

# UF CEMP Support Group Annex: Employee Group

## Lead Representatives

Health Affairs  
Human Resources Services

## Supporting Departments

Baby Gator  
Employee Assistance Program  
Environmental Health & Safety  
Institute of Food and Agricultural Sciences (HR Satellite  
Offices)  
Physical Plant Division (HR Satellite Office)  
Health Science Center (HR Satellite Office)  
UF Health

## External Partners

Shands Health Care

## I. Introduction

### A. Purpose

This Support Group Annex to the University of Florida (UF) Comprehensive Emergency Management Plan (CEMP) establishes actions UF departments must take in support of coordinating and executing emergency management activities that address employee support services required during or after an emergency or disaster. This includes maintaining normal/daily operational support services and providing any additional support services needed as a result of the emergency or disaster.

### B. Scope

This Support Group Annex to the University's CEMP identifies actions for activation, initial response, ongoing response, and recovery operations for lead and supporting departments in the Employee Group and external partners that may support the Employee Group during an emergency or disaster. This Support Group Annex is an integral component of the CEMP, and as such, shall be implemented as a standard operating guide for UF departments supporting the emergency management activities from within the University EOC. This Support Group Annex supports activities described in the CEMP Base Plan but does not supersede the Base Plan. Actions described in this Support Annex can be applied to any disaster or emergency at UF; actions outlined in the Incident Action Plan (IAP), created during the emergency response, will describe additional details of the response depending on the specifics of the incident.

In order to streamline coordination with external agencies, this Support Group Annex is intended to be consistent with the State of Florida CEMP, the Alachua County CEMP, and federal and higher education standards for emergency management

This Support Group Annex applies to all UF departments assigned herein, with coordination from other departments at UF as well as external partners. This Support Group specifically describes activities that fall within the employee support operations of the University.

## **II. Organization**

### **A. Emergency Management Structure**

The Department assigned as the lead representative in this Support Group Annex will provide a representative to serve in the Emergency Operations Center (EOC). This representative will coordinate tasks detailed in this Support Group Annex and contact additional resources to perform tasks as necessary. The Employee Group representative in the EOC will report on the status of the Employee Group tasks to the Emergency Management Group, on a regular basis and as required.

The Employee Group reports directly to the Emergency Management Group under the EOC organizational Chart. The Emergency Management Group will work with all Support Groups to ensure appropriate tasking and response actions take place. The Employee Group will pursue response actions according to this Annex and as directed by the Emergency Management Group, which reports directly to the University Administrator filled by the Assistant Vice President for Public and Environmental Safety or designee. The Assistant Vice President for Public and Environmental Safety will serve as a liaison between the EOC and the Policy Group, and will relay Policy Group decisions to the Support Groups represented in the EOC as necessary.

### **B. Coordination with other support groups**

Through the Employee Group representative in the EOC, the Employee Group will coordinate with all other Support Groups that have been activated to respond. The Emergency Management Group will serve as the coordination point for all Support Groups in the EOC. However, Support Groups may coordinate directly with other Support Groups as necessary, as long as they keep the Emergency Management Group informed on actions performed and the status of the response and related tasks for their respective group.

## **III. Concept of Operations**

### **A. General**

The Employee Group is responsible for supporting employees throughout an emergency or disaster and providing employees with resources they may need to respond and recover. This Support Group applies to all UF employees, but may be scaled to account for particular sectors of employees, depending on who has been affected by the emergency. In general, all tasks related to supporting employees during and after a disaster will come through the Employee Group. The Employee Group will work with other Support Groups as necessary to perform actions and tasks associated with ensuring that employees are supported with appropriate services and resources during and after a disaster. This may include continuing day-to-day support operations or enhancing services and/or operations as a result of the emergency.

This Support Group Annex describes the main tasks that the Employee Group will perform during the response to and recovery from an emergency. The Primary Tasks, and Actions associated with completing those tasks, are detailed in the remainder of this Support Group Annex. This Support Group Annex is designed to serve as a guide for Employee Group response and recovery tasks and should remain flexible and scalable depending on the incident. Response and recovery tasks are not limited to those described in this Support Group Annex, as additional Employee Group tasks may arise as a result of the specifics of the emergency at hand.

## **B. Primary Tasks**

The primary tasks coordinated by the Employee Group in an emergency include:

1. Facilitate employee safety during and after the emergency.
2. Account for employees following an emergency.
3. Coordinate with the Public Information Group on communications with employees regarding emergency information and situation updates.
4. Communicate with employees regarding mass care and post-emergency needs and services. Provide guidance on available housing and shelter resources.
5. Continue essential business functions for employees, such as payroll and benefits.
6. Provide counseling and other behavioral health services to employees, including the Employee Assistance Program.
7. Implement leave policies and procedures associated with the emergency such as a University closing.
8. Coordinate with satellite human resources offices within the University of Florida on the provision of employee support services, including for facilities and centers located off-campus.

Each task, its associated actions, and departmental responsibilities are described in the next section.

## **IV. Actions and Responsibilities**

The following tables detail steps that need to be taken to complete the major tasks associated with supporting employees during and after an emergency. The tables assign these steps to lead and supporting departments assigned to the Employee Group.

<b>Task #1: Facilitate employee safety during and after the emergency.</b>	
<b>Initial Response Actions</b>	
<b>Actions</b>	<b>Responsible Department(s)</b>
Work with EH&S (and other appropriate subject matter experts) and impacted units to determine	Human Resources Services (in coordination with the Public Safety Group)

anticipated or actual workplace safety issues for employees.	
Provide information to employees regarding the incident, preparedness/response actions, and associated safety issues.	Human Resources Services (in coordination with Public Information Group)
<b>Ongoing Response Actions</b>	
<b>Actions</b>	<b>Responsible Department(s)</b>
Evaluate and address ongoing safety issues with impacted units and EH&S (and other appropriate subject matter experts).	Human Resources Services (in coordination with the Public Safety Group)
Communicate safety issues resulting from the emergency with employees, especially those employees performing roles in response to the emergency or outside their normal job responsibilities.	Human Resources Services (in coordination with Public Information Group)
<b>Recovery Actions</b>	
<b>Actions</b>	<b>Responsible Department(s)</b>
Evaluate and maintain safe working environments and conditions for employees, especially for units in damaged buildings or areas and employees performing recovery work.	Human Resources Services (in coordination with the Public Safety Group and Facilities Group)

<b>Task #2: Account for employees following an emergency.</b>	
<b>Initial Response Actions</b>	
<b>Actions</b>	<b>Responsible Department(s)</b>
Coordinate with departments and colleges on accounting for employees at the unit level or establish a University-wide accountability system, such as the Red Cross Safe and Well Program.	Human Resources Services
<b>Ongoing Response Actions</b>	
<b>Actions</b>	<b>Responsible Department(s)</b>
Communicate with employees (and with concerned family members) the need to contact UF if a University-wide accountability system has been established.	Human Resources Services (in coordination with Public Information Group)
Attempt to contact employees not accounted for, especially those in areas impacted by the emergency.	Human Resources Services

Recovery Actions	
Actions	Responsible Department(s)
Follow UF policies for addressing employees missing, injured, or killed as a result of the emergency.	Human Resources Group

**Task #3: Coordinate with the Public Information Group on communications with employees regarding emergency information and situation updates.**

Initial Response Actions	
Actions	Responsible Department(s)
Issue regular information updates for employees.	Human Resources Services (in coordination with Public Information Group)
If technology is not available, communicate with employees via word-of-mouth through HRS staff and by employing low-tech methods such as flyers, meetings, and information booths.	Human Resources Services (in coordination with Public Information Group)

**Ongoing Response Actions**

Actions	Responsible Department(s)
Communicate regularly with employees through available methods regarding the emergency, including the status of campus and University operations.	Human Resources Services (in coordination with Public Information Group)
Coordinate with Shands HealthCare on shared employee issues regarding the operations of UF Health and communicate as needed.	Human Resources Services Shands HealthCare UF Health

**Recovery Actions**

Actions	Responsible Department(s)
Consider establishing/activating a call center in coordination with University Relations for information requests.	Human Resources Services (in coordination with Public Information Group)
Consider staffing information stations around campus for employees to obtain information regarding the incident and offer other services such as charging stations and accountability check-in.	Human Resources Services (in coordination with the Student Group)

**Task #4: Communicate with employees regarding mass care and post-emergency needs and services. Provide guidance on available housing and shelter resources.**

Initial Response Actions	
Actions	Responsible Department(s)

Communicate with employees regarding emergency preparedness actions.	Human Resources Services
Serve as a conduit of information from the University EOC to employees regarding mass care resources and services available both within the University and locally.	Human Resources Services (in coordination with Public Information Group)
<b>Ongoing Response Actions</b>	
<b>Actions</b>	<b>Responsible Department(s)</b>
Provide outreach and or resources as necessary for employees impacted by the emergency, including information about shelters.	Human Resources Services (in coordination with Public Information Group)
<b>Recovery Actions</b>	
<b>Actions</b>	<b>Responsible Department(s)</b>
Assist employees with work recovery needs such as behavioral health resources, leave issues and other resources.	Human Resource Services

<b>Task #5: Continue essential business functions for employees, such as payroll and benefits.</b>	
<b>Initial Response Actions</b>	
<b>Actions</b>	<b>Responsible Department(s)</b>
Implement existing procedures, including alternate methods, to continue payroll operations for employees.	Human Resources Services (in coordination with Business Services Group)
Communicate with employee benefits providers regarding any disruption or alternate provision of services.	Human Resources Services
<b>Ongoing Response Actions</b>	
<b>Actions</b>	<b>Responsible Department(s)</b>
Serve as an information resource for employee questions regarding payroll, benefits, and other employee services impacted by the emergency.	Human Resources Services
<b>Recovery Actions</b>	
<b>Actions</b>	<b>Responsible Department(s)</b>

Return employee services, including payroll and benefits, to normal operating conditions. Communicate with employees any disruptions or changes.	Human Resources Services
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**Task #6: Provide counseling and other behavioral health services to employees, including the Employee Assistance Program.**

Initial Response Actions	
Actions	Responsible Department(s)
Offer behavioral health services to employees, including the Employee Assistance Program.	Human Resources Services
Communicate with employees regarding services available, including off-site employees.	Human Resources Services (in coordination with Public Information Group)
Ongoing Response Actions	
Actions	Responsible Department(s)
Increase behavioral health services as needed, especially for employees impacted by the emergency.	Human Resources Services (in coordination with Health Group)
Recovery Actions	
Actions	Responsible Department(s)
Organize department visits if specific departments have been impacted by the emergency. Implement individual programs if needed.	Human Resources Services (in coordination with Health Group)
Facilitate follow-up care with employees impacted by the emergency, if necessary.	Human Resources Services

**Task #7: Implement leave policies and procedures associated with the emergency such as a University closing.**

Initial Response Actions	
Actions	Responsible Department(s)
Provide information to the University community regarding time reporting and leave procedures for closures and other impacts.	Human Resources Services

Coordinate leave issues with off-site facilities in areas impacted by an emergency. (Generally, off-site UF facilities will follow the operating schedule of local governments in their area.)	Human Resources Services IFAS (HR Satellite Office)
<b>Ongoing Response Actions</b>	
<b>Actions</b>	<b>Responsible Department(s)</b>
Provide information and consultation for employees and departments regarding mission- essential positions, overtime, administrative leave and other issues resulting from the emergency.	Human Resources Services
<b>Recovery Actions</b>	
<b>Actions</b>	<b>Responsible Department(s)</b>
Implement and communicate University decisions regarding leave and other work policies for schedules impacted by the emergency.	Human Resources Services

<b>Task #8: Coordinate with satellite human resources offices within the University of Florida on provision of employee support services, including for facilities and centers located off-campus.</b>	
<b>Initial Response Actions</b>	
<b>Actions</b>	<b>Responsible Department(s)</b>
Communicate with off-campus facilities impacted by the emergency regarding employee services and needs.	Human Resources Services
<b>Ongoing Response Actions</b>	
<b>Actions</b>	<b>Responsible Department(s)</b>
Maintain communications with impacted, off-site facilities and implement any required employee services.	Human Resources Services
<b>Recovery Actions</b>	
<b>Actions</b>	<b>Responsible Department(s)</b>
Coordinate with off-site facilities recovering from an emergency and provide any needed employee services including Employee Assistance Program.	Human Resources Services

## V. References

- Guidelines for Administrative Leave for Off Campus Locations, Human Resource Services
- Official Emergency Closing Policy, Human Resource Services