



Central Oregon Community College Institutional Continuity Plan

Fall 2009
Updating for Fall 2017

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1. INTRODUCTION

The purpose of this plan is to help Central Oregon Community College prepare for event(s) that might jeopardize the institutional and/or instructional continuity of the College. The goal is to maintain – or regain as quickly and efficiently as possible – the infrastructure needed to allow classes and other critical components of the College to operate. This plan provides an outline. The College also maintains other more comprehensive plans:

- Emergency Action Plans (see the “Blue Book”), which includes Emergency Procedures, Active Assailant, Evacuation Procedures and Fire Prevention Plans);
- Technology Continuity Plan; and
- Emergency Communications Plan.

The College will also utilize the services available in the wider community (i.e. County and City) and those available from vendors, in particular the College’s bank of record.

This plan can assist the College during those first critical hours of an unplanned situation or emergency, to outline strategies for operations throughout the duration, and provide guidance to help return the campuses to normal status. While this plan neither defines nor reacts to any specific emergency, it is intended to cover any natural or human threats.

No planning can anticipate exactly what type of event the College might encounter; therefore, no plan can spell out all of the specific details of the ideal response. However, it is important that the College be prepared with appropriate back-up systems in place for the most critical services and that plans be outlined on how management and communications systems would be set up during the early hours of a emergency, and maintained throughout any potential break in the College’s normal operations. The Institutional Continuity Team will be convened each April to review and update this plan. This includes making sure that information and contact lists are up-to-date and accurate.

Central to any business continuity plan is communication with internal and external audiences. Therefore, the plan begins with a summary of the College’s Emergency Communications plan. All staff should have a basic understanding of the Emergency Communication plan, as this will help ensure that the appropriate parties are involved and responding to the situation, that all staff understands their roles and with whom they should be communicating and will help decrease unnecessary confusion.

Other major components of the plan outline strategies to continue operations when some, significant or all parts of the College technology systems, College buildings or campus(es) are inaccessible. Please refer to the Table of Contents for specifics.

When a situation passes, regardless of its nature, it is critical that the Institutional Continuity Team will convene with the Incident Response Team to de-brief the situation and provide a written summary to the President. A copy of that summary will be kept on file with the Institutional Continuity Team and in COCC’s Campus Public Safety Office, as well as in departments most affected by the situation.

2. LEADERSHIP TEAMS

College Leadership during an Interruption of Service or Emergency

The President's Advisory Team will continue to serve as the primary College management team during an interruption of service or emergency. To assist in a response, an Incident Response Team will be utilized to inform and advise the COCC Executive Team on decisions and strategies relating to institutional and instructional continuity; where appropriate, this team will include Becky Johnson, OSU-Cascades vice president. Most important is that those on the Incident Response Team are empowered to make decisions in their areas during the early hours of any emergency, before management or other administrative teams have been assembled to plan strategies.

Executive Team

President	Shirley Metcalf
Vice President for Instruction	Betsy Julian
Vice President for Administration	Matt McCoy
Chief Financial Officer	David Dona
Dean of Student and Enrollment Services	Alicia Moore
Executive Director of College Relations	Ron Paradis
Dean of Extended Learning	Jerry Schulz
Chief Information Officer	Dan Cecchini
OSU-Cascades Vice President	Becky Johnson

Incident Response Team

An Incident Response Team may be established for a specific situation and its composition will be determined based on the situation. The following individuals may be asked to advise the Executive Team and participate on the Incident Response Team:

Area	Lead	Alternate
Facilities	Joe Viola Director of Campus Services	Mike Beaulieu Campus Service Operations
Instruction	Betsy Julian Vice President for Instruction	Julie Downing, Michael Fisher, Jenni Newby Instructional Deans
Student Services	Alicia Moore Dean of Student and Enrollment Services	Andrew Davis Director of Student and Campus Life
Communications	Ron Paradis Executive Director of College Relations	Aimee Metcalf Assistant Director of College Relations
Employee Issues/Relations	Daniel Fegley Director of Human Resources	Dan Cecchini Chief Information Officer

Redmond/Extended Campuses	Jerry Schulz Dean of Extended Learning	Tina Redd, Jeremy Green, Suzie Kristensen Campus Administrators
Technology	Dan Cecchini Chief Information Officer	Ed Sea, Laura Boehme IT Directors
Business Operations	David Dona CFO	Lisa Bloyer Director of Fiscal Services
OSU – Cascades Campus	Becky Johnson Dean, OSU-Cascades	John Condon Director of Facilities, OSU- Cascades

Coordinating Teams

Individual Coordinating Teams are listed within each section of this document. Coordinating Teams are more comprehensive than the Incident Response Teams and include all individuals with the appropriate in-depth knowledge of that particular area needed to make a decision.

3. COMMUNICATION

Coordinating Team

Executive Director of College Relations: Ron Paradis (lead)
 Assistant Director of College Relations: Aimee Metcalf
 Executive Director, COCC Foundation: Zak Boone
 Vice President for Administration: Matt McCoy
 Dean of Student & Enrollment Services: Alicia Moore
 OSU-Cascades Campus Administrator: Christine Coffin
 + appropriate College Relations Staff

The Executive Director of College Relations/DCR (or designee) will work closely with the President’s Advisory Team and Incident Response Teams to determine what and when information should be communicated to the various audience groups. The DCR will direct all communications. Audiences will vary from one situation to the next, but key groups to keep in mind are listed below.

<u>Group</u>	<u>Primary</u>	<u>Back-Up</u>
Communications Coordinator	Exec Dir of College Relations	Assistant Director of CR
Media Spokesperson	Exec Dir of College Relations	Assistant Director of CR
Emergency Responders	Campus Public Safety Director	VP for Administration
Board Members	President	VP for Administration
Faculty	VP for Instruction	Instructional Deans
Students	Dean of Student & Enroll Svcs	Director of Student Life
Staff	Director of Human Resources	Director of College Relations
OSU-Cascades	VP for Instruction	Dean of Student & Enroll Svcs
Foundation Board	Exec. Dir. Foundation	VP for Administration
Vendors/Partners	Director of Campus Services	Director of Contracts
Community Leaders/Legislators	VP for Administration	Exec Dir of College Relations

Each person on the above list should be prepared at all times to communicate to the appropriate people in their designated groups. At the onset of an emergency, the persons listed can make decisions as to what communication is appropriate based on information provided by the EDCR. As soon as possible, the EDCR will develop a strategy for each audience in coordination with the person listed on the above list.

Communication is especially critical in dealing with the media. Only the designated person is authorized to release information or answer media inquiries about the specific situation, at least until the President’s Advisory Team or the Incident Response Team has been able to set up additional procedures. Note that if any event is significant enough to attract major media attention, other Central Oregon media relations experts may be called upon for assistance; their contact information is located on the Emergency Call List.

Fact Sheet

The Executive Director of College Relations will prepare updated "Fact Sheets" to be distributed to appropriate people. It should be updated whenever key facts change, or when additional relevant information becomes available. All members of the President's Advisory Team and the Incident Response Team should be given the information for review, and the Fact Sheet should be widely distributed. For some situations, a copy of the most recent memo, press release or press statement will serve as the Fact Sheet.

Internal Communications

The Emergency Notification System, web page and e-mail system will be used to ensure timely and accurate internal communications. If a situation is unfolding quickly and the Executive Director of College Relations is not able to coordinate communications with internal and external sources, the following individuals can communicate with their respective groups: President (Board); Vice President for Instruction (faculty); Dean of Student and Enrollment Services (students); Director of Human Resources (staff); and Vice President for Administration (local leaders). Additionally, especially if phone and electronic systems are not useable, each member of the PAT should keep all groups under his/her administrative directive informed. The College Relations Office will attempt to provide the formal internal communications, but will rely on the administrators to assist in providing accurate, updated information to the internal constituents.

4. INSTRUCTION

Coordinating Team

Vice President for Instruction	Betsy Julian (lead)
Instructional Deans	Julie Downing, Michael Fisher, Jennifer Newby
Student Services Representative	Courtney Whetstine
OSU-Cascades	Jane Reynolds
Chair of Chairmoot	Anne Marie Hamlin (2016-17)
IT Representative	Laura Boehme

The following outlines key considerations if and when some or all classes are interrupted for short and longer periods of time, as well as if software services are not available for various lengths of time. Regardless, department chairs should work with the instructional deans to determine best options for affected classes. This outline applies to all classes offered on the COCC campus, regardless of who is offering the course.

Note that for non-credit classes, priority will be given to adult basic education and community learning courses; business development courses and counseling will be addressed after primary services are back in service. The Instructional Coordinating Team will determine priorities regarding on-campus versus off-campus courses.

It is important that in the event of a disruption in which a significant number of classes cannot be restored, that the VPI (or designee) and Director of Admissions/Registrar work with CCWD to inform them of the situation and determine impacts of lost clock hours. Additionally, the VPI or designee should contact institutional partners to inform them of our status.

Classes Affected for Less than One Week

If only some classrooms are affected, considerations include (options for specific class types are listed below. However, a disruption of one week or less should not dramatically affect most courses):

- Online & Hybrid Classes: Online classes likely not affected; hybrid classes may need to reschedule to another available classroom.
- General computer classrooms, specialty computer classrooms, science labs, art studios and dedicated classrooms: May feel the most impact and instructors may need to determine most appropriate option depending on the nature of the course: reschedule to secondary venue? Provide instruction in alternative format? Reschedule to alternate date?
- Redmond/Madras/Prineville credit classes: Consider renting space off-campus or moving classes to Bend campus.
- Other credit classes: Move to unoccupied classrooms or off campus.
- Non-credit instruction: Continuing education classes may be affected and the class session would be re-scheduled as a make-up class. If scheduling a make-up session becomes impossible, student tuition and fees would be refunded.

If the entire campus is inaccessible for one week or less, considerations include (an extension of term by one week could be considered. However, a disruption of one week or less should not dramatically affect most courses):

- Online & Hybrid Classes: Online classes likely not affected; hybrid classes may need to reschedule to another available classroom.
- General computer classrooms, specialty computer classrooms, science labs, art studios and dedicated classrooms: May feel the most impact and instructors may need to determine most appropriate option depending on the nature of the course: reschedule to secondary venue? Provide instruction in alternative format? Reschedule to alternate date?
- Redmond/Madras/Prineville credit classes: Consider renting space off-campus or moving classes to Bend campus. If Bend campus is affected and Redmond is not, are Bend campus support services adequately available to support the Redmond campus?
- Other credit classes: Consider renting space off-campus, including Redmond campus.
- Non-credit instruction: Classes held off campus should not be affected. On-campus classes would be relocated off-campus if possible. If this is not possible, the class would be postponed or cancelled with student tuition and fees refunded.

If all (or a significant amount of) software (e-mail, Blackboard, Internet) is unavailable for less than a week, considerations include:

- Online and hybrid classes: Online and hybrid courses would be greatly affected. Faculty and staff could contact students by telephone in case of any interruption of such services of a week or less. Individual instructor discretion will aid in determining best solution.
- General computer classrooms, specialty computer classrooms, science labs, art studios and dedicated classrooms; Redmond credit classes; other credit classes; non-credit instruction: Classes that do not rely on software will not be affected; classes that use software irregularly may not be greatly affected. Individual instructor discretion will aid in determining best solution (are paper handouts available? Is it best to reschedule the class? Other options?). Re-schedule or re-locate classrooms to available space, on- or off-campus.

If an event disrupts classes when the instructor(s) are unavailable for less than one week, considerations include:

- All credit classes: Substitutes from within the faculty could cover such an event or the students may be able to work independently during that period.
- Non-credit instruction: Continuing education classes would be re-scheduled or, if this involves an extended period, another instructor could be found.

Classes Affected for More than One Week

If only some classrooms are affected, considerations include (options for individual class types are listed below; however, an extension of the term could be considered):

- Online and hybrid classes: Online classes likely not affected; hybrid classes may need to reschedule to another available classroom.
- General computer classrooms, specialty computer classrooms, science labs, art studios and dedicated classrooms: Computer, science lab, art studio classes will feel the impact most unless there are alternative locations to meet the class's needs. Lab and studio classes missing more than one week of classes may require an extension of the term if after midterm, or may need to be rescheduled and/or moved to a suitable off-campus location.
- Redmond/Madras/Prineville credit classes: Could be rescheduled and/or moved to unoccupied classrooms or off campus, including moving to the Bend campus. MATC classrooms are specialized; if one lab is dysfunctional there are other parts of the program students can work on, however, missing more than one week of a specialized lab may require an extension of the term.
- Other credit classes: Could be rescheduled and/or moved to unoccupied classrooms or off campus.
- Non-credit instruction: Most continuing education classes would not be impacted; those that would could be moved to other buildings or other locations.

If the entire campus is inaccessible for more than one week, considerations include:

- Online and hybrid classes: Online classes likely not affected; hybrid classes may need to reschedule to an available location.
- General computer classrooms, specialty computer classrooms, science labs, art studios and dedicated classrooms: Lab and studio classes may require an extension of the term if after midterm, or the class may have to be cancelled if it is early in the term and no suitable new location can be found.
- All other credit classes: The goal would be to find alternative locations off campus and have the term continue with minor disruption. However, an extension of the term may need to be considered.

If all (or a significant amount of) software (e-mail, Blackboard, Internet) is unavailable for less than a week, considerations include:

- Online and hybrid classes: Will be greatly affected depending on the extent/length of the disruption. Classes may need to extend beyond the term, although individual instructor discretion will aid in determining best solution: Can telephone and mail be used? Hire temporary clerical staff to contact students? Conference calls with students in outlying areas? Substitute new assignments for discussion board topics?
- General computer classrooms, specialty computer classrooms, science labs, art studios and dedicated classrooms; Redmond credit classes; and other credit classes: In-person classes that rely on such software would need to use backup methods.

- Non-credit instruction: Continuing education classes would not likely be affected due to the shorter duration of most classes. However, classes that are affected may need to be rescheduled or cancelled.

If an event disrupts classes when the instructor(s) are unavailable for more than one week, considerations include:

- All credit classes: Substitutes from within the faculty could cover such an event or the students may be able to work independently during that period.
- Non-credit instruction: Class length could be extended, substitutes could be used or class meeting date re-scheduled.

5. BUILDINGS, CAMPUS INFRASTRUCTURE and HUMAN SAFETY

Coordinating Team

Director of Campus Services: Joe Viola
Facilities Maintenance Manager: Sean Ladd
CS Operations Supervisor: Mike Beaulieu
Campus Public Safety Supervisor:
Other Campus Services and Campus Public Safety staff will be assigned as needed.

Campus Services ability to keep various aspects of the campus infrastructure (electricity, water, sewer, etc.) on line will greatly depend upon at what point in the term the disaster/interruption of services took place, the extent of that disaster/interruption, as well as decisions made by the instructional management team. However, general guidelines and considerations are listed below; appropriate facilities staff will be consulted, as possible, when their areas are affected.

It is important to note that the same considerations apply whether the course in question is a credit or non-credit offering, or if the disaster affects one or all of the campuses.

Life Safety Incidents

During a life-safety incident, refer to the Emergency Operations Procedures.

Priority One Buildings

In the event of a campus-wide interruption of service, the following buildings will be considered first priority in terms of restoring utilities, campus access or other infrastructure issues:

- Pioneer and Metolius (primary source of voice and data infrastructure for the entire campus)
- Boyle Education Center (designed as primary gathering place, Public Safety emergency operations and communications hub for the campus) and Campus Center (gathering place for students)
- Cascades Hall (gas and power to this building are supplied independently from COCC and as such, may function as an alternative communications hub should Boyle Education Center not be available); Chandler Lab and Redmond Campus could also serve in this back-up capacity if needed.

Human Safety

How we respond to each group will be dictated by the extent of the emergency/interruption of service and decisions from the PAT and Incident Response Teams. Regardless, key constituent groups and considerations for each are listed below.

Students (including Redmond/Prineville/Madras, Chandler and OSU-Cascades):

- Are classes in session? Are off campus instructional activities happening that might be affected? See Instructional Section of this plan; Instructional Deans office can assist in accessing this information.
- Are residence hall students living on campus or is it between terms? See Student Services section of this plan or contact Director of Student Life.
- Are public-access facilities open, including the Library, Mazama Gym, computer labs (Library, Pioneer, Cascades Hall, Redmond, Madras and Prineville) and Campus Center?

Staff

- Who is working and in what buildings?

Elevators

- The Campus Public Safety Department will respond to and check all buildings that have elevators when there is an interruption of power or other disaster making elevator use unsafe. CPS responds to incidents of persons trapped in elevators and coordinates with emergency service providers for evacuations. Building managers should check to see if elevators are working and if anyone is trapped.

Contractors

- Who is working and in what locations? See Communication section; Campus Services is primary contact.

Community Events, Conferences and Campus Guests

- Are there events happening in COCC facilities, where and when? Are facilities being rented to community members for meetings or other activities? Contact Campus Services to pull this information.
- Are summer conferences in session and if so, where are conference attendees – in classrooms, in residence hall, off campus? See Student Services section of this plan.

Building Security

- The College maintains the ability, through Campus Public Safety, to conduct individual and all-building electronic, exterior lockdown.
- Building Lockdown: The need to lockdown a building and the duration of that lockdown will be determined based on the type and extent of the emergency. The “Buildings and Infrastructure” Coordinating Team will make these decisions in consultation with the President’s Advisory Team.
- Card Lock System: The cardlock system is managed through the Campus Public Safety Department and is accessible through CPS dispatch, remote desktop and CPS patrol vehicles. The cardlock system server is campus-based (Pioneer) and must be functional to access the card lock system remotely (remote sites must also have power). Remote sites must have appropriate software. See Emergency Call List for primary contact.

Utilities

In all circumstances, the appropriate Campus Services staff member should be involved with any decisions; see the Emergency Call List for contacts. If that person, or their back-up, is unavailable, outside expertise may need to be brought in for assistance.

- Type of Utility Loss: Water? Sewer? Electrical? Gas? Heat? HVAC?
- Location of Loss: Does the type of utility loss affect priority 1 buildings? Is the primary use of the building critical to institutional (e.g., loss of web services) or instructional (e.g., during an academic term) continuity? Do classes and/or staff need to be temporarily re-located?
- Severity of Loss: How long until utility can be restored? Does utility outage affect other buildings? Are reinstating utilities within our control or expertise?
- Time of Year: Are classes in session? Are staff working? Is the campus closed?
- Cell Phone Towers: It is important to note that the cell phone towers located above Juniper Hall (powered from Juniper Hall) and atop the Pinckney Center (powered from the Pinckney Center) are powered through the campus electrical system. Therefore, if power is out on campus, the towers do not work and cell phone providers will not have service. If power is cut to the cell phone towers, it is important that the Director of Campus Services contacts the cell phone company. Contact information: Verizon (Verizon Network Operations Center 800 445-5514 - COCC site reference number is OR6 COCC); T-Mobile (800 788-7011).

Notes on Utility Systems:

- Utility Plans/Documents: Electrical, water and gas plans are available via hard copy in the maintenance building and or through the architectural firm who designed the affected building(s); some plans are also available electronically via Ford Graphics' "Planwell" system (accessible via any web access computer or directly from Ford Graphics). GIS program students also have produced plans for lighting, fire hydrants, electrical systems, gas, water and other infrastructure support systems; types of plans available increase annually.
- HVAC systems can be controlled from home if appropriate software is installed, however the on-campus server supporting the HVAC system must be active; see emergency contact list.

Campus Access

Campus Ingress/Accessing the Campus

- Multiple Campus Entrances: Is the Awbrey Butte campus accessible via College Way? Via Mt. Washington?
- Wickiup Hall: Is Wickiup accessible from Mt. Washington Drive?
- Priority One Buildings: Are Pioneer, Metolius, Boyle, Campus Center and Cascades Hall accessible? Via which entrances?
- Redmond/Madras/Prineville: Which access points are open?
- Chandler: Primary entrance is via Ninth Street; secondary entrance is Trenton Avenue. Are either available?

- Does campus traffic patterns and parking areas need to be redesignated in any location to accommodate emergency vehicles, Executive and Incident Response team access, etc?
- Emergency Vehicle Access: Safety/Security staff will direct emergency vehicles and serve as the primary contact for emergency personnel.

Campus Egress/Moving People and Vehicles Off-Campus

- See the Emergency Procedures Manual, Vehicular Egress Plan.

Future Considerations

Possible future activities to create a more secure/reliable infrastructure include:

- Completing a loop system for all campus utilities (allows for continuation of electrical, water and gas should a transformer or other key piece of equipment needs maintenance);
- Additional emergency/temporary campus access points;
- Assess need for upgrading transformers and possible portable generators for specific campus buildings;
- As part of the institutional budget, earmark a specific amount each year towards these upgrades.

6. TECHNOLOGY

Coordinating Team (individuals involved TBD based on situation)

Chief Information Officer:	Dan Cecchini
Director of Application and Web System Development:	Ed Sea
Director of ITS Infrastructure:	Laura Boehme
Web Developer:	Barry Rogers
Web Designer:	Scott Donnell
Network Administrators:	Jeff Floyd, Wade DeBral
Information Security Administrator:	Wesley Dymond
Other IT staff will be assigned as needed	

The increasing dependency on computers and telecommunications for operational support poses the risk that a lengthy loss of these capabilities could seriously affect the overall performance of the institution. COCC's Institutional Continuity Technology Coordinating Team has evaluated COCC's institutional processes and identified computer and telecommunication systems as belonging to various risk categories. This document outlines the overall approach and expectations relating to how these systems will be evaluated and restored in the unlikely event of a disaster.

Unplanned Technology Emergency/Interruption

Situation Assessment: When faced with an unplanned situation/emergency, the Technology Team will begin by assessing the situation and identifying the affected services. Once the situation is understood, a plan will be identified to restore the affected services in priority order as listed below, and the plan will be communicated to the CIO. In most cases, not all services will be affected and as a result many of the services listed will not require attention.

The principles guiding the priorities for technology services are:

- The first priority in any emergency is restoring communication mechanisms. Anytime COCC's campus and inter-campus phone systems, campus email or emergency text messaging systems are not fully operational, campus radios and college/personal cell phones will be used (see Emergency Call List for contact information).
- COCC's core technology infrastructure must be restored to support critical institutional systems. Only after this infrastructure is restored can focus be placed on individual services.
- If service restoration is blocked in one area, restoration of later services will be restored as much as possible. Restoring services out of order may not be possible since many of the lower priority services depend upon the initial services and infrastructure.

Priority 1: Reestablish Primary Services: The list below is intended to re-establish critical infrastructure and communication services and is expected to be followed in order as much as possible to minimize confusion. Skipping an item in the prioritized list may prevent a later service

from being restored. These services should be restored as quickly as possible, ideally within 48 hours; however, restoration within one week would allow maintaining the institutional integrity.

- a. On-campus phone service for priority 1 buildings (Pioneer, Metolius, Boyle, Campus Center and Cascades) and emergency phone lines. Note that Redmond's phone system functions independently from the Bend Campus system, although the voice system is shared and located on the Bend Campus. There is a CCIS telecom link between the Redmond Campus phone system and the Bend Campus phone system. If that link goes down, the Redmond Campus will not have voice mail or be able to access the additional trunk lines on the Bend Campus. Additionally, Cascades and Newberry Hall are also served via their own telephone infrastructure, so if other parts of the Awbrey Butte phone system are affected, Cascades and Newberry Halls may still be operational. Within the next 12 months, a new VOIP phone system will be deployed. The plan is for that phone system to allow each COCC campus to be able to allow outbound and inbound calls through the public telephone system, even if direct telecom connectivity to the Bend campus is lost. There would not be access to voice mail from off the Bend campus if those direct telecom links are lost. There will also soon be a direct data link between the soon-to-be-completed Madras Campus and the Chandler building phone systems and the Bend Campus phone system. If those links goes down, those locations will not have voice mail.
- b. Environmental infrastructure for IT Services: Power, water and air conditioning for the IT server room are required before additional IT service work can continue, without putting equipment at risk.
- c. Priority 1 building network connectivity: Wickiup, Pioneer, Metolius, Boyle, Campus Center and Cascades, plus access to building security system. If connectivity between these Bend Campus buildings cannot quickly be restored, a new network (possibly in an alternate location) will need to be established. Impacts to the network will also have a direct impact on the VOIP phone system, so restoration of the networks is critical to restoring college phone service to the campuses.
- d. Immediate need computer services
 - CPS and other campus radio services
 - Access control systems
 - Alarm and monitoring systems
 - Banner Server
 - Native Banner Access
 - Printing support for purchase orders, payroll and accounts payable and student financial aid checks
 - Special Purpose Internet Access
 - Network topology for server and workstation connectivity, as well as for voice telephone communications, via the soon to be implemented VOIP phone system.
- e. Windows support services
 - Domain Controllers
 - Backup/Restore Equipment

- Email
 - Identify workstations available for use by staff to meet urgent needs.
 - An alternate printing option such as setting up a few direct connect personal printers may be required if network printing services are not likely to be restored quickly.
- f. Remaining Phone Services
- On Campus Phone Service for remaining buildings
 - Incoming/Outgoing Phone Service
 - Inter-Campus Phone Service
 - Voice Mail
- g. Internet and other inter-campus network connectivity services
- General Campus Internet Connectivity (incoming and outgoing)
 - College Website (at least ability to post essential status information)
 - Student & Staff Online Services (Banner Web)
 - Inter-Campus Connectivity (Bend, Redmond, Chandler)
 - Off-Campus email access

Note: If some staff still do not have access to the network or their workstations, a computer lab with server connectivity (first choice Pioneer) will be made available to staff as an alternate office location.

Priority 2: Reestablish Secondary Services: Secondary priorities are based upon institutional continuity priorities set by the Executive Team and Incident Response Team and are intended to allow instruction to re-start as soon as possible. These services are considered essential for restoration as quickly as possible, ideally within two weeks, in order to maintain our institutional integrity and for classes to be fully operational, and include:

- Network connectivity between remaining buildings
- Multimedia stations
- Classroom workstations (priority order needs to be set)
- Placement Testing
- Library Services: Online databases, eReserves, Interlibrary Loan (ILL)

Priority 3: Fully Operational: All remaining services will be restored when possible with priority being placed on continuing to ensure that all primary and secondary services continue functioning. Systems include printing, drop-in labs, online payment systems, Foundation/Razors Edge, Pay-for-Print (prior to being restored, free printing can be made available), etc.

Current System Redundancy and Fault Tolerant Plans

System Backups and Documentation

In the event of local power outages the ITS department has installed diesel-powered backup generators and automatic transfer switches to supply power to the main data center in Pioneer, the telecom room in Metolius, and the Internet demarcation room in the basement of Boyle. These

power generators can run for over 24 hours with a full tank of diesel. All three of these critical IT spaces also have redundant air conditioning units installed. IT rooms can only operate for a short period of time without supplemental cooling, the redundant A/C units help to assure the continual functioning of the IT systems even if an individual unit fails. The three spaces also have a clean agent (3M Novek 1230) computer fire suppression systems. In the event of a small fire, these systems can extinguish the fires with no negative impact on the IT electrical equipment and no need to clean up after a discharge. The ITS department has also moved to a virtualized server resource architecture. This means that most college applications no longer require a separate server for each application. Virtualized servers will give the college a pool of server resources to use from which to quickly rebuild a platform for critical applications.

The ITS department has implemented a redundant Banner system, including hardware and software licenses. This redundant system provides a means to quickly rebuild the Banner MIS in the event of catastrophic system failure of the production system. This system is also used for testing and development purposes. The redundant system is currently in the COCC server room in Pioneer, but is planned for relocation to either a different building on the Bend Campus or to a building on the COCC Redmond Campus. ITS has installed electronic proximity sensor access to the three critical ITS rooms on the Bend campus. This electronic access will provide an audit log of who accessed each of the rooms, providing better holistic security for critical data points.

Backup Storage

Critical electronic data and system backups are stored on a regular basis; daily back-ups are stored in a fireproof safe in the Barber Library basement; see table below for back-up schedule. See the “Student Services” section for information on the storage of former student records.

	Active/Live	Tape B/U	Safe -- in Barber Library Basement
Banner	DAS	M-F	rotate every 2 weeks
Exchange	app-DAS, data-SAN	M-F	rotate 3 weeks
My Docs	data-SAN	M-F	rotate 6 weeks; eom 6 months; eoy, eofy
Web Server	DAS	M-F, sql job db	rotate 6 weeks; eom 6 months; eoy, eofy
Foundation - Raiser's Edge	VM - DAS on vmhost01	M-F, sql job db	rotate 6 weeks; eom 6 months; eoy, eofy
DB1- Sql Server	app-DAS, data-SAN	M-F, sql job db	rotate 6 weeks; eom 6 months; eoy, eofy
Staffapp- user webapps, ftp staff docs	VM - DAS on vmhost01	M-F	rotate 6 weeks; eom 6 months; eoy, eofy
matc01- instr app server	DAS	M-F	rotate 6 weeks; eom 6 months; eoy, eofy

edismart	DAS	M-F	rotate 6 weeks; eom 6 months; eoy, eofy
vmail	DAS	M-F	rotate 6 weeks; eom 6 months; eoy, eofy
dc1/dc2 dc3/dc4: domain controllers	DAS	M-F	rotate 6 weeks; eom 6 months; eoy, eofy
cardkey- lenel	DAS	M-F, sql job db	rotate 6 weeks; eom 6 months; eoy, eofy
inst1 - instr app server	DAS	M-F	rotate 6 weeks; eom 6 months; eoy, eofy
commed - FilemakerPro	VM - DAS on vmhost01	M-F	rotate 6 weeks; eom 6 months; eoy, eofy
oraweb	DAS	M-F	rotate 6 weeks; eom 6 months; eoy, eofy
webviewer	DAS	M-F	rotate 6 weeks; eom 6 months; eoy, eofy

*Blackboard is a cloud-based system, not on the COCC campuses. Connection to Blackboard requires external Internet connectivity with a web browser.

Future Considerations

In order to further secure our systems and ensure an efficient return to daily business in the event of a service interruption, the follow future activities must be reviewed:

- Evaluate data archival services to help store critical information in a secure remote location.
- Create server configuration backups and documentation and store in multiple locations
- Develop a regular review of the various technology systems defined in this document to ensure that appropriate changes are reflected in this plan.
- Evaluate critical systems (those that must be restored within 48 hours) to determine if a redundant system is a reasonable resource to aid in the event of a emergency.
- Increase the technology infrastructure on the Redmond Campus so that Redmond can more effectively serve as an independent emergency site to restore technology services.
- Evaluate the addition of panic buttons and auto door closers for all drop-in labs staffed by COCC lab attendants for emergency situations. These two technologies can add a level of security to lab attendants during periods of low activity and traffic in the labs.
- The redundant Banner system is currently in the COCC server room in Pioneer. ITS is planning to send a redundant Banner server to the Linn-Benton Community College data center within the next 12 months to give COCC a distant offsite system in the event all systems in central Oregon are unavailable for an extended period of time due to a massive calamity.
- Over time, most of the equipment in the first floor Metolius telecom room will be relocated to the MDF in the COCC Health Careers building scheduled to be operational by Fall 2012.

This will help to alleviate overcrowding of the equipment and provide a more functional work environment to manage the IT equipment.

- Temporary website with links to priority items has been created. Processes will soon be created to allow multiple staff members of ITS to re-direct the COCC web address to that website in the event of a loss of the regular COCC website.
- Redundant/diverse WAN infrastructure using the EBS 2.5GHz spectrum licensed to COCC by the FCC for Internet, Redmond, Chandler, and Madras, to backup the fiber link with our current carrier Bend Broadband

7. STUDENT SUPPORT SERVICES

Coordinating Team

Dean of Students & Enrollment Services	Alicia Moore
Lead Student Services Director	Andrew Davis
Alternate Student Services Director	Courtney Whetstine
Community Education/ABE/BDC	Jerry Schulz
OSU-Cascades Representative	Jane Reynolds
Other Student Services staff will be assigned as needed	

Student Services responses to a disaster or some other limitation on the College's ability to keep credit and non credit classes operational and provide services will greatly depend upon at what point in the term the disaster/interruption of services took place, the extent of that disaster/interruption, as well as decisions made by the instructional management team. However, general guidelines and considerations are listed below; appropriate student services staff will be consulted, as possible, when their areas are affected.

The same considerations apply whether the course in question is a credit or non-credit offering, or if the situation affects the Bend, Redmond, Madras or Prineville campuses.

It is important to note that St. Charles Medical Center can provide crisis response counseling for students and staff affected by a situation. Contact CAP Center should this be appropriate for the given situation.

If Classes are in Session

If classes are in session, student services priority will be given to:

1. Residence hall students/staff (or conference guests) safety and basic needs: Response to any on-campus disaster or interruption of service must focus on residence hall occupant safety and access to housing, food and other essential needs:
 - If the residence hall is rendered inaccessible for less than one week, emergency shelter can be set up in Mazama Gym, in conjunction with the American Red Cross, for those who do not have alternate housing options. Food service can continue to operate out of Coats Campus Center, or additional accommodations can be made through Meals-on-Wheels or Bend-LaPine School District.
 - If Wickiup Hall is inaccessible for more than one week, COCC may need to consider leasing hotel space and/or asking students to return home depending on long-term prognosis for re-accessing Wickiup Hall. All decisions will be made in consultation with the College's housing and food service management/operations staff.

Other considerations:

- Communication with Parents: The Dean of Student & Enrollment Services will communicate campus closure, student safety and alternative housing information to parents (with direction from the Executive Director of College Relations)

- Transportation for students who need to return home, access other campuses and/or have other transportation needs
 - If campus is closed for longer than one week, need to consider possible room & board refund scenarios
2. Current student safety and communication: Should classes be cancelled, COCC's Campus Public Safety will lead efforts to evacuate the campus. Student Services Management Team will work with the Executive Director of College Relations (and/or Communications Team) to communicate campus status to students via:
- The College's Emergency Notification System (ENS), sending updates to all students via e-mail, texts and voice messages with the necessary information
 - Letter to noncredit student enrolled in current or future term classes
 - Automated voice mail messages/greetings should be updated with the most up-to-date information. Specific offices needing to change their initial greeting are Campus Switchboard, Admissions & Records, Community Education, Adult Basic Education, Campus Services, CAP Center, Student Life, Human Resources and the Redmond, Madras and Prineville Campuses. Message content will be communicated via the Dean of Student & Enrollment Services or Dean of Extended Learning.
 - College's web site: Information will be posted in the appropriate locations on the College homepage.
3. Supporting current students in course/academic planning and financial needs, including non-credit course offerings: Regardless of how long classes are interrupted, student services will adjust (as possible) dates/deadlines in conjunction with the Instructional Management Team; specifics considerations are listed below. Note that many of these will take involvement from ITS to re-program the student information system to meet changed dates/deadlines and other student communication processes. It is important to note that this is meant only as a quick reference list to re-activate critical services; a more comprehensive list of considerations will be addressed as other aspects of campus are brought back into play. Responses to many of the items below will differ for credit versus non credit classes (for non credit classes, priority will be given to adult basic education and community learning courses; business development coursework and counseling will be addressed after primary services are back in service).

Records/Registration/Advising/Class Preparedness

- Add/drop deadlines
- Transcripts for students transferring to other institutions (which may include grade and degree processing to get transcripts as finalized as possible)
- Working with the National Student Clearinghouse regarding enrollment and degree reporting and communicating with student loan agencies
- Advising students into remaining courses, advising dates/deadlines
- Re-enrollment dates
- Bookstore support

Student Accounts/Cashiering

- Tuition payment deadlines and refunds
- Communication with outside scholarship agencies regarding student payments and scholarship requirements

Financial Aid and COCC Foundation

- Disbursement date
- Student notification requirements to students
- Department of education notification requirements and subsequent guidance
- Emergency aid possibilities
- Need for financial counseling
- Bookstore charging
- Title IV return calculation adjustments
- Increased volume of appeals

Student Life/Student Services

- Upcoming events and activities - need to cancel? Postpone?
- Need for mental health counseling

4. Communication with prospective credit students and future term noncredit students: All attempts will be made to maintain normal communication and services to prospective students, especially those who have applied for admission for the upcoming term. Should the Student Information System not be available for more than three days, the Admissions & Records Office will work with ITS to access back-up records and contact students as appropriate.

Other considerations:

- Alternate method/location for making placement testing and advising appointments and/or waiving requirements if appropriate
- Need to provide back up methods or locations for placement testing, advising and registration services (e.g., phone, off-campus web access, group advising at an off-campus location, batch registration processing, etc.)

If Classes are not in Session

If classes are not in session, student services priority will be given to:

1. Residence Hall Conference Guests and Staff: If residence hall staff or conference guests are living in the residence hall, first priority must focus on providing alternative housing and meals for staff and relocating conferences (if possible). Considerations include transportation for guests who need to return home or have other transportation needs and possible conference refund scenarios
2. Communication with New Students for the Upcoming Term(s): All assurances will be made to keep upcoming term courses on the regular calendar. However, should classes need to be cancelled or postponed, the Student Services Management Team will work

with the Executive Director of College Relations (and/or Communications Team) to communicate campus status to students via:

- Communicate in the most effective way available: letter/phone/email to new credit and all noncredit (ABE, Community Learning and SBDC as appropriate) students enrolled in future term classes.
 - Automated voice mail messages/greetings should be updated with the most up-to-date information. Specific offices needing to change their initial greeting are Campus Switchboard, Admissions & Records, Community Education, Adult Basic Education, Campus Services, CAP Center, Student Life, Human Resources and the Redmond Campus.
 - College's web site: Depending on the nature and extent of the disaster student information will be posted in various locations on the College homepage (e.g., long-term campus closure may replace the intro text, while a short-term closure may have an announcement on the "News & Events" section).
3. Communication with Current Students: See "If classes are in session", number 2 as the same issues need to be considered, regardless of the time of the disaster.
 4. Communication with Future Students: While communication with all students about the immediate upcoming term must take precedent, students who have applied for or inquired about future terms must also be addressed. The Student Services Management team and the Executive Director of College Relations will develop the appropriate communication piece.

Additional Student and Related Services

Once students are back in classes and the campus is back at an accessible operational level, decisions about when to bring the following student services back on line need to be made; appropriate directors/departments should be contacted for each area:

- Multicultural Center
- Student Newspaper
- Student Clubs
- Club & Intramural Sports
- Mazama Gym
- Student Computer Labs
- Campus Food Service
- Native American Program
- Tutoring/Testing
- Bookstore (full service)
- Career Services
- Personal Counseling (regular service - above and beyond emergency counseling)

Student Records and Back-Up File Management

In accordance with state and federal archiving guidelines and laws, COCC maintains the following archiving system:

Grade Rosters

- Hard copies of all grade rosters from prior to spring 2000 are stored in the Boyle Education Center vault (south basement), as well as a CD-archived copy.
- From spring 2000 to present, paper copies of grade rosters are no longer kept. Grades are stored in COCC's Banner student information system, which is backed up according to ITS back up and storage guidelines.

Former Student Transcripts

- Copies of former student transcripts from 1969 through 2000 are stored in the basement, with CD copies in the Boyle and Library vaults. Records from 2000 and forward are stored electronically via Banner.

College catalogs, fourth week enrollment reports, commencement programs and related documents

- Hard copies are kept in the Boyle Education Center vault (south basement).

Financial Aid Records

- All financial aid information needed to continue disbursing aid to new or current students is stored electronically via Banner.

Continuing Education Units, Community Education and Adult Basic Education

- All CE, ABE and CEU information is stored electronically via Banner. ABE information is also available via the TOPS system.

Business Development Center

- All BDC client information is stored electronically with other statewide BDC's and house on an off-site server.

8. HUMAN RESOURCES

Coordinating Team

Director of Human Resources:	Danielle Fegley
Assistant Director of Human Resources:	Diane Ross
Payroll Supervisor	Shelley Huckins
Contracts and Risk Management	Sharla Andresen

Human Resources responses to a disaster or some other limitation on the College's ability to remain operational will greatly depend upon the duration and extent of the interruption of service, as well as decisions made by the President's Advisory Team. However, general guidelines and considerations are listed below.

Key Considerations

As directed by the President's Advisory and Incident Response Teams, employees will report for their normal assigned duties; changes in duty assignment will be made on an as needed basis. That said, the following questions are critical in the event of an interruption of service or disaster that may impede an employee's ability to work:

- Which departments are affected and for how long?
- Who can still report to work?
- Who can/should be reassigned?
- Who can/should still be paid?
- Who can/should still receive benefits?
- Who can/should use vacation and sick leave?

Employee Records

All current employee files are stored in the fire-proof file cabinets in the Human Resources workroom of Newberry Hall. Former employees from the prior two years are stored in the same filing cabinets in HR; former employee files (older than two years) are archived in north basement of the Boyle Education Center. The keys to access the cabinets stored in the main HR office.

FMLA and medical files stored in the HR vault.

Employee Assistance Program (Reliant Behavior Health through OEBS)

In the event of a disaster, it is important to note that COCC's Employee Assistance Program can provide disaster response services in terms of on-site counseling and related services. Regular services for individuals and their families are also available. To contact our EAP, Reliant Behavior Health call 866-750-1327.

Worker's Compensation

Current and past worker's compensation claim master files are on file with our local SAIF agency, with COCC copies stored in the office of the Director of Contracts and Risk Management, in Newberry. If that office is not available, contact the local SAIF Office at 800-385-8225 or the Immediate Response Team at 800-346-4544, extension 53. Assistance to filing a claim can also be accessed via their web site at www.saif.com. Once a claim is initiated, all questions should be directed to SAIF.

Medical, Dental, Life, Disability Insurance and Flexible Spending Account (FSA) Insurance

The College purchases its medical, dental, vision, life and disability insurance through the Oregon Education Benefits Board (OEBB) which should be able to assist in coordinating communication with providers. OEBB contact information is: OEBB.benefits@state.or.us, Phone: 888-469-6322, Fax: 503-378-5832.

The Flexible Savings Account (FSA) contract is with PacificSource (separate from OEBB). Phone 541-485-7488; Fax 541-485-8759.

It is critical that regular monthly premium payments for all COCC insurance options continue per schedule. Any interruption of those payments may cause an interruption or discontinuation of insurance coverage. In the event that a payment may not be processed on time, the appropriate COCC representative should contact OEBB for assistance.

Recruitment Files

It is important to identify what recruitments are currently in process and if any of those are critical to on-going institutional continuity. With that, all other recruitments should be put on hold and information communicated to applicants.

COCC's recruitment software, PeopleAdmin, is a hosted solution and as such, can be accessed from any internet site should on-campus internet access not be available. In the event that HR staff are not available, the COCC PeopleAdmin contact is Client Services for SelectSuite, 866-389-1245.

Collective Bargaining Agreements

Electronic copies of the three collective bargaining agreements with the College are available through the online Remote Desktop, should on-campus access not be available.

Future Considerations

- Consider creating a regular electronic archiving process of current and former (prior two years maximum recommended) employees.

9. FISCAL ISSUES (payroll, purchasing, contracts)

Coordinating Team

Chief Financial Officer:	David Dona
Director of Fiscal Services:	Lisa Bloyer
Payroll Supervisor:	Shelley Huckins
Director of Contracts/Risk Mgmt:	Sharla Andresen

The ability to issue checks (accounts payable and payroll) is dependent upon Banner functioning. Without Banner, alternative procedures have been developed and are detailed in the critical issues areas below.

Issuing Checks

Assuming Banner is available:

- In the event that Metolius is inaccessible and checks must be printed, a MICR cartridge should be ordered; the cartridge can usually be delivered within 24 hours (contact Cartridge World and order the Troy 4300 Series, model # 028119-001). If a MICR cartridge is not available and checks must be signed by hand, authorized signors Shirley Metcalf, David Dona and Matt McCoy.
- If for any reason, Banner-issued checks are not accessible, additional checks can be ordered by contacting US Bank at 1-877-295-2509. Shirley Metcalf, David Dona, Matt McCoy, and Lisa Bloyer are able to order the checks.

In the event that Banner is not available, a supply of blank payroll and accounts payable checks are stored in the Human Resources vault and a copy of all Fiscal Services forms (purchase orders, independent contractor forms, check requests, etc.) are stored at the Redmond Campus, administrative office fire safe.

Note that if anything happened to the local U. S. Bank branch, U.S. Bank itself has a disaster recovery plan that will enable business to proceed as normal and not affect our ability to operate.

Purchase Orders

Most departments have someone authorized to write purchase orders for amounts under \$2,500; however, several employees in Fiscal Services are authorized to issue PO's for amounts exceeding this threshold and can do so for any department if needed.

If Banner is not available, blank purchase order forms are available through any Fiscal Services staff and/or the Redmond Campus.

Processing Payroll

Individuals who will continue to work and be paid during a larger-scale interruption of service or disaster will be determined by the Executive Team. However, it is important to note that some individuals may have already performed services or work that requires compensation and as such, payroll for those individuals needs to take place.

For those requiring payment, it is critical to connect with Shelley Huckins (primary payroll person) or Anne Fineran (back-up). In the event that neither of these two individuals is available, documentation regarding payroll procedures is available through any Fiscal Services staff and is saved on the Fiscal Services “N” drive, “Documentation” folder.

During the end of each pay period (end of the month for salaried employees and part-time faculty; mid-month for classified part-time, temporary, hourly/irregular wage, work-study employees), a copy of a payroll report is stored in the Human Resources vault. In the event Banner is not available, these reports could serve as an indicator of who may be eligible for paychecks and at what amounts. Prior to issuing payroll, however, vice presidents, deans or directors of various departments should review the reports and authorize payment only to eligible employees, as defined by the President’s Advisory Team, as well as include any new hires not listed.

Accounts Payable

The ability to issue accounts payable checks is dependent upon Banner being functional. Assuming Banner is working, it is critical that all insurance premiums be paid on schedule:

Western States Insurance – Madras: paid annually
SAIF Corporation: paid annually

NIRSA: paid annually

Most other accounts payable can resume once regular service levels are in place. However, directors/coordinators of campus departments should identify other critical pending payments, communicating that information to fiscal services. If needed, directors/coordinators may need to notify vendors of a delayed payment.

Purchases and Contracts During an Emergency

In the event of an emergency, the President (or Acting President, or designee) can declare an emergency and with that, regular procurement laws are temporarily suspended and emergency purchasing/contract procedures come into play. An emergency is defined as circumstances that could not have been reasonably foreseen which create a substantial risk of loss, damage interruption of service or threat to public health, welfare or safety, and require prompt execution of a contract to remedy the condition.

The College may enter into a contract with an outside organization if an emergency exists, regardless of the dollar value of the contract. All contracts must be approved by the President (or designee) or the contracts officer. If an emergency contract is required, the College shall:

- a) Include a written declaration of the emergency, including why prompt issuance of the contract was required, including the anticipated harm if a contract was not established;
- b) Encourage competition to the extent reasonable under the circumstances; and
- c) Record the measures taken in regards to competitive bidding/estimates, the amounts of the bids, quotes or proposals obtained and the reason for selecting the contractor.

If the contract exceeds the threshold (\$100,000) for formal public bidding, the Board shall be notified at its next available public meeting and provided an opportunity to discuss the emergency, the award and ratification thereof.

Accounting for Disaster Recovery Costs

Special tracking codes will be set-up to document the time of personnel who worked on the recovery effort for insurance and/or federal financial assistance (see human resources); employees required to document their time will be determined by the President's Advisory Team based on the nature of duties performed.

Special tracking codes will be utilized for emergency purchases and contracts related to the recovery effort for insurance and/or federal financial assistance.

10. INSURANCE CONSIDERATIONS

Coordinating Team

CFO:	David Dona
Director of Contracts/Risk Mgmt:	Sharla Andresen
Vice President for Administration	Matt McCoy
Director of Campus Services	Joe Viola
Director of Campus Public Safety	

In the event of an emergency or interruption of service when damage to college property happens or if a person is injured (student or employee), the appropriate department head should contact the Risk Management Office as soon as possible. The report should include information on the who, what, when of the incident and as much detail as possible.

Insurance Contracts

Copies of college contracts and insurance policies are kept in the CFO office in Newberry Hall.

Insurance Premium Payments

It is critical that annual insurance premiums are paid according to schedule (generally in June). Members of this team can address any issues related to premium payments or insurance renewal.

Risk Management Web

COCC maintains a “risk management” website that include an incident report form, information on our insurance policies, definition of terms and related information.

11. FLU/PANDEMIC ISSUES

Coordinating Team

Director of Campus Public Safety:	Peter Ostrovsky (Team Co-Coordinator)
Executive Director of College Relations:	Ron Paradis (Team Co-Coordinator)
Vice President for Instruction:	Betsy Julian
Director of Student Life:	Andrew Davis
Director of Human Resources:	Laura Boehme

In the event of a flu or other pandemic, the above team will be assembled to review the severity of the pandemic, its impact on Central Oregon and its potential impact on COCC. Recommendations from this team will be made to the President's and the COCC Leadership Team as appropriate; however, if the situation is severe enough, this team is also empowered to make decisions as needed to respond to the circumstances at hand.

The Director of Campus Public Safety will serve as the lead to the Central Oregon Flu/Pandemic Team, with the Executive Director of College Relations as back up.

Key considerations:

Tracking Incidents: In the event of an on-campus occurrence of the flu or other pandemic, or if a student/staff/community member has been on campus and reports having apparent symptoms, the person is urged to contact Deschutes County Health to report the situation. In turn, they will contact COCC if the situation warrants. Additionally, individuals experiencing such symptoms are encouraged to report the situation to the College; if a wide spread outbreak occurs, a more accessible system which can manage a large volume of reports may need to be implemented.

Threat reduction and mitigation: CPS, in coordination with emergency service providers and department of health will identify threat reduction or mitigation measures that may include sterilizing procedures, biohazard disposal, waste disposal, area closures, decontamination, etc.

Wickiup Hall Residents: If during the traditional academic year, what needs to be done for Wickiup Hall residents? Relocate to off-campus sites? Relocate only those affected by the flu/pandemic or all students exposed? Quarantine students? Social distancing? Other considerations?

Coordination with Partners: Communication with campus partners is critical. While the list may vary depending on which projects are happening at what times, potential partners include:

- OSU-Cascades
- Sodexo
- Redmond Campus leasees
- Any contractors working on campus

Communication On-Campus: All internal and external communication will be coordinated by the Executive Director of College Relations or designee/back up. On-campus considerations include:

- What should be communicated to staff?
- What should be communicated to students?
- Should the Emergency Notification System be employed?
- How will official information from the CDC or the Central Oregon Flu/Pandemic Team be communicated (e.g., symptoms, precautionary measures, etc.)?
- What flexibility can instructors have in terms of students who report flu-like symptoms in terms of assignments, class projects and related course requirements?

Campus Closure

- While there are significant considerations if the campus closes for a short or extended period of time, the following will provide a starting point for discussion:
- Does the campus need to be closed or a specific area quarantined?
- What are the impacts on classes (refer to “Instruction” section for guidance)?
- What staff will be required to work (e.g., security)?
- What are the human resources/contractual implications of a closure?
- Are contractors allowed to be on campus?

• COOPERATION WITH OTHER ENTITIES

The College partners with a variety of other entities to help with different situations. Copies of any plans or agreements will be included in the appendix as they are formalized.

Other Colleges: COCC has partnered with Linn Benton and Umpqua Community Colleges on joint planning to assist each other in the case of localized disasters.

Emergency Responders: If a situation warrants involving emergency responders (police, fire or others), it is important to note that once on scene, the emergency responders will be in control of the emergency incident. The College will remain responsible and in charge of decision effecting the College campuses. Appropriate personnel will do their best to communicate with the campus as soon as information is available and appropriate to release.

Crisis Response: COCC contracts with St. Charles Medical Center to provide crisis response and support to individuals or groups. If such services are needed, CAP Center Director will serve as the lead person coordinating such services; Dean of Student and Enrollment Services will serve as back up

Flu/Pandemic Planning: The College is represented on a local coalition of education and health officials regarding Flu/Pandemic Planning.

Our role as community partner

Whenever possible, COCC will cooperate with other community organizations (City of Bend, school districts, American Red Cross, etc.) to assist in emergencies.

Appendix A: Building Managers and Communication Contacts <Being Updated>

In the event of an emergency or interruption of service, individuals have been identified as the primary and secondary building contacts. We will attempt to contact the “Building Manager” or their alternate first, as these individuals can assist with decisions based on the situation and its possible affect on the building in question. Should that person not be available, we have also identified a “Building Communications” person, as those listed in this column tend to be readily available on a more frequent basis. The building communications person is responsible for communicating situation information to others in the building and will be provided all necessary information to do so.

Building	Building Manager	Building Communications
Boyle Education Center	Primary: Aimee Metcalf Secondary: Kevin Multop	Jennifer Peters Stella Mackey
Campus Center	Primary: Alicia Moore Secondary:	Terri Botts
Campus Services	Primary: Joe Viola Secondary:	
Ponderosa	Primary: Michael Fisher Secondary: Ken Mays	
Mazama Gym	Primary: Julie Downing Secondary: Bill Douglass	Lydia Hernandez
Library	Primary: Secondary:	Mary Beth Hamilton and Beth Wright
Newberry Hall	Primary: Lori Willis Secondary:	
Pioneer Hall	Primary: Dan Cecchini Secondary:	
Metolius	Primary: Michael Holtzclaw Secondary:	
Ochoco	Primary: Secondary:	
Grandview	Primary: Jim Ellis Secondary:	Linda Andrus
Pinckney	Primary: Secondary: Michael Gesme	
Modoc	Primary: Secondary:	
Deschutes	Primary: Stacey Donohue	Dianne Kristiansen
Jefferson	Primary:	Dianne Kristiansen
Ochoco Annex	Primary: Secondary:	
Culinary Center	Primary: Secondary:	tbd

Redmond Campus	Primary: Secondary:	Lani Sykes
Madras Campus	Primary:	
Prineville Campus	Primary: Suzie Kristensen	

Appendix B: Future Considerations

Human Safety, Buildings and Campus Infrastructure

- Completing a loop system for all campus utilities (allows for continuation of electrical, water and gas should a transformer or other key piece of equipment needs maintenance);
- Additional emergency/temporary campus access points;
- Assess need for upgrading transformers and possible portable generators for specific campus buildings;
- As part of the institutional budget, earmark a specific each year towards these upgrades.

Technology

- Evaluate data archival services to help store critical information in a secure remote location.
- Create server configuration backups and documentation and store in multiple locations
- Develop a regular review of the various technology systems defined in this document to ensure that appropriate changes are reflected in this plan.
- Evaluate critical systems (those that must be restored within 48 hours) to determine if a redundant system is a reasonable resource to aid in the event of a emergency.
- Increase the technology infrastructure on the Redmond Campus so that Redmond can more effectively serve as an independent emergency site to restore technology services.
- Evaluate the addition of panic buttons and auto door closers for all drop-in labs staffed by COCC lab attendants for emergency situations. These two technologies can add a level of security to lab attendants during periods of low activity and traffic in the labs.
- The redundant Banner system is currently in the COCC server room in Pioneer. ITS is planning to send a redundant Banner server to the Linn-Benton Community College data center within the next 12 months to give COCC a distant offsite system in the event all systems in central Oregon are unavailable for an extended period of time due to a massive calamity.
- Most of the equipment in the first floor Metolius telecom room will be relocated to the MDF in the COCC Health Careers building scheduled to be operational by Fall 2012. This will help to alleviate overcrowding of the equipment and provide a more functional work environment to manage the IT equipment.
- Temporary website with links to priority items has been created. Processes will soon be created to allow multiple staff members of ITS to re-direct the COCC web address to that website in the event of a loss of the regular COCC website.
- Redundant/diverse WAN infrastructure using the EBS 2.5GHz spectrum licensed to COCC by the FCC for Internet, Redmond, Chandler, and Madras, to backup the fiber link with our current carrier Bend Broadband

Fiscal Considerations

- Purchase a fire proof cabinet for the Human Resources Office.
- Purchasing and storing an extra MICR cartridge to make it easier on banks to process our checks.
- Identify board member or other senior staff eligible to sign checks.