

UNCG Human Resource Services Business Continuity Plan In case of Public Health or other Emergency or Disaster

The National Strategy for Pandemic Influenza

Preparing for a pandemic requires the leveraging of all instruments of national power, and coordinated action by all segments of government and society. Influenza viruses do not respect the distinctions of race, sex, age, profession or nationality, and are not constrained by geographic boundaries. The next pandemic is likely to come in waves, each lasting months, and pass through communities of all size across the nation and world. While a pandemic will not damage power lines, banks or computer networks, it will ultimately threaten all critical infrastructure by removing essential personnel from the workplace for weeks or months.

This makes a pandemic a unique circumstance necessitating a strategy that extends well beyond health and medical boundaries, to include the sustainment of critical infrastructure, private-sector activities, the movement of goods and services across the nation and the globe, and economic and security considerations. The uncertainties associated with influenza viruses require that our *Strategy* be versatile, to ensure that we are prepared for any virus with pandemic potential, as well as the annual burden of influenza that we know we will face.

The *National Strategy for Pandemic Influenza* guides our preparedness and response to an influenza pandemic, with the intent of (1) stopping, slowing or otherwise limiting the spread of a pandemic to the United States; (2) limiting the domestic spread of a pandemic, and mitigating disease, suffering and death; and (3) sustaining infrastructure and mitigating impact to the economy and the functioning of society.

The *Strategy* will provide a framework for future U.S. Government planning efforts that is consistent with *The National Security Strategy* and the *National Strategy for Homeland Security*. It recognizes that preparing for and responding to a pandemic cannot be viewed as a purely federal responsibility, and that the nation must have a system of plans at all levels of government and in all sectors outside of government that can be integrated to address the pandemic threat. It is guided by the following principles:

- The federal government will use all instruments of national power to address the pandemic threat.
- States and communities should have credible pandemic preparedness plans to respond to an outbreak within their jurisdictions.
- The private sector should play an integral role in preparedness before a pandemic begins, and should be part of the national response.
- Individual citizens should be prepared for an influenza pandemic, and be educated about individual responsibility to limit the spread of infection if they or their family members become ill.
- Global partnerships will be leveraged to address the pandemic threat.

Pillars of the National Strategy

Our *Strategy* addresses the full spectrum of events that link a farmyard overseas to a living room in America. While the circumstances that connect these environments are very different, our strategic principles remain relevant. The pillars of our *Strategy* are:

- **Preparedness and Communication:** Activities that should be undertaken before a pandemic to ensure preparedness, and the communication of roles and responsibilities to all levels of government, segments of society and individuals.
- **Surveillance and Detection:** Domestic and international systems that provide continuous “situational awareness,” to ensure the earliest warning possible to protect the population.
- **Response and Containment:** Actions to limit the spread of the outbreak and to mitigate the health, social and economic impacts of a pandemic.

Source: The White House, November 1, 2005

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I. Mission

Human Resources will ensure the continuation of critical functions, including payroll, HR System maintenance, benefits continuation, employee/management consultations, recruitment and selection for essential positions, policy interpretation and communication to employees of available HR related internal and external resources.

Human Resources will also collaborate with external resources (Office of State Personnel, General Administration, etc.) to gain consensus on necessary changes and/or supplements to current policies and procedures.

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II. Goals and Objectives

- Communicate the availability of Human Resources support throughout campus during a closure
- In conjunction with outside agencies (OSP, GA, etc.), determine how to modify / supplement current policies regarding but not limited to designation of essential employees, compensation practices, leave management, disciplinary action, and possible emergency lay-off provisions during a declared public health or other emergency or disaster.
- Assist as appropriate with payroll processing employees for pay in coordination with appropriate policies related to public health or other emergency or disaster.
- Provide support to employees through consulting on Human Resources policies and procedures
- Advise employees on their access to and the availability of benefits through the State Health Plan
- Assist where appropriate in processing disability, workers' compensation, retirement and life insurance claims for employee's public health or other emergency or disaster.
- Provide enrollment information and benefits orientation in the event new employees are hired
- Continue to recruit employees for essential positions throughout campus as needed
- Train new or existing employees during a declared emergency or disaster as appropriate on essential HR policies concerning records, pay, benefits and situation specific emergency procedures as requested by the Emergency Operations Center Personnel, EPART, HRS management or state/university officials.

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III. Assumptions

University assumptions:

- *To Be Filled In Upon completion of University Plan*

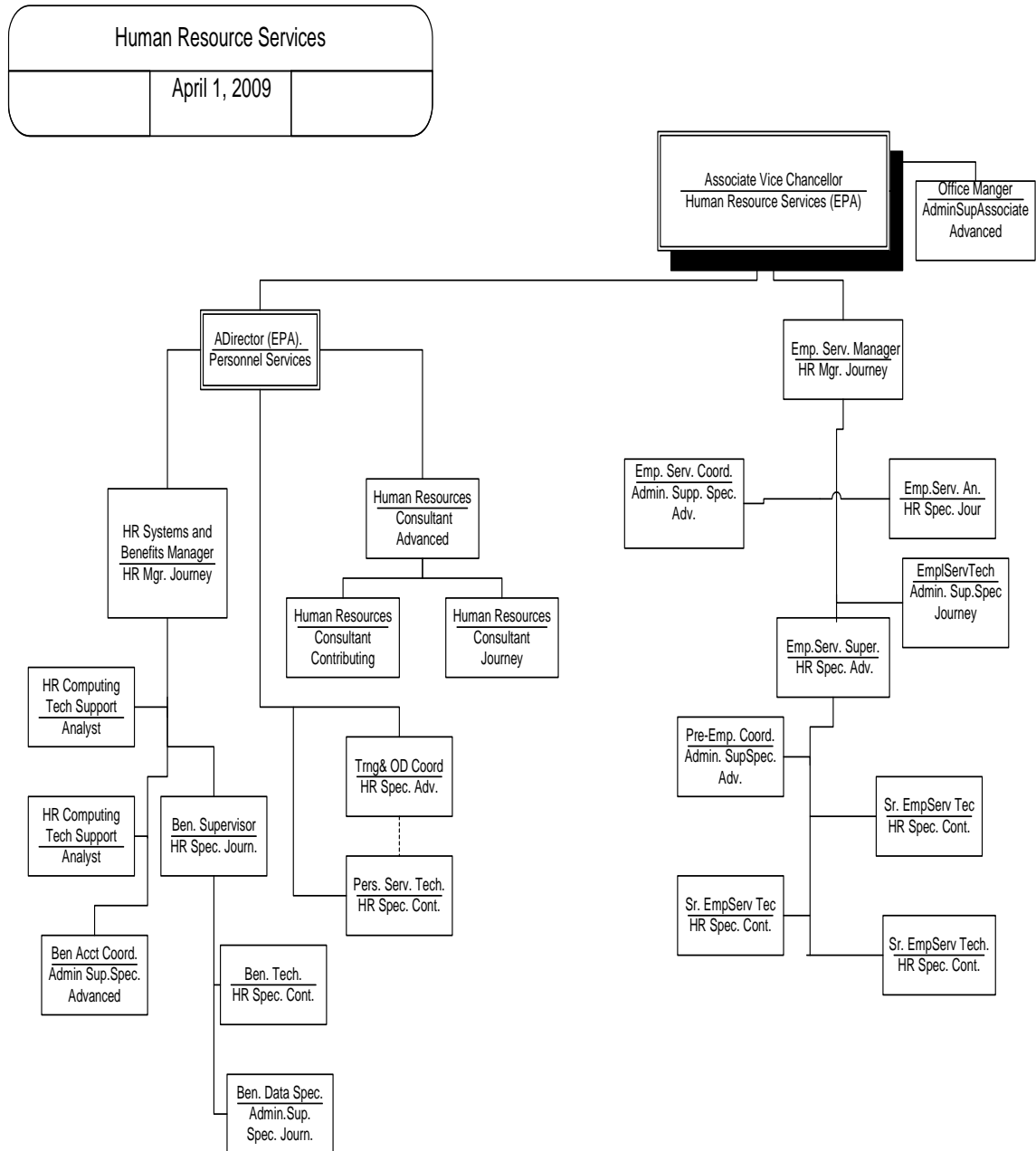
Human Resources Assumptions

- 123 Mossman Building will remain open and accessible.
- HR will, if requested, assist in establishing and maintaining a list of essential emergency employees
- HR will maintain a skeletal crew to administer all essential HR related responsibilities as determined by Human Resource Services and Business Affairs.
- HR employees required to work from home should have necessary equipment and internet access.
- Supervisors/managers will have access to the UNCG Pandemic Flu Plan and the Business Affairs Continuity Plan for planning and communication efforts.
- HR will consult with appropriate outside agencies to determine the applicability and necessity of policy changes or amendments.
- HR will heed all governmental agency requirements (Health Department, Office of the Governor, etc.)
- The internet will be available
- Essential HR employees will have access to all necessary documents, external systems and tools to work from home.

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IV. Organization (Chain of Command)

The following chart specifies the organizational structure of the Human Resources department, with essential positions listed. Unless otherwise specified, all Directors report to the Associate Vice Chancellor for Human Resources. The Associate Vice Chancellor for Human Resources reports to the Vice Chancellor for Business Affairs, who in turn reports directly to the Chancellor of the University.



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V. Essential Personnel

The following positions in HR are designated as essential:

(A rotation/sharing schedule for essential HR employees will be determined as need arises by HRS management (Associate Vice Chancellor, Assistant Vice Chancellor for Personnel Services and/or Employee Services Director or designees.))

Benefits

- Benefits/Systems Manager
- Benefits Supervisor
- Benefits Specialist
- Benefits Accounting Coordinator
- Human Resources Specialist

HR Systems

- Benefits/Systems Manager
- Technology Support Analyst
- Employee Services Supervisor
- Senior Employee Services Technician
- Employee Services Technician

Employee Relations & Policy Interpretation

- Employee Relations Manager
- Associate Vice Chancellor for HRS
- Director Personnel Services
- Employee Services Manager

Employment

- Employee Services Manager
 - Oversight of Employment & Compensation
- Employees Services Supervisor
 - Oversight of PMIS, HRS Records and Employment
 - Backup for Employee Services Director
- Jobsearch Recruitment Coordinator
- Senior Employee Services Technicians (3)
 - Filling essential temp vacancies

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- Employee Services Technicians (1)
 - Back up for Senior Employee Services Technicians

Records Management and Compensation

- Employee Services Manager
 - Oversight of Records Management & Compensation
- Employees Services Supervisor
 - Oversight of PMIS, HRS Records
 - Backup for Employee Services Director
- Senior Employee Services Technicians (3)
 - Backup for Employee Services Supervisor
 - Input employee records information into PMIS and HRS
- Employee Services Technician
 - Back up for Senior Employee Services Technicians
 - Input data into PMIS and HRS

Compensation & Classification

The following positions are designated as essential:

- Employee Services Manager
 - Oversight of Compensation & Classification
- Human Resources Program Manager, Classification and Compensation
 - Compensation policy guidance
- Human Resources Program Manager, Employee Relations and Compliance
- Director Personnel Services
- Associate VC for Human Resource Services
- HR Consultant

Training & Organizational Development

The following positions are designated as essential:

- Staff Development Specialist - Training and Organizational Development
- Human Resource Specialist
- Director Personnel Services

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VI. Emergency Contacts

Administration

NAME	Alan Bridge	EMERGENCY CONTACT	
TITLE	Associate Vice Chancellor for HRS	RELATIONSHIP	
WORK EMAIL	alan_bridge@uncg.edu	WORK	
PERSONAL EMAIL		HOME	
WORK	336-334-5167	MOBILE	
HOME			
MOBILE			

NAME	Karen Core	EMERGENCY CONTACT	
TITLE	HR Office Manager	RELATIONSHIP	
WORK EMAIL	k_core@uncg.edu	WORK	
PERSONAL EMAIL		HOME	
WORK	336-334-4512	MOBILE	
HOME			
MOBILE			

Personnel Services, Benefits, Employee Relations, Compliance, Training or OD, Compensation and Classification, HRS Systems

NAME	Deb Carley	EMERGENCY CONTACT	
TITLE	Director for Personnel Services	RELATIONSHIP	
WORK EMAIL	deb_carley@uncg.edu	WORK	
PERSONAL EMAIL		HOME	
WORK	336-334-3007	MOBILE	
HOME			
MOBILE			

NAME	Melissa Barnes	EMERGENCY CONTACT	
TITLE	Benefits Supervisor	RELATIONSHIP	
WORK EMAIL	mkbarnes@uncg.edu	WORK	
PERSONAL EMAIL		HOME	
WORK	336-334-4345	MOBILE	
HOME			
MOBILE			

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NAME	Kelley Bullard	EMERGENCY CONTACT	
TITLE	Benefits Accounting Coordinator	RELATIONSHIP	
WORK EMAIL	kelley_bullard@uncg.edu	WORK	
PERSONAL EMAIL		HOME	
WORK	336-334-5019	MOBILE	
HOME			
MOBILE			

NAME	Gwenne Causey	EMERGENCY CONTACT	
TITLE	Human Resources Specialist	RELATIONSHIP	
WORK EMAIL	gcausey@uncg.edu	WORK	
PERSONAL EMAIL		HOME	
WORK	336-334-9795	MOBILE	
HOME			
MOBILE			

NAME	Sean Farrell	EMERGENCY CONTACT	
TITLE	Technology Support Analyst	RELATIONSHIP	
WORK EMAIL	sdfarrel@uncg.edu	WORK	
PERSONAL EMAIL		HOME	
WORK	336-256-0341	MOBILE	
HOME			
MOBILE			

NAME	Emily Foust	EMERGENCY CONTACT	
TITLE	Benefits Specialist	RELATIONSHIP	
WORK EMAIL	e_foust@uncg.edu	WORK	
PERSONAL EMAIL		HOME	
WORK	336-256-0342	MOBILE	
HOME			
MOBILE			

NAME	Elizabeth L'Eplattenier	EMERGENCY CONTACT	
TITLE	Benefits Specialist	RELATIONSHIP	
WORK EMAIL	ebleplat@uncg.edu	WORK	
PERSONAL EMAIL		HOME	
WORK	336-334-4060	MOBILE	
HOME			
MOBILE			

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NAME	Angela Mahoney	EMERGENCY CONTACT	
TITLE	Program Manager	RELATIONSHIP	
WORK EMAIL	almahone@uncg.edu	WORK	
PERSONAL EMAIL		HOME	
WORK	336-334-4507	MOBILE	
HOME			
MOBILE			

NAME	Angela Montgomery	EMERGENCY CONTACT	
TITLE	Benefits/Systems Manager	RELATIONSHIP	
WORK EMAIL	angela_montgomery@uncg.edu	WORK	
PERSONAL EMAIL		HOME	
WORK	336-334-4514	MOBILE	
HOME			
MOBILE			

NAME	Jason Morris	EMERGENCY CONTACT	
TITLE	Staff Development Specialist	RELATIONSHIP	
WORK EMAIL	jbmorris@uncg.edu	WORK	
PERSONAL EMAIL		HOME	
WORK	336-334-4408	MOBILE	
HOME			
MOBILE			

NAME	Mary Russell	EMERGENCY CONTACT	
TITLE	Personnel Analyst	RELATIONSHIP	
WORK EMAIL	mbrussel@uncg.edu	WORK	
PERSONAL EMAIL		HOME	
WORK	336-334-5166	MOBILE	
HOME			
MOBILE			

NAME	Don Shore	EMERGENCY CONTACT	
TITLE	HR Program Manager/Employee Relations	RELATIONSHIP	
WORK EMAIL	dcshore@uncg.edu	WORK	
PERSONAL EMAIL		HOME	
WORK	336-334-4508	MOBILE	
HOME			
MOBILE			

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NAME	Tammy Waddell	EMERGENCY CONTACT	
TITLE	Technology Support Analyst	RELATIONSHIP	
WORK EMAIL	waddellt@uncg.edu	WORK	
PERSONAL EMAIL		HOME	
WORK	336-334-4505	MOBILE	
HOME			
MOBILE			

Employee Services (Records Management-PMIS/Banner, Compensation and Classification, Employment-temporary and permanent)

NAME	Benita Peace	EMERGENCY CONTACT	
TITLE	Employee Services Manager	RELATIONSHIP	
WORK EMAIL	btpeace@uncg.edu	WORK	
PERSONAL EMAIL		HOME	
WORK	336-334-4510	MOBILE	
HOME			
MOBILE			

NAME	Carol Benjamin	EMERGENCY CONTACT	
TITLE	Senior Employee Services Technician	RELATIONSHIP	
WORK EMAIL	carol_benjamin@uncg.edu	WORK	
PERSONAL EMAIL		HOME	
WORK	336-334-4783	MOBILE	
HOME			
MOBILE			

NAME	Betty Betts	EMERGENCY CONTACT	
TITLE	Employee Services Coordinator	RELATIONSHIP	
WORK EMAIL	bsbetts@uncg.edu	WORK	
PERSONAL EMAIL		HOME	
WORK	336-334-4511	MOBILE	
HOME			
MOBILE			

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NAME	Glendneil Blackman	EMERGENCY CONTACT	
TITLE	Senior Employee Services Technician	RELATIONSHIP	
WORK EMAIL	gblackm@uncg.edu	WORK	
PERSONAL EMAIL		HOME	
WORK	336-334-4515	MOBILE	
HOME			
MOBILE			

NAME	Wendy Clayborne	EMERGENCY CONTACT	
TITLE	Senior Employee Services Technician	RELATIONSHIP	
WORK EMAIL	wclaybo@uncg.edu	WORK	
PERSONAL EMAIL		HOME	
WORK	336-334-4781	MOBILE	
HOME			
MOBILE			

NAME	Brenda Hedrick	EMERGENCY CONTACT	
TITLE	Pre-Employment Coordinator	RELATIONSHIP	
WORK EMAIL	bghedric@uncg.edu	WORK	
PERSONAL EMAIL		HOME	
WORK	336-334-4763	MOBILE	
HOME			
MOBILE			

NAME	Toby Hedgepeth	EMERGENCY CONTACT	
TITLE	Jobsearch Recruitment Coordinator	RELATIONSHIP	
WORK EMAIL	tahedgpe@uncg.edu	WORK	
PERSONAL EMAIL		HOME	
WORK	336-334-4781	MOBILE	
HOME			
MOBILE			

NAME	Natalie Jacobs	EMERGENCY CONTACT	
TITLE	Employee Services Technician	RELATIONSHIP	
WORK EMAIL	nljacobs2@uncg.edu	WORK	
PERSONAL EMAIL		HOME	
WORK	336-256-0181	MOBILE	
HOME			
MOBILE			

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NAME	Kathy Watford	EMERGENCY CONTACT	Reva & Allen Bennett
TITLE	Employee Services Supervisor	RELATIONSHIP	Parents
WORK EMAIL	kathy_watford@uncg.edu	WORK	
PERSONAL EMAIL		HOME	336-243-2797
WORK	336-334-4506	MOBILE	
HOME	336-357-7662		
MOBILE	336-242-4836		

HR Website, with a listing of all contacts: <http://web.uncg.edu/hrs/>

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VII. Essential Services

Benefits

Benefits will operate under the following assumptions:

- Employees will have access to the website and phone system for latest updates on contacting the Benefits Office
- Benefits staff are able to work from home if the university is closed
- Benefits staff will have access to HRIS System, shared drives and their desktop via their personal computers
- Benefits staff will be able to conduct business with all external vendors
- All benefits related internal support departments are functioning and in place (ie – payroll, accounts payable, budget, etc.)

Benefits will provide the following essential services:

- Critical and essential benefits counseling and services to employees, in part through a phone system to accommodate forwarding to home/cell numbers of Benefits staff. To include, but not limited to advising employees on their access to and the availability of benefits through the State Health Plan. Employees will accomplish this through access to the HR System, shared drives and office desktop environments from home/off-site computers if provided by UNCG IT Services.
- Paying benefit bills (prioritized with health insurance primary, followed by life insurance, then remaining benefit programs, and supplemental retirement accounts.
- Benefits enrollment for new hires
- Process all workers' compensations claims for employees.
- Process all disability claims for employees (both initial filing and monthly income benefits).
- Process all employee death claims, taking into account that these could be handled by the respective vendor in a worst case scenario, rather than using our office as the middle conduit.
- Processing of all retirement applications, noting this could be handled with the State Retirement System in a worst case scenario.

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Human Resources Systems

Systems will operate under the assumptions:

- That the HR system will be functional.
- Employees will have phone and Internet connectivity.
- Ensure HR systems are operational during an emergency.
- Procedures and resources in the backing up of essential online data exist (ie – CD/hard copy of website.)

Under the foregoing assumptions, HRS will provide the following essential services:

- Provide computer support for all departments within Human Resources.
- Provide ad-hoc reports and support for standardized queries within the HR system.
- Maintain website as repository of critical news as well as policies, etc.
- Support office in verifying that daily activity in the HRS/Banner is accurate, and work with individual departments and payroll to ensure that inaccuracies are resolved.
- Provide other systems support as extemporaneously requested to the extent possible.
- Maintain open lines of communication with UNCG ITS and external vendors as relevant to systems.

Employment

Employment will operate under the general HR assumptions and the assumptions in the Communication section as well as the following assumptions:

- There will be access to tools and external vendors (ie – PeopleAdmin, E-Verify, CastleBranch, PMIS).
- Departments will have plans in place which allow recruitment to occur.

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Under those assumptions, the following essential services will be provided:

- Provide guidance on relevant policies and procedures
 - Employment:
 - Recruitment/selection, employment eligibility, background checks, pay rates, schedules
- Recruit and select employees for essential vacancies
 - Temporary
 - University Temporary Services (UTS) to provide temporary employee support to departments to perform emergency work in the areas of safety, medical, environmental cleanup, information technology, maintenance repair, etc. Will recruit, select, schedule, and compensate employees. If needed, will secure workers from Preferred Vendors (process already in place).
 - Permanent
 - Employment Services will recruit for and assist departments with selection/placement of essential permanent employees.
- Process separations.
- Monitor employment eligibility status of employees whether full time, time limited, temporary or seasonal.

HRS Records Management

HR Records Management will operate under the assumptions:

- The HR systems will be functional, and that employees will have phone and Internet connectivity.
- They will have the necessary documents and tools in place to work from home.
- Outside agencies are operating and functional.

Under those assumptions, the following essential services will be provided:

- Process Personnel Action Forms.
- Enter information into PMIS/Banner.
- Submit all actions to payroll for processing and ultimately payment.
- Maintain personnel files.

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- Process terminations.
- Close out all personnel files as appropriate.
- Create and update the absenteeism report for all vacant positions.

Compensation/Classification

Compensation and Classification will operate under the general HR assumptions and the assumptions in the Communication section as well as:

- There has been no change (on the campus level) in the policies and procedures that govern the classification and compensation processes.
- We will maintain access to Banner and PMIS

Under those assumptions, the following essential services will be provided:

- Classifications will maintain the following processes:
 - Temporary Reclassifications
 - New Positions resulting from shifts in departmental assignments
 - Reclassifications of existing positions
 - Abolishment of positions.
- Compensation will continue to process the following pay actions:
 - Overtime/Compensatory Time
 - Abbreviated work schedules
 - Temporary employees
 - Emergency Call Back
 - On Call
 - Shift Premium Pay
 - Career Progression Adjustment
 - Temporary promotion (if more than 10%)
 - Promotions

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Employee Relations

Employee Relations will operate under the following assumptions:

- Those managers and employees providing essential services will need guidance on personnel policies and assistance with any adverse or potentially grievable issues that may occur during the emergency.
- Telephone, internet, and email services will remain available.

Under these assumptions, ER will operate with the following procedures:

- The ER Manager or his/her backup and one member of management will be available for (virtual) consulting on essential policies, procedures, and critical work situations as they may develop.
- Develop and/or communicate revised policies to campus using available technology as needed (to ensure proper understanding of policies related to leave, discipline, separation and probationary issues).
- Recommend suspension of non-essential programs and services, including (but not limited to): grievance proceedings, performance management, administrative investigations, and others as deemed non-essential at the time.
- Maintain contact with EAP provider to make use of their services if necessary and available.
- Maintain records/documentation of disciplinary action, suspension, etc. for later entry into PMIS system.

Training & Organizational Development

Will operate under the following assumptions:

- There will be current employees who may need “refresher training” on topics such as: workers’ comp, compliance, ADA, Benefits information (filing claims, help lines, etc), wellness program
- There will be the need to train newly hired employees on a condensed version of NEO including topics such as: benefits enrollment, compliance, basic ITS functions, emergency procedures/EPART.

Based on those assumptions, training will provide the following essential services:

- Train new or existing employees as indicated in the assumptions above, with equal importance given to each area.

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VIII. Communication

For communication within HR, staff members will use the established emergency contact list as well as the list of designated essential employees.

For communication of the availability of HR services to campus, the following provisions will take effect:

- Staff members will use appropriate away / forwarding messages on their phones
- Callers may call the main HR phone number (336-334-5009) to be directed to the appropriate resource as needed
- Notices of availability of HR staff members and services will be posted if other electronic means are unavailable on the wall of 123 Mossman.
- The HR website, if available and staff are available to update, will reflect the availability of HR staff members and services, as well as relevant information related to closure, relevant policies, FAQ, precautions, and so on.

IX. Planning Checklist

HRS should have on hand the following equipment if the level of crisis for a pandemic rises above level 1:

1. Hand Sanitizer for each employee's work space
2. Appropriate masks (N95 with valve) for at least a one-month supply.
3. Employees should have an updated copy of the HR Continuity Plan both in their individual work space and at their residence for reference and review.

The HR Continuity Plan will be updated as needed