

BURRELL COLLEGE OF OSTEOPATHIC MEDICINE

STANDARD OPERATING PROCEDURES

Continuity of Operations		SOP #: FAC.008.03
Effective Date	12.9.19	
Last Revision/Review	12.9.19, 4.6.20, 8.21.23, 10.9.2023	

1. Purpose

This SOP provides guidance on continuing a business and educational environment in the event the BCOM main campus building is unavailable for an extended period of time.

2. Related Policy/Authority

B4010 – Facilities – Security and Public Safety

3. Faculty/Staff Responsibilities

Asst. VP of Administration / CIO – Responsible for maintenance of Continuity planning and documentation.

4. Definitions/Abbreviations

5. Procedural Steps

BCOM shall maintain a comprehensive Continuity of Operations Plan (“CoOP”) to insure that operations and education can continue in the event of a disaster with minimal disruption. An emergency event could take any number of forms. These could include:

- a) Fire
- b) Flood
- c) Workplace violence
- d) Natural disaster

Some of these may provide some opportunity for preparation (e.g. natural disaster), while most will come with no warning whatsoever.

- 1) **Preparation and Planning** – Critical to a successful disaster recovery is planning and preparation for a variety of events. BCOM Maintains two tiers of crisis management that help direct that planning. The Emergency Response Team, and the Emergency Management Team.
 - a) **BCOM Emergency Response Team** – The Response Team is a small group responsible for immediate action for an emergency situation. Membership includes:
 - i) **AVP of Administration** – Acts as coordinator
 - ii) **President**
 - iii) **Chief Academic Officer**
 - iv) **VP of Administration / Chief Financial Officer**
 - v) **AVP Institutional Effectiveness**
 - vi) **Campus Dean(s)**
 - b) **BCOM Emergency Management Team** – The Management team is activated when a more significant event occurs that requires a coordinated response or sustained recovery effort. Membership to the Management Team includes:

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- i) President
 - ii) Chief Academic Officer
 - iii) Chief Financial Officer / VP of Administration
 - iv) AVP for Enrollment Services
 - v) Assistant VP of Administration / Chief Information Officer
 - vi) AVP – Student Affairs
 - vii) Controller
 - viii) AVP– Human Resources
 - ix) Director – Communications
 - x) Director – Information Systems
 - xi) AVP – Institutional Effectiveness
 - xii) Other staff members may be included based on specific incident.
- c) **Response and Recovery Plan** - A *Business Continuity of Operations Manual* shall be maintained. This document will contain the following information at a minimum:
- i) Overall response and recovery framework.
 - ii) Detailed response and recovery plans by department.
 - iii) Appropriate contact information for all BCOM personnel, local emergency response agencies, and public information outlets.
- This document contains confidential and proprietary information, and is only available to members of the Emergency Response and Management Teams.
- d) **Alternate Operation Center** – In the event that the main campus is not available, the BCOM Research Lab (9035 Advancement Avenue, Las Cruces, NM) is designated as an Alternate Operations Center. This location is 11 miles from Main Campus, and provides 24/7 controlled access. This location has access to Internet and other resources independent of the main BCOM campus, and can provide an operational location in the event that is required.
- e) **Alternate Educational Locations** –
- i) If the main campus is unavailable for an extended period, alternative educational locations would have to be located and secured. BCOM maintains a plan, reviewed annually, for contingency space at New Mexico State University (NMSU) (*The Memorandum of Agreement Regarding Space Contingency Plan Between New Mexico State University and Burrell College of Osteopathic Medicine, LLC*). Other locations would also be considered, particularly in the event of a regional disaster. If the Florida campus is unavailable for an extended period, alternative educational locations would have to be located and secured. Burrell, per agreement with Florida Tech, has the ability to secure contingency space at Florida Tech (*Master Facility Use Agreement with Burrell College and Florida Institute of Technology*). Other locations would also be considered, particularly in the event of a regional disaster.
- f) **Emergency Notification** – Critical to the management of any emergency event is the ability to effectively and efficiently communicate with the BCOM community – students and staff. BCOM uses the emergency notification system (ENS), among other

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technologies, to provide a tool for immediate notification of all students & staff of emergent situations. Notifications can consist of text messages, email, and/or voice calls.

- g) **Disaster Recovery Testing** – Burrell will conduct a periodic table-top review to evaluate the effectiveness of the business continuity plan. Table-top reviews will evaluate a variety of different disasters to make sure response and recovery are comprehensive to cover all IT assets are recovered in a timely manner and reduce cost and impact to the organization.
- 2) **Emergency Response and Recovery** – Any significantly disruptive event will require an appropriately tailored response. However, the following steps would generally be followed:
 - a) **Emergency Response (Crisis Management)**
 - i) AVP of Administration notified of event. This may be via automated system (e.g. fire alarm), or notification by emergency response agencies (NMSU Fire or Police Department, Florida Tech Dept of Security). The AVP of Administration and the Facilities Coordinator are the designated points of contact (“POC”) registered with local emergency dispatch centers.
 - ii) AVP of Administration will evaluate situation.
 - iii) If the situation involves immediate danger to students and/or staff (e.g. building fire), an emergency communication would be issued via alarm, intercom, ENS, etc.
 - iv) The Emergency Response Team will be notified via the ENS and convene either in person or via conference call.
 - v) The Emergency Response Team will coordinate the response to the immediate situation.
 - vi) Appropriate messaging to staff / students / public would sent via ENS , email, web site as appropriate.
 - vii) If warranted, the Emergency Management Team will be notified
 - b) **Emergency Response (Consequence Management)** – Once any immediate crisis is managed, planning for recovery would be required. While the exact recovery steps would be dictated by the type of disaster (e.g. building fire vs. regional flooding), the following general procedures would be followed:
 - i) Emergency Management Team would be notified by AVP of Administration.
 - ii) If appropriate, the team would meet at the Alternate Operation Center at the BCOM Research Lab
 - iii) Using the Continuity of Operations Plan as a guide, a detailed recovery process would be developed.
 - iv) Communications and notifications to students, staff, and general public will be managed by the Director of Communications.

6. Reports/Charts/Forms/Attachments/Cross References

Florid Tech Emergency Operations Plan: <https://www.fit.edu/security/disaster-emergency--evacuation-plan/>

NMSU Emergency Preparedness and Response: <https://arp.nmsu.edu/16-10/>

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7. Maintenance

AVP of Administration is responsible for annual review and update.

8. Signature

Approved by

10.9.2023

AVP of Administration

Date

9. Distribution List

Internal/External

10. Revision History

Revision Date	Subsection #	Summary of Changes	New/Cancellation/Replacement Procedure? (if applicable)	Approval Date
4.6.20	5	Update to the Emergency Response Team		4.6.20
8.21.23	5	Added Florida Tech		8.21.23
10.9.2023	5	Added information on disaster recovery testing.		10.9.2023