



BAPTIST HEALTH SCIENCES UNIVERSITY
ACADEMIC/BUSINESS CONTINUITY PLAN

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REVISION CONTROL PAGE

Plan Information	
Name: Academic/Business Continuity Plan	Reviewed Date(s): 12/18, 11/19; 12/21; 12/22; 3/24
Date Created: 8/08	Revised Date(s): 11/17; 4/22
Responsible University Administrator: VP of Administrative Services	President Council Approved Date: 11/2017

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
3/21/2022	Added Academic Continuation to name and body	Title, Pg. 8	James Knox
4/1/2022	Added Divisional Plans	See Appendices	James Knox
12/20/2022	Added BHSSC and BUCOM	App's AA and BB	James Knox
3/25/2024	Updated Dr. Hampton Hopkins as President	Multiple	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 an Incident 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.

T. Hampton Hopkins, 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, Collaboration Building, and College of Osteopathic Medicine facilities.

A. Purpose 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 in coordination with 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 ABCP is one element of an overall emergency management plan for Baptist University that includes risk assessment, incident prevention, and emergency response plans. The ABCP 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 his designee. The University President or his 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/or division.

Department/Area	Name	Contact Number	Location of Plan
University President	Dr. Hampton Hopkins	C: 704-614-2785 O: 901-572-2585	Appendix A
Marketing/Alumni Relations	Megan Bursi	C: 901-573-1517 O: 901-572-2853	Appendix B
Faith and Service	Karen Smith	C: 901-233-2649 O: 901-572-2475	Appendix C
Academic Affairs	Dr. Hampton Hopkins	C: 704-614-2785 O: 901-572-2585	Appendix D
Financial and Business Services	Leanne Smith	C: 901-489-7925 O: 901-572-2440	Appendix E
Facilities Maintenance	Michael Smith	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	Kapil Bajaj	C: 740-707-2894 O: 901-572-2522	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. Mitzi Roberts	C: 662-404-1112 O: 901-572-2538	Appendix L
Enrollment Services	Dr. Tammy Fowler	C: 870-761-1297 O: 901-572-2774	Appendix M
College of Osteopathic Medicine	Dr. Peter Bell	C: 614-906-2455 O: 901-572-2527	Appendix BB

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. Cathy Stepter	C: 901-412-6345 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	Safety Committee	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 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.	Academic Affairs, President, Institutional Effectiveness	As needed
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	1 st Floor Conference Room	Groner Auditorium
College of Osteopathic Medic Building	Room 106 - Study	1-105 Closet

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
Health Sciences 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 • 1 pair of voice and data jacks, the phone jack has not been setup
Nursing Building	Classroom 147	<ul style="list-style-type: none"> • 1 networked PC • Command Center supplies in storage room 148
Collaboration Building	1 st Floor Conference Room	<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
College of Osteopathic Medicine Building	Room 106 - Study	<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

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 ABCP, 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.**

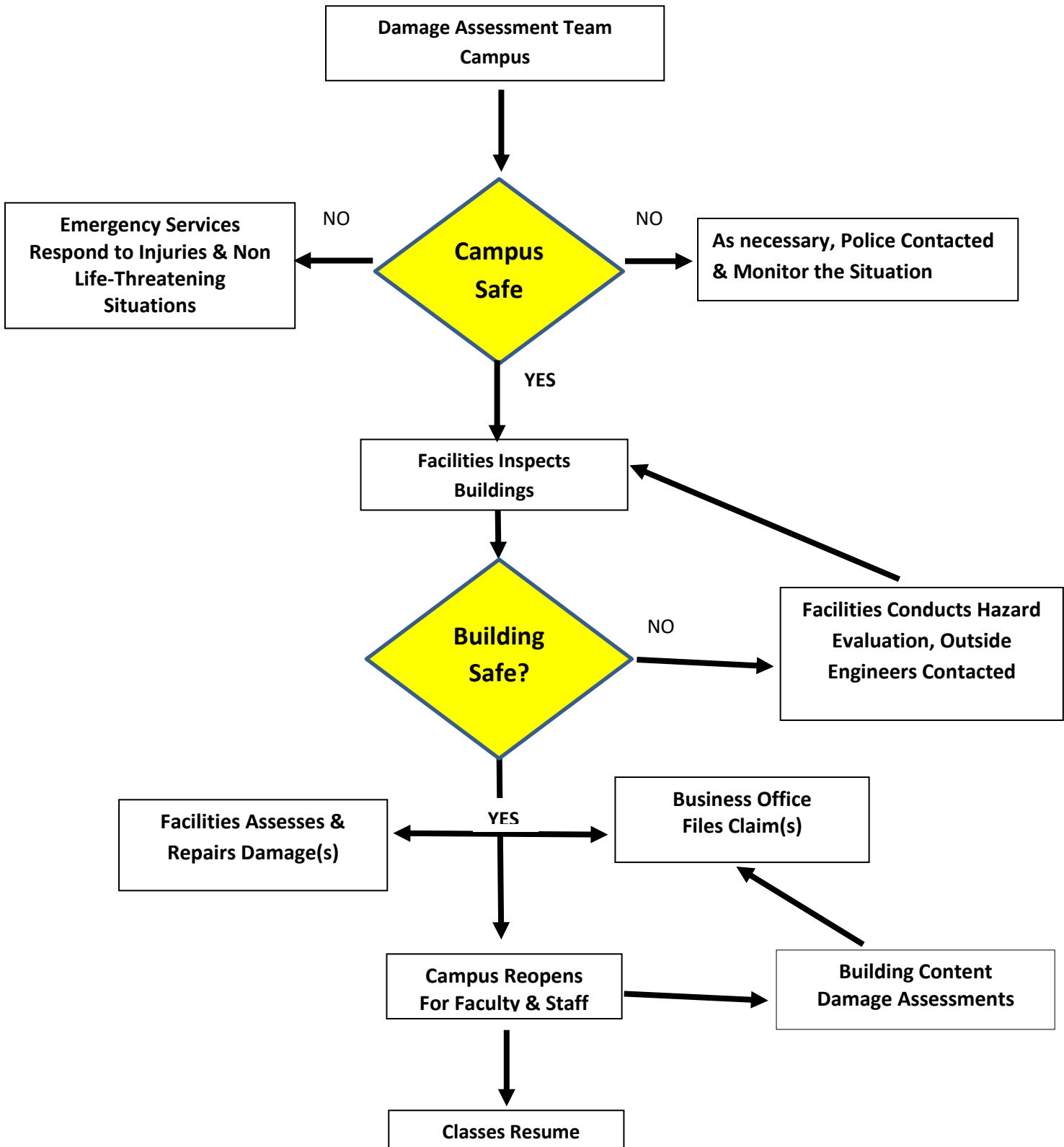
8. Damage Assessment Checklist

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.

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. Hampton Hopkins, President | Cell: 704-614-2785 | Office: 901-572-2585
2. TBD, VP for Academic Affairs | Cell: TBD | Office: 901-572-2772
3. Laura Huggins, Administrative Assistant | Cell: 901-494-7581 | Office: 901-572-2585

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

- Administrative Assistant 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 accessible
- 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 Board of Directors, key leadership and legal counsel
- Confirm establishment of core group of campus leaders to meet frequently for assignments and follow up reports
- Work with Marketing/Alumni on media contacts and messaging
- Send reminders through marketing/communications who serve as the sole media contacts for the University
- Determine if phone or in-person conference with students, parents, alumni and other constituents is appropriate and, if so, set date/time, and promote phone number or location
- Review responsibilities identified in the Crisis Communication Plan
- Initiate and maintain log of significant events, messages, and phone calls
- 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 updates and status of recovery efforts for the University (internal and external stakeholders)
- 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.baptistu.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 – OFFICE OF FAITH AND SERVICE

Points of Contact and support staff

- | | | |
|------------------------|--------------------|----------------------|
| 1. Karen Smith | cell: 901-233-2649 | office: 901-572-2475 |
| 2. Dr. Hampton Hopkins | cell: 704-614-2785 | office: 901-572-2585 |

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. Hampton Hopkins cell: 704-614-2785 office: 901-572-2585

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 divisional meetings

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; Trajecsys; Canvas Respondus vendors' Internet to communicate with faculty and staff
Advising students on academic progression	14 Days	Low	Dean, faculty, Registrar	Student Records	Jenzabar; Internet
Library Services	1 week	Medium	College 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
Learning Center	14 Days	Low	Blue Health Success Center Staff, Faculty, Deans	N/A	Internet
Shared governance activities through committee work	21 Days	Low	Faculty; Deans; Other Committee Members	Pawprints (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; College (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
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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/registering 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	College 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
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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 be 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 with 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. Michael Smith Manager of Facilities	cell: 901-471-9452	office: 901-572-2469
2. Quentin Logan	cell: 901-528-9749	office: 901-572-2469
3. William Hayes	cell: 901-530-9105	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 “lifelines” (water, power, natural gas, telecommunications, sewer, waste services, etc.)
- Provide oversight of utility actions to ensure that the needs of the college population and its personnel are provided effectively

Remote/Virtual Work – CBRE has no applicable information we can provide related to a remote/virtual work environment in the Facility Maintenance application, since our work cannot be performed in a remote or virtual setting.

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 College	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	cell: 901-461-6174	office: 901-572-2510
2. Rhonda Johnson	cell: 901-661-0999	office: 901-572-2778

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 plans
- Lead preparedness exercises
- Review System Command Center plans
- Keep a list of support emergency response and security contacts (i.e., BMHCC security, third party, National Guard, etc.)
- Check Command Center resources and tools

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. Kapil Bajaj, Systems IT Director | cell: 740-707-2894 | office: 901-572-2440 |
| 2. Terri Campbell, Senior Manager | cell: 901-413-2428 | office: 901-572-2472 |
| 3. Marilyn Rose, Intermediate Business Analyst | cell: 901-489-5135 | office: 901-572-2678 |

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	Domain ControllersECCPRODC1 & RCOPAD01 BMHCC (KMS Services – Microsoft Activation Service) RCOPAD05 & COLRODC – Read-Only BCHS
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 Canvas website	Workstation to access Canvas https://baptistu.instructure.com/
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	Office 365 Cloud base	Office365 Server:MBUPEXCH1
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, Support under documentation	BMHCC data center: Jenzabar Servers: MCOPJICSWEB01-MyCampus MCOPJICSWEB02-MyCampus MCOPJENZNETP-NetPartner(MyCampus FA) MCOPJICSWEB01-Events Management MCOPSQL01-J1 & JICS Database
Internal Communications Workflows	3 Days	High	University IT staff, BMHCC IT	Backup files of PawPrints at BMHCC	BMHCC data center: PawPrints servers: ECCPCOSHPT01 ECCPCOSHPT02

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. Walter Banks, 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. Allison Flynn, Director of Admissions | cell: 901-247-6073 | office: 901-572-2441 |
| 2. Jamie McDonald, Data Specialist | cell: 901-834-1628 | office: 901-572-2519 |

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

- Review and update department call tree
- Review 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	Director-Admissions; VP – Enrollment Mgmt & Student Affairs	Application materials	Ability to tour and see labs; meet faculty; space to hold information sessions
Off Campus recruitment of students	14 Days	Low	Director-Admissions; VP – Enrollment Mgmt & Student Affairs; Admission Officers	Recruitment materials; application materials	Internet; Jenzabar; JRM, Email, Go Baptist, Onbase, Textey
Creation of new student electronic record	7 Days	Medium	Director-Admissions; VP – Enrollment Mgmt & Student Affairs; Admissions Staff; Registrar	Student records; transcripts; recommendation forms, ACT scores	Jenzabar; Internet; JRM, Encoura report/ Email and Admission's email
Communication with prospective students	3 Days	High	Director-Admissions; VP – Enrollment Mgmt & Student Affairs; Admissions staff	Student Files JRM, Onbase	Internet; telephone, textey
Processing admissions information for prospective students	7 Days	Medium	Director-Admissions	Student Files	Internet; USPS; Telephone; JRM, Onbase, Email

Receipt and processing of high school and college transcripts on all new and current students	7 Days	Medium	Director-Admissions; VP – Enrollment Mgmt & Student Affairs; Registrar; Academic Records Specialist; Admissions Support staff	Student Files	Internet; USPS; JRM, Onbase, Admission’s Email
Communication with JRM/ Salesforce regarding interface	3 Days	High	Data Specialist; Director-IT	Student Records	Internet; Jenzabar, JRM Salesforce
Communication with key high school and junior college counselors	3 Days	High	Director-Admissions; Director-Alumni/Marketing Admissions Officers	NA	Internet; Telephone; USPS

APPENDIX K – DEPARTMENTAL PROCEDURES – STUDENT LIFE

Points of Contact and support staff

1. Tammy Fowler, VP-EMSA	cell: 901-761-1297	office: 901-572-2662
2. Rachel Lock, Student Transition Coordinator	cell: 901-371-1745	office: 901-572-2658
3. Gabby Mosley, Residence Life Specialist	cell: 901-333-9127	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; Concern	Emergency contact forms; student health records; vendor contact info; other unknown	Phone; computer; other general office
Student Health Services	1 Day	High	Dean; SentryMD rep	Student health records; vendor contact info; other unknown	Phone; computer; other general office
Student Discipline	7 Days	Medium	Dean; VP-EMSA	Student Records	Phone; computer; other general office
Background Checks	7 Days	Medium	Dean; Data Facts; Academic Coordinator	Student Records	Phone; computer; other general office

APPENDIX L – DEPARTMENTAL PROCEDURES – INSTITUTIONAL EFFECTIVENESS

Points of Contact and support staff

1. Dr. Mitzi Roberts cell: 662-404-1112 office: 901-572-2538
2. Dr. Hampton Hopkins cell: 704-614-2785 office: 901-572-2585

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 – ENROLLMENT SERVICES (STUDENT RECORDS)

PLAN INTRODUCTION

The purpose of the Baptist Health Sciences University Business Continuity Plan (BCP) 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.

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 Memphis and Baptist Memorial Health Care Corporation.

The 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.

PLAN NOTIFICATION AND ACTIVATION

Activation of the Baptist University 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.

REQUIREMENTS FOR DEPARTMENTAL AND DIVISIONAL PROCEDURES

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.

Individual, departmental, and divisional procedures are located in the appendices of the plan. Below are documentation of processes and procedures that specifically address the protection of student records in the event of a catastrophic event or unanticipated closure. Student records are the primary responsibility of the Office of the Registrar, Division of Enrollment Management. Due to the majority of student records being electronic, the security of student records is done in partnership with the Office of Information Technology.

Student records are maintained on a server off campus for access in case the campus experiences an emergency. The student records are automatically backed up every day in increments, and a full back up is done weekly on this server off campus. In the same location, the student records are duplicated on another server in case of server malfunction. From there all records are also backed up to a geographically remote site for third layer of security in the event of a catastrophic event. These records would be available for access by authorized University personnel in the event of a campus emergency.

In the event of institutional closure and per the policy of the Southern Association of Colleges and Schools Commission on Colleges, Baptist Health Sciences University would contract with another private educational entity to provide ongoing access for students' requests of records. All current and former students would receive notification of how to contact the private educational entity and the procedures for access of their records.

DEPARTMENTAL PROCEDURES – INFORMATION TECHNOLOGY

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: Information Technology (functions related to student records)

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
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

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
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

DEPARTMENTAL PROCEDURES – ENROLLMENT MANAGEMENT

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

- Review and update department call tree
- Review BC departmental procedures annually
- Maintain paper files in fire-proof file cabinets inside vault until scanned
- Scan student documents in order to save physical information
- Ensure the vault, Science Building basement, and offices in Enrollment Services are locked
- Ensure individual access to student records serve a clearly defined educational purpose based on University role and job functions

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 storage to determine potential data loss

Recovery Checklist: Registrar and Student Records

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/OnBase/Alchemy
Processing Enrollment Certification Requests	7 Days	Medium	Registrar and/or Data Specialist	Requests academic records	Jenzabar/OnBase/Alchemy

Enrollment Certification of Veterans	14 Days	Low	Registrar and/or Data Specialist	Enrollment Information and Veterans Records	Jenzabar/VAONCE (web)
Process Grades and Report Grades to Students	14 Days	Low	Registrar and/or Data Specialist	Grades from Faculty	Jenzabar/web/WORD
Register Students for Classes and Process Changes	14 Days	Low	Registrar and/or Data Specialist	Academic history and Registration module/Class Schedule	Jenzabar
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/MyCampus/Excel
State and Federal Reporting	14 Days	Low	Registrar and/or Data Specialist	Enrollment Data	Jenzabar/web/IPEDS/TICUA reports
Verification of enrollment and graduation	14 Days	High	Registrar; Deans; Faculty	Student Academic History; Advising Worksheets; Transcripts	Internet; Jenzabar; MyCampus
Graduation Analysis	14 Days	Low	Registrar and/or Data Specialist	Student Academic History/Degree Audit/Catalog	Jenzabar

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 <i>[Signature]</i>	Signature <i>[Signature]</i>
Print Name <i>Paul DeForest, MD</i>	Print Name <i>JIM TURNER</i>
Title <i>Executive Vice President/COO</i>	Title <i>GENERAL MANAGER</i>
Date <i>3/31/16</i>	Date <i>3-28-16</i>
	Shooting Star Beverages
	Signature <i>[Signature]</i>
	Print Name <i>JACK H. BIRD</i>
	Title <i>COO</i>
	Date <i>3-28-2016</i>

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

EntityName	.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

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

Date/ Time	Person/ Number Called	Calling Results					Comments
		Person Reached	Person Unavail.	No Answer	Line Busy	Answer Mach.	

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.	
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. <i>Facilities</i>	
b. <i>Technology/Communication</i>	
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: _____

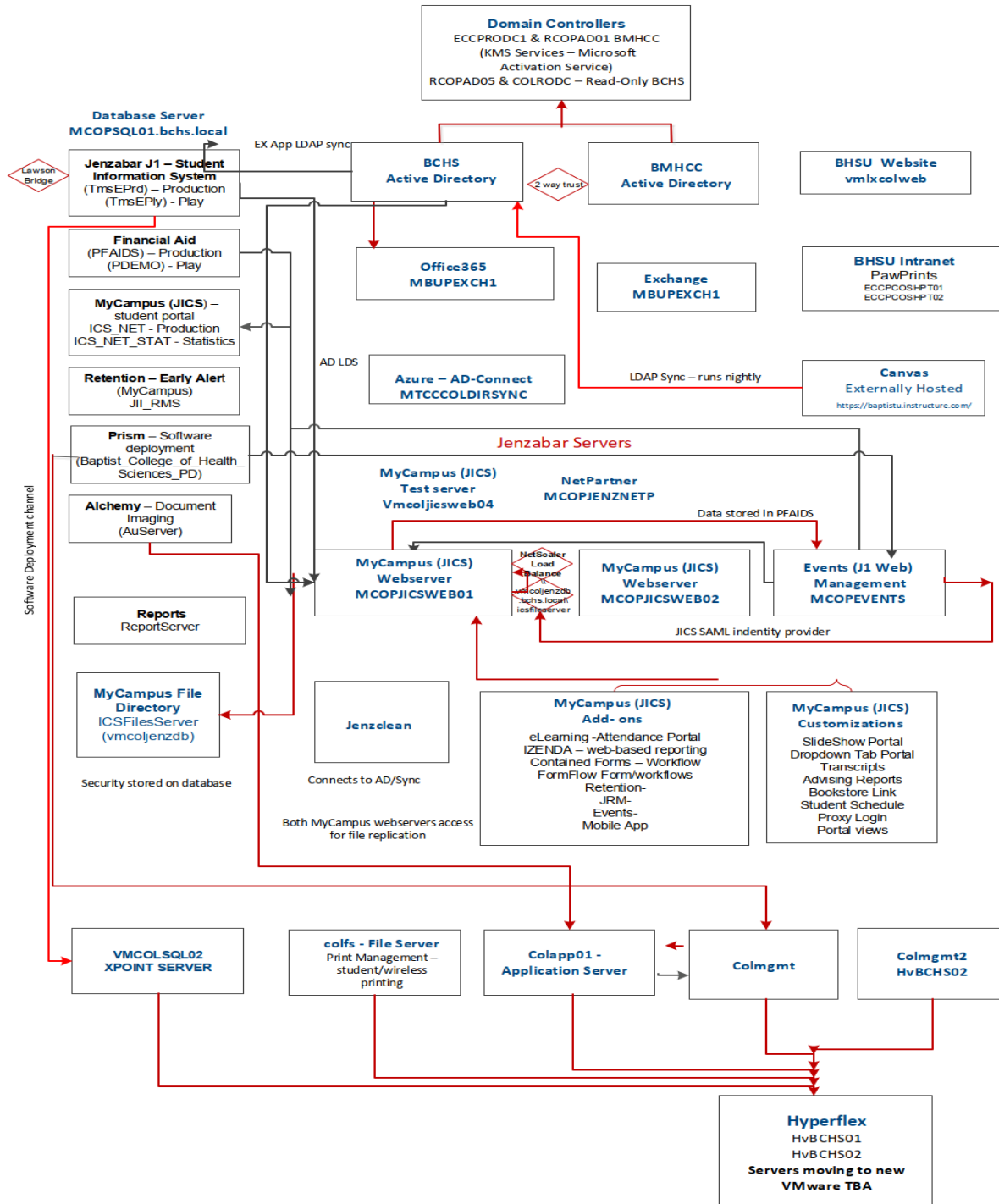
COMPILED BY: _____

(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

University Systems



APPENDIX V – COLLEGE SYSTEMS LIST

University Systems	Server Located
Alchemy (electronic records)	BHSU Data Center
Butterfly IQ	EXTERNAL
Colapp01 (SPSS)	BHSU Data Center
Colfs (Private and Public drives)	BMHCC Data Center
College Website (Baptistu.edu)	BMHCC Data Center
COLMGMT (PRISM)	BHSU Data Center
COLMGMT2 (File, Print)	BHSU Data Center
Compliance Assist (Campus Labs)	EXTERNAL
Domain controller servers	BHSU Data Center
COLAD03	BHSU Data Center
CO LAD04)	BHSU Data Center
Early Alert (Jenzabar)	BMHCC Data Center
Events (Jenzabar)	BMHCC Data Center
EX (Jenzabar)	BMHCC Data Center
Examsoft	EXTERNAL
EXi (Event Management) (Jenzabar)	BMHCC Data Center
Ezproxy (SIS for library)	EXTERNAL
FireWall	BMHCC/BHSU Data Center
IBM Server for Alliant Data Systems	BMHCC Data Center
IDEA	EXTERNAL
ImageNow (Document Scanning)	BMHCC Data Center
JICS (MyCampus) (Jenzabar)	BMHCC Data Center
JRM (Jenzabar)	BMHCC Data Center
Mobile App (Jenzabar)	BMHCC Data Center
Canvas	EXTERNAL
NetParnter (Jenzabar)	BMHCC Data Center
OmniAlert	EXTERNAL
Outlook Email and webmail servers	BMHCC Data Center
PowerFAIDs (Jenzabar)	BMHCC Data Center
Print Manager Plus (Student Printing)	COLMGMT2
Remote Proctor	EXTERNAL
Retention (Jenzabar)	BMHCC Data Center
SchoolInfoApp	EXTERNAL
SonoSim	EXTERNAL
Xpoint	BHSU Data Center
Via by Watermark	EXTERNAL
WebEx	BMHCC Data Center
YUJA	EXTERNAL

BHSU Servers	IP Address	Servers Descriptions
MCOPSQL01	10.200.165.162	Jenzabar Database server
MCOPSQL03	10.200.165.213	Retention server (Jenzabar)
VMCOLSQL01	10.200.163.63	Old Jenzabar Database server/PowerFaids production server
VMCOLSQL02	10.200.164.153	XPOINT DB server
VMCOLJENZDB	167.251.144.168	Access and Prism server
VMCOLWEB01	10.200.162.169	XPOINT Web server
JENZCLEAN	10.249.36.19	Jenzabar Clean Machine
HD190484	10.249.36.61	Exchange Clean Machine
MCOPEVENTS	10.200.149.240	J1 Web server
MCOPJICSWEB01	10.200.149.239	JICS server
MCOPJICSWEB02	10.200.149.238	JICS server
VMCOLJICSWEB04	10.200.165.103	JICS Test server
MCOPJENZNEP	10.200.149.243	NetPartner server
COLMGMT	167.251.180.4	WSUS server
COLMGMT2	167.251.180.6	Printer server
COLAD03	167.251.106.136	DNS server/Wins server
BCHSPROXY	167.251.82.7	BCHS proxy server
COLFS	167.251.180.5	File server
COLAPP01	10.200.163.231	App server
MBUPEXCH1	10.200.162.140	Exchange swing server
MTCCCOLDIRSYNC	167.251.106.138	Azure AD connect server
ECCPCOSHPTAPP1	10.200.165.107	SharePoint Application server (PawPrints)
ECCPCOSHPT01	10.200.165.121	SharePoint server (PawPrints)
ECCPCOSHPT02	10.200.165.115	SharePoint server (PawPrints)
ECCPRODC1	10.200.162.11	Primary BMHCC Domain Controller
RCOPAD01	167.251.83.250	Alternate BMHCC Domain Controller
RCOPAD05	10.200.149.66	BCHS Domain Controller

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. Mark Stutz	cell: 785-594-3787	office: 901-572-2572
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 (Interim), Dr. Hampton Hopkins | cell: (704)614-2785 | office: (901)572-2585 |
| 3. AOC, Linda Polk | cell: (901)800-6232 | office: (901)572-2595 |

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, Cathy Stepter	cell: (901) 412-6345	office: (901) 572- 2505
2. 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

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 CONTACT LIST

EMERGENCY CONTACTS AND VENDORS	
Revised: 4.10.2024	
FACILITY MAINTENANCE STAFF:	
Supervisor Phone	901-471-9452
On Call #:	Same as above
CAMPUS SECURITY:	901-572-2468 OR 901-572-2911
CDC.GOV:	800-232-4636
SHELBY CO. EMERGENCY MANAGEMENT:	901-222-6700
NATIONAL WEATHER SERVICE:	901-544-0357
FIRE AND POLICE:	911
MEMPHIS & SHELBY COUNTY HEALTH DEPARTMENT:	901-222-9000
MPD North Main Precinct:	901-636-4099
ENVIRONMENTAL TESTING:	
National Econ Corp	901-761-5431
Environmental Test and Balance Comp	901-373-9946
UTILITIES:	
MLG&W:	901-820-7878
EMERGENCY:	901-528-4465
SUB STATION:	901-213-1298 (OUTAGES)
LIGHT POLES:	901-321-6956 Ron (Foreman)
TELEPHONE:	
AT&T:	800-286-8313
GENERAL CLEANUP/HAZ MAT CLEAN UP:	
BLUE SKY	901-383-9077 (Service Agreement)
SERVEPRO	901-366-2244
MECHANICAL:	
GOODMAN MECHANICAL	901-355-5752 Chris Goodman
UPCHURCH	901-388-0333 Heath Williams
JCI	901-383-5768 Michelle Gaither
PLUMBING:	
MORGAN THORNBURG	(901) 365-4936 Natalie
ELECTRICAL:	
AMERICAN ELECTRIC	901 626-9425 Randy Gant
GENERAL CONTRACTORS:	
F & F Construction	Rene Cruz (901) 846-3106
FIRE PUMPS AND SPRINKLERS SYSTEM:	
Tier 1	Colton Laster (731) 437-5466

FIRE EXTINGUISHER INSPECTION:	
Tier 1	Colton Laster (731) 437-5466
LANDSCAPE SERVICE:	
GROUNDMASTERS	901-461-4728 Thomas Malone
PEST CONTROL:	
JAMES PEST CONTROL:	901-367-2007 Robert Montgomery
GENERATOR SERVICE:	
THOMPSON MACHINERY:	901-332-3051
HVAC WATER TREATMENT	
SOUTHWEST ENGINEERS:	901-489-7733 Josh Denley
AIR CYLINDERS:	
NEXAIR:	901-396-5050
FIRE ALARM SYSTEM: MAIN, ANNEX & HEALTH SCIENCES	
FIRE ALARM MONITORING-NMC Monitoring (888)755-8737 BUILDING ACCOUNTS "Baptist"	
BUILDING ACCOUNTS "Baptist"	
AN-25 S.CAMILLA-ACC VPFS0102 password "Baptist"	
CB-1003 MONROE-ACCT.# VPFS0103 password "Baptist"	
Z-Tech Monitoring - 901-382-1634 - 20 S. Dudley ACCT# 2284-1634 password "security"	
Nursing and Collaboration - MONITORING: SIMPLEX 888-746-7539- PASSWORD: FIRETRUCK: UL-1991	
BURGLAR/SECURITY SYSTEM:	
Nursing, Health Sciences, Dudley:	
Vantage Point Fire and Security Cory Fry 731-414-2715	
MONITORING: NMC Monitoring (888)755-8737 – To put on Test NU – Acct# VPFS 0107 PS: BAPTIST	
	HS – Acct# LGA1376 PS: BAPTIST
	DU – Acct#LGA1384 PS: BAPTIST
BUCOM - DNS (901) 493-4641	COM - ACCT# 2266597 PS: BAPTIST
ELEVATORS:	
KONE	SERVICE: 1-877-276-8691
CARD READERS GATES:	
CARD READERS: DXS:	731-414-2715 Tier 1 and Security Cory Fry
Infenius:	(901) 870-7433 DNS Andrew Smith
FENCING GATES:	
FENCE AND GATE FABRICATORS:	901-800-2366 Louis Flamenco
AUTOMATIC GATES	901-383-2529
SECURITY CAMERAS:	
DNS	(901) 870-7433 Andrew Smith
ROOF REPAIR	
ADAIR CONSTRUCTION:	901-282-8271 Davis Adair

APPENDIX AA – DEPARTMENTAL PROCEDURES – Blue Healer Student Success Center

Points of Contact and support staff

1. Dr. Kim Cunningham	cell: 501-650-5079	office: 901-572-2502
2. Mary Margaret Freeman	cell: 901-336-1790	office: 901-572-2531
3. Roshanda Daniel	cell: 662-420-5869	office: 901-572-2543
4. Vivi Britton	cell: 870-897-2444	office: 901-572-2680

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

- Review and update department call tree
- Review BHSU departmental procedures annually
- Review specific SOP's
- Dean of the Blue Healer Student Success Center and a staff member of the Blue Healer Student Success Center serve as a point of contact.

During Incident (Response Phase)

- Initiate/maintain log of significant events, warnings, messages and phone calls.
- Initiate call tree protocol.
- Review responsibilities identified in the Crisis Communication Plan.

After Incident (Recovery Phase)

- The Dean of the Blue Healer Student Success Center will serve in matters related to our Crisis Communication Plan.
- Dean will assist in dissemination of information related to the disaster to the academic community.
- Implement actions on recovery checklist based on priority.

Recovery Checklist:

Review of all of the items damaged that pertain to the Blue Healer Student Success Center (i.e. computers, printers, scanners, etc.) Work with our Health Sciences Librarian to recover any damaged items in the Library.

Description of Function (Critical Process or Service)	Return to Operation	Priority	Personnel	Records	Equipment and Systems
Testing Center	1-3 Days	Low	BHSSC Staff, Faculty, Deans	MyCampus (scheduling for testing)	Internet
Blue Healer Student Success Center	1-3 Days	Low	BHSSC Staff	Early Alert System (SASS)	Computers/laptops, access to the Internet
Health Sciences Library	1 week	Medium	Health Sciences Librarian and Library Support Staff	Library documentation of databases and user IDs and passwords to access online resources	Books, journals, and media, as well as, computers, printers, and copy machines for patron use

APPENDIX BB – DEPARTMENTAL PROCEDURES – COLLEGE OF OSTEOPATHIC MEDICINE

Points of Contact and support staff

1. Peter Bell, Dean	cell: (614)906-2455	office: (901)572-2527
2. Melissa Surles, Administrative Director	cell: (662)422-7794	office: (901)572-2603
3. Beth Choby, Sr. Assoc. Dean Academic Affairs	cell: (936)524-8495	office: (901)572-2478
4. David Klink, Sr. Assoc. Dean Clinical Affairs	cell: (757)619-9352	office: (901)572-2512
5. Cameron Conn, Asst. Dean AOS	cell: (731)267-9687	office: (901)572-2640

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

- Ensure all contact information is up-to-date
- Ensure procedures/SOPs with BUCOM 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 or University-issued laptop 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 offices of Academic and Clinical Affairs
 - **BUCOM Administration – remains on Campus** (as appropriate to the nature of the disaster)
 - Dean continues with normal daily responsibilities
 - Serves as point of contact for those who cannot reach Associate and Assistant Deans
 - Administrative Director continues with normal daily responsibilities
 - Serves as a secondary point of contact for those who cannot reach the Dean

- Associate and Assistant Deans continue with normal daily responsibilities
 - Serve as point of contact for those who cannot reach a Chair and/or faculty
- Academic Operations Coordinators (AOCs) continue with normal daily responsibilities
 - Serve as a secondary point of contact for students who need support services
- **BUCOM Administration – moves to Remote Operations** (as appropriate to the nature of the disaster) - **See Recovery Checklist**
 - Dean gathers files, etc. (as appropriate) and has a University-issued laptop which allows for remote access to University/BMHCC resources
 - Serves as point of contact for those who cannot reach Associate and Assistant Deans
 - Administrative Director 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 those who cannot reach the Dean
 - Associate and Assistant Deans gather files, etc. (as appropriate) and has a University-issued laptop which allows for remote access to University/BMHCC resources
 - Serve as point of contact for those who cannot reach a Chair and/or faculty
 - Academic Operations Coordinators (AOCs) gathers files, etc. (as appropriate) and have home computers which allows for remote access to University/BMHCC resources
 - Serve as a secondary point of contact for students who need support services
- **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
 - **BUCOM 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 BUCOM Administration and Course Instruction with subsequent terms**
 - Dean, Administrative Director, Associate and Assistant Deans, and AOCs 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 offices of Academic and Clinical Affairs, 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	Assistant Dean for Administration, Operations, and Services	N/A	Internet
Transition to online learning for all classes	3-7 Days	High	Sr. Associate Dean for Academic Affairs		Canvas, Internet
Ensuring faculty and staff have remote access	1-3 Days	High	Assistant Dean for Administration, Operations, and Services	N/A	Remote Access Technology
Communicate plan/arrangements to students in their respective courses	3-7 Days	High	Sr. Associate Dean for Academic Affairs	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	Sr. Associate Dean for Clinical Affairs	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	Sr. Associate Dean for Academic Affairs	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	Sr. Associate Dean for Academic Affairs, Sr. Associate Dean for Clinical Affairs, & Assistant Dean for Administration, Operations, & Services	Faculty Course Material	Zoom, Teams, Canvas

Description of Function (Critical Process or Service)	Return to Operation	Priority	Personnel	Records	Equipment and Systems
Determine how ADA requests can be facilitated	7-10 Days	High	Assistant Dean for Administration, Operations, & Services	Accommodations Office files	Internet, Canvas
Assess changes implemented and adjust as needed	14-21 Days	Medium	Dean	N/A	Various
Obtain weekly updates from clinical affiliates	NA	Medium	Sr. Associate Dean for Clinical Affairs		Internet, Outlook
Phased return to normal based on changing circumstances	As possible	High	Dean	N/A	Zoom, Teams
BUCOM Administrative Operations	As possible	Medium	Assistant Dean for Administration, Operations, & Services	Restore faculty/staff personnel files	Desk, chairs, computers, printers, file cabinets, records from BOT
Faculty Offices	As possible	Medium	Assistant Dean for Administration, Operations, & Services	N/A	Desk, chairs, computers, printers, file cabinets
Labs	As possible	High	Assistant Dean for Administration, Operations, & Services	Purchasing Records, Lab Inventories	Computers, chairs, beds; lab equipment, manikins connectivity with wifi/computers