Division of Reproductive Sciences

University of Alberta Hazard Response Wiki

Operational Continuity Plans > Faculty of Medicine and Dentistry > OBGYN

Division of Reproductive Sciences

WORKBOOK FOR CONTINUITY PLANNING

Department Information

Name of Faculty, Department and Sub Unit, or Portfolio, Division, Program: Medicine and Dentistry, Department of Obstetrics and Gynecology, Division of Reproductive Sciences

Number of Staff (headcount, approximation is OK)

1. Full-time: 14
2. Part-time: 1
3. Student-Staff: 15

Mailing Address

Location(s) of Offices, Facilities (note buildings only): HERITAGE MEDICAL RESEARCH CENTRE

The Department of Obstetrics & Gynecology in the Faculty of Medicine & Dentistry at the University of Alberta is committed to excellence in fetal and women's reproductive health through leadership and scholarship in education, in illness prevention and clinical care, and in fundamental and applied research. - See more at: http://obgyn.med.ualberta.ca/AboutUs/Overview/Pages/default.aspx#sthash.

Continuity Planning Team:

Identify the people that will put this plan together and who would be required to respond during a operational continuity incident. Delete or add rows as necessary.
These are the people who will activate this plan as needed. Activating the plan is as simple as:
1. Document what services are non functional.
2. Follow the processes below to restore them.
3. Document the results.

<table>
<thead>
<tr>
<th>Key University Personnel</th>
<th>Position/Title</th>
<th>Work Phone</th>
<th>Cell Phone</th>
<th>E-mail</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jeannine A. Flores Bastidas</td>
<td>Research Administrator</td>
<td>780-492-2765</td>
<td>780-991-9276</td>
<td><a href="mailto:jeannine.flores@ualberta.ca">jeannine.flores@ualberta.ca</a></td>
</tr>
<tr>
<td>Audrey Lei Lin</td>
<td>Research Administrator</td>
<td>780-492-8560</td>
<td></td>
<td><a href="mailto:resadmin@ualberta.ca">resadmin@ualberta.ca</a></td>
</tr>
<tr>
<td>Jude Morton</td>
<td>Research Associate</td>
<td>780-492-6582</td>
<td></td>
<td><a href="mailto:jude.morton@ualberta.ca">jude.morton@ualberta.ca</a></td>
</tr>
<tr>
<td>Sheena Fang</td>
<td>Research Associate</td>
<td>780-492-0029</td>
<td></td>
<td><a href="mailto:fangxin@ualberta.ca">fangxin@ualberta.ca</a></td>
</tr>
<tr>
<td>Martina Makova</td>
<td>Research Associate</td>
<td>780-492-2590</td>
<td></td>
<td><a href="mailto:mackova@ualberta.ca">mackova@ualberta.ca</a></td>
</tr>
</tbody>
</table>

Identification of Functions and Critical Services.

Identification of Interdependencies

1. **Step 1** – Identify your Unit’s major functions/services.
2. **Step 2** – Prioritize (rank) your critical services.
3. **Step 3** – List key interdependencies between faculties, departments, units and major suppliers

**IDENTIFY YOUR SERVICES:**

If you have done this before in previous years, please copy and paste any information that still applies.

The first column on the left below asks you to list your unit’s major services/functions. The third column is to note the key dependency your faculty/department may have on another department in order to deliver your critical service. Focus on critical services and functions only.
<table>
<thead>
<tr>
<th>YOUR FACULTY OR DEPARTMENT'S MAJOR SERVICES/FUNCTIONS</th>
<th>Prioritize/Rank as Critical Service/Function</th>
<th>Identify any Interdependence on other Faculty/Departments/Units/Managers/Suppliers. The reason for this is to ensure that you have a copy of their plan</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pickup of Hazardous Waste</td>
<td>2</td>
<td>Edmonton waste Management Site</td>
</tr>
<tr>
<td></td>
<td>1</td>
<td></td>
</tr>
<tr>
<td></td>
<td>4</td>
<td></td>
</tr>
<tr>
<td></td>
<td>1</td>
<td></td>
</tr>
<tr>
<td></td>
<td>5</td>
<td></td>
</tr>
<tr>
<td></td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Operations Lab Inspections</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Biosafety Cabinets</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Guidance on listing your services/functions**

Remain Focused and Think Big Picture. Prioritize your critical services and functions, remaining focused on maintaining the University’s core services during an outage or disaster. Analyzing and developing pre-plans in the event of a disaster or major outage will assist us during the chaotic first stage of a major unplanned event; guide us through recovery and resumption of our core services.

- If there is a reason that your service/function must be recovered immediately e.g. regulatory requirement, include that in the critical prioritization.
- The University’s priorities are:
  - The physical health, safety, security and welfare of students, faculty and staff on or off campus and the well-being of contractors, renters, residents and visitors related to University operations;
  - The continuity of essential services on the main campus and essential support for remote campus locations including:
    - learning/teaching and related student services
    - patient care services
    - research programs and activities
    - essential administrative services (regulatory compliance, pay, benefits, leave, student financial aid, student records)
    - supply management
    - security and preservation of University facilities, equipment, collections, libraries and archives
    - prevention of harm to the environment.
    - The capacity to communicate with internal and external audiences, in a timely, accurate, and comprehensive manner
    - The maintenance of effective partnerships with key external agencies contributing value to the community, in keeping with the University’s vision mission and values and preservation of reputation.
Determining: Maximum Acceptable Downtime (MAD) & Recovery Time Objective (RTO) for your Critical Service

In the table below, list your critical services you identified and prioritized already. List them in priority order starting with the most important.

The MAD is the time that service can be down before negative consequences occur. Put an X in the box that applies for each service.

The recovery time objective (RTO) is the how quickly you would like ot have the service up and running again, and should be a shorter time period than the MAD. Identify that time in hours or days. If it is different from time to time throughout the year (if you have peak busy periods), then it's totally fine to put an X in both boxes, or to add detail by identifying which time periods have different MADs.

<table>
<thead>
<tr>
<th>Critical Service</th>
<th>MAD</th>
<th>0-8 hours</th>
<th>9-24 hours</th>
<th>1-3 days</th>
<th>4-14 days</th>
<th>15-30 days</th>
<th>30+ days</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Emergency Response</td>
<td></td>
<td></td>
<td>X</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2. Pickup of Hazardous Waste</td>
<td></td>
<td></td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td>X</td>
</tr>
<tr>
<td>10. Operations Lab Inspections</td>
<td></td>
<td></td>
<td>X</td>
<td></td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td>11. Biosafety Cabinets</td>
<td></td>
<td></td>
<td></td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>12. Operations/Administration</td>
<td></td>
<td></td>
<td></td>
<td>X</td>
<td></td>
<td></td>
<td>X</td>
</tr>
</tbody>
</table>

Determining Resource Dependencies

In the table below, list your critical services you identified and prioritized already. For each critical service, put an X under each supply that the service is dependent on.

<table>
<thead>
<tr>
<th>RESOURCES</th>
<th>Office Space</th>
<th>Classroom Space</th>
<th>Laboratory Space</th>
<th>Telephones</th>
<th>Network Access</th>
</tr>
</thead>
<tbody>
<tr>
<td>Critical Service</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Emergency Response</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Pickup of Hazardous Waste</td>
<td>X</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>X</td>
<td>X</td>
<td>X</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Buildings your current resources occupy</td>
<td>Services you provide and clients you support that are dependent</td>
<td>Quantity of the resource you have now</td>
<td>Pre-identified backup or process to replace it (if one exists)</td>
<td></td>
</tr>
<tr>
<td>-----------------------</td>
<td>----------------------------------------</td>
<td>---------------------------------------------------------------</td>
<td>--------------------------------------</td>
<td>---------------------------------------------------------------</td>
<td></td>
</tr>
<tr>
<td><strong>Office Space</strong></td>
<td>HMRC 220</td>
<td>Administration</td>
<td>Desks and Chairs for 2</td>
<td>Work from home</td>
<td></td>
</tr>
<tr>
<td><strong>Laboratory Space</strong></td>
<td>HMRC 227-232</td>
<td>Labs research and analysis</td>
<td>freezers and biosafety cabinets</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Telephones</td>
<td></td>
<td></td>
<td>at least 6 lines</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Computers and network access</td>
<td></td>
<td></td>
<td>We use 12 computers and printers. We have access to the server provided by Med IT</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Equipment &amp; Vehicles</td>
<td></td>
<td></td>
<td>We use ( ) freezers, ( ) biosafety cabinets,........ (4) printers</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Vendors</td>
<td></td>
<td></td>
<td>Suppliers such as IBM, Praxair, etc without whom</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Where you have identified resource-dependencies for Critical Services, identify which specific resources you are currently using for the Critical Services. If there are identified backups, identify them here. Where you have identified specific resources you are dependent on, identify them below by specific number or by capacity. **NOTE: DO NOT LIST THE NAMES OR LOCATIONS OF BUILDINGS OR SITES THAT ARE SECRET OR SENSITIVE.**
<table>
<thead>
<tr>
<th>Staff</th>
<th>Numbers of staff and specialized training they require (e.g., 17 certified peace officers or 3 radiation safety technicians, etc.)</th>
<th>Can you cross-train staff to cover for each other?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Off campus sites</td>
<td>Is this an international or a Canadian site? How large is it? What services does it include?</td>
<td></td>
</tr>
</tbody>
</table>

**Determining providers for resources**

**Office Space**
To find new office space: **CONTACT:**
Faculty and Department to see if there is space available.
For on-campus space, contact the office of the architect 780-248-1434 and
For off-campus space, contact Real Estate services, 780-492-4164
Call the Office of Emergency Management, 780-498-2663

**Classroom Space**
To find new classroom space: **CONTACT:**
Faculty and Department to see if there is space available.
For on-campus space, contact the office of the architect 780-248-1434 and Exams and Time Tabling at 780-492-5221
For off-campus space, contact Real Estate services, 780-492-4164
Call the Office of Emergency Management, 780-498-2663

**Laboratory Space**
To find new laboratory space: **CONTACT:**
Faculty and Department to see if there is space available.
For on-campus space, contact the office of the architect 780-248-1434 and Exams and Time Tabling at 780-492-5221
Call the Office of Emergency Management, 780-498-2663

**Clinic Space**
To find new clinic space, **CONTACT:**
Any contacts you may have at AHS
For off-campus space, contact Real Estate services, 780-492-4164
Call the Office of Emergency Management, 780-498-2663

Telephones:
Temporary services could be:
Use cell-phones
Use the Google Call service in Gmail
To restore phone service: CONTACT
On-campus: Telecom at 780-492-3422
Off-campus: 611

Computers and Network Access:
Check whether wi-fi and 3G devices are working
Tether 3G devices
To restore Computer and Network Access and resources, CONTACT:
IST 780-492-9400 (after-hours 780-492-3982.)

Even if your system is not an IST system.
Create a Google Doc to store passwords and login information that will be needed to restore your service. Store passwords for sites like GoDaddy, Facebook, and other systems such servers, etc. that your department depends on. There is no need to do this for CCID or any other IST managed passwords. Don’t forget your voicemail passwords and combination locks combinations, etc.

Equipment & Vehicles
To procure vehicles, CONTACT:
Vehicle Pool at 780.492.1920
Private vehicle rental companies
Call the Office of Emergency Management, 780-498-2663

To procure equipment, CONTACT:
Previous vendors if you have a direct relationship with them.
Other vendors you know of who provide the service.
U of A Supply Management Services 780.492.4668
SMS can assist you with purchase orders, advise on emergency purchases, or refer to other suppliers.
Call the Office of Emergency Management, 780-498-2663

Utilities
If you are missing utilities, CONTACT:
Contact Facilities and Operations at Control Centre – 780 492-4855
Call the Office of Emergency Management, 780-498-2663

Vendors
You must have a copy of a critical vendor’s business continuity or operational continuity plan, or at least written assurance that they have one! Attach those to this document. If this fails, follow any other relevant procedures in this plan. If that is not applicable, call the Office of Emergency Management, 780-498-2663

Staff
Attach any job descriptions for any critical staff to this document.
To get staff replaced, CONTACT:
Friends and research partners.
Faculty and Department administration
Your HR consultant 780-492-4555
Interim Staffing Solutions at 780-492-4605
The Office of Emergency Management 780-498-2663
Be sure to enter staff absence information into Peoplesoft as quickly as possible. This allows the University to detect and respond to institutional threats to our HR resources.

Off-campus Sites
To replace off-campus sites, CONTACT:
If this site is international, contact UAI
For off-campus Canadian sites,
Contact nearby colleagues if you are aware of some.
Contact Real Estate services, 780-492-4164
Call the Office of Emergency Management, 780-498-2663
If these support networks are unable to get you what you need before the MAD expires, you have a secondary effect that will require mitigation.
Your first step is to contact the Office of Emergency Management, 24/7, at: 780-492-0037
If you are unable to plan for the failure of your backup, or if a backup is not available, your best course of action is contact the Office of Emergency Management at 780-492-0037 Continuity Planning

Communication Methods
Attach a staff list to this plan. If this contains information that is not on people’s business cards, it is personal info and this page needs to be secured. Contact the Office of Emergency Management to make this happen.

Who will communicate with next level up in the org chart?
WHO will communicate:
TO WHOM will they communicate:
HOW will they communicate:
WHEN will they communicate:
Consider e-mail, voice calls, in-person ‘runners’, requesting help from University Relations.

Who will communicate with internal staff, and how?
WHO will communicate:
HOW will they communicate:
WHEN will the communicate:
Consider e-mail, voice calls, in-person ‘runners’, requesting help from University Relations.

Who will communicate with suppliers?
WHO will communicate:
HOW will they communicate:
WHEN will the communicate:
Consider e-mail, voice calls, faxes, in-person ‘runners’, alterations to office voicemails, requesting help from University Relations.

Who will communicate with clients?
WHO will communicate:
HOW will they communicate:
WHEN will the communicate:
Consider e-mail, voice calls, faxes, in-person ‘runners’, alterations to office voicemails, requesting help from University Relations.

Who will communicate with students, and how?
WHO will communicate:
HOW will they communicate:
WHEN will the communicate:
Consider e-mail, voice calls, alterations to office voicemails, e-mail lists, requesting help from University Relations.

Who will communicate with the media, and how?
Only University Relations
WHO will contact University Relations:
Consider e-mail, voice calls, faxes, in-person ‘runners’, alterations to office voicemails.

Plan Dissemination
How was this plan shared? Document here HOW the plan was shared and with WHO, WHEN.