

Designation of critical services support personnel

General

Staffing During a Campus Closure

The following guidance is provided to assist managers in identifying those staff that are required to maintain essential functions during a campus-wide emergency. Each phase of an emergency should be considered when evaluating essential job functions. Not everyone is needed at once, or continually. Certain roles such as those of police, medical and facilities management are most necessary during the initial phase of an emergency. Critical services support personnel involved with computing, finance, payroll and others may have time specific roles that would require them to be on campus at different times. Use this document to guide the development and designation of critical services support for your department.

1. An employee designated as critical services support is one whose job functions are vital to the operation of the facility, whose presence is required regardless of the existence of emergency conditions, and whose absence from duty could endanger the safety and well-being of the campus population, jeopardize essential functions or physical plant. If a position/function has been designated as critical services support, this means, in the event of an institutional emergency, that position has been determined to be critical to the support and recovery of the University. Employees are to be notified in writing of their designation as critical services support.
2. Irrespective of University status, employees must make individual decisions about whether to travel between home and the university or between the university and home based on local conditions. Employees who cannot travel must notify their supervisors as soon as possible. Critical services support personnel are expected to be present at work during a campus closure. If unable to report to campus, they are expected to contact their supervisors.
3. During a temporary campus closure, only critical service support personnel will be allowed access to assigned locations of critical operations. **Having more staff than necessary on campus during an emergency increases the complexity of response and recovery operations.**
4. During the recovery effort, work priorities will be assigned by the on-site supervisor, according to the needs of the campus.
5. In the event of a catastrophic event, the University reserves the right to call in anyone of its employees (including those not designated as critical services support personnel).

Designation of critical services support personnel

The following positions have been identified as critical services support personnel who may be called upon to remain or arrive on campus to respond to a closure, disaster or other disruption or who may have the authority to designate support staff in their departments as critical services support to serve in an emergency:

- Chancellor
- Associate Chancellor/Chief of Staff
- All Vice Chancellors
- All members of the Emergency Policy Group
- All members of the Emergency Operations Center
- Public Safety Personnel
- All staff of Continuity & Emergency Services
- Librarian & Assoc. Librarian
- Provosts of the Six Colleges
- Resident Deans
- Registrar
- Designated staff from Housing and Dining
- Public Safety Personnel
- Designated staff from Environment, Health & Safety
- Student Health Services Staff
- Parking & Transportation Staff
- Designated staff from Office of Students with Disabilities
- Counseling and Psychological Services Staff
- Faculty and Staff Assistance Program Staff
- Senior Facilities Management/Auxiliary Services
- Campus Veterinarian
- Animal Care Staff

Emergency Access ID Cards

In the event an emergency occurs that requires the university to close completely or close for instruction, there will be a need for critical services support personnel to access the campus.

Only critical services support personnel will be allowed access to campus during a declared emergency or temporary campus closure, and will be required to remain in areas restricted by the campus closure. Critical services support personnel will be required to wear a visible UC San Diego picture identification with the red “E” designating emergency access while on university property.

The University ID displays a red “E” designating emergency access if the home department has authorized the designation for the employee; and if the Campus Card Request form has been initialed by the Director or Manager, Office of Continuity & Emergency Services.

Frequently Asked Questions about Critical Services Support Personnel and Emergency Management

1. What does it mean to be designated as “critical services support personnel” at UCSD?

An employee designated as critical services support personnel is one who has job functions that have been identified as critical to the operation of the facility, whose presence is required regardless of the existence of emergency conditions, and whose absence from duty could endanger the safety and well-being of the campus population, jeopardize essential functions and/or physical plant. If your job function has been designated as critical / essential, this means that, in the event of an institutional emergency, your position has been determined to be critical to the support and recovery of the University. ***If you are directed to report to work just before, during or after a disruption / disaster or any other form of emergency, you are obligated to comply.***

2. Who decides if I am designated as “critical services support personnel”?

Campus Senior Leadership is responsible to identify critical functions within their respective areas and critical services support personnel needed to carry out these functions.

3. If my home department has not designated me as “critical services support personnel” can I still come to campus and do my work.

During a temporary campus closure, only critical service support personnel will be allowed access to assigned locations of critical operations. . Keep in mind that during an emergency closure the campus will want to maintain essential functions, and this requires critical services support personnel, only. **Having more staff than necessary adds to the stress during the emergency and increases the danger on campus.**

4. If my home department has not designated me as “critical services support personnel” will I be compensated during the emergency?

At the discretion of the Chancellor, leave without pay may be granted when the University elects to curtail its operations due to the occurrence of emergency situations that adversely affect normal University operations. Up to three days of curtailment leave shall be considered time on pay status for the purpose of accruing vacation credits and sick leave.

An employee may elect to substitute accrued vacation and/or compensatory time off (if eligible) for leave without pay. For the purposes of curtailment leave, employees with insufficient vacation accrual balances may use up to three days of vacation credits prior to their actual accrual.

Critical services support personnel not tasked with reporting to the Campus will be compensated in accordance with the above.

5. If I do not report to work when expected, what would be the consequences?

Critical services support personnel are expected to be present at work. If you are unable to report to the Campus you must contact your supervisor.

Critical services support personnel, who do not report to work will not be compensated.

Failure to fulfill your responsibilities as a designated critical services support personnel may result in disciplinary action up to and including dismissal.

6. As an employee designated as critical services support personnel, if I use public transportation to come to work every day and the rail and buses are not operating, am I expected to report to work if called?

Yes, critical services support personnel are expected to be present at work. If you are unable to report to

Frequently Asked Questions about Critical Services Support Personnel and Emergency Management

the Campus you must contact your supervisor

7. **Would I be given time to prepare my home and make family arrangements in the event of the declaration of a campus emergency?**

Critical services support personnel that are involved in disaster / disruption preparation just before and/or staying on campus during will be given **reasonable** time prior to the general employee population to go home and prepare their home and families. As much advance notice as the situation permits will be provided.

8. **What is the number to call to be informed about the latest University updates?**

Call (1) 888-308-UCSD (8273) for current information.

9. **To whom do I report to after a disaster / disruption?**

Report to your immediate Supervisor.

10. **What if my Supervisor is not in?**

Report to your respective Department Director.

11. **What are the priorities once we come to work?**

Priorities are assigned by the on-site supervisor, according to the needs of the Campus.

12. **Are we expected to work extra hours before, during and/or after a disaster / disruption?**

Yes, if needed. Your supervisory chain will determine the need for extra hours based on the local situation and the determined urgency to be back into full operations.

13. **If I am required to be on the job during a disaster / disruption, can I bring my family?**

Unfortunately the answer is no, liability insurance restrictions are very clear that only employees are allowed on campus. If you feel your family is not prepared to for the disaster / disruption at home, we recommend you make other arrangements with family, friends or other agencies such as Red Cross Shelters.

14. **Can I leave my car in campus parking?**

- **No:** During a temporary campus closure, only critical services support personnel will be allowed access to assigned locations of critical operations. All others will be restricted from access to campus. **Parking on campus will not be permitted or provided for non-Emergency Access Personnel.**
- **Yes:** If the Emergency Policy Group closes the University or closes to instruction, and you are on campus because you were required to be on campus and designated critical services support personnel, then the answer is yes...No special permit will be required.
- When the Emergency Policy Group has activated the Emergency Operations Center (EOC) but the Chancellor has not closed the campus, the Director of Parking and Transportation will issue Temporary Emergency Services Parking passes for Emergency Operations Center staff. These Temporary Permits will be valid in all areas of the University except reserved parking. The Director of Emergency Services will have the authority to approve requests for the EOC permits and communicate the approval to the Director of Parking and Transportation.

Frequently Asked Questions about Critical Services Support Personnel and Emergency Management

15. Where can I find information that will help ensure I am optimally prepared for an emergency?

From any Blink page you can type “emergency” in the search box. Select the “Campuswide Emergencies” website as a starting point and follow any of the accompanying links to a variety of information on preparedness including the local, state and federal agencies that can help.

16. What about non-Emergency Access personnel, can they be required to come in?

Yes, in the event of a catastrophic event, the University reserves the right to call in anyone of its employees.

17. How will the University verify that you reported to your essential duties?

When you report to your supervisor, he/she accounts for your presence. It will be reflected on your time sheet.

18. Will an employee be designated as “critical services support personnel” as long as he/she is with the University?

Yes, as long as the employee holds a position designated as critical services support personnel and the position is not changed, then he/she would remain designated as critical services support personnel. The position is what determines the critical services support personnel designation.

19. What steps have been taken by the University to be prepared to provide for personnel while on duty during an emergency?

The university has a Campuswide [Emergency Operations Plan](#). The Emergency Operations Plan divides UCSD's physical environment into thirteen (13) emergency response regions. Each region follows college boundaries or clusters of buildings where possible. A master [map](#) (PDF) showing each of the 10 regions located on the main campus is attached to this document. SIO is Region 11, the Medical Center located in Hillcrest is Region 12, and all other outlying UCSD facilities are grouped as Region 13. Additionally, specific regional maps have been developed on which the following information is provided:

Designated Assembly Areas – Large, open areas designated as common assembly points safely away from buildings and other potential hazards.

Supply Containers – Fourteen sites contain permanently stored medical supplies, hazardous spill cleanup materials, search and rescue equipment, etc., in 8' x 10' metal cargo containers. Keys reside with Campus Police and emergency response staff.

20. If an employee gets hurt or harmed during a declared emergency on their way to work, who is responsible?

Just as with any other workday. It is the responsibility of the individual, not the University.

21. If County Public Schools are closed, can we bring our children to work?

Unfortunately the answer is no, liability insurance restrictions are very clear that only employees are allowed on campus. If you feel your family is not prepared for the disaster / disruption at home, we recommend you make other arrangements with family, friends or other agencies such as Red Cross Shelters.