

HURRICANE CONTINUITY OF OPERATIONS PLAN

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INTRODUCTION

Purpose

The purpose of the plan is to continue St. Petersburg College's mission to provide students quality education, and to provide meaningful community service in the face of a hurricane or severe weather.

Authorities

Authority vested in College officials by virtue of delegation by the St. Petersburg Board of Trustees to the College President or his designee and his further delegation of authority to the Emergency Management Council (EMC). The purpose of developing and maintaining a comprehensive Emergency Management Plan (EMP) is to establish procedures for the protection of life and property when threatened by, but not limited to, the following emergencies: fire, explosion, medical, rescue, hazardous materials release, bomb threat, hostile persons, terrorist threats, electrical, water and sewage outages, and weather related emergencies. (BOT 6Hx23-1.23)

SPCAAlert Emergency Notification

Warning conditions and notification protocols are found in the SPCAlert Plan included in Section III of the College's EMP. Additional information may be found at <http://www.pinellascounty.org/emergency>.

Notification of key staff occurs with the College's Emergency Notification Network found in Section VI of the Facilities Services Disaster Preparedness Plan.

SPC Evacuation Factors

Decisions about personal safety are the responsibility of each faculty, staff, and students. Promoting the safety of students, faculty, and staff is the College's first consideration when making decisions related to evacuation and closure. To promote safety, the plan is to provide information and make decisions about evacuation before a storm arrives. The College considers many factors that depend on the approaching storm. These factors include intensity, size and forward speed of the tropical storm or hurricane; the projected time when rain and wind effects will begin to be felt in the area; recommendations by the National Hurricane Center, the National Weather Service local forecast, and Pinellas County Emergency Management.

In order to promote an orderly evacuation of students, faculty, staff and their families, the College will consider issuing an evacuation order prior to projected landfall when SPC falls within the National Hurricane Center's zone of landfall probability. The College may not wait for Pinellas County Emergency Management to issue an evacuation order 36 to 24 hours prior to landfall.

Assumptions

- Warning Time – By monitoring official forecasts that take into account predicted behavior of hurricanes and probability of landfall, SPC will have sufficient time to activate the EMP and to alert campus personnel, recommend protective actions, undertake damage-reduction measures, and increase the readiness and lead time for assigned personnel to secure buildings and property.
- Emergency Operation Center (EOC) - When conditions prompt the monitoring and alert phases, the Incident Commander will order the EOC to be activated.
- Additional Communication Resources - General communication capabilities are likely to be disrupted during hurricanes. Arrangements have been made to keep the SPC website operating and voicemail updated with official notices and information.
- Mutual Aid - College resources will be used initially to respond to emergency situations. If needed, the Incident Commander may request external assistance from Pinellas County or other colleges or universities pursuant to mutual aid agreements or memoranda of understanding.
- Mandatory Evacuation - The College is required to close and evacuate when an official state or local governmental agency issues a mandatory evacuation order.
- Shelter - The College does not have an on-campus hurricane shelter for employees or students. Pinellas County Emergency Management issues public notices on shelter locations.
- Communications During Closure - The College's computing and communications system should continue to function even when the College is closed.
- Re-Opening Campus - The campuses will reopen only after the College damage assessment and recovery teams have surveyed the damage and re-powered critical systems. Initially, only pre-designated damage assessment and recovery teams comprised of staff from Facilities and Campus Security will be allowed on campuses. Information regarding re-opening will be provided at www.spcollege.edu and the College toll-free number (866) 822-3978.

PREVENTION/MITIGATION AND PREPAREDNESS

Incident Command System

The President of the College and the Incident Commander in concert with the Board of Trustees will make the decisions for the College. The EMC comprised of key decision makers appointed by the President will assist and advise in making emergency related decisions. The EMC will incorporate the Incident Command System when ordered to staff the EOC by the President.

Site Vulnerability Assessments

The Office of Facilities Planning and Institutional Services have site plans and maintains electronic and hard copies of hazards and vulnerabilities analysis associated with all of the SPC campuses. The information contained in these detailed assessments may be obtained by contacting Facilities Planning and Institutional Services. (727) 341-3267

Resources Identification

The Office of Facilities Planning and Institutional Services will maintain contracts with outside vendors for services such as debris removal, repairs, additional generators, and utility and sewage line repair. Sufficient in-house supplies will be on hand to adequately secure all campus facilities prior to arrival of a damaging storm. The necessary supplies will be managed by campus facility managers.

Should local resources prove to be inadequate during an emergency, the President will authorize requests for assistance from Pinellas County.

In addition, the President in conjunction with the Board of Trustees may seek assistance from other neighboring jurisdictions, voluntary organizations, other colleges and universities, and industry in accordance with existing agreements, letters of understanding, or by mutual agreement.

Communications

The College's main web site at www.spcollege.edu is the official source of College information regarding the status of the institution. Other important information will be communicated to faculty, staff, and students via SPCAlert and local media outlets.

Satellite phones have been purchased for selected SPC staff. These are intended for use in the event landline and cell phones are down or congested.

A media staging area will be established as a single point of contact for the media, students, employees and the public.

- All media cameramen and reporters shall be directed to the media area
- Information shall be directed to the media area regarding emergency situations, extent of damage, and instructions for students, staff, and faculty.

A College spokesperson (Institutional Advancement) shall be responsible for communicating with the President and Incident Commander for release of information.

IT Recovery Strategy and Partner College Requirements

SPC has signed a memorandum of understanding (MOU) with Seminole Community College dated June 21, 2006. This MOU includes an agreement for space for approximately four Enrollment Management Staff persons and three Technical Support Call Center staff persons. Utilization of this space and dispatch of Enrollment Management and Technical Call Center staff persons assumes that commercial generator power and telephone data services are available at the SPC District Office data center.

Campus Emergency Management Plans (CEMP)

The CEMP considers the uniqueness and staffing level at the campus and provides direction for managing emergency response to incidents at each campus. The CEMP includes Department Plans that identify key personnel, contact numbers and emergency response guidelines.

RESPONSE

Plan Activation

The President or Incident Commander determines whether the EMP should be activated based on an assessment of the information received about a threat of an emergency. The President or Incident Commander will declare the level of the emergency and activate the EMP to the extent necessary to handle the emergency.

Plan Implementation

The Incident Response Team (Emergency Management Council) will be notified and directed to report to the EOC. The President or Incident Commander reviews the circumstances of the emergency with the team and determines the appropriate response.

Dissemination of Hurricane Information

In order to insure that the college issues information in a timely and orderly manner, all notices, warnings, and alerts will be sent out either college wide with the approval of the Office of Institutional Advancement or at the direction of the President or designee. Information for students and their families, faculty, staff, and visitors may cover the following:

- Recommended actions to take when the College is monitoring a storm
- Recommended actions to take when the College is preparing for a storm
- What to do when an evacuation is ordered
- Ways to stay in touch with the College during a storm
- When the College anticipates reopening
- What to do if the college is closed for an extended period

Emergency Operations Center (EOC)

The Downtown Center is to be used as the EOC prior to, during, and following a hurricane strike. (Type I – Disaster). The President’s Conference Room at the District Office will serve as the EOC during Type II (Emergency), and Type III (Minor Incident) incidents.

The EOC will be continuously maintained in a state of readiness for conversion and activation. The EOC serves as the centralized, well-supported location where the Incident Commander and Incident Response Team can gather and assume their roles. Response activities and work assignments will be planned, coordinated and delegated from the EOC.

RECOVERY OPERATIONS

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

1. Institutional Advancement will coordinate all information disseminated to the news media, the public, and faculty, students, and staff.
2. Business Services will provide emergency financial information to key-decision makers after an emergency event and coordinate with Human Resources to maintain the Employee Pay Continuation Guidelines. Business Services will secure appropriate insurance and documentation and submission of claims to include FEMA reimbursement forms. [Appendix A – Employee Pay Continuation Guidelines]
3. Academic and Student Affairs will provide an Instructional Continuity Plan and oversee the implementation of BOT 6Hx23-1.29 College Calendar as it relates to emergency procedures. [Appendix B – Instructional Continuity Plan; Appendix C - BOT 6Hx23-1.29]
4. Information Systems will in the event of an emergency causing sustained loss of power to the SPC operating area have a plan to recover IT capabilities for mission-critical services. [Appendix D – Disaster Communications Infrastructure Strategy and Options]
 - Communication services
 - Perform critical applications at a remote site
 - Maintain information security controls
5. Human Resources will identify post emergency staff needs and provide a mechanism for basic support for employees in the aftermath of an emergency.
 - Human Resources will coordinate with Business Services to maintain the Employee Pay Continuation Guidelines
 - Maintain the continuity of critical employee benefit services
6. Facilities Planning and Institutional Services/Security Risk Management and Safety Operations will implement the Facilities Services Disaster Preparedness Plan which includes a basic framework for preparedness, response, and recovery.

Disaster Preparedness - Employee Pay Continuation Guidelines

Note: It is impossible to predict what impact a major disaster may have on college operations. These are meant as general guidelines. The college may deviate from them as necessitated by the situation.

Staffing Assignments

This plan assumes a major disaster with an extended college closing. St. Petersburg College will identify post-disaster staffing needs for placement of available budgeted employees and provide pre-storm training as needed.

- While it is hoped that all or most budgeted employees will be able to return to their regular work functions as soon as possible, the scope of the event may only allow for a limited number of employees to return to work immediately following the event. Those employees will be identified based on whether their essential job functions are critical to the college's recovery and operation. That assessment will be made as the unique post-event work is identified.
- If recovery efforts require more staff than those with essential functions as identified above, other budgeted employees may be called upon to work in areas outside the scope of their normal duties. In such cases, the college will rely on existing position descriptions as the framework for duties, knowing the work assignments may need to be adjusted according to the post-event needs. If not all employees are called back at this time, then employees will be called back based on two criteria:
 1. How closely their primary job function aligns with the immediate need(s) of the college; and
 2. Areas in which they said they could assist when they completed the college's Disaster Preparedness Survey.
- In the event that not all college locations are open for business, employees called back to work will be notified (via SPC e-mail, the college's website and local news media) as to which campus they are to report to work. For example, employees might be directed to report to the Downtown Center or the Clearwater Campus if those are the two most operational sites from which staff can be deployed for duty.

Continuation of Pay

During the pay period in which a disaster occurs, it is the college's intent that paychecks will be processed as usual, and every attempt will be made to do so. College contingency plans include the possibility of running payroll from a remote, pre-designated site. (If an employee does not have direct deposit, the employee may not receive a printed pay check in the event of a disaster.)

A duplicate payroll may be run by pay group for budgeted employees in the event of a short-term closing. OPS and/or adjunct instructors may be eligible, and therefore should apply, for unemployment compensation

Employees who work on assigned post-disaster support responsibilities will continue to receive pay.

Via the Disaster Preparedness Survey, all employees have been given the option to pre-request up to 80 hours of accrued sick leave in cases where the disaster has created quality-of-life challenges, instability and other stress-related barriers which impact ability to perform regular work assignments (may be extended subject to individual circumstances). NOTE: Because circumstances may have changed since the employee completed the Disaster Preparedness Survey, the request to use accrued sick leave should be formally submitted via e-mail to the employee's immediate supervisor, with carbon copies sent to their cabinet member and Payroll.

During the third week and later after a disaster the College will allow budgeted staff the option of cashing in leave for continued salary payment if they are not assigned post-event duties and/or on-line instructional assignments. Such requests must be submitted through the employee's responsible Cabinet member or Cabinet member's designee and will be considered on a week-by-week basis.

Other Major Disaster - Employee Income Plans

The College will notify the "Agency for Workforce Innovation" of the college closing and employees will be eligible for Unemployment Compensation. The College is required to pay the unemployment compensation on a dollar for dollar basis. The Human Resources Department will provide a link on the college website to the Agency for Workforce Innovation where claims can be filed. Additionally, the College will continue to pay health insurance premiums and provide coverage for budgeted personnel who remain in a paid status.

Instructional Continuity Plan

Emergency Preparedness Procedures for Faculty

The College realizes that it is possible for a significant natural disaster to compromise SPC campus facilities sufficiently to disrupt the delivery of classes on campus(es) for an extended period of time, and is planning ways our operations can continue following such an emergency.

You should begin to prepare for an emergency scenario by taking the following steps now:

1. Check with your campus Instructional Design Technologist to see if there is a course of record or flexible course template for your course(s). If not, look for a colleague at SPC who teaches your same course(s) in an online format. (You may use MySPC's Search for classes option to search.) If your course is not currently taught online, discuss with your Program Administrator the feasibility of developing course materials for emergency online delivery.
2. Communicate your proposed plans for each of your courses with your Program Administrator. They will monitor successful completion of training, modification of content, etc., to confirm who will teach the class (if approved for online delivery) in the event of a disaster.
3. If you intend to develop a new online version of your course, all levels of Pathways to eLearning (PTE) ANGEL on how to develop and teach a course must be completed. Contact your campus Instructional Design Technologist to enroll in the PTE course. Following completion of PTE, ask your campus IT about next steps to take to begin the Flexible Access process to approve your new course for online delivery.
4. If you are copying a colleague's course, meet with them to review the course content and make sure you understand how to conduct the course and manage the grade book. Should you opt to use a colleague's course materials for your class, you are still expected to complete PTE Levels I and II ANGEL training on how to teach a developed course prior to the start of the term.
5. If approved, copy your course materials to your ANGEL Term I shell.
6. Review the methods to publish or modify your syllabus in ANGEL (from PTE Level I), and make sure your ANGEL syllabus is accurate. Note that it is possible to hide all course content except the syllabus, until such time as emergency procedures must be enacted.
7. Enable your course, as instructed in ANGEL tutorials.
8. Add a statement to your syllabus which indicates the plan for your course in the event that an emergency interrupts regular operations.

Sample #1 – Instructor is trained and prepared for online instruction.

Emergency Preparedness

In the event that a hurricane or other disaster causes closure of St. Petersburg College facilities, you may be provided the opportunity to complete your course work online. Following the event, please visit the college web site for an announcement of the College's plan to resume operations-

This syllabus is currently available in ANGEL for your convenience.

Log in to ANGEL to confirm that you have access, reporting any difficulty to the SPC Student Technical Support Center at 727 341-4357 or via email at Onlinehelp@spcollege.edu.

Sample #2 – Course is not appropriate for online delivery (clinicals, art classes, etc.)

Emergency Preparedness

In the event that a hurricane or other disaster causes closure of St. Petersburg College facilities, you may not be provided the opportunity to complete your course work online due to the hands-on requirements for this course. Following the event, please visit www.spcollege.edu to see if there are options for completing this course work at an alternate location.

This syllabus is currently available in ANGEL for your convenience.

Sample #3 – Course not offered online; course content is not fully developed for online delivery

Emergency Preparedness

In the event that a hurricane or other disaster causes closure of St. Petersburg College facilities, you will not be provided the opportunity to complete your course work online at this time. This course is not currently offered online, and the development of course materials for online delivery is not yet complete. Following the event, please visit www.spcollege.edu to see if there are options for completing this course work.

This syllabus is currently available in ANGEL for your convenience.

Sample #4 – Instructor is not trained and prepared for online instruction; student given option to transfer sections.

Emergency Preparedness

In the event that a hurricane or other disaster causes closure of St. Petersburg College facilities, you may be provided the opportunity to transfer your registration to another section of this course so that you may complete your course work online with a different SPC instructor. Following the event, please visit www.spcollege.edu for an announcement of the College's plan to resume operations.

9. Encourage your students to log in and check out the syllabus. Ask them to report any difficulty in seeing the class to the Technical Support Center listed above.

RULE

SUBJECT	COLLEGE CALENDAR	PAGE
		1.29-3
LEGAL AUTHORITY	6Hx23-1.29	11/18/08 Revision #08-11

I. College Calendar Process

A. The President shall submit to the Board of Trustees annually an official calendar which meets the required rules of the Board of Trustees, regulations of SBE Rule 6A-10.019, Florida Administrative Code (F.A.C.), and requirements of the Southern Association of Colleges and Schools.

B. A College calendar is prepared annually. This calendar contains start and stop dates for each academic session, including faculty duty days, in-service days, holidays and student service days.

C. The President appoints a calendar committee representing faculty, career and administrative-professional staff. The calendar is presented to President's Cabinet for review and to the Board of Trustees for approval. When approved by the Board of Trustees, the calendar is sent to the State Board of Education for approval. After notice of approval from the State Board of Education, the calendar is distributed to all staff. An official copy of the annual calendar adopted by the Board of Trustees shall be filed with the State Board of Education.

II. Emergency Procedures

During extended periods of natural disasters or collegewide emergencies the President shall, in consultation with the Board of Trustees, and the Emergency Management Council enact such procedures as will provide for make up of lost instructional time.

III. Guidelines

Should the disaster cause a possible permanent disruption of coursework for the remainder of the term, the following procedures shall guide grading and withdrawal policies:

A. Should the class be less than 50% completed, the College shall have the following option of including but not limited to:

1. restarting the term with a modified schedule;
2. declaring the term lost and providing either a credit for the subsequent term or a full refund to students registered in classes;
3. implementing 'blended' course procedures, utilizing a transition to online instruction; or
4. combining independent assignments and online assignments to achieve at least 90% completion of material.

Students may have the option of receiving a "W" with a refund. Decisions on refunds shall be made by the administration based on the severity and length of time of the disruption in class attendance.

B. Should the class be between 50 and 90% completed, the College shall have the option of:

1. implementing 'blended' course procedures utilizing a transition to online instruction; or
2. combining independent assignments and online assignments to achieve at least 90% completion of material.

Students may have the option of receiving a "W" with a refund. Decisions on refunds shall be made by the administration based on the severity and length of time of the disruption in class attendance.

C. Exceptions to guidelines A. and B. include limited access courses/programs that have specific hour requirements based on accreditation, licensure or clinical competency.

D. Should the class be 90% or more completed, the College may declare the term finished. Instructors shall (a) have the discretion to average student grades based on the assignments made and completed by students as of that time, or (b) Assign a grade of "I" and establish an agreement for students' completion based on the current Incomplete Grade procedure.

IV. Procedure for Make-Up of Class Time Lost to Emergencies/Natural Disasters

For faculty and students, the following is recommended:

A. One day only Block Classes- program directors/dean will add the appropriate number of minutes to each class meeting for the remainder of the term.

B. M/W, M/F, and T/R Classes- program directors/dean will add the appropriate number of minutes to each class meeting for the remainder of the term.

C. MWF Classes- For each 50-minute class missed, program director/dean will add appropriate number of minutes to each class meeting for the remainder of the term.

D. Nontraditional class times such as clinicals, internships—
Submit make-up plan to program director/dean

E. Blended class – submit make-up plan to program director/dean. Faculty should use the approach above, or an alternative make-up plan involving students in projects, outside sessions, etc. Alternative plans must be approved by program directors/dean.

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

Law Implemented: 1001.64 (2), (4) & (6), 1001.65(7), F.S.; SBE Rule 6A-10.019, F.A.C.

History: This history reflects changes to the rule and procedure which were formerly combined. Formerly - 6Hx23.3-7-01; Readopted - 10/25/77; Amended, filed and effective - 9/17/81; 9/19/00. Filed - 9/19/00; 11/18/08. Filed – 11/18/08. Effective – 11/18/08.

- D. Should the class be 90% or more completed, the College may declare the term finished. Instructors shall (a) have the discretion to average student grades based on the assignments made and completed by students as of that time, or (b) Assign a grade of "I" and establish an agreement for students' completion based on the current Incomplete Grade procedure.
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- D. Nontraditional class times such as clinicals, internships— Submit make-up plan to program director/dean
- E. Blended class – submit make-up plan to program director/dean. Faculty should use the approach above, or an alternative make-up plan involving students in projects, outside sessions, etc. Alternative plans must be approved by program directors/dean.

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Communications Strategy and Options

Student Call Center Communications

- Space for approximately four Enrollment Management staff persons and three Technical Support Call Center staff persons has been agreed with Seminole Community College. This space is available at the disaster recovery data center in Sanford, Florida. Utilization of this space and dispatch of Enrollment Management and Technical Call Center staff persons assumes that commercial generator power and telephone and data services are available at the SPC District Office data center and Sanford based data center. This capability, given the assumptions, is available today however the voice and data services is subject to Seminole Community College priorities, there is no guarantee that voice and data services will be made available during an emergency.

Employee Communications

- 866 Message Service – a Verizon 866 toll free service (866-822-3978) is currently in operation. This service provides audio recording for one college message of five minutes in duration for in-bound calls to a recorded announcement service located in Ohio. Up to 20 callers (college employees or students) can access the message service simultaneously. Callers can leave a message (50 maximum) that SPC administration can retrieve and erase.
- Secure Voice, Web, and Video Conferencing – a Verizon conferencing services agreement is in place. This is a hosted conferencing service which includes multiple 800 and 866 toll free numbers that can be assigned to select SPC administrators. Each 800 and 866 toll free number is capability of handling increments of 1-to-4, 5-to-10, 11-to-25, and so on participants. There are no standing costs for these services. Any recurring costs would be strictly based on actual use. If not used, there are no costs.
- MSAT Satellite Phone Service – Two mobile satellite phones have been purchased for use at the president’s discretion to communicate with both college staff and emergency management teams. These satellite phones will be linked into talk groups providing direct communication capabilities to FDLE, Dept. of Transportation, Emergency Services on West Coast of Florida and State emergency groups.
- Fixed Satellite Service – The designated command center, located at the Downtown campus, is in the process of being equipped with fixed satellite communications services from Verizon. Assuming the availability of power, this

system will support both internet access and phone service for up to eight staff members via a combination of land line and satellite services.

- Other Employee Communications – The SPC-TV station, college-wide email, and the College’s websites will also be available for employee communications as described elsewhere in this plan.

