados?

- Georgia has two tornado seasons: Spring and Fall
- They are caused when several masses of air meet from different directions along a weather front
- Tornados can last from a few seconds to more than an hour
- The base of the storm can be as small as a few feet to over a mile
- The Fujita Scale (F-Scale) is used to measure wind speed which is derived from actual damage caused by the storm

What is a tornado watch?

The National Weather Service issues a **tornado watch** when ***conditions are favorable for the development of tornados.***

What should I do during a tornado watch?

When a tornado watch is issued by the National Weather Service, ASU Police will continue to monitor the weather activity. We do not send out notifications for a tornado watch.

CONTINUE normal activities, but have a safety plan in mind, and be ready to implement it if the warning is issued.

What is a tornado warning?

The National Weather Service issues a **tornado warning** when a tornado ***has been detected or sighted.*** The warning will tell you the location, movement of the severe weather, and an estimated time of expiration.

What should I do during a tornado warning?

When a tornado warning is issued by the National Weather Service, the outdoor weather siren will be activated and the ASU dispatcher will send an alert via Blackboard Connect 5 to the campus community.



TAKE COVER: Instruct students, employees and others in the immediate area to find a wall near the interior of the building, on the lowest level of the building, away from windows and exterior doors. Individuals should curl up in a “ball” or fetal position near the wall, place their hands over their head and remain in that position until the severe weather passes. If outdoors, with no shelter available, lie flat in a nearby ditch and shield the head with arms. For a LAST resort, you should consider using a vehicle as a shelter. **DO not get into the vehicle, but rather crawl under the vehicle and shield your head with your arms.**

Hurricanes

What should I know about Hurricanes?

Hurricane Season is from May 15th thru November 30th.

The hurricane wind scale is categorized from 1 to 5 based on the hurricane’s intensity.

Category	Wind Speeds	Summary of Damages
1	74-95 mph winds	Very dangerous/some damage
2	96-110 mph winds	Extremely dangerous/extensive damage
3	111-130 mph winds	Devastating damage
4	131-155 mph winds	Catastrophic damage
5	> 156 mph winds	Catastrophic damage

What is a Hurricane watch?

The National Weather Service issues a **hurricane watch when hurricane conditions are possible within a specific area.**

What should I do during a hurricane watch?

When a hurricane watch is issued by the National Weather Service, ASU Police will continue to monitor the weather activity. During a watch, prepare and review the evacuation plan just in case an evacuation is ordered. Further instructions will be given by ASU police. **Watches are issued 48 hours in advance of the anticipated onset of tropical storm force winds.**

What is a Hurricane warning?

The National Weather Service issues a **hurricane warning when conditions are expected to produce a hurricane within a specific area.**

What should I do during a hurricane warning?

When a hurricane warning is issued by the National Weather Service, complete storm preparations and immediately leave the threatened area if directed to do so by local officials or ASU police. **Warnings are issued 36 hours in advance of the anticipated onset of tropical storm force winds.**

Definitions

Tropical Depression- An organized system of clouds and thunderstorms with a defined surface circulation and maximum sustained winds of 38mph or less.

Tropical Storm- An organized system of strong thunderstorms with a defined surface circulation and maximum sustained winds of 39-73 mph.

Extreme Wind Warning- Extreme sustained winds of a major hurricane (115mph or greater), usually associated with the eyewall, **expected to begin within an hour of the warning.**

Upon the Arrival of Severe Weather

Staffing

*Each department will need to determine their own staffing needs; **however it is expected that the following departments will identify essential staff to remain on hand while Severe Weather is in progress:***

Student Affairs

University Police

Facilities

Dining Services

The department of Student Affairs can assist in providing temporary housing for staff required to remain on campus.

Evacuation/Shelter

In the event that the housing facilities need to be evacuated for safety purposes, the following locations will be possibly designated as emergency shelters:

The Albany Civic Center

Surrounding USG schools

Class Cancellation

The decision to cancel classes rests with the President or his/her designee. When making a decision on whether or not to cancel classes, student travel should be taken into account. Students living in residential housing should notify Housing if they plan to evacuate from campus. This notification will assist with the accountability and planning efforts.

72 Hours before estimated arrival of Severe Weather (such as a Hurricane or Tornado)

Task	Responsible Party
Emergency Response Team may be activated to review current conditions and discuss general plans and readiness in the EOC.	Emergency Management Team
Review Emergency Preparedness Plan as needed.	Emergency Response Team
Begin Frequent monitoring of weather related media sources including but not limited to, the National Weather Service, NOAA, and FEMA	University Police, Facilities
Review available inventory of emergency supplies. Purchase additional as needed.	Facilities, University Police
Check grounds and remove dead limbs, clean up loose debris and begin moving all loose equipment and materials.	Facilities, Athletics
Ensure that we have current telephone numbers for support responders (water suppliers, emergency generator suppliers, food suppliers...etc.)	University Police, Facilities, Dining Services
Identify students with disabilities who may require assistance.	Student Affairs
Ensure emergency generators and all vehicles are fueled and serviced.	Facilities, University Police
Review inventory and ensure food and water can be provided for all students and essential staff for at least a 72 hours duration.	Dining Services
Make sure all storm drains are clear.	Facilities
Review any scheduled events that are scheduled to use a space on the ASU campus and prepare to contact them in the event of a school closure.	Events Planning

48 Hours before estimated arrival of Severe Weather

Task	Responsible Party
Emergency Response Team reviews current conditions and recommends actions to the President.	Emergency Response Team
Verify backups of critical data	IT Department
University Communications should begin to provide instructions and updates on the ASU website and through email. (emailed to faculty, staff, and students)	University Communications, University Police
Prepare response to media inquiries regarding University's readiness and plans	University Communications, University Police
Ensure trash receptacles, benches, athletic equipment, and all other loose items that may become projectiles in high winds are appropriately secured.	Facilities, Athletics, University Police, Housing
Make sure all essential vehicles are fully fueled, stocked and inspected.	Facilities, University Police
Ensure all storm response equipment is inspected and ready for operation.	Facilities
A decision regarding cancellation of classes should be made and communicated	President or his/her designee
Depending on severity of storm, make a determination regarding evacuating students living in residential housing.	Student Affairs, Emergency Response Team

36 Hours before estimated arrival of Severe Weather

Task	Responsible Party
If based on current conditions, warning, and forecast all University related functions are to be cancelled including classes, sporting events, and other functions	Chief of Police, President
University departments initiate any specific departmental shut down procedures	

24 Hours before estimated arrival of Severe Weather

Task	Responsible Party
Refuel all vehicles and continue to secure equipment, assess buildings, and protect property from storm conditions.	University Police, Facilities
Close non-essential offices and departments	President, Chief of Police
Verify that all non-essential personnel have evacuated the campus and unoccupied buildings have been secured	University Police
Communicate with students that have not left that it is best for them to stay on campus and shelter in place	University Police, University Communications, Housing
Remind faculty, staff, and students to power down all electronic devices before they leave campus.	IT Department

During Severe Weather

Task	Responsible Party
It is essential that all remaining residents stay indoors throughout the duration of the severe weather. During the storm, for maximum protection, residents should remain in hallways. Storms will often have intense and dull periods therefore it is best to stay indoors. During a hurricane rain may not be constantly present but winds may be detrimental.	Student Affairs, Housing
Except for staff responding to emergency situations, all staff remaining on campus should stay indoors during the storm.	University Police, Facilities
Report Accidents, Injuries, etc. to ASU Police 229-430-4711	

Thunderstorms, Lightning, Flooding

What should I know about thunderstorms?

- Thunderstorms are a normal occurrence for Southwest Georgia and often develop with little warning
- These storms are capable of producing large amounts of rain in short periods of time along with lots of lightning
- Hazards to prepare for are wind, lightning, and flash flooding

Straight-line winds are often responsible for most wind damage associated with a thunderstorm. These winds are often confused with tornadoes because of similar damage and wind speeds. However, the strong gusty winds associated with straight-line winds are unlike the rotating winds of a tornado. If you were to survey the damage pattern left by straight-line winds, you would most likely see debris such as uprooted trees laid out in nearly parallel rows.

What should I do during a thunderstorm?

- **SEEK** shelter and avoid driving if the conditions are too dangerous
- **AVOID** windows
- **MONITOR** the National Weather Service

What should I know about lightning?

- Lightning kills more people annually than all other weather hazards combined
- Lightning strikes usually occur close to the rain area and are negatively charged
- The most dangerous lightning is the positively charged ground strike that can occur many miles from the rain area
- If you can hear thunder you are in danger of getting struck by lightning

What should I do when I see lightning?

- **SEEK SHELTER** in a fully enclosed building or car
- **STAY AWAY** from doors, windows and electrical appliances
- **STAY OFF** the phone
- **AVOID** water, high ground, open spaces, metal objects and contact with other people, if outdoors.

What should I know about outdoor flooding?

- Flash flooding occurs quickly and often without warning
- If the area is flooded, do not attempt to drive across
- Stay away from downed power lines

What should I know about indoor flooding?

- If indoor flooding is detected, call ASU Police immediately
- Unplug all electronics and stay out of the water
- Warn others to stay out of the water as well

Snow and Ice

Snow, ice and/or flooding can make travel to and from campus hazardous. When potential or actual conditions develop that would make travel to and from campus hazardous, the following procedure will be followed:

What should I know about Snow and Ice?

Snow and Ice storms typically come with some warning. The ASU Police will monitor the National Weather Service and Georgia Department of Transportation for changing conditions. If the GDOT issues a travel warning for drivers to stay off the roadways, we will consult with the University President for campus closure.

How will I be notified of a campus closure?

Albany State University will use E-Mail notifications, Website notifications, and local media to announce a campus closure.

If I am a campus resident, will I need to go get food?

The ASU Dining Services will continue to operate during emergency situations including snow and ice storms.

Earthquake

During an earthquake, remain calm and quickly follow the steps outlined below:

- If **INDOORS**, seek refuge in a doorway or under a desk or table. Stay away from windows, shelves, and heavy equipment.
- If **OUTDOORS**, move quickly away from buildings, utility poles, or other structures. **CAUTION:** Always avoid power or utility lines as they may be energized.
- If in an **AUTOMOBILE**, stop in the safest place available, preferably away from the power lines and trees. Stop as quickly as safety permits, but stay in your vehicle for the shelter it offers.
- After the initial shock, evaluate the situation and if emergency help is necessary, call 229-430-4711. Protect yourself at all times and be prepared for aftershock.
- Damaged facilities should be reported to ASU Police.
- If an emergency exists, activate the building alarm and call ASU Police, 229-430-4711.

Utility Failure/ Power Outage

In the event of an electrical or plumbing failure, flood, water leak, natural gas or propane leak call ASU Police. ASU Police will coordinate with Facilities and other appropriate authorities.

What should I do if the utility failure causes or has the potential to cause serious danger to persons or property?

- **NOTIFY** ASU Police
- **EVACUATE** the building
- **NOTIFY** the building manager and others in the immediate area as you are exiting the building

What should I do if the building's power is turned off and the building is not equipped with a generator or emergency lighting?

- When the electricity is turned off in a building, smoke detectors and fire alarms no longer function.
- **NOTIFY** your ASU Police
- Wait for instructions of what to do

What should I do if I smell propane or natural gas?

- **LEAVE** the area immediately
- **KEEP** others out of area
- **NOTIFY** ASU Police
- **EVACUATE** the building and others as you are exiting the building

If the utility failure is wide spread ASU Police or other University administrators may order the building or area be evacuated until the problem has been corrected.

- **DO NOT PULL THE FIRE ALARM!**
- **NOTIFY** the building manager and ASU Police

What should I do if there is a power outage?

- Notify ASU Police and Facilities immediately of a power outage.
- ASU Police will notify Information Technology to ensure computer systems on uninterruptible power supplies are properly handled.
- Remain where you are unless directed by ASU Police to relocate or evacuate.
- If the situation could expose students, faculty or staff to danger, implement appropriate emergency procedures, i.e. evacuate to another building, or move outside to a safe location.
- Turn off electrical equipment or appliances that may be damaged or cause damage once power is restored, i.e., computers, monitors-cooking equipment, etc.

- If instructed to evacuate, proceed cautiously to the nearest exit. Consider persons with disabilities who may need assistance evacuating.

MEDICAL EMERGENCY

Medical emergencies may occur at any time and without warning. AEDs are strategically installed in university buildings to be used during a cardiac emergency. ASU Police have the ability to coordinate the response efforts of fire and ambulance emergency services at every campus.

What do I do if there is a medical emergency occurring or one has occurred?

- Call ASU Police
- ASU police will notify the local fire and/or ambulance service
- Provide your name, location, number of people injured, and description of the medical emergency
- Stay on the phone for instructions of what to do
- Stay calm and keep the patient calm as well
- When ASU Police arrive they will administer first aid until EMS arrives, if ASU Police are not on scene and immediate action is required, locate an AED box/ First aid kit and use accordingly.

Explosion

In the event of an explosion on campus take the following actions:

- Immediately take cover under tables, desks, and other objects that will give protection against falling glass or debris.
- After the effects of the explosion and/or fire have subsided, call 229-430-4711. Give your name and describe the location and the nature of the emergency.
- If necessary, or when directed to do so, activate building alarm.
- When the building evacuation alarm is sounded or when told to leave by University Officials, walk quickly to the nearest marked exit and ask others to do the same.
- **ASSIST DISABLED PERSONS IN EXITING THE BUILDING! DO NOT USE ELEVATORS IN CASE OF FIRE. DO NOT PANIC OR CREATE PANIC IN OTHERS.**
- Once outside, move to the area designated as your building assembly area.
- Keep streets and walkways clear for emergency responders as necessary.
- A campus command post may be set up near the disaster site. Keep clear of the command post unless you have official business.

DO NOT RETURN TO AN EVACUATED BUILDING UNLESS TOLD TO DO SO BY AN OFFICIAL.

Fire

All incidents of unintentional/non-control burn fires will be reported to ASU Police immediately whether Fire Department response is required or not. All Department heads, building coordinators, and supervisors will ensure that their employees are aware of the location of the fire extinguishers and fire alarm pull boxes in their work area(s). All employees should be made aware of emergency evacuation routes for their work area, the location of the fire exits, windows (if applicable) and reminded not to use elevators in the event of fire.

What should I do if I discover a fire?

- **ACTIVATE THE FIRE ALARM SYSTEM** by pulling one of the pull stations that are located along the exit routes, IF the alarm is not already sounding. **FOLLOW YOUR EVACUATION ROUTE** and evacuate the building through the nearest exit. **DO NOT USE ELEVATORS.**
- **PROCEED** to the pre-determined outdoor assembly area for the building
- **CALL ASU Police** to report the fire.
- **REMAIN OUTSIDE** in the assembly area until you have been told to re-enter the building by the emergency personnel in charge.

What do I need to know about portable fire extinguishers?

- Portable fire extinguishers are installed in every building
- Familiarize yourself with the locations of the fire extinguishers and receive hands-on training.

When should I use a portable fire extinguisher?

Attempt to use fire extinguishers **ONLY** if the following apply:

- The fire is small and can be contained safely with a fire extinguisher
- The exit is clear and there is no imminent danger
- The proper extinguisher is readily available

How do I use a fire extinguisher?

- P** – pull the pin
- A** – aim low
- S** – squeeze
- S** – sweep

CHEMICAL OR RADIATION SPILL

What are hazardous materials?

Hazardous materials are chemicals, products, and agents that can cause harm to humans or the environment when handled improperly.

What should I do if there is a small spill in the area and personnel trained in Hazardous Material clean up and appropriate spill kits are not available?

- **EVACUATE** the immediate area, or the entire building if necessary
- **KEEP** others out of the area
- **ASSIST** others to safety
- **CALL ASU Police** immediately

What should I do if there is a large spill in the area, or there is a small spill where personnel trained in hazardous material clean up or an appropriate spill kit is not available?

- **EVACUATE** the entire building
- **KEEP** others outside of the area
- **ASSIST** others to safety

- **CALL ASU Police** immediately. They will call the Environmental Health and Safety Coordinator and the local Fire Department.
- **NOTIFY** the building coordinator
- **STAY** outside of the building as decontamination may be necessary

What information do I need to have readily available when reporting a spill?

Your name and location of the incident

Details of the incident including:

Type of incident, liquid spill, gas leak, bio hazardous material, etc.

Type and quantity of hazardous material involved, if known

Type of exposure to personnel, skin or eye contact, inhalation, etc.

Extent of injuries or damage, if applicable

BOMB THREAT

What should I know about bomb threats?

Bomb threats can be classified into two categories:

The Hoax Caller: These threats are generally motivated to create an atmosphere of panic and chaos. Generally, the motive of these callers is to disrupt the normal activities and operations to the location where the explosive device is alleged to be placed.

The Credible Caller: This caller believes that an explosive device has been or will be placed, and he or she wants to warn of the threat to minimize personal injuries or property damage. The caller may be the person placing the bomb or someone who has become aware of information they believe to be credible.

What methods can I receive a bomb threat?

Most of the time, bomb threats occur over the phone, however these threats can also be made via letters, e-mail, and suspicious packages.

The Phone Threat: Telephone bomb threats are the most common. A person receiving a bomb threat by phone **SHOULD NOT** disconnect the caller. Keep the caller on the phone as long as possible and get as much information as possible. Once the call is finished, report the call and information to ASU Police.

Information you should obtain:

- When will the bomb explode?
- Where is the bomb located?
- What kind of bomb is it?
- Who is (are) the targets?
- Who is the caller and how can he or she be reached?
- Why was the bomb placed there?

The Letter Threat: Bomb threats can be received via letter or in another form or writing. If you receive this correspondence, keep all materials and contact ASU Police immediately. The person opening the letter should handle the document as little as possible

The E-Mail Threat: E-mail is becoming a more and more frequent source of harassing communication. Although e-mail is not very private, experienced persons can create e-mail accounts under fictitious names and use public computers to send threats. A person receiving a bomb threat via e-mail should contact ASU Police immediately. Do not delete the message.

The Suspicious Package, Letter or Other Item: Any unusual object or even a strange vehicle should be immediately reported to ASU Police.

What do I do if I receive a bomb threat?

- Keep calm and keep the caller on the line as long as possible. Ask the caller to repeat the message. Record as much of the spoken words made by the person making the call as possible.
- Ask the caller for the exact location and time of possible detonation (if this information was not provided).
- Pay particular attention for any strange or peculiar noises, such as, motors running, background music and type of music, and any other noises, which might give even a remote clue as to the place from which the call is being made
- Listen closely to the voice (male or female), quality of the voice (calm or excited), accents and speech impediments.
DO NOT HANG UP THE PHONE UNTIL THE CALLER HAS DISCONNECTED.
- Call ASU Police immediately when the call has been completed, giving as much information as possible. ASU Police will disseminate the information.
- If the bomb threat is directed to your building, notify the Dean or other appropriate directors and proceed with an orderly evacuation of all building occupants.
- Assemble at an area away from the building or other location as directed by ASU Police.
- Preserve any written, electronic or recorded communications related to the bomb threat for investigation by ASU Police.

Bomb Threat "Check List"

The exact wording of the threat:

Number at which the call is received: _____ Time: _____ Date: _____
Length of call: _____

Questions to ask the caller:

When is the bomb going to explode? _____
What is the exact location of the threat? _____
Where is the bomb right now? _____
What does the bomb look like? _____

What kind of bomb is it? _____
What will cause the bomb to explode? _____
Did you place the bomb? _____
Why? _____
What is your name? _____
What is your address? _____

Sex of caller: _____ Race: _____

Caller's language

Well spoken (educated) Foul Irrational Incoherent Taped
 Message Read

Caller's Voice

Calm Nasal Angry Stutter Excited Cracking Voice
 Lisp Slow Raspy Soft Deep Distinct
 Loud
 Accent Ragged
 Crying Laughter
 Slurred Familiar
 Normal Clear throat
 Disguised Whispered

If voice is familiar, who did it sound like?

Background sounds:

Street Animal Noises Voices PA System Music
 House Motor Office machinery Factory machinery noises
 Disguised Clear Static Local Long Distance
 Booth Other

Date: _____ Name: _____

Position: _____

Phone Number: _____

After the conversation, call ASU Police IMMEDIATELY and follow the instructions of the Dispatcher!!!

SUSPICIOUS PACKAGES AND LETTERS

1. Characteristics of Suspicious packages

Mail and package deliveries to each department should be screened for suspicious letters and/or packages. Some common features of threat letters/packages include the following, but the presence of one or more of these elements does not always mean that the package is suspicious. The evaluation depends upon the judgment of the individual screening the mail.

Potential Elements of Suspicion:

- Fictitious, unfamiliar or no return address
- Handwritten or poorly typed address
- Address to a title only or an incorrect title
- Mailed from a foreign country
- Excessive postage
- Excessive string or tape on package
- Misspelling of common words
- Restrictive markings such as "Confidential", "Personal", etc.
- Excessive weight and/or feel of a powdery or foreign substance
- Discoloration or stains

2. Do Not Open or Handle

Suspicious letters and packages should not be opened and should not be handled any more than is absolutely necessary. If there is nothing leaking from the suspicious item leave it alone and **CALL ASU POLICE**. Keep others away from the area.

3. Letter or Package Claiming Contamination

If you open a letter/package with information that claims to have contaminated you, but there is no substance seen or felt in the envelope or on the letter, the chances are that you have not been contaminated. **CALL ASU POLICE** and tell them exactly what has happened. They will dispatch the appropriate personnel to your location to follow-up on your possible exposure and to document what has taken place. Secure the area until ASU Police arrive. Do not handle the suspicious item anymore and do not let anyone else handle the item.

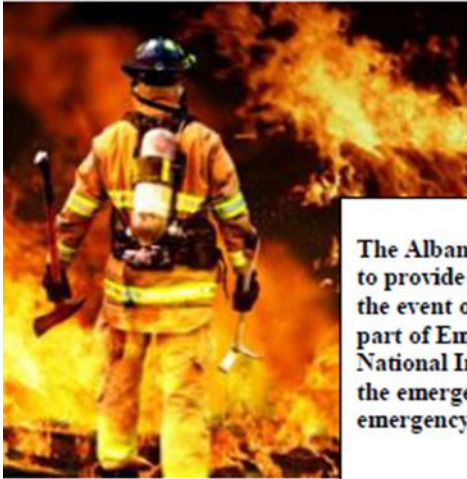
4. Letter or Package with a Foreign Substance

If you open a letter/package that claims to have contaminated you or there is some sort of foreign substance in the envelope or package, place the letter back into the envelope/package and close it back up. The person that opened the envelope/package and anyone who came in contact with the envelope/package or its contents after it was opened should immediately leave the room and wash their hands with soap and water. Remove any clothing that has the substance on it and place the contaminated clothing in a plastic trash bag. Then wash your hands with soap and water. **CALL ASU POLICE** to report the letter and tell the dispatcher you have opened the envelope/package, there is a substance inside, and what you have done up to that point.

5. The Risk will be Evaluated and Further Measures Taken If Necessary

The ASU Police and the local Fire Department can evaluate the risk to those in the room at the time of potential exposure as well as any impact on the remainder of the building. Based upon that risk assessment, further emergency measures may be implemented as necessary. If the risk is found to be minimal, other areas of the facility will not be disrupted and any necessary actions to return the area involved to normal activity will begin as soon as possible.

Albany State University Building Evacuation and Shelter in Place Plan



The Albany State University Evacuation Plan is designed to provide guidance for the ASU Campus Community in the event of a crisis on campus. The plan will be used as part of Emergency Operations in conjunction with the National Incident Management System (NIMS). NIMS is the emergency guidelines which is used by multiple emergency responders.

FIRE

TORNADO

HURRICANE

MAN-MADE DISASTER



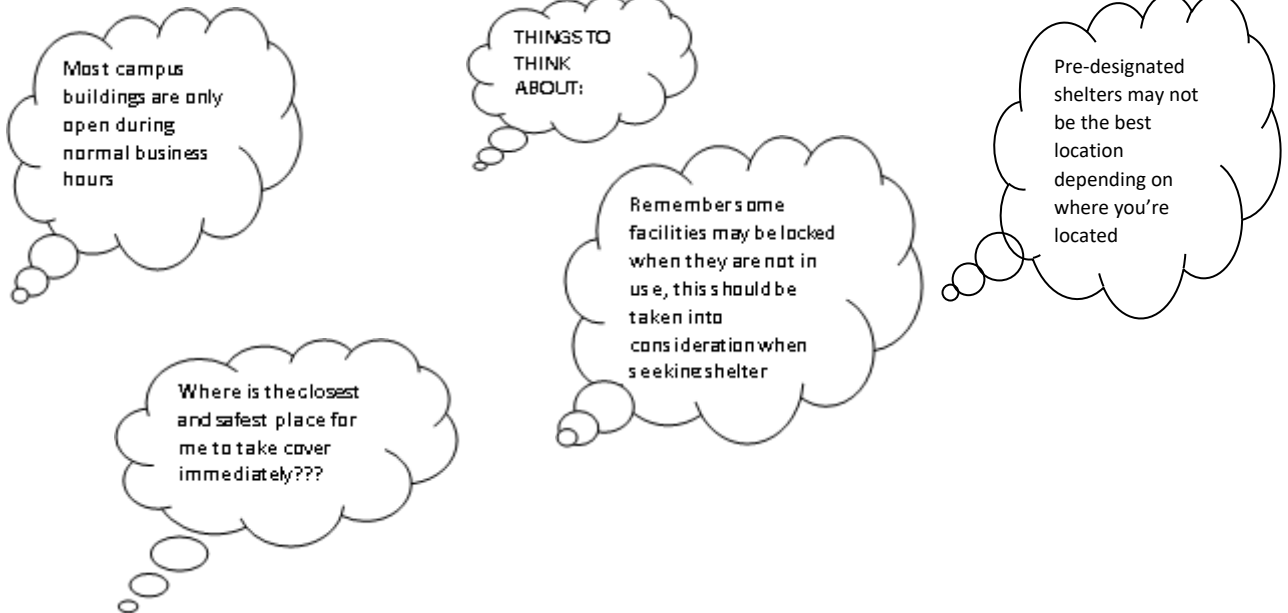
Evacuation and Shelter

The evacuation/shelter plan is to be implemented upon notification from the Police Department. In the event of building evacuation, all students, faculty, staff and visitors are to proceed to the nearest exit (if not obstructed) and meet at the designated areas and remain until accounted for by a designee. In the event of a tornado warning or severe weather conditions, all students, faculty, staff and visitors are to proceed to the designated shelters within each facility on campus and remain until accounted for or conditions permit departure. Detailed list on next page.

- During a contained incident, local law enforcement and fire departments will provide evacuation and search and rescue services, as resources allow. Other organizations may provide assistance, including health, engineering, and local organizations, such as the American Red Cross.
- In a large scale incident, local fire and law enforcement capability may be overwhelmed due to evacuation and emergency search and rescue operations.

The following shelter list can be altered to fit circumstances. If by any chance students, faculty, or staff are unable to locate a designated shelter, seek shelter in place. Always stay clear of windows, go to the lowest level, and do not use elevators. Bathrooms and hallways are also a good option.

Pre-designated Shelters are used when conditions aren't inclement and time is on your side.



	Location	Evacuation	Shelter
East ASU Campus Upper Campus	ASU Early Learning Center	Occupants should exit the building and assemble across the street in the west parking area of the Hyper Gym	Occupants should assemble in the hallways and bathrooms without windows . Stay away from doors and windows
	Billy C. Black Building	Occupants should exit the building and assemble in the BCB parking area located on the east side of the building.	Occupants should assemble in Rooms 141, 143 or 150(Auditorium) - Predesignated Shelter all located on the first floor.
	Central Energy Plant (CEP) ASU Police Department	Occupants should exit the facility and assemble in BCB parking area.	Occupants should assemble in either the restrooms and or rooms 105,110 and 112.
	Health and Physical Education Building (HYPER)	Occupants should exit the building and assemble in the student parking area located on the east side of the building.	Occupants should assemble in the locker rooms and the sports medicine or weight room.
	Lovett Hall	Occupants should exit the building and assemble on the grassy area south of the building near North Joseph Holley Drive.	Occupants should assemble in the bathrooms and the Kitchen area . If you are in the west or east locker rooms, remain there until an “All Clear” notice has been given.
	The Quarterback Club	Occupants should exit the building and assemble on the grassy areas south of the building near North Joseph Holley Drive.	Occupants should assemble in both bathrooms or in the storage room by the kitchen area.
Lower Campus	Daisy Brown Building	Occupants should proceed to the Pedestrian Mall Area	Occupants should assemble in the office spaces 103,104 and 105 or the bathrooms of the facility.

	Location	Evacuation	Shelter
Lower Campus	Harnett Hall (Criminal Justice)	Occupants should exit the building and assemble in the large parking area in front of the Harnett Hall Building.	Occupants should assemble in the auditorium located on the first floor of the building, room 111. The bathrooms are also suitable for shelter.
	James Pendergrast Memorial Library	Occupants on the first floor of the library should proceed to the parking lot area on the north side of the Pedestrian Mall. Occupants on the second and third floors should proceed to the parking lot area on the southeast side of the building near the main entrance	Occupants should assemble in the first floor auditorium (room 114).
	Military Science Facility: ROTC	Occupants should exit the building and assemble in the parking lot in the front of the R.O.T.C. building.	Occupants should assemble in the classrooms or the bathrooms
	Orene Hall	Occupants should proceed out of the facility and assemble in the parking lot area located on the north side of the facility.	Occupants in the building should assemble in the basement of the facility located in the rear of the building
	Peace Hall	Occupants should exit the facility and assemble in the parking lot area in front of Sanford Hall.	Occupants should assemble in conference room of the facility room 127 or first floor office spaces on the east end of the hallway.

	Location	Evacuation	Shelter
Lower Campus	Reese Building	Occupants should exit the building and assemble in the parking lot area near the track.	Occupants should assemble in the post office located on the first floor . The bathroom is also suitable for shelter
	Sanford Gym	Occupants should exit the building and assemble in the parking lot area near the track.	Occupants should assemble in the meeting rooms located around the south entrance .
North Campus	Facilities Management	Occupants should exit the building and assemble in the large parking area located across from Simmons Hall.	Occupants should assemble in the back hallway bathrooms and office spaces rooms 104, 105, 106, 116 and 117 .
	New Student Center	Occupants should exit the building and assemble in the Pedestrian Mall area if on the first floor. Occupants on the second floor	Occupants on the first floor should assemble in the restrooms. Occupants on the second floor should assemble in the following areas:
	Old Presidents House	Occupants should proceed to the rear parking area of the facility.	Occupants should assemble in the kitchen and/or bathroom of the facility.
	Simmons Hall	Occupants should exit the building and assemble in the large Simmons parking area in front of the building.	Occupants should assemble in the auditorium located on the first floor if the building room 101 or rooms 103,111 and 112 .

	Location	Evacuation	Shelter
North Campus	Chilaca's (Hall 4)	Occupants should exit the building and assemble in Residence Hall 3 parking area.	Occupants should assemble in the storage rooms.
	South Residence Hall	Occupants should exit the building and assemble in the ROTC parking lot.	Occupants should assemble in the hallways of the first floor of the facility. Close all doors and windows. Do not remain in rooms with exposed windows. Bathrooms are also suitable for shelter.
	Residence Halls 1 & 2	Occupants should exit the building and assemble in the east parking area of the Pendergrast Library near Radium Springs Road.	Occupants should assemble in the hallways of the first floor of the building. Close all doors and windows. Do not remain in upper floor rooms. Stay away from rooms with exposed windows. First floor rooms without windows and bathrooms are most suitable for shelter.
	Residence Halls 3 & 4	Occupants should exit the building and assemble in Residence Hall 3 parking area and on the south side roadway grassy area and the gravel parking area.	Occupants should assemble in the hallways of the first of the building. Close all doors and windows. Do not remain in the upper floor rooms. Stay away from rooms with exposed windows. First floor rooms without windows and bathrooms are most suitable for shelter.

	Location	Evacuation	Shelter
North Campus	Wiley and Gibson Hall	Occupants should exit the building and assemble in the parking lot near Daisy Brown Building.	Occupants should assemble in the hallways of the first floor of the building . Close all doors windows. Do not remain in offices with exposed windows.
	East Resident Hall	Occupants should exit the building and assemble in the South ROTC parking lot.	Occupants should assemble in the hallways of the first floor of the facility . Close all doors and windows. Do not remain in rooms with exposed windows. Bathrooms are also suitable for shelter.
	North Residence Hall	Occupants should exit the building and assemble in the ROTC parking lot.	Occupants should assemble in the hallways of the first floors of the building . Close all windows and doors. Do not remain in the rooms with exposed windows. Bathrooms are also suitable for shelter.
	Residence Halls 5 & 6	Occupants should exit the building and assemble in the residence student parking area and the overflow parking area (East parking).	Occupants should assemble in hallway of the first floor of the building . Close all doors and windows. Do not remain on the upper floors. Stay away from rooms with exposed windows. First floor rooms without windows and bathrooms are most suitable for shelter .

	Location	Evacuation	Shelter
West ASU Campus	Building A- Technology/Computer Lab	Proceed North of A Building to the grassy area at the far end of the loop.	Occupants should assemble in the hallways of the first floor of the facility. Close all doors and windows. Do not remain in rooms with exposed windows. Bathrooms are also suitable for shelter.
	Building B- Math and Dental Hygiene	Proceed south across the student parking lot to the grassy area.	Occupants should assemble in hallway of the first floor of the building. Close all doors and windows. Do not remain on the upper floors. Stay away from rooms with exposed windows. First floor rooms without windows and bathroom are most suitable for shelter.
	Building C- Student Center	Proceed south across the student parking lot to the grassy area.	Occupants on the first floor should assemble in the restrooms. Occupants on the second floor should assemble in the following areas: Dining Hall hallway area of the ballroom.
	Building D- Plant Operations	Proceed north of the Plant Operations building to the grassy area across the parking lot.	Occupants should assemble in the bathrooms.

	Location	Evacuation	Shelter
	Building E- Physical Education	Proceed southwest of E building to the tennis courts.	Occupants should assemble in the locker rooms and the sports medicine or weight room.
	Building F- Arts and Humanities	Proceed northwest of F Building and west of the library to the grassy area.	Occupants should assemble in hallway of the first floor of the building. Close all doors and windows. Do not remain on the upper floors. Stay away from rooms with exposed windows. First floor rooms without windows and bathroom are most suitable for shelter.
	Building G- Library and Testing Center	Proceed to the west side of the G building to the grassy area behind the library facing the gym side (200 feet from the building).	Occupants should assemble in the back hallway, bathrooms, and office spaces.
	Building H- Warehouse	Proceed to the southeast corner of the parking lot located to the east of the warehouse (graveled covered parking lot).	Occupants should assemble in the bathrooms.
	Building I- Business and Social Science	Proceed north of I building across the faculty parking lot and to the grassy area.	Occupants should assemble in hallway of the first floor of the building. Close all doors and windows. Stay away from rooms with exposed windows.

	Location	Evacuation	Shelter
	Building J- Allied Health	Proceed east of J building and cross the access road.	Occupants should assemble in the first floor auditorium.
	Building K- Academic Services	Proceed north of K building across the faculty parking lot and to the grassy area.	Occupants should assemble in the hallways of the first floor of the building. Close all doors windows. Do not remain in offices with exposed windows.
	Building L- Nursing	Proceed to the front lawn (west side) of the Nursing building	Occupants should assemble in the first floor auditorium.
	Building M- Bookstore	Proceed south across the student parking lot to the grassy area.	Occupants should assemble in the rear office.
	West Commons	Proceed to east side of building (by woods).	Occupants should assemble in the hallways of the first floor of the building. Close all doors windows. Do not remain in offices with exposed windows. Bathroom also suitable for shelter.
	Village South (West)	Proceed to grass area located near northeast corner of Foundation Lane.	Occupants should assemble in the hallways of the first floor of the building. Close all doors windows. Do not remain in offices with exposed windows. Bathrooms also suitable for shelter.

	Location	Evacuation	Shelter
New Fine Arts Building East Campus	First Floor	Exits are located in each corner of the building. Proceed into the parking lot	Occupants should assemble in hallway. First floor rooms without windows and bathroom are most suitable for shelter.
	Second Floor	Take nearest exit down the stairs to the first floor then proceed to the nearest exit. Proceed across the street in to parking lot.	Occupants should assemble in hallway of the first floor of the building. Do not remain on the upper floors. Stay away from rooms with exposed windows.
	Third Floor	Take nearest exit down the stairs to the first floor then proceed to the nearest exit. Proceed across the street in to parking lot.	Occupants should assemble in the hallways of the first floor of the building. Close all doors and windows. Bathrooms also suitable for shelter.
Cordele Campus	First Floor	Exits are located in each corner of the first floor. Proceed across the street into parking lot.	Occupants should assemble in the bathrooms.
	Third Floor	Take nearest exit down the stairs to the first floor then proceed to the nearest exit. Proceed across the street in to parking lot.	Occupants should assemble in the hallways of the first floor of the building. Close all doors and windows. Do not remain in offices with exposed windows. Bathrooms also suitable for shelter.

Assisting Individuals with Special Needs

Individuals who are blind or have low vision

- **Communicate nature of emergency.** Describe nature of emergency and the location if relevant.
- **Offer assistance.** Offer your arm to assist with guiding the individual.
- **Communicate verbally.** Provide details about where you are going and any obstacles the person may encounter along the route
- **Orient and inquire.** Once at a safe location, orient the individual to the location and inquire if further assistance is needed before leaving the location.

Individuals who are deaf or hard of hearing

- **Alert individual.** Turn the lights on/off or wave your arms to gain the person's attention.
- **Use gestures or written notes.** Indicate directions with gestures or write a note with evacuation instructions.

Individuals with mobility limitations- Non wheelchair users

- **Discuss needs and preferences- ask if assistance is needed.** Inquire if the person is able to evacuate using the stairs without help or with minor assistance
- **Ensure clear path of travel.** If debris is present, it may be necessary to clear a path to the exit route.
- **No imminent danger.** If there is no imminent danger, the person may choose to remain in the building or to be directed to an Area of Refuge (stairwell) until emergency personnel arrive.
- **Imminent danger.** If danger is imminent, use a sturdy chair, with or without wheels, to move the person, or help carry the person to safety using a carry technique, or, if available, use an evacuation chair.
- **Mobility aids or devices.** Return any mobility aids or devices to the person as soon as possible.
- **Notify emergency personnel.** Notify emergency personnel immediately about any individuals remaining in the building and their locations.

Mobility limitations- Wheelchair User

- **Discuss needs and preferences.** Non-ambulatory persons' needs and preferences vary widely and therefore require you to ask them how they would like to be assisted.

- **Wheelchair-user on the ground floor.** Individuals who use wheelchairs may choose to evacuate themselves from the ground floor with minimal assistance.
- **Ensure clear path of travel.** If debris is present, it may be necessary to clear a path to the exit.
- **No imminent danger.** If there is no imminent danger, the person may choose to remain in the building or to be directed to a safe area (stairwell) until emergency personnel arrive. Fire Department personnel, who are trained in emergency rescue, can then enter the building and assist the person in exiting the building, either down the stairs or using the emergency elevator recall.
- **Imminent danger.** If danger is imminent and the individual does not wish to be removed from his or her wheelchair, direct the person to the nearest safe area (stairwell) and notify emergency personnel immediately. While staying in place, the wheelchair user should keep in direct contact with ASU Communications by dialing (229) 430-4711 from a (cell) phone and reporting directly pertinent information including the location.

Carrying Techniques

One person Carry Technique (The Cradle Lift)

- The Cradle Lift is the preferred carry method when the person to be carried has little to no arm strength.

Two person Carry Technique (The Swing Carry or Chair Carry)

- Carry partners stand on opposite sides of the individual.
- Wrap individual's closest arm around one carry partner's shoulder.
- Grasp carry partner's forearm behind the individual in the small of the back.
- Reach under the individual's knees to grasp the wrist of carry partner's other hand.
- Both carry partners should then lean in close to the individual and lift on the count of three.
- Continue pressing into the individual being carried for additional support in the carry.

If you observe a person with a disability having difficulty evacuating, remember to ask if assistance is needed before taking action.

Faculty, Staff and Student Crisis Response

Albany State University has resources and professionals to deal with a crisis that may take place on its campus. The focus is to narrow down the time, focus on intervention, identify the crisis, confront and resolve the crisis, restore equilibrium, and support appropriate adaptive responses.

What is psychological crisis?

A Psychological crisis exists when an individual is threatening to harm themselves or others, or is out of touch with reality.

The crisis can manifest as Paranoia, Hallucinations, Uncontrollable behavior, or withdrawal.

Crises: shall include but is not limited to situations involving the death of a student, staff member, faculty member, or member of a student's immediate family by suicide, substance abuse, illness, or accident.

Critical incidents: shall include situations involving threats of harm to students, personnel or facilities. Critical incidents include but are not limited natural disasters, fire, use of weapons/explosives, and the taking of hostages. Such incidents require an interagency response involving law enforcement and/or emergency services agencies.

PROCEDURES

- Should you come in contact with someone experiencing a crisis, do not attempt to handle the potentially dangerous situation alone
- **Call ASU Police**
- The safety of the person in crisis and those around him should be your first concern. ASU Police will work closely with campus counseling professionals when necessary to correct the situation.

Other Resources:

GLBT National Youth Talkline: 1-800-246-7743

Suicide Prevention Line: 1-800-273-8255

Ga Crisis Line: 1-800-715-4225

ASU Counseling and Disability Office 229-500-2013

Albany State University Police Department 229-430-4711 and Albany 911)

Freedom of Expression Policy

Albany State University (“ASU”) is committed to respecting the First Amendment rights of all individuals, including freedom of speech, freedom of expression, and the right to peaceably assemble. View the full policy [HERE](#).

Demonstrations should not be disrupted unless they interfere with normal operations, proper protocol was not followed, or there is a threat of harm to persons or property.

Suicide Protocol and Procedures

All college and university campuses need to be aware of the need to be prepared to deal with students who are under extreme emotional distress. Some students who are under stress may have suicidal thoughts, or attempt suicide. It is very important that all universities and colleges develop protocols so that the campus can handle crisis situations in a methodical and consistent manner.

All procedures **MUST** be followed by the faculty and staff of Albany State University.

- 1. Immediately Call 911** and ASU Police Department (**ASU PD**) (**229) 430- 4711**
Take any threat of self-harm seriously
2. Please **remain calm and call/send for help**.
3. Please remain with the student until proper authorities arrive to secure the location.
Do Not Leave Person Alone.
4. ASU PD will contact the Counseling Director, and/or Housing Director and/or other resource persons at Albany State University.
5. ASU PD or the Counseling Director will determine who will accompany the student to the medical facility and contact Student Affairs.

If a student needs to be transported to a psychiatric facility for further evaluation, that process will be more productive if the ASU PD or Counseling Director and/or staff contact the facility, either by phone or in person, to give them the information about what has been going on. This information will help the personnel do a better evaluation.

6. ASU PD or the Vice President for Student Affairs will contact family members or the guardian of the student if necessary.

The Counseling Department will provide counseling to those who may have been affected by the events.

7. File a report of incident. Proper documentation of the incident is very important.

Missing Person Protocol

Introduction

Albany State University (ASU) is committed to creating and preserving a safe and secure environment for its campus constituents. In order to support this commitment, this Policy sets forth rules and procedures to be followed in the event a person who resides in an ASU campus housing facility, is participating in an ASU sponsored activity, and/or is an enrolled student is reported missing.

Purpose

The Clery Act requires institutions that maintain on campus housing facilities to establish policies and procedures to address reports of missing students. Since individuals other than those enrolled in classes at ASU may reside in the campus housing facility, the intent is to cover those persons as well.

Definition

Missing Person: For the purpose of this policy, the term “missing person” generally refers to any person who was residing in an ASU residential facility, participating in an ASU sponsored/sanctioned activity, and/or enrolled as an ASU student at the time he/she is believed to have gone missing.

Scope

This policy outlines the actions which will be taken when a person is reported missing and it is determined the he or she has been missing for 24 hours or greater.

Policy

Members of the University community should immediately report a missing person(s) to the Albany State University Policy Department (ASUPD) by calling 229-430-4711. Within the University, responsibility for investigation of a missing person report rests with the ASUPD. There is no waiting period for reporting a missing person. Responding officers will carefully record and investigate the factual circumstances surrounding the disappearance in accordance with Departmental directives. Particular care will be exercised in instances involving those who may be mentally or physically impaired or others who are insufficiently prepared to care for themselves.

The full missing person protocol can be located at <https://www.asurams.edu/fiscal-affairs/police/missing-persons-protocol.php>.

Emergency Procedures for Violent or Criminal Behavior

Everyone is asked to assist in making the campus safe by being alert, and reporting suspicious activity promptly.

If you witness any criminal or violent behavior, AVOID RISKS, notify the ASU Police immediately via Phone or Emergency Callbox.

Have the following information readily available:

1. Nature of the Incident
2. Location of the Incident
3. Description of the person or persons involved
4. Description of property involved (weapons)

Keep a visual on the suspect and assist the officers when they arrive by supplying them with additional information. Encourage others to cooperate as well.

Hostage Situations

What should I do if I am taken hostage?

- Be patient. Time is on your side. Avoid drastic actions.
- The initial 45 minutes are the most dangerous, follow instructions.
- Be alert and cooperative, do not make mistakes which could endanger your well-being
- Do not speak unless spoken to and then only when necessary. Avoid appearing hostile. Do not talk down to the captor who may be agitated.
- Remain calm and avoid speculation. Comply with instructions as best as you can, avoid arguments.
- Be observant. The personal safety of yourself and others may depend on your memory.
- Expect the unexpected.

Active Shooter Emergency Preparedness

If the situation should arise where someone has entered the campus area and started shooting or has threatened to do so, Albany State University will enter into a lockdown mode. Be advised that these situations are highly unpredictable, and the following guidelines are based on past experiences. Altering responses may be necessary depending on the situation.

When an active shooter begins their attack it is imperative that the initial police responders immediately pursue and establish contact with the shooter at their earliest opportunity. The sooner the shooter can be contained, captured, or neutralized, the fewer casualties. ASU Police officers have trained to respond to any potential threat to the campus community. We must be smart in the swift decisions we make during an emergency which comes with training and yields an equal efficient response.

Lockdown Procedures:

If you are in a building and you hear gunfire or receive an emergency notification stating that the campus is on lockdown due to gunfire, follow these steps:

1. Go to the nearest room, office, or closet
2. Close and lock the door
3. If possible, cover the doors and windows
4. Place whatever you can in front of the door to prevent anyone from entering
5. Notify ASU Police, provide as much information as possible
 - Your name
 - Location
 - Number of shooters
 - Identification of the shooter
 - Type of weapon (handgun, rifle...etc.)
 - Your current location
 - Location of known victims
6. Stay quiet and out of sight
7. Stay barricaded inside the room, closet, etc. until you're escorted out by an emergency official or given an "All Clear" notification message.

If you are outside and hear gunfire, run off campus and seek shelter.

Be mindful of those with disabilities who may need assistance.

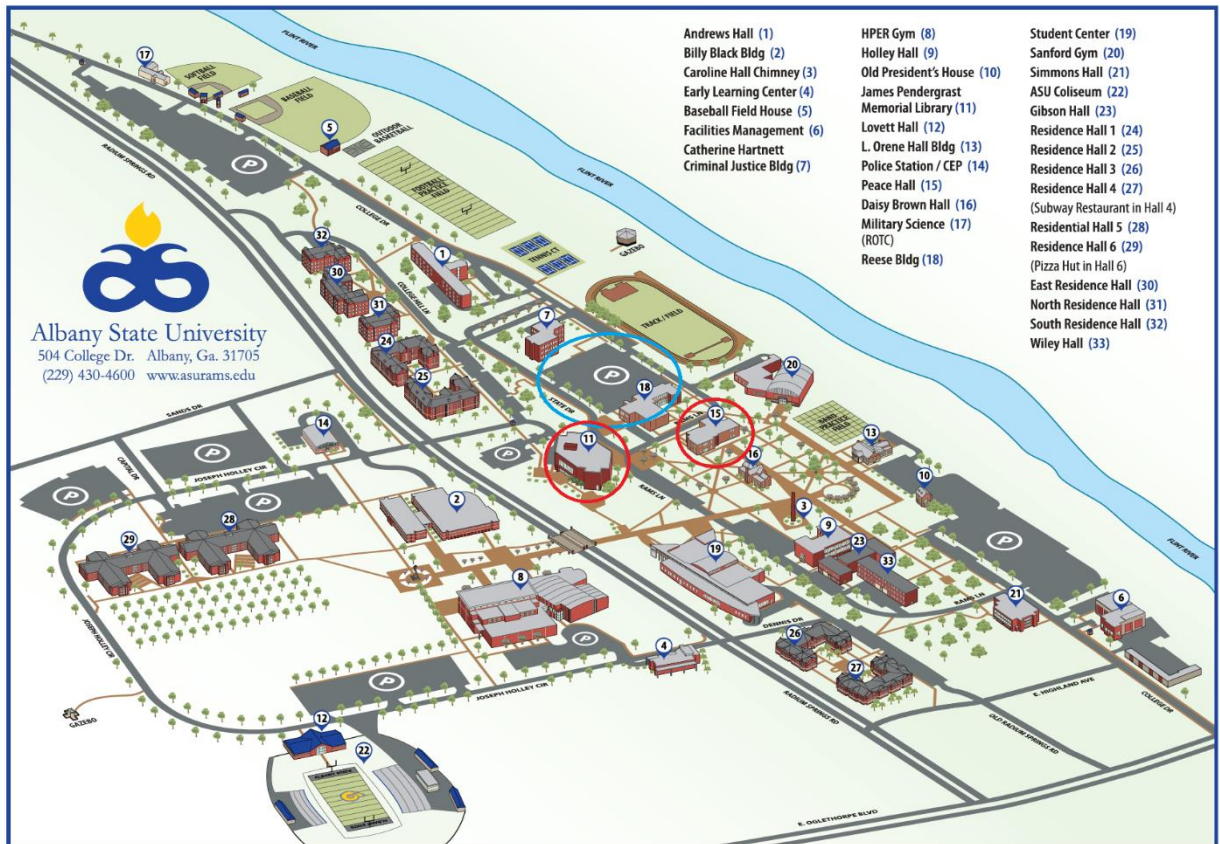
Training and Drills

The Albany State University provides training through departmental request as well as scheduled drills, tabletop exercises, and departmental training. ALERRT (Advanced Law Enforcement Rapid Response Training) training is conducted several times a year which covers techniques for engaging a suspect, entering rooms, and active shooter response for law enforcement. We also offer CRASE (Civilian Response to Active Shooter Events) training to prepare faculty, staff, and students to respond to active shooters.

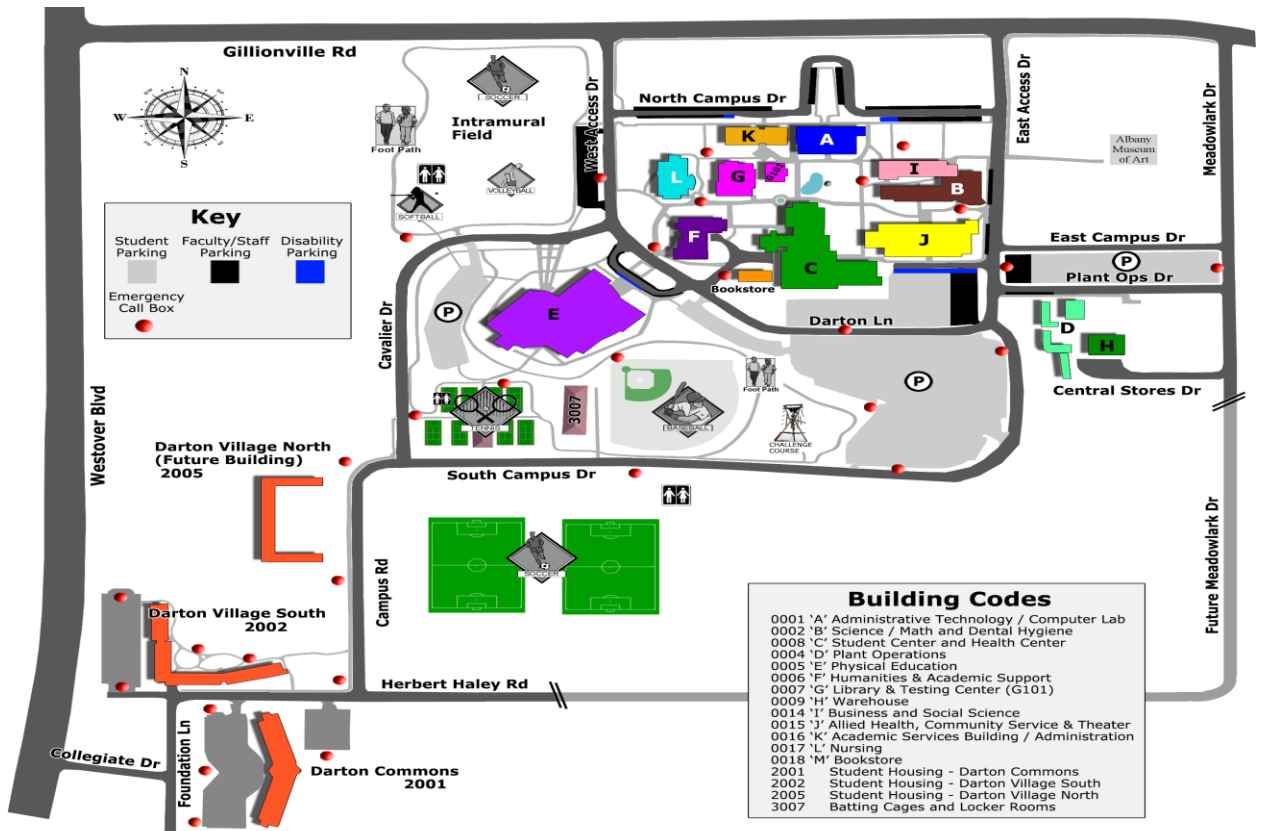
Albany State University also takes fire safety very seriously and continues to enhance its programs to the university community through education, engineering and enforcement. Education programs are presented throughout the year to faculty, staff and students so they are aware of the rules and safe practices. These programs, which are available at designated campus locations, include identification and prevention of hazards, actual building evacuation procedures and drill, specific occupant response to fire emergencies and hands-on use of fire extinguishers.

All residence halls on both campuses have emergency evacuation plans and conduct fire drills twice a semester (September, November, February, and April) during the school year to allow occupants to become familiar with and practice their evacuation skills.

Albany State University's Radium Springs East Campus



Albany State University's Gillionville West Campus



Albany State University's Cordele Campus



Disaster Recovery Service Vendor Activation and Response

Purpose:

In emergency situations that require the immediate response of contractors to strengthen facilities, start immediate actions to prevent further damage to facilities, property, and conduct assessments of damage. This appendix establishes procedures for using pre-qualified contractors that were identified through a University System of Georgia qualifications-based selection process as having the requisite abilities to respond to emergency situations that may occur on any Georgia State University campus.

Discussion:

Pre-qualified contractors have been identified through a qualifications based selection process. This process focuses on qualifications and not necessarily pricing. Georgia State University is responsible for monitoring contractor activities to ensure the best use of fiscal resources.

Authorities:

Only the following, Albany State University personnel have the authority to initiate a contractor response for immediate disaster recovery purposes:

Shawn McGee, VP of Administration (229) 500-3026
Lee Howell, Director of Facility Management (229) 288-8199
Gregory Elder, Chief of Police (229) 500-3076
Designated staff by the President of the University.

Procedure:

Request for Contractor Response

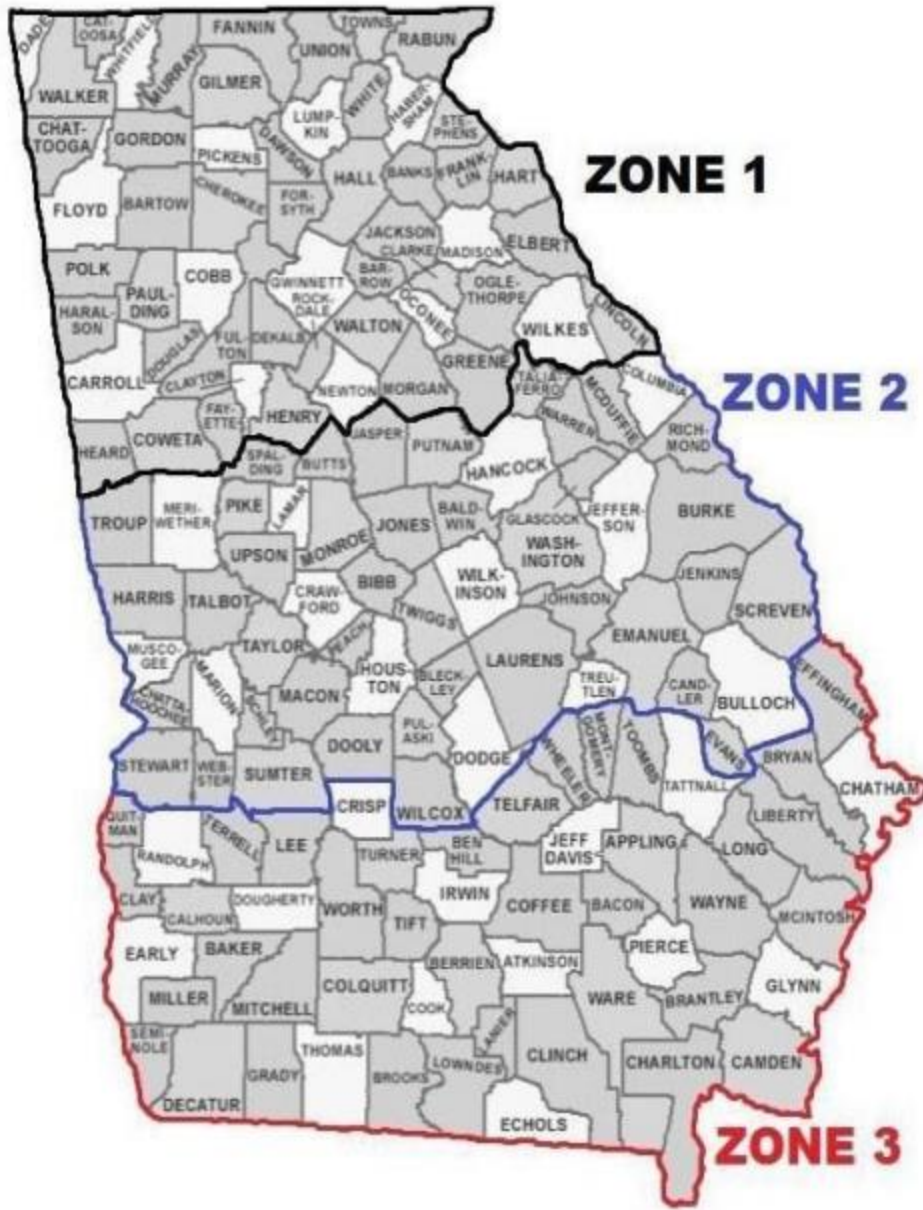
1. Authorizing official will contact a pre-qualified vendor (see attached) providing available information available such as; type of event, visible damage, specific location of facility and damaged area, location of any hazard materials that may interfere with the response and where to report to when arriving on campus.
2. Contractor(s) should be selected from the pre-qualified contractor list, (see page 3) and contacted using the information provided.

Initial Assessment/Estimate

1. Contractor will conduct an initial assessment of the grounds and/or facility to determine elements of a response.
2. Projected costs for stabilization activities will be obtained from the contractor within 24 hours to include initial scope of activities.
3. The ***NON-EXCLUSIVE FACILITY DISASTER RESTORATION AND RECOVERY SERVICES CONTRACT*** has been developed for use in such situations. Pre-qualified vendors have agreed to sign the contract as required.
4. Authorizing official will request a price list from vendor for services to be provided. NOTE: this does not prohibit the institution from negotiating pricing, etc., with vendors.

Information and Updates

1. Contractors may request information about the institution and/or conduct a site visit to gather information about the institution.
2. Updated vendor lists will be periodically received from the Board of Regents office and will be attached to this appendix.
3. Contact information for Authorizing officials will be reviewed and updated quarterly.
4. Situation updates will be provided by the vendor to the Office of Safety and Risk Management and/or to the established Emergency Operations Center.



Zone 1 Response Vendors

Belfor USA 24 Hour Emergency Dispatch: (800) 856-3333

Blue Team Restoration/BBMK Contracting 24 Hour Emergency Number: (855) 522-2583 (BLUE)

Full Circle Restoration & Construction Services 24 Hour Hotline: (770) 232-9797

Parker Young Construction 24 Hour Contact: (678) 910-2973 or (404) 274-4794

Paul Davis National 24 Hour Emergency Services Number: (888) 222-4122

Zone 2 Response Vendors

Belfor USA 24 Hour Emergency Dispatch: (800) 856-3333

Blue Team Restoration/BBMK Contracting 24 Hour Emergency Number: (855) 522-2583 (BLUE)

Parker Young Construction 24 Hour Contact: (678) 910-2973 or (404) 274-4794

Paul Davis National 24 Hour Emergency Services Number: (888) 222-4122

Zone 3 Response Vendors

Belfor USA 24 Hour Emergency Dispatch: (800) 856-3333

Blue Team Restoration/BBMK Contracting 24 Hour Emergency Number: (855) 522-2583 (BLUE)

Parker Young Construction 24 Hour Contact: (678) 910-2973 or (404) 274-4794

Paul Davis National 24 Hour Emergency Services Number: (888) 222-4122

Appendix 1:

Albany State University

Dining Emergency Plan

Natural Disaster

General

1. Dining/Auxiliary representative(s) be included in meetings planning for emergency situations.
2. Coordinate with Chief of Police or designated representative for weather advisories prior to and during weather event for updates, damages, access from student center to residence halls on both campuses, etc.
3. Coordinate prior to and during weather event with Housing Director or designated representative for updates on housing occupancy to include updates as students are allowed to depart campus.

Campus is closed-No Activity-Shelter in Place-Power available

1. Standard meal periods. Meals prepared and ready for delivery by dining staff to the common area of each on-campus housing unit per timeline below.
 - a. Breakfast 8:00 a.m. - 9:00 a.m.
 - b. Lunch 12:00 p.m. – 1:00 p.m.
 - c. Dinner 5:00 p.m. – 6:00 p.m.
2. Standard menu for above meals.
 - a. Breakfast Continental to consist of muffins, pastries, beverage
 - b. Lunch Boxed meal to consist of sandwich, chips, beverage
 - c. Dinner Boxed meal to consist of sandwich, chips, beverage
3. Delivery of meals to be made by dining staff to common areas of each residence hall or shelter-in-place location. Assistance from housing and police to unload.
4. Plan for prep stations is as follows.

Halls 5 and 6	Prepare and deliver from Pizza Hut
Halls 3 and 4	Prepare and deliver from Chilaca
Halls 1, 2, N, S, E,	Prepare and deliver from main dining hall

5. Dining will keep on file an emergency order list to the major supplier to accommodate food preparation for the above standard menus based on serving 1200, 1800 and 2200 students for a period of one to three days.
6. Be aware that deliveries for product to dining contractor is delivered from businesses located in the Florida panhandle. Time is of the essence when making plans and ordering product. Plan early.
7. Meal cost will be included in meal plan charge already paid by student.

Campus Closed-Shelter-in Place-No Power

1. Above prep and delivery procedures will continue to be followed.
2. Meals will be prepared from available product on hand in all dining facilities.
3. Precautions will be taken to be sure food is handled and kept at safe temperatures.
4. Grills and other outdoor cooking appliances will be used as available. Cold/shelf-stable products will be served when necessary.
5. Meal cost will be included in meal plan charge already paid by student.
- 6.

Campus is closed but weather permits outdoor activity/walking to dining areas, as determined by Chief of Police or designated representative (with or without power)

1. Dining halls on both campuses will operate with normal brunch hours with reduced menu options.

Breakfast/Lunch	11:00 a.m. – 2:00 p.m.
Light Lunch	2:15 p.m. – 4:30 p.m.
Dinner	4:45 p.m. – 7:45 p.m.
2. Whether retail operations are open for business will be determined by severity of weather and availability of product.
3. ID card will be swiped for meal plan charges through normal process.

Appendix 2:

Mutual Aid Agreements

Albany State University has three campuses located in Albany and Cordele, Georgia. Each campus is within various municipal and county jurisdictions therefore memorandums of understanding are maintained for the following:

- (a) Albany Fire Department
 - (b) Albany Police Department
 - (c) Dougherty County Sheriff's Office
 - (d) Cordele Police Department
 - (e) Dougherty County Police Department
 - (f) Albany Technical College
- Documents available upon request.

Annex 1:

Business Continuity Plans

Click on title to go to page, Click  to return to Annex 1

1. Facilities Management
2. Albany State University Police Department
3. Auxiliary Services
4. Fiscal Affairs
5. Housing and Residence Life
6. Human Resources
7. Student Health Services
8. Student Accounts
9. Student Affairs
10. ITS



Departmental Business Continuity Plan

Questions regarding this template may be directed to:

LaShawnda Ethridge,
Business Continuity Coordinator/Emergency
Management Coordinator
Albany State University Police Department
504 College Dr, Albany, GA 31705
Office: (229) 500-3075
lashawnda.ethridge@asurams.edu
www.asurams.edu



Business Continuity

Introduction

Albany State University faces a variety of risks from disasters and events that can disrupt teaching, research, extension services, and health care. These risks can be all encompassing (major earthquake, ice and snow, pandemic illness, terrorism) or localized (fire in a specific building) or personal (failure of a hard drive). Because disasters often cause loss of life, loss of income, property damage and adversely affect individuals and families, the University must make plans to continue their critical work no matter what happens. Some departments, particularly on ASU's campus, will be expected not only to continue but to expand their services during these times.

The expectation of Albany State University Police Department's Emergency Management Coordinator is that each college, department, and administrative unit will develop action items that are most appropriate for their unit, determine baseline measures, and set short and long term goals for achievement. The completion of your Business Continuity Plan (BCP) will help ensure your department is prepared to respond to various types of operational interruptions, whether it is major disasters or lesser interruptions. It puts planning in perspective and makes it more likely that crisis response will run smoothly, maximum service levels are maintained, and departments recover as quickly as possible. In addition, business continuity planning helps establish annual exercise schedules used to test BCPs and Building Emergency Action Plan (BEAPs).

For additional training, FEMA's Independent Study Program offers self-paced courses designed for people who have emergency management responsibilities and the general public. All are offered free-of-charge and can be found at [FEMA Independent Study Courses](#).

The following two courses introduce the concept of continuity planning, provides a brief overview of continuity, including its definition, the legal basis for continuity planning, the Continuity Program Management Cycle, and essential elements of a viable continuity program.

IS-546.12 - Continuity of Operations Awareness Course
IS-547.a - Introduction to Continuity of Operations

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Scope

When developing the Business Continuity Plan of your Department, keep in mind the following objectives:

- Serves as a guide for ASU Police and the Division of Crisis Management & Preparedness in emergency planning and response.
- Helps reduce or mitigate disruptions to operations, the loss of life, and property damage and loss.
- Executes an order of succession with accompanying authorities in the event disruption renders University and/or Departmental leadership unable, unavailable, or incapable of assuming and performing their authorities and responsibilities of the office.
- Ensures that each Department has facilities where it can continue to perform its Emergency Support Functions and Mission Essential Functions.
- Protects essential facilities, equipment, records, and other assets.
- Identifies alternate sources for supplies, resources and locations.
- Identifies vendors and customers that must be notified in the event of a disaster.
- Provides procedures and resources needed to assist in a timely and orderly recovery and reconstitution from an emergency.
- Validates continuity readiness through a dynamic and integrated test, training and exercise program by documenting and reviewing recovery procedures.

The real work of implementing the BCP through specific action items takes place at the department level. Recognizing that in a complex and diverse organization such as ASU, a simple and single set of actions and measures of progress for the University are not sufficient to capture every important goal for individual units. For each University department to complete an individualized "do-it-yourself" BCP, the process should be thought-provoking but not time-consuming.

Authority



This plan has been developed in accordance with recommendations and guidelines from the following federal regulations and Executive Orders:

- The Homeland Security Act of 2002, PL 107-296, enacted 11/25/02.
- The National Security Act of 1947, 50 U.S.C. 401 (as amended).
- Federal Continuity Directive 1 (FDC 1)
- Continuity Guidance Circular 1 (CGC 1)
- Incident Command System (ICS)
- National Response Framework (NFR)
- National Incident Management System (NIMS)



Phase I: Readiness and Preparedness

DEPARTMENT IDENTIFICATION

Type of Department
(Research, Instruction, Administration, Service):

Service

If Instruction, does your unit provide undergraduate and/or graduate courses?

N/A

High Priority Courses: the courses whose interruption would most threaten the progress of students and the integrity of the curriculum. (Large enrollment or pre-requisite)

Course Name & Number	High Priority Justification
1.	
2.	
3.	

The mission of Facilities Management is to:

To provide and arrange functional resources that permit our organization to effectively and efficiently deliver services in support of the overall mission of the institution. We must continue to manage, service and maintain the campus indoor and outdoor environments so that our customers learn and work in a safe and pleasant atmosphere.
--

To accomplish this mission, your department must ensure its operations are performed efficiently with minimal disruption, especially during an emergency. This document provides planning and program guidance for implementing the Business Continuity Plan to ensure the organization is capable of executing its Emergency Support Functions (ESFs) and Mission Essential Functions (MEFs) under all threats and conditions. These functions may be required by law, protect essential facilities, equipment, vital records, and other assets.

ESFs & MEFs



Emergency Support

Function (ESF): The

functions which represent the overarching responsibilities to lead and sustain the University during a catastrophic emergency. These functions must be continued throughout, or resumed shortly after, a disruption of normal operations.

Mission Essential Function

(MEF): the limited set of

University-level functions that are secondary or tertiary to carrying out the responsibilities of the department.



DEPARTMENT FUNCTIONS

Emergency Support Functions (ESFs) and Mission Essential Functions (MEFs) enable an organization to provide vital services, exercise civil authority, maintain the safety of the public, and sustain the industrial and economic base, during the disruption of normal operations. For each ESF and MEF that is carried out by Facilities Management, assign a level of criticality using the criteria on the right.

Emergency Support Functions (ESFs)

FEMA identifies 15 ESFs as having an immediate effect on preventing loss of life, personal injury, or loss of property. Refer to the table below to compare the ESF scopes to Facilities Management services, programs and resources that are provided to save lives, protect property and the environment, to restore essential services and critical infrastructure, and help victims and the University to return to normal operations.

Roles and Responsibilities of ESFs	
ESF	Scope
ESF #1 - Transportation	Use of vehicles for transportation of passengers or goods to support, response, relief and recovery of University Departments.
ESF #2 – Communications	Emergency Alerts, Notifications or Announcements.
ESF #3 – Public Works and Engineering	Emergency repair of damaged infrastructure or provision of power, water, sanitation, etc.
ESF #4 – Firefighting	Protection of life, property, and environment from fire incidents.
ESF #5 – Emergency Management	Managing preparedness, response, recovery & mitigation.
ESF #6 – Mass Care, Emergency Assistance, Housing, and Human Services	Shelter, feeding operations, emergency first aid, bulk distribution of emergency items, collecting and providing information on survivors to family members.
ESF #7 – Resource Support	Logistical, operational, or financial support to locate, procure and issue resources.
ESF #8 – Health and Medical Services	Public health and medical support to University students, faculty and staff.
ESF #9 – Search and Rescue	Field operations to assist individuals in distress due to the demise or collapse of campus structures.
ESF #10 – Hazardous Materials	Minimize impact of an unplanned hazardous materials release to protect life and property.
ESF #11 – Nutrition Services	Dining operations and nutritional needs.
ESF #12 – Energy	Critical utility services and energy systems.
ESF #13 – Public Safety and Security	Force and critical infrastructure protection, security planning and technical assistance, technology support and general law enforcement assistance.
ESF #14 – Long-Term Recovery	Coordinating and conducting recovery operations.
ESF #15 – External Affairs	Disseminating consistent, timely, and accurate public information and instructions. "Maximize disclosure with minimum delay".

Levels of Criticality



Critical 3: Must be continued at normal or increased service load. Cannot pause. Necessary to life, health, and security.

Critical 2: Must be continued if at all possible, perhaps in reduced mode. Pausing completely will have grave consequences.

Critical 1: May pause if forced to do so, but must resume in 30 days or sooner.

Deferrable: May pause; resume when conditions permit.

Albany State University Business Continuity Planning



If the Facilities Management carries out any of the above FEMA-defined ESFs, please identify, assign responsibility, and classify the level of criticality and its time sensitivity for each describe, classify a level of criticality, and assign responsibility for each Emergency Support Function in the following table:

ESF Component (1-15)	Responsible Unit	Responsible Position	Level of Criticality 3=High 2=Moderate 1=Low 0=Deferrable	Time Sensitivity 0-12 hrs 12 hrs - 30 days > 30 days	Peaks of High Activity Annually Quarterly Seasonally Monthly
Ex: #4: Firefighting	Environmental Health & Safety	University Fire Marshal	3	0-12 hrs	N/A
1. ESF #1-Transportation	Transportation Department	Transportation Manager	3	0-12 hrs	N/A
2. ESF #3-Public Works & Eng.	Building & Mechanical Trades Department	Building & Mechanical Trades Manager	3	0-12 hrs	N/A
3. ESF #10-Hazardous Materials	Environmental, Health & Safety (EHS)	EHS Coordinator	3	0-12 hrs	N/A
4. ESF #12-Energy	Mechanical Trades Department	Mechanical Trades Manager	3	0-12 hrs	N/A
5. ESF #14-Long-Term Recovery	Director & Assistant Director	Director & Assistant Director	3	0-12 hrs	N/A

Mission Essential Functions (MEFs)

Disruption to normal operations may result in consequences that may affect departmental practices and / or special teaching issues. Consider the following:

- Disruption of research
- Disruption of patient care
- Disruption of animal care
- Departure of faculty
- Departure of students
- Well-being of students
- Payment deadlines unmet
- Loss of revenue
- Legal obligations unmet
- Legal harm to the Institution
- Impact on other units
- Impact on important business partner(s)

Identify, assign responsibility, and classify the level of criticality and its time sensitivity for each Mission Essential Function in the following table:

MEF Component	Responsible Unit	Responsible Position	Level of Criticality 3=High 2=Moderate 1=Low 0=Deferrable	Time Sensitivity 0-12 hrs 12 hrs - 30 days > 30 days	Peaks of High Activity Annually Quarterly Seasonally Monthly
Ex: Meet Payment Deadlines	Office of the President	ASU President	2	> 30 days	Monthly
1. Electric power loss	Mechanical Trades Dept	Manager of Mechanical Trades	3	0-12 hrs	N/A
2. Landscape Disaster	Grounds Dept	Manager of Grounds	3	0-12 hrs	N/A
3. EHS related issue	EHS Dept	EHS Coordinator	3	0-12 hrs	N/A
4. Water/Sanitation disruption	Building Trades Dept	Manger of Building Trades	3	0-12 hrs	N/A
5. Departure of students	Transportation	Manager of Traansportation	3	0-12 hrs	N/A

Albany State University
Business Continuity Planning

• • •
HUMAN CAPITAL

One person doesn't run the department; one person cannot identify, plan, and prioritize the work needed to get operations up and running when disaster strikes. University's and their departments grow and change; new systems and services come online and older systems are retired, and most importantly, staff turns over.

Identify Facilities Management 's Human Capital by the Number of Personnel as of 10/04/2018

Faculty and other academic appointees:	
Residents/Fellows:	
Staff (full-time):	32
Staff (part-time, excluding students):	4
Student Staff:	
Volunteers:	
Guests:	
Other:	Pre- Covid 45 as of 5/5/20 10 SCR Temporary Workers

Continuity Personnel

People are critical to the operations of any organization. Choosing the right people for an organization's staff is vitally important, and this is especially true in a crisis situation. Leaders are needed to set priorities and keep focus. During a continuity event, emergency employees and other special categories of employees will be activated to perform assigned response duties. One of these categories is continuity personnel, commonly referred to as Emergency Relocation Group (ERG) members.

In respect to ERG members, Facilities Management has designated the following positions and personnel, known to possess the skill sets necessary to execute ESFs and MEFs, to be critical to operations in any given emergency situation:

ERG Member / Continuity Personnel	Position Title	Contact Info (Work Station, Phone(s), Email)
1. Lee Howell	Director	229-500-3041 office, 229-288-8199 mobile
2. Patrina Anderson	Assistant Director	229-500-3034 office, 229-854-5772 mobile
3. Anthony Espy	Mechanical Trades Manager	229-500-3037 office, 229-733-2479 mobile
4. Albert Whitfield	Building Trades Manager	229-500-3046 office, 229-407-0128 mobile
5. Patsy Ham	Interim Transportation Manager	229-500-2019 office, 229-733-0899 mobile



LEADERSHIP

Orders of Succession

Pre-identifying orders of succession and under which conditions succession will take place, the method of notification, and the limitations of authority is critical to ensuring effective leadership during an emergency. In the event an incumbent is incapable or unavailable to fulfill essential duties, successors need to be identified to ensure there is no lapse in essential decision making authority.

Orders of succession are:

- At least three positions deep, where possible, ensuring sufficient depth to ensure the department's ability to manage and direct its essential functions and operations
- Include devolution counterparts, where applicable
- Geographically dispersed, where feasible
- Described by positions or titles, rather than by names of individuals holding those offices
- Reviewed by the department as changes occur
- Included as a vital record

For Example:

Position	Designated Successors
ASU Vice President for Student Affairs	1. Associate Vice President for Student Affairs / Dean of Students
	2. Associate Vice President for Student Affairs
	3. Director, Counseling Center: Consultation and Psychological Services

Facilities Management has identified successors for the positions of :

Position	Designated Successors
Mechanical Trades Manager	1. Mechanical Trades Supervisor 1 & 2
	2. Multi-craft Tech III
	3. Multi-craft Tech II

Position	Designated Successors
Transportation Manager	1. Bus Driver
	2.
	3.



Delegations of Authority

This section should identify, by position, the legal authority for individuals to make key policy decisions during a continuity situation. Delegations of authority should outline explicitly, in a statement or formal document, who is authorized to make decisions or act on behalf of the department. Generally, pre-determined delegations of authority will take effect when normal channels of direction are disrupted and terminate when these channels have resumed.

For example, The Board of Trustees at the Albany State University is designated to perform the purchasing and capital construction contracting functions. The Board of Trustees has delegated these responsibilities to the Executive Vice President for Finance and Administration, who has furthered delegated them to the Director of Purchasing.

Delegating Action	Delegating Authority
The Board of Trustees at the Albany State University is designated to perform the purchasing and capital construction contracting functions.	Executive Vice President for Finance & Administration
	Director of Purchasing

Facilities Management has identified the following delegating actions and authority:

Delegating Action	Delegating Authority
Facilities Management Operational Decision	Director
	Assistant Director

Delegating Action	Delegating Authority
Mechanical Trades Department	Manager
	Supervisor

List (3) Action Items / Preventable Measures for Phase I: Readiness & Preparedness.

1.	
2.	
3.	



Phase II: Activation and Relocation

(0-12 hours)

COMMUNICATION

It is important to keep all staff; especially individuals not identified as continuity personnel or a member of the emergency relocation group, informed and accounted for during a continuity event. All Albany State University employees are responsible for keeping informed of emergencies by monitoring news media reports and ASU's informational web page updated with the latest news: <https://www.asurams.edu>.

Most importantly, **Connect 5** is an emergency notification system used to communicate information during an emergency or crisis that disrupts normal operation of the campus or threatens the immediate health or safety of members of the campus community. All University students, faculty and staff are automatically registered for **Connect 5** with their official university e-mail address. The ASU Police Department and The Emergency Management Coordinator encourages each employee and student to add other contact information such as mobile numbers (voice/text) and personal email addresses to their **Connect 5** account. Parents, media, visitors, and other interested parties may also register for **Connect 5** account on a voluntary, self-subscription basis. To access **Connect 5** please use the following link; <https://asurams.bbcportal.com/>

Employees are expected to remain in contact with their supervisors during any closure or relocation situation. The Director will determine the communication procedures and extent to which employees are expected to remain in contact. Further, Director communicates human capital guidance for emergencies (pay, leave, staffing, work scheduling, benefits, telework, hiring authorities and other human resources flexibilities) to managers in an effort to help continue essential functions during an emergency.

Insert Departmental Emergency contact procedures in the field below.

The Director will contact Assistant Director and both will contact Managers so that they may contact their team members to execute the plan of action that will be taken.

To rapidly communicate with employees in an emergency, the Division of Crisis Management & Preparedness encourages all departments to prepare and maintain a call tree. Departments should also identify multiple communications systems that can be used for backup, after hours, off campus, or for other contingencies.

Check the system(s) that are used to contact employees in an emergency:

- | | |
|--|--|
| <input checked="" type="checkbox"/> Phone (Voice/Text) | <input checked="" type="checkbox"/> Department Website |
| <input type="checkbox"/> Pager | <input type="checkbox"/> Instant Messaging |
| <input checked="" type="checkbox"/> Email | <input type="checkbox"/> Social Media (Facebook/Twitter) |
| <input type="checkbox"/> Call Tree | <input type="checkbox"/> Other (describe) |



STAFF READINESS

It is important to provide information and support to accommodate employee stress and family life issues that will include child and elder care, and counseling and mental health. Albany State University personnel must plan in advance what to do in an emergency and develop a Family Support Plan to increase personal and family preparedness. To develop your Family Support Plan, use the templates available at www.ready.gov. This site includes a "Get Ready Now" pamphlet, which explains the importance of planning and provides a template that you and your family can use to develop your specific plan.

CONTINUITY FACILITIES

Relocation involves the actual movement of essential functions, personnel, records, and equipment to the alternate operation facility. Relocation may also involve transferring communications capabilities to the alternate facility, ordering supplies and equipment that are not already in place at the alternate facility, and other planned activities, such as providing network access.

In the event that a department's primary operating facility is unavailable and that emergency support functions or mission essential functions will require relocating. At least one alternate facility must be identified and maintained, which could include alternate uses of existing facilities or virtual office options. The facility must provide sufficient space and be located where the potential disruption of the organization's ability to initiate and sustain operations is minimized. When designating an alternate continuity facility, consider access to, or the provision of, food, lodging, and transportation, as well as, whether other ASU departments have designated the same alternate facilities. Please make considerations for shared space and implementing an agreement or contact with the alternate facility(s).

Locations Occupied	Owned / Leased	Number of workstations	Security / Access Requirements
1. East Campus Facilities Management Staff will go to west.	Owned		
2. West Campus Facilities Management Staff will go to east.	Owned		
3. Cordele Campus	Owned		

List (3) Action Items / Preventable Measures for Phase II: Activation & Relocation:

1.	
2.	
3.	



Phase III: Continuity of Operations

(12 hours – 30 days or until resumption of normal operations)

Following activation of the **Facilities Management** Business Continuity Plan and notification of personnel, vital records and supplies must be moved to the continuity facility. Upon arrival, continuity personnel must establish an operational capability and perform emergency support functions and/or mission essential functions within 12 hours from the time of the activation of the Continuity Plan, for up to a 30-day period or until normal operations can be resumed.

RECORDS MANAGEMENT / INFORMATION TECHNOLOGY

It is important to identify and protect those files, records, and databases that are imperative for departmental operations. Some records are needed to make and receive payments, protect legal and financial rights, and maintain confidential information.

Full and incremental backups preserve informational assets and should be performed on a regular basis for files that are irreplaceable, have a high replacement cost, or are considered critical. Backup media should be stored in a secure, geographically separate location from the original and isolated from environmental hazards.

In this section, please outline the departmental-specific vital records and their locations. You may also attach maps, facility floor plans, equipment inventory, and other documents.

Vital Record	Hard Copy Location	Electronic Copy Location	Responsible Contact	Level of Confidentiality
1. Floor plans/Maps	File room	Shared folder, USB Flash Drive	Lee Howell	High
2. Backups - ITS		Athens	Noore Ghunaym	High
3.				
4.				
5.				

Departments are accountable for carrying out the provisions of record retention for specific data. Please explain the current record retention policy and specify which records must be retained and for how long. https://www.usg.edu/records_management/schedules/

Record Retention Policy: N/A		
Record Description	Retention Duration	Mandating Authority
1.		
2.		
3.		
4.		
5.		

Albany State University
Business Continuity Planning



If access to your department's information and systems is essential in an emergency, describe the 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 or use of alternate email systems (i.e., Yahoo).

Facilities Management policy for virtual office and telework operations:

Lee Howell has Cisco remote Access VPN

DEPENDENCIES

Identify the products and services upon which your department depends on and the internal (within ASU) and external departments/organizations that provide them. When determining the internal and external dependencies of your department, consider the following access requirements and check the mechanisms appropriate for your departmental continuity of operations:

- | | |
|--|--|
| <ul style="list-style-type: none"> ✓ Equipment & Supplies Non-Secure Phones Secure Phones ✓ Mobile Phones Pagers Fax Lines | <ul style="list-style-type: none"> Satellite ✓ E-mail ✓ Internet Access Data Lines Two-Way Radios Other (describe) |
|--|--|

Internal Dependency

Recognizing that some services or products must be continuously delivered without interruption, identify the dependencies that are provided internally, within Albany State University and its departments. (i.e. Information Technology, Facilities, Physical Plant, Motor Pool, etc.)

Internal Dependency	Provider (ASU Department)	Contact Info
1.		
2.		
3.		
4.		
5.		

External Dependency

What are the products and services that must be continuously delivered without interruption that are sought outside the University, with other public and/or private institutions? (i.e. Kentucky Utilities, AT&T, Windstream, Office Max, etc.)

External Dependency	Provider	Contact Info
1. WGL	water, gas, light, electric	(229) 883-8330
2. GA Power	electric	(229) 436-0336
3. City of Albany - Public works	sanitation	(229) 883-8998
4.		
5.		



List (3) Action Items / Preventable Measures for Phase III: Continuity of Operations:

1.	
2.	
3.	

Phase IV: Reconstitution

(recovery, mitigation and termination)

DEVOLUTION OF CONTROL

When considering procedures and resources needed to assist in timely and orderly recovery and reconstitution, a time phased approach may be most appropriate. This may include procedures for returning to the primary facility, if available, or procedures for acquiring a new facility. Notification procedures for all employees returning to work must also be addressed. The development of an After-Action Report (AAR) to determine the effectiveness of the college/department's Business Continuity Plans and procedures should be considered.

In describing your Plan to fully resume operations, identify and address the who will evaluate the structural soundness, considering the overall safety of the building, the presence of hazardous materials and their clean-up, and authorization of re-occupancy. At what point and who will be responsible for resumption/scheduling of normal activities and services, resupply of inventories, continued absenteeism, the use of earned time off, and emotional needs.

Example:

Reconstitution Activity	Responsible Authority
Phase I: Assess condition of the interior and exterior utilities and coordinate repair.	ASU Physical Plant Division (PPD)
Phase II: Secure building while they are being inspected, repaired, and cleaned up.	ASU Police Department
Phase III: Evaluation of fire and life safety aspects of the facility's intended use after structures are deemed safe for entry, appropriate for clean-up, and repairs are accomplished.	ASU Environmental Health & Safety / Fire Marshal
Phase IV: Departmental reconstitution team allowed entry and usage of facility.	Building Emergency Coordinator
Phase V: General occupancy of the facility and departmental space.	Facilities Management

Facilities Management has identified the following reconstitution course of action:

Reconstitution Activity	Responsible Authority
Phase I: Assess condition of the interior and exterior utilities and coordinate repair.	Facilities Management
Phase II: Secure building while they are being inspected, repaired, and cleaned up.	Facilities Management, ASUPD
Phase III: Evaluation of fire and life safety aspects of the facility's intended use after structures are deemed safe for entry, appropriate for clean-up	Facilities Management, EHS
Phase IV: Departmental reconstitution team allowed entry and usage of facility.	Facilities Management
Phase V: General occupancy of the facility and departmental space.	Facilities Management



TEST, TRAINING, & EXERCISE

Should an area of weakness be found in the completion of your department's Business Continuity Plan, components should be tested and corrective actions developed to ensure familiarity with activation and reconstitution procedures and compliance by all continuity personnel. Tests confirm whether or not procedures, processes, and systems function as intended. Training ensures that all personnel what to do, how to do it, and when it should be done. Exercises provide practice and verification of whether parts of the plan or the entire plan works as intended.

Albany State University maintains a robust Training and Exercise program in accordance with recommendations from FEMA and the U.S. Department of Homeland Security. Tabletops, drills, and functional exercises are scheduled regularly and provide measures to ensure the departmental plan is capable of supporting the execution of emergency support functions and /or mission essential functions throughout the duration of a continuity situation. Data from exercise evaluations and actual incidents are collected and analyzed and serve as the basis for After-Action-Reports and lessons learned.

The ASU Police Department is available to assist with training and exercises on key issues affecting the University or multiple departments on a limited and essential basis as schedules permit. For questions regarding Training, Evaluation and Vulnerability Assessments, or to complete a Building Emergency Action Plan (BEAP), contact LaShawnda Ethridge lashawnda.ethridge@asurams.edu

PLAN MAINTENANCE

Organizations that achieve full alignment between people, process, and technology not only become highly efficient, they also become agile and adapt to changing circumstances and capitalizing on opportunities. Disaster recovery planning is an ongoing, never ending process. Annual review and assessment of your plan's effectiveness is required but should also be updated when a member of your department's Business Continuity Planning Team is added, removed or changes roles. It should also be revised following a change in response protocol or any departmental incident involving business continuity activation.

Date:	Justification for plan update:

List (3) Action Items / Preventable Measures for Phase IV: Reconstitution

1.	
2.	
3.	



Departmental Business Continuity Plan

Questions regarding this template may be directed to:

Lashawnda Ethridge,
Business Continuity Coordinator/Emergency
Management Coordinator
Albany State University Police Department
504 College Dr, Albany, GA 31705
Office: (229) 500-3075
lashawnda.ethridge@asurams.edu
www.asurams.edu



Business Continuity

Introduction

Albany State University faces a variety of risks from disasters and events that can disrupt teaching, research, extension services, and health care. These risks can be all encompassing (major earthquake, ice and snow, pandemic illness, terrorism) or localized (fire in a specific building) or personal (failure of a hard drive). Because disasters often cause loss of life, loss of income, property damage and adversely affect individuals and families, the University must make plans to continue their critical work no matter what happens. Some departments, particularly on UK's campus, will be expected not only to continue but to expand their services during these times.

The expectation of Albany State University Police Department's Emergency Management Coordinator is that each college, department, and administrative unit will develop action items that are most appropriate for their unit, determine baseline measures, and set short and long term goals for achievement. The completion of your Business Continuity Plan (BCP) will help ensure your department is prepared to respond to various types of operational interruptions, whether it is major disasters or lesser interruptions. It puts planning in perspective and makes it more likely that crisis response will run smoothly, maximum service levels are maintained, and departments recover as quickly as possible. In addition, business continuity planning helps establish annual exercise schedules used to test BCPs and Building Emergency Action Plan (BEAPs).

For additional training, FEMA's Independent Study Program offers self-paced courses designed for people who have emergency management responsibilities and the general public. All are offered free-of-charge and can be found at [FEMA Independent Study Courses](#).

The following two courses introduce the concept of continuity planning, provides a brief overview of continuity, including its definition, the legal basis for continuity planning, the Continuity Program Management Cycle, and essential elements of a viable continuity program.

IS-546.12 - Continuity of Operations Awareness Course
IS-547.a - Introduction to Continuity of Operations

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Scope

When developing the Business Continuity Plan of your Department, keep in mind the following objectives:

- Serves as a guide for ASU Police and the Division of Crisis Management & Preparedness in emergency planning and response.
- Helps reduce or mitigate disruptions to operations, the loss of life, and property damage and loss.
- Executes an order of succession with accompanying authorities in the event disruption renders University and/or Departmental leadership unable, unavailable, or incapable of assuming and performing their authorities and responsibilities of the office.
- Ensures that each Department has facilities where it can continue to perform its Emergency Support Functions and Mission Essential Functions.
- Protects essential facilities, equipment, records, and other assets.
- Identifies alternate sources for supplies, resources and locations.
- Identifies vendors and customers that must be notified in the event of a disaster.
- Provides procedures and resources needed to assist in a timely and orderly recovery and reconstitution from an emergency.
- Validates continuity readiness through a dynamic and integrated test, training and exercise program by documenting and reviewing recovery procedures.

The real work of implementing the BCP through specific action items takes place at the department level. Recognizing that in a complex and diverse organization such as ASU, a simple and single set of actions and measures of progress for the University are not sufficient to capture every important goal for individual units. For each University department to complete an individualized “do-it-yourself” BCP, the process should be thought-provoking but not time-consuming.

Authority



This plan has been developed in accordance with recommendations and guidelines from the following federal regulations and Executive Orders:

- The Homeland Security Act of 2002, PL 107-296, enacted 11/25/02.
- The National Security Act of 1947, 50 U.S.C. 401 (as amended).
- Federal Continuity Directive 1 (FDC 1)
- Continuity Guidance Circular 1 (CGC 1)
- Incident Command System (ICS)
- National Response Framework (NFR)
- National Incident Management System (NIMS)



Phase I: Readiness and Preparedness

DEPARTMENT IDENTIFICATION

Type of Department
(Research, Instruction, Administration, Service):

Service

If Instruction, does your unit provide undergraduate and/or graduate courses?

No

High Priority Courses: the courses whose interruption would most threaten the progress of students and the integrity of the curriculum. (Large enrollment or pre-requisite)

Course Name & Number	High Priority Justification
1.	
2.	
3.	

The mission of ASU Police Department is to:

Albany State University Police Department will support the mission and guiding principles of Albany State University by promoting a safe and secure higher education environment. ASUPD will build partnerships to identify and implement solutions for improving the quality of life based on the best practices of campus law enforcement.
--

To accomplish this mission, your department must ensure its operations are performed efficiently with minimal disruption, especially during an emergency. This document provides planning and program guidance for implementing the Business Continuity Plan to ensure the organization is capable of executing its Emergency Support Functions (ESFs) and Mission Essential Functions (MEFs) under all threats and conditions. These functions may be required by law, protect essential facilities, equipment, vital records, and other assets.

ESFs & MEFs



Emergency Support

Function (ESF): The

functions which represent the overarching responsibilities to lead and sustain the University during a catastrophic emergency. These functions must be continued throughout, or resumed shortly after, a disruption of normal operations.

Mission Essential Function

(MEF): the limited set of

University-level functions that are secondary or tertiary to carrying out the responsibilities of the department.



DEPARTMENT FUNCTIONS

Emergency Support Functions (ESFs) and Mission Essential Functions (MEFs) enable an organization to provide vital services, exercise civil authority, maintain the safety of the public, and sustain the industrial and economic base, during the disruption of normal operations. For each ESF and MEF that is carried out by ASU Police Department, assign a level of criticality using the criteria on the right.

Emergency Support Functions (ESFs)

FEMA identifies 15 ESFs as having an immediate effect on preventing loss of life, personal injury, or loss of property. Refer to the table below to compare the ESF scopes to ASU Police Department services, programs and resources that are provided to save lives, protect property and the environment, to restore essential services and critical infrastructure, and help victims and the University to return to normal operations.

Roles and Responsibilities of ESFs	
ESF	Scope
ESF #1 - Transportation	Use of vehicles for transportation of passengers or goods to support, response, relief and recovery of University Departments.
ESF #2 – Communications	Emergency Alerts, Notifications or Announcements.
ESF #3 – Public Works and Engineering	Emergency repair of damaged infrastructure or provision of power, water, sanitation, etc.
ESF #4 – Firefighting	Protection of life, property, and environment from fire incidents.
ESF #5 – Emergency Management	Managing preparedness, response, recovery & mitigation.
ESF #6 – Mass Care, Emergency Assistance, Housing, and Human Services	Shelter, feeding operations, emergency first aid, bulk distribution of emergency items, collecting and providing information on survivors to family members.
ESF #7 – Resource Support	Logistical, operational, or financial support to locate, procure and issue resources.
ESF #8 – Health and Medical Services	Public health and medical support to University students, faculty and staff.
ESF #9 – Search and Rescue	Field operations to assist individuals in distress due to the demise or collapse of campus structures.
ESF #10 – Hazardous Materials	Minimize impact of an unplanned hazardous materials release to protect life and property.
ESF #11 – Nutrition Services	Dining operations and nutritional needs.
ESF #12 – Energy	Critical utility services and energy systems.
ESF #13 – Public Safety and Security	Force and critical infrastructure protection, security planning and technical assistance, technology support and general law enforcement assistance.
ESF #14 – Long-Term Recovery	Coordinating and conducting recovery operations.
ESF #15 – External Affairs	Disseminating consistent, timely, and accurate public information and instructions. "Maximize disclosure with minimum delay".

Levels of Criticality



Critical 3: Must be continued at normal or increased service load. Cannot pause. Necessary to life, health, and security.

Critical 2: Must be continued if at all possible, perhaps in reduced mode. Pausing completely will have grave consequences.

Critical 1: May pause if forced to do so, but must resume in 30 days or sooner.

Deferrable: May pause; resume when conditions permit.

Albany State University
Business Continuity Planning



If the ASU Police Department carries out any of the above FEMA-defined ESFs, please identify, assign responsibility, and classify the level of criticality and its time sensitivity for each describe, classify a level of criticality, and assign responsibility for each Emergency Support Function in the following table:

ESF Component (1-15)	Responsible Unit	Responsible Position	Level of Criticality 3=High 2=Moderate 1=Low 0=Deferrable	Time Sensitivity 0-12 hrs 12 hrs - 30 days > 30 days	Peaks of High Activity Annually Quarterly Seasonally Monthly
Ex: #4: Firefighting	Environmental Health & Safety	University Fire Marshal	3	0-12 hrs	N/A
1. ESF #2-Communications	Dispatch, Emergency Management	Director for communications/Marketing	3	0-12 hrs	Seasonally
2. ESF #5-Emergency Management	Emergency Management	Emergency Management	3	0-12 hrs	Seasonally
3. ESF #9-Search & Rescue	Fire (MOU)	Fire	3	12 hrs - 30 days	Seasonally
4. ESF #13-Public Safety & Sec.	ASU PD	EMC	2	12 hrs - 30 days	N/A
5. N/A			0	0-12 hrs	N/A

Mission Essential Functions (MEFs)

Disruption to normal operations may result in consequences that may affect departmental practices and / or special teaching issues. Consider the following:

- Disruption of research
- Disruption of patient care
- Disruption of animal care
- Departure of faculty
- Departure of students
- Well-being of students
- Payment deadlines unmet
- Loss of revenue
- Legal obligations unmet
- Legal harm to the Institution
- Impact on other units
- Impact on important business partner(s)

Identify, assign responsibility, and classify the level of criticality and its time sensitivity for each Mission Essential Function in the following table:

MEF Component	Responsible Unit	Responsible Position	Level of Criticality 3=High 2=Moderate 1=Low 0=Deferrable	Time Sensitivity 0-12 hrs 12 hrs - 30 days > 30 days	Peaks of High Activity Annually Quarterly Seasonally Monthly
Ex: Meet Payment Deadlines	Office of the President	ASU President	2	> 30 days	Monthly
1. Departure of faculty	Police Department	CHIEF OF POLICE	3	0-12 hrs	N/A
2. Departure of students	Police Department	CHIEF OF POLICE	3	0-12 hrs	N/A
3.			0	0-12 hrs	N/A
4.			0	0-12 hrs	N/A
5.			0	0-12 hrs	N/A

Albany State University
Business Continuity Planning



HUMAN CAPITAL

One person doesn't run the department; one person cannot identify, plan, and prioritize the work needed to get operations up and running when disaster strikes. University's and their departments grow and change; new systems and services come online and older systems are retired, and most importantly, staff turns over.

Identify ASU Police Department 's Human Capital by the Number of Personnel as of

Faculty and other academic appointees:	0
Residents/Fellows:	0
Staff (full-time):	27
Staff (part-time, excluding students):	6
Student Staff:	0
Volunteers:	0
Guests:	0
Other:	0

Continuity Personnel

People are critical to the operations of any organization. Choosing the right people for an organization's staff is vitally important, and this is especially true in a crisis situation. Leaders are needed to set priorities and keep focus. During a continuity event, emergency employees and other special categories of employees will be activated to perform assigned response duties. One of these categories is continuity personnel, commonly referred to as Emergency Relocation Group (ERG) members.

In respect to ERG members, ASU Police Department has designated the following positions and personnel, known to possess the skill sets necessary to execute ESFs and MEFs, to be critical to operations in any given emergency situation:

ERG Member / Continuity Personnel	Position Title	Contact Info (Work Station, Phone(s), Email)
1. Gregory Elder	Chief of Police	gregory.elder@asurams.edu , 229-500-3076
2. LaShawnda Ethridge	EMC/Clery Coordinator	lashawnda.ethridge@asurams.edu, 229-500-3075, 229-894-0606
3. Daniel Diamond	Captain of Patrol	daniel.diamond@asurams.edu , 229-500-3074, 229-288-2005
4.		
5.		



LEADERSHIP

Orders of Succession

Pre-identifying orders of succession and under which conditions succession will take place, the method of notification, and the limitations of authority is critical to ensuring effective leadership during an emergency. In the event an incumbent is incapable or unavailable to fulfill essential duties, successors need to be identified to ensure there is no lapse in essential decision making authority.

Orders of succession are:

- At least three positions deep, where possible, ensuring sufficient depth to ensure the department's ability to manage and direct its essential functions and operations
- Include devolution counterparts, where applicable
- Geographically dispersed, where feasible
- Described by positions or titles, rather than by names of individuals holding those offices
- Reviewed by the department as changes occur
- Included as a vital record

For Example:

Position	Designated Successors
ASU Vice President for Student Affairs	1. Associate Vice President for Student Affairs / Dean of Students
	2. Associate Vice President for Student Affairs
	3. Director, Counseling Center: Consultation and Psychological Services

ASU Police Department has identified successors for the positions of :

Position	Designated Successors
Chief of Police	1. Captain of Patrol
	2. EMC
	3.

Position	Designated Successors
Captain of Patrol	1. EMC
	2. Lieutenant
	3.



Delegations of Authority

This section should identify, by position, the legal authority for individuals to make key policy decisions during a continuity situation. Delegations of authority should outline explicitly, in a statement or formal document, who is authorized to make decisions or act on behalf of the department. Generally, pre-determined delegations of authority will take effect when normal channels of direction are disrupted and terminate when these channels have resumed.

For example, The Board of Trustees at the Albany State University is designated to perform the purchasing and capital construction contracting functions. The Board of Trustees has delegated these responsibilities to the Executive Vice President for Finance and Administration, who has furthered delegated them to the Director of Purchasing.

Delegating Action	Delegating Authority
The Board of Trustees at the Albany State University is designated to perform the purchasing and capital construction contracting functions.	Executive Vice President for Finance & Administration
	Director of Purchasing

ASU Police Department has identified the following delegating actions and authority:

Delegating Action	Delegating Authority
Same Authority as Chief of Police	Captain of Patrol

Delegating Action	Delegating Authority
Emergency decisions	EMC

List (3) Action Items / Preventable Measures for Phase I: Readiness & Preparedness.

1.	
2.	
3.	



Phase II: Activation and Relocation

(0-12 hours)

COMMUNICATION

It is important to keep all staff; especially individuals not identified as continuity personnel or a member of the emergency relocation group, informed and accounted for during a continuity event. All Albany State University employees are responsible for keeping informed of emergencies by monitoring news media reports and ASU's informational web page updated with the latest news: <https://www.asurams.edu>.

Most importantly, **Connect 5** is an emergency notification system used to communicate information during an emergency or crisis that disrupts normal operation of the campus or threatens the immediate health or safety of members of the campus community. All University students, faculty and staff are automatically registered for **Connect 5** with their official university e-mail address. The ASU Police Department and The Emergency Management Coordinator encourages each employee and student to add other contact information such as mobile numbers (voice/text) and personal email addresses to their **Connect 5** account. Parents, media, visitors, and other interested parties may also register for **Connect 5** account on a voluntary, self-subscription basis. To access **Connect 5** please use the following link; <https://asurams.bbcportal.com/>

Employees are expected to remain in contact with their supervisors during any closure or relocation situation. The Chief of Police will determine the communication procedures and extent to which employees are expected to remain in contact. Further, Chief of Police communicates human capital guidance for emergencies (pay, leave, staffing, work scheduling, benefits, telework, hiring authorities and other human resources flexibilities) to managers in an effort to help continue essential functions during an emergency.

Insert Departmental Emergency contact procedures in the field below.

Call ASU PD dispatching center at 229-430-4711.

To rapidly communicate with employees in an emergency, the Division of Crisis Management & Preparedness encourages all departments to prepare and maintain a call tree. Departments should also identify multiple communications systems that can be used for backup, after hours, off campus, or for other contingencies.

Check the system(s) that are used to contact employees in an emergency:

- | | |
|----------------------|-----------------------------------|
| ✓ Phone (Voice/Text) | ✓ Department Website |
| ✓ Pager | ✓ Instant Messaging |
| ✓ Email | ✓ Social Media (Facebook/Twitter) |
| ✓ Call Tree | ✓ Other (describe) |



STAFF READINESS

It is important to provide information and support to accommodate employee stress and family life issues that will include child and elder care, and counseling and mental health. Albany State University personnel must plan in advance what to do in an emergency and develop a Family Support Plan to increase personal and family preparedness. To develop your Family Support Plan, use the templates available at www.ready.gov. This site includes a "Get Ready Now" pamphlet, which explains the importance of planning and provides a template that you and your family can use to develop your specific plan.

CONTINUITY FACILITIES

Relocation involves the actual movement of essential functions, personnel, records, and equipment to the alternate operation facility. Relocation may also involve transferring communications capabilities to the alternate facility, ordering supplies and equipment that are not already in place at the alternate facility, and other planned activities, such as providing network access.

In the event that a department's primary operating facility is unavailable and that emergency support functions or mission essential functions will require relocating. At least one alternate facility must be identified and maintained, which could include alternate uses of existing facilities or virtual office options. The facility must provide sufficient space and be located where the potential disruption of the organization's ability to initiate and sustain operations is minimized. When designating an alternate continuity facility, consider access to, or the provision of, food, lodging, and transportation, as well as, whether other ASU departments have designated the same alternate facilities. Please make considerations for shared space and implementing an agreement or contact with the alternate facilities(s).

Locations Occupied	Owned / Leased	Number of workstations	Security / Access Requirements
1. East campus EOC will go to the West A183	Owned		
2. West campus EOC will go to East BCB 172	Owned		
3.	Leased		

List (3) Action Items / Preventable Measures for Phase II: Activation & Relocation:

1.	
2.	
3.	



Phase III: Continuity of Operations

(12 hours – 30 days or until resumption of normal operations)

Following activation of the ASU Police Department Business Continuity Plan and notification of personnel, vital records and supplies must be moved to the continuity facility. Upon arrival, continuity personnel must establish an operational capability and perform emergency support functions and/or mission essential functions within 12 hours from the time of the activation of the Continuity Plan, for up to a 30-day period or until normal operations can be resumed.

RECORDS MANAGEMENT / INFORMATION TECHNOLOGY

It is important to identify and protect those files, records, and databases that are imperative for departmental operations. Some records are needed to make and receive payments, protect legal and financial rights, and maintain confidential information.

Full and incremental backups preserve informational assets and should be performed on a regular basis for files that are irreplaceable, have a high replacement cost, or are considered critical. Backup media should be stored in a secure, geographically separate location from the original and isolated from environmental hazards.

In this section, please outline the departmental-specific vital records and their locations. You may also attach maps, facility floor plans, equipment inventory, and other documents.

Vital Record	Hard Copy Location	Electronic Copy Location	Responsible Contact	Level of Confidentiality
1. ARMS	n/a	USG (BOR) backup	Crandall Robinson	High
2. GCIC	ASU PD	Web based offsite system	Katessa Jordon	High
3. BOSSCARS	ASU PD	ASU IT Data Center	Travis Barron/William Moore	High
4. Training/ IA RECORDS	ASU PD	Ga Post	Grady Rachel/Lt. Ethridge	High
5. CLERY RECORDS	n/a	FLASHDRIVE/ USG BOR SITE	LaShawnda Ethridge	High

Departments are accountable for carrying out the provisions of record retention for specific data. Please explain the current record retention policy and specify which records must be retained and for how long. https://www.usg.edu/records_management/schedules/

Record Retention Policy:		
Record Description	Retention Duration	Mandating Authority
1. GCIC	WEB BASED OFFSITE SYSTEM	
2. BOSSCARS (TICKETS)	2 YEARS AFTER FINAL ADJUDICATION	USG RECORDS RETENTION POLICY
3. TRAINING/IA RECORDS	1-50 YEARS DEPENDING ON TYPE	USG RECORDS RETENTION POLICY
4. CLERY RECORDS	7 YEARS	USG RECORDS RETENTION POLICY
5.		

Albany State University
Business Continuity Planning



If access to your department's information and systems is essential in an emergency, describe the 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 or use of alternate email systems (i.e., Yahoo).

ASU Police Department policy for virtual office and telework operations:

<https://www.asurams.edu/Technology/technologyhome/forms-policies/its-vpn-remote-access-policy/>

DEPENDENCIES

Identify the products and services upon which your department depends on and the internal (within ASU) and external departments/organizations that provide them. When determining the internal and external dependencies of your department, consider the following access requirements and check the mechanisms appropriate for your departmental continuity of operations:

- | | |
|--|--|
| <ul style="list-style-type: none"> ✓ Equipment & Supplies Non-Secure Phones Secure Phones ✓ Mobile Phones Pagers ✓ Fax Lines | <ul style="list-style-type: none"> Satellite ✓ E-mail ✓ Internet Access Data Lines ✓ Two-Way Radios Other (describe) |
|--|--|

Internal Dependency

Recognizing that some services or products must be continuously delivered without interruption, identify the dependencies that are provided internally, within Albany State University and its departments. (i.e. Information Technology, Facilities, Physical Plant, Motor Pool, etc.)

Internal Dependency	Provider (ASU Department)	Contact Info
1. Vehicles	Facilities	Patsy Ham, 229-500-3039
2. Generators	Facilities	Lee Howell, 229-430-0697, 229-288-8199
3.		
4.		
5.		

External Dependency

What are the products and services that must be continuously delivered without interruption that are sought outside the University, with other public and/or private institutions? (i.e. Kentucky Utilities, AT&T, Windstream, Office Max, etc.)

External Dependency	Provider	Contact Info
1. USG ITS	USG ITS	888-875-8697
2. Wind Stream and AT&T		
3. Web Services	In motion	
4. Mass Communications	Connect 5	
5. Office 365	Microsoft	

Albany State University
Business Continuity Planning



List (3) Action Items / Preventable Measures for Phase III: Continuity of Operations:

1.	
2.	
3.	

Phase IV: Reconstitution

(recovery, mitigation and termination)

DEVOLUTION OF CONTROL

When considering procedures and resources needed to assist in timely and orderly recovery and reconstitution, a time phased approach may be most appropriate. This may include procedures for returning to the primary facility, if available, or procedures for acquiring a new facility. Notification procedures for all employees returning to work must also be addressed. The development of an After-Action Report (AAR) to determine the effectiveness of the college/department's Business Continuity Plans and procedures should be considered.

In describing your Plan to fully resume operations, identify and address the who will evaluate the structural soundness, considering the overall safety of the building, the presence of hazardous materials and their clean-up, and authorization of re-occupancy. At what point and who will be responsible for resumption/scheduling of normal activities and services, resupply of inventories, continued absenteeism, the use of earned time off, and emotional needs.

Example:

Reconstitution Activity	Responsible Authority
Phase I: Assess condition of the interior and exterior utilities and coordinate repair.	ASU Physical Plant Division (PPD)
Phase II: Secure building while they are being inspected, repaired, and cleaned up.	ASU Police Department
Phase III: Evaluation of fire and life safety aspects of the facility's intended use after structures are deemed safe for entry, appropriate for clean-up, and repairs are accomplished.	ASU Environmental Health & Safety / Fire Marshal
Phase IV: Departmental reconstitution team allowed entry and usage of facility.	Building Emergency Coordinator
Phase V: General occupancy of the facility and departmental space.	ASU PD

ASU Police Department has identified the following reconstitution course of action:

Reconstitution Activity	Responsible Authority
Phase I: Assess condition of the interior and exterior utilities and coordinate repair.	ASU Physical Plant Division
Phase II: Secure building while they are being inspected, repaired, and cleaned up.	ASU Police Department
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Date:	Justification for plan update:
6-5-19	New phones numbers, Interim Chief no Asst. Chief
9-1-19	New Chief
3-5-20	New Captain

List (3) Action Items / Preventable Measures for Phase IV: Reconstitution

1.	
2.	
3.	



Departmental Business Continuity Plan

Questions regarding this template may be directed to:

LaShawnda Ethridge,
Business Continuity Coordinator/Emergency
Management Coordinator
Albany State University Police Department
504 College Dr, Albany, GA 31705
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lashawnda.ethridge@asurams.edu
www.asurams.edu



Business Continuity

Introduction

Albany State University faces a variety of risks from disasters and events that can disrupt teaching, research, extension services, and health care. These risks can be all encompassing (major earthquake, ice and snow, pandemic illness, terrorism) or localized (fire in a specific building) or personal (failure of a hard drive). Because disasters often cause loss of life, loss of income, property damage and adversely affect individuals and families, the University must make plans to continue their critical work no matter what happens. Some departments, particularly on ASU's campus, will be expected not only to continue but to expand their services during these times.

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The following two courses introduce the concept of continuity planning, provides a brief overview of continuity, including its definition, the legal basis for continuity planning, the Continuity Program Management Cycle, and essential elements of a viable continuity program.

IS-546.12 - Continuity of Operations Awareness Course
IS-547.a - Introduction to Continuity of Operations

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Scope

When developing the Business Continuity Plan of your Department, keep in mind the following objectives:

- Serves as a guide for ASU Police and the Division of Crisis Management & Preparedness in emergency planning and response.
- Helps reduce or mitigate disruptions to operations, the loss of life, and property damage and loss.
- Executes an order of succession with accompanying authorities in the event disruption renders University and/or Departmental leadership unable, unavailable, or incapable of assuming and performing their authorities and responsibilities of the office.
- Ensures that each Department has facilities where it can continue to perform its Emergency Support Functions and Mission Essential Functions.
- Protects essential facilities, equipment, records, and other assets.
- Identifies alternate sources for supplies, resources and locations.
- Identifies vendors and customers that must be notified in the event of a disaster.
- Provides procedures and resources needed to assist in a timely and orderly recovery and reconstitution from an emergency.
- Validates continuity readiness through a dynamic and integrated test, training and exercise program by documenting and reviewing recovery procedures.

The real work of implementing the BCP through specific action items takes place at the department level. Recognizing that in a complex and diverse organization such as ASU, a simple and single set of actions and measures of progress for the University are not sufficient to capture every important goal for individual units. For each University department to complete an individualized "do-it-yourself" BCP, the process should be thought-provoking but not time-consuming.

Authority



This plan has been developed in accordance with recommendations and guidelines from the following federal regulations and Executive Orders:

- The Homeland Security Act of 2002, PL 107-296, enacted 11/25/02.
- The National Security Act of 1947, 50 U.S.C. 401 (as amended).
- Federal Continuity Directive 1 (FDC 1)
- Continuity Guidance Circular 1 (CGC 1)
- Incident Command System (ICS)
- National Response Framework (NFR)
- National Incident Management System (NIMS)



Phase I: Readiness and Preparedness

DEPARTMENT IDENTIFICATION

Type of Department
(Research, Instruction, Administration, Service):

Service

If Instruction, does your unit provide undergraduate and/or graduate courses?

N/A

High Priority Courses: the courses whose interruption would most threaten the progress of students and the integrity of the curriculum. (Large enrollment or pre-requisite)

Course Name & Number	High Priority Justification
1. N/A	
2.	
3.	

The mission of Auxiliary Services is to:

The mission of Auxiliary Services is to promote and enhance the mission and guiding principles of Albany State University. The goal is to extend the learning environment beyond the classroom through interaction with the various auxiliary units—bookstore, dining services, student transportation, vending operations, card services, print/copy services and events/campus scheduling. We are committed to promoting excellence in teaching and learning as the University prepares the student to be effective contributors to a globally diverse society, where knowledge and technology create opportunities for personal and professional success. We assist in the recruitment and retention of students by encouraging them to take personal responsibility for their decisions and by creating an environment that provides the students the necessary tools to be successful. We strive for excellence in all aspects of the operation of all auxiliary units. Staff responds to the needs and desires of the students by keeping abreast of market trends and making adjustments to the offerings of the departments.

By Board of Regents of the University System of Georgia Policy, Auxiliary Services must financially self-sustaining. Since no State, Federal or local funds are available to

To accomplish this mission, your department must ensure its operations are performed efficiently with minimal disruption, especially during an emergency. This document provides planning and program guidance for implementing the Business Continuity Plan to ensure the organization is capable of executing its Emergency Support Functions (ESFs) and Mission Essential Functions (MEFs) under all threats and conditions. These functions may be required by law, protect essential facilities, equipment, vital records, and other assets.

ESFs & MEFs



Emergency Support Function (ESF): The functions which represent the overarching responsibilities to lead and sustain the University during a catastrophic emergency. These functions must be continued throughout, or resumed shortly after, a disruption of normal operations.

Mission Essential Function (MEF): the limited set of University-level functions that are secondary or tertiary to carrying out the responsibilities of the department.



DEPARTMENT FUNCTIONS

Emergency Support Functions (ESFs) and Mission Essential Functions (MEFs) enable an organization to provide vital services, exercise civil authority, maintain the safety of the public, and sustain the industrial and economic base, during the disruption of normal operations. For each ESF and MEF that is carried out by Auxiliary Services, assign a level of criticality using the criteria on the right.

Emergency Support Functions (ESFs)

FEMA identifies 15 ESFs as having an immediate effect on preventing loss of life, personal injury, or loss of property. Refer to the table below to compare the ESF scopes to Auxiliary Services services, programs and resources that are provided to save lives, protect property and the environment, to restore essential services and critical infrastructure, and help victims and the University to return to normal operations.

Roles and Responsibilities of ESFs	
ESF	Scope
ESF #1 - Transportation	Use of vehicles for transportation of passengers or goods to support, response, relief and recovery of University Departments.
ESF #2 – Communications	Emergency Alerts, Notifications or Announcements.
ESF #3 – Public Works and Engineering	Emergency repair of damaged infrastructure or provision of power, water, sanitation, etc.
ESF #4 – Firefighting	Protection of life, property, and environment from fire incidents.
ESF #5 – Emergency Management	Managing preparedness, response, recovery & mitigation.
ESF #6 – Mass Care, Emergency Assistance, Housing, and Human Services	Shelter, feeding operations, emergency first aid, bulk distribution of emergency items, collecting and providing information on survivors to family members.
ESF #7 – Resource Support	Logistical, operational, or financial support to locate, procure and issue resources.
ESF #8 – Health and Medical Services	Public health and medical support to University students, faculty and staff.
ESF #9 – Search and Rescue	Field operations to assist individuals in distress due to the demise or collapse of campus structures.
ESF #10 – Hazardous Materials	Minimize impact of an unplanned hazardous materials release to protect life and property.
ESF #11 – Nutrition Services	Dining operations and nutritional needs.
ESF #12 – Energy	Critical utility services and energy systems.
ESF #13 – Public Safety and Security	Force and critical infrastructure protection, security planning and technical assistance, technology support and general law enforcement assistance.
ESF #14 – Long-Term Recovery	Coordinating and conducting recovery operations.
ESF #15 – External Affairs	Disseminating consistent, timely, and accurate public information and instructions. "Maximize disclosure with minimum delay".

Levels of Criticality



Critical 3: Must be continued at normal or increased service load. Cannot pause. Necessary to life, health, and security.

Critical 2: Must be continued if at all possible, perhaps in reduced mode. Pausing completely will have grave consequences.

Critical 1: May pause if forced to do so, but must resume in 30 days or sooner.

Deferrable: May pause; resume when conditions permit.

Albany State University Business Continuity Planning



If the Auxiliary Services carries out any of the above FEMA-defined ESFs, please identify, assign responsibility, and classify the level of criticality and its time sensitivity for each describe, classify a level of criticality, and assign responsibility for each Emergency Support Function in the following table:

ESF Component (1-15)	Responsible Unit	Responsible Position	Level of Criticality 3=High 2=Moderate 1=Low 0=Deferrable	Time Sensitivity 0-12 hrs 12 hrs - 30 days > 30 days	Peaks of High Activity Annually Quarterly Seasonally Monthly
Ex: #4: Firefighting	Environmental Health & Safety	University Fire Marshal	3	0-12 hrs	N/A
1. ESF #1-Transportation	Auxiliary Services	Executive Director, Auxiliary Services	3	0-12 hrs	Seasonally
2. ESF #6-Mass Care, Em. Assist, H	Auxiliary Services	Executive Director, Auxiliary Services	3	0-12 hrs	Seasonally
3. ESF #7-Resource Support	Auxiliary Services	Executive Director, Auxiliary Services	2	12 hrs - 30 days	Seasonally
4. ESF #11-Nutrition Services	Auxiliary Services	Executive Director, Auxiliary Services	3	0-12 hrs	Seasonally
5. ESF #7-Resource Sup	Auxiliary Services	Executive Director	3	> 30 days	Seasonally

Mission Essential Functions (MEFs)

Disruption to normal operations may result in consequences that may affect departmental practices and / or special teaching issues. Consider the following:

- Disruption of research
- Disruption of patient care
- Disruption of animal care
- Departure of faculty
- Departure of students
- Well-being of students
- Payment deadlines unmet
- Loss of revenue
- Legal obligations unmet
- Legal harm to the Institution
- Impact on other units
- Impact on important business partner(s)

Identify, assign responsibility, and classify the level of criticality and its time sensitivity for each Mission Essential Function in the following table:

MEF Component	Responsible Unit	Responsible Position	Level of Criticality 3=High 2=Moderate 1=Low 0=Deferrable	Time Sensitivity 0-12 hrs 12 hrs - 30 days > 30 days	Peaks of High Activity Annually Quarterly Seasonally Monthly
Ex: Meet Payment Deadlines	Office of the President	ASU President	2	> 30 days	Monthly
1. Departure of students	Office of Auxiliary Services	Executive Director, Auxiliary Services	3	0-12 hrs	Seasonally
2. Well-being of students	Office of Auxiliary Services	Executive Director, Auxiliary Services	3	0-12 hrs	Seasonally
3. Payment deadlines unmet	Office of Auxiliary Services	Auxiliary Services Coordinator	2	12 hrs - 30 days	Seasonally
4. Loss of revenue	Office of Auxiliary Services	Executive Director, Auxiliary Services	2	12 hrs - 30 days	Seasonally
5. Impact on other units	Office of Auxiliary Services	Executive Director, Auxiliary Services	2	12 hrs - 30 days	Seasonally

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Business Continuity Planning

• • •
HUMAN CAPITAL

One person doesn't run the department; one person cannot identify, plan, and prioritize the work needed to get operations up and running when disaster strikes. University's and their departments grow and change; new systems and services come online and older systems are retired, and most importantly, staff turns over.

Identify Auxiliary Services 's Human Capital by the Number of Personnel as of 06/29/2019

Faculty and other academic appointees:	0
Residents/Fellows:	0
Staff (full-time):	1
Staff (part-time, excluding students):	1
Student Staff:	0
Volunteers:	0
Guests:	0
Other:	0

Continuity Personnel

People are critical to the operations of any organization. Choosing the right people for an organization's staff is vitally important, and this is especially true in a crisis situation. Leaders are needed to set priorities and keep focus. During a continuity event, emergency employees and other special categories of employees will be activated to perform assigned response duties. One of these categories is continuity personnel, commonly referred to as Emergency Relocation Group (ERG) members.

In respect to ERG members, Auxiliary Services has designated the following positions and personnel, known to possess the skill sets necessary to execute ESFs and MEFs, to be critical to operations in any given emergency situation:

ERG Member / Continuity Personnel	Position Title	Contact Info (Work Station, Phone(s), Email)
1. Martha M. Snow	Executive Director, Auxiliary Services	(O) 229-500-2884; (C) 229-869-6736; martha.snow@asurams.edu
2. Position Vacant	Auxiliary Services Coordinator	(O)229-500-2883; (C) 229-343-0118; kristine.jones@asurams.edu
3. Position Vacant	Events/Scheduling Coordinator	(O) 229-500-2885; (C)229-886-7208; megan.weaver@asurams.edu
4. Amanda Patterson	Resident District Manager, Dining, Aladdin	(O) 229-500-3645; (C) 229-364-364-4613; amanda.patterson@aladdinfood.com
5. Tara Johnson	Bookstore Manager	(O) 229-500-3626 or 229-500-3639; (C)229-395-5571; tjohnson@follett.com



LEADERSHIP

Orders of Succession

Pre-identifying orders of succession and under which conditions succession will take place, the method of notification, and the limitations of authority is critical to ensuring effective leadership during an emergency. In the event an incumbent is incapable or unavailable to fulfill essential duties, successors need to be identified to ensure there is no lapse in essential decision making authority.

Orders of succession are:

- At least three positions deep, where possible, ensuring sufficient depth to ensure the department's ability to manage and direct its essential functions and operations
- Include devolution counterparts, where applicable
- Geographically dispersed, where feasible
- Described by positions or titles, rather than by names of individuals holding those offices
- Reviewed by the department as changes occur
- Included as a vital record

For Example:

Position	Designated Successors
ASU Vice President for Student Affairs	1. Associate Vice President for Student Affairs / Dean of Students
	2. Associate Vice President for Student Affairs
	3. Director, Counseling Center: Consultation and Psychological Services

Auxiliary Services _____ has identified successors for the positions of :

Position	Designated Successors
Executive Director, Auxiliary Services	1. Auxiliary Services Coordinator
	2. Events/Scheduling Coordinator- Position vacant
	3. Auxiliary Services Specialist

Position	Designated Successors
1. Executive Director, Auxiliary Services-Dining 2. Executive Director, Auxiliary Services-Bookstore	1. Resident District Manager, Aladdin Food Company
	2. Bookstore - Store Manager; Follett
	3.



Delegations of Authority

This section should identify, by position, the legal authority for individuals to make key policy decisions during a continuity situation. Delegations of authority should outline explicitly, in a statement or formal document, who is authorized to make decisions or act on behalf of the department. Generally, pre-determined delegations of authority will take effect when normal channels of direction are disrupted and terminate when these channels have resumed.

For example, The Board of Trustees at the Albany State University is designated to perform the purchasing and capital construction contracting functions. The Board of Trustees has delegated these responsibilities to the Executive Vice President for Finance and Administration, who has furthered delegated them to the Director of Purchasing.

Delegating Action	Delegating Authority
The Board of Trustees at the Albany State University is designated to perform the purchasing and capital construction contracting functions.	Executive Vice President for Finance & Administration
	Director of Purchasing

Auxiliary Services has identified the following delegating actions and authority:

Delegating Action	Delegating Authority
Auxiliary Services Ram Rush	Executive Director, Auxiliary Services
	Auxiliary Services Coordinator

Delegating Action	Delegating Authority
Auxiliary Services, Dining Auxiliary Services, Bookstore Operations	Resident District Manager, Aladdin Food Company
	Bookstore Manager

List (3) Action Items / Preventable Measures for Phase I: Readiness & Preparedness.

1.	Be aware of imminent weather conditions
2.	Order inventory to meet needs of worst case scenario
3.	Prepare plan for distribution of meals of residential students, on site workers



Phase II: Activation and Relocation

(0-12 hours)

COMMUNICATION

It is important to keep all staff; especially individuals not identified as continuity personnel or a member of the emergency relocation group, informed and accounted for during a continuity event. All Albany State University employees are responsible for keeping informed of emergencies by monitoring news media reports and ASU's informational web page updated with the latest news: <https://www.asurams.edu> .

Most importantly, **Connect 5** is an emergency notification system used to communicate information during an emergency or crisis that disrupts normal operation of the campus or threatens the immediate health or safety of members of the campus community. All University students, faculty and staff are automatically registered for **Connect 5** with their official university e-mail address. The ASU Police Department and The Emergency Management Coordinator encourages each employee and student to add other contact information such as mobile numbers (voice/text) and personal email addresses to their **Connect 5** account. Parents, media, visitors, and other interested parties may also register for **Connect 5** account on a voluntary, self-subscription basis. To access **Connect 5** please use the following link; <https://asurams.bbcportal.com/>

Employees are expected to remain in contact with their supervisors during any closure or relocation situation. The Executive Director, Auxiliary Services will determine the communication procedures and extent to which employees are expected to remain in contact. Further, Executive Director, Auxiliary Services communicates human capital guidance for emergencies (pay, leave, staffing, work scheduling, benefits, telework, hiring authorities and other human resources flexibilities) to managers in an effort to help continue essential functions during an emergency.

Insert Departmental Emergency contact procedures in the field below.

Contact employees via phone, text, email, social media

To rapidly communicate with employees in an emergency, the Division of Crisis Management & Preparedness encourages all departments to prepare and maintain a call tree. Departments should also identify multiple communications systems that can be used for backup, after hours, off campus, or for other contingencies.

Check the system(s) that are used to contact employees in an emergency:

- | | |
|----------------------|-----------------------------------|
| ✓ Phone (Voice/Text) | Department Website |
| ✓ Pager | Instant Messaging |
| ✓ Email | ✓ Social Media (Facebook/Twitter) |
| ✓ Call Tree | Other (describe) |



STAFF READINESS

It is important to provide information and support to accommodate employee stress and family life issues that will include child and elder care, and counseling and mental health. Albany State University personnel must plan in advance what to do in an emergency and develop a Family Support Plan to increase personal and family preparedness. To develop your Family Support Plan, use the templates available at www.ready.gov. This site includes a "Get Ready Now" pamphlet, which explains the importance of planning and provides a template that you and your family can use to develop your specific plan.

CONTINUITY FACILITIES

Relocation involves the actual movement of essential functions, personnel, records, and equipment to the alternate operation facility. Relocation may also involve transferring communications capabilities to the alternate facility, ordering supplies and equipment that are not already in place at the alternate facility, and other planned activities, such as providing network access.

In the event that a department's primary operating facility is unavailable and that emergency support functions or mission essential functions will require relocating. At least one alternate facility must be identified and maintained, which could include alternate uses of existing facilities or virtual office options. The facility must provide sufficient space and be located where the potential disruption of the organization's ability to initiate and sustain operations is minimized. When designating an alternate continuity facility, consider access to, or the provision of, food, lodging, and transportation, as well as, whether other ASU departments have designated the same alternate facilities. Please make considerations for shared space and implementing an agreement or contact with the alternate facility(s).

Locations Occupied	Owned / Leased	Number of workstations	Security / Access Requirements
1. East Campus Operations go to West Campus	Owned	4	Internet, VPN, Email, 25Live; StarRez; Banner; BlackBoard
2. West Campus Operations go to East Campus	Owned	4	Internet, VPN, Email, 25Live; StarRez; Banner; Blackboard
3.	Leased		

List (3) Action Items / Preventable Measures for Phase II: Activation & Relocation:

1.	Employees have laptop or other electronic device with capability to VPN or access software via the Cloud/web
2.	
3.	



Phase III: Continuity of Operations

(12 hours – 30 days or until resumption of normal operations)

Following activation of the Auxiliary Services Business Continuity Plan and notification of personnel, vital records and supplies must be moved to the continuity facility. Upon arrival, continuity personnel must establish an operational capability and perform emergency support functions and/or mission essential functions within 12 hours from the time of the activation of the Continuity Plan, for up to a 30-day period or until normal operations can be resumed.

RECORDS MANAGEMENT / INFORMATION TECHNOLOGY

It is important to identify and protect those files, records, and databases that are imperative for departmental operations. Some records are needed to make and receive payments, protect legal and financial rights, and maintain confidential information.

Full and incremental backups preserve informational assets and should be performed on a regular basis for files that are irreplaceable, have a high replacement cost, or are considered critical. Backup media should be stored in a secure, geographically separate location from the original and isolated from environmental hazards.

In this section, please outline the departmental-specific vital records and their locations. You may also attach maps, facility floor plans, equipment inventory, and other documents.

Vital Record	Hard Copy Location	Electronic Copy Location	Responsible Contact	Level of Confidentiality
1. 25Live	West Student Ctr., Room 110	Cloud	Megan Weaver	Medium
2. StarRez		Cloud		High
3. Ram Rush file	West Campus, ITS			High
4. Blackboard	West Campus, A Building		Peter Akinnubi	High
5. Bosscars	West Campus		Peter Skinnubi	Medium

Departments are accountable for carrying out the provisions of record retention for specific data. Please explain the current record retention policy and specify which records must be retained and for how long. https://www.usg.edu/records_management/schedules/

Record Retention Policy:		
Record Description	Retention Duration	Mandating Authority
1.		
2.		
3.		
4.		
5.		

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If access to your department's information and systems is essential in an emergency, describe the 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 or use of alternate email systems (i.e., Yahoo).

Auxiliary Services policy for virtual office and telework operations:

<https://www.asurams.edu/Technology/technologyhome/forms-policies/its-vpn-remote-access-policy/>

DEPENDENCIES

Identify the products and services upon which your department depends on and the internal (within ASU) and external departments/organizations that provide them. When determining the internal and external dependencies of your department, consider the following access requirements and check the mechanisms appropriate for your departmental continuity of operations:

- | | |
|--|--|
| <ul style="list-style-type: none"> ✓ Equipment & Supplies ✓ Non-Secure Phones <li style="padding-left: 20px;">Secure Phones ✓ Mobile Phones <li style="padding-left: 20px;">Pagers ✓ Fax Lines | <ul style="list-style-type: none"> Satellite ✓ E-mail ✓ Internet Access <li style="padding-left: 20px;">Data Lines <li style="padding-left: 20px;">Two-Way Radios <li style="padding-left: 20px;">Other (describe) |
|--|--|

Internal Dependency

Recognizing that some services or products must be continuously delivered without interruption, identify the dependencies that are provided internally, within Albany State University and its departments. (i.e. Information Technology, Facilities, Physical Plant, Motor Pool, etc.)

Internal Dependency	Provider (ASU Department)	Contact Info
1. Facilities		Amanda Patterson, (O) 229-500-3645; (C) 229-364-4613
2. Information Technology		William Moore
3. Motor Pool		Patsy Ham
4. Police Department		Chief Greg Elder
5.		

External Dependency

What are the products and services that must be continuously delivered without interruption that are sought outside the University, with other public and/or private institutions? (i.e. Kentucky Utilities, AT&T, Windstream, Office Max, etc.)

External Dependency	Provider	Contact Info
1. Ram Rush Transportation	Albany Transit Services	Tennasha Gresham, (C) 229-288-8857
2.		
3.		
4.		
5.		



List (3) Action Items / Preventable Measures for Phase III: Continuity of Operations:

1.	
2.	
3.	

Phase IV: Reconstitution

(recovery, mitigation and termination)

DEVOLUTION OF CONTROL

When considering procedures and resources needed to assist in timely and orderly recovery and reconstitution, a time phased approach may be most appropriate. This may include procedures for returning to the primary facility, if available, or procedures for acquiring a new facility. Notification procedures for all employees returning to work must also be addressed. The development of an After-Action Report (AAR) to determine the effectiveness of the college/department's Business Continuity Plans and procedures should be considered.

In describing your Plan to fully resume operations, identify and address the who will evaluate the structural soundness, considering the overall safety of the building, the presence of hazardous materials and their clean-up, and authorization of re-occupancy. At what point and who will be responsible for resumption/scheduling of normal activities and services, resupply of inventories, continued absenteeism, the use of earned time off, and emotional needs.

Example:

Reconstitution Activity	Responsible Authority
Phase I: Assess condition of the interior and exterior utilities and coordinate repair.	ASU Physical Plant Division (PPD)
Phase II: Secure building while they are being inspected, repaired, and cleaned up.	ASU Police Department
Phase III: Evaluation of fire and life safety aspects of the facility's intended use after structures are deemed safe for entry, appropriate for clean-up, and repairs are accomplished.	ASU Environmental Health & Safety / Fire Marshal
Phase IV: Departmental reconstitution team allowed entry and usage of facility.	Building Emergency Coordinator
Phase V: General occupancy of the facility and departmental space.	Auxiliary Services

Auxiliary Services has identified the following reconstitution course of action:

Reconstitution Activity	Responsible Authority
Phase I: Assess condition of the interior and exterior of facilities and coordinator repair	ASU Physical Plant
Phase II: Secure the building while inspecting, making repairs as needed and cleaning up	ASU Police Department
Phase III: Evaluate safety of facilities for re-entry and resumption of operations	ASU Environmental Health & Safety/Fire Marshal
Phase IV: Service contractors reconstitution team allowed entry and use of facilities	Building Emergency Coordinator
Phase V: General occupancy of the facility and departmental spaces	Auxiliary Services Executive Director

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Business Continuity Planning



TEST, TRAINING, & EXERCISE

Should an area of weakness be found in the completion of your department's Business Continuity Plan, components should be tested and corrective actions developed to ensure familiarity with activation and reconstitution procedures and compliance by all continuity personnel. Tests confirm whether or not procedures, processes, and systems function as intended. Training ensures that all personnel what to do, how to do it, and when it should be done. Exercises provide practice and verification of whether parts of the plan or the entire plan works as intended.

Albany State University maintains a robust Training and Exercise program in accordance with recommendations from FEMA and the U.S. Department of Homeland Security. Tabletops, drills, and functional exercises are scheduled regularly and provide measures to ensure the departmental plan is capable of supporting the execution of emergency support functions and /or mission essential functions throughout the duration of a continuity situation. Data from exercise evaluations and actual incidents are collected and analyzed and serve as the basis for After-Action-Reports and lessons learned.

The ASU Police Department is available to assist with training and exercises on key issues affecting the University or multiple departments on a limited and essential basis as schedules permit. For questions regarding Training, Evaluation and Vulnerability Assessments, or to complete a Building Emergency Action Plan (BEAP), contact LaShawnda Ethridge lashawnda.ethridge@asurams.edu

PLAN MAINTENANCE

Organizations that achieve full alignment between people, process, and technology not only become highly efficient, they also become agile and adapt to changing circumstances and capitalizing on opportunities. Disaster recovery planning is an ongoing, never ending process. Annual review and assessment of your plan's effectiveness is required but should also be updated when a member of your department's Business Continuity Planning Team is added, removed or changes roles. It should also be revised following a change in response protocol or any departmental incident involving business continuity activation.

Date:	Justification for plan update:
06/05/2019	Update telephone number and personnel changes
02/20/2020	Updated personnel changes and respective contact numbers; added Parking Services
05/06/2020	Updated personnel changes

List (3) Action Items / Preventable Measures for Phase IV: Reconstitution

1.	
2.	
3.	

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Auxiliary Services
Business Continuity Plan
Continuity Personnel - Additional Information

Follett - Bookstore Operations

Primary Contact	Tara Johnson	tljohnson@follett.com	(C) 229-395-5571
Secondary Contact	Noelle Dawson	1115asm@follett.com	(C) 229-669-5404
Third Contact	Ylencia Milledge	1115gm@follett.com	(C) 229-344-2456

Aladdin Food Company – Dining Operations

Primary Contact	Amanda Patterson	amanda.patterson@aladdinfood.com	(C) 229-364-4613
Secondary Contact	Felicia Sims	Felicia.sims@aladdinfood.com	(C) 229-364-4656

Ram Rush

Primary Contact	Tennasha Gresham	tgresham@albanyga.gov	(C) 229-288-8857
Secondary Contact	David Hamilton	dhamilton@albanyga.gov	(C) 229-407-0558

Vending Operations

Beverages-Coca Cola United.Com			
Jeff Carr		jefferyCarr@ccbcu.com	(C) 229-603-3532
Alton Akridge		aakridge@ccbcu.com	(C) 478-785-2614
Snacks - Buffalo Rock Pepsi			
Jacki Halstead		jhalstead@buffalorock.com	(C) 229-436-9553
Michael Bencko		mbencko@buffalorock.com	(C) 205-288-2718
Keith Dedge		kdedge@buffalorock.com	(C) 229-881-9193



Departmental Business Continuity Plan

Questions regarding this template may be directed to:

LaShawnda Ethridge,
Business Continuity Coordinator/Emergency
Management Coordinator
Albany State University Police Department
504 College Dr., Albany, GA 31705
Office: (229) 500-3075
lashawnda.ethridge@asurams.edu
www.asurams.edu



Business Continuity

Introduction

Albany State University faces a variety of risks from disasters and events that can disrupt teaching, research, extension services, and health care. These risks can be all encompassing (major earthquake, ice and snow, pandemic illness, terrorism) or localized (fire in a specific building) or personal (failure of a hard drive). Because disasters often cause loss of life, loss of income, property damage and adversely affect individuals and families, the University must make plans to continue their critical work no matter what happens. Some departments, particularly on ASU's campus, will be expected not only to continue but to expand their services during these times.

The expectation of Albany State University Police Department's Emergency Management Coordinator is that each college, department, and administrative unit will develop action items that are most appropriate for their unit, determine baseline measures, and set short and long term goals for achievement. The completion of your Business Continuity Plan (BCP) will help ensure your department is prepared to respond to various types of operational interruptions, whether it is major disasters or lesser interruptions. It puts planning in perspective and makes it more likely that crisis response will run smoothly, maximum service levels are maintained, and departments recover as quickly as possible. In addition, business continuity planning helps establish annual exercise schedules used to test BCPs and Building Emergency Action Plan (BEAPs).

For additional training, FEMA's Independent Study Program offers self-paced courses designed for people who have emergency management responsibilities and the general public. All are offered free-of-charge and can be found at [FEMA Independent Study Courses](#).

The following two courses introduce the concept of continuity planning, provides a brief overview of continuity, including its definition, the legal basis for continuity planning, the Continuity Program Management Cycle, and essential elements of a viable continuity program.

IS-546.12 - Continuity of Operations Awareness Course
IS-547.a - Introduction to Continuity of Operations

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Scope

When developing the Business Continuity Plan of your Department, keep in mind the following objectives:

- Serves as a guide for ASU Police and the Division of Crisis Management & Preparedness in emergency planning and response.
- Helps reduce or mitigate disruptions to operations, the loss of life, and property damage and loss.
- Executes an order of succession with accompanying authorities in the event disruption renders University and/or Departmental leadership unable, unavailable, or incapable of assuming and performing their authorities and responsibilities of the office.
- Ensures that each Department has facilities where it can continue to perform its Emergency Support Functions and Mission Essential Functions.
- Protects essential facilities, equipment, records, and other assets.
- Identifies alternate sources for supplies, resources and locations.
- Identifies vendors and customers that must be notified in the event of a disaster.
- Provides procedures and resources needed to assist in a timely and orderly recovery and reconstitution from an emergency.
- Validates continuity readiness through a dynamic and integrated test, training and exercise program by documenting and reviewing recovery procedures.

The real work of implementing the BCP through specific action items takes place at the department level. Recognizing that in a complex and diverse organization such as ASU, a simple and single set of actions and measures of progress for the University are not sufficient to capture every important goal for individual units. For each University department to complete an individualized "do-it-yourself" BCP, the process should be thought-provoking but not time-consuming.

Authority



This plan has been developed in accordance with recommendations and guidelines from the following federal regulations and Executive Orders:

- The Homeland Security Act of 2002, PL 107-296, enacted 11/25/02.
- The National Security Act of 1947, 50 U.S.C. 401 (as amended).
- Federal Continuity Directive 1 (FDC 1)
- Continuity Guidance Circular 1 (CGC 1)
- Incident Command System (ICS)
- National Response Framework (NFR)
- National Incident Management System (NIMS)



Phase I: Readiness and Preparedness

DEPARTMENT IDENTIFICATION

Type of Department
(Research, Instruction, Administration, Service):

Administrative

If Instruction, does your unit provide undergraduate and/or graduate courses?

No

High Priority Courses: the courses whose interruption would most threaten the progress of students and the integrity of the curriculum. (Large enrollment or pre-requisite)

Course Name & Number	High Priority Justification
1.	
2.	
3.	

The mission of ASU Fiscal Affairs is to:

Provide ideal stewardship of financial resources, support academic excellence and the student body. Provide professional and courteous service to all who come in contact with our offices.

To accomplish this mission, your department must ensure its operations are performed efficiently with minimal disruption, especially during an emergency. This document provides planning and program guidance for implementing the Business Continuity Plan to ensure the organization is capable of executing its Emergency Support Functions (ESFs) and Mission Essential Functions (MEFs) under all threats and conditions. These functions may be required by law, protect essential facilities, equipment, vital records, and other assets.

ESFs & MEFs



Emergency Support

Function (ESF): The functions which represent the overarching responsibilities to lead and sustain the University during a catastrophic emergency. These functions must be continued throughout, or resumed shortly after, a disruption of normal operations.

Mission Essential Function

(MEF): the limited set of University-level functions that are secondary or tertiary to carrying out the responsibilities of the department.



DEPARTMENT FUNCTIONS

Emergency Support Functions (ESFs) and Mission Essential Functions (MEFs) enable an organization to provide vital services, exercise civil authority, maintain the safety of the public, and sustain the industrial and economic base, during the disruption of normal operations. For each ESF and MEF that is carried out by ASU Fiscal Affairs, assign a level of criticality using the criteria on the right.

Emergency Support Functions (ESFs)

FEMA identifies 15 ESFs as having an immediate effect on preventing loss of life, personal injury, or loss of property. Refer to the table below to compare the ESF scopes to ASU Fiscal Affairs services, programs and resources that are provided to save lives, protect property and the environment, to restore essential services and critical infrastructure, and help victims and the University to return to normal operations.

Roles and Responsibilities of ESFs	
ESF	Scope
ESF #1 - Transportation	Use of vehicles for transportation of passengers or goods to support, response, relief and recovery of University Departments.
ESF #2 – Communications	Emergency Alerts, Notifications or Announcements.
ESF #3 – Public Works and Engineering	Emergency repair of damaged infrastructure or provision of power, water, sanitation, etc.
ESF #4 – Firefighting	Protection of life, property, and environment from fire incidents.
ESF #5 – Emergency Management	Managing preparedness, response, recovery & mitigation.
ESF #6 – Mass Care, Emergency Assistance, Housing, and Human Services	Shelter, feeding operations, emergency first aid, bulk distribution of emergency items, collecting and providing information on survivors to family members.
ESF #7 – Resource Support	Logistical, operational, or financial support to locate, procure and issue resources.
ESF #8 – Health and Medical Services	Public health and medical support to University students, faculty and staff.
ESF #9 – Search and Rescue	Field operations to assist individuals in distress due to the demise or collapse of campus structures.
ESF #10 – Hazardous Materials	Minimize impact of an unplanned hazardous materials release to protect life and property.
ESF #11 – Nutrition Services	Dining operations and nutritional needs.
ESF #12 – Energy	Critical utility services and energy systems.
ESF #13 – Public Safety and Security	Force and critical infrastructure protection, security planning and technical assistance, technology support and general law enforcement assistance.
ESF #14 – Long-Term Recovery	Coordinating and conducting recovery operations.
ESF #15 – External Affairs	Disseminating consistent, timely, and accurate public information and instructions. "Maximize disclosure with minimum delay".

Levels of Criticality



Critical 3: Must be continued at normal or increased service load. Cannot pause. Necessary to life, health, and security.

Critical 2: Must be continued if at all possible, perhaps in reduced mode. Pausing completely will have grave consequences.

Critical 1: May pause if forced to do so, but must resume in 30 days or sooner.

Deferrable: May pause; resume when conditions permit.

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If the ASU Fiscal Affairs carries out any of the above FEMA-defined ESFs, please identify, assign responsibility, and classify the level of criticality and its time sensitivity for each describe, classify a level of criticality, and assign responsibility for each Emergency Support Function in the following table:

ESF Component (1-15)	Responsible Unit	Responsible Position	Level of Criticality 3=High 2=Moderate 1=Low 0=Deferrable	Time Sensitivity 0-12 hrs 12 hrs - 30 days > 30 days	Peaks of High Activity Annually Quarterly Seasonally Monthly
Ex: #4: Firefighting	Environmental Health & Safety	University Fire Marshal	3	0-12 hrs	N/A
1. ESF #7-Resource Support	Accounting, Budgets, Purchasing	Controller, CBO, Dir. of Purchasing	2	12 hrs - 30 days	Seasonally
2. N/A			3	> 30 days	N/A
3. N/A			3	> 30 days	N/A
4. N/A			3	> 30 days	N/A
5. N/A			3	> 30 days	N/A

Mission Essential Functions (MEFs)

Disruption to normal operations may result in consequences that may affect departmental practices and / or special teaching issues. Consider the following:

- Disruption of research
- Disruption of patient care
- Disruption of animal care
- Departure of faculty
- Departure of students
- Well-being of students
- Payment deadlines unmet
- Loss of revenue
- Legal obligations unmet
- Legal harm to the Institution
- Impact on other units
- Impact on important business partner(s)

Identify, assign responsibility, and classify the level of criticality and its time sensitivity for each Mission Essential Function in the following table:

MEF Component	Responsible Unit	Responsible Position	Level of Criticality 3=High 2=Moderate 1=Low 0=Deferrable	Time Sensitivity 0-12 hrs 12 hrs - 30 days > 30 days	Peaks of High Activity Annually Quarterly Seasonally Monthly
Ex: Meet Payment Deadlines	Office of the President	ASU President	2	> 30 days	Monthly
1. Payment deadlines unmet	Accounting, Budgets, Purchasing	Controller, CBO, Dir. of Purchasing	2	12 hrs - 30 days	Seasonally
2. Loss of revenue	Accounting, Budgets, Purchasing	Controller, CBO, Dir. of Purchasing	2	12 hrs - 30 days	Seasonally
3. Legal obligations unmet	Accounting, Budgets, Purchasing	Controller, CBO, Dir. of Purchasing	2	12 hrs - 30 days	Seasonally
4. Impact on other units	Accounting, Budgets, Purchasing	Controller, CBO, Dir. of Purchasing	2	12 hrs - 30 days	Seasonally
5. Impact on imp. business partner	Accounting, Budgets, Purchasing	Controller, CBO, Dir. of Purchasing	2	12 hrs - 30 days	Seasonally

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HUMAN CAPITAL

One person doesn't run the department; one person cannot identify, plan, and prioritize the work needed to get operations up and running when disaster strikes. University's and their departments grow and change; new systems and services come online and older systems are retired, and most importantly, staff turns over.

Identify ASU Fiscal Affairs 's Human Capital by the Number of Personnel as of **04/30/2020**

Faculty and other academic appointees:	0
Residents/Fellows:	0
Staff (full-time):	16
Staff (part-time, excluding students):	0
Student Staff:	0
Volunteers:	0
Guests:	0
Other:	0

Continuity Personnel

People are critical to the operations of any organization. Choosing the right people for an organization's staff is vitally important, and this is especially true in a crisis situation. Leaders are needed to set priorities and keep focus. During a continuity event, emergency employees and other special categories of employees will be activated to perform assigned response duties. One of these categories is continuity personnel, commonly referred to as Emergency Relocation Group (ERG) members.

In respect to ERG members, ASU Fiscal Affairs has designated the following positions and personnel, known to possess the skill sets necessary to execute ESFs and MEFs, to be critical to operations in any given emergency situation:

ERG Member / Continuity Personnel	Position Title	Contact Info (Work Station, Phone(s), Email)
1. Jeff Hall	Controller	jeff.hall@asurams.edu; cell 229-942-9687
2. Marion Ryant	Chief Budgets Officer	marion.ryant@asurams.edu; cell 229-395-4015
3. Joy Causey	Director of Purchasing	joy.causey@asurams.edu; cell 229-272-1933
4.		
5.		

• • •
LEADERSHIP

Orders of Succession

Pre-identifying orders of succession and under which conditions succession will take place, the method of notification, and the limitations of authority is critical to ensuring effective leadership during an emergency. In the event an incumbent is incapable or unavailable to fulfill essential duties, successors need to be identified to ensure there is no lapse in essential decision making authority.

Orders of succession are:

- At least three positions deep, where possible, ensuring sufficient depth to ensure the department's ability to manage and direct its essential functions and operations
- Include devolution counterparts, where applicable
- Geographically dispersed, where feasible
- Described by positions or titles, rather than by names of individuals holding those offices
- Reviewed by the department as changes occur
- Included as a vital record

For Example:

Position	Designated Successors
ASU Vice President for Student Affairs	1. Associate Vice President for Student Affairs / Dean of Students
	2. Associate Vice President for Student Affairs
	3. Director, Counseling Center: Consultation and Psychological Services

ASU Fiscal Affairs has identified successors for the positions of :

Position	Designated Successors
Controller	1. General Ledger Manager
	2. Senior Accountant
	3. Accountant II

Position	Designated Successors
Dir. Bud. & Contracts (CBO)	1. Budget Coordinator
	2. Contracting Officer II
	3. Budget Assistant

Position	Designated Successors
Director of Purchasing	1. Assistant Director
	2. Purchasing Assistant
	3. P-Card Administrator



Delegations of Authority

This section should identify, by position, the legal authority for individuals to make key policy decisions during a continuity situation. Delegations of authority should outline explicitly, in a statement or formal document, who is authorized to make decisions or act on behalf of the department. Generally, pre-determined delegations of authority will take effect when normal channels of direction are disrupted and terminate when these channels have resumed.

For example, The Board of Trustees at the Albany State University is designated to perform the purchasing and capital construction contracting functions. The Board of Trustees has delegated these responsibilities to the Executive Vice President for Finance and Administration, who has furthered delegated them to the Director of Purchasing.

Delegating Action	Delegating Authority
The Board of Trustees at the Albany State University is designated to perform the purchasing and capital construction contracting functions.	Executive Vice President for Finance & Administration
	Director of Purchasing

ASU Fiscal Affairs has identified the following delegating actions and authority:

Delegating Action	Delegating Authority
Purchasing and contracting functions	VP Administration and Fiscal Affairs
	Director of Purchasing

Delegating Action	Delegating Authority
Budgeting and Resource Allocations	VP Administration and Fiscal Affairs
	Chief Budgets Officer

Delegating Action	Delegating Authority
Accounting, Accounts Payable, Payroll	VP Administration and Fiscal Affairs Controller

List (3) Action Items / Preventable Measures for Phase I: Readiness & Preparedness.

1.	Ensure everyone has contact information
2.	Virtual private network (VPN) for critical employees
3.	Annual review of Business Continuity Plan



Phase II: Activation and Relocation

(0-12 hours)

COMMUNICATION

It is important to keep all staff; especially individuals not identified as continuity personnel or a member of the emergency relocation group, informed and accounted for during a continuity event. All Albany State University employees are responsible for keeping informed of emergencies by monitoring news media reports and ASU's informational web page updated with the latest news: <https://www.asurams.edu> .

Most importantly, **Connect 5** is an emergency notification system used to communicate information during an emergency or crisis that disrupts normal operation of the campus or threatens the immediate health or safety of members of the campus community. All University students, faculty and staff are automatically registered for **Connect 5** with their official university e-mail address. The ASU Police Department and The Emergency Management Coordinator encourages each employee and student to add other contact information such as mobile numbers (voice/text) and personal email addresses to their **Connect 5** account. Parents, media, visitors, and other interested parties may also register for **Connect 5** account on a voluntary, self-subscription basis. To access **Connect 5** please use the following link; <https://asurams.bbcportal.com/>

Employees are expected to remain in contact with their supervisors during any closure or relocation situation. The VP Administration & Fiscal Affairs will determine the communication procedures and extent to which employees are expected to remain in contact. Further, VP Administration & Fiscal Affairs communicates human capital guidance for emergencies (pay, leave, staffing, work scheduling, benefits, telework, hiring authorities and other human resources flexibilities) to managers in an effort to help continue essential functions during an emergency.

Insert Departmental Emergency contact procedures in the field below.

VP Administration & Fiscal Affairs contacts the Fiscal Affairs direct reports, which will notify the members of each respective team.

To rapidly communicate with employees in an emergency, the Division of Crisis Management & Preparedness encourages all departments to prepare and maintain a call tree. Departments should also identify multiple communications systems that can be used for backup, after hours, off campus, or for other contingencies.

Check the system(s) that are used to contact employees in an emergency:

- Phone (Voice/Text)
- PAGER
- Email
- Call Tree
- Department Website Instant Messaging
- Social Media (Facebook/Twitter)
- Other (describe)



STAFF READINESS

It is important to provide information and support to accommodate employee stress and family life issues that will include child and elder care, and counseling and mental health. Albany State University personnel must plan in advance what to do in an emergency and develop a Family Support Plan to increase personal and family preparedness. To develop your Family Support Plan, use the templates available at www.ready.gov. This site includes a "Get Ready Now" pamphlet, which explains the importance of planning and provides a template that you and your family can use to develop your specific plan.

CONTINUITY FACILITIES

Relocation involves the actual movement of essential functions, personnel, records, and equipment to the alternate operation facility. Relocation may also involve transferring communications capabilities to the alternate facility, ordering supplies and equipment that are not already in place at the alternate facility, and other planned activities, such as providing network access.

In the event that a department's primary operating facility is unavailable and that emergency support functions or mission essential functions will require relocating. At least one alternate facility must be identified and maintained, which could include alternate uses of existing facilities or virtual office options. The facility must provide sufficient space and be located where the potential disruption of the organization's ability to initiate and sustain operations is minimized. When designating an alternate continuity facility, consider access to, or the provision of, food, lodging, and transportation, as well as, whether other ASU departments have designated the same alternate facilities. Please make considerations for shared space and implementing an agreement or contact with the alternate facility(s).

Locations Occupied	Owned / Leased	Number of workstations	Security / Access Requirements
1. W. Campus F. A. move to E. Campus	Owned	5 - 16	Internet, VPN
2. Remote Work	Owned	5	Internet, VPN
3. Partnership with Georgia Southwestern State University	Leased	5	Internet, VPN

List (3) Action Items / Preventable Measures for Phase II: Activation & Relocation:

1.	Call Tree set up in advance and communicated
2.	Relocation agreements in place
3.	Critical employees have access to VPN and VPN is tested for availability



Phase III: Continuity of Operations

(12 hours – 30 days or until resumption of normal operations)

Following activation of the ASU Fiscal Affairs Business Continuity Plan and notification of personnel, vital records and supplies must be moved to the continuity facility. Upon arrival, continuity personnel must establish an operational capability and perform emergency support functions and/or mission essential functions within 12 hours from the time of the activation of the Continuity Plan, for up to a 30-day period or until normal operations can be resumed.

RECORDS MANAGEMENT / INFORMATION TECHNOLOGY

It is important to identify and protect those files, records, and databases that are imperative for departmental operations. Some records are needed to make and receive payments, protect legal and financial rights, and maintain confidential information.

Full and incremental backups preserve informational assets and should be performed on a regular basis for files that are irreplaceable, have a high replacement cost, or are considered critical. Backup media should be stored in a secure, geographically separate location from the original and isolated from environmental hazards.

In this section, please outline the departmental-specific vital records and their locations. You may also attach maps, facility floor plans, equipment inventory, and other documents.

Vital Record	Hard Copy Location	Electronic Copy Location	Responsible Contact	Level of Confidentiality
1. PeopleSoft	West Campus, Bldg K	Athens	Controller, Director of Purchasing	High
2. OneUSG Connect	West Campus, Bldg K	Athens	Controller	High
3. Grant Contracts/Award Docs	West Campus, Bldg K	No electronic back-up	Chief Budgets Officer	High
4.				
5.				

Departments are accountable for carrying out the provisions of record retention for specific data. Please explain the current record retention policy and specify which records must be retained and for how long. https://www.usg.edu/records_management/schedules/

Record Retention Policy: www.usg.edu/records_management/schedules/935		
Record Description	Retention Duration	Mandating Authority
1. Financial Documents	1 year - Permanently	USG
2. Procurement Documents	7 years - 11 years	USG
3.		
4.		
5.		

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If access to your department's information and systems is essential in an emergency, describe the 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 or use of alternate email systems (i.e., Yahoo).

ASU Fiscal Affairs policy for virtual office and telework operations:

<https://www.asurams.edu/Technology/technologyhome/forms-policies/its-vpn-remote-access-policy/>

DEPENDENCIES

Identify the products and services upon which your department depends on and the internal (within ASU) and external departments/organizations that provide them. When determining the internal and external dependencies of your department, consider the following access requirements and check the mechanisms appropriate for your departmental continuity of operations:

- | | |
|--|--|
| <ul style="list-style-type: none"> ✓ Equipment & Supplies ✓ Non-Secure Phones Secure Phones Mobile Phones Pagers Fax Lines | <ul style="list-style-type: none"> Satellite ✓ E-mail ✓ Internet Access Data Lines Two-Way Radios Other (describe) |
|--|--|

Internal Dependency

Recognizing that some services or products must be continuously delivered without interruption, identify the dependencies that are provided internally, within Albany State University and its departments. (i.e. Information Technology, Facilities, Physical Plant, Motor Pool, etc.)

Internal Dependency	Provider (ASU Department)	Contact Info
1. Technology Services	ITS	229-500-2027 / helpdesk@asurams.edu
2. Facilities Services	Facilities	229-500-3039
3.		
4.		
5.		

External Dependency

What are the products and services that must be continuously delivered without interruption that are sought outside the University, with other public and/or private institutions? (i.e. Kentucky Utilities, AT&T, Windstream, Office Max, etc.)

External Dependency	Provider	Contact Info
1. Technology Services	USG ITS	706-583-2001
2. Utilities	Albany Utilities	(229) 883-8330
3. Electrical Utilities	Georgia Power	888-891-0938
4. Office Supplies	Staples	https://www.staplesadvantage.com
5.		

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List (3) Action Items / Preventable Measures for Phase III: Continuity of Operations:

1.	Have service providers contact information on file in case of an emergency
2.	Prepare an emergency needs office supply list to have readily available
3.	

Phase IV: Reconstitution

(recovery, mitigation and termination)

DEVOLUTION OF CONTROL

When considering procedures and resources needed to assist in timely and orderly recovery and reconstitution, a time phased approach may be most appropriate. This may include procedures for returning to the primary facility, if available, or procedures for acquiring a new facility. Notification procedures for all employees returning to work must also be addressed. The development of an After-Action Report (AAR) to determine the effectiveness of the college/department's Business Continuity Plans and procedures should be considered.

In describing your Plan to fully resume operations, identify and address the who will evaluate the structural soundness, considering the overall safety of the building, the presence of hazardous materials and their clean-up, and authorization of re-occupancy. At what point and who will be responsible for resumption/scheduling of normal activities and services, resupply of inventories, continued absenteeism, the use of earned time off, and emotional needs.

Example:

Reconstitution Activity	Responsible Authority
Phase I: Assess condition of the interior and exterior utilities and coordinate repair.	ASU Physical Plant Division (PPD)
Phase II: Secure building while they are being inspected, repaired, and cleaned up.	ASU Police Department
Phase III: Evaluation of fire and life safety aspects of the facility's intended use after structures are deemed safe for entry, appropriate for clean-up, and repairs are accomplished.	ASU Environmental Health & Safety / Fire Marshal
Phase IV: Departmental reconstitution team allowed entry and usage of facility.	Building Emergency Coordinator
Phase V: General occupancy of the facility and departmental space.	[Department Name] ASU Fiscal Affairs

ASU Fiscal Affairs has identified the following reconstitution course of action:

Reconstitution Activity	Responsible Authority
Phase I: Assess condition of the interior and exterior utilities and coordinate repair.	ASU Facilities
Phase II: Secure building while they are being inspected, repaired, and cleaned up.	ASU Police Department
Phase III: Evaluation of fire and life safety aspects of the facility's intended use after structures are deemed safe for entry, appropriate for clean-up.	ASU Environmental Health & Safety / Fire Marshal
Phase IV: Departmental reconstitution team allowed entry and usage of facility.	Building Emergency Coordinator
Phase V: General occupancy of the facility and departmental space.	Fiscal Affairs



TEST, TRAINING, & EXERCISE

Should an area of weakness be found in the completion of your department's Business Continuity Plan, components should be tested and corrective actions developed to ensure familiarity with activation and reconstitution procedures and compliance by all continuity personnel. Tests confirm whether or not procedures, processes, and systems function as intended. Training ensures that all personnel what to do, how to do it, and when it should be done. Exercises provide practice and verification of whether parts of the plan or the entire plan works as intended.

Albany State University maintains a robust Training and Exercise program in accordance with recommendations from FEMA and the U.S. Department of Homeland Security. Tabletops, drills, and functional exercises are scheduled regularly and provide measures to ensure the departmental plan is capable of supporting the execution of emergency support functions and /or mission essential functions throughout the duration of a continuity situation. Data from exercise evaluations and actual incidents are collected and analyzed and serve as the basis for After-Action-Reports and lessons learned.

The ASU Police Department is available to assist with training and exercises on key issues affecting the University or multiple departments on a limited and essential basis as schedules permit. For questions regarding Training, Evaluation and Vulnerability Assessments, or to complete a Building Emergency Action Plan (BEAP), contact LaShawnda Ethridge lashawnda.ethridge@asurams.edu

PLAN MAINTENANCE

Organizations that achieve full alignment between people, process, and technology not only become highly efficient, they also become agile and adapt to changing circumstances and capitalizing on opportunities. Disaster recovery planning is an ongoing, never ending process. Annual review and assessment of your plan's effectiveness is required but should also be updated when a member of your department's Business Continuity Planning Team is added, removed or changes roles. It should also be revised following a change in response protocol or any departmental incident involving business continuity activation.

Date:	Justification for plan update:
04/30/20	Annual Update

List (3) Action Items / Preventable Measures for Phase IV: Reconstitution

1.	Review annually
2.	
3.	

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ASU Fiscal Affairs

Business Continuity Plan Contact:

Jeff Hall

Controller

229-500-3024

jeff.hall@asurams.edu

Signature

Date 04/30/20

ASU Fiscal Affairs

Authorizing Official:

You may contact the ASU Police Department with any questions at (229) 500-3075 or
lashawnda.ethridge@asurams.edu



Departmental Business Continuity Plan

Questions regarding this template may be directed to:

LaShawnda Ethridge,
Business Continuity Coordinator/Emergency
Management Coordinator
Albany State University Police Department
504 College Dr., Albany, GA 31705
Office: (229) 500-3075
lashawnda.ethridge@asurams.edu
www.asurams.edu



Business Continuity

Introduction

Albany State University faces a variety of risks from disasters and events that can disrupt teaching, research, extension services, and health care. These risks can be all encompassing (major earthquake, ice and snow, pandemic illness, terrorism) or localized (fire in a specific building) or personal (failure of a hard drive). Because disasters often cause loss of life, loss of income, property damage and adversely affect individuals and families, the University must make plans to continue their critical work no matter what happens. Some departments, particularly on ASU's campus, will be expected not only to continue but to expand their services during these times.

The expectation of Albany State University Police Department's Emergency Management Coordinator is that each college, department, and administrative unit will develop action items that are most appropriate for their unit, determine baseline measures, and set short and long term goals for achievement. The completion of your Business Continuity Plan (BCP) will help ensure your department is prepared to respond to various types of operational interruptions, whether it is major disasters or lesser interruptions. It puts planning in perspective and makes it more likely that crisis response will run smoothly, maximum service levels are maintained, and departments recover as quickly as possible. In addition, business continuity planning helps establish annual exercise schedules used to test BCPs and Building Emergency Action Plan (BEAPs).

For additional training, FEMA's Independent Study Program offers self-paced courses designed for people who have emergency management responsibilities and the general public. All are offered free-of-charge and can be found at [FEMA Independent Study Courses](#).

The following two courses introduce the concept of continuity planning, provides a brief overview of continuity, including its definition, the legal basis for continuity planning, the Continuity Program Management Cycle, and essential elements of a viable continuity program.

IS-546.12 - Continuity of Operations Awareness Course
IS-547.a - Introduction to Continuity of Operations

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Scope

When developing the Business Continuity Plan of your Department, keep in mind the following objectives:

- Serves as a guide for ASU Police and the Division of Crisis Management & Preparedness in emergency planning and response.
- Helps reduce or mitigate disruptions to operations, the loss of life, and property damage and loss.
- Executes an order of succession with accompanying authorities in the event disruption renders University and/or Departmental leadership unable, unavailable, or incapable of assuming and performing their authorities and responsibilities of the office.
- Ensures that each Department has facilities where it can continue to perform its Emergency Support Functions and Mission Essential Functions.
- Protects essential facilities, equipment, records, and other assets.
- Identifies alternate sources for supplies, resources and locations.
- Identifies vendors and customers that must be notified in the event of a disaster.
- Provides procedures and resources needed to assist in a timely and orderly recovery and reconstitution from an emergency.
- Validates continuity readiness through a dynamic and integrated test, training and exercise program by documenting and reviewing recovery procedures.

The real work of implementing the BCP through specific action items takes place at the department level. Recognizing that in a complex and diverse organization such as ASU, a simple and single set of actions and measures of progress for the University are not sufficient to capture every important goal for individual units. For each University department to complete an individualized “do-it-yourself” BCP, the process should be thought-provoking but not time-consuming.

Authority



This plan has been developed in accordance with recommendations and guidelines from the following federal regulations and Executive Orders:

- The Homeland Security Act of 2002, PL 107-296, enacted 11/25/02.
- The National Security Act of 1947, 50 U.S.C. 401 (as amended).
- Federal Continuity Directive 1 (FDC 1)
- Continuity Guidance Circular 1 (CGC 1)
- Incident Command System (ICS)
- National Response Framework (NFR)
- National Incident Management System (NIMS)



Phase I: Readiness and Preparedness

DEPARTMENT IDENTIFICATION

Type of Department
(Research, Instruction, Administration, Service):

Administration

If Instruction, does your unit provide undergraduate and/or graduate courses?

N/A

High Priority Courses: the courses whose interruption would most threaten the progress of students and the integrity of the curriculum. (Large enrollment or pre-requisite)

Course Name & Number	High Priority Justification
1.	
2.	
3.	

The mission of Housing & Residence Life is to:

Provide an affordable, comfortable, and secure living environment that fosters academic success, personal development, and community engagement.

To accomplish this mission, your department must ensure its operations are performed efficiently with minimal disruption, especially during an emergency. This document provides planning and program guidance for implementing the Business Continuity Plan to ensure the organization is capable of executing its Emergency Support Functions (ESFs) and Mission Essential Functions (MEFs) under all threats and conditions. These functions may be required by law, protect essential facilities, equipment, vital records, and other assets.

ESFs & MEFs



Emergency Support

Function (ESF): The functions which represent the overarching responsibilities to lead and sustain the University during a catastrophic emergency. These functions must be continued throughout, or resumed shortly after, a disruption of normal operations.

Mission Essential Function

(MEF): the limited set of University-level functions that are secondary or tertiary to carrying out the responsibilities of the department.



DEPARTMENT FUNCTIONS

Emergency Support Functions (ESFs) and Mission Essential Functions (MEFs) enable an organization to provide vital services, exercise civil authority, maintain the safety of the public, and sustain the industrial and economic base, during the disruption of normal operations. For each ESF and MEF that is carried out by Housing & Residence Life, assign a level of criticality using the criteria on the right.

Emergency Support Functions (ESFs)

FEMA identifies 15 ESFs as having an immediate effect on preventing loss of life, personal injury, or loss of property. Refer to the table below to compare the ESF scopes to Housing & Residence Life services, programs and resources that are provided to save lives, protect property and the environment, to restore essential services and critical infrastructure, and help victims and the University to return to normal operations.

Roles and Responsibilities of ESFs	
ESF	Scope
ESF #1 - Transportation	Use of vehicles for transportation of passengers or goods to support, response, relief and recovery of University Departments.
ESF #2 – Communications	Emergency Alerts, Notifications or Announcements.
ESF #3 – Public Works and Engineering	Emergency repair of damaged infrastructure or provision of power, water, sanitation, etc.
ESF #4 – Firefighting	Protection of life, property, and environment from fire incidents.
ESF #5 – Emergency Management	Managing preparedness, response, recovery & mitigation.
ESF #6 – Mass Care, Emergency Assistance, Housing, and Human Services	Shelter, feeding operations, emergency first aid, bulk distribution of emergency items, collecting and providing information on survivors to family members.
ESF #7 – Resource Support	Logistical, operational, or financial support to locate, procure and issue resources.
ESF #8 – Health and Medical Services	Public health and medical support to University students, faculty and staff.
ESF #9 – Search and Rescue	Field operations to assist individuals in distress due to the demise or collapse of campus structures.
ESF #10 – Hazardous Materials	Minimize impact of an unplanned hazardous materials release to protect life and property.
ESF #11 – Nutrition Services	Dining operations and nutritional needs.
ESF #12 – Energy	Critical utility services and energy systems.
ESF #13 – Public Safety and Security	Force and critical infrastructure protection, security planning and technical assistance, technology support and general law enforcement assistance.
ESF #14 – Long-Term Recovery	Coordinating and conducting recovery operations.
ESF #15 – External Affairs	Disseminating consistent, timely, and accurate public information and instructions. "Maximize disclosure with minimum delay".

Levels of Criticality



Critical 3: Must be continued at normal or increased service load. Cannot pause. Necessary to life, health, and security.

Critical 2: Must be continued if at all possible, perhaps in reduced mode. Pausing completely will have grave consequences.

Critical 1: May pause if forced to do so, but must resume in 30 days or sooner.

Deferrable: May pause; resume when conditions permit.

Albany State University
Business Continuity Planning



If the Housing & Residence Life carries out any of the above FEMA-defined ESFs, please identify, assign responsibility, and classify the level of criticality and its time sensitivity for each describe, classify a level of criticality, and assign responsibility for each Emergency Support Function in the following table:

ESF Component (1-15)	Responsible Unit	Responsible Position	Level of Criticality 3=High 2=Moderate 1=Low 0=Deferrable	Time Sensitivity 0-12 hrs 12 hrs - 30 days > 30 days	Peaks of High Activity Annually Quarterly Seasonally Monthly
Ex: #4: Firefighting	Environmental Health & Safety	University Fire Marshal	3	0-12 hrs	N/A
1. ESF #6-Mass Care, Em. Assist. H	Housing & Residence Life	Executive Director	3	0-12 hrs	Monthly
2. N/A			3	> 30 days	N/A
3. N/A			3	> 30 days	N/A
4. N/A			3	> 30 days	N/A
5. N/A			3	> 30 days	N/A

Mission Essential Functions (MEFs)

Disruption to normal operations may result in consequences that may affect departmental practices and / or special teaching issues. Consider the following:

- Disruption of research
- Disruption of patient care
- Disruption of animal care
- Departure of faculty
- Departure of students
- Well-being of students
- Payment deadlines unmet
- Loss of revenue
- Legal obligations unmet
- Legal harm to the Institution
- Impact on other units
- Impact on important business partner(s)

Identify, assign responsibility, and classify the level of criticality and its time sensitivity for each Mission Essential Function in the following table:

MEF Component	Responsible Unit	Responsible Position	Level of Criticality 3=High 2=Moderate 1=Low 0=Deferrable	Time Sensitivity 0-12 hrs 12 hrs - 30 days > 30 days	Peaks of High Activity Annually Quarterly Seasonally Monthly
Ex: Meet Payment Deadlines	Office of the President	ASU President	2	> 30 days	Monthly
1. Well-being of students	Housing & Residence Life	Executive Director	3	0-12 hrs	Monthly
2. Departure of students	Housing & Residence Life	Executive Director	3	> 30 days	Monthly
3. Loss of revenue	Housing & Residence Life	Executive Director	3	> 30 days	Monthly
4.			3	> 30 days	N/A
5.			3	> 30 days	N/A

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Business Continuity Planning

• • •
HUMAN CAPITAL

One person doesn't run the department; one person cannot identify, plan, and prioritize the work needed to get operations up and running when disaster strikes. University's and their departments grow and change; new systems and services come online and older systems are retired, and most importantly, staff turns over.

Identify Housing & Residence Life's Human Capital by the Number of Personnel as of 5/3/2020

Faculty and other academic appointees:	
Residents/Fellows:	
Staff (full-time):	9
Staff (part-time, excluding students):	
Student Staff:	65
Volunteers:	
Guests:	
Other:	

Continuity Personnel

People are critical to the operations of any organization. Choosing the right people for an organization's staff is vitally important, and this is especially true in a crisis situation. Leaders are needed to set priorities and keep focus. During a continuity event, emergency employees and other special categories of employees will be activated to perform assigned response duties. One of these categories is continuity personnel, commonly referred to as Emergency Relocation Group (ERG) members.

In respect to ERG members, Housing & Residence Life has designated the following positions and personnel, known to possess the skill sets necessary to execute ESFs and MEFs, to be critical to operations in any given emergency situation:

ERG Member / Continuity Personnel	Position Title	Contact Info (Work Station, Phone(s), Email)
1. Keigan Evans	Executive Director	229-500-3062; Keigan.evans@asurams.edu
2. Kristi Studstill	Assistant Director	229-500-3063; Kristi.studstill@asurams.edu
3. Shelby Joiner	Interim Assistant Director	229 500 2025; Shelby.joiner@asurams.edu
4. Dr. Wendy Wilson	Interim Vice President of Student Affairs	229-500-3503; wendy.wilson@asurams.edu
5.		



LEADERSHIP

Orders of Succession

Pre-identifying orders of succession and under which conditions succession will take place, the method of notification, and the limitations of authority is critical to ensuring effective leadership during an emergency. In the event an incumbent is incapable or unavailable to fulfill essential duties, successors need to be identified to ensure there is no lapse in essential decision making authority.

Orders of succession are:

- At least three positions deep, where possible, ensuring sufficient depth to ensure the department's ability to manage and direct its essential functions and operations
- Include devolution counterparts, where applicable
- Geographically dispersed, where feasible
- Described by positions or titles, rather than by names of individuals holding those offices
- Reviewed by the department as changes occur
- Included as a vital record

For Example:

Position	Designated Successors
ASU Vice President for Student Affairs	1. Associate Vice President for Student Affairs / Dean of Students
	2. Associate Vice President for Student Affairs
	3. Director, Counseling Center: Consultation and Psychological Services

Housing & Residence Life has identified successors for the positions of :

Executive Director, Assistant Director

Position	Designated Successors
Executive Director	1. Assistant Director of Housing; Kristi Studstill
	2. Assistant Director of Residence Life; Shelby Joiner
	3.

Position	Designated Successors
Assistant Director	1. Area Coordinator; Trayondus Baynard
	2. Area Coordinator; Jabari Ben
	3.



Delegations of Authority

This section should identify, by position, the legal authority for individuals to make key policy decisions during a continuity situation. Delegations of authority should outline explicitly, in a statement or formal document, who is authorized to make decisions or act on behalf of the department. Generally, pre-determined delegations of authority will take effect when normal channels of direction are disrupted and terminate when these channels have resumed.

For example, The Board of Trustees at the Albany State University is designated to perform the purchasing and capital construction contracting functions. The Board of Trustees has delegated these responsibilities to the Executive Vice President for Finance and Administration, who has furthered delegated them to the Director of Purchasing.

Delegating Action	Delegating Authority
The Board of Trustees at the Albany State University is designated to perform the purchasing and capital construction contracting functions.	Executive Vice President for Finance & Administration
	Director of Purchasing

Housing & Residence Life has identified the following delegating actions and authority:

Delegating Action	Delegating Authority
Relocation of Students	Dr. Wendy Wilson-Vice-President of Student Affairs
	Keigan Evans-Executive Director

Delegating Action	Delegating Authority
Repair & Budget Authorizations	Keigan Evans-Executive Director of Housing & Residence Life
	Kristi Studstill-Assistant Director of Housing

List (3) Action Items / Preventable Measures for Phase I: Readiness & Preparedness.

1.	Communicate delegating actions and authority to staff members
2.	Determine plausible out of town student evacuation locations
3.	Ensure adequate supplies are in stock for power outages



Phase II: Activation and Relocation

(0-12 hours)

COMMUNICATION

It is important to keep all staff; especially individuals not identified as continuity personnel or a member of the emergency relocation group, informed and accounted for during a continuity event. All Albany State University employees are responsible for keeping informed of emergencies by monitoring news media reports and ASU's informational web page updated with the latest news: <https://www.asurams.edu>.

Most importantly, **Connect 5** is an emergency notification system used to communicate information during an emergency or crisis that disrupts normal operation of the campus or threatens the immediate health or safety of members of the campus community. All University students, faculty and staff are automatically registered for **Connect 5** with their official university e-mail address. The ASU Police Department and The Emergency Management Coordinator encourages each employee and student to add other contact information such as mobile numbers (voice/text) and personal email addresses to their **Connect 5** account. Parents, media, visitors, and other interested parties may also register for **Connect 5** account on a voluntary, self-subscription basis. To access **Connect 5** please use the following link; <https://asurams.bbcportal.com/>

Employees are expected to remain in contact with their supervisors during any closure or relocation situation. The Executive Director will determine the communication procedures and extent to which employees are expected to remain in contact. Further, Human Resources communicates human capital guidance for emergencies (pay, leave, staffing, work scheduling, benefits, telework, hiring authorities and other human resources flexibilities) to managers in an effort to help continue essential functions during an emergency.

Insert Departmental Emergency contact procedures in the field below.

The Executive Director will communicate with all Housing & Residence Life team members via an e-mail group that is regularly updated. In the event that e-mail is down, then the Executive Director will communicate to all staff via phone tree utilizing the existing staff phone directory.

To rapidly communicate with employees in an emergency, the Division of Crisis Management & Preparedness encourages all departments to prepare and maintain a call tree. Departments should also identify multiple communications systems that can be used for backup, after hours, off campus, or for other contingencies.

Check the system(s) that are used to contact employees in an emergency:

- | | |
|----------------------|---------------------------------|
| ✓ Phone (Voice/Text) | Department Website |
| ✓ Pager | Instant Messaging |
| ✓ Email | Social Media (Facebook/Twitter) |
| ✓ Call Tree | Other (describe) |



STAFF READINESS

It is important to provide information and support to accommodate employee stress and family life issues that will include child and elder care, and counseling and mental health. Albany State University personnel must plan in advance what to do in an emergency and develop a Family Support Plan to increase personal and family preparedness. To develop your Family Support Plan, use the templates available at www.ready.gov. This site includes a “Get Ready Now” pamphlet, which explains the importance of planning and provides a template that you and your family can use to develop your specific plan.

CONTINUITY FACILITIES

Relocation involves the actual movement of essential functions, personnel, records, and equipment to the alternate operation facility. Relocation may also involve transferring communications capabilities to the alternate facility, ordering supplies and equipment that are not already in place at the alternate facility, and other planned activities, such as providing network access.

In the event that a department’s primary operating facility is unavailable and that emergency support functions or mission essential functions will require relocating. At least one alternate facility must be identified and maintained, which could include alternate uses of existing facilities or virtual office options. The facility must provide sufficient space and be located where the potential disruption of the organization’s ability to initiate and sustain operations is minimized. When designating an alternate continuity facility, consider access to, or the provision of, food, lodging, and transportation, as well as, whether other ASU departments have designated the same alternate facilities. Please make considerations for shared space and implementing an agreement or contact with the alternate facility(s).

Locations Occupied	Owned / Leased	Number of workstations	Security / Access Requirements
1. East Residence Hall	Owned	1	Access restricted to housing staff & students; generator power
2. West Campus Housing	Owned	2	Access restricted to housing staff & students
3. Off Campus-USG Campus	Owned		In the event relocation to alternate on campus facility is impossible

List (3) Action Items / Preventable Measures for Phase II: Activation & Relocation:

1.	Check generator function in East Hall every 6 months
2.	Engage two USG Campuses to identify plausible off campus relocation areas-Columbus State & ABAC
3.	Ensure adequate inventory and location of staff issued laptops for relocation



Phase III: Continuity of Operations (12 hours – 30 days or until resumption of normal operations)

Following activation of the Housing & Residence Life Business Continuity Plan and notification of personnel, vital records and supplies must be moved to the continuity facility. Upon arrival, continuity personnel must establish an operational capability and perform emergency support functions and/or mission essential functions within 12 hours from the time of the activation of the Continuity Plan, for up to a 30-day period or until normal operations can be resumed.

RECORDS MANAGEMENT / INFORMATION TECHNOLOGY

It is important to identify and protect those files, records, and databases that are imperative for departmental operations. Some records are needed to make and receive payments, protect legal and financial rights, and maintain confidential information.

Full and incremental backups preserve informational assets and should be performed on a regular basis for files that are irreplaceable, have a high replacement cost, or are considered critical. Backup media should be stored in a secure, geographically separate location from the original and isolated from environmental hazards.

In this section, please outline the departmental-specific vital records and their locations. You may also attach maps, facility floor plans, equipment inventory, and other documents.

Vital Record	Hard Copy Location	Electronic Copy Location	Responsible Contact	Level of Confidentiality
1. StarRez Database		Cloud Server-As of February 1, 2019	Executive Director	Moderate
2. Banner Database		USG Server-Athens	Bursar	High
3.				
4.				
5.				

Departments are accountable for carrying out the provisions of record retention for specific data. Please explain the current record retention policy and specify which records must be retained and for how long. https://www.usg.edu/records_management/schedules/

Record Retention Policy:		
Record Description	Retention Duration	Mandating Authority
1. StarRez Housing Database	Indefinitely (electronic)	N/A
2. Floors Plans, Layouts, Specs	Indefinitely	USG
3.		
4.		
5.		

Albany State University
Business Continuity Planning



If access to your department's information and systems is essential in an emergency, describe the 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 or use of alternate email systems (i.e., Yahoo).

Housing & Residence Life policy for virtual office and telework operations:

Remote access to StarRez Database

DEPENDENCIES

Identify the products and services upon which your department depends on and the internal (within ASU) and external departments/organizations that provide them. When determining the internal and external dependencies of your department, consider the following access requirements and check the mechanisms appropriate for your departmental continuity of operations:

- | | |
|--|--|
| <ul style="list-style-type: none"> ✓ Equipment & Supplies ✓ Non-Secure Phones <li style="padding-left: 20px;">Secure Phones ✓ Mobile Phones <li style="padding-left: 20px;">Pagers <li style="padding-left: 20px;">Fax Lines | <ul style="list-style-type: none"> Satellite ✓ E-mail ✓ Internet Access ✓ Data Lines Two-Way Radios Other (describe) |
|--|--|

Internal Dependency

Recognizing that some services or products must be continuously delivered without interruption, identify the dependencies that are provided internally, within Albany State University and its departments. (i.e. Information Technology, Facilities, Physical Plant, Motor Pool, etc.)

Internal Dependency	Provider (ASU Department)	Contact Info
1. Internet & Network	Information Technology	229-430-4909
2. VOIP Lines	Information Technology	229-430-4909
3.	Information Technology	
4.	Information Technology	
5.	Information Technology	

External Dependency

What are the products and services that must be continuously delivered without interruption that are sought outside the University, with other public and/or private institutions? (i.e. Kentucky Utilities, AT&T, Windstream, Office Max, etc.)

External Dependency	Provider	Contact Info
1. Power	GA Power	
2. Power	Albany Water, Gas, & Light	
3. Elevator Phone Lines, Hall 3-4 Fire Panel Communicator	AT&T	
4. Water	City of Albany, GA Utilities	
5. Fire Systems	Johnson Electronic Systems	229-273-8010

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List (3) Action Items / Preventable Measures for Phase III: Continuity of Operations:

1.	Install cell tower communications to Hall 3-4 residence halls to eliminate reliance on phone lines
2.	Test generators in East, North, South every 6 months
3.	Connect battery backups to card access entry points on residence hall exterior doors-in progress

Phase IV: Reconstitution

(recovery, mitigation and termination)

DEVOLUTION OF CONTROL

When considering procedures and resources needed to assist in timely and orderly recovery and reconstitution, a time phased approach may be most appropriate. This may include procedures for returning to the primary facility, if available, or procedures for acquiring a new facility. Notification procedures for all employees returning to work must also be addressed. The development of an After-Action Report (AAR) to determine the effectiveness of the college/department's Business Continuity Plans and procedures should be considered.

In describing your Plan to fully resume operations, identify and address the who will evaluate the structural soundness, considering the overall safety of the building, the presence of hazardous materials and their clean-up, and authorization of re-occupancy. At what point and who will be responsible for resumption/scheduling of normal activities and services, resupply of inventories, continued absenteeism, the use of earned time off, and emotional needs.

Example:

Reconstitution Activity	Responsible Authority
Phase I: Assess condition of the interior and exterior utilities and coordinate repair.	ASU Physical Plant Division (PPD)
Phase II: Secure building while they are being inspected, repaired, and cleaned up.	ASU Police Department
Phase III: Evaluation of fire and life safety aspects of the facility's intended use after structures are deemed safe for entry, appropriate for clean-up, and repairs are accomplished.	ASU Environmental Health & Safety / Fire Marshal
Phase IV: Departmental reconstitution team allowed entry and usage of facility.	Building Emergency Coordinator
Phase V: General occupancy of the facility and departmental space.	Housing and Residence Life

Housing & Residence Life has identified the following reconstitution course of action:

Reconstitution Activity	Responsible Authority
Phase I: Assess condition of exterior and interior facilities for life safety	Executive Director, ASU Physical Plant Director
Phase II: Remediate critical damage that prevents occupancy of facilities	Executive Director, ASU Physical Plant Director
Phase III: Test communications and functions of life safety systems and equipment	Executive Director, ASU Physical Plant
Phase IV: Ensure comfort systems/amenities are operational (HVAC, Internet, Laundry, Food Services)	Executive Director, ASU Physical Plant
Phase V: General Occupancy Permitted-Continued Monitoring 60-90 days	



TEST, TRAINING, & EXERCISE

Should an area of weakness be found in the completion of your department's Business Continuity Plan, components should be tested and corrective actions developed to ensure familiarity with activation and reconstitution procedures and compliance by all continuity personnel. Tests confirm whether or not procedures, processes, and systems function as intended. Training ensures that all personnel what to do, how to do it, and when it should be done. Exercises provide practice and verification of whether parts of the plan or the entire plan works as intended.

Albany State University maintains a robust Training and Exercise program in accordance with recommendations from FEMA and the U.S. Department of Homeland Security. Tabletops, drills, and functional exercises are scheduled regularly and provide measures to ensure the departmental plan is capable of supporting the execution of emergency support functions and /or mission essential functions throughout the duration of a continuity situation. Data from exercise evaluations and actual incidents are collected and analyzed and serve as the basis for After-Action-Reports and lessons learned.

The ASU Police Department is available to assist with training and exercises on key issues affecting the University or multiple departments on a limited and essential basis as schedules permit. For questions regarding Training, Evaluation and Vulnerability Assessments, or to complete a Building Emergency Action Plan (BEAP), contact LaShawnda Ethridge lashawnda.ethridge@asurams.edu

PLAN MAINTENANCE

Organizations that achieve full alignment between people, process, and technology not only become highly efficient, they also become agile and adapt to changing circumstances and capitalizing on opportunities. Disaster recovery planning is an ongoing, never ending process. Annual review and assessment of your plan's effectiveness is required but should also be updated when a member of your department's Business Continuity Planning Team is added, removed or changes roles. It should also be revised following a change in response protocol or any departmental incident involving business continuity activation.

Date:	Justification for plan update:

List (3) Action Items / Preventable Measures for Phase IV: Reconstitution

1.	Create vendor/contractor contact list
2.	Review reconstitution successes and challenges from Hurricane Michael
3.	



Departmental Business
Continuity Plan
Human Resources FY 20

Questions regarding this template may be directed to:

LaShawnda Ethridge,
Business Continuity Coordinator/Emergency
Management Coordinator
Albany State University Police Department
504 College Dr., Albany, GA 31705
Office: (229) 500-3075
lashawnda.ethridge@asurams.edu
www.asurams.edu



Business Continuity

Introduction

Albany State University faces a variety of risks from disasters and events that can disrupt teaching, research, extension services, and health care. These risks can be all encompassing (major earthquake, ice and snow, pandemic illness, terrorism) or localized (fire in a specific building) or personal (failure of a hard drive). Because disasters often cause loss of life, loss of income, property damage and adversely affect individuals and families, the University must make plans to continue their critical work no matter what happens. Some departments, particularly on ASU's campus, will be expected not only to continue but to expand their services during these times.

The expectation of Albany State University Police Department's Emergency Management Coordinator is that each college, department, and administrative unit will develop action items that are most appropriate for their unit, determine baseline measures, and set short and long term goals for achievement. The completion of your Business Continuity Plan (BCP) will help ensure your department is prepared to respond to various types of operational interruptions, whether it is major disasters or lesser interruptions. It puts planning in perspective and makes it more likely that crisis response will run smoothly, maximum service levels are maintained, and departments recover as quickly as possible. In addition, business continuity planning helps establish annual exercise schedules used to test BCPs and Building Emergency Action Plan (BEAPs).

For additional training, FEMA's Independent Study Program offers self-paced courses designed for people who have emergency management responsibilities and the general public. All are offered free-of-charge and can be found at [FEMA Independent Study Courses](#).

The following two courses introduce the concept of continuity planning, provides a brief overview of continuity, including its definition, the legal basis for continuity planning, the Continuity Program Management Cycle, and essential elements of a viable continuity program.

IS-546.12 - Continuity of Operations Awareness Course
IS-547.a - Introduction to Continuity of Operations

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Scope

When developing the Business Continuity Plan of your Department, keep in mind the following objectives:

- Serves as a guide for ASU Police and the Division of Crisis Management & Preparedness in emergency planning and response.
- Helps reduce or mitigate disruptions to operations, the loss of life, and property damage and loss.
- Executes an order of succession with accompanying authorities in the event disruption renders University and/or Departmental leadership unable, unavailable, or incapable of assuming and performing their authorities and responsibilities of the office.
- Ensures that each Department has facilities where it can continue to perform its Emergency Support Functions and Mission Essential Functions.
- Protects essential facilities, equipment, records, and other assets.
- Identifies alternate sources for supplies, resources and locations.
- Identifies vendors and customers that must be notified in the event of a disaster.
- Provides procedures and resources needed to assist in a timely and orderly recovery and reconstitution from an emergency.
- Validates continuity readiness through a dynamic and integrated test, training and exercise program by documenting and reviewing recovery procedures.

The real work of implementing the BCP through specific action items takes place at the department level. Recognizing that in a complex and diverse organization such as ASU, a simple and single set of actions and measures of progress for the University are not sufficient to capture every important goal for individual units. For each University department to complete an individualized “do-it-yourself” BCP, the process should be thought-provoking but not time-consuming.

Authority



This plan has been developed in accordance with recommendations and guidelines from the following federal regulations and Executive Orders:

- The Homeland Security Act of 2002, PL 107-296, enacted 11/25/02.
- The National Security Act of 1947, 50 U.S.C. 401 (as amended).
- Federal Continuity Directive 1 (FDC 1)
- Continuity Guidance Circular 1 (CGC 1)
- Incident Command System (ICS)
- National Response Framework (NFR)
- National Incident Management System (NIMS)



Phase I: Readiness and Preparedness

DEPARTMENT IDENTIFICATION

Type of Department
(Research, Instruction, Administration, Service):

Administration

If Instruction, does your unit provide undergraduate and/or graduate courses?

N/A

High Priority Courses: the courses whose interruption would most threaten the progress of students and the integrity of the curriculum. (Large enrollment or pre-requisite)

Course Name & Number	High Priority Justification
1.	
2.	
3.	

The mission of Human Resources is to:

The ASU Human Resources Office will deliver the highest quality of customer service and seek to provide solutions in support of Albany State University vision of achieving excellence in the education and development of principled leaders that deliver with excellence.

We will achieve our mission by:

- Ensuring the right people with the right skills at the right time are available to meet the University's strategic goals and operational plans
- Creating innovative ways to engage all employees
- Establishing a culture and providing systems and training that will develop leaders and empower employees to solve problems
- Ensuring that human resources technologies, processes, procedures, and policies are aligned and consistent across the ASU campuses.
- Providing a work atmosphere that is safe, healthy, and secure.
- Establishing, administering, and effectively communicating sound policies, rules and practices that treat employees with dignity and equality while maintaining university compliance with employment laws and regulations.

ESFs & MEFs



Emergency Support

Function (ESF): The functions which represent the overarching responsibilities to lead and sustain the University during a catastrophic emergency. These functions must be continued throughout, or resumed shortly after, a disruption of normal operations.

Mission Essential Function

(MEF): the limited set of University-level functions that are secondary or tertiary to carrying out the responsibilities of the department.



To accomplish this mission, your department must ensure its operations are performed efficiently with minimal disruption, especially during an emergency. This document provides planning and program guidance for implementing the Business Continuity Plan to ensure the organization is capable of executing its Emergency Support Functions (ESFs) and Mission Essential Functions (MEFs) under all threats and conditions. These functions may be required by law, protect essential facilities, equipment, vital records, and other assets.

DEPARTMENT FUNCTIONS

Emergency Support Functions (ESFs) and Mission Essential Functions (MEFs) enable an organization to provide vital services, exercise civil authority, maintain the safety of the public, and sustain the industrial and economic base, during the disruption of normal operations. For each ESF and MEF that is carried out by Human Resources, assign a level of criticality using the criteria on the right.

Emergency Support Functions (ESFs)

FEMA identifies 15 ESFs as having an immediate effect on preventing loss of life, personal injury, or loss of property. Refer to the table below to compare the ESF scopes to Human Resources services, programs and resources that are provided to save lives, protect property and the environment, to restore essential services and critical infrastructure, and help victims and the University to return to normal operations.

Levels of Criticality



Critical 3: Must be continued at normal or increased service load. Cannot pause. Necessary to life, health, and security.

Critical 2: Must be continued if at all possible, perhaps in reduced mode. Pausing completely will have grave consequences.

Critical 1: May pause if forced to do so, but must resume in 30 days or sooner.

Deferrable: May pause; resume when conditions permit.

Albany State University
Business Continuity Planning



Roles and Responsibilities of ESFs	
ESF	Scope
ESF #1 – Transportation	Use of vehicles for transportation of passengers or goods to support, response, relief and recovery of University Departments.
ESF #2 – Communications	Emergency Alerts, Notifications or Announcements.
ESF #3 – Public Works and Engineering	Emergency repair of damaged infrastructure or provision of power, water, sanitation, etc.
ESF #4 – Firefighting	Protection of life, property, and environment from fire incidents.
ESF #5 – Emergency Management	Managing preparedness, response, recovery & mitigation.
ESF #6 – Mass Care, Emergency Assistance, Housing, and Human Services	Shelter, feeding operations, emergency first aid, bulk distribution of emergency items, collecting and providing information on survivors to family members.
ESF #7 – Resource Support	Logistical, operational, or financial support to locate, procure and issue resources.
ESF #8 – Health and Medical Services	Public health and medical support to University students, faculty and staff.
ESF #9 – Search and Rescue	Field operations to assist individuals in distress due to the demise or collapse of campus structures.
ESF #10 – Hazardous Materials	Minimize impact of an unplanned hazardous materials release to protect life and property.
ESF #11 – Nutrition Services	Dining operations and nutritional needs.
ESF #12 – Energy	Critical utility services and energy systems.
ESF #13 – Public Safety and Security	Force and critical infrastructure protection, security planning and technical assistance, technology support and general law enforcement assistance.
ESF #14 – Long-Term Recovery	Coordinating and conducting recovery operations.
ESF #15 – External Affairs	Disseminating consistent, timely, and accurate public information and instructions. "Maximize disclosure with minimum delay".

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If the Human Resources carries out any of the above FEMA-defined ESFs, please identify, assign responsibility, and classify the level of criticality and its time sensitivity for each describe, classify a level of criticality, and assign responsibility for each Emergency Support Function in the following table:

ESF Component (1-15)	Responsible Unit	Responsible Position	Level of Criticality 3=High 2=Moderate 1=Low 0=Deferrable	Time Sensitivity 0-12 hrs 12 hrs - 30 days > 30 days	Peaks of High Activity Annually Quarterly Seasonally Monthly
Ex: #4: Firefighting	Environmental Health & Safety	University Fire Marshal	3	0-12 hrs	N/A
1. ESF #7-Resource Support	Human Resources	CHRO	1	0-12 hrs	Monthly
2. ESF #7-Resource Support	Human Resources	Benefits Coordinator	2	12 hrs – 30 days	Monthly
3. ESF 2 Communications	Human Resources in partnership with Communications	CHRO	1	0-12 hrs	Monthly
4. ESF #2 Communications	Human Resources in partnership with Communications	HR & Benefits Coordinator	2	12 hrs – 30 days	Monthly
3. ESF #15 External Affairs	Human Resources in partnership with Communications	CHRO	1	0-12 hrs	Monthly

Mission Essential Functions (MEFs)

Disruption to normal operations may result in consequences that may affect departmental practices and / or special teaching issues. Consider the following:

- Disruption of research
- Disruption of patient care
- Disruption of animal care
- Departure of faculty
- Departure of students
- Well-being of students
- Payment deadlines unmet
- Loss of revenue
- Legal obligations unmet
- Legal harm to the Institution
- Impact on other units
- Impact on important business partner(s)

Identify, assign responsibility, and classify the level of criticality and its time sensitivity for each Mission Essential Function in the following table:

MEF Component	Responsible Unit	Responsible Position	Level of Criticality 3=High 2=Moderate 1=Low 0=Deferrable	Time Sensitivity 0-12 hrs 12 hrs - 30 days > 30 days	Peaks of High Activity Annually Quarterly Seasonally Monthly
Ex: Meet Payment Deadlines	Office of the President	ASU President	2	> 30 days	Monthly
1. Impact on imp. business partner	Human Resources	CHRO	3	0 – 12 hrs	Monthly
2. Impact on other units	Human Resources	CHRO, Benefits Coordinator, HR Coordinator, & Training Coordinator	3	0 – 12 hrs	Monthly
4. Legal obligations unmet (compliance)	Human Resources	CHRO	3	> 30 days	Monthly

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• • •
HUMAN CAPITAL

One person doesn't run the department; one person cannot identify, plan, and prioritize the work needed to get operations up and running when disaster strikes. University's and their departments grow and change; new systems and services come online and older systems are retired, and most importantly, staff turns over.

Identify HR 's Human Capital by the Number of Personnel as of **05/05/20**

Faculty and other academic appointees:	
Residents/Fellows:	
Staff (full-time):	4
Staff (part-time, excluding students):	1
Student Staff:	1
Volunteers:	
Guests:	
Other:	

Continuity Personnel

People are critical to the operations of any organization. Choosing the right people for an organization's staff is vitally important, and this is especially true in a crisis situation. Leaders are needed to set priorities and keep focus. During a continuity event, emergency employees and other special categories of employees will be activated to perform assigned response duties. One of these categories is continuity personnel, commonly referred to as Emergency Relocation Group (ERG) members.

In respect to ERG members, Bridgette Wilder has designated the following positions and personnel, known to possess the skill sets necessary to execute ESFs and MEFs, to be critical to operations in any given emergency situation:

ERG Member / Continuity Personnel	Position Title	Contact Info (Work Station, Phone(s), Email)
1. Bridgette Wilder	CHRO	229.500-3091
2. Sheila Florence	Benefits Coordinator	229-500-3070
3. Tifanie Hudson	HR Coordinator	229-500-3071
4. Leslie Charles	Training and Development Coordinator	229-500-3068

• • •
LEADERSHIP

Orders of Succession

Pre-identifying orders of succession and under which conditions succession will take place, the method of notification, and the limitations of authority is critical to ensuring effective leadership during an emergency. In the event an incumbent is incapable or unavailable to fulfill essential duties, successors need to be identified to ensure there is no lapse in essential decision making authority.

Orders of succession are:

- At least three positions deep, where possible, ensuring sufficient depth to ensure the department's ability to manage and direct its essential functions and operations
- Include devolution counterparts, where applicable
- Geographically dispersed, where feasible
- Described by positions or titles, rather than by names of individuals holding those offices
- Reviewed by the department as changes occur
- Included as a vital record

For Example:

Position	Designated Successors
ASU Vice President for Student Affairs	1. Associate Vice President for Student Affairs / Dean of Students
	2. Associate Vice President for Student Affairs
	3. Director, Counseling Center: Consultation and Psychological Services

Kimberly Carter has identified successors for the positions of :

Position	Designated Successors
CHRO	1. Training & Development Coordinator
	2. Benefits Coordinator

Position	Designated Successors
Training and Development Coordinator	1. Benefits Coordinator
	2. HR Coordinator



Delegations of Authority

This section should identify, by position, the legal authority for individuals to make key policy decisions during a continuity situation. Delegations of authority should outline explicitly, in a statement or formal document, who is authorized to make decisions or act on behalf of the department. Generally, pre-determined delegations of authority will take effect when normal channels of direction are disrupted and terminate when these channels have resumed.

For example, The Board of Trustees at the Albany State University is designated to perform the purchasing and capital construction contracting functions. The Board of Trustees has delegated these responsibilities to the Executive Vice President for Finance and Administration, who has furthered delegated them to the Director of Purchasing.

Delegating Action	Delegating Authority
The Board of Trustees at the Albany State University is designated to perform the purchasing and capital construction contracting functions.	Executive Vice President for Finance & Administration
	Director of Purchasing

Bridgette Wilder has identified the following delegating actions and authority:

Delegating Action	Delegating Authority
Hiring, properly vetting, and entering into official employment relationships on behalf of the university	Chief Legal Officer

Delegating Action	Delegating Authority
Setting officially recognized hours of operation for the university	Chief Legal Officer

List (3) Action Items / Preventable Measures for Phase I: Readiness & Preparedness.

1.	Establish and publish hiring standards
2.	Publish vacant positions
3.	Annually prepare and communicate standard hours and days of operation



Phase II: Activation and Relocation

(0-12 hours)

COMMUNICATION

It is important to keep all staff; especially individuals not identified as continuity personnel or a member of the emergency relocation group, informed and accounted for during a continuity event. All Albany State University employees are responsible for keeping informed of emergencies by monitoring news media reports and ASU's informational web page updated with the latest news: <https://www.asurams.edu>.

Most importantly, **Connect 5** is an emergency notification system used to communicate information during an emergency or crisis that disrupts normal operation of the campus or threatens the immediate health or safety of members of the campus community. All University students, faculty and staff are automatically registered for **Connect 5** with their official university e-mail address. The ASU Police Department and The Emergency Management Coordinator encourages each employee and student to add other contact information such as mobile numbers (voice/text) and personal email addresses to their **Connect 5** account. Parents, media, visitors, and other interested parties may also register for **Connect 5** account on a voluntary, self-subscription basis. To access **Connect 5** please use the following link; <https://asurams.bbcportal.com/>

Employees are expected to remain in contact with their supervisors during any closure or relocation situation. The CHRO will determine the communication procedures and extent to which employees are expected to remain in contact. Further, CHRO communicates human capital guidance for emergencies (pay, leave, staffing, work scheduling, benefits, telework, hiring authorities and other human resources flexibilities) to managers in an effort to help continue essential functions during an emergency.

Insert Departmental Emergency contact procedures in the field below.

Send to communications for publication through all pertinent media outlets

To rapidly communicate with employees in an emergency, the Division of Crisis Management & Preparedness encourages all departments to prepare and maintain a call tree. Departments should also identify multiple communications systems that can be used for backup, after hours, off campus, or for other contingencies.

Check the system(s) that are used to contact employees in an emergency:

- | | |
|-------------------------------|---|
| ✓ Phone (Voice/Text)
Pager | ✓ Department Website
Instant Messaging |
| ✓ Email | ✓ Social Media (Facebook/Twitter) |
| ✓ Call Tree | Other (describe) |



STAFF READINESS

It is important to provide information and support to accommodate employee stress and family life issues that will include child and elder care, and counseling and mental health. Albany State University personnel must plan in advance what to do in an emergency and develop a Family Support Plan to increase personal and family preparedness. To develop your Family Support Plan, use the templates available at www.ready.gov. This site includes a “Get Ready Now” pamphlet, which explains the importance of planning and provides a template that you and your family can use to develop your specific plan.

CONTINUITY FACILITIES

Relocation involves the actual movement of essential functions, personnel, records, and equipment to the alternate operation facility. Relocation may also involve transferring communications capabilities to the alternate facility, ordering supplies and equipment that are not already in place at the alternate facility, and other planned activities, such as providing network access.

In the event that a department’s primary operating facility is unavailable and that emergency support functions or mission essential functions will require relocating. At least one alternate facility must be identified and maintained, which could include alternate uses of existing facilities or virtual office options. The facility must provide sufficient space and be located where the potential disruption of the organization’s ability to initiate and sustain operations is minimized. When designating an alternate continuity facility, consider access to, or the provision of, food, lodging, and transportation, as well as, whether other ASU departments have designated the same alternate facilities. Please make considerations for shared space and implementing an agreement or contact with the alternate facility(s).

Locations Occupied	Owned / Leased	Number of workstations	Security / Access Requirements
1. Ad Hoc/ Employees' Homes	Leased	N/A	N/A
2.	Leased		
3.	Leased		

List (3) Action Items / Preventable Measures for Phase II: Activation & Relocation:

1.	Systems maintained virtually via Shared Services Center in Sandersville, Georgia
2.	Systems maintained virtually via ITS Athens in Athens, Georgia
3.	



Phase III: Continuity of Operations

(12 hours – 30 days or until resumption of normal operations)

Following activation of the Human Resources Business Continuity Plan and notification of personnel, vital records and supplies must be moved to the continuity facility. Upon arrival, continuity personnel must establish an operational capability and perform emergency support functions and/or mission essential functions within 12 hours from the time of the activation of the Continuity Plan, for up to a 30-day period or until normal operations can be resumed.

RECORDS MANAGEMENT / INFORMATION TECHNOLOGY

It is important to identify and protect those files, records, and databases that are imperative for departmental operations. Some records are needed to make and receive payments, protect legal and financial rights, and maintain confidential information.

Full and incremental backups preserve informational assets and should be performed on a regular basis for files that are irreplaceable, have a high replacement cost, or are considered critical. Backup media should be stored in a secure, geographically separate location from the original and isolated from environmental hazards.

In this section, please outline the departmental-specific vital records and their locations. You may also attach maps, facility floor plans, equipment inventory, and other documents.

Vital Record	Hard Copy Location	Electronic Copy Location	Responsible Contact	Level of Confidentiality
1. Personnel Records	East Campus, Gwen Heard, 229.500.3031, Central Storage	N/A	CHRO	High
2. Personnel Records	West Campus, Donnie Faulk, 229.500.3033, Receiving	N/A	CHRO	High
3. Personnel Records	West Campus, K 111, 2400 Gillionville Rd, Albany, GA	N/A	CHRO	High
4. OneUSG	N/A	ITS Athens	CHRO	High
5.				

Departments are accountable for carrying out the provisions of record retention for specific data. Please explain the current record retention policy and specify which records must be retained and for how long. https://www.usg.edu/records_management/schedules/

Record Retention Policy:		
Record Description	Retention Duration	Mandating Authority
1. Personnel Records	7 years after departure	Board of Regents
2. Immigration Documents	10 years after submission	Department of Homeland Security
3.		
4.		
5.		

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If access to your department's information and systems is essential in an emergency, describe the 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 or use of alternate email systems (i.e., Yahoo).

Human Resources policy for virtual office and telework operations:

https://www.usg.edu/hr/manual/teleworking_flextime_policy

DEPENDENCIES

Identify the products and services upon which your department depends on and the internal (within ASU) and external departments/organizations that provide them. When determining the internal and external dependencies of your department, consider the following access requirements and check the mechanisms appropriate for your departmental continuity of operations:

- | | |
|--|--|
| <ul style="list-style-type: none"> ✓ Equipment & Supplies Non-Secure Phones Secure Phones ✓ Mobile Phones Pagers Fax Lines | <ul style="list-style-type: none"> Satellite ✓ E-mail ✓ Internet Access Data Lines Two-Way Radios Other (describe) |
|--|--|

Internal Dependency

Recognizing that some services or products must be continuously delivered without interruption, identify the dependencies that are provided internally, within Albany State University and its departments. (i.e. Information Technology, Facilities, Physical Plant, Motor Pool, etc.)

Internal Dependency	Provider (ASU Department)	Contact Info
1. Wireless Internet Access	ITS	229.500.4357
2.	ITS	
3.	ITS	
4.	ITS	
5.	ITS	

External Dependency

What are the products and services that must be continuously delivered without interruption that are sought outside the University, with other public and/or private institutions? (i.e. Kentucky Utilities, AT&T, Windstream, Office Max, etc.)

External Dependency	Provider	Contact Info
1. WiFi Hotspot	Verizon Wireless	
2.		
3.		
4.		
5.		

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List (3) Action Items / Preventable Measures for Phase III: Continuity of Operations:

1.	
2.	
3.	

Phase IV: Reconstitution

(recovery, mitigation and termination)

DEVOLUTION OF CONTROL

When considering procedures and resources needed to assist in timely and orderly recovery and reconstitution, a time phased approach may be most appropriate. This may include procedures for returning to the primary facility, if available, or procedures for acquiring a new facility. Notification procedures for all employees returning to work must also be addressed. The development of an After-Action Report (AAR) to determine the effectiveness of the college/department's Business Continuity Plans and procedures should be considered.

In describing your Plan to fully resume operations, identify and address the who will evaluate the structural soundness, considering the overall safety of the building, the presence of hazardous materials and their clean-up, and authorization of re-occupancy. At what point and who will be responsible for resumption/scheduling of normal activities and services, resupply of inventories, continued absenteeism, the use of earned time off, and emotional needs.

Example:

Reconstitution Activity	Responsible Authority
Phase I: Assess condition of the interior and exterior utilities and coordinate repair.	ASU Physical Plant Division (PPD)
Phase II: Secure building while they are being inspected, repaired, and cleaned up.	ASU Police Department
Phase III: Evaluation of fire and life safety aspects of the facility's intended use after structures are deemed safe for entry, appropriate for clean-up, and repairs are accomplished.	ASU Environmental Health & Safety / Fire Marshal
Phase IV: Departmental reconstitution team allowed entry and usage of facility.	Building Emergency Coordinator
Phase V: General occupancy of the facility and departmental space.	Human Resources

Bridgette Wilder has identified the following reconstitution course of action:

Reconstitution Activity	Responsible Authority
Phase I: Encourage all employees to maintain current contact information in OneUSG	CHRO and Benefits Coordinator
Phase II: Ensure all supervisors have, or know how to, access to employee contact	CHRO and Benefits Coordinator
Phase III: Ensure all HR and Payroll employees are aware of BOR inclement weather policies and	CHRO/ Controller
Phase IV: Communicate plans to compensate and maintain employment for relevant parties	CHRO/ Controller
Phase V: Communication consistent message to all messages as directed by President and Leadership; done in collaboration with Communications Department, President and Senior Leadership	CHRO, Communications Department, President, and Senior Cabinet



TEST, TRAINING, & EXERCISE

Should an area of weakness be found in the completion of your department's Business Continuity Plan, components should be tested and corrective actions developed to ensure familiarity with activation and reconstitution procedures and compliance by all continuity personnel. Tests confirm whether or not procedures, processes, and systems function as intended. Training ensures that all personnel what to do, how to do it, and when it should be done. Exercises provide practice and verification of whether parts of the plan or the entire plan works as intended.

Albany State University maintains a robust Training and Exercise program in accordance with recommendations from FEMA and the U.S. Department of Homeland Security. Tabletops, drills, and functional exercises are scheduled regularly and provide measures to ensure the departmental plan is capable of supporting the execution of emergency support functions and /or mission essential functions throughout the duration of a continuity situation. Data from exercise evaluations and actual incidents are collected and analyzed and serve as the basis for After-Action-Reports and lessons learned.

The ASU Police Department is available to assist with training and exercises on key issues affecting the University or multiple departments on a limited and essential basis as schedules permit. For questions regarding Training, Evaluation and Vulnerability Assessments, or to complete a Building Emergency Action Plan (BEAP), contact LaShawnda Ethridge lashawnda.ethridge@asurams.edu

PLAN MAINTENANCE

Organizations that achieve full alignment between people, process, and technology not only become highly efficient, they also become agile and adapt to changing circumstances and capitalizing on opportunities. Disaster recovery planning is an ongoing, never ending process. Annual review and assessment of your plan's effectiveness is required but should also be updated when a member of your department's Business Continuity Planning Team is added, removed or changes roles. It should also be revised following a change in response protocol or any departmental incident involving business continuity activation.

Date:	Justification for plan update:
02/01/2019	Plan maintenance is a part of the annual HR policy review and update

List (3) Action Items / Preventable Measures for Phase IV: Reconstitution

1.	Advise employees to update contact information in OneUSGConnect every January
2.	Send instructions on how to access employee contact information in OneUSGConnect to supervisors every January
3.	Publish updates to flexwork policy every January



Departmental Business Continuity Plan

Questions regarding this template may be directed to:

Lashawnda Ethridge,
Business Continuity Coordinator/Emergency
Management Coordinator
Albany State University Police Department
504 College Dr, Albany, GA 31705
Office: (229) 500-3075
lashawnda.ethridge@asurams.edu
www.asurams.edu



Business Continuity

Introduction

Albany State University faces a variety of risks from disasters and events that can disrupt teaching, research, extension services, and health care. These risks can be all encompassing (major earthquake, ice and snow, pandemic illness, terrorism) or localized (fire in a specific building) or personal (failure of a hard drive). Because disasters often cause loss of life, loss of income, property damage and adversely affect individuals and families, the University must make plans to continue their critical work no matter what happens. Some departments, particularly on ASU's campus, will be expected not only to continue but to expand their services during these times.

The expectation of Albany State University Police Department's Emergency Management Coordinator is that each college, department, and administrative unit will develop action items that are most appropriate for their unit, determine baseline measures, and set short and long term goals for achievement. The completion of your Business Continuity Plan (BCP) will help ensure your department is prepared to respond to various types of operational interruptions, whether it is major disasters or lesser interruptions. It puts planning in perspective and makes it more likely that crisis response will run smoothly, maximum service levels are maintained, and departments recover as quickly as possible. In addition, business continuity planning helps establish annual exercise schedules used to test BCPs and Building Emergency Action Plan (BEAPs).

For additional training, FEMA's Independent Study Program offers self-paced courses designed for people who have emergency management responsibilities and the general public. All are offered free-of-charge and can be found at [FEMA Independent Study Courses](#).

The following two courses introduce the concept of continuity planning, provides a brief overview of continuity, including its definition, the legal basis for continuity planning, the Continuity Program Management Cycle, and essential elements of a viable continuity program.

IS-546.12 - Continuity of Operations Awareness Course
IS-547.a - Introduction to Continuity of Operations

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Scope

When developing the Business Continuity Plan of your Department, keep in mind the following objectives:

- Serves as a guide for ASU Police and the Division of Crisis Management & Preparedness in emergency planning and response.
- Helps reduce or mitigate disruptions to operations, the loss of life, and property damage and loss.
- Executes an order of succession with accompanying authorities in the event disruption renders University and/or Departmental leadership unable, unavailable, or incapable of assuming and performing their authorities and responsibilities of the office.
- Ensures that each Department has facilities where it can continue to perform its Emergency Support Functions and Mission Essential Functions.
- Protects essential facilities, equipment, records, and other assets.
- Identifies alternate sources for supplies, resources and locations.
- Identifies vendors and customers that must be notified in the event of a disaster.
- Provides procedures and resources needed to assist in a timely and orderly recovery and reconstitution from an emergency.
- Validates continuity readiness through a dynamic and integrated test, training and exercise program by documenting and reviewing recovery procedures.

The real work of implementing the BCP through specific action items takes place at the department level. Recognizing that in a complex and diverse organization such as ASU, a simple and single set of actions and measures of progress for the University are not sufficient to capture every important goal for individual units. For each University department to complete an individualized "do-it-yourself" BCP, the process should be thought-provoking but not time-consuming.

Authority



This plan has been developed in accordance with recommendations and guidelines from the following federal regulations and Executive Orders:

- The Homeland Security Act of 2002, PL 107-296, enacted 11/25/02.
- The National Security Act of 1947, 50 U.S.C. 401 (as amended).
- Federal Continuity Directive 1 (FDC 1)
- Continuity Guidance Circular 1 (CGC 1)
- Incident Command System (ICS)
- National Response Framework (NFR)
- National Incident Management System (NIMS)



Phase I: Readiness and Preparedness

DEPARTMENT IDENTIFICATION

Type of Department
(Research, Instruction, Administration, Service):

Albany State University
Student Health Services
East & West Campus
Director: Dr. Vicki B. Phillips, FNP-BC

If Instruction, does your unit provide undergraduate and/or graduate courses?

N/A

High Priority Courses: the courses whose interruption would most threaten the progress of students and the integrity of the curriculum. (Large enrollment or pre-requisite)

Course Name & Number	High Priority Justification
1. N/A	
2.	
3.	

The mission of Student Health Services is to:

The Mission of Albany State University Student Health Services (ASU-SHS) is to provide a quality, cost-effective episodic health care delivery system to meet basic holistic health care needs to students presently enrolled. Further, the ASU-SHS provides current health promotional programs and medical counseling referrals for students as appropriate. By providing quality health care, Albany State University Student Health Services enables students to achieve well-being and academic success.

To accomplish this mission, your department must ensure its operations are performed efficiently with minimal disruption, especially during an emergency. This document provides planning and program guidance for implementing the Business Continuity Plan to ensure the organization is capable of executing its Emergency Support Functions (ESFs) and Mission Essential Functions (MEFs) under all threats and conditions. These functions may be required by law, protect essential facilities, equipment, vital records, and other assets.

ESFs & MEFs



Emergency Support

Function (ESF): The functions which represent the overarching responsibilities to lead and sustain the University during a catastrophic emergency. These functions must be continued throughout, or resumed shortly after, a disruption of normal operations.

Mission Essential Function

(MEF): the limited set of University-level functions that are secondary or tertiary to carrying out the responsibilities of the department.



DEPARTMENT FUNCTIONS

Emergency Support Functions (ESFs) and Mission Essential Functions (MEFs) enable an organization to provide vital services, exercise civil authority, maintain the safety of the public, and sustain the industrial and economic base, during the disruption of normal operations. For each ESF and MEF that is carried out by Student Health Services, assign a level of criticality using the criteria on the right.

Emergency Support Functions (ESFs)

FEMA identifies 15 ESFs as having an immediate effect on preventing loss of life, personal injury, or loss of property. Refer to the table below to compare the ESF scopes to Student Health Services services,

programs and resources that are provided to save lives, protect property and the environment, to restore essential services and critical infrastructure, and help victims and the University to return to normal operations.

Roles and Responsibilities of ESFs	
ESF	Scope
ESF #1 - Transportation	Use of vehicles for transportation of passengers or goods to support, response, relief and recovery of University Departments.
ESF #2 - Communications	Emergency Alerts, Notifications or Announcements.
ESF #3 - Public Works and Engineering	Emergency repair of damaged infrastructure or provision of power, water, sanitation, etc.
ESF #4 - Firefighting	Protection of life, property, and environment from fire incidents.
ESF #5 - Emergency Management	Managing preparedness, response, recovery & mitigation.
ESF #6 - Mass Care, Emergency Assistance, Housing, and Human Services	Shelter, feeding operations, emergency first aid, bulk distribution of emergency items, collecting and providing information on survivors to family members.
ESF #7 - Resource Support	Logistical, operational, or financial support to locate, procure and issue resources.
ESF #8 - Health and Medical Services	Public health and medical support to University students, faculty and staff.
ESF #9 - Search and Rescue	Field operations to assist individuals in distress due to the demise or collapse of campus structures.
ESF #10 - Hazardous Materials	Minimize impact of an unplanned hazardous materials release to protect life and property.
ESF #11 - Nutrition Services	Dining operations and nutritional needs.
ESF #12 - Energy	Critical utility services and energy systems.
ESF #13 - Public Safety and Security	Force and critical infrastructure protection, security planning and technical assistance, technology support and general law enforcement assistance.
ESF #14 - Long-Term Recovery	Coordinating and conducting recovery operations.
ESF #15 - External Affairs	Disseminating consistent, timely, and accurate public information and instructions. "Maximize disclosure with minimum delay".

Levels of Criticality



Critical 3: Must be continued at normal or increased service load. Cannot pause. Necessary to life, health, and security.

Critical 2: Must be continued if at all possible, perhaps in reduced mode. Pausing completely will have grave consequences.

Critical 1: May pause if forced to do so, but must resume in 30 days or sooner.

Deferrable: May pause; resume when conditions permit.

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If the Student Health Services carries out any of the above FEMA-defined ESFs, please identify, assign responsibility, and classify the level of criticality and its time sensitivity for each describe, classify a level of criticality, and assign responsibility for each Emergency Support Function in the following table:

ESF Component (1-15)	Responsible Unit	Responsible Position	Level of Criticality 3=High 2=Moderate 1=Low 0=Deferrable	Time Sensitivity 0-12 hrs 12 hrs - 30 days > 30 days	Peaks of High Activity Annually Quarterly Seasonally Monthly
Ex: #4: Firefighting	Environmental Health & Safety	University Fire Marshal	3	0-12 hrs	N/A
1. ESF #8-Health and Medical	Student Health Services	Director of Student Health Services	2	0-12 hrs	Seasonally
2. N/A			3	> 30 days	N/A
3. N/A			3	> 30 days	N/A
4. N/A			3	> 30 days	N/A
5. N/A			3	> 30 days	N/A

Mission Essential Functions (MEFs)

Disruption to normal operations may result in consequences that may affect departmental practices and / or special teaching issues. Consider the following:

- Disruption of research
- Disruption of patient care
- Disruption of animal care
- Departure of faculty
- Departure of students
- Well-being of students
- Payment deadlines unmet
- Loss of revenue
- Legal obligations unmet
- Legal harm to the Institution
- Impact on other units
- Impact on important business partner(s)

Identify, assign responsibility, and classify the level of criticality and its time sensitivity for each Mission Essential Function in the following table:

MEF Component	Responsible Unit	Responsible Position	Level of Criticality 3=High 2=Moderate 1=Low 0=Deferrable	Time Sensitivity 0-12 hrs 12 hrs - 30 days > 30 days	Peaks of High Activity Annually Quarterly Seasonally Monthly
Ex: Meet Payment Deadlines	Office of the President	ASU President	2	> 30 days	Monthly
1. Disruption of patient care	Student Health Services	Director of Student Health Services	2	0-12 hrs	Seasonally
2. Impact on imp. business partner			3	> 30 days	N/A
3. Impact on imp. business partner			3	> 30 days	N/A
4. Impact on imp. business partner			3	> 30 days	N/A
5. Impact on imp. business partner			3	> 30 days	N/A

Albany State University
Business Continuity Planning



HUMAN CAPITAL

One person doesn't run the department; one person cannot identify, plan, and prioritize the work needed to get operations up and running when disaster strikes. University's and their departments grow and change; new systems and services come online and older systems are retired, and most importantly, staff turns over.

Identify Student Health Services ' Human Capital by the Number of Personnel as of **02/07/2019**

Faculty and other academic appointees:	
Residents/Fellows:	
Staff (full-time):	3
Staff (part-time, excluding students):	0
Student Staff:	0
Volunteers:	0
Guests:	0
Other:	0

Continuity Personnel

People are critical to the operations of any organization. Choosing the right people for an organization's staff is vitally important, and this is especially true in a crisis situation. Leaders are needed to set priorities and keep focus. During a continuity event, emergency employees and other special categories of employees will be activated to perform assigned response duties. One of these categories is continuity personnel, commonly referred to as Emergency Relocation Group (ERG) members.

In respect to ERG members, Student Health Services has designated the following positions and personnel, known to possess the skill sets necessary to execute ESFs and MEFs, to be critical to operations in any given emergency situation:

ERG Member / Continuity Personnel	Position Title	Contact Info (Work Station Phone(s) Email)
1. Dr. Vicki B. Phillips, FNP-BC	Director of Student Health Services	229-500-3544 vicki.phillips@asurams.edu
2.	East & West Campus	
3.		
4.		
5.		



LEADERSHIP

Orders of Succession

Pre-identifying orders of succession and under which conditions succession will take place, the method of notification, and the limitations of authority is critical to ensuring effective leadership during an emergency. In the event an incumbent is incapable or unavailable to fulfill essential duties, successors need to be identified to ensure there is no lapse in essential decision making authority.

Orders of succession are:

- At least three positions deep, where possible, ensuring sufficient depth to ensure the department's ability to manage and direct its essential functions and operations
- Include devolution counterparts, where applicable
- Geographically dispersed, where feasible
- Described by positions or titles, rather than by names of individuals holding those offices
- Reviewed by the department as changes occur
- Included as a vital record

For Example:

Position	Designated Successors
ASU Vice President for Student Affairs	1. Associate Vice President for Student Affairs
	2. Associate Vice President for Student Affairs / Dean of Students
	3. Director, Counseling Center: Consultation and Psychological Services

Student Health Services has identified successors for the positions of:

Position	Designated Successors
Director of Student Health Services East & West Campus	1. Nurse Practitioner West Campus
	2.
	3.

Position	Designated Successors
	1.
	2.
	3.



Delegations of Authority

This section should identify, by position, the legal authority for individuals to make key policy decisions during a continuity situation. Delegations of authority should outline explicitly, in a statement or formal document, who is authorized to make decisions or act on behalf of the department. Generally, pre-determined delegations of authority will take effect when normal channels of direction are disrupted and terminate when these channels have resumed.

For example, The Board of Trustees at the Albany State University is designated to perform the purchasing and capital construction contracting functions. The Board of Trustees has delegated these responsibilities to the Executive Vice President for Finance and Administration, who has furthered delegated them to the Director of Purchasing.

Delegating Action	Delegating Authority
The Board of Trustees at the Albany State University is designated to perform the purchasing and capital construction contracting functions.	Executive Vice President for Finance & Administration
	Director of Purchasing

Student Health Services has identified the following delegating actions and authority:

Delegating Action	Delegating Authority
The Student Health Director coordinates health care delivery.	Nurse Practitioner West Campus

Delegating Action	Delegating Authority

List (3) Action Items / Preventable Measures for Phase I: Readiness & Preparedness.

1.	
2.	
3.	



Phase II: Activation and Relocation (0-12 hours)

COMMUNICATION

It is important to keep all staff; especially individuals not identified as continuity personnel or a member of the emergency relocation group, informed and accounted for during a continuity event. All Albany State University employees are responsible for keeping informed of emergencies by monitoring news media reports and ASU's informational web page updated with the latest news: <https://www.asurams.edu>.

Most importantly, **Connect 5** is an emergency notification system used to communicate information during an emergency or crisis that disrupts normal operation of the campus or threatens the immediate health or safety of members of the campus community. All University students, faculty and staff are automatically registered for **Connect 5** with their official university e-mail address. The ASU Police Department and The Emergency Management Coordinator encourages each employee and student to add other contact information such as mobile numbers (voice/text) and personal email addresses to their **Connect 5** account. Parents, media, visitors, and other interested parties may also register for **Connect 5** account on a voluntary, self-subscription basis. To access **Connect 5** please use the following link; <https://asurams.bbcportal.com/>

Employees are expected to remain in contact with their supervisors during any closure or relocation situation. The University President will determine the communication

procedures and extent to which employees are expected to remain in contact. Further, University President communicates human capital guidance for emergencies (pay,

leave, staffing, work scheduling, benefits, telework, hiring authorities and other human resources flexibilities) to managers in an effort to help continue essential functions during an emergency.

Insert Departmental Emergency contact procedures in the field below.

Call Tree Director of Student Health Services East & West Campus Nurse Practitioner West Campus Administrative Assistant West Campus

To rapidly communicate with employees in an emergency, the Division of Crisis Management & Preparedness encourages all departments to prepare and maintain a call tree. Departments should also identify multiple communications systems that can be used for backup, after hours, off campus, or for other contingencies.

Check the system(s) that are used to contact employees in an emergency:

- | | |
|---|--|
| <input type="checkbox"/> Phone (Voice/Text) | <input type="checkbox"/> Department Website |
| <input type="checkbox"/> Pager | <input type="checkbox"/> Instant Messaging |
| <input type="checkbox"/> Email | <input type="checkbox"/> Social Media (Facebook/Twitter) |
| <input type="checkbox"/> Call Tree | <input type="checkbox"/> Other (describe) |



STAFF READINESS

It is important to provide information and support to accommodate employee stress and family life issues that will include child and elder care, and counseling and mental health. Albany State University personnel must plan in advance what to do in an emergency and develop a Family Support Plan to increase personal and family preparedness. To develop your Family Support Plan, use the templates available at www.ready.gov. This site includes a "Get Ready Now" pamphlet, which explains the importance of planning and provides a template that you and your family can use to develop your specific plan.

CONTINUITY FACILITIES

Relocation involves the actual movement of essential functions, personnel, records, and equipment to the alternate operation facility. Relocation may also involve transferring communications capabilities to the alternate facility, ordering supplies and equipment that are not already in place at the alternate facility, and other planned activities, such as providing network access.

In the event that a department's primary operating facility is unavailable and that emergency support functions or mission essential functions will require relocating. At least one alternate facility must be identified and maintained, which could include alternate uses of existing facilities or virtual office options. The facility must provide sufficient space and be located where the potential disruption of the organization's ability to initiate and sustain operations is minimized. When designating an alternate continuity facility, consider access to, or the provision of, food, lodging, and transportation, as well as, whether other ASU departments have designated the same alternate facilities. Please make considerations for shared space and implementing an agreement or contact with the alternate facility(s).

Locations Occupied	Owned / Leased	Number of workstations	Security / Access Requirements
1. Student Health Services East Campus	Owned	3	EMS Access
2. Student Health Services West Campus	Owned	2	EMS Access
3.	Leased		

List (3) Action Items / Preventable Measures for Phase II: Activation & Relocation:

1.	
2.	
3.	



Phase III: Continuity of Operations

(12 hours – 30 days or until resumption of normal operations)

Following activation of the **Student Health Services** Business Continuity Plan and notification of personnel, vital records and supplies must be moved to the continuity facility. Upon arrival, continuity personnel must establish an operational capability and perform emergency support functions and/or mission essential functions within 12 hours from the time of the activation of the Continuity Plan, for up to a 30-day period or until normal operations can be resumed.

RECORDS MANAGEMENT / INFORMATION TECHNOLOGY

It is important to identify and protect those files, records, and databases that are imperative for departmental operations. Some records are needed to make and receive payments, protect legal and financial rights, and maintain confidential information.

Full and incremental backups preserve informational assets and should be performed on a regular basis for files that are irreplaceable, have a high replacement cost, or are considered critical. Backup media should be stored in a secure, geographically separate location from the original and isolated from environmental hazards.

In this section, please outline the departmental-specific vital records and their locations. You may also attach maps, facility floor plans, equipment inventory, and other documents.

Vital Record	Hard Copy Location	Electronic Copy Location	Responsible Contact	Level of Confidentiality
1. Electronic Medical Records		Cloud Based	Student Health / Pyramed, Inc	High
2. Non Electronic Medical Reco	Secured room & file BCB 138		Student Health Personnel	High
3.				
4.				
5.				

Departments are accountable for carrying out the provisions of record retention for specific data. Please explain the current record retention policy and specify which records must be retained and for how long. https://www.usg.edu/records_management/schedules/

Record Retention Policy:		
Record Description	Retention Duration	Mandating Authority
1. Medical Records	3, 5 & 7 yrs	USG
2.		
3.		
4.		
5.		

Albany State University
Business Continuity Planning



If access to your department's information and systems is essential in an emergency, describe the 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 or use of alternate email systems (i.e., Yahoo).

Student Health Services policy for virtual office and telework operations:

PyraMed is a cloud based electronic medical records system; remote access is authorized to Student Health Services personnel and with limited access given to certain IT personnel.

DEPENDENCIES

Identify the products and services upon which your department depends on and the internal (within ASU) and external departments/organizations that provide them. When determining the internal and external dependencies of your department, consider the following access requirements and check the mechanisms appropriate for your departmental continuity of operations:

- | | |
|--|--|
| <ul style="list-style-type: none"> ✓ Equipment & Supplies ✓ Non-Secure Phones <li style="padding-left: 20px;">Secure Phones ✓ Mobile Phones <li style="padding-left: 20px;">Pagers ✓ Fax Lines | <ul style="list-style-type: none"> Satellite ✓ E-mail ✓ Internet Access ✓ Data Lines Two-Way Radios Other (describe) |
|--|--|

Internal Dependency

Recognizing that some services or products must be continuously delivered without interruption, identify the dependencies that are provided internally, within Albany State University and its departments. (i.e. Information Technology, Facilities, Physical Plant, Motor Pool, etc.)

Internal Dependency	Provider (ASU Department)	Contact Info
1. Non Secure Phones	IT	IT 229-500-4357
2. Mobile Phone	IT	IT 229-500-4357
3. Fax Lines	IT	IT 229-500-4357
4. Email	IT	IT 229-500-4357
5. Internet Access	IT	IT 229-500-4357

External Dependency

What are the products and services that must be continuously delivered without interruption that are sought outside the University, with other public and/or private institutions? (i.e. Kentucky Utilities, AT&T, Windstream, Office Max, etc.)

External Dependency	Provider	Contact Info
1. PyraMed Electronic Medical Records	PyraMed	Eric Wolgamott; 610-647-2255, X111
2. Mobile Phone	Verizon	IT 229-500-4357
3.		
4.		
5.		



List (3) Action Items / Preventable Measures for Phase III: Continuity of Operations:

1.	
2.	
3.	

Phase IV: Reconstitution

(recovery, mitigation and termination)

DEVOLUTION OF CONTROL

When considering procedures and resources needed to assist in timely and orderly recovery and reconstitution, a time phased approach may be most appropriate. This may include procedures for returning to the primary facility, if available, or procedures for acquiring a new facility. Notification procedures for all employees returning to work must also be addressed. The development of an After-Action Report (AAR) to determine the effectiveness of the college/department's Business Continuity Plans and procedures should be considered.

In describing your Plan to fully resume operations, identify and address the who will evaluate the structural soundness, considering the overall safety of the building, the presence of hazardous materials and their clean-up, and authorization of re-occupancy. At what point and who will be responsible for resumption/scheduling of normal activities and services, resupply of inventories, continued absenteeism, the use of earned time off, and emotional needs.

Example:

Reconstitution Activity	Responsible Authority
Phase I: Assess condition of the interior and exterior utilities and coordinate repair.	ASU Physical Plant Division (PPD)
Phase II: Secure building while they are being inspected, repaired, and cleaned up.	ASU Police Department
Phase III: Evaluation of fire and life safety aspects of the facility's intended use after structures are deemed safe for entry, appropriate for clean-up, and repairs are accomplished.	ASU Environmental Health & Safety / Fire Marshal
Phase IV: Departmental reconstitution team allowed entry and usage of facility.	Building Emergency Coordinator
Phase V: General occupancy of the facility and departmental space.	Student Health Services

Student Health Services has identified the following reconstitution course of action:

Reconstitution Activity	Responsible Authority
Phase I:	ASU Physical Plant Division
Phase II:	ASU Police Department
Phase III:	ASU Environmental Health & Safety / Fire Marshal
Phase IV:	Building Emergency Coordinator
Phase V:	Director of Student Health Services



TEST, TRAINING, & EXERCISE

Should an area of weakness be found in the completion of your department's Business Continuity Plan, components should be tested and corrective actions developed to ensure familiarity with activation and reconstitution procedures and compliance by all continuity personnel. Tests confirm whether or not procedures, processes, and systems function as intended. Training ensures that all personnel what to do, how to do it, and when it should be done. Exercises provide practice and verification of whether parts of the plan or the entire plan works as intended.

Albany State University maintains a robust Training and Exercise program in accordance with recommendations from FEMA and the U.S. Department of Homeland Security. Tabletops, drills, and functional exercises are scheduled regularly and provide measures to ensure the departmental plan is capable of supporting the execution of emergency support functions and /or mission essential functions throughout the duration of a continuity situation. Data from exercise evaluations and actual incidents are collected and analyzed and serve as the basis for After-Action-Reports and lessons learned.

The ASU Police Department is available to assist with training and exercises on key issues affecting the University or multiple departments on a limited and essential basis as schedules permit. For questions regarding Training, Evaluation and Vulnerability Assessments, or to complete a Building Emergency Action Plan (BEAP), contact LaShawnda Ethridge lashawnda.ethridge@asurams.edu

PLAN MAINTENANCE

Organizations that achieve full alignment between people, process, and technology not only become highly efficient, they also become agile and adapt to changing circumstances and capitalizing on opportunities. Disaster recovery planning is an ongoing, never ending process. Annual review and assessment of your plan's effectiveness is required but should also be updated when a member of your department's Business Continuity Planning Team is added, removed or changes roles. It should also be revised following a change in response protocol or any departmental incident involving business continuity activation.

Date:	Justification for plan update:
06/15/2019	University Directory Updates
06/15/2015	Annual

List (3) Action Items / Preventable Measures for Phase IV: Reconstitution

1.	
2.	
3.	



Departmental Business Continuity Plan

Questions regarding this template may be directed to:

LaShawnda Ethridge,
Business Continuity Coordinator/Emergency
Management Coordinator
Albany State University Police Department
504 College Dr., Albany, GA 31705
Office: (229) 500-3075
lashawnda.ethridge@asurams.edu
www.asurams.edu



Business Continuity

Introduction

Albany State University faces a variety of risks from disasters and events that can disrupt teaching, research, extension services, and health care. These risks can be all encompassing (major earthquake, ice and snow, pandemic illness, terrorism) or localized (fire in a specific building) or personal (failure of a hard drive). Because disasters often cause loss of life, loss of income, property damage and adversely affect individuals and families, the University must make plans to continue their critical work no matter what happens. Some departments, particularly on ASU's campus, will be expected not only to continue but to expand their services during these times.

The expectation of Albany State University Police Department's Emergency Management Coordinator is that each college, department, and administrative unit will develop action items that are most appropriate for their unit, determine baseline measures, and set short and long term goals for achievement. The completion of your Business Continuity Plan (BCP) will help ensure your department is prepared to respond to various types of operational interruptions, whether it is major disasters or lesser interruptions. It puts planning in perspective and makes it more likely that crisis response will run smoothly, maximum service levels are maintained, and departments recover as quickly as possible. In addition, business continuity planning helps establish annual exercise schedules used to test BCPs and Building Emergency Action Plan (BEAPs).

For additional training, FEMA's Independent Study Program offers self-paced courses designed for people who have emergency management responsibilities and the general public. All are offered free-of-charge and can be found at [FEMA Independent Study Courses](#).

The following two courses introduce the concept of continuity planning, provides a brief overview of continuity, including its definition, the legal basis for continuity planning, the Continuity Program Management Cycle, and essential elements of a viable continuity program.

IS-546.12 - Continuity of Operations Awareness Course
IS-547.a - Introduction to Continuity of Operations

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Scope

When developing the Business Continuity Plan of your Department, keep in mind the following objectives:

- Serves as a guide for ASU Police and the Division of Crisis Management & Preparedness in emergency planning and response.
- Helps reduce or mitigate disruptions to operations, the loss of life, and property damage and loss.
- Executes an order of succession with accompanying authorities in the event disruption renders University and/or Departmental leadership unable, unavailable, or incapable of assuming and performing their authorities and responsibilities of the office.
- Ensures that each Department has facilities where it can continue to perform its Emergency Support Functions and Mission Essential Functions.
- Protects essential facilities, equipment, records, and other assets.
- Identifies alternate sources for supplies, resources and locations.
- Identifies vendors and customers that must be notified in the event of a disaster.
- Provides procedures and resources needed to assist in a timely and orderly recovery and reconstitution from an emergency.
- Validates continuity readiness through a dynamic and integrated test, training and exercise program by documenting and reviewing recovery procedures.

The real work of implementing the BCP through specific action items takes place at the department level. Recognizing that in a complex and diverse organization such as ASU, a simple and single set of actions and measures of progress for the University are not sufficient to capture every important goal for individual units. For each University department to complete an individualized “do-it-yourself” BCP, the process should be thought-provoking but not time-consuming.

Authority



This plan has been developed in accordance with recommendations and guidelines from the following federal regulations and Executive Orders:

- The Homeland Security Act of 2002, PL 107-296, enacted 11/25/02.
- The National Security Act of 1947, 50 U.S.C. 401 (as amended).
- Federal Continuity Directive 1 (FDC 1)
- Continuity Guidance Circular 1 (CGC 1)
- Incident Command System (ICS)
- National Response Framework (NFR)
- National Incident Management System (NIMS)



Phase I: Readiness and Preparedness

DEPARTMENT IDENTIFICATION

Type of Department
(Research, Instruction, Administration, Service):

Administration

If Instruction, does your unit provide undergraduate and/or graduate courses?

NA

High Priority Courses: the courses whose interruption would most threaten the progress of students and the integrity of the curriculum. (Large enrollment or pre-requisite)

Course Name & Number	High Priority Justification
1. NA	
2.	
3.	

The mission of Student Accounts is to:

The mission of Student Accounts is to provide accurate and efficient accounting related services to the university and students in compliance with all Federal/State laws and the University system of Georgia policies and procedures.

To accomplish this mission, your department must ensure its operations are performed efficiently with minimal disruption, especially during an emergency. This document provides planning and program guidance for implementing the Business Continuity Plan to ensure the organization is capable of executing its Emergency Support Functions (ESFs) and Mission Essential Functions (MEFs) under all threats and conditions. These functions may be required by law, protect essential facilities, equipment, vital records, and other assets.

ESFs & MEFs



Emergency Support

Function (ESF): The functions which represent the overarching responsibilities to lead and sustain the University during a catastrophic emergency. These functions must be continued throughout, or resumed shortly after, a disruption of normal operations.

Mission Essential Function

(MEF): the limited set of University-level functions that are secondary or tertiary to carrying out the responsibilities of the department.



DEPARTMENT FUNCTIONS

Emergency Support Functions (ESFs) and Mission Essential Functions (MEFs) enable an organization to provide vital services, exercise civil authority, maintain the safety of the public, and sustain the industrial and economic base, during the disruption of normal operations. For each ESF and MEF that is carried out by Student Accounts, assign a level of criticality using the criteria on the right.

Emergency Support Functions (ESFs)

FEMA identifies 15 ESFs as having an immediate effect on preventing loss of life, personal injury, or loss of property. Refer to the table below to compare the ESF scopes to Student Accounts services, programs and resources that are provided to save lives, protect property and the environment, to restore essential services and critical infrastructure, and help victims and the University to return to normal operations.

Roles and Responsibilities of ESFs	
ESF	Scope
ESF #1 - Transportation	Use of vehicles for transportation of passengers or goods to support, response, relief and recovery of University Departments.
ESF #2 – Communications	Emergency Alerts, Notifications or Announcements.
ESF #3 – Public Works and Engineering	Emergency repair of damaged infrastructure or provision of power, water, sanitation, etc.
ESF #4 – Firefighting	Protection of life, property, and environment from fire incidents.
ESF #5 – Emergency Management	Managing preparedness, response, recovery & mitigation.
ESF #6 – Mass Care, Emergency Assistance, Housing, and Human Services	Shelter, feeding operations, emergency first aid, bulk distribution of emergency items, collecting and providing information on survivors to family members.
ESF #7 – Resource Support	Logistical, operational, or financial support to locate, procure and issue resources.
ESF #8 – Health and Medical Services	Public health and medical support to University students, faculty and staff.
ESF #9 – Search and Rescue	Field operations to assist individuals in distress due to the demise or collapse of campus structures.
ESF #10 – Hazardous Materials	Minimize impact of an unplanned hazardous materials release to protect life and property.
ESF #11 – Nutrition Services	Dining operations and nutritional needs.
ESF #12 – Energy	Critical utility services and energy systems.
ESF #13 – Public Safety and Security	Force and critical infrastructure protection, security planning and technical assistance, technology support and general law enforcement assistance.
ESF #14 – Long-Term Recovery	Coordinating and conducting recovery operations.
ESF #15 – External Affairs	Disseminating consistent, timely, and accurate public information and instructions. "Maximize disclosure with minimum delay".

Levels of Criticality



Critical 3: Must be continued at normal or increased service load. Cannot pause. Necessary to life, health, and security.

Critical 2: Must be continued if at all possible, perhaps in reduced mode. Pausing completely will have grave consequences.

Critical 1: May pause if forced to do so, but must resume in 30 days or sooner.

Deferrable: May pause; resume when conditions permit.

Albany State University
Business Continuity Planning



If the Student Accounts carries out any of the above FEMA-defined ESFs, please identify, assign responsibility, and classify the level of criticality and its time sensitivity for each describe, classify a level of criticality, and assign responsibility for each Emergency Support Function in the following table:

ESF Component (1-15)	Responsible Unit	Responsible Position	Level of Criticality 3=High 2=Moderate 1=Low 0=Deferrable	Time Sensitivity 0-12 hrs 12 hrs - 30 days > 30 days	Peaks of High Activity Annually Quarterly Seasonally Monthly
Ex: #4: Firefighting	Environmental Health & Safety	University Fire Marshal	3	0-12 hrs	N/A
1. ESF #7-Resource Support	Student Accounts	Bursar	2	> 30 days	Seasonally
2. N/A			3	> 30 days	N/A
3. N/A			3	> 30 days	N/A
4. N/A			3	> 30 days	N/A
5. N/A			3	> 30 days	N/A

Mission Essential Functions (MEFs)

Disruption to normal operations may result in consequences that may affect departmental practices and / or special teaching issues. Consider the following:

- Disruption of research
- Disruption of patient care
- Disruption of animal care
- Departure of faculty
- Departure of students
- Well-being of students
- Payment deadlines unmet
- Loss of revenue
- Legal obligations unmet
- Legal harm to the Institution
- Impact on other units
- Impact on important business partner(s)

Identify, assign responsibility, and classify the level of criticality and its time sensitivity for each Mission Essential Function in the following table:

MEF Component	Responsible Unit	Responsible Position	Level of Criticality 3=High 2=Moderate 1=Low 0=Deferrable	Time Sensitivity 0-12 hrs 12 hrs - 30 days > 30 days	Peaks of High Activity Annually Quarterly Seasonally Monthly
Ex: Meet Payment Deadlines	Office of the President	ASU President	2	> 30 days	Monthly
1. Payment deadlines unmet	Student Accounts	Bursar	2	12 hrs - 30 days	Seasonally
2. Loss of revenue	Student Accounts	Bursar	2	12 hrs - 30 days	Seasonally
3. Impact on other units	Student Accounts	Bursar	2	12 hrs - 30 days	Seasonally
4. Impact on imp. business partner			3	> 30 days	N/A
5. Impact on imp. business partner			3	> 30 days	N/A

Albany State University
Business Continuity Planning

• • •
HUMAN CAPITAL

One person doesn't run the department; one person cannot identify, plan, and prioritize the work needed to get operations up and running when disaster strikes. University's and their departments grow and change; new systems and services come online and older systems are retired, and most importantly, staff turns over.

Identify Student Accounts 's Human Capital by the Number of Personnel as of **05/04/2020**

Faculty and other academic appointees:	0
Residents/Fellows:	0
Staff (full-time):	5
Staff (part-time, excluding students):	0
Student Staff:	0
Volunteers:	0
Guests:	0
Other:	0

Continuity Personnel

People are critical to the operations of any organization. Choosing the right people for an organization's staff is vitally important, and this is especially true in a crisis situation. Leaders are needed to set priorities and keep focus. During a continuity event, emergency employees and other special categories of employees will be activated to perform assigned response duties. One of these categories is continuity personnel, commonly referred to as Emergency Relocation Group (ERG) members.

In respect to ERG members, Student Accounts has designated the following positions and Personnel, known to possess the skill sets necessary to execute ESFs and MEFs, to be critical to operations in any given emergency situation:

ERG Member / Continuity Personnel	Position Title	Contact Info (Work Station, Phone(s), Email)
1. Jan Rogers	Bursar	(O) 229-500-3056; (C) 229-343-7302; jan.rogers@asurams.edu
2. Stacey Smith	Assistant Bursar	(O) 229-500-3058; (C) 229-894-3917; stacey.smith@asurams.edu
3. Amanda Nichols	Student Accounts-Accountant II	(O) 229-500-3053; (C) 229-869-3221; amanda.nichols@asurams.edu
4. Antoinette Hightower	Contract Accountant I	(O) 229-500-3051; (C) 229-395-4876; antionette.hightower@asurams.edu
5. Christopher Moye	Collection Specialist	(O) 229-500-3049; (C) 404-723-5620 ; Christopher.moye@asurams.edu



LEADERSHIP

Orders of Succession

Pre-identifying orders of succession and under which conditions succession will take place, the method of notification, and the limitations of authority is critical to ensuring effective leadership during an emergency. In the event an incumbent is incapable or unavailable to fulfill essential duties, successors need to be identified to ensure there is no lapse in essential decision making authority.

Orders of succession are:

- At least three positions deep, where possible, ensuring sufficient depth to ensure the department's ability to manage and direct its essential functions and operations
- Include devolution counterparts, where applicable
- Geographically dispersed, where feasible
- Described by positions or titles, rather than by names of individuals holding those offices
- Reviewed by the department as changes occur
- Included as a vital record

For Example:

Position	Designated Successors
ASU Vice President for Student Affairs	1. Associate Vice President for Student Affairs / Dean of Students
	2. Associate Vice President for Student Affairs
	3. Director, Counseling Center: Consultation and Psychological Services

StudentAccounts has identified successors for the positions of :

Position	Designated Successors
Bursar	1. Assistant Bursar
	2. Student Accounts-Accountant II
	3.

Position	Designated Successors
Assistant Bursar	1. Student Accounts- Accountant II
	2.
	3.



Delegations of Authority

This section should identify, by position, the legal authority for individuals to make key policy decisions during a continuity situation. Delegations of authority should outline explicitly, in a statement or formal document, who is authorized to make decisions or act on behalf of the department. Generally, pre-determined delegations of authority will take effect when normal channels of direction are disrupted and terminate when these channels have resumed.

For example, The Board of Trustees at the Albany State University is designated to perform the purchasing and capital construction contracting functions. The Board of Trustees has delegated these responsibilities to the Executive Vice President for Finance and Administration, who has furthered delegated them to the Director of Purchasing.

Delegating Action	Delegating Authority
The Board of Trustees at the Albany State University is designated to perform the purchasing and capital construction contracting functions.	Executive Vice President for Finance & Administration
	Director of Purchasing

Student Accounts has identified the following delegating actions and authority:

Delegating Action	Delegating Authority
Student Accounts Cash Management	Bursar
	Assistant Bursar

Delegating Action	Delegating Authority
Student Accounts Refund Processing	Bursar
	Student Accounts-Accountant II

List (3) Action Items / Preventable Measures for Phase I: Readiness & Preparedness.

1.	Be aware of imminent weather conditions
2.	Deposits and important documents stored in fireproof safe on a daily basis
3.	Training



Phase II: Activation and Relocation

(0-12 hours)

COMMUNICATION

It is important to keep all staff; especially individuals not identified as continuity personnel or a member of the emergency relocation group, informed and accounted for during a continuity event. All Albany State University employees are responsible for keeping informed of emergencies by monitoring news media reports and ASU's informational web page updated with the latest news: <https://www.asurams.edu>.

Most importantly, **Connect 5** is an emergency notification system used to communicate information during an emergency or crisis that disrupts normal operation of the campus or threatens the immediate health or safety of members of the campus community. All University students, faculty and staff are automatically registered for **Connect 5** with their official university e-mail address. The ASU Police Department and The Emergency Management Coordinator encourages each employee and student to add other contact information such as mobile numbers (voice/text) and personal email addresses to their **Connect 5** account. Parents, media, visitors, and other interested parties may also register for **Connect 5** account on a voluntary, self-subscription basis. To access **Connect 5** please use the following link; <https://asurams.bbcportal.com/>

Employees are expected to remain in contact with their supervisors during any closure or relocation situation. The Bursar will determine the communication procedures and extent to which employees are expected to remain in contact. Further, Bursar communicates human capital guidance for emergencies (pay, leave, staffing, work scheduling, benefits, telework, hiring authorities and other human resources flexibilities) to managers in an effort to help continue essential functions during an emergency.

Insert Departmental Emergency contact procedures in the field below.

Contact employees via phone, text, email, social media

To rapidly communicate with employees in an emergency, the Division of Crisis Management & Preparedness encourages all departments to prepare and maintain a call tree. Departments should also identify multiple communications systems that can be used for backup, after hours, off campus, or for other contingencies.

Check the system(s) that are used to contact employees in an emergency:

- | | |
|--|---|
| <input checked="" type="checkbox"/> Phone (Voice/Text) | <input type="checkbox"/> Department Website |
| <input type="checkbox"/> Pager | <input type="checkbox"/> Instant Messaging |
| <input checked="" type="checkbox"/> Email | <input checked="" type="checkbox"/> Social Media (Facebook/Twitter) |
| <input checked="" type="checkbox"/> Call Tree | <input type="checkbox"/> Other (describe) |



STAFF READINESS

It is important to provide information and support to accommodate employee stress and family life issues that will include child and elder care, and counseling and mental health. Albany State University personnel must plan in advance what to do in an emergency and develop a Family Support Plan to increase personal and family preparedness. To develop your Family Support Plan, use the templates available at www.ready.gov. This site includes a “Get Ready Now” pamphlet, which explains the importance of planning and provides a template that you and your family can use to develop your specific plan.

CONTINUITY FACILITIES

Relocation involves the actual movement of essential functions, personnel, records, and equipment to the alternate operation facility. Relocation may also involve transferring communications capabilities to the alternate facility, ordering supplies and equipment that are not already in place at the alternate facility, and other planned activities, such as providing network access.

In the event that a department’s primary operating facility is unavailable and that emergency support functions or mission essential functions will require relocating. At least one alternate facility must be identified and maintained, which could include alternate uses of existing facilities or virtual office options. The facility must provide sufficient space and be located where the potential disruption of the organization’s ability to initiate and sustain operations is minimized. When designating an alternate continuity facility, consider access to, or the provision of, food, lodging, and transportation, as well as, whether other ASU departments have designated the same alternate facilities. Please make considerations for shared space and implementing an agreement or contact with the alternate facility(s).

Locations Occupied	Owned / Leased	Number of workstations	Security / Access Requirements
1. East Campus Operations go to West Campus	Owned	5	Internet, VPN, Email, Banner
2. West Campus Operations go to East Campus	Owned	5	Internet, VPN, Email, Banner
3 Work from Home		5	Internet, VPN, Email, Banner

List (3) Action Items / Preventable Measures for Phase II: Activation & Relocation:

1.	Employees have laptop or other electronic device with capability to VPN and access software via the Cloud/web
2.	
3.	



Phase III: Continuity of Operations

(12 hours – 30 days or until resumption of normal operations)

Following activation of the Student Accounts Business Continuity Plan and notification of personnel, vital records and supplies must be moved to the continuity facility. Upon arrival, continuity personnel must establish an operational capability and perform emergency support functions and/or mission essential functions within 12 hours from the time of the activation of the Continuity Plan, for up to a 30-day period or until normal operations can be resumed.

RECORDS MANAGEMENT / INFORMATION TECHNOLOGY

It is important to identify and protect those files, records, and databases that are imperative for departmental operations. Some records are needed to make and receive payments, protect legal and financial rights, and maintain confidential information.

Full and incremental backups preserve informational assets and should be performed on a regular basis for files that are irreplaceable, have a high replacement cost, or are considered critical. Backup media should be stored in a secure, geographically separate location from the original and isolated from environmental hazards.

In this section, please outline the departmental-specific vital records and their locations. You may also attach maps, facility floor plans, equipment inventory, and other documents.

Vital Record	Hard Copy Location	Electronic Copy Location	Responsible Contact	Level of Confidentiality
1. Banner	East Campus BCB	Athens	Pam England	High
2. Touchnet Payment/Refunds		Cloud	Amanda Nichols	High
3. Nelnet Payment Plan		cloud	Stacey Smith/ Christopher Moye	High
4. Collection Records	West Campus (C)	Cloud/ Jan Rogers	Jan Rogers/ Christopher Moye	High
5. Daily Receipting Packages	West Campus (C)		Jan Rogers/Stacey Smith	High

Departments are accountable for carrying out the provisions of record retention for specific data. Please explain the current record retention policy and specify which records must be retained and for how long. https://www.usg.edu/records_management/schedules/

Record Retention Policy:		
Record Description	Retention Duration	Mandating Authority
1. Accounts Aging /AR Subsidiary Records	7 years	Bursar
2. Collection Records	5 years after account is paid in full or deemed uncollectible	Bursar
3.		
4.		
5.		

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If access to your department's information and systems is essential in an emergency, describe the 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 or use of alternate email systems (i.e., Yahoo).

Student Accounts policy for virtual office and telework operations:

<https://www.asurams.edu/Technology/technologyhome/forms-policies/its-vpn-remote-access-policy/>

DEPENDENCIES

Identify the products and services upon which your department depends on and the internal (within ASU) and external departments/organizations that provide them. When determining the internal and external dependencies of your department, consider the following access requirements and check the mechanisms appropriate for your departmental continuity of operations:

- | | |
|--|--|
| <ul style="list-style-type: none"> ✓ Equipment & Supplies ✓ Non-Secure Phones Secure Phones ✓ Mobile Phones Pagers ✓ Fax Lines | <ul style="list-style-type: none"> Satellite ✓ E-mail ✓ Internet Access Data Lines Two-Way Radios Other (describe) |
|--|--|

Internal Dependency

Recognizing that some services or products must be continuously delivered without interruption, identify the dependencies that are provided internally, within Albany State University and its departments. (i.e. Information Technology, Facilities, Physical Plant, Motor Pool, etc.)

Internal Dependency	Provider (ASU Department)	Contact Info
1. Information Technology		Williams Moore (O) 229-500-2027; william.moore@asurams.edu
2. Business Office		Jeff Hall (O) 229-500-3024; jeff.hall@asurams.edu
3. Facilities		Lee Howell (O) 229-500-3041; lee.howell@asurams.edu
4. Rams Central		Octavia Parker(O) 229-500-2950; octavia.parker@asurams.edu
5.		

External Dependency

What are the products and services that must be continuously delivered without interruption that are sought outside the University, with other public and/or private institutions? (i.e. Kentucky Utilities, AT&T, Windstream, Office Max, etc.)

External Dependency	Provider	Contact Info
1. Student Refunds/ 1098T/ Payments	Touchnet + Heartland	Laura Conde (O) 913-310-1246; laura.conde@touchnet.com
2. Payment Plan	Nelnet	Aurora Rojas (O) 866-315-1263; aurora.rojas@nelnet.net
3.		
4.		
5.		



List (3) Action Items / Preventable Measures for Phase III: Continuity of Operations:

1.	
2.	
3.	

Phase IV: Reconstitution

(recovery, mitigation and termination)

DEVOLUTION OF CONTROL

When considering procedures and resources needed to assist in timely and orderly recovery and reconstitution, a time phased approach may be most appropriate. This may include procedures for returning to the primary facility, if available, or procedures for acquiring a new facility. Notification procedures for all employees returning to work must also be addressed. The development of an After-Action Report (AAR) to determine the effectiveness of the college/department's Business Continuity Plans and procedures should be considered.

In describing your Plan to fully resume operations, identify and address the who will evaluate the structural soundness, considering the overall safety of the building, the presence of hazardous materials and their clean-up, and authorization of re-occupancy. At what point and who will be responsible for resumption/scheduling of normal activities and services, resupply of inventories, continued absenteeism, the use of earned time off, and emotional needs.

Example:

Reconstitution Activity	Responsible Authority
Phase I: Assess condition of the interior and exterior utilities and coordinate repair.	ASU Physical Plant Division (PPD)
Phase II: Secure building while they are being inspected, repaired, and cleaned up.	ASU Police Department
Phase III: Evaluation of fire and life safety aspects of the facility's intended use after structures are deemed safe for entry, appropriate for clean-up, and repairs are accomplished.	ASU Environmental Health & Safety / Fire Marshal
Phase IV: Departmental reconstitution team allowed entry and usage of facility.	Building Emergency Coordinator
Phase V: General occupancy of the facility and departmental space.	STUDENT ACCOUNTS

Student Accounts has identified the following reconstitution course of action:

Reconstitution Activity	Responsible Authority
Phase I: Assess condition of the interior and exterior utilities and coordinate repair.	ASU Physical Plant Division (PPD)
Phase II: Secure building while they are being inspected, repaired, and cleaned up	ASU Police Department
Phase III: Evaluation of fire and life safety aspects of the facility's intended use after structures are deemed safe for entry, appropriate for clean-up	ASU Environmental Health & Safety / Fire Marshal
Phase IV: Departmental reconstitution team allowed entry and usage of facility.	Building Emergency Coordinator
Phase V: General occupancy of the facility and departmental space.	Student Accounts



TEST, TRAINING, & EXERCISE

Should an area of weakness be found in the completion of your department's Business Continuity Plan, components should be tested and corrective actions developed to ensure familiarity with activation and reconstitution procedures and compliance by all continuity personnel. Tests confirm whether or not procedures, processes, and systems function as intended. Training ensures that all personnel what to do, how to do it, and when it should be done. Exercises provide practice and verification of whether parts of the plan or the entire plan works as intended.

Albany State University maintains a robust Training and Exercise program in accordance with recommendations from FEMA and the U.S. Department of Homeland Security. Tabletops, drills, and functional exercises are scheduled regularly and provide measures to ensure the departmental plan is capable of supporting the execution of emergency support functions and /or mission essential functions throughout the duration of a continuity situation. Data from exercise evaluations and actual incidents are collected and analyzed and serve as the basis for After-Action-Reports and lessons learned.

The ASU Police Department is available to assist with training and exercises on key issues affecting the University or multiple departments on a limited and essential basis as schedules permit. For questions regarding Training, Evaluation and Vulnerability Assessments, or to complete a Building Emergency Action Plan (BEAP), contact LaShawnda Ethridge lashawnda.ethridge@asurams.edu

PLAN MAINTENANCE

Organizations that achieve full alignment between people, process, and technology not only become highly efficient, they also become agile and adapt to changing circumstances and capitalizing on opportunities. Disaster recovery planning is an ongoing, never ending process. Annual review and assessment of your plan's effectiveness is required but should also be updated when a member of your department's Business Continuity Planning Team is added, removed or changes roles. It should also be revised following a change in response protocol or any departmental incident involving business continuity activation.

Date:	Justification for plan update:

List (3) Action Items / Preventable Measures for Phase IV: Reconstitution

1.	
2.	
3.	



Departmental Business Continuity Plan

Questions regarding this template may be directed to:

LaShawnda Ethridge,
Business Continuity Coordinator/Emergency
Management Coordinator
Albany State University Police Department
504 College Dr., Albany, GA 31705
Office: (229) 500-3075
lashawnda.ethridge@asurams.edu
www.asurams.edu



Business Continuity

Introduction

Albany State University faces a variety of risks from disasters and events that can disrupt teaching, research, extension services, and health care. These risks can be all encompassing (major earthquake, ice and snow, pandemic illness, terrorism) or localized (fire in a specific building) or personal (failure of a hard drive). Because disasters often cause loss of life, loss of income, property damage and adversely affect individuals and families, the University must make plans to continue their critical work no matter what happens. Some departments, particularly on ASU's campus, will be expected not only to continue but to expand their services during these times.

The expectation of Albany State University Police Department's Emergency Management Coordinator is that each college, department, and administrative unit will develop action items that are most appropriate for their unit, determine baseline measures, and set short and long term goals for achievement. The completion of your Business Continuity Plan (BCP) will help ensure your department is prepared to respond to various types of operational interruptions, whether it is major disasters or lesser interruptions. It puts planning in perspective and makes it more likely that crisis response will run smoothly, maximum service levels are maintained, and departments recover as quickly as possible. In addition, business continuity planning helps establish annual exercise schedules used to test BCPs and Building Emergency Action Plan (BEAPs).

For additional training, FEMA's Independent Study Program offers self-paced courses designed for people who have emergency management responsibilities and the general public. All are offered free-of-charge and can be found at [FEMA Independent Study Courses](#).

The following two courses introduce the concept of continuity planning, provides a brief overview of continuity, including its definition, the legal basis for continuity planning, the Continuity Program Management Cycle, and essential elements of a viable continuity program.

IS-546.12 - Continuity of Operations Awareness Course
IS-547.a - Introduction to Continuity of Operations

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Scope

When developing the Business Continuity Plan of your Department, keep in mind the following objectives:

- Serves as a guide for ASU Police and the Division of Crisis Management & Preparedness in emergency planning and response.
- Helps reduce or mitigate disruptions to operations, the loss of life, and property damage and loss.
- Executes an order of succession with accompanying authorities in the event disruption renders University and/or Departmental leadership unable, unavailable, or incapable of assuming and performing their authorities and responsibilities of the office.
- Ensures that each Department has facilities where it can continue to perform its Emergency Support Functions and Mission Essential Functions.
- Protects essential facilities, equipment, records, and other assets.
- Identifies alternate sources for supplies, resources and locations.
- Identifies vendors and customers that must be notified in the event of a disaster.
- Provides procedures and resources needed to assist in a timely and orderly recovery and reconstitution from an emergency.
- Validates continuity readiness through a dynamic and integrated test, training and exercise program by documenting and reviewing recovery procedures.

The real work of implementing the BCP through specific action items takes place at the department level. Recognizing that in a complex and diverse organization such as ASU, a simple and single set of actions and measures of progress for the University are not sufficient to capture every important goal for individual units. For each University department to complete an individualized “do-it-yourself” BCP, the process should be thought-provoking but not time-consuming.

Authority



This plan has been developed in accordance with recommendations and guidelines from the following federal regulations and Executive Orders:

- The Homeland Security Act of 2002, PL 107-296, enacted 11/25/02.
- The National Security Act of 1947, 50 U.S.C. 401 (as amended).
- Federal Continuity Directive 1 (FDC 1)
- Continuity Guidance Circular 1 (CGC 1)
- Incident Command System (ICS)
- National Response Framework (NFR)
- National Incident Management System (NIMS)



Phase I: Readiness and Preparedness

DEPARTMENT IDENTIFICATION

Type of Department
(Research, Instruction, Administration, Service):

Administration and Service

If Instruction, does your unit provide undergraduate and/or graduate courses?

N/A

High Priority Courses: the courses whose interruption would most threaten the progress of students and the integrity of the curriculum. (Large enrollment or pre-requisite)

Course Name & Number	High Priority Justification
1.	
2.	
3.	

The mission of Student Affairs is to:

To promote transformation and life success through Education, Engagement, and Empowerment.

To accomplish this mission, your department must ensure its operations are performed efficiently with minimal disruption, especially during an emergency. This document provides planning and program guidance for implementing the Business Continuity Plan to ensure the organization is capable of executing its Emergency Support Functions (ESFs) and Mission Essential Functions (MEFs) under all threats and conditions. These functions may be required by law, protect essential facilities, equipment, vital records, and other assets.

ESFs & MEFs



Emergency Support

Function (ESF): The functions which represent the overarching responsibilities to lead and sustain the University during a catastrophic emergency. These functions must be continued throughout, or resumed shortly after, a disruption of normal operations.

Mission Essential Function

(MEF): the limited set of University-level functions that are secondary or tertiary to carrying out the responsibilities of the department.



DEPARTMENT FUNCTIONS

Emergency Support Functions (ESFs) and Mission Essential Functions (MEFs) enable an organization to provide vital services, exercise civil authority, maintain the safety of the public, and sustain the industrial and economic base, during the disruption of normal operations. For each ESF and MEF that is carried out by Student Affairs, assign a level of criticality using the criteria on the right.

Emergency Support Functions (ESFs)

FEMA identifies 15 ESFs as having an immediate effect on preventing loss of life, personal injury, or loss of property. Refer to the table below to compare the ESF scopes to Student Affairs services, programs and resources that are provided to save lives, protect property and the environment, to restore essential services and critical infrastructure, and help victims and the University to return to normal operations.

Roles and Responsibilities of ESFs	
ESF	Scope
ESF #1 - Transportation	Use of vehicles for transportation of passengers or goods to support, response, relief and recovery of University Departments.
ESF #2 – Communications	Emergency Alerts, Notifications or Announcements.
ESF #3 – Public Works and Engineering	Emergency repair of damaged infrastructure or provision of power, water, sanitation, etc.
ESF #4 – Firefighting	Protection of life, property, and environment from fire incidents.
ESF #5 – Emergency Management	Managing preparedness, response, recovery & mitigation.
ESF #6 – Mass Care, Emergency Assistance, Housing, and Human Services	Shelter, feeding operations, emergency first aid, bulk distribution of emergency items, collecting and providing information on survivors to family members.
ESF #7 – Resource Support	Logistical, operational, or financial support to locate, procure and issue resources.
ESF #8 – Health and Medical Services	Public health and medical support to University students, faculty and staff.
ESF #9 – Search and Rescue	Field operations to assist individuals in distress due to the demise or collapse of campus structures.
ESF #10 – Hazardous Materials	Minimize impact of an unplanned hazardous materials release to protect life and property.
ESF #11 – Nutrition Services	Dining operations and nutritional needs.
ESF #12 – Energy	Critical utility services and energy systems.
ESF #13 – Public Safety and Security	Force and critical infrastructure protection, security planning and technical assistance, technology support and general law enforcement assistance.
ESF #14 – Long-Term Recovery	Coordinating and conducting recovery operations.
ESF #15 – External Affairs	Disseminating consistent, timely, and accurate public information and instructions. "Maximize disclosure with minimum delay".

Levels of Criticality



Critical 3: Must be continued at normal or increased service load. Cannot pause. Necessary to life, health, and security.

Critical 2: Must be continued if at all possible, perhaps in reduced mode. Pausing completely will have grave consequences.

Critical 1: May pause if forced to do so, but must resume in 30 days or sooner.

Deferrable: May pause; resume when conditions permit.

Albany State University
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If the Student Affairs carries out any of the above FEMA-defined ESFs, please identify, assign responsibility, and classify the level of criticality and its time sensitivity for each describe, classify a level of criticality, and assign responsibility for each Emergency Support Function in the following table:

ESF Component (1-15)	Responsible Unit	Responsible Position	Level of Criticality 3=High 2=Moderate 1=Low 0=Deferrable	Time Sensitivity 0-12 hrs 12 hrs - 30 days > 30 days	Peaks of High Activity Annually Quarterly Seasonally Monthly
Ex: #4: Firefighting	Environmental Health & Safety	University Fire Marshal	3	0-12 hrs	N/A
1. ESF #8-Health and Medical	Counseling Center	Director of Counseling	3	12 hrs - 30 days	Monthly
2. ESF #8-Health and Medical	Health Services	Director of Student Health Center	3	12 hrs - 30 days	Monthly
3. ESF #6-Mass Care, Em. Assist, H	Office of the Vice President	Vice President for Student Affairs	3	0-12 hrs	Monthly
4. N/A			3	> 30 days	N/A
5. N/A			3	> 30 days	N/A

Mission Essential Functions (MEFs)

Disruption to normal operations may result in consequences that may affect departmental practices and / or special teaching issues. Consider the following:

- Disruption of research
- Disruption of patient care
- Disruption of animal care
- Departure of faculty
- Departure of students
- Well-being of students
- Payment deadlines unmet
- Loss of revenue
- Legal obligations unmet
- Legal harm to the Institution
- Impact on other units
- Impact on important business partner(s)

Identify, assign responsibility, and classify the level of criticality and its time sensitivity for each Mission Essential Function in the following table:

MEF Component	Responsible Unit	Responsible Position	Level of Criticality 3=High 2=Moderate 1=Low 0=Deferrable	Time Sensitivity 0-12 hrs 12 hrs - 30 days > 30 days	Peaks of High Activity Annually Quarterly Seasonally Monthly
Ex: Meet Payment Deadlines	Office of the President	ASU President	2	> 30 days	Monthly
1. Departure of students	VPSA	VPSA	3	0-12 hrs	Seasonally
2. Well-being of students	VPSA	VPSA	3	0-12 hrs	Monthly
3. Impact on imp. business partner			3	> 30 days	N/A
4. Impact on imp. business partner			3	> 30 days	N/A
5. Impact on imp. business partner			3	> 30 days	N/A

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• • •
HUMAN CAPITAL

One person doesn't run the department; one person cannot identify, plan, and prioritize the work needed to get operations up and running when disaster strikes. University's and their departments grow and change; new systems and services come online and older systems are retired, and most importantly, staff turns over.

Identify Student Affairs 's Human Capital by the Number of Personnel as of 06/19/2019

Faculty and other academic appointees:	
Residents/Fellows:	
Staff (full-time):	35
Staff (part-time, excluding students):	1
Student Staff:	5
Volunteers:	
Guests:	
Other:	

Continuity Personnel

People are critical to the operations of any organization. Choosing the right people for an organization's staff is vitally important, and this is especially true in a crisis situation. Leaders are needed to set priorities and keep focus. During a continuity event, emergency employees and other special categories of employees will be activated to perform assigned response duties. One of these categories is continuity personnel, commonly referred to as Emergency Relocation Group (ERG) members.

In respect to ERG members, Student Affairs has designated the following positions and personnel, known to possess the skill sets necessary to execute ESFs and MEFs, to be critical to operations in any given emergency situation:

ERG Member / Continuity Personnel	Position Title	Contact Info (Work Station, Phone(s), Email)
1. Dr. Wendy Wilson	VP SA	229-(cell), 229-500-3503 (office), wendy.wilson@asurams.edu
2. Dr. Keigan Evans	Director of Housing	229-500-3062 (office), keigan.evans@asurams.edu
3. Angelnique Jordan	Associate Dean for Student Support	229-733-4295 (cell), 229-500-3554 (office), angelnique.jordan@asurams.edu
4. Dedra Williams	Associate Dean for Student Engagement	229-343-3211 (cell), 229-500-2809 (office), dedra.williams@asurams.edu
5.		



LEADERSHIP

Orders of Succession

Pre-identifying orders of succession and under which conditions succession will take place, the method of notification, and the limitations of authority is critical to ensuring effective leadership during an emergency. In the event an incumbent is incapable or unavailable to fulfill essential duties, successors need to be identified to ensure there is no lapse in essential decision making authority.

Orders of succession are:

- At least three positions deep, where possible, ensuring sufficient depth to ensure the department's ability to manage and direct its essential functions and operations
- Include devolution counterparts, where applicable
- Geographically dispersed, where feasible
- Described by positions or titles, rather than by names of individuals holding those offices
- Reviewed by the department as changes occur
- Included as a vital record

For Example:

Position	Designated Successors
ASU Vice President for Student Affairs	1. Associate Vice President for Student Affairs / Dean of Students
	2. Associate Vice President for Student Affairs
	3. Director, Counseling Center: Consultation and Psychological Services

Student Affairs has identified successors for the positions of :

Position	Designated Successors
Vice President for Student Affairs	1. Associate Dean for Student Support
	2. Associate Dean for Student Engagement
	3. Executive Director for Housing

Position	Designated Successors
	1.
	2.
	3.

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Delegations of Authority

This section should identify, by position, the legal authority for individuals to make key policy decisions during a continuity situation. Delegations of authority should outline explicitly, in a statement or formal document, who is authorized to make decisions or act on behalf of the department. Generally, pre-determined delegations of authority will take effect when normal channels of direction are disrupted and terminate when these channels have resumed.

For example, The Board of Trustees at the Albany State University is designated to perform the purchasing and capital construction contracting functions. The Board of Trustees has delegated these responsibilities to the Executive Vice President for Finance and Administration, who has furthered delegated them to the Director of Purchasing.

Delegating Action	Delegating Authority
The Board of Trustees at the Albany State University is designated to perform the purchasing and capital construction contracting functions.	Executive Vice President for Finance & Administration
	Director of Purchasing

Student Affairs has identified the following delegating actions and authority:

Delegating Action	Delegating Authority
The Vice President for Student Affairs at Albany State university is responsible for making decisions concerning the welfare of students and ensuring students are afforded support services and resources	Associate Dean for Student Support
	Associate Dean for Student Engagement

Delegating Action	Delegating Authority

List (3) Action Items / Preventable Measures for Phase I: Readiness & Preparedness.

1.	Train staff on emergency procedures
2.	Conduct Tabletop exercises
3.	Communicate with students concerning emergency procedures



Phase II: Activation and Relocation

(0-12 hours)

COMMUNICATION

It is important to keep all staff; especially individuals not identified as continuity personnel or a member of the emergency relocation group, informed and accounted for during a continuity event. All Albany State University employees are responsible for keeping informed of emergencies by monitoring news media reports and ASU's informational web page updated with the latest news: <https://www.asurams.edu>.

Most importantly, **Connect 5** is an emergency notification system used to communicate information during an emergency or crisis that disrupts normal operation of the campus or threatens the immediate health or safety of members of the campus community. All University students, faculty and staff are automatically registered for **Connect 5** with their official university e-mail address. The ASU Police Department and The Emergency Management Coordinator encourages each employee and student to add other contact information such as mobile numbers (voice/text) and personal email addresses to their **Connect 5** account. Parents, media, visitors, and other interested parties may also register for **Connect 5** account on a voluntary, self-subscription basis. To access **Connect 5** please use the following link; <https://asurams.bbcportal.com/>

Employees are expected to remain in contact with their supervisors during any closure or relocation situation. The VPSA will determine the communication procedures and extent to which employees are expected to remain in contact. Further, VPSA communicates human capital guidance for emergencies (pay, leave, staffing, work scheduling, benefits, telework, hiring authorities and other human resources flexibilities) to managers in an effort to help continue essential functions during an emergency.

Insert Departmental Emergency contact procedures in the field below.

The Student Affairs Leadership Team (SALT) communicates through the SALT Emergency GroupMe. If GroupMe is not available, we will communicate by email and cell phone.

To rapidly communicate with employees in an emergency, the Division of Crisis Management & Preparedness encourages all departments to prepare and maintain a call tree. Departments should also identify multiple communications systems that can be used for backup, after hours, off campus, or for other contingencies.

Check the system(s) that are used to contact employees in an emergency:

- | | |
|--|--|
| <input checked="" type="checkbox"/> Phone (Voice/Text) | <input type="checkbox"/> Department Website |
| <input type="checkbox"/> Pager | <input type="checkbox"/> Instant Messaging |
| <input checked="" type="checkbox"/> Email | <input type="checkbox"/> Social Media (Facebook/Twitter) |
| <input type="checkbox"/> Call Tree | <input checked="" type="checkbox"/> Other (describe) |

• • •
STAFF READINESS

It is important to provide information and support to accommodate employee stress and family life issues that will include child and elder care, and counseling and mental health. Albany State University personnel must plan in advance what to do in an emergency and develop a Family Support Plan to increase personal and family preparedness. To develop your Family Support Plan, use the templates available at www.ready.gov. This site includes a "Get Ready Now" pamphlet, which explains the importance of planning and provides a template that you and your family can use to develop your specific plan.

CONTINUITY FACILITIES

Relocation involves the actual movement of essential functions, personnel, records, and equipment to the alternate operation facility. Relocation may also involve transferring communications capabilities to the alternate facility, ordering supplies and equipment that are not already in place at the alternate facility, and other planned activities, such as providing network access.

In the event that a department's primary operating facility is unavailable and that emergency support functions or mission essential functions will require relocating. At least one alternate facility must be identified and maintained, which could include alternate uses of existing facilities or virtual office options. The facility must provide sufficient space and be located where the potential disruption of the organization's ability to initiate and sustain operations is minimized. When designating an alternate continuity facility, consider access to, or the provision of, food, lodging, and transportation, as well as, whether other ASU departments have designated the same alternate facilities. Please make considerations for shared space and implementing an agreement or contact with the alternate facility(s).

Locations Occupied	Owned / Leased	Number of workstations	Security / Access Requirements
1. Student Center (East Campus)	Leased		
2. Residence Halls	Leased		
3.	Leased		

List (3) Action Items / Preventable Measures for Phase II: Activation & Relocation:

1.	Ensure alternate location for residential students in case of evacuation.
2.	Confirm travel for students in case of evacuation
3.	Confirm alternative work space (West campus) for employees



Phase III: Continuity of Operations

(12 hours – 30 days or until resumption of normal operations)

Following activation of the Student Affairs Business Continuity Plan and notification of personnel, vital records and supplies must be moved to the continuity facility. Upon arrival, continuity personnel must establish an operational capability and perform emergency support functions and/or mission essential functions within 12 hours from the time of the activation of the Continuity Plan, for up to a 30-day period or until normal operations can be resumed.

RECORDS MANAGEMENT / INFORMATION TECHNOLOGY

It is important to identify and protect those files, records, and databases that are imperative for departmental operations. Some records are needed to make and receive payments, protect legal and financial rights, and maintain confidential information.

Full and incremental backups preserve informational assets and should be performed on a regular basis for files that are irreplaceable, have a high replacement cost, or are considered critical. Backup media should be stored in a secure, geographically separate location from the original and isolated from environmental hazards.

In this section, please outline the departmental-specific vital records and their locations. You may also attach maps, facility floor plans, equipment inventory, and other documents.

Vital Record	Hard Copy Location	Electronic Copy Location	Responsible Contact	Level of Confidentiality
1. Student Conduct Files	Orange Zone- East Campus	Maxient- online	Angelnique Jordan	High
2. Counseling Records	Green Zone- East Campus	Titanium	Dr. Stephanie Harris-Jolly	High
3. Medical Records	Student Health Center	Pyramid	Dr. Vicki Phillips	High
4.				
5.				

Departments are accountable for carrying out the provisions of record retention for specific data. Please explain the current record retention policy and specify which records must be retained and for how long. https://www.usg.edu/records_management/schedules/

Record Retention Policy:		
Record Description	Retention Duration	Mandating Authority
1. Student Conduct Records	7 years post separation	USG
2.		
3.		
4.		
5.		

Albany State University
Business Continuity Planning



If access to your department's information and systems is essential in an emergency, describe the 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 or use of alternate email systems (i.e., Yahoo).

Student Affairs _____ policy for virtual office and telework operations:

Student Affairs staff are authorized to work remotely using VPN, Maxient, Banner, and other software. This work depends on Internet access.

DEPENDENCIES

Identify the products and services upon which your department depends on and the internal (within ASU) and external departments/organizations that provide them. When determining the internal and external dependencies of your department, consider the following access requirements and check the mechanisms appropriate for your departmental continuity of operations:

- | | |
|--|--|
| <ul style="list-style-type: none"> Equipment & Supplies Non-Secure Phones Secure Phones ✓ Mobile Phones Pagers Fax Lines | <ul style="list-style-type: none"> Satellite ✓ E-mail ✓ Internet Access Data Lines Two-Way Radios Other (describe) |
|--|--|

Internal Dependency

Recognizing that some services or products must be continuously delivered without interruption, identify the dependencies that are provided internally, within Albany State University and its departments. (i.e. Information Technology, Facilities, Physical Plant, Motor Pool, etc.)

Internal Dependency	Provider (ASU Department)	Contact Info
1. Internet access and VPN	Information Technology	
2.	Information Technology	
3.	Information Technology	
4.	Information Technology	
5.	Information Technology	

External Dependency

What are the products and services that must be continuously delivered without interruption that are sought outside the University, with other public and/or private institutions? (i.e. Kentucky Utilities, AT&T, Windstream, Office Max, etc.)

External Dependency	Provider	Contact Info
1. Cell phone service	Verizon Wireless	
2.		
3.		
4.		
5.		

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List (3) Action Items / Preventable Measures for Phase III: Continuity of Operations:

1.	Develop alternative communication in case cell phones do not work
2.	Develop Phone tree
3.	

Phase IV: Reconstitution

(recovery, mitigation and termination)

DEVOLUTION OF CONTROL

When considering procedures and resources needed to assist in timely and orderly recovery and reconstitution, a time phased approach may be most appropriate. This may include procedures for returning to the primary facility, if available, or procedures for acquiring a new facility. Notification procedures for all employees returning to work must also be addressed. The development of an After-Action Report (AAR) to determine the effectiveness of the college/department's Business Continuity Plans and procedures should be considered.

In describing your Plan to fully resume operations, identify and address the who will evaluate the structural soundness, considering the overall safety of the building, the presence of hazardous materials and their clean-up, and authorization of re-occupancy. At what point and who will be responsible for resumption/scheduling of normal activities and services, resupply of inventories, continued absenteeism, the use of earned time off, and emotional needs.

Example:

Reconstitution Activity	Responsible Authority
Phase I: Assess condition of the interior and exterior utilities and coordinate repair.	ASU Physical Plant Division (PPD)
Phase II: Secure building while they are being inspected, repaired, and cleaned up.	ASU Police Department
Phase III: Evaluation of fire and life safety aspects of the facility's intended use after structures are deemed safe for entry, appropriate for clean-up, and repairs are accomplished.	ASU Environmental Health & Safety / Fire Marshal
Phase IV: Departmental reconstitution team allowed entry and usage of facility.	Building Emergency Coordinator
Phase V: General occupancy of the facility and departmental space.	

Student Affairs has identified the following reconstitution course of action:

Reconstitution Activity	Responsible Authority
Phase I: Assess condition of the interior and exterior utilities and coordinate repair.	ASU Physical Plant Division (PPD) and Housing Director
Phase II: Secure building while they are being inspected, repaired, and cleaned up.	ASU Police Department
Phase III: Evaluation of fire and life safety aspects of the facility's intended use after structures are deemed safe for entry, appropriate for clean-up	ASU Environmental Health & Safety / Fire Marshal
Phase IV: Departmental reconstitution team allowed entry and usage of facility.	Office of the President
Phase V: General occupancy of the facility and departmental space.	Office of the President



TEST, TRAINING, & EXERCISE

Should an area of weakness be found in the completion of your department's Business Continuity Plan, components should be tested and corrective actions developed to ensure familiarity with activation and reconstitution procedures and compliance by all continuity personnel. Tests confirm whether or not procedures, processes, and systems function as intended. Training ensures that all personnel what to do, how to do it, and when it should be done. Exercises provide practice and verification of whether parts of the plan or the entire plan works as intended.

Albany State University maintains a robust Training and Exercise program in accordance with recommendations from FEMA and the U.S. Department of Homeland Security. Tabletops, drills, and functional exercises are scheduled regularly and provide measures to ensure the departmental plan is capable of supporting the execution of emergency support functions and /or mission essential functions throughout the duration of a continuity situation. Data from exercise evaluations and actual incidents are collected and analyzed and serve as the basis for After-Action-Reports and lessons learned.

The ASU Police Department is available to assist with training and exercises on key issues affecting the University or multiple departments on a limited and essential basis as schedules permit. For questions regarding Training, Evaluation and Vulnerability Assessments, or to complete a Building Emergency Action Plan (BEAP), contact LaShawnda Ethridge lashawnda.ethridge@asurams.edu

PLAN MAINTENANCE

Organizations that achieve full alignment between people, process, and technology not only become highly efficient, they also become agile and adapt to changing circumstances and capitalizing on opportunities. Disaster recovery planning is an ongoing, never ending process. Annual review and assessment of your plan's effectiveness is required but should also be updated when a member of your department's Business Continuity Planning Team is added, removed or changes roles. It should also be revised following a change in response protocol or any departmental incident involving business continuity activation.

Date:	Justification for plan update:
06/19/2019	New Leadership: New staff members

List (3) Action Items / Preventable Measures for Phase IV: Reconstitution

1.	
2.	
3.	



Departmental Business Continuity Plan

Questions regarding this template may be directed to:

LaShawnda Ethridge,
Business Continuity Coordinator/Emergency
Management Coordinator
Albany State University Police Department
504 College Dr, Albany, GA 31705
Office: (229) 500-3075
lashawnda.ethridge@asurams.edu
www.asurams.edu



Business Continuity

Introduction

Albany State University faces a variety of risks from disasters and events that can disrupt teaching, research, extension services, and health care. These risks can be all encompassing (major earthquake, ice and snow, pandemic illness, terrorism) or localized (fire in a specific building) or personal (failure of a hard drive). Because disasters often cause loss of life, loss of income, property damage and adversely affect individuals and families, the University must make plans to continue their critical work no matter what happens. Some departments, particularly on ASU's campus, will be expected not only to continue but to expand their services during these times.

The expectation of Albany State University Police Department's Emergency Management Coordinator is that each college, department, and administrative unit will develop action items that are most appropriate for their unit, determine baseline measures, and set short and long term goals for achievement. The completion of your Business Continuity Plan (BCP) will help ensure your department is prepared to respond to various types of operational interruptions, whether it is major disasters or lesser interruptions. It puts planning in perspective and makes it more likely that crisis response will run smoothly, maximum service levels are maintained, and departments recover as quickly as possible. In addition, business continuity planning helps establish annual exercise schedules used to test BCPs and Building Emergency Action Plan (BEAPs).

For additional training, FEMA's Independent Study Program offers self-paced courses designed for people who have emergency management responsibilities and the general public. All are offered free-of-charge and can be found at [FEMA Independent Study Courses](#).

The following two courses introduce the concept of continuity planning, provides a brief overview of continuity, including its definition, the legal basis for continuity planning, the Continuity Program Management Cycle, and essential elements of a viable continuity program.

IS-546.12 - Continuity of Operations Awareness Course
IS-547.a - Introduction to Continuity of Operations

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Scope

When developing the Business Continuity Plan of your Department, keep in mind the following objectives:

- Serves as a guide for ASU Police and the Division of Crisis Management & Preparedness in emergency planning and response.
- Helps reduce or mitigate disruptions to operations, the loss of life, and property damage and loss.
- Executes an order of succession with accompanying authorities in the event disruption renders University and/or Departmental leadership unable, unavailable, or incapable of assuming and performing their authorities and responsibilities of the office.
- Ensures that each Department has facilities where it can continue to perform its Emergency Support Functions and Mission Essential Functions.
- Protects essential facilities, equipment, records, and other assets.
- Identifies alternate sources for supplies, resources and locations.
- Identifies vendors and customers that must be notified in the event of a disaster.
- Provides procedures and resources needed to assist in a timely and orderly recovery and reconstitution from an emergency.
- Validates continuity readiness through a dynamic and integrated test, training and exercise program by documenting and reviewing recovery procedures.

The real work of implementing the BCP through specific action items takes place at the department level. Recognizing that in a complex and diverse organization such as ASU, a simple and single set of actions and measures of progress for the University are not sufficient to capture every important goal for individual units. For each University department to complete an individualized “do-it-yourself” BCP, the process should be thought-provoking but not time-consuming.

Authority



This plan has been developed in accordance with recommendations and guidelines from the following federal regulations and Executive Orders:

- The Homeland Security Act of 2002, PL 107-296, enacted 11/25/02.
- The National Security Act of 1947, 50 U.S.C. 401 (as amended).
- Federal Continuity Directive 1 (FDC 1)
- Continuity Guidance Circular 1 (CGC 1)
- Incident Command System (ICS)
- National Response Framework (NFR)
- National Incident Management System (NIMS)



Phase I: Readiness and Preparedness

DEPARTMENT IDENTIFICATION

Type of Department
(Research, Instruction, Administration, Service):

If Instruction, does your unit provide undergraduate and/or graduate courses?

High Priority Courses: the courses whose interruption would most threaten the progress of students and the integrity of the curriculum. (Large enrollment or pre-requisite)

Course Name & Number	High Priority Justification
1.	
2.	
3.	

The mission of [Department Name] is to:

To accomplish this mission, your department must ensure its operations are performed efficiently with minimal disruption, especially during an emergency. This document provides planning and program guidance for implementing the Business Continuity Plan to ensure the organization is capable of executing its Emergency Support Functions (ESFs) and Mission Essential Functions (MEFs) under all threats and conditions. These functions may be required by law, protect essential facilities, equipment, vital records, and other assets.

ESFs & MEFs



Emergency Support

Function (ESF): The functions which represent the overarching responsibilities to lead and sustain the University during a catastrophic emergency. These functions must be continued throughout, or resumed shortly after, a disruption of normal operations.

Mission Essential Function

(MEF): the limited set of University-level functions that are secondary or tertiary to carrying out the responsibilities of the department.





DEPARTMENT FUNCTIONS

Emergency Support Functions (ESFs) and Mission Essential Functions (MEFs) enable an organization to provide vital services, exercise civil authority, maintain the safety of the public, and sustain the industrial and economic base, during the disruption of normal operations. For each ESF and MEF that is carried out by [Department Name], assign a level of criticality using the criteria on the right.

Emergency Support Functions (ESFs)

FEMA identifies 15 ESFs as having an immediate effect on preventing loss of life, personal injury, or loss of property. Refer to the table below to compare the ESF scopes to [Department Name]'s services, programs and resources that are provided to save lives, protect property and the environment, to restore essential services and critical infrastructure, and help victims and the University to return to normal operations.

Roles and Responsibilities of ESFs	
ESF	Scope
ESF #1 - Transportation	Use of vehicles for transportation of passengers or goods to support, response, relief and recovery of University Departments.
ESF #2 – Communications	Emergency Alerts, Notifications or Announcements.
ESF #3 – Public Works and Engineering	Emergency repair of damaged infrastructure or provision of power, water, sanitation, etc.
ESF #4 – Firefighting	Protection of life, property, and environment from fire incidents.
ESF #5 – Emergency Management	Managing preparedness, response, recovery & mitigation.
ESF #6 – Mass Care, Emergency Assistance, Housing, and Human Services	Shelter, feeding operations, emergency first aid, bulk distribution of emergency items, collecting and providing information on survivors to family members.
ESF #7 – Resource Support	Logistical, operational, or financial support to locate, procure and issue resources.
ESF #8 – Health and Medical Services	Public health and medical support to University students, faculty and staff.
ESF #9 – Search and Rescue	Field operations to assist individuals in distress due to the demise or collapse of campus structures.
ESF #10 – Hazardous Materials	Minimize impact of an unplanned hazardous materials release to protect life and property.
ESF #11 – Nutrition Services	Dining operations and nutritional needs.
ESF #12 – Energy	Critical utility services and energy systems.
ESF #13 – Public Safety and Security	Force and critical infrastructure protection, security planning and technical assistance, technology support and general law enforcement assistance.
ESF #14 – Long-Term Recovery	Coordinating and conducting recovery operations.
ESF #15 – External Affairs	Disseminating consistent, timely, and accurate public information and instructions. "Maximize disclosure with minimum delay".

Levels of Criticality



Critical 3: Must be continued at normal or increased service load. Cannot pause. Necessary to life, health, and security.

Critical 2: Must be continued if at all possible, perhaps in reduced mode. Pausing completely will have grave consequences.

Critical 1: May pause if forced to do so, but must resume in 30 days or sooner.

Deferrable: May pause; resume when conditions permit.



Albany State University
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If the [Department Name] carries out any of the above FEMA-defined ESFs, please identify, assign responsibility, and classify the level of criticality and its time sensitivity for each describe, classify a level of criticality, and assign responsibility for each Emergency Support Function in the following table:

ESF Component (1-15)	Responsible Unit	Responsible Position	Level of Criticality 3=High 2=Moderate 1=Low 0=Deferrable	Time Sensitivity 0-12 hrs 12 hrs - 30 days > 30 days	Peaks of High Activity Annually Quarterly Seasonally Monthly
Ex:					
1.					
2.					
3.					
4.					
5.					

Mission Essential Functions (MEFs)

Disruption to normal operations may result in consequences that may affect departmental practices and / or special teaching issues. Consider the following:

- Disruption of research
- Disruption of patient care
- Disruption of animal care
- Departure of faculty
- Departure of students
- Well-being of students
- Payment deadlines unmet
- Loss of revenue
- Legal obligations unmet
- Legal harm to the Institution
- Impact on other units
- Impact on important business partner(s)

Identify, assign responsibility, and classify the level of criticality and its time sensitivity for each Mission Essential Function in the following table:

MEF Component	Responsible Unit	Responsible Position	Level of Criticality 3=High 2=Moderate 1=Low 0=Deferrable	Time Sensitivity 0-12 hrs 12 hrs - 30 days > 30 days	Peaks of High Activity Annually Quarterly Seasonally Monthly
Ex: Meet Payment Deadlines					
1.					
2.					
3.					
4.					
5.					





HUMAN CAPITAL

One person doesn't run the department; one person cannot identify, plan, and prioritize the work needed to get operations up and running when disaster strikes. University's and their departments grow and change; new systems and services come online and older systems are retired, and most importantly, staff turns over.

Identify [Department Name]'s Human Capital by the Number of Personnel as of

Faculty and other academic appointees:	
Residents/Fellows:	
Staff (full-time):	
Staff (part-time, excluding students):	
Student Staff:	
Volunteers:	
Guests:	
Other:	

Continuity Personnel

People are critical to the operations of any organization. Choosing the right people for an organization's staff is vitally important, and this is especially true in a crisis situation. Leaders are needed to set priorities and keep focus. During a continuity event, emergency employees and other special categories of employees will be activated to perform assigned response duties. One of these categories is continuity personnel, commonly referred to as Emergency Relocation Group (ERG) members.

In respect to ERG members, [Department Name] has designated the following positions and personnel, known to possess the skill sets necessary to execute ESFs and MEFs, to be critical to operations in any given emergency situation:

ERG Member / Continuity Personnel	Position Title	Contact Info (Work Station, Phone(s), Email)
1.		
2.		
3.		
4.		
5.		





LEADERSHIP

Orders of Succession

Pre-identifying orders of succession and under which conditions succession will take place, the method of notification, and the limitations of authority is critical to ensuring effective leadership during an emergency. In the event an incumbent is incapable or unavailable to fulfill essential duties, successors need to be identified to ensure there is no lapse in essential decision making authority.

Orders of succession are:

- At least three positions deep, where possible, ensuring sufficient depth to ensure the department's ability to manage and direct its essential functions and operations
- Include devolution counterparts, where applicable
- Geographically dispersed, where feasible
- Described by positions or titles, rather than by names of individuals holding those offices
- Reviewed by the department as changes occur
- Included as a vital record

For Example:

Position	Designated Successors
ASU Vice President for Student Affairs	1. Associate Vice President for Student Affairs / Dean of Students
	2. Associate Vice President for Student Affairs
	3. Director, Counseling Center: Consultation and Psychological Services

[Department Name] has identified successors for the positions of [insert leadership positions requiring orders of succession, including the department head and other key positions].

Position	Designated Successors
	1.
	2.
	3.

Position	Designated Successors
	1.
	2.
	3.





Delegations of Authority

This section should identify, by position, the legal authority for individuals to make key policy decisions during a continuity situation. Delegations of authority should outline explicitly, in a statement or formal document, who is authorized to make decisions or act on behalf of the department. Generally, pre-determined delegations of authority will take effect when normal channels of direction are disrupted and terminate when these channels have resumed.

For example, The Board of Trustees at the Albany State University is designated to perform the purchasing and capital construction contracting functions. The Board of Trustees has delegated these responsibilities to the Executive Vice President for Finance and Administration, who has furthered delegated them to the Director of Purchasing.

Delegating Action	Delegating Authority
The Board of Trustees at the Albany State University is designated to perform the purchasing and capital construction contracting functions.	Executive Vice President for Finance & Administration
	Director of Purchasing

[Department Name] has identified the following delegating actions and authority:

Delegating Action	Delegating Authority

Delegating Action	Delegating Authority

List (3) Action Items / Preventable Measures for Phase I: Readiness & Preparedness.

1.	
2.	
3.	





Phase II: Activation and Relocation

(0-12 hours)

COMMUNICATION

It is important to keep all staff; especially individuals not identified as continuity personnel or a member of the emergency relocation group, informed and accounted for during a continuity event. All Albany State University employees are responsible for keeping informed of emergencies by monitoring news media reports and ASU's informational web page updated with the latest news: <https://www.asurams.edu>.

Most importantly, **Connect 5** is an emergency notification system used to communicate information during an emergency or crisis that disrupts normal operation of the campus or threatens the immediate health or safety of members of the campus community. All University students, faculty and staff are automatically registered for **Connect 5** with their official university e-mail address. The ASU Police Department and The Emergency Management Coordinator encourages each employee and student to add other contact information such as mobile numbers (voice/text) and personal email addresses to their **Connect 5** account. Parents, media, visitors, and other interested parties may also register for **Connect 5** account on a voluntary, self-subscription basis. To access **Connect 5** please use the following link; <https://asurams.bbcportal.com/>

Employees are expected to remain in contact with their supervisors during any closure or relocation situation. The [insert office/title/supervisor] will determine the communication procedures and extent to which employees are expected to remain in contact. Further, [insert office/title/supervisor] communicates human capital guidance for emergencies (pay, leave, staffing, work scheduling, benefits, telework, hiring authorities and other human resources flexibilities) to managers in an effort to help continue essential functions during an emergency.

Insert Departmental Emergency contact procedures in the field below.

To rapidly communicate with employees in an emergency, the Division of Crisis Management & Preparedness encourages all departments to prepare and maintain a call tree. Departments should also identify multiple communications systems that can be used for backup, after hours, off campus, or for other contingencies.

Check the system(s) that are used to contact employees in an emergency:

- | | |
|---|--|
| <input type="checkbox"/> Phone (Voice/Text) | <input type="checkbox"/> Department Website |
| <input type="checkbox"/> Pager | <input type="checkbox"/> Instant Messaging |
| <input type="checkbox"/> Email | <input type="checkbox"/> Social Media (Facebook/Twitter) |
| <input type="checkbox"/> Call Tree | <input type="checkbox"/> Other (describe) |





STAFF READINESS

It is important to provide information and support to accommodate employee stress and family life issues that will include child and elder care, and counseling and mental health. Albany State University personnel must plan in advance what to do in an emergency and develop a Family Support Plan to increase personal and family preparedness. To develop your Family Support Plan, use the templates available at www.ready.gov. This site includes a "Get Ready Now" pamphlet, which explains the importance of planning and provides a template that you and your family can use to develop your specific plan.

CONTINUITY FACILITIES

Relocation involves the actual movement of essential functions, personnel, records, and equipment to the alternate operation facility. Relocation may also involve transferring communications capabilities to the alternate facility, ordering supplies and equipment that are not already in place at the alternate facility, and other planned activities, such as providing network access.

In the event that a department's primary operating facility is unavailable and that emergency support functions or mission essential functions will require relocating. At least one alternate facility must be identified and maintained, which could include alternate uses of existing facilities or virtual office options. The facility must provide sufficient space and be located where the potential disruption of the organization's ability to initiate and sustain operations is minimized. When designating an alternate continuity facility, consider access to, or the provision of, food, lodging, and transportation, as well as, whether other ASU departments have designated the same alternate facilities. Please make considerations for shared space and implementing an agreement or contact with the alternate facility(ies).

Locations Occupied	Owned / Leased	Number of workstations	Security / Access Requirements
1. [Insert primary facility name & address]			
2. [Insert alternate facility]			
3. [Insert alternate facility]			

List (3) Action Items / Preventable Measures for Phase II: Activation & Relocation:

1.	
2.	
3.	





Phase III: Continuity of Operations

(12 hours – 30 days or until resumption of normal operations)

Following activation of the [Department Name]'s Business Continuity Plan and notification of personnel, vital records and supplies must be moved to the continuity facility. Upon arrival, continuity personnel must establish an operational capability and perform emergency support functions and/or mission essential functions within 12 hours from the time of the activation of the Continuity Plan, for up to a 30-day period or until normal operations can be resumed.

RECORDS MANAGEMENT / INFORMATION TECHNOLOGY

It is important to identify and protect those files, records, and databases that are imperative for departmental operations. Some records are needed to make and receive payments, protect legal and financial rights, and maintain confidential information.

Full and incremental backups preserve informational assets and should be performed on a regular basis for files that are irreplaceable, have a high replacement cost, or are considered critical. Backup media should be stored in a secure, geographically separate location from the original and isolated from environmental hazards.

In this section, please outline the departmental-specific vital records and their locations. You may also attach maps, facility floor plans, equipment inventory, and other documents.

Vital Record	Hard Copy Location	Electronic Copy Location	Responsible Contact	Level of Confidentiality
1.				
2.				
3.				
4.				
5.				

Departments are accountable for carrying out the provisions of record retention for specific data. Please explain the current record retention policy and specify which records must be retained and for how long. https://www.usg.edu/records_management/schedules/

Record Retention Policy:		
Record Description	Retention Duration	Mandating Authority
1.		
2.		
3.		
4.		
5.		



Albany State University
Business Continuity Planning



If access to your department's information and systems is essential in an emergency, describe the 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 or use of alternate email systems (i.e., Yahoo).

[Department Name]'s policy for virtual office and telework operations:

DEPENDENCIES

Identify the products and services upon which your department depends on and the internal (within ASU) and external departments/organizations that provide them. When determining the internal and external dependencies of your department, consider the following access requirements and check the mechanisms appropriate for your departmental continuity of operations:

- | | |
|--|--|
| <input type="checkbox"/> Equipment & Supplies
<input type="checkbox"/> Non-Secure Phones
<input type="checkbox"/> Secure Phones
<input type="checkbox"/> Mobile Phones
<input type="checkbox"/> Pagers
<input type="checkbox"/> Fax Lines | <input type="checkbox"/> Satellite
<input type="checkbox"/> E-mail
<input type="checkbox"/> Internet Access
<input type="checkbox"/> Data Lines
<input type="checkbox"/> Two-Way Radios
<input type="checkbox"/> Other (describe) |
|--|--|

Internal Dependency

Recognizing that some services or products must be continuously delivered without interruption, identify the dependencies that are provided internally, within Albany State University and its departments. (i.e. Information Technology, Facilities, Physical Plant, Motor Pool, etc.)

Internal Dependency	Provider (ASU Department)	Contact Info
1.		
2.		
3.		
4.		
5.		

External Dependency

What are the products and services that must be continuously delivered without interruption that are sought outside the University, with other public and/or private institutions? (i.e. Kentucky Utilities, AT&T, Windstream, Office Max, etc.)

External Dependency	Provider	Contact Info
1.		
2.		
3.		
4.		
5.		





List (3) Action Items / Preventable Measures for Phase III: Continuity of Operations:

1.	
2.	
3.	

Phase IV: Reconstitution

(recovery, mitigation and termination)

DEVOLUTION OF CONTROL

When considering procedures and resources needed to assist in timely and orderly recovery and reconstitution, a time phased approach may be most appropriate. This may include procedures for returning to the primary facility, if available, or procedures for acquiring a new facility. Notification procedures for all employees returning to work must also be addressed. The development of an After-Action Report (AAR) to determine the effectiveness of the college/department's Business Continuity Plans and procedures should be considered.

In describing your Plan to fully resume operations, identify and address the who will evaluate the structural soundness, considering the overall safety of the building, the presence of hazardous materials and their clean-up, and authorization of re-occupancy. At what point and who will be responsible for resumption/scheduling of normal activities and services, resupply of inventories, continued absenteeism, the use of earned time off, and emotional needs.

Example:

Reconstitution Activity	Responsible Authority
Phase I: Assess condition of the interior and exterior utilities and coordinate repair.	ASU Physical Plant Division (PPD)
Phase II: Secure building while they are being inspected, repaired, and cleaned up.	ASU Police Department
Phase III: Evaluation of fire and life safety aspects of the facility's intended use after structures are deemed safe for entry, appropriate for clean-up, and repairs are accomplished.	ASU Environmental Health & Safety / Fire Marshal
Phase IV: Departmental reconstitution team allowed entry and usage of facility.	Building Emergency Coordinator
Phase V: General occupancy of the facility and departmental space.	[Department Name]

[Department Name] has identified the following reconstitution course of action:

Reconstitution Activity	Responsible Authority
Phase I:	
Phase II:	
Phase III:	
Phase IV:	
Phase V:	





TEST, TRAINING, & EXERCISE

Should an area of weakness be found in the completion of your department's Business Continuity Plan, components should be tested and corrective actions developed to ensure familiarity with activation and reconstitution procedures and compliance by all continuity personnel. Tests confirm whether or not procedures, processes, and systems function as intended. Training ensures that all personnel what to do, how to do it, and when it should be done. Exercises provide practice and verification of whether parts of the plan or the entire plan works as intended.

Albany State University maintains a robust Training and Exercise program in accordance with recommendations from FEMA and the U.S. Department of Homeland Security. Tabletops, drills, and functional exercises are scheduled regularly and provide measures to ensure the departmental plan is capable of supporting the execution of emergency support functions and /or mission essential functions throughout the duration of a continuity situation. Data from exercise evaluations and actual incidents are collected and analyzed and serve as the basis for After-Action-Reports and lessons learned.

The ASU Police Department is available to assist with training and exercises on key issues affecting the University or multiple departments on a limited and essential basis as schedules permit. For questions regarding Training, Evaluation and Vulnerability Assessments, or to complete a Building Emergency Action Plan (BEAP), contact Lashandra Ethridge lashawnda.ethridge@asurams.edu

PLAN MAINTENANCE

Organizations that achieve full alignment between people, process, and technology not only become highly efficient, they also become agile and adapt to changing circumstances and capitalizing on opportunities. Disaster recovery planning is an ongoing, never ending process. Annual review and assessment of your plan's effectiveness is required but should also be updated when a member of your department's Business Continuity Planning Team is added, removed or changes roles. It should also be revised following a change in response protocol or any departmental incident involving business continuity activation.

Date:	Justification for plan update:

List (3) Action Items / Preventable Measures for Phase IV: Reconstitution

1.	
2.	
3.	



Identified Concern

Stage 1



(Identified Concern): Confirmed information which has not risen to the level of an emergency, yet has the potential to develop into a threat to the safety/security of Albany State University. There may not have been any reportable incidents but there should be preemptive conversation with team members. (Icon: S.A.R.A. Model Template)



Step 1 (Communication): Identified concern is communicated to the ASU Emergency Management Team (EMT) via Webex Teams notification. (Icon: Webex instructions)



Step 2 (Table Top Meeting): In person meeting will be scheduled by President or a designee. ASU EMT members and designated University staff will be advised via university email of location and time of table top. (Icon: Go to Calendar Invite)



Step 3 (Emergency Operation Plan): The identified concern is introduced and placed under surveillance by the Chief of Police and the Emergency Management Coordinator (EMC). The Incident Command Staff (ICS) organizational chart is drafted and presented to team by the Chief of Police or EMC. This chart will include but is not limited to listed manpower and assets. Refer to the ASU Departmental Business Continuity Plan(s) and (ICS Organizational Chart).



Step 4 (Open discussion) President or designee opens meeting and ask for facts and circumstances surrounding the identified concern and its impact on the safety/security of the University including faculty, staff, students, visitors, department(s), physical property and non-physical property.



Step 5 (Scoping): Define the scope of the concern and measure the potential threat level(s) while considering the potential liabilities and courses of action(s).



Step 6: (Location): Identify Emergency Operation Center (EOC) location should the concern trigger EOC activation. Readiness check of location should be completed by ASU IT and Facilities Management.



Step 7: (Task and Goals) The ASU EMT assignments will be identified and documented by President's designee using the "Task/Responsible Party" chart located on pages 26 thru 28 as a template. (i.e. pre media messaging, information collection, investigations, etc.)



Step 8 (Action Plan): Adjourn meeting. The action plan will be completed by EMC with follow-up reporting date(s) scheduled.



(Identified Concern)

Stage 2



(Preparations & Precautions) Use recommended advisory to effectively communicate appropriate community mitigation measures through announcement of clear actions steps to follow for targeted audience.



Step 1 (Educational Information Blast/Notice): Communicate educational information using applicable systems (i.e. university mass notification tool, email, social media platforms, handbill, hyperlinking, etc.)



Step 2 (Preventive measures): Communicate preventive steps in multiple forms to include but not be limited to written language(s), pictorial advertisement, and hyperlinking.

- [_____](#)

Additional preventive measures include:

- _____



Step 3 (Check for feedback): Actively engage in analyzing the flow of communication through studying the behavior and number of targeted audience reviews. Use this data to improve information sharing and development of intelligence.



Step 4 (Follow up and Record keeping): Storing information and intelligence gained from the identified concern. This will include a Stage 2 after-action document completed by the Emergency Management Coordinator.



(Identified Concern)

Stage 3



(Advisory) Advisories from The Department of Public Health and The Centers for Disease Control will be utilized regarding the identified concern.



Step 1 (Identify and Evaluate): Signs and symptoms of illness will be assessed.

- [_____](#)



Step 2 (Health Services): Health Services will triage based on Department of Public Health and Centers for Disease Control Advisories



Step 3 (Follow up and record keeping): Storing information and intelligence gained from the identified concern. This will include a Stage 3 after-action document completed by the Director of Student Health Services or designee.



(Identified Concern)
Stage 4



(Clinical Protocol)



Step 1



Step 2



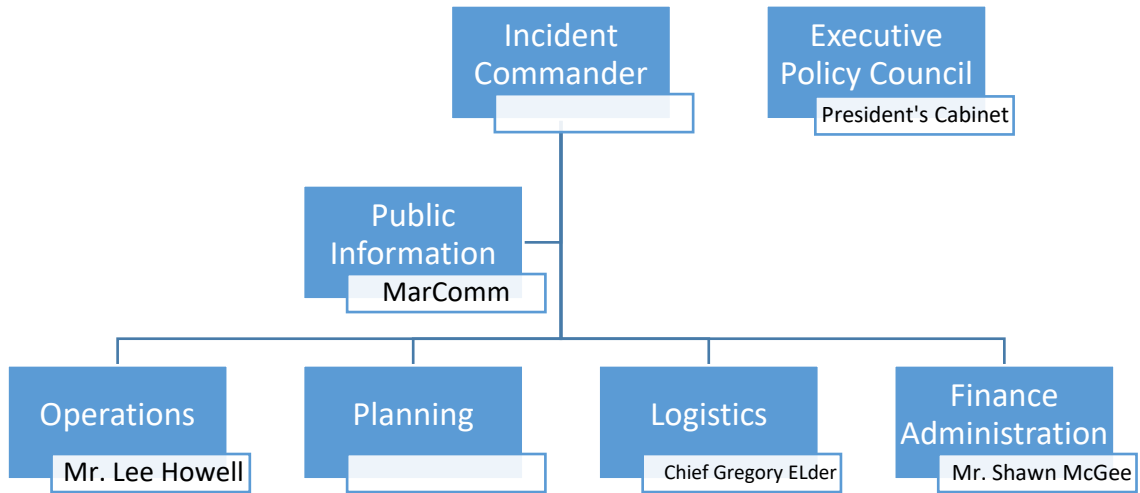
Step 3



Step 4 (Follow up and Record keeping): Storing information and intelligence gained from the identified concern. This will include a Stage 4 after-action document completed by



Incident Command Structure



Albany State University

Emergency Management Team ACTION PLAN	
Identified Concern: Type	
Date and time of briefing:	
Date & Time of Activation:	

Incident Commander:	Assistant Commander:
Field Supervisor:	

Operation Type:

Objectives:

Goals:

Type of Services Needed:

Duration of Operation:

Asset Deployment:

Potential Dangers:
Potential financial impact:

Expected Areas of impact:

Equipment Needed:

Primary Radio Channel:	Secondary Radio Channel:
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Emergency Notifications: (Hospitals, Police Jurisdictions, Fire Depts., E-room Numbers)	
The following agencies will be given 24 hour notice prior to all operations: <i>Dougherty County Sheriff's Office, Albany Dougherty Drug Unit, and Albany 911</i>	
*Serious Injury:	Phoebe Putney Hospital (ER): 312-1320 417 W 3rd Ave.
*Minor Injury:	Phoebe East Convenient Care: 312-9200/ (8am - 5pm) 2410 Sylvester Rd

Action Plan Approved By:



EOP Task Form

Task	Responsible Party
Emergency Response Team may be activated to review current conditions and discuss general plans and readiness in the EOC.	Emergency Management Team
Review Emergency Preparedness Plan as needed.	Emergency Response Team
Begin Frequent monitoring of CDC and National information, draft and send ASU messages via email, social media, and webpage	Dr. Phillips, Health Services, MarComm
Review available inventory of emergency supplies. Purchase additional as needed.	Facilities, Auxiliary Services, University Police
Check Buildings for hand washing locations and new hand sanitizing stations	Facilities, Athletics
Ensure that we have current telephone numbers for support responders (water suppliers, emergency generator suppliers, food suppliers...etc.)	University Police, Facilities, Dining Services
Identify students with disabilities who may require assistance.	Student Affairs
Ensure emergency generators and all vehicles are fueled and serviced.	Facilities, University Police
Review inventory and ensure food and water can be provided for all students and essential staff for at least a 72 hours duration.	Dining Services
Make sure off line dorms can be used for Isolation or Quarantine	Facilities
Review any scheduled events that are scheduled to use a space on the ASU campus and prepare to contact them in the event of a school closure.	Events Planning, MarComm, Provost



