

Z7: HUMAN RESOURCES

Draft May, 2007

**University of California, Berkeley
Pandemic Influenza Emergency Operations Plan
Additional Unit Information**

The UC Berkeley Influenza Pandemic Emergency Operations Plan (EOP) includes information describing the guiding principles for response to a pandemic event on campus, the authorities, critical functions, special considerations for campus-wide issues, the campus communications plan, triggers for taking action, activation and coordination, and general responsibilities of the nine individual Department Operations Centers. This document contains additional information to prepare each UC Berkeley DOC for a response to a pandemic influenza event:

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I. Executive Summary – DOC role in pandemic

Human Resources provides to the campus high-quality, cost-effective, customer-focused workforce services. When the campus Emergency Operations Plan is activated for a pandemic, the HR Department Operations Center will be activated to provide workforce services for the EOC as well as the campus as a whole. Staff from the HR DOC will assume roles at multiple levels in the campus EOP hierarchy, as follows:

- Advising the Chancellor’s Emergency Policy Group (CEPG)
- Serving in the Emergency Operations Center Logistics Section
- Operating as a critical DOC
- Providing services related to the following: staffing, employee relations, labor relations, and benefits
- Interacting with other DOCs with reference to quarantine, union issues, and provision of employment-related information.

Under an activation of the EOP, Human Resources is the lead unit for all employment issues: sick leave, administrative leave, union issues, out-of-class assignments, reassignments, layoffs (temporary and permanent), authority to send sick people home, and hiring of replacements. HR staff in the DOC are experts in employment matters and will be critical to the campus’s ability to get work done with a dramatically reduced workforce. The HR DOC will advise the Chancellor’s Emergency Policy Group on personnel policies and procedures applicable to the emergency situation.

II. Unit Response Checklist

Actions described in the UC Berkeley EOP are based on phases that are related to both the World Health Organization periods and the CDC stages. This table describes general actions appropriate for preparedness at each of these phases and juxtaposes them with specific actions to be taken by this unit.

UNIT RESPONSE CHECKLIST

UC Berkeley Phase	GENERAL UNIT ACTIONS	○ SPECIFIC UNIT ACTIONS
1 – Pre-Event Planning <i>New virus in animals, no human cases</i>	<ul style="list-style-type: none"> • Develop comprehensive unit plans • Develop and test unit communication plans • Conduct operations test during staff or safety meetings • Check the http://www.uhs.berkeley.edu/pandemicflu/ website regularly for updates and new information • Communicate developments with staff/faculty/students 	<ul style="list-style-type: none"> • Complete DOC annex on pandemics • Complete communications analysis • Update emergency contact information • Conduct regular testing of key communications nodes • Document key procedures

	<ul style="list-style-type: none"> • Refer general questions from staff/faculty/students to http://www.uhs.berkeley.edu/pandemicflu/. • Encourage adoption of hygiene etiquette behavior • Encourage personal preparedness plans for staff/faculty/students 	
2 – Animal Outbreak of Highly Pathogenic Avian Influenza in North America	<ul style="list-style-type: none"> • Check the http://www.uhs.berkeley.edu/pandemicflu/ website regularly for updates and new information • Communicate developments with staff/faculty/students • Refer general questions from staff/faculty/students to http://www.uhs.berkeley.edu/pandemicflu/. • Encourage adoption of hygiene etiquette behavior • Encourage personal preparedness plans for staff/faculty/students 	<ul style="list-style-type: none"> • Send out DBC e-mail • Send out HRM e-mail • Update website • Decide how to coordinate info • Get accurate info – See HR DOC • Coordinate with UCOP • Push info out before queries come in
3 – Confirmed Human to Human Outbreak Overseas <i>Evidence of Sustained Human-to-Human Transmission</i>	<ul style="list-style-type: none"> • Check the http://www.uhs.berkeley.edu/pandemicflu/ website regularly for updates and new information • Communicate developments with staff/faculty/students • Refer general questions from staff/faculty/students to http://www.uhs.berkeley.edu/pandemicflu/ • Encourage adoption of hygiene etiquette behavior • Gather unit decision makers for preplanning; review list of critical and noncritical functions for unit • Contact staff/faculty/students on travel – refer to website for additional travel information specific to UC Berkeley • Begin monitoring daily absenteeism of staff/faculty/students 	<ul style="list-style-type: none"> • Support CEPG • Prepare to activate DOC plan • Implement appropriate elements in communication plan • Use People Locator tool for some types of workplace communications between individuals and their departments. • Pass out masks and gloves
4 – Confirmed Human to Human Outbreak in North America	<ul style="list-style-type: none"> • Check the http://www.uhs.berkeley.edu/pandemicflu/ website regularly for updates and new information • Communicate developments with staff/faculty/students • Refer general questions from staff/faculty/students to http://www.uhs.berkeley.edu/pandemicflu/ • Encourage adoption of hygiene etiquette behavior 	<ul style="list-style-type: none"> • Staff EOC as directed • Activate DOC as directed • Implement appropriate parts of communication plan • Work with other DOCs (PP-CS, UHS, PA) and the campus as a whole on employee issues • Initiate use of People Locator tool

	<ul style="list-style-type: none"> • Hold regular meetings with decision makers • Report to campus EOC: • Daily absenteeism reports of staff/faculty/students • At direction of EOC, prepare to activate plans to continue critical functions and implement alternate plans for noncritical functions 	
5 – Widespread Pandemic Overseas and North America <i>Sustained Transmission = Pandemic*</i>	<ul style="list-style-type: none"> • Check the http://www.uhs.berkeley.edu/pandemicflu/ website regularly for updates and new information • Communicate developments with staff/faculty/students • Refer questions from staff/faculty/students to http://www.uhs.berkeley.edu/pandemicflu/ • Encourage adoption of hygiene etiquette behavior • Hold regular meetings with decision makers • Report to campus EOC: • Daily absenteeism reports of staff/faculty/students • Status of critical functions • Other information as directed by the EOC 	<ul style="list-style-type: none"> • Staff EOC as directed • Staff DOC as directed • Implement DOC response plan as needed • Work with other DOCs and the campus as a whole on employee issues • Use People Locator tool to monitor absenteeism
6 – Recovery	<ul style="list-style-type: none"> • Damage Assessment • Resumption of instruction, research, business activities • EOC moves into Recovery mode • Surveillance for subsequent waves of infection • Prepare to deactivate the EOC • Debriefing and After-Action Reports 	<ul style="list-style-type: none"> • Resume normal business activities • Prepare to staff down, or deactivate the DOC/EOC • Prepare debriefing and after-action reports as required

III. Critical Functions

The function of the HR DOC is to manage all university programs related to:

- A. Employee/Labor Relations
- B. Benefits
- C. Employment Services
- D. Compensation

Related policies, procedures and contracts that apply to these functions:

Sick leave
Requiring employees to go home if they're sick
Union contracts
Administrative leave
Reassignment, out of class assignments
Layoffs—temporary, permanent
Implementation of strenuous clauses
Hiring replacements
Alternative Work Locations

HR positions trained to provide leadership for the critical functions:

- A1. Employee relations: Employee relations managers, employee relations consultant, leave coordinator
- A2. Labor relations: labor relations director, labor relations advocate 1, labor relations advocate 2
- B. Benefits: benefits manager, principal benefits analyst, health care facilitator
- C. Employment services: employment managers, recruiter 1, recruiter 2 or analyst
- D. Compensation: compensation manager and 1 analyst

IV. Unit Communications Plan

This DOC communicates with the following groups:

HR staff, human resource managers, unions, department benefits counselors, chief administrative officers, managers and supervisors, academic personnel, employees.

The modes of communication to be used:

- A. HR staff—phone tree, internal emergency info line, mass voice mail message, mass e-mail, website, intranet, snail mail, interoffice mail, notice board, meeting, KALX
- B. Human resource managers—mass e-mail, website
- C. Unions—phone tree, mass e-mail, mass faxes, meeting
- D. Department benefits counselors—mass e-mail, website
- E. Chief administrative officers—mass e-mail, website
- F. Managers and supervisors—mass e-mail, website, snail mail, interoffice mail, KALX
- G. Academic personnel—phone tree, mass e-mail, website, interoffice mail, Meeting
- H. Employees—call center/phone bank, mass e-mail, website, snail mail, KALX, UCB AWS

Communications Liaisons:

Communications liaisons will be responsible for ensuring that all members of the unit receive current and accurate information regarding pandemic flu and the university's response.

Name	Office Address and Mailcode	Function/Role	E-mail(s)	Office Phone #	Emergency #s	
					Home #	Cell #
Steve Garber	2150 Shattuck Ave., Suite 750 MC-3540	DOC Manager/ Business Manager	sgarber@berkeley.edu	642-4841		
Jeannine Raymond	2150 Shattuck Ave., Suite 750 MC-3540	AVC – HR	jraymond@berkeley.edu	642-9022		
Sandy Palmer	2150 Shattuck Ave., Suite 750 MC-3540	Executive Asst.	spalmer@berkeley.edu	642-4947		
Kathleen Lu	2150 Shattuck Ave., Suite 750 MC-3540	Communications Coordinator	<u>kclu@berkeley.edu</u>	642-7343		
David Scronce	2150 Shattuck Ave., Suite 750 MC-3540	Director of Strategic Initiatives	dscronce@berkeley.edu	643-7825		

V. Safe Work Practices

Personnel will be encouraged to use social distancing techniques to minimize their potential exposure to, or transmission of an infectious disease. Staff required to work shifts in the EOC of the DOC will be provided with necessary protective equipment or vaccinations to minimize contagion. Staff in the HR office may need to begin to work from alternate sites—through one of various electronic media. Contacts with exterior organizations such as unions may also need to be made electronically.

VI. Logistics: equipment, supplies, vehicles, buildings

Human Resources currently has staff in University Hall and Power Bar Building (2150 Shattuck 6th and 7th floors. The best location for the DOC is in the PowerBar Building, 7th floor conference room.

Key Equipment

Vendor information (for life insurance and health plans)—Debbie Lloyd has, or it is online at http://atyourservice.ucop.edu/contact/medical_plan.html.

Remote desktop, web systems (HRMS, BFS, BAIRS)

Phone system upgrades
Laptops
Rollover lines

Supplies to purchase

Forms—These are forms we can order and some we need to create.
Masks and gloves

VII. Action Items

1. Review all employment policies and procedures applicable to the pandemic situation, and determine which ones are fine as is and which others need further interpretation or discussion.
2. Ensure that some staff are familiar with the operation of the People Locator tool.
3. Establish communication liaison in the DOCs with which HR will work closely: PP-CS, UHS, PA:
 - a. PP-CS: Trevor Bryant – 3-2885
 - b. UHS: Kristina Combs, Peter Dietrich and Diane Lu
 - c. PA: DOC Manager of Assistant DOC Manager