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**INTRODUCTION**

Emergencies and circumstances may arise that force the Central Administration at Michigan State University to modify or curtail certain operations or services for a period of time. The University as a whole, however, never shuts down.

This means that certain functions critical to keeping the University open must always be maintained. Examples of such functions include those necessary to protect the life and safety of people who remain on, or who must come to, campus during an emergency and of animals which are kept on campus for research or treatment. Functions required to restore the University promptly to its normal operations must also be maintained during the modification or curtailment of normal operations.

The need to maintain other operations or services will vary depending on the nature of the emergency, when it occurs, what is then happening in the affected department, and other such factors. For example, services which are critical for Infrastructure Planning and Facilities to respond to a snow storm or a flood may call for similar staffing needs, but a flood and a snow storm may trigger entirely different management problems and staffing requirements at the Library. The services required when a snow storm hits the day before a home football game will be different than those required if such a storm arrives in late March. The preservation of research materials will always require attention, but the particular services a department must supply may depend on the status of a variety of individual research projects within that department when the emergency occurs. Planning for the delivery of services and the maintenance of operations that are critical in some situations, but not others, will require departments to consider the various emergencies with which they might be confronted. It will also require them to have plans, and a means of implementing them, which will be flexible enough to meet situations and solve problems that are not entirely foreseeable. This will place a premium on department-level communication strategies and systems that will be used during a modification or curtailment of normal operations.

Though critical functions must be sustained, the University encourages employees to consider their personal safety and local conditions in determining their ability to commute to work in extreme weather or other emergency conditions.

**BASIC EXPECTATIONS**

All departments and employees should be prepared to meet the following expectations:

1. Functions and/or services that are critical will be maintained during periods when other University operations or services are modified or curtailed. Employees assigned to support these functions and/or services are expected to report to work. This includes employees whose functions are designated as critical in advance of the emergency in the department's Business Continuity Plan, as well as employees who are informed by their supervisors or unit administrators that their services have been designated as critical when the actual emergency arises.
2. Other employees may be required to work remotely or to make reasonable efforts to report to work, depending on the instructions they have received from their supervisor, their unit

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administrator or the Central Administration. Non-critical employees who have not received instructions from their supervisor or unit administrator prior to learning of an emergency which may cause the University to modify or curtail operations should contact their supervisor or unit administrator immediately upon learning of the potential emergency. If the supervisor fails to provide instructions, employees should assume that they are to report to work (or work remotely if prior approval was granted); if they are unable to do so, they will be required to take a vacation or personal day.

### **COMMUNICATIONS – REQUIRED FOR ALL DEPARTMENTS**

Each department must develop a Business Continuity Plan (BCP). The BCP must contain:

1. The procedure for communicating with all departmental faculty, staff and student employees when University operations are modified or curtailed.
2. The name and contact information (email, phone number) of the individual responsible for that department's BCP.
3. Clearly defined critical functions/services within that department and the employees designated to support them.
4. The procedure governing working remotely or from an alternate location.
5. Directions for remotely answering phone calls. At least one phone line from each department must be transferable to an off-campus number, so that calls to the department can be answered remotely.

### **CRITICAL FUNCTIONS/SERVICES**

1. Critical functions/services will always be maintained at the University, even during periods when some operations and/or services are modified or curtailed. Each department is required to identify its own critical functions/services and the employees who support them. Critical functions/services are those functions required to maintain the safety and welfare of University students, faculty, staff and visitors, key activities, and the integrity of the University's infrastructure. Critical functions/services include those necessary to:
  - Protect life and safety
  - Assure campus security
  - Maintain key human and animal health services
  - Maintain key student resident services (including food service)
  - Preserve research projects and infrastructure
  - Maintain business, finance and physical infrastructure necessary to operations and services during an emergency or to the prompt restoration of normal operations and services.

Which functions/services are critical may vary situationally. The department's Business Continuity Plan (BCP) must be flexible enough to allow the supervisor or unit administrator to

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adapt the department's response to an emergency to deliver all functions/services that are critical in that emergency.

2. Employees who support critical functions/service areas, as determined by their supervisors or unit administrators, must report to work during emergency periods or other instances of modification or curtailment of normal operations in accordance with their department's BCP.
3. Each department's BCP will include details on how employees should respond in the event of conditions that might cause a modification or curtailment of normal operations. The BCP also will include a comprehensive department-level communication plan accessible to all employees in the department.

### **CRITICAL PERSONNEL**

Critical personnel are MSU faculty and staff who perform critical functions/services and are, therefore, required to work when a modification or curtailment of normal operations occurs, as detailed in the department's Business Continuity Plan (BCP). The need for critical personnel during a modification or curtailment of normal operations may vary based on the nature of the emergency and the circumstances in the department at that time. Each department must identify its critical functions/services and the faculty and staff required to support each one, and list them in its BCP. Supervisors and unit administrators may also use the communication system in the BCP to address unforeseen aspects of an emergency by designating functions/services and personnel as critical to the department's response to that particular emergency.

### **NON-CRITICAL PERSONNEL**

While not all departments provide critical functions/services that must be maintained during a modification or curtailment of normal operations, all are expected to maintain minimum continuity of operations. Each department should specifically identify the employees who are required to maintain continuity of its operations. For example, each department needs to identify the individuals who will remotely answer calls, access its website and monitor email.

Depending on the nature of the modification or curtailment, employees not otherwise supporting critical functions/services may be required to work remotely or to make a reasonable effort to report to work. Supervisors and unit administrators will inform non-critical personnel what is expected of them. Employees who have not received instructions from their unit administrator or supervisor prior to learning of an emergency which may cause the University to modify or curtail operations should contact the supervisor or unit administrator immediately. If the supervisor fails to provide instructions, employees should assume that they are to report to work (or work remotely if prior approval was granted); if they are unable to do so, they will be required to take a vacation or personal day.

Supervisors and unit administrators should have enough flexibility in their Business Continuity Plan for any type of modification or curtailment of operations and must be prepared to inform non-critical employees if they are expected to work remotely or if they will be required to make reasonable efforts to come to work. Supervisors and unit administrators are expected to provide clear guidance to their non-

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critical employees as expeditiously as is reasonably possible in the event of any modification or curtailment of University operations.

### **DEPARTMENT RESPONSIBILITIES**

**Deans, Directors, Chairs and Executive Management** - must appoint one person responsible for collecting all department-level Business Continuity Plans (BCPs), for identifying that college's or unit's critical functions and services and its critical personnel and for submitting the BCPs and lists of functions, services and personnel electronically to the Executive Vice President for Administrative Services or the Provost not later than November 1 of each year.

**Supervisors or Unit Administrators**– must (1) annually review their department's BCP, (2) develop a well-defined communication plan, (3) provide instruction to the employees in their department as to what work should be done remotely, and (4) notify employees of the department's plans for continuing operations and/or services, of employees' roles relative to critical functions/services and of the department's plan and expectations for staying in touch during modification or curtailment of operations.

**All Faculty, Staff and Student Employees** - must know the critical functions/services in their department and their individual job responsibilities necessary to the department's ability to continue those functions/services. Employees performing critical functions/services must report to work unless specifically notified not to report. All other employees will be told by their supervisors or unit administrators if they are expected to work remotely or to make reasonable efforts to report to work. Employees who have not received such a communication should ask their supervisor or unit administrator for instructions immediately upon learning of a potential emergency that may cause the University to modify or curtail operations.

### **ENTERING TIME FOR MODIFIED OPERATIONS**

It is the responsibility of the department to document which employees are eligible for "equivalent time off" and to maintain records of that time as it is used. This time is not maintained in the time recording system. When the employee chooses to use the equivalent time off and is approved to do so, time administrators should code the time as "Regular" in the system for hourly employees. No action is required in the system for CT or Salary employees when the equivalent time off is used. Please note that equivalent time off is not considered compensatory time.

### **Critical Employees who are pre-designated as such:**

- For Regular Hourly employees and 1585 Temporary employees who work during a modification or curtailment of operations, time administrators should code them as regular hours for all hours worked. The HR/Payroll system will calculate any necessary overtime. Employees receive equivalent time off at a later date.
- For Regular CT and Overtime-Eligible Salary employees (Grade Level 11 and below) who work during a modification or curtailment of operations, time administrators do not need to take any action. Employees receive equivalent time off at a later date. If the employee works beyond the employee's normally scheduled hours, time administrators should code those hours as "Additional Hours Worked."

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- For Overtime-Exempt Salary employees (Grade Level 12 and above) who work during a modification, time administrators do not need to take any action. These employees will be paid as usual in the system and also will receive equivalent time off at a later date.

**Critical Employees who do not report to work** will be required to use accumulated time from their bank, either vacation or personal leave<sup>1</sup>. For regular hourly employees, time administrators should code any hours worked that day as time worked and hours not worked as vacation or personal time.

**Non-Critical Employees who are normally scheduled and are instructed by their supervisor not to report to work and not to work remotely during the modification:**

- For Regular Hourly employees (except CT employees) and 1585 Temporary employees, time administrators should code them as having worked their regular hours. These employees will be paid as usual and the hours off during a modification will count as time worked.
- For Regular CT and Overtime-Eligible Salary employees (Grade Level 11 and below), time administrators do not need to take any action. These employees will be paid as usual and hours will count as time worked. Please note, for CT shift employees, shift premiums need to be reported as usual.
- For Overtime-Exempt Salary employees (Grade Level 12 and above), time administrators do not need to take any action. These employees will be paid as usual in the system.

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<sup>1</sup> If an exempt employee does not have leave available, the time administrator should call Human Resources for guidance before docking pay.

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**Non-Critical Employees who are normally scheduled and are instructed by their supervisor to report to work during a modification, or to work remotely, and did work:**

- For Regular Hourly employees and 1585 Temporary employees, time administrators should code them as regular hours for all hours worked. The HR/Payroll system will calculate any necessary overtime. Employees also receive equivalent time off at a later date.
- For CT and Overtime-Eligible Salary employees (Grade Level 11 and below), time administrators do not need to take any action. Employees will receive equivalent time off at a later date. If the employees work beyond their normally scheduled hours, time administrators should code those hours as “Additional Hours Worked.”
- For Overtime-Exempt Salary employees (Grade Level 12 and above), time administrators do not need to take any action. These employees will be paid as usual in the system, and they will also receive equivalent time off at a later date.

**Non-Critical Employees who are normally scheduled and are instructed by their supervisor to report to work or to work remotely during the modification, and did not will be required to use accumulated time from their bank, either vacation or personal leave<sup>2</sup>. For regular hourly employees, time administrators should code any hours worked that day as time worked and hours not worked as vacation or personal time.**

**Non-Critical Employees who are normally scheduled, but do not receive instruction from their supervisor and do report to work:**

- For Regular Hourly employees and 1585 Temporary employees, time administrators should code them as regular hours for all hours worked. The HR-Payroll system will calculate any necessary overtime. Employees also receive equivalent time off at a later date.
- For CT and Overtime-Eligible Salary employees (Grade Level 11 and below), time administrators do not need to take any action. Employees will receive equivalent time off at a later date. If the employee worked beyond the employee’s normally scheduled hours, time administrators should code those hours as “Additional Hours Worked.”
- For Overtime-Exempt Salary employees (Grade Level 12 and above), time administrators do not need to take any action. These employees will be paid as usual in the system, and they will also receive equivalent time off at a later date.

**Non-Critical Employees who are normally scheduled but do not receive instruction from their supervisor and do not report to work will be required to use accumulated time from their bank, either vacation or personal leave<sup>2</sup>. For regular hourly employees, time administrators should code any hours worked that day as time worked and hours not worked as vacation or personal time.**

**Miscellaneous:**

Employees must be pre-approved to work remotely.

On-Call employees and Student employees will be paid for hours actually worked. These employees are not entitled to equivalent time off.

For employees who had previously scheduled time off prior to the modification (i.e., vacation or personal time), time administrators should record this time as previously requested and approved. Employees

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<sup>2</sup> In an exempt employee does not have leave available, the time administrator should call Human Resources for guidance before docking pay.

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whose normal days off come during the modification are not entitled to equivalent time off or additional pay.

Employees, who were requested by their supervisor to answer work phone calls at home, even if they received no phone calls, are entitled to be paid for the hours they were expected to be available to answer phones, plus equivalent time off at a later date. This applies to other sporadic work that an employee was requested to do.

Questions on how to properly record and enter time into the HR/Payroll system should be directed to the Payroll Office at 517-355-5010 or [payroll@msu.edu](mailto:payroll@msu.edu).

Questions about university policies and rules should be directed to the Office of Employee Relations at 517-353-5510 or [hr.er@hr.msu.edu](mailto:hr.er@hr.msu.edu)

### **TOOLKIT**

#### **PRE-EVENT PLANNING TOOLS:**

##### Checklist for Supervisors/Unit Administrators:

- Know the critical functions/services in your department's Business Continuity Plan (BCP)
- Notify all faculty, staff and student employees of the critical functions/services in your department and who is responsible for each one
- Ensure that employees who are required to report to work have access to the building in which they are required to work during a modification, even if the building is closed to the public or locked
- Notify non-critical employees of their responsibilities during modified or curtailed operations
  - Encourage working remotely to the fullest extent possible
  - Ensure employees have clear instructions as to the work they should be doing and the tools necessary to work remotely
  - Communicate with employees in advance so they know what is required
- Designate employees to maintain basic continuity of operations remotely for your department even if your department does not provide critical functions/services
- Review your departmental BCP communication plan to be used in the event of a modification or curtailment of normal operations/services
  - During staff meetings, new employee on-boarding programs, planning new departmental events, yearly evaluations, etc.
  - If you know something is coming that may cause the University to modify or curtail operations, remind your employees of the procedures you have in place for such events
- Obtain contact information from your employees (faculty, staff and student employees)
- Provide all employees with a copy of your department's BCP
- Provide employees your contact information
- Remind employees of your communication plan when/if you know of something that might cause the University to modify or curtail operations
- Notify variable-shift employees when and if they are to report if the University re-opens in the middle of a work schedule

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- Know the contact information for individuals making deliveries or attending meetings or appointments and for others scheduled to come to campus
- Request service from IPF Telecommunication Systems to review departmental phones and options that are available.
- Change your office voicemail from home and transfer your office phone to your cell phone, if necessary <http://ipf.msu.edu/services/emergency-resources-toolkit.html>
- Monitor msu.edu for the most up-to-date information when emergency conditions arise
- Sign-up for MSU Alert ([www.alert.msu.edu](http://www.alert.msu.edu))
- “Like” the MSU Facebook page or Twitter account

#### Checklist for Faculty, Staff and Student Employees:

- Know your department’s critical functions/services and who is responsible for each one
- Know the communication plan for your department if the University declares a modification or curtailment of normal operations
- Ensure you have the necessary tools to work remotely, if so required by your supervisor
- Know how to contact your immediate supervisor or unit administrator
- If you know something is coming that may cause the University to modify or curtail operations, contact your immediate supervisor to receive instruction about your responsibilities
- Provide your contact information to your immediate supervisor or unit administrator
- Know how to change your office voicemail from home and/or transfer your office phone to your cell phone, if necessary <http://ipf.msu.edu/services/emergency-resources-toolkit.html>
- Know how to contact your supervisor/unit administrator to find out when and if you are to report if you are a variable shift employee and the University re-opens in the middle of a work schedule
- Know the contact information for individuals making deliveries or attending meetings or appointments and for others scheduled to come to campus
- Monitor msu.edu for the most up-to-date information when emergency conditions arise
- Sign-up for MSU Alert ([www.alert.msu.edu](http://www.alert.msu.edu))
- “Like” the MSU Facebook page or Twitter account

Remember – it is the responsibility of the administrators in every MSU department to:

- identify the critical functions/services that must be maintained during a modification or curtailment of normal operations in their departments
- identify and inform employees that support critical functions or services
- have a communication plan in place for all faculty, staff and student employees in their departments
- know what procedures to follow if the University declares a modification or curtailment of normal operations

If you have additional questions relating to modified operations and maintaining critical services/functions, please contact the Office of Employee Relations at 517-353-5510.