

CONTINUITY OF OPERATIONS PLAN

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I-1 Purpose

This Continuity of Operations (COOP) Plan outlines the specific policies, procedures, and guidelines to maintain continuity of operations following any incident, which disrupts the normal business continuity of St. Petersburg College (SPC).

The plan is designed to:

- Ensure that SPC is prepared to respond to emergencies, recover from them, and mitigate against their impacts.
- Provide timely direction, control, and coordination to the SPC leadership and other critical customers before, during, and after an event or upon notification of a credible threat.
- Facilitate the return to normal operating conditions as soon as practical, based on circumstances and the threat environment.

I-2 Applicability and Scope

The president and the college-wide Emergency Coordination Officer (Incident Commander), in concert with the Board of Trustees, will make decisions for the college. The Emergency Management Council (EMC) comprised of key decision makers appointed by the president will assist and advise in making emergency related decisions. The EMC will incorporate the Incident Command System when ordered to activate the Emergency Operations Center (EOC) by the president or Emergency Coordination Officer (ECO).

Manmade disasters, natural disasters, civil threats, and serious threats to life safety will cause the COOP to be activated. Responsibilities outlined in the SPC Emergency Management Plan may transition into the recovery plan as appropriate in concert with the COOP.

Any critical essential department may activate their individual COOP when it has been determined that an incident/event will cause significant modification to their standard business processes, or to an extent that an incident has occurred and they are not capable of executing their normal business practices.

I-3 Supersession

No other documents have been identified that this document supersedes. Upon adoption, this document will serve as the first COOP for SPC and will be superseded when updated.

I-4 Authorities

Authority vested in college officials by virtue of delegation by the St. Petersburg College Board of Trustees to the college president or his designee and his further delegation of authority to the EMC. (BOT 6H x23 – 1.23)

- Presidential Decision Directive (PDD) 67 (Enduring Constitutional Government and Continuity of Government Operations), dated October 21, 1998
- Chapter 22, Florida Statutes (Emergency Continuity of Government)
- Homeland Security Presidential Directive/HSPD-8
- Sections 252.35(2) (k), 252.35 (2) (n), Florida Statutes
- Executive Order 80-29 (Disaster Preparedness), dated April 14, 1980
- Executive Order 87-57 (State Emergency Response Commission), dated April 17, 1987; as updated by Executive Orders 98-153 and 98-155
- Executive Order 01-262 (Emergency Management), dated September 11, 2001
- Executive Order 01-300 (Domestic Security), dated October 11, 2001
- Chapter No. 2001-361, Florida Statutes provide for a public records exemption for security system plans and any property owned or leased by the State
- Chapter No. 2001-365, Florida Statutes require the Florida Department of Law Enforcement (FDLE) to coordinate and direct response to acts of terrorism, establishes in law the Regional Domestic Security Task Forces that were created by Executive Order #2001-300, and creates the position of Chief of Domestic Security Initiatives within FDLE
- Chapter No. 2001-366, Florida Statutes creates the Florida Domestic Security and Counter-Terrorism Intelligence Center within FDLE and allows for the creation of the Florida Domestic Security and Counter Intelligence Database
- Chapter No. 2002-43 amends Florida Statutes 252.365 to include specific language requiring that each state agency prepare COOP and disaster preparedness plans. The

bill directs that each state agency and facility (e.g., prison, office building and university) have a disaster preparedness plan and establishes requirements for the essential elements of these plans. In addition, it mandates that the plans be coordinated with applicable local emergency agencies and approved by the Florida Division of Emergency Management.

- Chapter 282, Florida Statutes, Communications and Data Processing addresses purchasing procedures and creates the State Technology Office.
- The president has the authority to delegate authority for SPC. The ECO's office will be responsible for maintaining the COOP. The plan will be reviewed on an annual basis for the purpose of verifying accuracy.

I-5 References

- SPC Emergency Management Plan
- SPC Emergency Management Website
- Facilities Services Disaster Preparedness Plan
- Homeland Security Presidential Directive (HSPD) 20
- Pinellas County Comprehensive Emergency Management Plan
- State of Florida Comprehensive Emergency Management Plan
- National Response Plan
- National Incident Management System (NIMS)
- Local Mitigation Strategy
- Pandemic Influenza Plan
- Federal Response Plan

I-6 Policy

SPC recognizes and acknowledges that the protection of its assets and business operations is a major responsibility to its employees and to Pinellas County. Therefore, it is the policy of SPC that a viable COOP be established and maintained to ensure high levels of service

quality and availability and to establish procedures for the protection of life and property when threatened by, but not limited to, the following emergencies: fire, explosion, medical, rescue, hazardous materials release, bomb threat, hostile persons, terrorist threats, electrical, water and sewer outages, and weather-related emergencies. To this end, procedures have been developed to support the resumption of time-sensitive business operations and functions in the event of their disruption at the facilities identified in this plan. SPC is committed to supporting service resumption and recovery efforts at alternative facilities, if required. Likewise, SPC and its management are responsible for developing and maintaining a viable COOP that conforms to acceptable insurance, regulatory, and ethical practices and is consistent with the provisions and direction of other SPC policy, plans, and procedures. The operational security of the COOP is aligned with the college Emergency Management Plan and secured through the MySPC portal.

II-1 Objectives

The objective of this COOP is to ensure that a viable capability exists to continue essential SPC functions across a wide range of potential emergencies, specifically when the primary facility is either threatened or inaccessible. The objectives of this plan include:

- To ensure the continuous performance of essential functions/operations during an emergency.
- To protect essential facilities, equipment, records, and other assets.
- To reduce or mitigate disruptions to operations.
- To reduce loss of life, minimize damage and losses.
- To identify and designate administration and support staff to be relocated.
- To facilitate decision-making for execution of the plan and the subsequent conduct of operations
- To achieve a timely and orderly recovery from the emergency and resumption of full service to all customers.

II-2 Planning Considerations and Assumptions

SPC has a COOP plan that provides procedures and guidelines to help mitigate damages and help continue the operations of the college. Major departments of the college have their own COOP plans that are incorporated into the college COOP. The college embraces NIMS ICS procedures documented by the fact that administrators and over two-hundred employees have been trained in ICS-100 Higher Education. The EMC is the final authority on annexes contained in this plan.

II-3 COOP Execution

This section outlines situations that can potentially lead to activation of the COOP due to emergencies or potential emergencies that may affect the ability of SPC to perform mission essential functions from its primary and other essential facilities. This section also provides a general description of actions that will be taken by SPC to transition from normal operations to COOP activation and activate simultaneously with other COOPS. The college-wide ECO (Incident Commander) in collaboration with the president, determines whether the COOP should be activated based on an assessment of the information received

about an emergency, incident or threat of an emergency. The ECO will declare the level of the emergency and activate the COOP to the extent necessary to handle the incident.

- The ECO will direct some or all of the EMC members to convene at the primary command center (president's conference room) or to an alternate site.
- The EMC will be responsible to continue the mission essential functions of the college within 12 hours and for a period up to 30 days pending regaining access to the affected facility or the occupation of the alternate facility.

II-4 Time-Phased Implementation

In order to maximize the preservation of life and property in the event of any natural or man-made disaster or threat, time-phased implementation may be applied. Time-phased implementation is used to prepare and respond to current threat levels, to anticipate escalation of those threat levels and, accordingly, plan for increased response efforts and ultimately full COOP activation and facility relocation. The extent to which time-phased implementation will be applied will depend upon the emergency, the amount of warning received, whether personnel are on duty or off-duty at home or elsewhere, and possibly, the extent of damage to essential facilities and their occupants. The Disaster Magnitude Classification definitions may be used to determine the execution level of the COOP. These levels of disaster are defined as:

- Type 1 – Disaster: Any event or occurrence that seriously impairs or halts the operations of the college/campus. Examples would be hurricane, damaging tornado, or other community wide emergency. The event would likely disable college/campus operations for at least 24 hours and outside emergency services would not always be available immediately. State and Federal assistance may be involved.
- Type 2 – Emergency: An incident that seriously disrupts the overall operation of the college or campus. Examples would be a building fire, civil disturbance, or a widespread power outage of extended duration that would require assistance from emergency services or outside agencies.
- Type 3 – Minor Incident: A minor incident is defined as a local event with limited impact, which does not affect the overall function of the college or campus. Examples would be a contained hazardous material spill incident or a limited power outage. The initial responders and security would typically handle the situation.

The President's conference room, Downtown Center (DT), will serve as the Emergency Operations Center during a Type II (Emergency), or a Type III (Minor Incident). Should there be a power failure, the DT has a backup generator power. The Data Center in the Clearwater BT building will serve as the EOC should the DT become unavailable with St. Petersburg Gibbs or Seminole available as alternate sites. SPC maintains a robust telework

infrastructure (Microsoft Teams or Zoom Conferencing) providing flexibility to work from anywhere with little disruption to the organization.

II-5 Critical Service COOP Staff

Primarily members of the EMC will staff the EOC when it is activated by the president or college ECO. A complete list of individuals is contained in the SPC EMP. Depending on the type of emergency or crisis, other personnel may also be requested to report to the EOC. In the event of a disaster and loss of communications, the pre-identified EOC staff is expected to report to the EOC. Contact information for members of the EMC such as work phones, cell numbers, and home phone numbers are found in Annex A and the Facilities Services Disaster Preparedness Plan in Section III.

II-6 Alternate Facility

Selection and utilization of alternate facilities will be driven by the severity of the incident, availability of the alternate location, and its impact on other campus business.

- Minor Incident (Type III) – The president’s conference room at the DT will serve as the primary EOC. The BT Data Center at CL would serve as a backup if power is not available. The BT Data Center at CL has a backup electrical system.
- Emergency (Type II) - The president’s conference room at the DT will serve as the primary EOC. The BT Data Center at CL would serve as a backup if power is not available. The BT Data Center at CL has a backup electrical system.
- Disaster (Type I) – CL will be used as an alternate EOC during and following a major disaster which would disable the DT. CL meets the criteria for accessibility, safety, size, and systems capability.
- In the event that the DT or CL sites are unavailable, SE or SP would serve as the third site.
- SPC maintains a robust telework technology infrastructure (Microsoft Teams and ZOOM Conferencing) providing flexibility to work from anywhere with little disruption to the organization.
- Equipment – Laptop computers, docking stations, web cams, phone or softphones are available for all telework authorized staff. Internet hot spots are available for critical staff.
- Systems and Servers – All ERP systems (servers). Student, Finance, and HR systems are in the cloud environments and are accessible from any location with internet access. Phone systems are hosted by cloud providers and access to all SPC staff and faculty including teleworkers.

All individual campus sites have designated an alternate site off campus to establish a campus command post in the event of a major event which necessitates evacuation of the campus.

II-7 Mission-essential Functions

The prioritized mission essential functions are:

- Provide safety and security to SPC students, faculty, and staff
- Deploy necessary communications
- Provide necessary utilities to the campus
- Phone systems are hosted by cloud providers and access is available to all SPC staff & faculty including teleworkers for remote capabilities
- Recover/restore information systems
 1. Infrastructure Systems include maintaining the Academic On-Line Environment and to include PeopleSoft, portal sign-on page, and the connection to the Learning Management System so that on-line instruction may continue.
 2. All ERP systems (servers), Student, Finance, and HR systems are in cloud environments and are accessible from any location with internet access.
- Maintain the educational needs and instructional continuity of students
 1. Secure all student files in conjunction with the Office of Admissions and Financial Aid.
 2. Facilitate post incident counseling assistance for students and faculty.
- Ensure ability to meet payroll requirements and critical employee benefit services
- Recover and restore damaged facilities from catastrophic emergency guidelines included in the Facilities Planning and Institutional Services Disaster Plan.

II-8 Delineation of Mission Essential Operations

The safety of students, staff, and faculty is of primary concern. After addressing life support, safety, and security, the most important activity is to establish communication. Then, essential life support factors such as water, sewer, and electricity need to be addressed. The next important function is security and order, which campus security will provide. In addition, the facilities, telephone, and information systems should be repaired and brought back to service.

II-9 Warning Conditions

Duty Hours

With Warning: EMC members will be contacted to either a phone/ZOOM conference or to report to the president's conference room. The president or designee (ECO will take charge.)

Without Warning: The campus IC or security will assume command of the scene and advise the Director of Safety and Security Services, who will advise the president's office and ECO. The ECO will notify members of the EMC as appropriate to meet or phone/ZOOM conference.

Non-Duty Hours:

With Warning: Security Dispatch will advise the Director of Safety and Security Services, who will advise the president and ECO. The ECO will contact EMC members as appropriate.

Without Warning: Campus Security will assume command of the scene and advise Security Dispatch and the ECO. The ECO will contact EMC members as appropriate. If deemed necessary by the ECO, members of the council will meet at the DT president's conference room or another designated location, or by phone/ZOOM conference.

II-10 Direction and Control

The successions of personnel are as follows:

Emergency Operations Center Key Staff:

Coordinating Officer:

- Vice President, Student Affairs
- Vice President, Academic Affairs
- Vice President, Finance & Business Operations
- Associate Vice President, Facilities, Planning and Institutional Services
- Director of Emergency Management (Emergency Management Coordinator)

Assistant Coordinating Officer (if needed):

- Provost Allstate Center
- Director of Safety and Security Services

Other Key Staff:

- Executive Director, Marketing and Strategic Communications
- Associate General Counsel
- Chief Human Resource and Talent Officer
- Chief Technology Officer
- Chief Information Officer
- President Faculty Senate
- Director of Fire Science

Contact information is found in the SPC EMC roster, Annex A and in Section III of the Facilities Services Plan.

II-11 Operational Hours

The ECO, in consultation with the EMC, will establish work-hours relative to the situation, when the COOP is activated. Depending on the level of operations performed, emergency personnel should anticipate longer work schedules, while non-emergency personnel will work regular hours. Overtime and compensation time will follow pre-established SPC policies and procedures unless otherwise specified.

II-12 Alert and Notification

Timely and accurate alerting and notification of factual data is essential to ensuring that the SPC community is aware of emergencies or crises. If the situation allows for warning, staff may be alerted prior to activation of the COOP. In all situations allowing for an alert, procedures must include notifications to the SPC president, Marketing and Strategic Communications, Board of Trustees, and appropriate campus/site administrators.

SECTION III RESPONSIBILITIES AND PROCEDURES

III-1 Emergency Operations Center Staff Responsibilities

St. Petersburg College incorporates the NIMS Incident Command system to facilitate interagency coordination, promote the use of common emergency response terminology and command structure, and facilitate the flow of information between responding agencies. SPC has partner agreements with the local municipalities where SPC campuses are located to ensure that provisions and coordination of resources is established.

EOC Coordinator Responsibilities

- Open the EOC as needed
- Set up tables, chairs, and supplies as needed
- Set up computer access, telephone lines, and radio/television systems
- Assist in notifying EMC members

ECO Responsibilities

- Responsible for the overall management of the incident
- Coordinates responses from the EMC
- Keeps the team informed as the situation develops
- Coordinates communication with administration
- Coordinates after action review process

Safety Officer Responsibilities

- Responsible for overall college safety of the incident
- Identify and access safety risks associated with the incident
- Establish staging areas for first responders, media, and parent/family members
- Provide for personnel and visitor accountability and safety.

Public Safety Liaison Responsibilities

- Coordinates information and decisions between the public safety command post and the college EMC
- Serves as a point of contact for assisting and cooperating agencies
- When the crisis does not warrant interaction between other public safety agencies, this function supports the ECO

Public Information Officer Responsibilities

- PIO is the central point for information dissemination in coordination with the local agency's PIO
- All media releases will be handled by the Executive Director of Marketing and Strategic Communications

Planning Section (Vice President, Academic Affairs)

- Oversees the college Instructional Continuity Plan and implementation if needed
- Oversees the implementation of College Calendar Rule as it relates to emergency procedures
- Responsible for development of Incident After-Action Plan for academic programs
- Documents operations when COOP is activated

Operations Section

- Responsible for handling the tasks assigned by the ECO. Tasks may include:
 1. Campus evacuation
 2. Cancellation of classes/when to re-open
 3. Notification of personnel
- Provides timely information for planning staff

Logistics Section (Facilities Planning and Institutional Services)

- Responsible for providing services and support to meet incident needs
- Coordinates the acquisition of needed supplies and materials
- Implements the Facilities Services Disaster Preparedness Plan

Finance Section (Finance & Business Operations)

- Provides emergency financial information to key decision makers and coordinates with Human Resources and Facilities
- Oversees the Information Technologies department to maintain communication services and security controls
- Ensures ability to meet payroll requirements and critical employee benefit services

Counseling Section (Student Affairs and Human Resources)

- Facilitates personnel accountability and counseling assistance for employees through the Employee Assistance Program
- Communicate with SGA Executive Board and general student population
- Facilitate counseling assistance for students

Medical Section

- Coordinates the provision of medical services from local responders or emergency personnel
- Plans for psychological and emotional support of students, staff, and faculty

Media Section

- Will assist the PIO in providing information to the media

Public Liaison

- Coordinates reunification of students with family and/or staff

III-2 Department Responsibilities

Recovery operations address the actions needed to return SPC to normal operations as quickly and completely as possible and involves the following departmental actions:

Marketing and Strategic Communications will coordinate all information disseminated to the news media, the public, and faculty, students, and staff.

Finance and Business Operations will provide emergency financial information to key-decision makers after an emergency event and coordinate with Human Resources to maintain the Employee Pay Continuation Guidelines. Business Services will secure appropriate insurance and documentation and submission of claims to include FEMA reimbursement forms.

Academic Affairs will provide an Instructional Continuity Plan and oversee the implementation of BOT 6Hx23-1.29 College Calendar as it relates to emergency procedures.

Information Technology will in the event of an emergency causing sustained loss of power to the SPC operating area have a plan to recover IT capabilities for mission-critical services (communication services; perform critical applications at a remote site; maintain information security controls).

Human Resources will coordinate with Finance and Business Affairs to ensure ability to meet payroll requirements and critical employee benefit services.

Facilities Planning and Institutional Services will implement the Facilities Services Disaster Preparedness Plan which includes a basic framework for preparedness, response, and recovery.

III-3 Personnel Coordination

Emergency contact information for the EMC is contained in the EMP, Annex A and the Facilities Disaster Plan. Human Resources accesses emergency contact information for all SPC personnel, collaborates with Facilities Planning to deploy employees, and provides this information to the EMC as necessary. External agency contact information shall be maintained by the Facilities Services Department and by the Director of Emergency Management. Departments and members of the EMC should develop and maintain their independent contact lists relative to their own specific areas of responsibility. Group e-mail lists are developed and maintained by Information Technologies and incorporated into the SPC Alert System. Individual departments may develop their own e-mail or phone tree lists relative to their areas of responsibility. A toll-free number has been identified for the public to contact SPC during emergencies. This includes procedures to notify customers of new work location, phone numbers, re-route US mail, etc. SPC maintains a robust telework technology infrastructure providing flexibility to work from anywhere with minimal disruption.

III-4 Vital Records and Databases

Information Technology will in the event of an emergency causing sustained loss of power to the SPC operating area have a plan to recover IT capabilities for mission-critical services. The IT Departmental COOP's maintenance program includes Internal and External Systems for sequencing of systems, personnel responsibilities, and documentation:

- Communication Services
- PeopleSoft data base is replicated at Oracle Cloud site
- ImageNow files are backed up nightly and are stored off site
- Perform critical applications at a remote sites/cloud
- Email and Learning Management Systems are located in cloud.
- Maintain information security controls

Central Records Departmental COOP specifies a maintenance program the documentation is imaged in alternative format including microfiche records. Microfiche records are in duplicate format at the State Division of Archives.

III-5 Pre-Positioned Resources

SPC critical departments should identify important documents and databases that need to be stored in a separate location. Depending on the situation, another storage location may

be a different building on the same campus, or an off-site location. Individual departments should also pre-identify personnel who are responsible for the maintenance of the resources. Documents and data should be placed in Microsoft Teams, SharePoint or OneDrive in the cloud. Thumb drives/CDs are not to be used. Limit printed materials.

III-6 Drive-Away Kits

Where appropriate, SPC departments should create Drive-Away kits which contain such items as the SPC COOP Plan, laptop computers, laptop bag, docking stations, web cams, phone or softphones, and other publications. Checklists may be needed to be used to help ensure the inclusion of all necessary contents. CLW emergency operations center is maintained in a state of readiness for conversion and activation.

III-7 Telecommunications and Information Technology Support

In the event of an emergency causing sustained loss of power to the SPC operating area, Information Technology has an incident response plan to recover mission-critical services.

III-8 Security and Access Control

In the event that an incident requires the evacuation of a building, then the building will be secured as appropriate. College wide Security Services will coordinate control and access to the building. During incidents that involve multijurisdictional control, Campus Security and other agencies shall enter into a unified command, to ensure that the interests of the college are considered.

III-9 Personal and Family Preparedness

SPC has provided the Community College Citizen Preparedness Program training to staff. The training provides information to persons in the areas of having a go-kit, making plans, being informed, and getting involved. A Family Communication Plan template is provided as part of the training.

III-10 Site-Support Procedures

In the event that an incident occurs without warning, the EMC shall report directly to the President's conference room, unless otherwise notified by the college ECO or President's office. Should activation of an alternative site be necessary the campus Provost will ensure that procedures are in place to ensure a smooth transition to CLW BT Building or other preferred EOC site.

IV-1 Alert and Notification Procedures

The President or designee determines whether the COOP should be activated based on an assessment of the information received about a threat of an emergency. The President or designee will declare the level of the emergency and activate the COOP to the extent necessary to handle the emergency. All decisions concerning the discontinuation of college functions, cancellation of classes, activation of telework, or cessation of operations rest with the President or designee. After consulting with the college ECO and the EMC, the President or designee shall be responsible for the decision to declare a major emergency or disaster.

The following alert and notification steps shall be followed during incidents that require COOP activation.

- The President’s designee or college ECO will implement steps to notify all appropriate college officials in a timely manner. This would include deans and directors of areas involved in the emergency. SPCAlert to include e-mail, SMS texting, home page, phone trees, social media and radios can be utilized with the notification.
- All chairpersons, directors and managers shall ensure that employees within their areas are notified and provide appropriate instructions regarding building lockup or evacuation.
- When no other notification system is feasible, security personnel will circulate the campus to issue emergency instructions.
- When the President authorizes closure of any campus or cancellation of classes the following offices are to be notified immediately:
 - Board of Trustees
 - Chancellor, Florida College System
 - Governor’s Office
 - State Watch Office
 - Security
 - Marketing and Strategic Communications
- College wide Security Services has the authority to order evacuation of buildings on their respective campuses. An evacuation of a building does not automatically result in the cancellation of classes or the closing of all or part of the college.
- The Executive Director of Marketing and Strategic Communications is responsible for the release of information to the media regarding the college’s emergency and its response. When the COOP is activated at any level, the Executive Director of Marketing and Strategic Communications shall route release information through the

President or designee prior to public release. Additional procedures are outlined in the SPC EMP attachment E – SPC Alert Policy and Protocols.

1. Media advisories: Marketing and Strategic Communications will use the media to inform the college community and the public about emergencies, including information about campus closings and directions for faculty, staff, and students.
2. E-mails/SMS Text messages to the college community: Marketing and Strategic Communications will e-mail advisories and updates to the college community before, during, and after emergencies.
3. Web Postings: Marketing and Strategic Communications will post advisories and updates to the college’s website including the college homepage and Emergency Preparedness blog as appropriate.
4. Social Media: Marketing and Strategic Communications will post advisories and updates on social media outlets.
5. SPC toll-free telephone number will provide periodic updates.
6. Technical support and equipment are cloud based and laptop computers, web cams, and hot spots are available for critical staff to telework.

IV-2 Initial Actions

In the event that the incident occurs without warning, the highest-ranking security officer on duty will assume command and notify the Director of Safety and Security Services, college ECO and President’s office. The ECO will notify appropriate members of the EMC as the situation dictates. Activation of the college EOC will be coordinated by the college ECO. Initial contact can be through telephone, two-way communication, SMS text, or e-mail. EMC personnel should be available for ZOOM or Microsoft Teams conferencing or report to the primary EOC if available. If not, the Data Center at the Clearwater Campus (BT Building) would be the first alternative site. If the entire BT building is unavailable, the SE EOC will be activated.

IV-3 Activation Procedures Duty Hours

The college ECO will ask the appropriate EMC personnel to conference on ZOOM or Microsoft Teams or convene at the President’s EOC conference room to discuss the actions required to address the incident. If an alternate site is needed, College wide Security Services will provide security for the EOC. The security personnel for the alternate site would be provided by that site’s security.

IV-4 Activation Procedures Non-Duty Hours

The highest ranking security officer on duty will assume command of the incident site until transfer of command is made. The security officer will contact the Director of Safety and Security Services and the college ECO. The college ECO will notify the appropriate members of the EMC as the situation dictates. In the event the college ECO activates the EOC, the college ECO will coordinate the activities of the EMC staff to support first responders and other personnel at the scene. On-duty campus security personnel will provide the security for the primary facility. If needed, other off-duty officers will be requested to come on duty. College wide Security Services may request assistance from partnering law enforcement agencies, as needed.

IV-5 Deployment and Departures Procedures for Time-Phased Operations

The primary concern for SPC on pre-deployment is the safety and security of faculty, staff, and students. The communication process is listed in the next section. The college ECO will determine full or partial deployment to the designated alternate facility of any mission-essential functions that are critical to operations at the time COOP activation is ordered. Drive-Away kits should be available, if applicable. Technical support and equipment are currently used to support all agents who are teleworking.

IV-6 Transition to Alternate Operations

Communication:

During the transition process communications will be performed by Marketing and Strategic Communications:

- Communicating to the local media
- Notification of deans, directors, and chairpersons
- Utilization of SPCAlert to include the college homepage, email, texting, InformaCast, social media, and the SPC toll-free number.
- Facilities and Institutional Services will activate the departmental COOP for continuation of mail service.

Direction:

- The college ECO or the Director of Emergency Management will provide direction and coordination.

Control:

- The campus security department with support from other local law – enforcement agencies will maintain control.

Documentation:

- The Director of Emergency Management will assign personnel as scribes to document operations during activation of the COOP. This action will normally occur within the planning section.

Security to Primary Facility:

- Security to the primary facility will be provided by campus security. If needed, campus security will request assistance from the local law enforcement agencies.

Access to Alternative Facility:

- The access to alternate facility will be controlled by and managed by the campus security of the alternate facility.

IV-7 Site Support Responsibilities

Following notification that a relocation of the primary EOC has been ordered or is in progress, the appropriate alternate facility manager (CLW Provost) will implement the COOP site support procedures and prepare to receive the EMC within 12 hours. Resources belonging to the alternate site should be utilized whenever possible to minimize the amount of resources being transported. FPIS Services Disaster Plan provides for acquisition of necessary resources. CLW is self-contained with back-up systems, parking, personal protection equipment, and accommodations (Page 4, Annex L) to sustain operations for up to 30 days.

Personal Safety Precautions are expected to be adhered to by all individuals to include taking the college's **symptom checker self- assessment**. Personal protection equipment will be distributed and sanitizer, soap and/or wipes will be made available. Cleaning supplies will be available to disinfect work surfaces or frequently touched areas.

SECTION V
PHASE II – ALTERNATE OPERATIONS

V-1 Execution of Mission Essential Functions

1. **Marketing and Strategic Communications** will coordinate all information disseminated to the news media, the public, and faculty, students, and staff.
2. **Finance and Business Operations** will provide emergency financial information to key-decision makers after an emergency event and coordinate with **Human Resources** to maintain Employee Pay Continuation Guidelines. **Business Services/Risk Management** will secure appropriate insurance and documentation and submission of claims to include FEMA reimbursement forms.
3. **Academic Affairs** will provide an Instructional Continuity Plan and oversee the implementation of BOT 6Hx23-1.29 – College Calendar as it relates to emergency procedures.
4. **Information Technology** will in the event of an emergency causing sustained loss of power to the SPC operations have a plan to recover IT capabilities for mission-critical services.
 - Communication Services
 - PeopleSoft ERP systems are housed in Oracle Cloud located in Ashburn, VA and Phoenix, AZ
 - ImageNow files are backed up nightly and stored off site
 - Perform critical applications at a remote site
 - Maintain information security controls
5. **Human Resources** will identify post emergency personnel needs and provide a mechanism for basic support for employees in the aftermath of an emergency. Such support may include counseling and referrals through the Employee Assistance Program.
 - Coordinate with **Business Services** to maintain Employee Pay Continuation Guidelines
 - Maintain the continuity of critical employee benefit services such as insurance

6. **Facilities Planning and Institutional Services** will implement the Facilities Services Disaster Preparedness Plan which includes a basic framework for preparedness, response, and recovery.
7. **Safety and Security Services** will provide security and FPIS will provide safety to SPC students, family and staff.

V-2 Establishment of Communications

During and immediately following an event, the college's main web site at www.spcollege.edu is the official source of college information regarding the status of the institution. Other important information will be communicated through the office of Marketing and Strategic Communications to faculty, staff, and students via SPCAlert and local media outlets. Other communication methods for emergency operations are listed in section IV – 1 and annex B.

V-3 COOP Responsibilities

The college ECO will be in charge and will provide leadership and control of all EOC functions. See Section III for responsibilities of EOC staff. Mission Essential departments' COOP will be activated by the department head (Vice President). EMC members who do not have primary roles during COOP activations will be likely to remain home during non-duty hours, however, they should be available to provide backup support if needed.

V-4 COOP Relocation Team

In addition to the functions identified under Section V, EOC personnel will begin providing support for the following functions as soon as possible following their arrival at the designated alternate facility.

- The college ECO or Alternate Facility manager will disseminate administrative and logistics information to the EOC personnel upon arrival.
- EOC personnel will receive continual briefings and updates from the ECO.

V-5 Augmentation of Staff

The Emergency Operations Center staff (EMC) will assess the need for staff levels and will provide additional staff if necessary.

V-6 Amplification of Guidance to Essential and Non-Essential Personnel

All pre-existing personnel rules will be applied during the emergency. However, under direction from the EMC, with the assistance of Human Resources, will assess the need for staff levels and will provide direction to department heads for additional levels of staff as necessary.

V-7 Development of Plans and Schedules for Reconstitution and Termination

The office of Finance and Business Affairs develops annual budget plans to include emergency funds for disaster and recovery. The Associate Vice President for Facilities and Institutional Services coordinates the disaster and recovery budget in alignment with the Florida Community Colleges Risk Management Consortium procedures. An annual meeting is held with college stakeholders prior to the beginning of the fall session to review COOP planning and program management. As a result, the college developed a Hurricane Continuity of Operations Plan which has been added to the SPC Emergency Management Plan and the COOP.

The Director of the Emergency Management for SPC oversees the updating of the multi-year planning process to ensure the maintenance and operation of the COOP.

SECTION VI
PHASE III – RECONSTITUTION AND TERMINATION

VI-1 Overview

The college ECO and the Vice President for Facilities Planning and Institutional Services verifies through county/local emergency services that access to site(s) is permitted. The VP for FPIS will convene a First Response Team:

- Director of Construction and Design
- Director of Facilities Services
- Director of Security, Risk Management and Safety Operations
- Manager, Custodial and Landscaping Services
- Safety Specialist
- Risk Management Coordinator
- Site Supervisors: maintenance, landscape and custodial

The First Response Team will designate recovery coordinators at each impacted site.

VI-2 Procedures

The Standard Operating Procedures are referenced on Page 6/Section II-3 and include the following checklist:

- The Emergency Coordination Officer and Director of Facilities Services verifies through county/local emergency services that access to sites is permitted.
- The ECO will provide information and updates to the college PIO for broadcast via SPCAlert, the SPC Homepage, and local media outlets.
- The ECO will contact the SPC Emergency Council (COOP) team to activate the COOP and the FPIS First Response team comprised of the Director of Construction and Design; Director of Facilities Services; Director of Security, Risk Management and Safety Operations; Manager, Custodial and Landscaping Services; Safety Specialist; and, Risk Management Coordinator.
- ECO Director or designee will contact facilities staff to determine their safety and their availability.
- The Emergency Operations Center will be designated at each site affected or at DO or EPI Services for college wide issues.
- ECO will be in charge of all recovery activities at each site, prioritize work assignments utilizing ICS and coordinating with local first responders.

- Communication will be provided through SPCAlert, radios, phone trees, social media, SPC toll-free number, and the college homepage.

VI-3 After-Action Review and Remedial Action Plan

An After-Action Review of information collection process will be initiated prior to the cessation of operations at the alternate facility. The information to be collected will, at a minimum, include information from employees working during the COOP activation and a review of lessons learned to include processes that were effective and less than effective. The After-Action Review should provide recommended actions to improve areas identified as deficient or requiring improvement and include anticipated funding requirements.

The office of Director of Emergency Management will utilize the After-Action Review and update the COOP Plan and the SOPs annually.

SECTION VII

ANNEX A - S

Annex A	Coop Team and Responsibilities
Annex B	Alternate Facilities
Annex C	Mission-Essential Functions
Annex D	Orders of Succession
Annex E	Delegations of Authority
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	List of COOP Response Team (CRT) Staff
Annex G	Vital Records
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Annex J	Security and Access Controls
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Annex L	Site Support Procedures
Annex M	Remote Work Program
Annex N	Testing and Training Exercise
Annex O	Facility Evacuation
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Annex Q	Department Worksheet
Annex R	Acronyms and Definitions
Annex S	Record of Changes

ANNEX A
COOP TEAM AND RESPONSIBILITIES

COOP response team members must:

- Attend Response Team meetings as scheduled
- Keep COOP Response Team chief apprised of COOP matters
- Review and update mission-essential functions annually
- Develop notification cascades for division personnel
- Participate in COOP training and exercises
- Develop Drive-Away kits
- Develop plan for off-site storage of data to include vital records and databases
- Prepare division COOP Implementation Plans and Standard Operation Procedures and update as necessary
- Review the composition of the working group staffing annually to ensure that the assigned staff is adequate.

Title	Responsibility/Role
Department	
Director	Provide safety and security to SPC students, faculty and staff. Plan should address internal/external radio communications and provide necessary personnel to handle the situation.
Security, Risk Management and Safety Operations	
Senior Security Officer	Agency Liaison Officer. Provide safety and security to SPC students, faculty and staff. Communicate with Pinellas County Emergency operations and other emergency service providers.
Seminole Campus	
Clearwater Campus St. Petersburg/Gibbs Campus	
Senior Vice President	Provide instructional continuity (classes) to students and support services.
Academic Affairs	
Chief Technology Officer	Recover/restore Information Technologies/Telephone infrastructure ensuring continuity for restoration/repair of telephone and information services.
Chief Information Officer	
Information Tech - Networks	
Associate General Counsel	Legal counsel
General Counsel's Office	

VP Finance and Business Operations	VP to oversee Information Technologies/Human Resources/FPIS and Business Services.
Business Service	
Safety Specialist	Provide safety to SPC students, faculty and staff
Facilities Planning and Institutional Services	
Director Emergency Management	Emergency Management Coordinator
Allstate Center	
Chief Human Resource Officer	Ensure ability to meet payroll requirements and critical employee benefit services
Human Resources	
Executive Director	Deploy necessary communication regarding the college's emergency and response.
Marketing and Strategic Communication	
Associate Vice President	Provide plans for responding to emergencies, to restore necessary utilities to campuses; to restore damaged facilities and to provide personnel to respond to the emergency.
Facilities Planning/ Institutional Services	
Chief Technology Officer	Systems Oversees Information
Chief Information Officer	
Vice President Director	Provide instructional continuity and support systems
Academic Affairs	
Risk Management Specialist	Provide insurance plans for responding to emergencies, to restore necessary utilities to campuses and to restore damaged facilities
Facilities Planning and Institutional Services	
Director, Facilities Services	Provide plans for responding to emergencies, to restore necessary utilities to campuses; to restore damaged facilities and to provide personnel to respond to the emergency.
Facilities Planning and Institutional Services	

**ANNEX B
ALTERNATE FACILITIES**

The following are identified as alternate facilities:

FACILITY TYPE	NAME	LOCATION (Physical Address)	STAFF CAPACITY	RESOURCES REQUIRED TO PERFORM FUNCTIONS		FACILITY MANAGER CONTACT INFORMATION
				Pre-Positioned	Transported	
Primary Alternate	President's Conference Room	Downtown Center 244 2 nd Ave N St. Petersburg	15	Yes	No	Chief of Staff 341-3153
Additional Alternate Facility A	Computer Center	Clearwater BT 6021 142 Ave N Clearwater	15	Yes	No	Provost 341-7131
Additional Alternate Facility B	Seminole Campus	9200 113 St N Seminole	25	Yes	No	Provost 394-6111
Additional Alternate Facility C	St. Petersburg Gibbs Campus	6605 5 th Ave N St. Petersburg	25	Yes	No	Provost 341-4656

ANNEX C
MISSION-ESSENTIAL FUNCTIONS

MISSION-ESSENTIAL FUNCTION	ORGANIZATIONAL UNIT	NUMBER OF PERSONNEL	RESOURCES, EQUIPMENT, SYSTEMS, OR VITAL RECORDS/DATABASE
<ul style="list-style-type: none"> • Provide safety and security to students, faculty and staff • Provide personnel for access control and physical security at each site. 	College wide Security Services/Facilities Planning and Institutional Services	<ul style="list-style-type: none"> • Minimum 1 supervisor • 2 officers • Facilities supervisor • Facility Manager 	<ul style="list-style-type: none"> • Radios with intra-agency capability. • Computer with network access/cell phone
<ul style="list-style-type: none"> • Deploy necessary communications through SPC Alert • Craft messages conveying key information that are clear and easily understood by all, including those with special needs. • Prioritize messages to ensure timely delivery of information. • Verify accuracy of information through appropriate channels. 	Marketing and Strategic Communications	Communications Personnel	Computers with network access/telephone access
<ul style="list-style-type: none"> • Provide necessary utilities to campus • Coordinate with local providers' necessary utilities to the campuses. • Assign priority work orders associated with the continuity of critical services. 	Facilities Planning and Institutional Services	Disaster recovery team (8)	Communications with local providers
<ul style="list-style-type: none"> • Restore Network Operations and Telecommunications 	Information Technologies/ Telecommunications	Network/Telecom Recovery Team (4)	<ul style="list-style-type: none"> • Internet Access • Network Switches • Telecom/Conferencing

<ul style="list-style-type: none"> • Restore PeopleSoft Systems • Restore other Infrastructure Support Systems 			<ul style="list-style-type: none"> • Access to PS Systems in Cloud • ImageNow, InformaCast, etc.
<ul style="list-style-type: none"> • Maintain the educational needs and instructional continuity of students • Secure all student files in conjunction with the Office of Admissions and Financial Aid • Facilitate post incident counseling assistance for students and faculty 	Academic Affairs	<ul style="list-style-type: none"> • VP Academic Affairs • VP Enrollment Management • Associate VP Financial Assistance • Director Online Learning and Services 	<ul style="list-style-type: none"> • PeopleSoft Database • ImageNow Database • AppXtender records • Microfiche records • Online Learning and Services
<ul style="list-style-type: none"> • Ensures ability to meet payroll requirements and critical employee benefits services • Determine essential personnel and coordinate with Mission Essential Departments • Record mission essential personnel time 	Financial and Business Operations	<ul style="list-style-type: none"> • Chief Human Resources Officer HR • Director HR Operations • Manager Payroll 	<ul style="list-style-type: none"> • PeopleSoft Finance • PeopleSoft HR/Pay
<ul style="list-style-type: none"> • Restore damaged facilities by managing service providers to ensure adequate resources are provided • Minimize adverse environmental impacts to college facilities • Maintain insurances to enable the college to conduct business 	Facilities Planning and Institutional Services	<ul style="list-style-type: none"> • Associate Vice President FPIS • FPIS First Response Team • FPIS Risk Manager 	<ul style="list-style-type: none"> • Computers • Printers • Access to internet/server • Access to hard files

ANNEX D
ORDERS OF SUCCESSION

MISSION ESSENTIAL FUNCTION	KEY POSITION	SUCCESSOR I	SUCCESSOR II	SUCCESSOR III
Provide safety and security to SPC students, faculty and staff	College wide Security Services/Facilities Planning and Institutional Services	Director, Safety & Security	Senior Security Supervisor	Director of Construction
Deploy necessary communications	Marketing and Strategic Communications	Associate VP	Assistant Director	Manager Marketing Services
Provide necessary utilities to campus	Facilities Planning and Institutional Services	Associate Vice President	Director Facilities Services	Director Design and Construction
Restore telephone infrastructure	Information Technologies	Executive Director IT	Executive Director Enterprise Systems	Associate Director IT OPS
Maintain the educational needs and instructional continuity of students	Academic Affairs	Vice President	Dean Mathematics	Dean College of Public Safety
Ensure ability to meet payroll requirements and critical employee benefit services	Human Resources	Chief Human Resources Officer	Associate Director ER	Associate Director OES
Restore damage facilities	Facilities Planning and Institutional Services	Associate Vice President, Facilities	Director of Design and Construction	FPIS Project Coordinator

RULE

SUBJECT	EMERGENCY ACTION PLAN	PAGE
		1.23-33
LEGAL AUTHORITY	6Hx23-1.23	4/15/08 Revision #08-4

6Hx23-1.23 EMERGENCY ACTION PLAN

- I. The Board of Trustees authorizes the President to establish an Emergency Management Council for the purpose of developing and maintaining a comprehensive Emergency Management Plan to establish procedures for the protection of life and property when threatened by, but not limited to, the following emergencies: fire, explosion, medical, rescue, hazardous materials release, bomb threat, hostile persons, terrorist threats, electrical, water and sewer outages, and weather related emergencies.

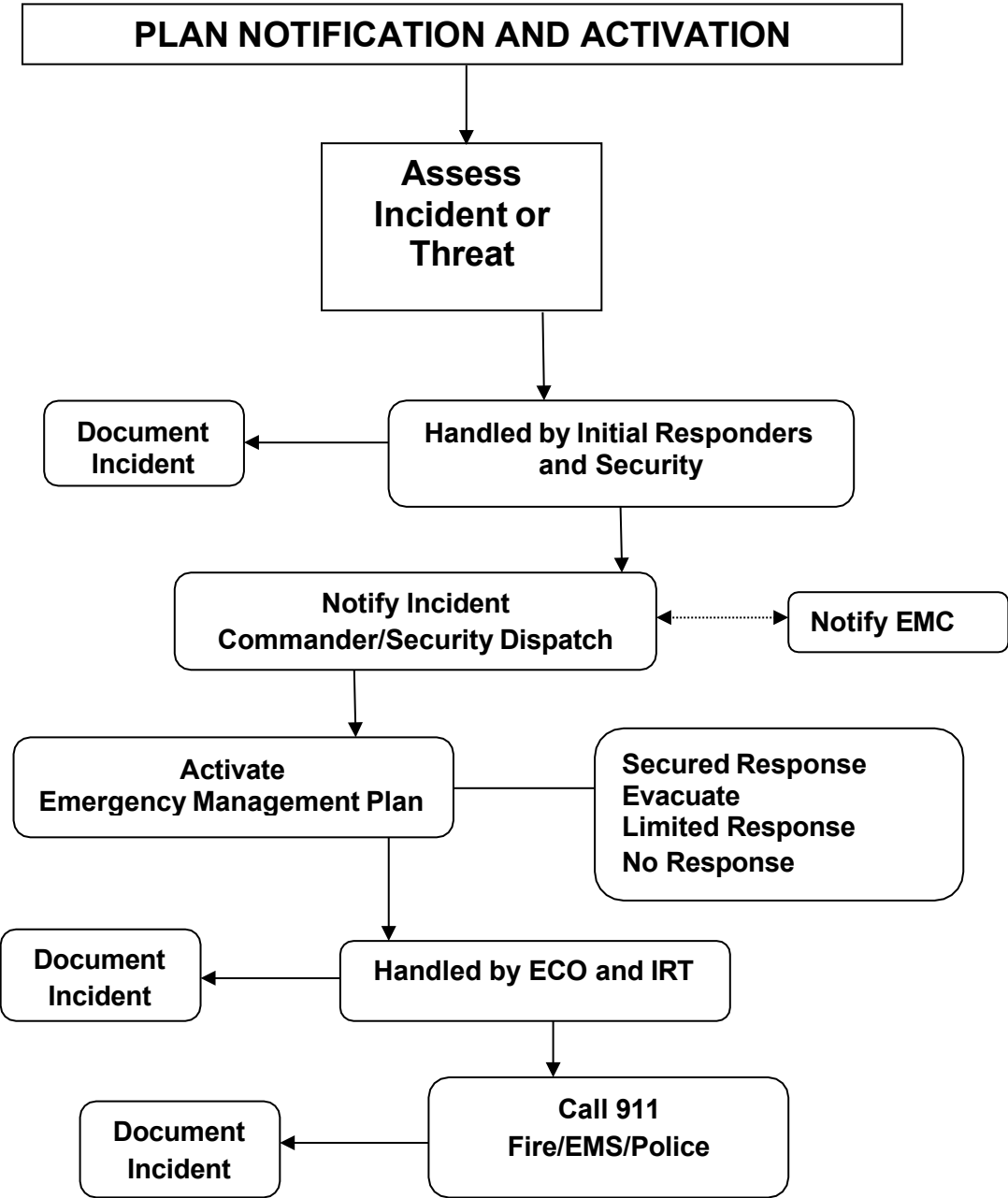
- II. The Emergency Management Plan shall outline the requirements for periodic testing of all emergency alarm systems, the implementation of emergency evacuation drills at all college sites, and the development of evacuation floor plans for all buildings.

Specific Authority: 1001.64 (2) & (4), F.S.

Law Implemented: 1001.64(4), 1001.65, 1001.2, 1001.03, F.S.; 6A-14.0261 F.A.C.

History: Formerly - 6Hx23-3-4.03. Readopted - 10/25/77. Amended - 7/15/71, 11/16/72, 1/15/81. Filed and Effective - 1/15/81; 1/24/95. Filed - 1/24/95. Effective - 1/24/95; 4/15/08. Filed—4/15/08. Effective – 4/15/08

ANNEX F
NOTIFICATION PROCEDURES
LIST OF COOP RESPONSE TEAM (CRT) STAFF/INCIDENT RESPONSE TEAM



College-Wide Incident Response Team Members

College President

Incident Commanders

Vice President, Student Affairs
Vice President, Academic Affairs
Vice President, Finance and Business Operations
Director Emergency Management

Public Information Officer

Executive Director, Marketing and Strategic Communications
Assistant Director, Marketing and Strategic Communications

Liaison

Provost, Health Education Center
Associate General Counsel

Safety

Director of Safety and Security Services
Senior Security Supervisor

Operations

Vice President Academic Affairs
Chief Human Resources Officer

Logistics

Associate Vice President, Facilities Planning and Institutional Services
Director, Facilities Services

Planning

Chief Technology Officer
Chief Information Officer

Finance

Vice President, Finance and Business Operations
Chief Human Resources Officer

Scribe

Designated person from Emergency Management Counsel responsible for documenting operations when the COOP is activated.

The following checklist can be used when determining which vital records are critical to ensure continuation of mission-essential functions:

- Storage of duplicate records off-site
- Back-up of electronic records and databases
- Pre-position vital records and databases at the alternate facility prior to deployment
- The COOP should describe a maintenance program to assure the records are accurate, current and frequently updated
- Identifying vital records, systems, and data (hard copy and electronic) critical to performing functions
- Ensuring availability of emergency operating records
- Ensuring backup for legal and financial records

IDENTIFY VITAL RECORDS, SYSTEMS AND DATA	PLANS FOR PROTECTION, DUPLICATION, AND MOVEMENT OF RECORDS	LOCATION AND ACCESSIBILITY OF VITAL RECORDS	ACCURACY AND CURRENCY OF RECORDS (Date)
Payroll and Personnel Records	PeopleSoft Systems HR/Payroll Processing Procedures found in Information Systems D&R plan.	Information Systems – Networks at Clearwater/Seminole Campus, Oracle Cloud, Microsoft Cloud.	PeopleSoft database is replicated to cloud. ImageNow files backed up nightly and stored off site.
Student Records	PeopleSoft Systems Student Registration and Records Student Financial Records Procedures found in Information Systems D&R plan.	Information Systems – Networks at Clearwater/Seminole Campus, Oracle Cloud, Microsoft Cloud. Backup system at Seminole Campus and OCI/MS clouds.	PeopleSoft database is replicated to cloud. ImageNow files backed up nightly and stored off site.
Insurance Records	PeopleSoft Systems Procedures found in Information Systems D&R plan.	Information Systems – Networks at Clearwater/Seminole Campus, Oracle Cloud, Microsoft Cloud. Backup system at Seminole Campus and OCI/MS clouds.	PeopleSoft database is replicated to cloud. ImageNow files backed up nightly and stored off site.
Property Management/Inventory Records	PeopleSoft Systems Procedures found in Information Systems D&R plan.	Information Systems – Networks at Clearwater /Seminole Campus, Oracle Cloud, Microsoft Cloud. Backup system at Seminole Campus and OCI/MS clouds.	PeopleSoft database is replicated to cloud. ImageNow files backed up nightly and stored off site.
Account Receivables Centralized and Acquisition Files	PeopleSoft Systems Procedures found in Information Systems D&R plan.	Information Systems – Networks at Clearwater/Seminole Campus, Oracle Cloud, Microsoft Cloud. Backup system at Seminole Campus and OCI/MS clouds.	PeopleSoft database is replicated to cloud. ImageNow files backed up nightly and stored off site.

Legend

Vital Records, Systems and Date: Information, records, databases, procedures and other information necessary to support mission-essential functions and sustain operations.

Protection, duplication and movement: Identify policies in place to restrict how the information is guarded, procedures for duplication, how the information is backed-up and stored, and how the material is distributed.

Location: Where are the vital records/systems/date currently located? Where are the back-up records/systems/date located? Are records in electronic or hard copy format? Can records be accessed from an alternate site if the primary site is inaccessible?

Accuracy and currency of records: Are records up to date? On what date was the records/systems/data last reviewed/updated?

Where appropriate, SPC departments should create drive-away kits, which contain software, databases, publications and laptop computers. The department head is responsible for providing guidance to staff on the requirements for and contents of these kits. Checklists may be used to help ensure the inclusion of all necessary contents.

Communication Devices and Phone Numbers

- Cell phone
- Lap top computers
- Television/radio
- List of departmental phone numbers
- Contact numbers for college Emergency Management Council members
- 800 MHz Radios

Supplies

- Copy of COOP
- Copy of EMP
- Office supplies
- Necessary forms

ANNEX I
ALTERNATE FACILITY COMMUNICATIONS

Student Call Center Communications

- Space for approximately four enrollment management staff persons and three technical support call center staff persons will be located at the Clearwater Campus data center (BT Building); however, the primary method will be call center staff working from home. Utilization of this space and dispatch of Enrollment Management and Technical Call Center staff persons assumes that commercial generator power and telephone and data services are available at the data center and the Clearwater Campus.

Employee Communications

- 866 Message Service – a Verizon 866 toll free service (866-822-3978) is currently in operation. This service provides audio recording for one college message of five minutes in duration for in-bound calls to a recorded announcement service located in Ohio. Up to 20 callers (college employees or students) can access the message service simultaneously. Callers can leave a message (50 maximum) that SPC administration can retrieve and erase.
- Public access is provided by cloud providers and access is available to all SPC staff, faculty, students, and public including teleworkers.
- Secure Voice, Web, and Video Conferencing – a Verizon conferencing services agreement is in place. This is a hosted conferencing service, which includes multiple 800 and 866 toll free numbers that can be assigned to select SPC administrators. Each 800 and 866 toll free number is capable of handling increments of 1-to-4, 5-to-10, 11-to-25, and so on participants. There are no standing costs for these services. Any recurring costs would be strictly based on actual use. If not used, there are no costs. Also available are Microsoft Teams and Zoom.
- 800 MHz radios are provided to Senior Security Officers.
- Other Employee Communications – The SPC-TV station, college-wide email, and the College’s websites also will be available for employee communications as described elsewhere in this plan. Redundant communications are secured by the IT Department to provide back-up communication modalities.
- Social Media Outlets

In the event that an incident requires the evacuation of a building, then the building will be secured as appropriate. Campus Security Services will coordinate control and access to the building. During incidents that involve multijurisdictional control, Campus Security Services and other agencies shall enter into a Unified Command, to ensure that the interests of the college are considered.

Access Controls

- Primary Facility (Downtown Center)

All entry doors to the SPC Downtown Center are equipped with electronic locking devices. Main egress ways are equipped with swipe card access devices. The main entrance to the Downtown Center is monitored by a CCTV camera. Employee identification cards may be encoded for access based on a tiered security access control level.

- Alternate Facility (Clearwater Campus)

All entry doors to the Clearwater Campus are equipped with electronic locking devices. Main egress ways are equipped with swipe card access devices. The main entrances to the CLW facility and many hallways are monitored by a CCTV camera system. Employee identification cards may be encoded for access based on a tiered security access control level.

Physical Security

- Primary Facility (Downtown Center)

All entrances to the DT facility are monitored via surveillance cameras. These video records are kept for a minimum of 30 days. Cameras may be selectively monitored by SPC Security Services Dispatch during operating hours

- Alternate Facility (Clearwater BT)

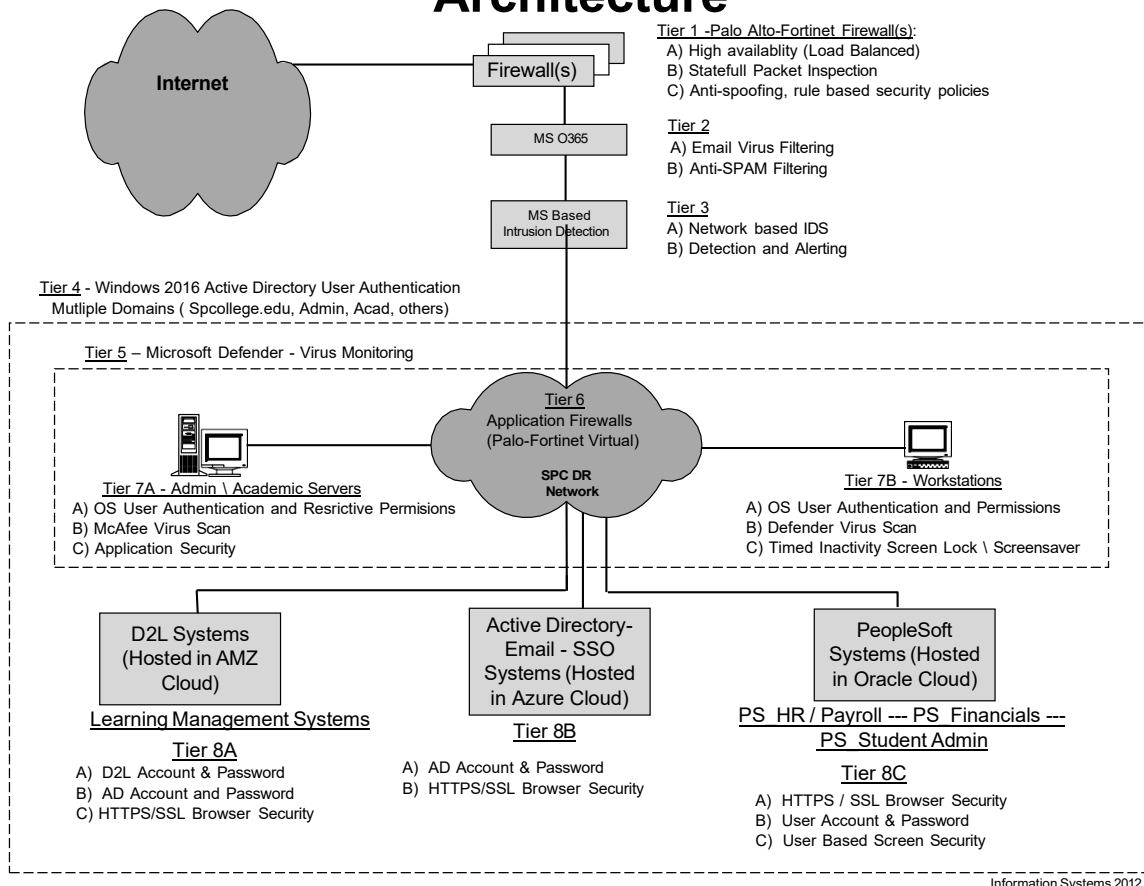
All entrances and hallways within CLW are equipped with surveillance cameras and 24-hour recording. The site is also equipped with intrusion alarm monitoring.

Cyber Security

The Information Technologies departmental COOP plan addresses cyber security for electronic security on servers and client machines through Firewall Services and User Authentication Services. The following document focuses on specific computer security considerations to be included in disaster planning and recovery strategies. The scope of this document will include the following:

- Perimeter Defenses
- Access Control
- Network Based IDS
- Virus Protection
- Patches and Host Configurations
- Vulnerability Testing/Surveillance
- Physical Security

St. Petersburg College DR Site Security Architecture



Perimeter Defenses

St. Petersburg College's Palo-Alto and Fortinet Firewalls are a key component in the DR network infrastructure that protects the disaster recovery site from the internet. The firewalls also provide for secured VPN connections. Additionally, these firewalls are also used as application firewalls.

Access Control

Access control is via secured MS Active Directory infrastructure and individual application user accounts in either the PeopleSoft systems or the learning management systems.

Network Based IDS

A network IDS, Usually MS product or Oracle product, is used at the DR site to provide Intrusion detection services to the IT and IT Security staff.

Virus Protection

MS Defender is the primary virus scanning installed on all servers at the disaster recovery site. In some cases, Malwarebytes is used where MS Defender interferes with normal server operations. The same product generally provides a level of Host based intrusion prevention. Additionally, emails are scanned for viruses using MS O365 tools.

Patching and Host Configuration

Regular patching of the DR servers occur on an as needed basis in most cases based on the results of vulnerability testing reports.

Vulnerability Testing/Surveillance

All disaster recovery site servers and networks are scanned periodically using Qualys scanning. These scans are cloud based and are the same scans that occur on the regular production network. Reports are distributed to the system administrators by network security operations staff.

Physical Security

The disaster recovery site(s), located at the Clearwater Campus, is housed in a secured data center. Only designated SPC staff has access to the facility which is controlled by key cards. Additionally, SPC staff must coordinate with the Clearwater Campus security staff to gain access to the building where the data center is located. Additional DR sites are Oracle Cloud located in Ashburn, VA and Phoenix, AZ; the MS Azure Cloud and D2L Hosted (Amazon Cloud).

Employees of the college will be provided information on methods to prepare for a disaster. These recommendations are provided by the Community College Citizens Preparedness Program (CCCPP) and FEMA (www.ready.gov).

1. Get a Kit
 - a. Emergency supplies for at least three days
 - b. Water – gallon per person, per day
 - c. Non-perishable food
 - d. Personal Protection Equipment

2. Make a Plan
 - a. Development a Family Communications Plan
 - b. Create a plan to shelter-in-place
 - c. Create a plan to get away
 - d. Know emergency plans at school and work

3. Be Informed

For employees of the college whose family members may have special needs or a disability, the following recommendations are provided:

1. Get a Kit
 - a. Medications and supplies
 - b. Medical records, insurance cards
 - c. Emergency documents
 - d. Personal Protection Equipment

2. Make a Plan
 - a. Development a Family Communications Plan
 - b. Create a personal support network
 - c. Decide to go or stay
 - d. Consider service animals

3. Be Informed



Prepare. Plan. Stay Informed.

Family Communications Plan

Your family may not be together when disaster strikes, so plan how you will contact one another and review what you will do in different situations.

Out-of-Town Contact Name: _____ Telephone Number: _____
 Email: _____ Telephone Number: _____

Fill out the following information for each family member and keep it up to date.

Name: _____	Social Security Number: _____
Date of Birth: _____	Important Medical Information: _____
Name: _____	Social Security Number: _____
Date of Birth: _____	Important Medical Information: _____
Name: _____	Social Security Number: _____
Date of Birth: _____	Important Medical Information: _____
Name: _____	Social Security Number: _____
Date of Birth: _____	Important Medical Information: _____
Name: _____	Social Security Number: _____
Date of Birth: _____	Important Medical Information: _____
Name: _____	Social Security Number: _____
Date of Birth: _____	Important Medical Information: _____

Where to go in an emergency. Write down where your family spends the most time: work, school and other places you frequent. Schools, daycare providers, workplaces and apartment buildings should all have site-specific emergency plans.

Home Address: _____ Phone Number: _____ Neighborhood Meeting Place: _____ Regional Meeting Place: _____	Work Address: _____ Phone Number: _____ Evacuation Location: _____
School Address: _____ Phone Number: _____ Evacuation Location: _____	Work Address: _____ Phone Number: _____ Evacuation Location: _____
School Address: _____ Phone Number: _____ Evacuation Location: _____	Other place you frequent: Address: _____ Phone Number: _____ Evacuation Location: _____
School Address: _____ Phone Number: _____ Evacuation Location: _____	Other place you frequent: Address: _____ Phone Number: _____ Evacuation Location: _____

Important Information	Name	Telephone #	Policy #
Doctor(s):			
Other:			
Pharmacist:			
Medical Insurance:			
Homeowners/Rental Insurance:			
Veterinarian/Kennel (for pets):			

Other useful phone numbers: 9-1-1 for emergencies. Police Non-Emergency Phone #: _____

General Site Support Responsibilities:

1. Designate an Alternate Facility Manager and prepare Alternate Facility (AF) site support procedures in support of the SPC COOP to ensure the smooth transition of the mission-essential functions, personnel, equipment and vital records from the District Office to the AF (Clearwater Campus).
2. Identify areas where outside support will be required in AF operations; implement existing mutual aid, MOU, vendor contracts and other agreements as necessary to ensure site support.
3. Assemble necessary documents and equipment required to continue performance of mission-essential functions at the AF.
4. Other additional resources, including equipment, and office supplies, and other supplies are not in place or readily available among existing agency resources.
5. Continue essential operations at the normal operating facility if available until AF is operational.
6. Support the orderly transition of all critical SPC functions, personnel, equipment and records from the primary or impacted DT to the AF and then to a new or restored facility.
7. Identify those AF mission-essential functions that can be deferred or terminated in the event the COOP is implemented.
8. Provide for the proper storage of backup copies of vital records and databases and other pre-positioned resources and assets.
9. Designate any available personnel to assist the arriving COOP Relocation Team (CRT).
10. Involve AF site support procedures in periodic coordination reviews and annual exercises.
11. Keep the IC informed of any site vulnerabilities or changes in site resources that may impact the effective execution of the COOP.
12. Support the orderly transition of all personnel, equipment and records from the AF to a new or restored facility.
13. Provide for parking, lodging, and provisions at the Clearwater Campus (AF). (Generators, HVAC systems, cable TV, Meals Ready to Eat, water, and sleeping accommodations.)

SPC REMOTE WORK PROGRAM

Employee Agreement

During the remote work assignment an employee's duties, responsibilities, and conditions of employment remain unchanged, except those specifically addressed in this agreement. The employee must comply with all college policies and procedures while working off-site.

The employee is expected to remain accessible and productive during scheduled work hours and maintain satisfactory performance standards as set by his or her department and supervisor.

The employee is expected to notify his/her supervisor immediately if the employees' ability to do her/his job is impeded in any way. (i.e. problems with equipment, Wi-Fi access, health issues, etc.) As a result, if the employee is not able to work remotely from home, he/she will need to come to the office or the nearest campus that can accommodate work space. This will need to be worked out with the employee's supervisor.

Non-exempt employees will work with their supervisor to record all hours worked in accordance with regular college practices, and will obtain supervisor approval prior to working unscheduled overtime hours. The employee will report to the employer's work location as requested.

The employee agrees to maintain a safe and secure work environment at all times, that is safe from any cybersecurity issues, as well as safety and fire hazards.

The employee working remotely must take responsible precautions to protect and maintain the confidentiality of documents, materials, and information at the work site and prevent unauthorized access to any SPC data, computer, network, electronic devices, or systems. The remote worker should secure College information in hard copy form in a locked cabinet or other secured area when not in use.

The employee working remotely agrees to safeguard college property and equipment in a reasonable manner and in accordance College policy.

The College reserves the right of access to the remote work location for purposes of assessing safety and security, should it be deemed necessary and upon reasonable notice. The employee will report any and all work-related injuries to his or her supervisor as soon as practicable. Workers Compensation benefits will apply only to injuries arising out of, and in the course of, employment as defined by the applicable Workers Compensation law.

The employee working remotely agrees that personal income tax and zoning implications, if any, related to working from a remote site are the responsibility of the employee. The employee further agrees that applicable state laws of the

state of their residence shall apply.

The College is not responsible for injuries or property damage unrelated to work activities that might occur at the remote work location. Further, the College is not liable for damage to employee property related to remote work, except as may be provided in Section 768.28, Florida Statutes.

The employee agrees that College owned and loaned equipment will not be used by anyone other than the employee and only for business-related work. The employee will not make any changes to security or administrative settings on equipment, and remain current on all required security protocols and required training. The employee agrees to comply with all requirements and protocols regarding information security and protection of institutional records, data and information accessible at or from their home offices.

All equipment and supplies provided by the College for use in the remote work site shall remain the property of the College. The employee agrees to return equipment and documents within five days of separation of employment, or at the end of a remote work assignment.

St. Petersburg College will not reimburse the employee for the cost of off-site office related expenses such as furnishings, heat, water, electricity, and any insurance coverage not provided by the College. Any allowable reimbursements must be properly documented. The employee acknowledges that obligations regarding payment and reporting of personal taxes related to an off-site workspace shall be the employee's responsibility.

The employee acknowledges that remote work from a home office is not to be regarded as a substitute for ongoing child-care, eldercare or other family responsibilities. In pandemic circumstances, exceptions may be made for employees with caregiving responsibilities. If the employee needs to modify the arrangements, he or she will inform their supervisor and obtain the necessary approvals to continue the remote work arrangement.

Employees are responsible to requested any necessary workplace accommodations under the provisions of the Americans with Disabilities Act (ADA), through the Office of Human Resources.

Employee Attestation

I have read and understand the above expectations and conditions relating to the remote work and alternate work schedule arrangement. I understand that it is my responsibility to make my flexible work arrangement a success and that St. Petersburg College has the right to discontinue this arrangement or modify this agreement at any time.

I understand that my failure to adhere to the above expectations may have

SPC REMOTE WORK PROGRAM- TOOL BOX

Position Eligibility SUPERVISOR AND HUMAN RESOURCES WORKSHEET

This Worksheet is designed to assist supervisors and Human Resources with determining whether a position is Fully or Partially (Blended) Remote Work eligible.

Position Title:		Position #:		Department:	
Supervisor:			Date:		
Criteria	Fully Eligible Less than 30% of the time is required	Partially Eligible Between 31%-69% of the time is required	Ineligible More than 70% of the time is required		
How much face-to-face Interaction is required in this position?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
How much time is spent with engaging student or with on-campus services?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
How much access to physical resources is required? <small>(The extent to which work requires access to college facilities or physical resources, such as office and building equipment and on-campus spaces/grounds to perform tasks.)</small>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
The level to which job functions may be performed independently	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
Total:					
Recommendation:	<input type="checkbox"/> Fully Remote Workplace Eligible	<input type="checkbox"/> Partially Remote Workplace Eligible	<input type="checkbox"/> Ineligible for Remote Workplace		

REMOTE WORK PROGRAM

Employee Eligibility Decision Tool for Supervisors

Employee Name:		Title:	
Department:		Supervisor:	Date:
SECTION 1			
	Column 1	Column 2	
	REMOTE WORKPLACE ELIGIBLE	REMOTE WORKPLACE INELIGIBLE	Comments
Disciplinary Record	<input type="checkbox"/> No active formal disciplinary or improvement plan actions on file for the current or immediately preceding review period.	<input type="checkbox"/> Any active or previous disciplinary or improvement plan actions on file will need to be reviewed further.	
Safety	<input type="checkbox"/> Employee can confirm a safe and secure environment for workplace and College equipment. (free of safety, security and fire hazards)	<input type="checkbox"/> Employee cannot confirm a safe and secure environment for workplace and College equipment. (free of safety, security and fire hazards)	
		<i>STOP HERE</i>	
		<i>The employee is INELIGIBLE if <u>any</u> box in this column is checked.</i>	
SECTION 2			
	Column 3	Column 4	
	REMOTE WORKPLACE Fully Eligible	REMOTE WORKPLACE Partially Eligible	Comments
Training Requirements	<input type="checkbox"/> All on-campus job training requirements have been completed.	<input type="checkbox"/> Required on-campus job training has been completed.	
Autonomy	<input type="checkbox"/> Ability to work effectively and productively on his/her own.	<input type="checkbox"/> Has the ability to work effectively and productively on his/her own but may need additional oversight at times with staying on-task and meeting deadlines.	
Environment	<input type="checkbox"/> Has a workspace conducive to effective work and has appropriate internet available.	<input type="checkbox"/> Has appropriate internet available, but does not have a workspace conducive to teleworking full-time	
Total			
Decision:	<input type="checkbox"/> Fully Remote Workplace Eligible	<input type="checkbox"/> Partially Remote Workplace Eligible	<input type="checkbox"/> Ineligible

ANNEX N
TESTING AND TRAINING EXERCISE

- This plan will be reviewed annually by all CRT members and approved by the EMC.
- The college IC will ensure training of employees on the key aspects of this plan.
- This plan will be practiced annually by use of a tabletop exercise or a field exercise.
 - Support plans and communications equipment at the AF will be tested annually as part of the Test, Training and Exercise (TT&E).
 - Equipment pre-positioned at the AF will be tested annually as part of the TT&E program.
 - All SPC campuses conduct monthly tests of the Emergency Notification System SPC ALERT.
- The exercise will include a test of the alert and notification plan.
- The college IC will identify and incorporate lessons learned and remedial actions from exercises into annual revisions of the COOP.

Overview

Individuals with permanent disabilities, and those with temporary physical conditions that restrict their ability to walk, may require special assistance during fire emergencies or evacuations. Some examples of conditions that may require assistance are:

- **Permanent Disabilities:** Includes individuals who are partially paralyzed, blind, or paraplegic.
- **Mobility restricted due to medical condition:** Includes individuals with permanent or temporary medical conditions such as severe respiratory condition, obesity, heart condition, pregnancy, conditions of the ankle, leg, knee, foot or hip, stroke and neurological conditions.

This procedure provides guidance on evaluating and utilizing the best method to assist those individuals who require help evacuating during fire alarm activations, fire or smoke conditions, or other emergencies.

Responsibilities

Building Emergency Management Personnel (to include Facilities, Security, and Incident Response Team personnel) Be familiar with the methods available to assist occupants with physical limitations or disabilities during emergencies and evacuation. Evaluate their respective individual buildings to identify Areas of Refuge/Designated Rescue Waiting Area that are appropriate. Assign additional staff to be responsible for knowing the whereabouts of staff and transient occupants who are in the work area on a daily basis and who have physical or mobility limitations. Assist with the removal of any persons with limited mobility.

Campus Learning Specialists Track the schedules of students with limited mobility, who are registered with the Office of Disability Resources, and arrange for their classrooms/work areas to be on ground floors when possible. Consult with faculty and staff on safe evacuation techniques for use by students in their particular locations during emergencies and evacuation.

Faculty Is responsible for the prompt, safe and orderly evacuation of the students in their class, which includes students with disabilities. If instructors have a student with limited mobility who would need assistance with evacuation, they should contact Disability

Resources to inform of the situation AND invite the student to contact Disability Resources. **Faculty should familiarize students at the beginning of each semester with SPC Evacuation Procedures found in the Emergency Response Guide and the location of Areas of Refuge/Designated Rescue Waiting Area.**

Emergency Evacuation Methods

There are several methods recommended for assisting persons with physical challenges during fires, smoke conditions, fire alarm activations or other emergencies that may require the vertical evacuation of occupants. Before attempting to assist, especially where lifting is involved, the individual performing the assist must know their own physical capabilities and limitations. If you are unsure, enlist additional assistance. The suggested methods, in order from most desirable to least desirable are:

1. **Relocation to an Area of Refuge/Designated Rescue Waiting Area**– Move the occupant to a predetermined area of refuge that provides shelter and protection from exposure to smoke until emergency response personnel can arrive and vertically transport the occupant to safety. The area of refuge may have a communication device. Faculty should contact emergency personnel to inform them where a person(s) with limited mobility are located for assistance. If a designated area does not exist, an office, conference room, enclosed elevator lobby, stairway (if constructed with oversized landing large enough not to impede the egress of persons using the stairs to evacuate the building), or any room with a door that can be sealed to keep out smoke may be used. Areas of Refuge/Designated Rescue Waiting Areas are not the primary choice in emergency situations that make remaining in the building too dangerous (i.e. shooter on premises, toxic explosions, etc.).
2. **Shelter-in-place** – If it is safe, remain in place awaiting assistance from emergency response personnel. It is most desirable to move the occupant outside the entrance to the nearest and unaffected fire exit. Security or 911 should be notified of location and that rescue is required. This method can only be utilized if there is no smoke or condition that poses an immediate danger to health or safety.
3. **Evacuation requiring minor assistance** – Provide a steadying hand to those individuals who have minor limitations, to provide balance and confidence as they descend down the stairs.
4. **Evacuations requiring carrying or major assistance** – **Provide full assist** to the individual. Below are some examples of conditions requiring full assist to move the occupant vertically during an evacuation:

Wheelchairs – If conditions require an immediate evacuation, and the methods mentioned above are not available or are inappropriate, then a three-person assist will be required to move a wheelchair down the stairs. One individual should stand behind the wheelchair and move the occupant to the top step. Tilt the wheelchair back slightly until you achieve a balance. With two people standing in front of the chair off to the side two or three steps down (depending on their height and reach) holding the frame and pushing slightly forward, move the wheelchair to the next step. The person behind moves the chair forward and down one step at a time, with the two individuals in front providing guidance and resistance. If there is a back-up of ambulatory persons behind you, then you should let the other persons ahead of you once the landing has been reached.

Walkers/walking canes/crutches and other mobility devices – The level of assistance required may vary depending on the age, mobility, dexterity with the device, etc. Generally, a three-person assist will provide balance and stability to these individuals, with one person in front and one on either side providing support under the arm or elbow of the individual. Sometimes, as in the case of crutches, it is much safer to let the person negotiate the stairs themselves, using one hand on the handrail and the other on the crutch. An assistant can help by carrying the other crutch for the individual.

Service animal – Before trying to assist persons who use service animals, always ask how to best help them. They may be fully capable of moving down the stairs with their service animal. Look for guidance from the individual before planning the assist. Service animals are not pets and should not be fed or separated from their owners unless absolutely necessary. Do not touch the animal without permission from its owner. Always lead the animal by its leash and not its harness.

Other impairments requiring a lift – If it is necessary to carry someone down the stairs and you are physically able to carry the person safely use the two-person carry technique - The Swing or Chair Carry.

1. Carriers stand on opposite sides of the individual/
2. Take the arm on your side and wrap it around your shoulder.
3. Grasp your carry partner's forearm behind the person in the small of the back.
4. Reach under the person's knees to grasp the wrist of your carry partner's other hand.

5. Both carry partners should then lean in, close to the person; lift on the count of three.
6. Continue pressing into the person being carried for additional support in the carry.

Additional Guidelines

Before you attempt to provide assistance to someone who has limited mobility:

- Always ask if the person needs assistance before you act.
- Introduce yourself and make sure that you have your ID card in place.
- If the person requests assistance, ask how best you can help.
- Look directly at a hearing impaired persons face and speak slowly to be sure they understand your instructions. Remember the elderly may also have hearing impairments.
- Be patient, but firm if you meet resistance. Explain what you are going to do before you do it.
- Encourage them to continue, re-assure them that everything will be all right.
- Remain calm.

References: Federal Emergency Management Agency (FEMA); United States Fire Administration (USFA); Weill Cornell Medical College ▪ Environmental Health and Safety
<http://www.med.cornell.edu/ehs>



St. Petersburg College Fire Drill Report



Campus/Center/Site: <input type="checkbox"/> AC <input type="checkbox"/> CL		
<input type="checkbox"/> DT <input type="checkbox"/> EPI-C <input type="checkbox"/> EPI-S		
<input type="checkbox"/> FT <input type="checkbox"/> HC <input type="checkbox"/> MT		
<input type="checkbox"/> PAL <input type="checkbox"/> SE <input type="checkbox"/> SP <input type="checkbox"/>		
TS		
Building:		Date:
Time Evacuation Started: _____		Ended: _____
		Total:
Type of Drill: <input type="checkbox"/> Obstructed <input type="checkbox"/> Unobstructed Number of Participants _____		
		Yes No
Did occupants immediately begin to evacuate the building when alarm		
Did building staff check restrooms and confined areas?		
Was building staff aware of handicapped persons(s) and provide		
Were doors closed to contain smoke/fire?		
Did everyone evacuate the building?		
Did everyone remain outside the building and wait for further		
Is the building staff knowledgeable in their assigned duties?		
Was the drill conducted in an orderly manner?		
Were all fire alarm devices working properly?		
Drill Rating: <input type="checkbox"/> Excellent <input type="checkbox"/> Good <input type="checkbox"/>		
Poor		
Comments:		
Observed by:		
Signature:		

**ANNEX P
STAFF ROSTER**

Title Department	Responsibility/Role
Director Safety and Security Services	Provide safety and security to SPC students, faculty and staff. Plan should address internal/external radio communications and provide necessary personnel to handle the situation.
Provost Allstate Center	Agency Liaison Officer. Provide safety and security to SPC students, faculty and staff. Communicate with Pinellas County Emergency operations and other emergency service providers.
Vice President Instruction and Academic Affairs	Provide instructional continuity (classes) to students and support services.
CTO	Recover/restore Information Technologies/Telephone infrastructure ensuring continuity for restoration/repair of telephone and information services.
Associate General Counsel General Counsel's Office	Legal counsel
VP Administrative/Business Services and Information Tech	Senior VP to oversee Information Technologies/Human Resources/FPIS and Business Services.
Director Emergency Management Allstate Center	Emergency Management Coordinator
Vice President Human Resources	Ensure ability to meet payroll requirements and critical employee benefit services
Executive Director Marketing and Strategic Communications	Deploy necessary communication regarding the college's emergency and response.

Associate Vice President Facilities Planning/ Institutional Services	Provide plans for responding to emergencies, to restore necessary utilities to campuses; to restore damaged facilities and to provide personnel to respond to the emergency.
CTO & CIO	Oversees Information Systems
Vice President Instruction and Academic Affairs	Provide instructional continuity and support systems.
Risk Management Specialist Facilities Planning and Institutional Services	Provide insurance plans for responding to emergencies, to restore necessary utilities to campuses and to restore damaged facilities
Director, Facilities Services Facilities and Institutional Services	Provide plans for responding to emergencies, to restore necessary utilities to campuses; to restore damaged facilities and to provide personnel to respond to the emergency.

Departmental Continuity of Operations Plan (COOP)

COOP ultimate objective:

1. Relocate (with or without warning) to an alternate site within 12 hours and sustain operations for 30 days.
2. Before – Planning and training to exercise department plan should a dangerous situation require relocating to an alternate site.
3. During – Activation, notification, protective actions and execution of the plan developed and rehearsed previously.
4. After – The monitoring of relocated personnel and rehabilitation of the impacted facility to determine resumption of normal operations.

DEPARTMENT	
Primary Contact Person	
1st Successor	
2nd Successor	
3rd Successor	
Mission Essential Functions (enables an organization to provide vital services)	
Personnel Required to Continue Each Essential Functions (personnel required to maintain a minimally acceptable performance of that functions; list by position)	
Requisite Resources and Equipment (list all furniture, equipment and other resources required to continue each essential function)	

Delegation of Authority and Orders of Succession (each department should pre-delegate authorities for making determinations and decisions and identify the circumstances under which they would be exercised)	
Responsibility for implementation of plan: decision concerning evacuation of building	
Conditions for succession: absence of director passes to associate director	
Method of notification: redundant notification by email, pager, or phone using call down lists	
Alternate facilities (identify from existing agency facilities, if applicable)	
Interoperable Communications (identify the data and communications systems to support mission-essential functions; e.g. voice, fax, internet, emergency systems)	
Vital Records and Databases (identify vital records, systems and data, hard copy and electronic, critical to performing mission essential functions)	
Emergency Operating Records	
Legal and Financial Records	
Logistics and Administration (materials and equipment, which will be needed immediately upon COOP activation, should be identified to assure their availability)	
Personnel Issues and Coordination (communication plan to disseminate information to essential and non-essential personnel)	
Security	
Operational (non-cyber) security guidelines (physical security as in combination locks, alarms for offices, and electronic surveillance)	
Cyber security guidelines (electronic security on servers and client machines)	

Physical security guidelines	
Test and Training Plan (method to ensure responsible parties are prepared to perform assigned duties)	
Summary	

**ANNEX R
ACRONYMS AND DEFINITIONS**

Commonly used acronyms:

AF	Alternate Facilities
CEMP	Comprehensive Emergency Management Plan
CONOP	Concept of Operations
COG	Continuity of Government
COOP	Continuity of Operations Plan
CRT	COOP Response Team
CST	COOP Support Team
ECO	Emergency Coordination Officer
EMC	Emergency Management Council
EOC	Emergency Operations Center
FDEM	Florida Division of Emergency Management
FLDE	Florida Department of Law Enforcement
FEMA	Federal Emergency Management Agency
HSAS	Homeland Security Advisory System
HVAC	Heating/Ventilation/Air Conditioning
IC	Incident Command
MOU	Memorandum of Understanding
PDD	Presidential Decision Directive
SOP	Standard Operating Procedure
SOG	Standard Operating Guidelines
TT&E	Test, Training and Exercise

Definitions

Alternative Facility	A location, other than an agency's normal facility, used to process data and/or conduct mission-essential functions in the event of a disaster
COOP Response Team	Members of the organization who have been trained to respond to emergencies involving Continuity of Operations. These members are responsible for making sure mission-essential functions are carried out while normal operations are disrupted. During relocation, the CRT is responsible for reporting to the alternate facility and managing the relocation of the organization within recovery timelines.
COOP Support Team	Support team members are personnel who do not report directly to the alternate facility but who might be told to return to their homes until otherwise notified (e.g., they may be needed as backup to support the CRT in carrying out mission-essential functions.
Comprehensive Emergency Management Plan	Contains policies, authorities, concept of operations, legal constraints, responsibilities, and emergency functions to be performed. Agency response plans, responder SOPs and specific incident action plans are developed from this strategic document.
Continuity of Government	All measures that may be taken to ensure the continuity of essential functions of governments in the event of emergency conditions, including line-of-succession for key decision makers.
Continuity of Operations Plan	Internal agency efforts to assure continuance of minimum essential functions across a wide range of potential emergencies, including localized acts of nature, accidents, technological and/or attack-related emergencies.
Delegation of Authority	A statement provided to the agency head by the agency executive delegating authority and responsibility. The Delegation of Authority can include objectives, priorities, expectations, constraints and other considerations or guidelines as needed. Many agencies require a written Delegation of Authority to be given to the agency head prior to their assuming command of larger incidents.
Drive-Away Kits	Supplies, equipment, and documentation necessary for an alternate facility to be sustained for up to 30 days. These portable kits are transported with the CRT members in time of relocation to an alternate site.
Mission-Essential Functions	Prioritized agency functions that must be performed under all operational conditions. COOPS are created to ensure that these functions can continue to be performed even following a major disaster.
Orders of Succession	The order of persons who displace or follow each other's duties or responsibilities in an organization in the event that usual agency leadership is no longer able to perform their duties.
Vital Records	<ol style="list-style-type: none"> a) Records, documents, or other information which, if damaged or destroyed, would cause considerable inconvenience and/or require replacement or re-creation at considerable expense. b) Records or documents which, for legal, regulatory, or operational reasons, cannot be irretrievably lost or damaged without materially impairing the organization's ability to conduct business.

**ANNEX S
RECORD OF CHANGES**

CHANGE NUMBER	DATE ENTERED	POSTED BY
1	03/27/12	Bill Grey
2	10/08/13	Bill Grey
3	05/12/15	Bill Grey
4	03/19/16	Bill Grey
5	11/16/18	Bill Grey
6	03/01/19	Bill Grey
7	03/17/20	Bill Grey
8	02/02/21	Bill Grey
9	04/01/22	Bill Grey
10	07/27/22	Bill Grey