

BURRELL COLLEGE OF OSTEOPATHIC MEDICINE

STANDARD OPERATING PROCEDURES

Continuity of Operations		SOP #: FHS.008.05
Effective Date	12.9.19	
Last Revision/Review	11.8.2024	

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

AVP of Administration – 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 ensure 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) **VP Institutional Effectiveness/Chief of Staff**
 - 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:
 - i) **President**

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- ii) Chief Academic Officer
 - iii) Campus Dean(s)
 - iv) Chief Financial Officer / VP of Administration
 - v) VP – Institutional Effectiveness/Chief of Staff
 - vi) AVP of Administration
 - vii) Chief Information Officer
 - viii) AVP for Enrollment Services
 - ix) AVP – Student Affairs
 - x) Controller
 - xi) AVP– Human Resources
 - xii) Director – Marketing and Communication
 - xiii) Director – Information Systems
 - xiv) Other faculty/staff members may be included based on specific incident.
- c) **Emergency Communication and Notification**
- i) The AVP of Administration, or designee, will work with the Office of Academic Affairs, Office of Clinical Education, the Office of Human Resources, and the Director of Marketing and Communication to craft emergency-related, internal information to email to students, faculty, and staff. Information may also be posted to the College’s website. The email will be disseminated from the College’s Burrell Emergency Operations Email account. The Office of Clinical Education may have need to follow-up with information from the clinical education email account. In a situation where email access is limited, the College may utilize it’s ENS to deliver pertinent information.
 - ii) The AVP of Administration, or designee, has the ability to utilize the Emergency Notification System (ENS), among other 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.
 - iii) The Director of Marketing and Communication is responsible for any external communication that is needed, inclusive of social media.
- d) **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.
- e) **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.

- f) **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.
 - 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.

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- 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 Public Relations.

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/>

7. Maintenance

AVP of Administration is responsible for annual review and update.

8. Signature

Approved by

AVP of Administration

11.8.2024

Date

9. Distribution List

Internal/External

10. Revision History

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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
10.7.24	5	Added information regarding Emergency Communication and AVP responsibility and Campus Dean to the Emergency Mgmt Team		10.7.24
2024.8.11	Header	Updated naming abbreviation from FAC to FHS for Facilities, Health and Safety.		11.8.2024