

**Minnesota State University, Mankato
Office of Human Resources**

Pandemic Emergency Plan
(DRAFT)

Last updated October 2009

CONTENTS

I. Pre-Pandemic Planning Requirements.....	3
II. Human Resources Internal Plan.....	4
III. Campus Wide Emergency Personnel Policies and Procedures	10
IV. Attachment A: <i>HR Emergency Payroll Coverage Calling Tree</i>	15

I. Pre-Pandemic Plan Requirements

- A.** Post to web all completed Human Resources Pandemic Plan policies and procedures (Ongoing)
- B.** Create a back up main HR web page, to be posted immediately upon notification of incident (Ongoing)
 - 1. Includes links to government and other applicable web sites including CDC, MNSCU, MMB, EAP, Red Cross, MN Admin, MDH etc.
 - 2. Prepared space for important notifications and local contact information
- C.** Create On-line timesheet (Completed)
- D.** Set up at home computer systems for HR staff as necessary (Ongoing)
 - 1. Test all equipment
 - 2. Test payroll entry on home systems
- E.** Identify any possible campus wide personnel/staffing issues in advance (Ongoing)
 - 1. Obtain updated lists from each department of pre-identified essential employees that will most likely be working in the event of a pandemic
 - 2. Obtain updated lists from each department of pre-identified employees that will most likely not be working in the event of a pandemic
- F.** Train supervisors and employees on HR Procedures (To be completed)
 - 1. Train supervisors on recording and tracking employees working/not working
 - 2. Train employees on on-line submission of timesheets
- G.** Obtain all State Pandemic Plan procedures applicable to Human Resources and Minnesota State Mankato employees and update current local plan (To be completed)
- H.** Review and update HR plan annually (Ongoing)

II. Human Resources Internal Plan for Continuation of Services

A. Internal HR Communications – Information and Methods

1. Upon notification of situation, Director will notify all HR staff via applicable communication methods available
 - a) Notify all HR employees via face to face or phone
 - b) Notify all HR student employees via face to face or phone
 - c) Additionally notify all HR employees and HR student employees via email
 - d) If employee has not been contacted prior to determined start time, and no prearranged instructions have been provided, the employee is responsible for checking in by 8:00 am each morning by whatever means available.
2. HR Staff Contact List
 - a) Responsible person – Wendy Schuller
 - b) HR Staff contact list is located on the Mavdisk server, in the Human Resources shared folder, titled HR Staff Contact Info
 - c) When off campus HR staff can access the Mavdisk server, and the Human Resources shared folder through their VPN client established on their home computer
3. HR Student Employee Contact List
 - a) Responsible person – Wendy Schuller
 - b) HR student contact list is located on the Mavdisk server, in the Human Resources shared folder, titled Student Contact Info
 - c) When off campus HR staff can access the Mavdisk server, and the Human Resources shared folder through their VPN client established on their home computer
4. Succession in absence of Director
 - a) Assistant Director – Unclassified Staffing
 - b) Assistant Director – Classified Staffing
5. In the absence of the above, HR staff should contact Carol Stallkamp, of the President's Office; Phone: 507-389-1111; Email: carol.stallkamp@mnsu.edu. In her absence, staff should follow university and statewide Pandemic Procedures.

B. Identified Essential Functions - Essential functions (EF) continuing to be performed in the event of the institution closing

1. EF 1: Process Payroll
2. EF 2: Respond to campus regarding campus wide staffing procedures
3. EF 3: Respond to campus regarding:
 - a) Leave issues (LWO, Paid Absences, Pre planned leaves etc.)
 - b) Continuation of benefits
 - c) FMLA, Workers' Compensation
 - d) Mandates/orders passed down from MnSCU and State levels
 - e) Specific employee issues
 - f) Contract issues regarding work schedules, leave, compliance with contracts, etc
 - g) Any unforeseen issues that may arise
4. EF 4: Provide means to keep campus informed
 - a) Ensure all necessary HR tools/mechanisms are available to employees: (On-line Timesheets, critical/time sensitive updates to web page etc.)
 - b) Ensure system access available and working for HR staff working from home
5. At the discretion of the Human Resources Director, all Human Resource functions not specified above are deemed non-essential functions (NEF) and will be suspended for the duration of emergency

C. Identified HR Staff for Performance of HR Essential Functions

1. EF 1: JoAnn Scholtz; process payroll - *See Attachment A: "Human Resources Emergency Payroll Coverage, Calling Tree"*
 - a) Back up: Diane Roggow
 - b) Back up: Sue Ehlers
 - c) Back up: Colleen Isaacs
 - d) Back up: Jane Lebert
 - e) Back up: DeeAnn Snaza
2. EF 2: Director, Classified & Unclassified Assistant Directors

3. EF 3: Staff responsible for respective areas in responding to campus:
 - a) Therese Mullins, and/or Classified & Unclassified Assistant Directors (*Leave Issues etc.*)
 - b) Therese Mullins, Wendy Schuller (*Continuation of benefits*)
 - c) Diane Roggow (*FMLA, Workers' Compensation*)
 - d) Director, may be related by other HR staff (*Mandates/orders passed down...*)
 - e) Respective HR Staff (*Specific employee issues*)
 - f) Classified & Unclassified Assistant Directors (*Contract issues regarding work schedules, leave, compliance with contracts, etc.*)
 - g) Respective HR Staff (*Any unforeseen issues that may arise*)
4. EF 4: Deborah Anderson
 - a) Back up: IT Services
 - b) Back up: Gary Urban (?)
5. Other HR Staff can perform duties from home (assigned as necessary)
 - a) Jill Frederickson- Kratzke
 - b) Lu Ann Struck

D. Cross-training and Implementation - Identification of needs for cross-training and its implementation to continue providing services in the event primary HR personnel are absent

1. Cross-training
 - a) Diane Roggow is cross-trained to process payroll, Ongoing
 - b) Wendy Schuller is cross-trained in benefits, Ongoing
 - c) DeeAnn Snaza, Brittany Adrian, Jane Lebert are cross-trained for managing classified and unclassified issues, Ongoing
2. Work Out of Class
 - a) In the event that it becomes necessary for those in a lower classification to take over the duties of a higher classification they will be placed in a work out of class position
 - b) Work out of class pay will be administered according to the appropriate rules within the Commissioner's Plan
 - c) It may be necessary for the work out of class to be back dated after the emergency has terminated

E. Continuation of Services – Internal processes

1. Scheduling and Staffing of Human Resources Office
 - a) Alternative Work Schedules - Should systems infrastructure become overloaded implement staggered work hours
 - (1) Keying payroll can occur any time during established hours of SEMA4 operations

(2) All other HR functions can occur as directed

b) Some HR employees may be on call 24/7 - determined by need

2. Leave and Absences of HR Staff

- a) Employees identified as essential to the continued operation of the office, will be required to perform their duties as assigned
- b) Leave should be used according to the applicable collective bargaining agreement or personnel plan
- c) Essential employees are expected to inform the Director if they are unable to report to work or perform their duties as assigned
- d) Any unauthorized absences among HR essential employees will be handled upon return to duty

e) If required review all previously approved time off for HR staff for the purpose of rescinding paid leave requests based on business necessity – (follow bargaining agreement/personnel plans and statewide pandemic procedures)

f) Ensure those in the line-of-succession have access to all pre-approved leave schedules of HR staff

3. Work Locations for HR Staff

a) Unless otherwise directed, work may be performed on campus in the Human Resources office

b) Telecommuting for HR staff (as directed)

(1) Forward all office phones to home phones

(2) Type of equipment and internet access available to each HR employee at home

NAME	COMPUTER	INTERNET	NEEDS (MSU Supply)
Ehlers		DSL	
Anderson	HP (2g RAM)	DSL	
Lebert			
Scholtz			
Isaacs			Consider
Mullins	None		Consider
Roggow			
Kratzke	None		
Schuller			
Snaza			
Struck	None		
Adrian			

(3) Equipment needs for HR employees to perform essential functions away from the workplace

NAME	NEEDS (Supplied by MSU)
Ehlers	
Anderson	
Lebert	

Scholtz	
Isaacs	
Mullins	
Roggow	
Kratzke	
Schuller	
Snaza	
Struck	
Adrian	

(4) Third-party vendors critical to essential functions
(Internet Provider for HR Staff working from home)

Service Provider	Contact Information

(5) Schedule for testing operations from off campus

NAME	Tentative Dates for In Home Trials
Ehlers	
Anderson	
Lebert	
Scholtz	
Isaacs	
Mullins	
Roggow	
Kratzke	
Schuller	
Snaza	Tested - successful
Struck	
Adrian	

4. Payroll Processing By HR – Tools and Methods (To be followed unless directed otherwise)

- a) Tools to allow processing of payroll
 - (1) On-line timekeeping submission
 - (2) Minnesota State Mankato email accounts for HR staff
- b) Methods to perform data entry of payroll
 - (1) Payroll processing will utilize on-line timekeeping submission with user completion and submission directly from internet
 - (2) Alternative method for employees without computer/internet
 - (a) Employee will contact supervisor with hours worked
 - (i) Supervisor may submit each employee's hours via on-line submission
 - (ii) Supervisor may submit employees' hours by phone to appropriate payroll staff

(b) If no worked hours are received, either by email or phone

(i) Assumption of 0 hours worked will be keyed

(ii) HR will utilize any/all available leave balances for compensation or leave without pay as directed by MnSCU and/or DOER

F. Recovery

1. Resume regular working hours
2. Return employees to regular work locations
3. Continue to provide essential functions
4. Identify and prioritize any critical and non critical HR issues existing from emergency operation status
5. Address and conclude, in order of above listed priority, issues directly or indirectly resulting from emergency operation status
6. Identify non-essential functions to be restored in order of priority, defined by timeliness being critical to outcome
 - a) ???
 - b) ???
 - c) Leave requests
 - d) Report requests
 - e) Orientations
 - f) Tracking incoming paperwork
 - g) Tuition waiver
 - h) Retirement planning
7. Begin providing non-essential functions as workloads permit
8. Resume normal operating procedures as workloads permit

III. Campus Wide Personnel Procedures During Emergency

A. Methods for Communication of Policy to Campus Employees

1. Policies and procedures applicable to Minnesota State Mankato Employees will be mandated by other state agencies, including but not limited to, MnSCU and the Department of Employee Relations
2. Upon notification of situation, HR will work in conjunction with other applicable departments/divisions to disseminate information
2. Methods of Communication may include
 - a) Internet (Minnesota State Mankato's web pages) Post all applicable information on web pages
 - a) Faculty/Staff announce (available via MavMail account)
 - b) Establish 800#, hotline (including automated messages)
 - c) Disseminate information via radio and other media
 - d) Utilize phone, email and any other communication means necessary and/or available

B. Employee/Supervisor Responsibilities for Continuation of Payroll

Methods for external constituents to permit continuation of Human Resources essential functions

1. Human Resources notifies campus per recommended methods of operational procedures. Sample Notice:

<p>To All Department:</p> <p>URGENT:</p> <p>As you know at this time, we are operating under restricted operational procedures. Employees have been directed by _____ to _____ and may or may not be attending work during their regularly scheduled duty hours and location.</p> <p>So that we can continue to insure all faculty and staff are compensated and remain in pay status, it is imperative that you keep us informed on a daily basis of employees who are working and not working.</p> <p>Please complete and submit the "Worksheet for Tracking Employees" available on our web site at: http://www.mnsu.edu/huamnres/</p> <p>If you experience problems or have questions, please contact Human Resources via phone (507-389-2015) or email (lu.struck@mnsu.edu).</p> <p><i>DRAFT DRAFT DRAFT</i></p>

- d) Employees shall return to regular work locations, when possible, unless otherwise informed by their supervisor
- e) If an employee is absent due to illness, injury, or exposure to contagious disease, supervisors must notify HR's FMLA coordinator
 - (1) The FMLA coordinator or the supervisor should verbally inform the employee that a Fitness for Duty Certification will be required
 - (2) The FMLA coordinator will mail the employee (and supervisor) an FMLA memo including written notification that he/she is required to provide a Fitness for Duty Certification from his/her health care provider before or immediately upon returning to work
 - (3) The employee shall not be allowed to return to work until he/she provides Fitness for Duty Certification
 - (4) Exposure to contagious disease qualifies for sick leave but does not qualify as a serious health condition under the FMLA
 - (5) In the event an employee is exposed to a contagious disease, it may be advisable to send the employee an FMLA notice immediately in case the employee does become ill

2. Paid Leave

- a) Supervisors may deny requests to use paid leave or rescind previously approved/scheduled paid leave in the event of a business necessity (must follow bargaining agreement or personnel plans and statewide pandemic procedures for denying/rescinding leave)
- b) Provide notice as soon as possible that a potential staffing shortage may require that the employee report to work
- c) Supervisor shall notify the FMLA coordinator when an employee is absent due to illness/injury or that of his/her spouse, child, or parent
- d) Prior to denying a request to use paid leave or rescinding previously approved paid leave, the supervisor should attempt to staff the unit or project through other available means (i.e., seek available staff to perform the work)
- e) For rescission of an employee's leave which is already in progress supervisors should follow Statewide Pandemic Procedure guidelines and requirements and furthermore shall be reasonably based upon the employee's ability to report to work (ex: unreasonable to require an employee who is out of the country to report to work)

- f) The supervisor should speak directly to the employee by phone or via e-mail and discuss reasonable expectations for returning to work based on the situation (e.g., travel time and ability, physical fitness, childcare availability, etc.)
- g) Rescission of paid leave should be confirmed in writing

3. Leave Accrual

- a) Should the need for an employee to work result in the employee going beyond the maximum annual leave accrual amount, the Appointing Authority may submit a recommendation to Human Resources that the employee be allowed to carryover annual leave
- b) The employee should submit a written request for carryover of annual leave to the supervisor
- c) The supervisor will determine whether to approve and will send a written response with a deadline, if practicable, for reducing the balance to the appropriate level
- d) Should rescission of compensatory time off occur, the Appointing Authority may submit a recommendation to Human Resources that the employee be allowed to carryover accrued compensatory time with option to pay off excess comp time per the applicable bargaining agreement/personnel plan and available funding from the university

C. Campus Wide Staffing Procedures for Absent Employees

- 1. Departments responsible for self identifying need for temporary staffing
- 2. Temporary Workers - In the event of a shortage of employees due to illness or other reasons that prevent employees from reporting to work, outside agencies may be contacted to access pools of workers
 - a) Departments should work with HR to hire temporary workers, being sure to follow any/ all directives from MnSCU and/or DOER
 - b) Utilize internal employees where available
 - c) Background checks – If required
 - (1) Background checks can be submitted and processed electronically (may reduce amount of turn-a-round time)
 - (2) Depending on the type of background check, cost may be significantly higher
 - d) Agency contacts for hiring temporary workers
 - (1) Office Support Services (Internal)(507) 389-1399

- (2) Jeane Thorne (507) 625-8800
 - (a) Office Administrative
 - (b) Accounting/Financial
 - (c) Customer Service/Call Center
 - (d) Data Entry/Clerical

- (3) Labor Ready(507) 344-0600
 - (a) Clean-up/Building & Grounds
 - (b) General Maintenance
 - (c) Shipping/Loading
 - (d) Construction

- (4) Manpower(507) 345-4201
 - (a) Staffing for all positions
 - (b) Temporary
 - (c) Long term, and short-term

- (5) Workforce Center(507) 389-6723
 - (a) Specializing in employment for displaced and unemployed workers
 - (b) Temporary,
 - (c) Long term, and short-term

- (6) Doherty Staffing.....(507) 387-5009
 - (a) Specializing in temporary staffing for all positions

- (7) Productive Alternatives.....(507) 385-1728
 - (a) Specializing in staffing for all positions
 - (b) Temporary,
 - (c) Long-term, and short-term

Last Rev 10/09

ATTACHMENT A

Human Resources Emergency Payroll Coverage

Calling Tree for Payroll Week – SEMA4 Processing

Level of Support	Name	Home Phone	Cell Phone	Notes:
1 ST	JoAnn Scholtz			
2 ND	Diane Roggow			Training Opportunity or Utilize JoAnn, Sue & Colleen for: <ul style="list-style-type: none"> • Code timesheets (JoAnn to create standard process, exceptions, list of codes) • Run SCUPPS Report #3080 – Gross Adjust Roster (JoAnn has procedures) • Sit and go through with JoAnn prior to December 5, 2008 - DONE
3 RD	Sue Ehlers			Training Opportunity or Utilize JoAnn & Colleen for: <ul style="list-style-type: none"> • Refresh on unclassified payroll – Shadow JoAnn - Ongoing
4 TH	Colleen Isaacs			Need security access – call JoAnn or Diane
5 TH	Jane Lebert			Training Opportunity or Utilize JoAnn, Sue & Colleen for: <ul style="list-style-type: none"> ▪ All procedures – Gain an overview as would partner with Sue & Colleen – Bi-annually Jane will schedule a time to sit with JoAnn ▪ Jane will learn the overview; however, Colleen & Sue would be available to manage the process.
6 TH	DeeAnn Snaza			Utilize JoAnn, Sue & Colleen