



BAPTIST HEALTH SCIENCES UNIVERSITY
ACADEMIC/BUSINESS CONTINUITY PLAN

TABLE OF CONTENTS

REVISION CONTROL PAGE	4
PRESIDENT’S STATEMENT.....	5
PLAN INTRODUCTION	6
BUSINESS IMPACT ANALYSIS	7
ACADEMIC CONTINUATION PLANS	8
PLAN NOTIFICATION AND ACTIVATION.....	8
ACADEMIC/BUSINESS CONTINUITY COORDINATORS.....	9
REQUIREMENTS FOR DEPARTMENTAL AND DIVISIONAL PROCEDURES	10
PLANNING READINESS.....	11
COMMAND CENTERS.....	12
EMERGENCY SUPPLY KITS.....	13
CAMPUS RECOVERY.....	15
OPERATING PROCEDURES	16
EMERGENCY REPAIR CONTACTS AND VENDORS.....	18
CAMPUS EMERGENCY RECOVERY STEPS.....	19
PLAN REVIEW.....	20
PLAN EXERCISE	20
APPENDIX A – INDIVIDUAL PROCEDURES – UNIVERSITY PRESIDENT.....	21
APPENDIX B – INDIVIDUAL PROCEDURES – MARKETING/ALUMNI.....	23
APPENDIX C – INDIVIDUAL PROCEDURES – CAMPUS MINISTRIES	24
APPENDIX D – DEPARTMENTAL PROCEDURES – ACADEMIC AFFAIRS	25
APPENDIX E – DEPARTMENT PROCEDURES – FINANCIAL AND BUSINESS SERVICES	28
APPENDIX F – DEPARTMENTAL PROCEDURES – FACILITY MAINTENANCE	33
APPENDIX G – DEPARTMENTAL PROCEDURES – SAFETY AND SECURITY.....	35
APPENDIX H – DEPARTMENTAL PROCEDURES – INFORMATION TECHNOLOGY.....	37
APPENDIX I – DEPARTMENTAL PROCEDURES – ADMINISTRATIVE SERVICES	40
APPENDIX J – DEPARTMENTAL PROCEDURES – ADMISSIONS	43
APPENDIX K – DEPARTMENTAL PROCEDURES – STUDENT AFFAIRS	45
APPENDIX L – DEPARTMENTAL PROCEDURES – INSTITUTIONAL EFFECTIVENESS	47
Appendix M – Departmental Procedures – Enrollment Management	48

APPENDIX N – DIVISIONAL PROCEDURES – GAS CUTOFF.....	50
APPENDIX O – MEMORENDUM OF UNDERSTANDING.....	53
APPENDIX P – RECOVERY STATUS REPORT FORM.....	57
APPENDIX Q – PERSONAL NOTIFICATION PROCEDURES.....	58
APPENDIX R – TELEPHONE LOG.....	59
APPENDIX S – DISASTER PLANNING CHECKLIST	60
APPENDIX T – DISASTER ASSESSMENT CHECKLIST	62
APPENDIX U – COLLEGE SYSTEMS FLOWCHART.....	63
APPENDIX V – COLLEGE SYSTEMS LIST	64
APPENDIX W – DIVISIONAL PROCEDURES – GENERAL EDUCATION HEALTH STUDIES	65
APPENDIX X – DIVISIONAL PROCEDURES – ALLIED HEALTH.....	69
APPENDIX Y – DIVISIONAL PROCEDURES - NURSING	72
APPENDIX Z – VENDOR AND SUPPLIERS REPORT	76

REVISION CONTROL PAGE

Plan Information	
Policy : General Safety	Reviewed Date(s): 12/18, 11/19
Date Created: 8/08	Revised Date(s): 11/17; 4/22
Responsible University VP of Administrative Services Administrator:	President Council Approved Date:

Record of Changes

Each update or change to the plan will be detailed in the table below.

Date	Change Summary	Page Number(s)	Entered by:
11/1/2017	Plan document layout revised	All	James Knox
6/1/2021	Brand updates to University	All	James Knox
9/21/2022	Added Academic Continuation to name and body	Title, Pg. 8	James Knox
4/1/2022	Added Divisional Plans	See Appendices	James Knox

PRESIDENT'S STATEMENT

Baptist Health Sciences University is committed to providing a safe campus environment. The Baptist University Safety Committee is charged with developing and recommending policies for a comprehensive campus plan to effect a safe, healthy and civil campus environment. In addition, the Safety Committee will monitor compliance with policies and procedures and provide reports to appropriate individuals and groups.

Baptist University realizes that crises, or critical incidences, may occur within the University community and an effective and timely response is crucial to mitigate the effects of the incident. The University has developed a Crisis Management Team consisting of University administrators and staff, to respond to the needs of the University during and after the occurrence of a critical situation.

Each student and employee is ultimately responsible for his or her own personal safety, but by working together to understand and practice appropriate safety procedures, in daily activities and in times of critical incidences, Baptist University will become a safer place to work, study, and enjoy.

Betty Sue McGarvey, President

PLAN INTRODUCTION

The purpose of the Baptist Health Sciences University Academic/Business Continuity Plan (ABCP) is to ensure an overall effective and well-organized response to any major incident or crisis, which would severely limit or interrupt communication and services to our students, staff, and faculty. The Plan is designed to address a major disaster, which might occur at the Baptist Health Sciences University Campus Hub, Health Sciences Building, Nursing Building, and/or Collaboration Building facilities.

A. Purposes of the Plan

- Ensuring the health and safety of students, faculty, staff and visitors.
- Delivering the teaching/learning process and student-related services such as conducting classroom and clinical learning experiences, registration, faculty assignments, classroom scheduling, financial aid services, government reports, grades, admissions, housing, etc.
- Securing and preserving Baptist University facilities and equipment.
- Maintaining Baptist University partnerships, including assistance with the delivery of health care services through Baptist Memorial Hospital Memphis and Baptist Memorial Health Care Corporation.

The Academic/Business Continuity Plan anticipates two kinds of significant business disruptions (SBD), internal and external. Internal SBDs, such as a fire in one of our buildings, affect only Baptist University ability to carry out critical functions of our mission. External SBDs, such as natural disasters, affect Baptist University and other organizations. The University response to an external SBD relies more heavily on other community and regional organizations and emergency systems.

The Business Continuity Plan is one element of an overall emergency management plan for Baptist University that includes risk assessment, incident prevention, and emergency response plans. The Business Continuity Plan provides a framework for identifying the University essential functions, key personnel, and critical systems/processes that must be operational in order for the University to continue business.

Essential functions are those areas of business that must be continued within 14 days to achieve the University mission of providing quality education in a Christian environment to prepare graduates for diverse health care environments. The short-term goal of the BCP is to have critical systems/processes in place to support essential functions within 14 days or less following disruption. A longer-term recovery plan may be needed to restore all functions, services, resources, facilities, programs, and infrastructure to pre-incident levels.

B. How to use the Plan

If an incident occurs, turn to the DEPARTMENTAL or DIVISIONAL PROCEDURES, review thoroughly, and then initiate the appropriate steps.

The plan is organized in such a way that one need not read every word in order to determine the appropriate actions and activities necessary to recover. Instead, think of it as a combination of disaster time checklist, reference document, and training aids. The various procedures should be reviewed and followed based on the incident circumstances.

The plan should be carefully followed during periodic testing exercises in order to thoroughly train recovery personnel and to ensure the strategies and actions accurately reflect current recovery requirements.

Employee Responsibilities – Essential Personnel

All essential personnel, as determined by the Business Continuity Recovery Coordinator, will be required to remain onsite so that Baptist University can respond promptly to recover the communication services. When an incident involving a natural disaster occurs during normal work hours, employees will be allowed time to check on their families and home as soon as practical following the incident.

When an incident involving a natural disaster occurs during off hours, employees on-site will be allowed time to check on their families and home as soon as practical following the incident. They will be required to remain until relieved. All off-duty employees are subject to re-call and should remain at home or leave a telephone number where they can be reached.

BUSINESS IMPACT ANALYSIS

The critical procedures and services (Departmental Procedures) were determined and the interdependencies between those processes must continue to exist for the University to function. Critical processes generally fall into one of three general categories:

- **Safety and Security** - Activities needed to sustain a safe and secure environment for students, faculty, staff, the visiting public, and surrounding community, potentially for an extended period.
- **Business Support Services** - Activities that maintain necessary business operations, safeguard assets, and ensure the financial viability of the University. Examples include payroll, revenue collection, accounts payable and financial reporting.
- **Learning and Instruction** - Activities that carry out or directly support the academic mission of the University. For example, student support services, training, and instruction.

ACADEMIC CONTINUATION PLANS

A catastrophic event that activates any level of the Business Continuity Plan may result in the official suspension of face-to-face classes here on campus. The nature of the events/disruptions will determine the conditions under which instruction may be impacted. While the specifics of the conditions may vary, one or more of the following general conditions may be enacted which will then activate academic continuation plans:

1. Loss of teaching and learning facilities including loss of physical infrastructure or access to our facilities. Classes may need to be held at alternative locations or online.
2. Significant reduction in faculty, staff and student attendance related to illness, natural disasters, or other events.
3. Need for “social distancing” to provide instruction without face-to-face contact (Pandemic).

Elements of the Plan

1. Divisional Procedures will be developed to address continuation of student learning during a catastrophic event to minimize student confusion, list expectations and facilitate continued instruction.
2. The procedures suggests that an emergency readiness statement be included in each course syllabus with clear instruction to be followed if a disruption occurs.
3. All faculty should be prepared to utilize Canvas and alternate methods for delivery of course material.
4. Divisional web-based meetings and course sharing methods should be developed to address faculty shortage and overload situations.
5. Divisional Procedures will include measures developed to deal with courses that present challenges during a catastrophic event such as labs and clinical components.
6. Existing procedures, such as the Academic Affairs Departmental Procedure is designed to observe the protocols of each division as well as oversee any additional academic resources needed to be established and defined for activation of all academic continuation plans.
7. The procedures will be geared towards assisting students at continuing work toward timely course completion and graduation.

University deans and associate deans are responsible for development and training of the academic continuation plans. Each division has created their plans and are responsible for providing faculty the needed information to enact these plans in the event of activation of the University Academic/Business Continuity Plan.

PLAN NOTIFICATION AND ACTIVATION

Strategy Overview and Plan Declaration

Activation of the Baptist University Academic/Business Continuity Plan is made by the University President or her designee. The University President or her designee will assign the role of Business Recovery Coordinator. The Recovery Coordinator will activate or place team members on alert following detections of a major incident. The Recovery Coordinator informs administration of the situation and decides whether or not to declare a disaster and leads all ongoing planning and activities for the plan.

ACADEMIC/BUSINESS CONTINUITY COORDINATORS

Annual review and implementation of critical functions outlined in the Academic/Business Continuity Plan will be led by the Business Continuity Coordinators of each department and division.

Department/Area	Name	Contact Number	Location of Plan
University President	Dr. Betty Sue McGarvey	C: 901-412-2125 O: 901-572-2585	Appendix A
Marketing/Alumni Relations	Megan Bursi	C: 901-573-1517 O: 901-572-2853	Appendix B
Campus Ministries	Karen Smith	C: 901-233-2649 O: 901-572-2475	Appendix C
Academic Affairs	Dr. Barry Schultz	C: 901-270-6364 O: 901-572-2772	Appendix D
Financial and Business Services	Leanne Smith	C: 901-489-7925 O: 901-572-2440	Appendix E
Facilities Maintenance	Mike Bennett	C 901-331-0515 O: 901-572-2516	Appendix F
Safety and Security	James Knox	C: 901-461-6174 O: 901-572-2510	Appendix G
Information Technology	Leanne Smith	C: 901-489-7925 O: 901-572-2440	Appendix H
Administrative Services	Dr. Adonna Caldwell	C: 901-335-8467 O: 901-572-2592	Appendix I
Admissions	Dr. Tammy Fowler	C: 870-761-1297 O: 901-572-2774	Appendix J
Student Affairs	Dr. Tammy Fowler	C: 870-761-1297 O: 901-572-2774	Appendix K
Institutional Effectiveness	Dr. Cameron Conn	C: 731-267-9867 O: 901-572-2538	Appendix L
Enrollment Management	Dr. Tammy Fowler	C: 870-761-1297 O: 901-572-2774	Appendix M

General Education and Health Studies	Dr. Michelle McDonald	C: 901-240-8909 O: 901-572-2500	Appendix W
Allied Health	Dr. Elizabeth Williams	C: 901-292-0563 O: 901-572-2640	Appendix X
Nursing Division	Dr. Anne Plumb	C: 901-497-2555 O: 901-572-2842	Appendix Y

REQUIREMENTS FOR DEPARTMENTAL AND DIVISIONAL PROCEDURES

Academic/Business Continuity Coordinators have the responsibility of managing their areas procedures. Each area shall, as appropriately directed, execute the portion of their procedures that may be required to assure optimum endurance and rapid recovery from the effects of an emergency. Business Continuity Coordinators and their assigned backups shall at minimum develop and maintain procedures to accomplish the following:

1. Identify the individuals and alternates to whom the specific responsibilities are assigned:
 - a. Procedures response and execution.
 - b. Procedures maintenance – all areas are required to provide the Safety Committee with updated Departmental Procedures every year during the annual plan review.
2. Develop procedures for communicating within their area.
 - a. Contact list for all department faculty and staff.
 - b. Be certain that all faculty and staff review and understand the safety procedures defined in the University Safety Plan.
 - c. Identify important assets and how to protect them in an emergency situation.
3. Identify and document (contact names, location, telephone numbers, email address, etc.) subcontractors, suppliers and service providers that may be needed in an emergency situation.
4. Identify critical reliance on other departments.
5. Provide training for new hires as necessary.
6. Communicate assignments to all employees.

Individual, departmental, and divisional procedures are located in the appendices of the plan.

PLANNING READINESS

Before an event that will cause the activation and implementation of recovery activities, the University emergency planners and BC Coordinators must ensure critical functions and tools have been assessed. The University has identified the following measures that will need to be reviewed on a continual basis in advance of a Academic/Business Continuity Plan activation.

Action Item	Responsible	Frequency
Review ABCP annually	Safety Committee, BC Coordinators and backups	Annually
Completion of annual emergency response drill	All	Annually
Update and distribute Call Tree	Jane Smothers	Annually
Review of emergency vendors and external support list	Coordinators	Annually, as needed
Quarterly emergency supply kit inspection	Safety Committee	Quarterly
Inspection and evaluation of Command Center supplies	Safety Committee	Quarterly
Review of Crisis Communication Plan	Crisis Communication Team	Annually
Test Omnilert notification system	Planning Council	As needed, minimum annually
Review of Family Reunification Plan	Student Services	Annually
Review of critical equipment shut offs	Facilities, Security, Administrators	Annually
Inspect critical emergency equipment (Generators, sprinkler systems, fire alarms, etc.)	Facilities Maintenance, Vendors, Security	Per regulatory requirements, as needed
Evaluate back-up systems for information technology systems and records	Information Technology	As needed, minimum annually
Evaluate need for additional mutual aid agreements and plan resources utilizing table top exercises and best practices	Planning Council, Safety Committee	As needed
Develop agreements and open purchase orders with vendors outside of the area that may supply items of need if all local vendors become unavailable due to a local event. (Portable rest rooms, Mod Space (Portables), etc.)	Financial and Business Services, Facilities	As needed
Ensure plans are in place for the University if there is a delay to the beginning of a term or missed days	Academic Affairs, President, Institutional Effectiveness	As needed

during the semester due to a disaster. Evaluate plans to manage the delay by adding minutes to the subsequent class meetings, adding Saturday and Sunday classes, extending the semester, and cancelling holidays, reading days and other breaks within the semester.		
If classroom buildings are not deemed safe for entry, identify learning spaces and have areas approved by accrediting bodies.	President, Division Deans, Institutional Effectiveness	As needed

COMMAND CENTERS

Baptist University Command Center locations:

Building	Location	Supply Loc.
Campus Hub	RM 105	Rm 104 Closet
Health Sciences Building	Basement	Maintenance Closet
Nursing Building	RM 147	Rm 148 Storage Room
Collaboration Building	Conference Room 112	1st Floor EVS/Maintenance Room

Command Center equipment:

Building	Location	Supplies
Campus Hub	Rm 105	<ul style="list-style-type: none"> 1 network PC 1 pair of voice and data jacks, the phone jack has not been set up 1 phone in the closet, adjacent to classroom 105 1 dual electrical outlet on three of the walls
Science Building	Basement	<ul style="list-style-type: none"> 1 wall mounted phone in the hallway across from the elevator 1 phone in the IS closet next to the vault
	Classroom 013	<ul style="list-style-type: none"> 1 PC to be installed for the Simulation Lab 1 Quad voice/data jack (2 phone and 2 data not setup or activated), 2 dual electrical outlets in the North wall 1 Quad voice/data jack (2 phone and 2 data not setup or activated), 2 dual electrical outlets on the West wall
	Kitchen area	<ul style="list-style-type: none"> Sink Dual electrical outlets on the West wall

		<ul style="list-style-type: none"> 1 pair of voice and data jacks, the phone jack has not been setup
Nursing	Classroom 147	<ul style="list-style-type: none"> 1 networked PC Command Center supplies in storage room 148
	Classroom 159	<ul style="list-style-type: none"> 3 networked PC's in the hallway 7 networked PC's in the lab 1 wall mounted phone 1 sink Medical supply closet with wheel chair and crutches Misc. medical supplies in the lab No additional phone jacks in the room
Collaboration Building	Rm 112	<ul style="list-style-type: none"> 1 network PC 1 pair of voice and data jacks, the phone jack has not been set up 1 phone

EMERGENCY SUPPLY KITS

Emergency kit locations:

- Campus Hub – Room 105 storage
- Science Building – Basement, Maintenance closet
- Nursing Building – Room 147
- Collaboration Building – Maintenance/EVS closet

Emergency Supply Kit content includes:

FOOD & WATER

(20) ER Food Bars - 3 day supply for 20 people, 5 Year Shelf-life.

(60) Water Boxes w/ Straws - 3 day supply for 20 people, 5 Year Shelf-life.

(50) Water Purification Tablets - To purify unsanitary water.

SHELTER

(20) Thermal Blankets - Designed by NASA to retain body heat!

(1) Tube Tent - Comes with rope and instructions.

(1) Plastic Sheeting - Shelter-in-place for protection from contaminants.

(1) Roll of Duct Tape - Great for various applications!

LIGHTING & COMMUNICATION

(1) Solar / Hand-Crank Powered Light, Radio, & Cell Phone Charger.

(2) Shake Light - Emergency flashlight that you just shake to charge. Never needs batteries.

(5) Green Light-sticks - 12 hours of bright green light at the snap of a finger. 4 year shelf-life formula. **(1) Yellow Light-stick** - 12 hours of bright yellow light at the snap of a finger. 4 year shelf-life formula. **(5) Emergency Candles** - Each candle lasts 5 hours! **(1) Box Waterproof Matches** - 50 matches; light after getting wet!

FIRST AID

(1) 160-piece First Aid Kit - 25 person OSHA recommended first aid kit.

SEARCH & RESCUE

(1) Safety Whistle - Blow loud for immediate rescue attention! **(20) Dust Masks** - Prevents dust and germ inhalation.

(2) Pair Vinyl Gloves (in 1st aid kit) - Protects hands from infection. **(2) Pair Work Gloves** - Heavy duty with leather palm.

(1) Pry/Crow Bar 15" - A life-saving search and rescue tool for rescuing trapped disaster victims.

(1) Survival Guide - Complete guide to surviving any disaster!

SANITATION

(1) Snap-on Toilet Seat - Snaps on to container for use as a portable toilet.

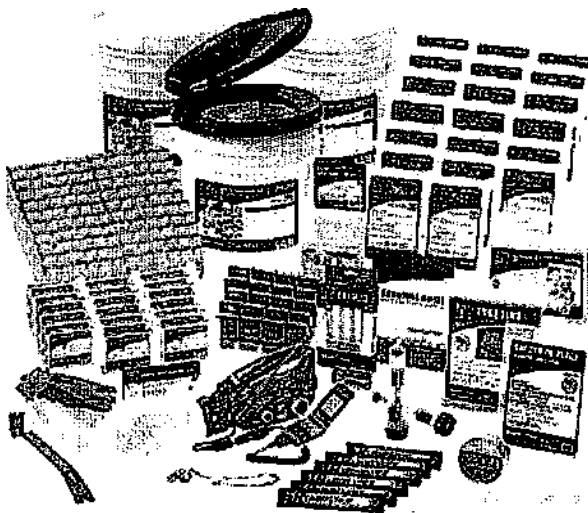
(12) Sanitation/Toilet Bags - Maintains sanitary conditions!

(1) Package Toilet Chemicals - Maintains sanitary conditions!

(20) Tissue Packs - Help maintain sanitary conditions.

Use with chemicals, seat, and bags as a portable toilet.

Packaged in (3) 5 Gallon Air Tight Containers 20 Person Deluxe Office/Group Kit



20 person, 3 day supply of food, water and essential emergency preparedness supplies packaged in (3) 5 gallon containers. This comprehensive kit contains a unique assortment of the most effective emergency supplies available. These air-tight, insect and water proof containers stack neatly, take up little space, and come with an easy to carry handle. Designed and constructed by emergency preparedness experts, these kits are ideal for home or office and contain the items necessary to deal with any aspect of disaster preparedness.

CAMPUS RECOVERY

After a Disaster where University operations have been shut down, the entire campus environment may be dangerous. Only after the environment is safe can restoration efforts begin followed by an orderly reopening of normal University operations.

1. Initial

The Damage Assessment Team will conduct an initial damage assessment. Team members are the President (or her designee), Safety Officer, Facilities Manager, and other designated team members.

2. Secondary

Once facilities are determined to be safe, each department should complete a Secondary Damage Assessment Form and submit a copy to the Crisis Management Team and Academic/Business Continuity Coordinator.

Personnel needed to assist with clean-up of the work areas will be notified by their supervisor. The President will make a determination as to when it is safe to re-open the campus.

Brief Team Members

Conduct a Plan Activation meeting with the team members to familiarize them with the incident circumstances and resulting strategies.

- 1) Review the incident and current status with the recovery team members:
 - a. results of damage assessment,
 - b. insurance issues, and
 - c. any special issues.
- 2) Remind personnel NOT to make any "public" or "off-the-record" statements to any media representatives.
- 3) Review objectives and strategies developed by the Baptist University Academic/Business Recovery Coordinator, noting
 - a. expected duration,
 - b. general objectives and strategies which will be used, and
 - c. any special safety or security issues.
- 4) Establish work and rotation schedules based on workload, available resources, and

available personnel.

Team members are encouraged to use the Event Log to document the line and activities associated with the events of the crisis.

OPERATING PROCEDURES

1. Administrative Responsibilities

These Administrative Responsibilities outline the tasks which this team must perform to maintain proper record keeping and control during an event as well as recovery operation:

- Maintain good written documentation of any changes or modifications to standard operating procedures. Make sure temporary changes or modifications do not carry over to normal operations following the recovery operation shutdown.
- Submit weekly time sheets to department leadership. It is particularly important to track time expended during the recovery effort.
- Maintain a record of all personal expenses incurred during the recovery operation (receipts should be attached).
- Submit completed Recovery Status Reports to Baptist University Business Recovery Coordinator.
- Review recovery activities against the documented Departmental Procedures and initiate updates and changes.

2. Preparedness Procedures

Ensure that daily operating activities are fully supported by the team's business recovery capabilities on an ongoing basis. Each member of this team is responsible for business recovery preparedness and employee training within his/her area of responsibility:

Maintain a current copy of the Business Continuity Plan (BCP) at home and at your office. Ensure that all Business Continuity Team members and alternates maintain a current copy of the BCP at home. Ensure that all recovery team personnel consider recovery preparedness a part of their normal duties.

Maintain your BCP, including all procedures, checklist and team roster, in an up-to-date condition. Update this plan for any of the following circumstances:

- Changes to department personnel identified annually;
- Significant changes to disaster recovery requirement which reflect changes to either Recovery Windows or the MINIMUM ACCEPTABLE RECOVERY CONFIGURATION REPORT; and
- Significant changes to recovery procedures, such as the addition of new business functions, support systems (e.g., new computer applications), new business practices (e.g., receiving orders via new electronic sources) or organization changes.

Additionally, participate in the overall Business Continuity Plan exercises, as required.

3. Plan Attachments

The appendices attached to this plan are forms, checklist, and additional tools used in the recovery phases to assist the University in efforts to recover and establish needed continuity activities.

4. Recovery Status Report

After the Business Continuity Recovery Plan has been activated, you are required to submit periodic Recovery Status Reports. The Department Coordinator or their designee shall keep records of the report and submit reports to the Business Continuity Recovery Coordinator. **A copy of the form is located in the plan appendices.**

5. Plan Notification Procedures

After the Recovery Plan has been officially ACTIVATED, use this procedure in conjunction with the TEAM COMPOSITION REPORTS to alert personnel. Record the results of telephone calls on the TELEPHONE LOG. **A copy of the procedure is located in the plan appendices.**

6. Call Logs

Telephone Logs will guide the caller in ensuring that all call attempts have been documented. Provide as much information as possible on the log. Keep records of the calls with all other documents and provide to the Business Continuity Recovery Coordinator upon request. **A copy of the log is located in the plan appendices.**

7. Disaster Planning Checklist

Used by the Incident Commander, the Disaster Planning Checklist will ensure that notifications and activations of the Business Continuity Plan have been implemented. The checklist will also ensure that the Business Continuity Recovery Coordinator is made aware and communications between the incident lead and the recovery coordinator have been made. **A copy of the checklist is located in the plan appendices.**

8. Damage Assessment Checklist

As stated in Campus Recovery, Damage Assessments will be completed once the area is safe to access. The Damage Assessment Checklist will identify the following:

- Disaster type
- Hospital referrals
- Need of emergency services on site
- Initial Assessment (Total Loss/Partial Loss)
- Damage Assessment
- Recovery time estimate
- Maintenance specialist or contractors needed

A copy of the Damage Assessment Checklist is located in the plan appendices.

EMERGENCY REPAIR CONTACTS AND VENDORS

UTILITIE EMERGENCY

MLG& W: 820-7878 WWW.mlg&w.com
EMERGENCY: 528-4465

CHEMICAL SPILL STAFF

MIKE BENNETT 331-0515
JAMES KNOX 461-6174

TELEPHONE

AT&T: 800-286-8313 WWW.att.com

FLOOD CLEANUP

JANALL 331-0841
SERVEPRO 366-2244

EMERGENCY MANAGEMENT-DAIL 311

MECHANICAL & PLUMBING

MORGAN & THORNBURG 365-4936
UPCHURCH 388-0333

ELECTRICAL

AMERICAN ELECTRIC 743-5120

GENERAL CONTRACTORS

WAGNER 386-0060
IMAGINE21 372-0545

DEMOLITION CONTRACTORS

CHANDLER DEMOLITION 276-5459

SPRINKLERS SYSTEM

GILES 794-3358

FIRE ALARM SYSTEM: MAIN, ANNEX & SCIENCE

FIRE ALARM MONITORING: SECURITY CONSULTANTS 327-2450
ALARM REPAIR: SECURITY CONSULTANTS 327-2450

FIRE ALARM SYSTEM: NURSING

MONITORING: SIMPLEX 888-746-7539

PASSWORD: FIRETRUCK: UL-1991

KONE ELEVATORS

SERVICE: 1-877-276-8691

SECURITY CAMERAS

DNS: 901-266-0015

SECURITY SYSTEM: NURSING

STANLEY SECURITY SOLUTIONS 409-5996
MONITORING

HOMELAND SECURITY

1-800-237-3239

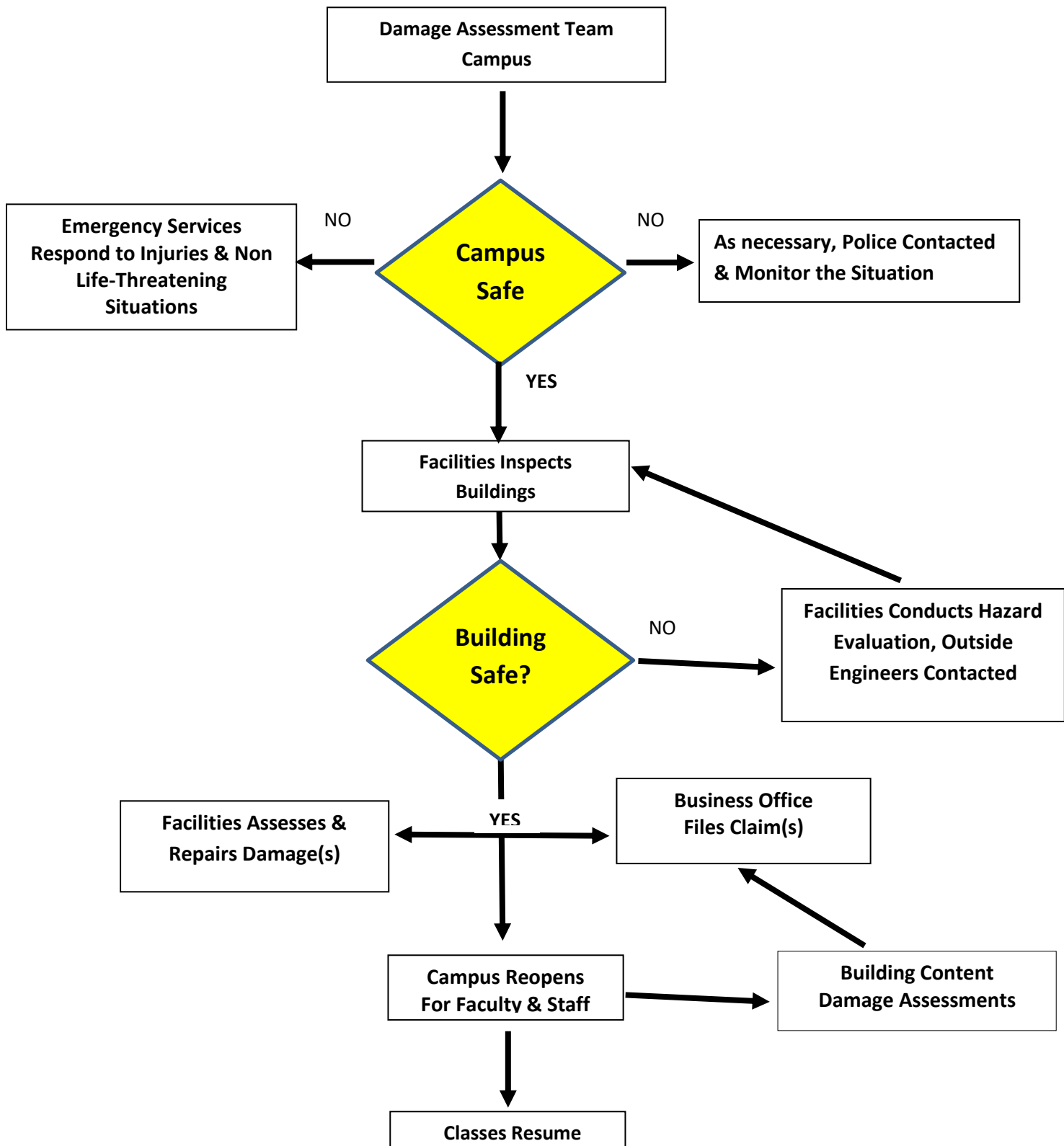
EMERGENCY MANAGEMENT

515-2525

CARD READERS & GATES

CARD READERS: DNS 901- 266-0015
CARD READERS: Allied 901-487-5601
GATES: AUTOMATIC GATES 383-2529

CAMPUS EMERGENCY RECOVERY STEPS



PLAN REVIEW

Annually, the Safety Officer along with the BC Coordinators will complete a review of the plan and appendices. Plan updates and revisions will be submitted to the President's Council annually.

PLAN EXERCISE

Annually, at minimum, the ABCP will be exercised. Following the exercise, an exercise de-brief will be done which committee members will review and submit updates to the Safety Committee for plan revisions.

APPENDIX A – INDIVIDUAL PROCEDURES – UNIVERSITY PRESIDENT

Points of Contact and support staff

1. Dr. Betty Sue McGarvey, President (h): 901-876-3775 cell: 901-412-2125 office: 901-572-2585
2. Dr. Barry Schultz, VP for Academic Affairs cell: 901-270-6364 office: 901-572-2772
3. Dina Bachor, Administrative Secretary cell: 901-834-5114 office: 901-572-2585

Before Incident (Preparation Phase) – Activities to be assessed during annual review.

- Administrative Secretary will send alternate email address list to designated officials annually
- Have numbers of local emergency officials and BMHCC leadership
- Have contact number(s) for board members
- Ensure readiness supplies needed for command post are identified and assessable
- Gather resources for communications with regulatory and accrediting bodies
- Update list of local Presidents

During Incident (Response Phase)

- Establish communication with site Incident Commander
- Contact local emergency officials and BMHCC leadership
- Communicate with key leadership and legal counsel
- Work with Marketing/Alumni on media contacts and messaging
- Begin Call Tree as deemed necessary
- Send reminders through communications who are the sole media contacts for the University
- Determine if parent phone conference is appropriate and, if so, set date/time, and promote phone number
- Review responsibilities identified in the Crisis Communication Plan
- Initiate/maintain log of significant events, messages, and phone calls and pass on to relief with instructions to maintain it
- Authorize the following protective or precautionary actions as appropriate:
 - Partial or total campus evacuation (evacuations for site-specific emergencies may also be ordered by the Emergency Response Leader or the highest ranking University or community law enforcement officer on duty)
 - Sheltering, campus closure and/or re-opening; declared curfew
 - Cancellation and reservation of classes and all other events

After Incident (Recovery Phase)

- Establish conference call directives for plan recovery activities
- Plan University-wide chapel services – in the beginning for information and prayer, and then a more formal worship service approximately two weeks following the crisis

- Assess situation; obtain information and periodic updates from Crisis Communication Team
- Establish messaging to communicate on updates and status of recovery efforts for the University
- Determine what events should be canceled or relocated
- Maintain communication Business Continuity Coordinators; ensure periodic briefings are held
- Issue any necessary public statements personally or through the University Marketing/Alumni Relations office

APPENDIX B – INDIVIDUAL PROCEDURES – MARKETING/ALUMNI

Faculty and Staff

Points of Contact

- | | | |
|--|--------------------|----------------------|
| 1. Megan Bursi, Director of Marketing/Alumni | cell: 901-573-1517 | office: 901-572-2853 |
| 2. Adonna Caldwell, VP Administrative Services | cell: 901-335-8467 | office: 901-572-2592 |

Before Incident (Preparation Phase) – Activities to be assessed during annual review.

- Develop alternate web site (www.baptist.edu/emergency) with possible links to go live contingent upon the type of crisis (tornado, earthquake, shooting, suicide)
- Develop a webpage on bchs.edu/about-us for media that includes quick facts about the University. Can be used in an emergency and non-emergency to guide media to our facts.
- Have media kits updated each year.
- Update media contacts – both e-mail distribution list and contact numbers.
- Have a back-up cell phone battery and backup apple charging cords.
- Subscribe and have access to a wireless modem or Hot Spot for 24/7 wireless communication.

During Incident (Response Phase)

- Remind team that the President and Public Relation Director are the sole media outlets; Backup is the director of marketing.
- Accompany President to the police department or local emergency management system. Again, the University must be accompanied by PR escort.
- Get alternate sites published live as soon as possible
- Monitor University social media pages

After Incident (Recovery Phase)

- Lead activation and implementation of the Crisis Communication Plan
- Ensure all communications are reviewed and approved
- Maintain Communication with Corporate Communications team

APPENDIX C – INDIVIDUAL PROCEDURES – CAMPUS MINISTRIES

Points of Contact and support staff

1. Karen Smith, Director of Campus Ministries	cell: 901-233-2649	office: 901-572-2475
2. Dr. Betty Sue McGarvey, President	cell: 901-412-2125	office: 901-572-2585 home: 901-876-3775

Before Incident (Preparation Phase) – Activities to be assessed during annual review.

- Work with IT to designate both a regular and cell number that can be used for volunteers/supply request
- Work with Facilities and IT to set up routing telephone lines to accept supplies and volunteers
- Assist University Counseling and Student Services to be informed about and connected with at-risk students
- Identify and train personnel each year willing to do long-term ministry support for emergencies

During Incident (Response Phase)

- Identify a volunteer command post
- Establish communication and access to resources with corporate Community Relations and Pastoral Care
- Provide updates and coordinate with President
- Maintain ongoing communication with the public relation regarding volunteer and supply donations
- Assist counseling services with pastoral care and counseling
- Identify additional external pastoral care groups for support
- Provide tangible support and line of communication with command post
- Review roles identified in the Crisis Communication Plan

After Incident (Recovery Phase)

- Assist President's office with chapel services, if needed
- Assist with donations and distribution of supplies and needed volunteers

APPENDIX D – DEPARTMENTAL PROCEDURES – ACADEMIC AFFAIRS

Points of Contact and support staff

1. Dr. Barry Schultz	cell: 901-270-6364	office: 901-572-2500
2.	cell:	office:
3.	cell:	office:

Before Incident (Preparation Phase) – Activities to be assessed during annual review.

- Have full-time and adjunct faculty understand methods of moving to an alternate delivery system/continuity of instruction for their courses
- Be sure every Dean and Chair knows how to reach all faculty in their area (home/cell phone)
- Determine spaces that would be appropriate for instruction in the event that our facilities are unusable for academic classes/learning activities
- Stress the importance of faculty participation on E2Campus during faculty workshops

During Incident (Response Phase)

- Initiate/maintain log of significant events, warnings, messages and phone calls
- Work with Registrar and deans to determine an alternate class schedule
- Enact an extended drop policy, if needed
- Review responsibilities identified in the Crisis Communication Plan

After Incident (Recovery Phase)

- Faculty should come to campus to assist as needed (phone tree)
- With University leadership, determine when classes are to resume
- Serve as lead representative in matters related to academic interface with Emergency Command Center operations
- Assess class scheduling and staffing effects of a disaster on academic areas
- Assist in dissemination of information related to the disaster to the academic community.
- Implement actions on recovery checklist based on priority

Recovery Checklist:

Description of Function (Critical Process or Service)	Return to Operation	Priority	Personnel	Records	Equipment and Systems
Student Instruction via classes, laboratories and clinical learning experiences	Could wait for 1 – 3 days but target date needs to be established ASAP by Leadership Group and target date communicated to internal and external constituencies.	High	Initially the Leadership Team; then Provost Council; Provost; Deans; Registrar; Faculty to work through issues once date to resume classes is finalized. Clinical sites/preceptors will need to be notified	Academic calendar; course schedules; Tennessee Clinical Placement System	Jenzabar; Typhon; Trajecsyst; Proctor U/online testing vendors' Live Text (VIA); Yuja. Internet to communicate with faculty and staff
Advising students on academic progression	14 Days	Low	Dean, faculty, Registrar	Student Records	Jenzabar; Internet
Testing Center	1-3 Days	High	CAE Staff, Faculty, Deans	MyBCHS (scheduling for testing)	Internet
Learning Center	14 Days	Low	CAE Staff, Faculty, Deans	N/A	Internet
Shared governance activities through committee work	21 Days	Low	Faculty; Deans; Other Committee Members	MyBCHS (Sharepoint) stores and archives all of the committees' work and minutes	Internet
Faculty office hours for student assistance/tutoring	14 Days	Low	Faculty; Deans	NA	NA
Provision of instructional materials	1 - 3 Days	High	Faculty; Deans; University IT Staff CAE staff (library)	N/A, accessible through Moodle	Textbooks; journal articles; computers; software; models; simulation equipment, Internet; computers; Intranet – access to library
Verification of enrollment and graduation	Could be delayed for 14 days if necessary veterans without edu. Benefits; Financial Aid	High	Registrar; Deans; all faculty	Student Files; Transcripts	Internet; MyCampus

Description of Function (Critical Process or Service)	Return to Operation	Priority	Personnel	Records	Equipment and Systems
Issuing Transcripts	14 Days;	Low	Registrar; Provost; Deans	Grading (Moodle)	Internet; National Clearinghouse
Classroom scheduling	1-7 Days	High	Registrar; Provost; Deans	Class schedules; other options for classrooms on campus and off campus	Internet; Jenzabar
Grading/degree audits (Utilize student information system for grade input by faculty, grade processing by registrar's office and grades made available to students via student information system via web; graduation analysis)	7 Days	Medium- Depends upon the timing of the incident	Faculty; Deans; Registrar; Provost	Moodle/(grades) degree audits	Internet;
Registration to include advising, pre-registration, fee payment, drop/add	14 Days- Could be held 14 days (check with financial aid about refunds, etc.)	Medium	Registrar; Financial Aid Staff; Provost; All full-time faculty; business office staff	Course schedule; forms; transcripts, receipts	Internet; MyCampus (for selecting/regist- ring for courses)
State and federal reporting	14 Days	Low-Could be held 14 days if ability to communicate to recipient is available such as TICUA, IPEDS SACSCOC, NC-SARA etc.	Registrar, Director of IE; Provost; Deans; Program Chairs	List of reports and dates due	Jenzabar; Internet; Individual files for documents such as self audits.
Library Services	1 week	Medium	University staff and vendors for databases and online resources	Library documentation of databases and user ID and passwords to access online resources	Books, journals and media as well as computers for patron use

APPENDIX E – DEPARTMENT PROCEDURES – FINANCIAL AND BUSINESS SERVICES

Points of Contact and support staff

1. Leanne Smith, VP Financial & Business Services	cell: 901-489-7925	office: 901-572-2440
2. April Tyson, Director of Business Services	cell: 901-378-0151	office: 901-572-2446
3. Jessica Oliver, Accountant		office: 901-572-2443

Before Incident (Preparation Phase) – Activities to be assessed during annual review.

- Have camera/phone readily available in order to take necessary photos
- Oversee annual review of Track Manager
- Develop working relationship with contractors in order to have immediate service
- Have updated asset listing
- Review specific SOP's for Financial and Business Services

During Incident (Response Phase)

- Initiate/maintain log of significant events, messages, and phone calls. Pass this on to relief with instructions to maintain it
- Develop and maintain a tracking system for all events tied to reimbursement to assure maximum financial recovery for the University
- Contact insurance company with damages and needs (note: have numbers readily available). Activity should coordinated with Corporate Risk Management.
- Work closely with Facilities
- Work with local utility companies
- Review responsibilities identified in the Crisis Communication Plan

After Incident (Recovery Phase)

- Focus on Insurance issues
- Work with contractor on repair/rebuild withy Facilities
- Ask BC Coordinators to give comprehensive list of what was lost (lost List)
- Keep detailed documentation of items destroyed/lost
- Prioritize and implement critical function activities

Recovery Checklist: Finances

Description of Function (Critical Process or Service)	Return to Operation	Priority	Personnel	Records	Equipment and Systems
Make Bank Deposits	14 Days	Low	Student Accts Coordinator	Deposit slips/Jenzabar documentation	Jenzabar/Lawson
Record Student Payments	14 Days	Low	Student Accts Coordinator	Checks/Cash/C C Information	Jenzabar/Website
Maintain Bookstore Accounts	14 Days	Low	Student Accts Coordinator/Accountant/Dir. Business Svcs	Crystal report/FA records	Crystal Reports/Jenzabar/Excel
Post Financial Aid Awards	14 Days	Low	FA Officers	FA Files	Jenzabar
Interact with Lending Institutions	14 Days	Low	FA Officers	FA Files	ELM/Jenzabar
Draw Title IV Funds	14 Days	Low	Vice President, Business Svcs	Jenzabar reports	G5/Jenzabar
Process FA Refunds	14 Days	Low	Student Accts Coordinator/FA Officers/Director, Business Svcs	Jenzabar reports	Jenzabar/EZSigner
Transfer Funds to/from Operating Acct	14 Days	Low	Vice President, Business Svcs	Jenzabar reports	Phone/Email
Certify TELS and TSAC Awards	14 Days	Low	FA Officers	FAFiles/Jenzabar reports	Egrands/Jenzabar
Import/update EDEExpress	14 Days	Low	FA Officers	EDEExpress data file	EDEExpress/Jenzabar
Maintain Customer Support	14 Days	Low	All	Various	Phone/Email
Internal/External Reporting	14 Days	Low	FA Officers/Vice President, Business Svcs/Dir. Business Svcs.	Various	Web
Orientation	14 Days	Low	All		Powerpoint/Jenzabar/ EDEExpress
Maintain Jenzabar System	14 Days	Low	All		Jenzabar

Recovery Checklist: Accounting

Description of Function (Critical Process or Service)	Return to Operation	Priority	Personnel	Records	Equipment and Systems
Post Journal Entries	14 Days	Low	Accountant/Director, Business Svcs	Supporting documentation	Lawson
Reconcile Accounts	14 Days	Low	Accountant/ Vice President, Business Svcs	Lawson reports	Jenzabar/Lawson
Finalize Financial Statements	14 Days	Low	Accountant/Director, Business Svcs	Lawson reports	Lawson
Distribute Financial Statements	14 Days	Low	Accountant	Lawson reports	Excel/Lawson
Coordinate Medicare Statistics	14 Days	Low	Vice President, Business Svcs	Clinical hours reports	Excel/Lawson

Recovery Checklist: Capital Procurement

Description of Function (Critical Process or Service)	Return to Operation	Priority	Personnel	Records	Equipment and Systems
Access working BMHCC computer to enter CER proposal for needed Capital Purchase	14 Days	Low	VP Business, Admin Secretary	Capital order files	PO system
Upon receipt of approved CER #, access Lawson system to enter PO information	14 Days	Low	VP Business, Admin Secretary	Capital order files	Lawson System
Upon receipt of approved PO#, indicating ordering of item, file PO for follow- up	14 Days	Low	VP Business, Admin Secretary	Capital order files	Lawson System
Upon receipt of item ordered, check for proper item, quantity, etc.	14 Days	Low	Ordering cost center, VP Business, Admin Secretary	Capital order files	Lawson System
Release (Lawson)invoice for payment of supplies	14 Days	Low	Ordering cost center, VP Business, Admin Secretary	Capital order files	Lawson System

Recovery Checklist: Insurance

Description of Function (Critical Process or Service)	Return to Operation	Priority	Personnel	Records	Equipment and Systems
Submit updated Statement of Values to Insurance Office (annually)	14 Days	Low	VP, Business and Finance	Statement of Value	None
If property is damaged or destroyed, assess damage for claim reporting	1 Day	High	VP, Business and Finance	Equip files	
Upon receipt of damage reimbursement, initiate repair or purchase	14 Days	Low	VP, Business and Finance	PO files	Purchase Order System

Recovery Checklist: Records and Contracts

Description of Function (Critical Process or Service)	Return to Operation	Priority	Personnel	Records	Equipment and Systems
Establish Record Type, Location and Responsible Party for All Records	14 Days	Low	Various	Various	Various
Inventory Records	7 Days	High	Various	Various (listing attached)	Various
Establish Missing Records	7 Days	High	Various	Various	Various
Determine Necessity/ability to Recreate	7 Days	High	Various	Various	Various
Recover Records	14 Days	Low	Various	Various	Various
Description of Function (Critical Process or Service)	Return to Operation	Priority	Personnel	Records	Equipment and Systems

Maintain Listing of Contracted Services	14 Days	Low	VP Finance or designee	Contracts/Agreements	TractManager and contract files
Identify Key Contracts and Priority	7 Days	High	VP Finance or designee	Contracts/Agreements	TractManager and contract files
Establish Emergency Protocol	7 Days	High	All	Contracts/Agreements	TractManager and contact files
Assign Responsibility for each Contract	7 Days	High	VP Finance or designee	Contracts/Agreements	TractManager and contact files
Performance Evaluations	14 Days	Low	Vice President, Business Svcs/Director, Business Svcs.	Word or Lawson input	Lawson/Word

APPENDIX F – DEPARTMENTAL PROCEDURES – FACILITY MAINTENANCE

Points of Contact

1. Mike Bennett, Manager of Facilities	cell: 901-331-0515	office: 901-572-2516
2. Scott Gilmore	cell: 901-672-3663	office: 901-572-2469

Before Incident (Preparation Phase) – Activities to be assessed during annual review.

- Have all necessary contracts/business/contractor numbers readily available
- Establish procedures for contracting needed supplies in advance (e.g., electrical generators, etc.)
- Check electrical switch to shift server power from electrical to generator power.
- Arrange or contract for POD or WRAP trailers for storage as needed
- Establish contact numbers for portable toilets
- Establish protocols for logistical needs such as housekeeping, restoration, etc.

During Incident (Response Phase)

- As essential staff, respond and shut off utilities as needed
- Contain fuel or spills into one area (i.e., chemical spill SOCKs)
- Provide supplies, equipment and personnel as directed
- Provide heavy equipment to support rescue operations
- Coordinate emergency utility support requirements with public utilities
- Provide technical information on damaged structure
- Manage sewer and waste

After Incident (Recovery Phase)

- Coordinate infrastructure damage assessment of facility “life Lines” (water, power, natural gas, telecommunications, sewer, waste services, etc.)
- Provide oversight of utility actions to ensure that the needs of the University population and its personnel are provided effectively

Recovery Checklist:

Description of Function (Critical Process or Service)	Return to Operation	Priority	Personnel	Records	Equipment and Systems
Protection of all property and equipment of the University	1-3 Days	High	Manager of Maintenance, Mechanics, CBRE notified	Maintenance, EPA	HVAC
Insure disconnection of all equipment which could be harmed by an emergency situation.	1 day	High	Manager of Maintenance, Mechanics	Listing of all equipment disconnected	HVAC, electricity
Sanitary Waste management	1 day	High	Manager of Maintenance, Mechanics	Maintenance	Based on assessment
Waste Management	1 day	High	Manager of Maintenance, Mechanics	Maintenance	Based on assessment
Workability of Utilities	1 day	High	Manager of Maintenance, Mechanics	Check list	Power panels
Building Assessments	1 day	High	Manager of Maintenance, Mechanics	Damage Assessment Checklist	Checklist

APPENDIX G – DEPARTMENTAL PROCEDURES – SAFETY AND SECURITY

Points of Contact and support staff

- | | |
|--|---|
| 1. James Knox – Director of Safety and Org. Compliance | cell: 901-461-6174 office: 901-572-2510 |
| 2. Hillard Smith – Campus Security Lieutenant | cell: 901-264-1777 office: 901-572-2776 |

Warning and Notification

Baptist University personnel will make the decision of whether to issue a timely warning notification on a case-by-case basis. Information for timely warnings may also come from other local emergency service agencies. Timely Warnings will be issued to the campus community as soon as pertinent information about the incident is available. Timely Warnings will be delivered via E2Campus alerts, University email, posted announcements and/or verbal warnings.

Before Incident (Preparation Phase) - Activities to be assessed during annual review.

- Test and ensure emergency messaging system is working
- Identify emergency alert senders listing
- Review emergency maps
- Lead preparedness exercises
- Review BC and Crisis Communication plans
- Keep a list of support emergency response and security contacts (i.e., BMHCC security, third party, National Guard, etc.)

During Incident (Response Phase)

- Order/conduct evacuations. Lock-downs and shelter in place procedures when necessary to save lives and property under guidance of IC and campus president
- Augment warning system by providing siren-equipped and/or public address mobile units and/or manpower for door-to-door warning
- Arrange for emergency medical care for students, faculty and staff with local EMS
- Responsible for lost person search and rescue coordination with local EMS
- Implement and or assist with evacuation orders, when necessary
- Provide assistance to law enforcement and fire personnel with traffic control
- Assist in the development of campus triage
- Provide traffic signs and barricades and maintain operational control of devices

After Incident (Recovery Phase)

- Provide security for key facilities
- Protect property if evacuated
- Address additional logistical issues as needed (e.g., transportation, re-issuing keys, etc.)

Recovery Checklist:

Description of Function (Critical Process or Service)	Return to Operation	Priority	Personnel	Records	Equipment and Systems
Protection of all property and equipment of the University	1-3 Days	High	Captain, Lieutenant, Patrolmen	Incident reports, Logs	All gates & doors
Secure facilities insofar as possible	1 Day	High	Patrolmen	Incident reports, Logs	
Guard against trespassers/looters who may be attempting to enter facilities	1 Day	High	Patrolmen	Incident reports, Logs	Gates, doors, fences
Assist Maintenance in checking of equipment and utilities	1 Day	High	Patrolmen	Incident reports, Logs	HVAC, electricity
Information Center	1 Day	High	University Services Coordinator; Security; IT	Call Tree; Housing Roster; Emergency Contact Info.; unknown	Postage; surveillance cameras; phones; computers; ID system; general office
Securing Mail (USPS, FedEx, etc.)	1-3 Days	High	Security, Front Desk	N/A	N/A

APPENDIX H – DEPARTMENTAL PROCEDURES – INFORMATION TECHNOLOGY

Points of contact and support staff

- | | | |
|---|--------------------|----------------------|
| 1. Leanne Smith, VP Financial & Business Services | cell: 901-489-7925 | office: 901-572-2440 |
| 2. Marilyn Rose, IS Generalist | cell: 901-489-5135 | office: 901-572-2678 |
| 3. Gary Coleman, IS Generalist | cell: 901-481-0683 | office: 901-572-2671 |

Before Incident (Preparation Phase) - Activities to be assessed during annual review.

- Identification of critical IT services and applications
- File storage primary and backup
- The University telephone system
- Identify availability of web-conferencing
- Payment gateway systems
- Risk identification and general procedures based on disruption types
- Emergency contact lists for internal and external IT support
- Blueprints for service restoration
- Develop testing and maintenance schedules

During Incident (Response Phase)

- Restoration of services based on the disruption type and identified risks per the BCP
- Relocation procedures activated once determined by the need and approval of the emergency management team
- Recovery Procedures, Notification and Activation

After Incident (Recovery Phase)

- Document and reporting of damage
- Equipment replacing and service restoration
- Post-Disaster assessment

Recovery Checklist:

Description of Function (Critical Process or Service)	Return to Operation	Priority	Personnel	Records	Equipment and Systems
Maintain functionality of Main IDF which provides connectivity to the Internet, phones and Network	1-3 Days	High	University IT staff and BMHCC IT	Network settings, configurations of switches, etc.	Switches and Fiber connections to network, World Spice ISP, and PBX system, PBX Switch, Fiber rack, assorted switches

Servers for University Network provide the processing tools for various job functions within the University via the University network	1-3 Days	High	University IT staff and BMHCC IT	Networking configurations and settings, BMHCC IT	Colad01,02,04, Colmgmt, Colfs, Colrodc, dhep, IDS University, Proxy Server, ColPACS, HVBCHS 01,02, HVCOHST02
CCTV System	1-3 Days	High	University IT staff and Vendor, Allied Systems, Security	Security, vendor	Camera system and distribution at front desk to monitors at front desk and in security
ID Badge System	1-3 Days	High	University IT staff and Vendor, Allied Systems, Security	Backup files for the badge system and system software	Host PC and 2 clients, camera and badge printer. Software and backup files.
BMHCC Computer resources, Lawson, LaborWorks, and Raiser's Edge	7 Days	Medium	BMHCC IT, University IT staff	BMHCC records of users rights. University provided matrix of approval	BMHCC PCs and network infrastructure
University Website	2 Days	High	BMHCC IT and University IT staff	Backup files and possibly a remote site. Hobson's tech support for admissions link	Web server and backup files
Online course via LMS	1 Day	High	University IT staff	Current course records are on the Moodle website	Workstation to access eThink
Phone System	1 Day	High	University IT Nortel certified staff, BMHCC Telecom, ATT staff	PBX backup flash drive stored in Telecom, Voicemail backup tape stored in Director's office	PBX System equipment and physical infrastructure within each building, plus phones
University Email	1 Day	High	University IT staff; BMHCC IT	BMHCC email server	BMHCC email server Proof Point provides virus malware and ransomware protection
Parking	14 Days	Low	University IT staff, Student Services, Security, Facility Services, MPD as needed	Parking records are stored in Jenzabar and badge information is stored on the badge system.	Jenzabar and the Badge System, various readers and micros across the campus

User Account Management	7 Days	Low	University IT staff and BMHCC IT	Records on backup tapes of the University Active Directory	University server, BMHCC servers
Pagers	7 Days	Low	Information Technology staff and BMHCC IS staff	Records on file in BMHCC system for pagers	BMHCC systems
Student Information Systems	7 Days	Medium (depending on time of event)	Admissions, Student Services, University IT staff, etc.	Student records in Jenzabar, BCE PowerPoint's on Colfp Support under documentation	Jenzabar and "PC's, PA System and PowerPoint's for BCE
Internal Communications Workflows	3 Days	High	University IT staff, BMHCC IT	Backup files of MyBCHS at BMHCC	BMHCC Sharepoint server

APPENDIX I – DEPARTMENTAL PROCEDURES – ADMINISTRATIVE SERVICES

Faculty and Staff

Points of Contact

- | | | |
|--|--------------------|----------------------|
| 1. Dr. Adonna Caldwell | cell: 901-335-8467 | office: 901-572-2592 |
| 2. Holly Turner, BMHCC Human Resources | | office: 901-227-7649 |

Before Incident (Preparation Phase) - Activities to be assessed during annual review.

- Review and update contacts for local news and communication outlets
- Test alerts and communication systems
- Ensure Crisis Management and Business Continuity Plans have been reviewed and approved by University leadership

During Incident (Response Phase)

- Initiate/maintain log of significant events, messages, and phone calls. Pass this on to relief with instructions to maintain it
- Review responsibilities identified in the Crisis Communication Plan

After Incident (Recovery Phase)

- Set up system for communicating with employees for personnel issues
- Provide employee information and notification
- Organize volunteers for operational use, if necessary
- Maintain a tracking system for all events tied to payroll and timekeeping issues
- Designate and arrange for staffing of registration centers for disaster service workers, if necessary

Recovery Checklist: Administrative Services

Description of Function (Critical Process or Service)	Return to Operation	Priority	Personnel	Records	Equipment and Systems
Safeguarding Key Archival information	2 Days	High	President; Deans; Provost; Director Alumni; Librarians	Historical data of catalogs; strategic plans; self studies; Board minutes; hospital based program materials	Backup tapes; method to move and restore archival items
Developing Alumni Relations and Maintaining Alumni Database	14 Days	Low	President; Provost; Deans; Dir. Alumni; Corporate Communications Staff; Development Director	Alumni listings in database; list of Alumni Board Members and contact information	Web communications

Marketing the University	14 Days	Low	Marketing Director; Corporate Marketing Staff		
Communication with Internal/External Constituencies; Media; BMHCC; and other Educational Organizations (TICUA, ASHEC, SACSCOC, etc.)	1 Day	High	President; Provost; Campus Security; Maintenance Personnel; Dean of Stud. Svcs.; Dir. Of Marketing; Corporate Communications Staff; Director IE	Roster of students, faculty and staff; ongoing communications on status of location of faculty/staff/students/guests/ and on facilities damage	Telephone; Internet; Web communications; ? Blog
Development Activities	2 Days	High	Development Director; Director of Marketing; President	Tracking mechanism for donors; access to emergency funds	Telephone; Internet; Web communications; ? Blog
Special Events	14 Days	Low	Director of Alumni/Marketing	List of upcoming events with contact information	Telephone; Internet; Email

Recovery Checklist: Human Resources

Description of Function (Critical Process or Service)	Return to Operation	Priority	Personnel	Records	Equipment and Systems
Payroll Record Keeping	1 Day	High	VP, Administrative Services; VP Business Services; Managers; Admin Services and Finance Secretaries	Time Cards/Time Sheets for classified employees	LaborWorks
Recruitment New Employees	30 Days	Low	VP, Administrative Services; VP Business Services; Managers; Admin Services and Finance Secretaries	Personnel Action Request (PARs); Posting of jobs in Icims	BMHCC Personnel System ICIMS, Baptist One Team
Workforce Co-Ordination	1 Day	High	VP, Administrative Services; BMHCC Human Resources Staff	Personnel Files	Phone and email system
Co-Ordination of Continued Benefits	1 Day	High	VP, Administrative Services; BMHCC Human Resources Staff (Dee Banta 227-2880); GuideStone Annuity	Personnel Files	LaborWorks

			(1-888-98/GUIDE or 226-3518)		
Workers Compensation	1 Day	High	VP, Administrative Services; BMHCC Employee Health (Denese Bryant 226-4542); BMHCC Risk Management (Kim Hunter 226-4570)	FMLA papers; Unusual Occurrence Forms; Personnel Records	LaborWorks

Recovery Checklist: Payroll

Description of Function (Critical Process or Service)	Return to Operation	Priority	Personnel	Records	Equipment and Systems
Access working BMHCC computer to enter	2 Days	High	AOC's; Admin. Secretaries	Time sheets for exempt employees	LaborWorks
Payroll information as shown on approved payroll sheets	2 Days	High	AOC's; Admin. Secretaries	Time sheets for exempt employees	LaborWorks
Approve entries into LaborWorks and approve for payment	2 Days	High	VPs; Deans; Managers	Time sheets; clock-in time for hourly employees	LaborWorks
File time cards/sheets for payroll support	14 Days	Low	Admin. Sec to VP	Time sheets/ PTO slips	Secure File Cabinet

APPENDIX J – DEPARTMENTAL PROCEDURES – ADMISSIONS

Faculty and Staff

Points of Contact

- | | | |
|---|--------------------|----------------------|
| 1. Lissa Morgan, Director of Admissions | cell: 901-596-3154 | office: 901-572-2441 |
| 2. Zachary Cox, Admissions Officer | cell: 662-416-4786 | office: 901-572-2466 |

Before Incident (Preparation Phase) - Activities to be assessed during annual review.

- Review and update department call tree
- Review BC departmental procedures annually

During Incident (Response Phase)

- Initiate/maintain a log of significant events, messages, and phone calls. Pass this on to relief with instructions to maintain it

After Incident (Recovery Phase)

- Identify communications needed for prospective students
- Reschedule events if facilities and campus availability is compromised

Recovery Checklist: Admissions

Description of Function (Critical Process or Service)	Return to Operation	Priority	Personnel	Records	Equipment and Systems
On Campus recruitment of students	14 Days	Low	Dean-Enrollment Management; Director-Admissions	Application materials	Ability to tour and see labs; meet faculty; space to hold information sessions
Off Campus recruitment of students	14 Days	Low	Dean-Enrollment Management; Director-Admissions	Recruitment materials; application materials	Internet; Jenzabar; Hobson's interface
Creation of new student electronic record	7 Days	Medium	Dean-Enrollment Management; Director-Admissions; Admissions Staff; Registrar; Hobson's support staff	Student records; transcripts; recommendation forms	Jenzabar; Internet; Hobson's interface

Communication with prospective students	3 Days	High	Dean –Enrollment Management; Director-Admissions; Admissions staff	Student Files Hobson's	Internet; telephone
Processing admissions information for prospective students	7 Days	Medium	Director-Admissions	Student Files	Internet; USPS; Telephone; Jenzabar
Receipt and processing of high school and University transcripts on all new and current students	7 Days	Medium	Provost; Dean-Student Svcs; Director-Admissions; Registrar; Academic Records Specialist; Admissions Secretaries	Student Files	Internet; USPS; Jenzabar
Communication with Hobson regarding interface	3 Days	High	Director-Admissions; Director-IT	Student Records	Internet; Jenzabar
Communication with key high school and junior University counselors	3 Days	High	Director-Admissions; Director-Alumni/Marketing	NA	Internet; Telephone; USPS

APPENDIX K – DEPARTMENTAL PROCEDURES – STUDENT AFFAIRS

Points of Contact and support staff

1. Nancy Reed, Dean of Student Services	cell: 901-588-6463	office: 901-572-2662
2. Jeremy Wilkes, Director, Student Svcs Housing	cell: 901-482-2749	office: 901-572-2670
3. Kevin Morgan, Residence Life Specialist	cell: 901-359-1773	office: 901-572-2665
4. Caryn Schmitz, Counselor	cell: 901-351-6506	office: 901-572-2660

Before Incident (Preparation Phase) - Activities to be assessed during annual review.

- Train student services staff on emergency preparedness
- Communicate emergency preparedness with residential students once per trimester
- Practice tornado and evacuation drill once per trimester
- Have security and emergency staff contact information readily accessible at multiple locations
- Train staff on alarm/intercom system and test once per month
- Evaluate alternate housing options to accommodate all residential students if needed due to a large scale emergency
- Keep emergency kits stocked and readily accessible (Keys, bullhorn, first aid kit, residence hall floor plan, emergency numbers, hand sanitizer)
- Review Family Reunification Plan

During Incident (Response Phase)

- Initiate/maintain a log of significant events, messages, and phone calls. Pass this on to relief with instructions to maintain it.
- Keep detailed records of any missing and/or injured students
- Work with first responders/emergency personnel to identify persons or areas of concern
- Keep leadership abreast on students' status and current developments

After Incident (Recovery Phase)

- Assists in the coordination of repair/rebuilding efforts
- Work with counseling staff to ensure the emotional well-being of students
- Evaluate the need for establishing long term housing arrangements (remainder of session)

Recovery Checklist:

Description of Function (Critical Process or Service)	Return to Operation	Priority	Personnel	Records	Equipment and Systems
Student Housing	7 Days	Medium	Director; RAs; University Services Coordinators; Dean; Residence Life Specialist	Emergency Contact Forms; Housing Roster; Missing Persons forms	Office supplies; general supplies; phones
Student Activities	14 Days when University is fully operational	Low	Student Activities Officer; SGA; Director; Dean	Vendor Contact; petty cash checking account info.; student leader contact info	Computer; phones; general office
Graduation; Convocation and Special Ceremonies	14 Days when University is fully operational	Low	Dean; Director; Counselor; Operations Coordinator; Student Activities Officer; SGA; RAs	Venue Contact info; Vendor Contact info; other unknown	Computer; phone; general office
Counseling Services	1 Day	High	Dean; University Counselor; Dir. Of Campus Ministries; UT Health Services	Emergency contact forms; student health records; vendor contact info; other unknown	Phone; computer; other general office
Student Health Services	1 Day	High	Dean; UT Health Services Staff	Student health records; vendor contact info; other unknown	Phone; computer; other general office
Student Discipline	7 Days	Medium	Dean; Provost	Student Records	Phone; computer; other general office
Background Checks	7 Days	Medium	Dean; Provost; Academic Coordinator	Student Records	Phone; computer; other general office

APPENDIX L – DEPARTMENTAL PROCEDURES – INSTITUTIONAL EFFECTIVENESS

Points of Contact and support staff

1. Dr. Cameron Conn cell: 731-267-9867 office: 901-572-2538
2. Dr. Betty Sue McGarvey, President cell: 901-412-2125 office: 901-572-2585 (h): 901-876-3775

Before Incident (Preparation Phase) - Activities to be assessed during annual review.

- Identify accreditation requirements for disasters and emergencies including priorities for delay of classes and alternative building approvals.
- Keep contact information for accrediting bodies with emergency plans.

During Incident (Response Phase)

- As soon as safe, gather all plans and contact information and await next steps for recovery assignments.

After Incident (Recovery Phase)

- Work closely with Academic Divisions and communicate priorities and requirements from accrediting bodies.

Recovery Checklist:

Description of Function (Critical Process or Service)	Return to Operation	Priority	Personnel	Records	Equipment and Systems
Assessment Activities	14 Days	Low-need process to track decisions, etc., for assessment post crisis	Director IE	NA	Internet; Compliance Assist
Communication with Accrediting and Regulatory Bodies	2 Days	High	Director IE; Provost; Deans; Program Chairs	Phone numbers, addresses	Telephone; internet
Institutional Research (Maintains institutional information used for evaluation of performance measures, trend analysis, benchmarks, accreditation reports and other special reports for internal and external customers.)	14 Days	Low	Director IE; Deans; Program Chairs	Hopefully, historical information would be intact either in the physical space where it is stored or on the server.	Internet; Compliance Assist

Appendix M – Departmental Procedures – Enrollment Management

Points of Contact and support staff

1. Dr. Tammy Fowler	cell: 870-761-1297	office: 901-572-2455
2. Mary Margaret Freeman	cell: 901-336-1790	office: 901-572-2531
3. Erica Chandler	cell: 731-225-0713	office: 901-572-2452

Before Incident (Preparation Phase) - Activities to be assessed during annual review.

- Review and update department call tree
- Review BC departmental procedures annually
- Scan student documents in order to save physical information
- Ensure the vault, Science Building basement, and offices in Enrollment Services are locked

During Incident (Response Phase)

- Initiate/maintain a log of significant events, messages, and phone calls. Pass this on to relief with instructions to maintain it.

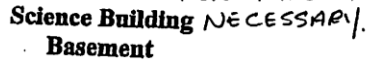
After Incident (Recovery Phase)

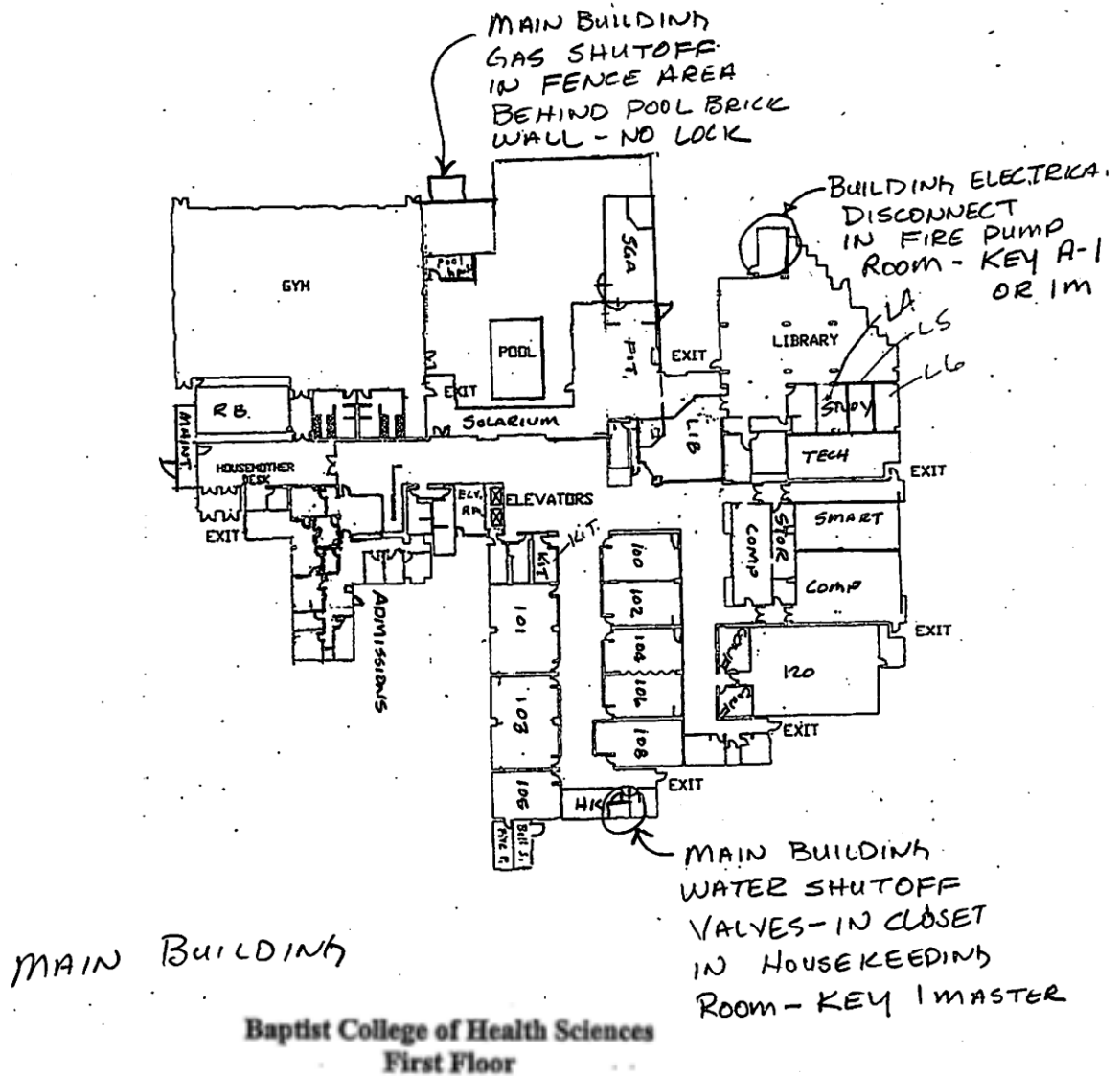
- Assess recovery checklist and determine needs based on priority
- Inspect vault and basement storage to determine potential data loss

Recovery Checklist: Registrar and Scheduling

Description of Function (Critical Process or Service)	Return to Operation	Priority	Personnel	Records	Equipment and Systems
Processing Transcript Requests	7 Days	Medium	Registrar and/or Data Specialist	Requests academic records	Jenzabar/ALCHEMY/Clearinghouse
Processing Enrollment Certification Requests	7 Days	Medium	Registrar and/or Data Specialist	Requests academic records	Jenzabar/ALCHEMY/Clearinghouse
Classroom Scheduling	7 Days	Medium	Registrar and/or Data Specialist	Classroom Assignments	Outlook/Jenzabar/EVENTS
Process Grades and Report Grades to Students	14 Days	Low	Registrar and/or Data Specialist	Grades from Faculty	Jenzabar/web/MyCampus
Register Students for Classes and Process Changes	14 Days	Low	Registrar and/or Data Specialist	Academic history and Registration module/Class Schedule	Jenzabar/MyCampus

Set up Terms in Jenzabar and Enter Class Schedule	14 Days	Low	Registrar and/or Data Specialist	Catalog/Classes to be offered submitted by Deans/Course schedule entry available in ACCESS	Jenzabar/Outlook/Excel/INDESIGN
State and Federal Reporting	14 Days	Low	Registrar and/or Data Specialist	Enrollment Data	Jenzabar/web/IPEDS/TICUA reports/EXCEL
Graduation Analysis	14 Days	Low	Registrar and/or Data Specialist	Student Academic History/Degree Audit/Catalog	Jenzabar/INDESIGN
New Student Orientation	7 Days	Medium	Retention Coordinator	Catalog; Student Handbook; Class Schedules	Space to hold orientation





APPENDIX O – MEMORENDUM OF UNDERSTANDING

Emergency Water Supply

Memorandum of Understanding Between
Baptist Memorial Health Care Corporation and
Turner Holdings, LLC, OBA Prairie Farms Dairy and
Shooting Star Beverages

1. Introduction

During times of emergencies, critical functions (water, gas and electric utilities) and infrastructures (governments and communities) may not be working or may be only providing minimal services. Some facilities such as hospitals may require assistance with water supply, transportation, delivery of food or medications, temporary alternative shelter, or with other important functions. Baptist Memorial Health Care Corporation is planning ahead for those times and seeks your assistance so that it may better provide for the health, safety and welfare of our patients and the communities we serve.

2. Parties

This Memorandum of Understanding ("MOU") is entered into by the parties for the purpose of acquiring resources from Turner Holdings, LLC, OBA Prairie Farms Dairy ("Turner") located at 2040 Madison Ave., Memphis TN 38104 and Shooting Star Beverages ("Shooting Star") located at 6921 Interstate 30, Little Rock, Arkansas 72209 by Baptist Memorial Health Care Corporation ("Baptist") located at 350 N. Humphreys Boulevard, Memphis, TN 38120, the sole corporate member of various corporations that own and operate general medical-surgical and specialty hospitals and other health-related businesses in Memphis, Tennessee and the surrounding areas of west Tennessee, north Mississippi and east Arkansas. A list of Baptist facilities is included in Exhibit A. Baptist may amend Exhibit A (Baptist Affiliated Entities) at any time by providing written notification to the parties.

3. Purpose

This MOU is not intended to be legally binding. Rather, it is an advance agreement whereby, subject to availability, Turner and Shooting Star agree to provide needed goods and logistical services to any Baptist health care facility for the benefit of and use by the health care facility, its patients, guests and employees during a declared emergency or disaster. A declared emergency or disaster is an event or incident such as a facility fire, gas explosion resulting in severe damage to the facility, tornado resulting in severe damage to the facility, bomb threat resulting in evacuation of the facility, loss of services to the facility such as power outage, gas outage, or water outage, or a community-wide disaster declared as such by local, state or federal authorities which threatens to create severe hardship for the health care facility.

4. Turner Holdings, LLC, OBA Prairie Farms Dairy and Shooting Star Beverages
Subject to availability, Turner and Shooting Star agree to provide the following:

Water in the form of water in bottles, containers in the form of gallons, etc. Furthermore, Turner Holdings, LLC, OBA Prairie Farms Dairy will coordinate, to the extent possible, the delivery of water in tanker truck loads from Shooting Star Beverages to Baptist. Shooting Star water plant locations and phone numbers are listed in Exhibit C.

Turner is a distributor of water. As such Turner relies on availability of water from Shooting Star. Shooting Star's ability to provide water could be impacted by actions taken by the Federal Emergency Management Agency (FEMA), Homeland Security and/or other federal, state or local authorities.

5. There are no monetary agreements pursuant to this MOU between Turner, Shooting Star and Baptist. Notwithstanding the above, the parties agree the costs shall not exceed what is considered normal and customary.

6. Baptist Memorial Health Care Corporation

Baptist Memorial Health Care Corporation in turn, shall provide Turner and or Shooting Star with as much information regarding all related emergency event activities, including providing the company as much notification time as possible regarding the facility's needs for the agreed upon resources. If possible, such information will include a tentative timeframe when the facility expects the emergency to conclude.

7. Activation

In the event of a declared emergency or disaster an authorized representative of Baptist Memorial Health Care Corporation or its health care facility will contact Turner or other key staff of the company to request needed goods and services under this MOU. A list of Turner contacts is included in Exhibit 8. *Turner and Shooting Star agree to deliver the goods to Baptist without delay, after normal business hours on weekends and holidays.*

8. Term

The term of this MOU ("Term") shall be twenty-four (24) months, effective from April 15, 2016 through April 14, 2018. Baptist, Turner and Shooting Star shall have the ability to extend this MOU for up to two (2), two (2) year extension options. Baptist, Turner and Shooting Star shall meet in good faith prior to the end of the Term (or any extended Term) to discuss an extension of this MOU if all parties agree. This MOU *may* be amended at any time by mutual agreement of all parties and as allowed in Section 2. All parties will conduct an independent review this MOU on an annual basis.

Agreed and Accepted to:

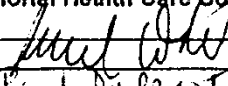
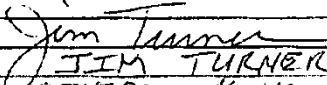
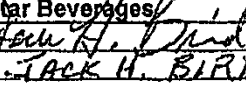
Baptist Memorial Health Care Corporation		Turner Holdings, LLC, DBA Prairie Farms Dairy	
Signature		Signature	
Print Name	Paul DeLoe (2-031114)	Print Name	JIM TURNER
Title	Executive Vice President/COO	Title	GENERAL MANAGER
Date	3/31/14	Date	3-28-16
		Shooting Star Beverages	
		Signature	
		Print Name	JACK H. BIRD
		Title	COO
		Date	3-28-2016

EXHIBIT A

to that certain

Memorandum of Understanding between

Baptist Memorial Health Care Corporation
("Baptist")

and

Turner Holdings. LLC. OBA Prairie Farms Dairy

("Turner") and

Shooting Star Beverages ("Shooting Star")

BAPTIST AFFILIATED ENTITIES

Entity Name	Address	City,	ST	Zip Code
Baptist University of Health Sciences	1003 Monroe Avenue	Memphis	TN	38104
Baptist Memorial Health Care Corporation	350 N. Humphreys Boulevard	Memphis	TN	38120
Baptist Memorial Health Care Restorative Care Hospital	6019 Walnut Grove Road, Floor 1	Memphis	TN	38120
Baptist Memorial Hospital • Booneville	100 Hospital Street	Booneville	MS	38829
Baptist Memorial Hospital • Collierville	1500 W. Poplar	Collierville	TN	38017
Baptist Memorial Hospital • DeSoto	7601 Southcrest Parkway	Southaven	MS	38671
Baptist Memorial Hospital- Golden Triangle	2520 5th Street North	Columbus	MS	39705
Baptist Memorial Hospital- Huntingdon	631 R. B. Wilson Drive	Huntingdon	TN	38344
Baptist Memorial Hospital • Memphis	6019 Walnut Grove Road	Memphis	TN	38120
Baptist Memorial Hospital • North Mississippi	2301 South Lamar Boulevard	Oxford	MS	38655
Baptist Memorial Hospital - Tipton	1995 Hwy 51 South	Covington	TN	38019
Baptist Memorial Hospital • Union City	1201 Bishop Street	Union City	TN	38261
Baptist Memorial Hospital- Union County	200 Highway 30 West	New Albany	MS	38652
Baptist Memorial Hospital for Women	6225 Humphreys Boulevard	Memphis	TN	38120
Baptist Rehabilitation • Germantown	2100 Exeter Road	Germantown	TN	38138
Baptist Trinity Hospice House	1520 West Poplar Avenue	Collierville	TN	38017
NEA Baptist Memorial Hospital	4800 E. Johnson Ave	Jonesboro	AR	72401
Baptist Medical Center	1225 North State Street	Jackson,	MS	39202

EXHIBIT C

to that certain Memorandum of Understanding

between

Baptist Memorial Health Care Corporation ("Baptist")

and

Turner Holdings, LLC, DBA Prairie Farms Dairy ("Turner")

and

Shooting Star Beverages ("Shooting Star")

SHOOTING STAR PLANT LOCATIONS AND PHONE NUMBERS

Plant Location	Phone Number
Little Rock, AR	501-568-3540
Magee, MS	601-849-9910

Contact	Title	Cell Phone Number
Tyler Bird	Purchasing Manager	918-884-8708
Priscilla Morgan	Office Manager	501-249-3407

APPENDIX P – RECOVERY STATUS REPORT FORM

***(After the Recovery Plan has been activated, you are required to submit periodic Recovery Status Reports.
MAKE COPIES OF THIS FORM.)***

NAME:

DATE:

TIME:

COMMENTS:

CONCLUSIONS:

APPENDIX Q – PERSONAL NOTIFICATION PROCEDURES

After the Recovery Plan has been officially **ACTIVATED**, use this procedure in conjunction with the **TEAM COMPOSITION REPORTS** to alert personnel. Record the results of telephone calls on the **TELEPHONE LOG**.

PROCEDURE: Place calls. Record contact information.

- 1. If contact is made, say "MAY I SPEAK WITH (Individual)?"**, then provide the following information:
 - Brief description of the problem.
 - Location of the Command Center.
 - Phone number at the Command Center. _____
 - Action required as noted by University ADMIN.
 - Inform personnel to make **no** public statement regarding the situation.
 - Inform personnel that no calls are to be made to other employees. (This will avoid premature notification to families of personnel working at the time of the disaster.)
- 2. If not available, say "WHERE MAY I REACH (Individual)?"**
 - If at any location other than work, get phone number, make call and provide the above information.
 - If individual is at work, indicate you will reach the individual at work. (DO NOT DISCUSS DISASTER SITUATION WITH PERSON ANSWERING THE PHONE.) Notify University Admin. immediately.
- 3. If no answer**
 - Record the time attempted contacts were made.
 - Periodically call again, until contact is made.
- 4. If contact information is invalid** (e.g., wrong number, person moved)
 - If person has moved, try to get new telephone number and contact the individual.
 - Notify management of incorrect contact information.
- 5. If the telephone is answered by an answering machine/service**
 - Leave message requesting person call you at (telephone number).
 - Record the call and pertinent details on the Telephone Log.



APPENDIX R – TELEPHONE LOG

[illegible]

Completed by: _____

APPENDIX S – DISASTER PLANNING CHECKLIST

Initial Action Plan Response to Disaster – Guide to be used by IC

√

1 In case of a disaster, report to Information Center immediately. The University Services Coordinator in turn will notify Security & Administrator on Call.	
2 Get student/staff to safety; notify resident students and evacuate as appropriate. (<i>Nancy and Jeremy</i>)	
3 Senior administrator on site will notify key responders of crisis and where to report. Activate e2 campus.	
4 <i>Activate Incident Command Structure</i>	
5 Continuous assessment of student/staff locations.	
6 Set up crisis communication network, if applicable (Director, Alumni/Marketing). Coordinate and limit access to disaster site.	
7 Following crisis, all clear to Science building, Annex, and Nursing building will be delivered by Security, via PA System, radios, or personal contact.	

ACTIVATE BUSINESS CONTINUITY PLAN

8. Notify Business Continuity members	
a. President	
b. Provost	
c. Vice President, Administrative Services	
d. Vice President, Financial and Business Services	
e. Director, Information Technology	
f. Director, Student Services	
g. Dean of Student Services	
h. Security-Captain	
i. Manager, Facilities	
j. Registrar	
k. Director, Marketing and Alumni	
l. Director, Campus Ministries	
m. University Counselor	
n. BMHCC Representative (s)	
o. Dean of Enrollment Management	
9. Continue assessment of student and staff location/status. (student services)	
10. Set up communication network. Continue the crisis communication plan.	
11. Assign assessment responsibilities of current facilities and capabilities according to Business Continuity sections. (Senior Administrator)	
<i>Priorities</i> a. Facilities b. Technology/Communication	
12. Focus on communications with internal and external constituencies.	

<i>a. Blogspot b. Media c. Website d. Local Agencies</i>	
13. Coordinate/limit access to disaster site. Security	

Senior Administrator on Campus/IC:

Date:

APPENDIX T – DISASTER ASSESSMENT CHECKLIST

Location: _____

DATE/TIME: _____

COMPILED BY: _____
(Signature)

1	Disaster Detail: - Explosion/ Lightning/ Fire/ Hurricane/ Flood/ Service Failure/ Bomb/ Utilities/ Peripheral Incident/ Other (State what)		
2	Casualties: YES/NO	How Many: -	Fatalities: -
	Hospital referrals (State where): -		
3	Emergency Services on site:	Police/ Fire/ Ambulance/ All/ Other (State): special contact details:	
4	Access to site available? YES/NO	Time:	
5	Initial Assessment:	Total Loss/Partial Loss Recovery time estimate:	
6	DAMAGE ASSESSMENT - Building	DAMAGE ASSESSMENT - Assets (Attach list)	
9	Specialist Maintenance:	Contractors called:	
10	Additional comments.		

APPENDIX U – COLLEGE SYSTEMS FLOWCHART

(SEE IT DOCUMENTS)

APPENDIX V – COLLEGE SYSTEMS LIST

(SEE IT DOCUMENTS)

APPENDIX W – DIVISIONAL PROCEDURES – GENERAL EDUCATION HEALTH STUDIES

Points of Contact and support staff

1. Michelle McDonald	cell: 901-240-8909	office: 901-572-2500
2. Natassah Chipman	cell: 662-671-3509	office: 901-572-2501
3. Lilian Nyindodo	cell: 901-336-3543	office: 901-572-2557
4. Patti Waggener	cell: 901-626-4273	office: 901-572-2507
5. Briana Jegier	cell: 312-498-3411	office: 901-572-2528

Before Incident (Preparation Phase) – Activities to be assessed during annual review.

- Ensure all contact information is up-to-date
- Review procedures/SOPs with the GEHS Division at the August Retreat/Start of Academic Year meeting; update process as appropriate

During Incident (Response Phase)

- **Response depends upon the nature of the emergency** (i.e. Natural disaster, pandemic, etc.) – assumption is that learning transitions to entirely virtual for an extended length of time
 - **Emergency in which the University is in-tact, but instruction has moved to virtual**
 - **Course Instruction**
 - As all courses are fully integrated into Canvas – the majority of course content is available for students
 - Course instructors are given up to 3 days to make additional modifications to their assignments/assessments to accommodate the virtual environment
 - Students are sent an email notification of the change in course delivery and provided with contact information for the Dean, Program Chair, IT and AOC
 - **Division Administration – remains on Campus**
 - AOC (Academic Operations Coordinator) continues with normal daily responsibilities
 - Serves as a secondary point of contact for students who need to contact their course instructors
 - Dean continues with normal daily responsibilities
 - Serves as point of contact for those who cannot reach their program chairs and/or faculty
 - **Division Administration – moves to Remote Operations**
 - AOC (Academic Operations Coordinator) gathers files, etc. (as appropriate) and has a laptop which allows for remote access to University/BMHCC resources
 - Serves as a secondary point of contact for students who need to contact their course instructors
 - Dean gathers files, etc. (as appropriate) and has a laptop which allows for remote access to University/BMHCC resources
 - Serves as point of contact for those who cannot reach their Program Chairs and/or faculty

- **Emergency in which the University has been damaged by natural disaster and community services (electrical power, Wi-Fi, etc.) have been impacted**
 - **Course Instruction** – depends upon the extent of the damage, and length of time services are unavailable. Direction on timing to continue course instruction (virtually) determined by the University President.
 - The process for virtual instruction will follow the same procedures as above
 - **Division Administration** – will follow the instructions/processes as provided by the University Administration until virtual learning can resume.

After Incident (Recovery Phase)

- **Return to in-person Division Administration and Course Instruction with subsequent trimester**
 - AOC and Dean return to normal on-campus schedule (if they had been in a remote environment)
 - Faculty are notified of the expectations to resume on-campus office and advising hours
 - Students are contacted by their Academic Advisor to offer guidance as we transition back to on-campus learning and events

Recovery Checklist: *For academic areas, the checklist provides guidance for continuation of coursework in the event of standard classroom settings have been compromised due to the impact of the event.*

Description of Function (Critical Process or Service)	Return to Operation	Priority	Personnel	Records	Equipment and Systems
Notify faculty of the plan via called virtual faculty meeting	1-3 Days	High	Dean, Program Chairs	Division file	Zoom, Teams
Check with IT to ensure optimal bandwidth	1-3 Days	High	Dean, Program Chairs	Division file	Internet
Transition to online learning for all classes	1-3 Days	High	Dean, Program Chairs	Division file	Internet
Ensuring faculty and staff have remote access	1-3 Days	High	Dean, Program Chairs	Division file	Internet
Communicate plan/arrangements to students in their respective courses	1-3 Days	High	Dean, Program Chairs	Division file	Internet
Plan alternative assignments/adjust lab assignments as needed – transition to virtual resources	1-3 Days	High	Dean, Program Chairs	Division file	Internet
Determine examination method – transition all exams to online – determine if capability/technology already exists or will additional purchase be required	1-3 Days	High	Dean, Program Chairs	Division file	Zoom, Teams
Determine how ADA requests can be facilitated	1-3 Days	High	Dean, Program Chairs	Division file	Internet

Assess changes implemented and adjust as needed	1-3 Days	High	Dean, Program Chairs	Division file	Internet
Daily communication with administration and students	1-5 Days	High	Dean, Program Chairs, Faculty	Division file	Internet
Phased return to normal based on changing circumstances	1-3 Days	High	Dean, Program Chairs, AOC	Division file	Zoom, Teams
Division Administrative Operations	3-5 Days	High	Dean, AOC	Restore faculty/staff personnel files	Desk, chairs, computers, printers, file cabinets
Faculty Offices	5-7 Days	Moderate	Faculty	N/A	Desk, chairs, computers, printers, file cabinets

APPENDIX X – DIVISIONAL PROCEDURES – ALLIED HEALTH

Points of Contact and support staff

1. Dean, Elizabeth Williams	cell: (901)292-0563	office: (901)572-2640
2. Provost, Barry Schultz	cell: (901)270-6364	office: (901)572-2772
3. AOC, Linda Polk	cell: (901)800-6232	office: (901)572-2641

Before Incident (Preparation Phase) – Activities to be assessed during annual review.

- Ensure all contact information is up-to-date
- Ensure procedures/SOPs with the Allied Health Division are available to all employees remotely via PawPrints; update processes as appropriate
- Require all faculty to use LMS for official gradebook, syllabus posting, and content dissemination, making transition to virtual learning possible even when campus is not accessible.
- Provide remote access training as part of each full-time faculty member's orientation.

During Incident (Response Phase)

- **Response depends upon the nature of the emergency** (i.e. Natural disaster, pandemic, etc.) – assumption is that learning transitions to entirely virtual for an extended length of time
 - **Emergency in which the University operations are intact, but instruction has moved to virtual**
 - **Course Instruction**
 - As all courses have a Canvas page – the majority of course content is available for students
 - Lab and clinical courses may be temporarily postponed or, if possible, relocated (e.g., lab instruction could move to a BMHCC facility or didactic courses could meet daily and clinical postponed until in-person meetings with an appropriate place are available).
 - Faculty have a personal computer, which allows for remote access to University resources.
 - Course instructors are given up to 3 business days to make additional modifications to their assignments/assessments to accommodate the virtual environment
 - Students are sent an email notification of the change in course delivery and provided with contact information for the Dean, Program Chair, IT and AOC
 - **Division Administration – remains on Campus** (as appropriate to the nature of the disaster)
 - AOC (Academic Operations Coordinator) continues with normal daily responsibilities
 - Serves as a secondary point of contact for students who need to contact their course instructors
 - Dean continues with normal daily responsibilities
 - Serves as point of contact for those who cannot reach their program chairs and/or faculty

- **Division Administration – moves to Remote Operations** (as appropriate to the nature of the disaster) - **See Recovery Checklist**
 - AOC (Academic Operations Coordinator) gathers files, etc. (as appropriate) and has a home computer which allows for remote access to University/BMHCC resources
 - Serves as a secondary point of contact for students who need to contact their course instructors
 - Dean gathers files, etc. (as appropriate) and has a personal computer which allows for remote access to University/BMHCC resources
 - Serves as point of contact for those who cannot reach their Program Chairs and/or faculty
- **Emergency in which the University has been damaged by natural disaster and community services (electrical power, Wi-Fi, etc.) have been impacted**
 - **Course Instruction** – depends upon the extent of the damage, and length of time services are unavailable. Direction on timing to continue course instruction (virtually) determined by the University President.
 - The process for virtual instruction will follow the same procedures as above
 - **Division Administration** – will follow the instructions/processes as provided by the University Administration until virtual learning can resume.

After Incident (Recovery Phase)

- **Return to in-person Division Administration and Course Instruction with subsequent trimester**
 - AOC and Dean return to normal on-campus schedule (if they had been in a remote environment)
 - Faculty are notified of the expectations to resume on-campus instruction, office and advising hours
 - Students are contacted by their Program Chair and course faculty, as indicated, to offer guidance as we transition back to on-campus learning and events.

Recovery Checklist: For academic areas, the checklist provides guidance for continuation of coursework in the event of standard classroom settings have been compromised due to the impact of the event.

Description of Function (Critical Process or Service)	Return to Operation	Priority	Personnel	Records	Equipment and Systems
Notify faculty of plan via called virtual faculty meeting	1-3 Days	High	Dean,	N/A	Zoom, Teams
Check with IT to ensure optimal bandwidth	1-3 Days	High	Dean, Program Chair(s)	N/A	Internet
Transition to online learning for all classes	3-7 Days	High	Program Chair(s), Faculty		Canvas, Internet
Ensuring faculty and staff have remote access	1-3 Days	High	Dean, Program Chair(s)	N/A	Remote Access Technology
Communicate plan/arrangements to students in their respective courses	3-7 Days	High	Program Chair(s), Faculty	N/A	Internet, Outlook
Determine impact of disaster on clinical affiliates – contact clinical affiliates to determine impact on patient care and student placement	3-7 Days	High	Program Chair(s), Clinical Faculty	Clinical Coordinator files	Internet, PawPrints, P-drive
Plan alternative assignments/adjust lab and clinical assignments as needed – transition to virtual resources, increase use of simulation	3-7 Days	High	Program Chair(s), Faculty	Course Syllabi, Accreditation Standards	Internet, Canvas
Determine examination method – transition all exams to online – determine if capability/technology already exists or will additional purchase be required	3-7 Days	High	Program Chair(s), Faculty	Faculty Course Material	Zoom, Teams, Canvas

APPENDIX Y – DIVISIONAL PROCEDURES - NURSING

Points of Contact and support staff

1. Dean, Anne Plumb	cell: (901) 497-2555	office: (901)572-2842
2. Successor/Dean, Cathy Stepter	cell: (901) 412-6345	office: (901) 572- 2505
3. Associate Dean, Cheryl Johnson-Joy	cell: (901) 550-4272	office: (901) 572-2851
3. AOC, Brenda McMillen	cell: (901) 258-7663	office: (901) 572-2841
4. Secretary, Katrina Carter	cell: (901) 730-3525	office: (901) 572-2451

Before Incident (Preparation Phase) – Activities to be assessed during annual review.

- Ensure all contact information is up-to-date
- Ensure procedures/SOPs with the Nursing Division are available to all employees remotely via PawPrints; update processes as appropriate
- Require all faculty to use LMS for official gradebook, syllabus posting, and content dissemination, making transition to virtual learning possible even when campus is not accessible.
- Provide remote access training as part of each full-time faculty member’s orientation.

During Incident (Response Phase)

- **Response depends upon the nature of the emergency** (i.e. Natural disaster, pandemic, etc.) – assumption is that learning transitions to entirely virtual for an extended length of time
 - **Emergency in which the University operations are intact, but instruction has moved to virtual**
 - **Course Instruction**
 - As all courses have a Canvas page – the majority of course content is available for students
 - Lab and clinical courses may be temporarily postponed or, if possible, relocated (e.g., lab instruction could move to a BMHCC facility or didactic courses could meet daily and clinical postponed until in-person meetings with an appropriate place are available).
 - Faculty have a personal computer which allows for remote access to University resources.
 - Course instructors are given up to 3 business days to make additional modifications to their assignments/assessments to accommodate the virtual environment
 - Students are sent an email notification of the change in course delivery and provided with contact information for the Dean, Associate Dean, Program Chair, IT and AOC
 - **Division Administration – remains on Campus** (as appropriate to the nature of the disaster)
 - AOC (Academic Operations Coordinator) and Division Secretary continue with normal daily responsibilities
 - Serves as a secondary point of contact for students who need to contact their course instructors
 - Dean continues with normal daily responsibilities
 - Serves as point of contact for those who cannot reach their program chairs and/or faculty

- Associate Dean continues with normal daily responsibilities
 - Serves as point of contact for those who cannot reach the Dean, their program chairs and/or faculty
- **Division Administration – moves to Remote Operations** (as appropriate to the nature of the disaster) - **See Recovery Checklist**
 - AOC (Academic Operations Coordinator) gathers files, etc. (as appropriate) and has a home computer which allows for remote access to University/BMHCC resources
 - Serves as a secondary point of contact for students who need to contact their course instructors
 - Dean gathers files, etc. (as appropriate) and has a personal computer which allows for remote access to University/BMHCC resources
 - Serves as point of contact for those who cannot reach their Program Chairs and/or faculty
 - Associate Dean gathers files, etc. (as appropriate) and has a personal computer which allows for remote access to University/BMHCC resources
 - Serves as point of contact for those who cannot reach the Dean, their Program Chairs and/or faculty
- **Emergency in which the University has been damaged by natural disaster and community services (electrical power, Wi-Fi, etc.) have been impacted**
 - **Course Instruction** – depends upon the extent of the damage, and length of time services are unavailable. Direction on timing to continue course instruction (virtually) determined by the University President.
 - The process for virtual instruction will follow the same procedures as above
 - **Division Administration** – will follow the instructions/processes as provided by the University Administration until virtual learning can resume.

After Incident (Recovery Phase)

- **Return to in-person Division Administration and Course Instruction with subsequent trimester**
 - AOC/Secretary, Dean and Associate Dean return to normal on-campus schedule (if they had been in a remote environment)
 - Faculty are notified of the expectations to resume on-campus instruction, office and advising hours
 - Students are contacted by their Program Chair and course faculty, as indicated, to offer guidance as we transition back to on-campus learning and events.

Recovery Checklist: *For academic areas, the checklist provides guidance for continuation of coursework in the event of standard classroom settings have been compromised due to the impact of the event.*

Description of Function (Critical Process or Service)	Return to Operation	Priority	Personnel	Records	Equipment and Systems
Notify faculty of plan via called virtual faculty meeting	1-3 Days	High	Dean, Associate Dean, Program Chair(s)	Division file	Zoom, Teams
Check with IT to ensure optimal bandwidth	1-3 Days	High	Dean, Associate Dean, Program Chair(s)	Division file	Internet
Transition to online learning for all classes	1-3 Days	High	Dean, Associate Dean, Program Chair(s)	Division file	Internet
Ensuring faculty and staff have remote access	1-3 Days	High	Dean, Associate Dean, Program Chair(s)	Division file	Internet
Communicate plan/arrangements to students in their respective courses	1-3 Days	High	Dean, Associate Dean, Program Chair(s)	Division file	Internet
Determine impact of disaster on clinical affiliates – contact clinical affiliates to determine impact on patient care and student placement	1-3 Days	High	Dean, Associate Dean, Program Chair(s)	Division file	Internet
Plan alternative assignments/adjust lab and clinical assignments as needed – transition to virtual resources, increase use of simulation	1-3 Days	High	Dean, Associate Dean, Program Chair(s)	Division file	Internet

Description of Function (Critical Process or Service)	Return to Operation	Priority	Personnel	Records	Equipment and Systems
Determine examination method – transition all exams to online – determine if capability/technology already exists or will additional purchase be required	1-3 Days	High	Dean, Associate Dean, Program Chair(s)	Division file	Zoom, Teams
Determine how ADA requests can be facilitated	1-3 Days	High	Dean, Associate Dean, Program Chair(s)	Division file	Internet
Assess changes implemented and adjust as needed	1-3 Days	High	Dean, Associate Dean, Program Chair(s)	Division file	Internet
Obtain weekly updates from clinical affiliates	1-3 Days	High	Dean, Associate Dean, Program Chair(s)	Division file	Internet
Continued on-going communication with administration and students	1-3 Days	High	Dean, Associate Dean, Program Chair(s)	Division file	Internet
Phased return to normal based on changing circumstances	1- 3 Days	High	Dean, Associate Dean, Program Chair(s)	Division file	Zoom, Teams
Division Administrative Operations	Office equipment and computer/ printer	High	Dean, Associate Dean, AOC, Secretary	Restore faculty/staff personnel files	Desk, chairs, computers, printers, file cabinets
Faculty Offices	Office equipment and computer/ printer	High	Faculty	N/A	Desk, chairs, computers, printers, file cabinets
Nursing Lab/Simulation Labs	Computer and lab equipment	High	Faculty including assigned lab/simulation coordinator	NA	Computers, chairs, beds; lab equipment, manikins connectivity with wifi/computers

APPENDIX Z – VENDOR AND SUPPLIERS REPORT

(SEE SAFETY DOCUMENTS)