



# HARVARD

## Campus Services

### Emergency Response & Staffing

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Harvard is a residential university and its teaching and research continues despite inclement weather or other events that may disrupt routine activities. Moreover, because of the nature of the University's work and the complexity of its operations, there are certain essential services that Campus Service (CS) groups must provide regardless of the weather or other circumstances. Accordingly, CS Service Groups will operate under this policy to ensure that proper staff levels are maintained during severe weather and other emergency conditions.

Each Service Unit manager shall review the services for which he or she is responsible and develop appropriate contingency plans and establish the necessary staffing under various emergency conditions. It is understood that the nature of any emergency may alter specific staffing needs, but the following guidelines should be used for planning purposes.

For the purposes of this policy, employees in the CS Service Groups are defined as follows:

- *Critical Operations Personnel:*  
Those employees directly engaged in the supply of utilities services, operation of building systems, safety, transportation, communications, dining, and other emergency response services, such as snow removal and flood control. Those employees required to provide operations support or to sustain operations by providing equipment maintenance, technical direction, materials supply, or other support services.
- *Non-Critical Personnel:*  
All other Campus Services staff in administration and technical support.

There may be department-specific instances where this staffing model fluctuates, so employees should maintain close communication with their supervisors.

If an employee is not sure of their critical designation, he/she must contact their supervisor immediately. In addition, supervisors should try and make sure their employees are aware of their essential/critical designation. ***Examples of critical job functions are those that directly support campus operations, physical resources, life safety, health services, public safety and emergency response, and dining services.***

Under certain conditions, CS Service Groups may excuse some employees from their work to achieve a reasonable balance between the needs of the University and their personal necessities. Depending on specific circumstances, critical and non-critical personnel may be excused from their duties if an emergency condition is present. In these cases, you will be directed of such a decision by your supervisor.

If an employee is scheduled to work and determines that a personal emergency situation exists which prevents him or her from working, the Service Group will consider excusing the employee for reasonable periods, provided the needs of the operation are properly maintained. All requests for leave shall be directed to the appropriate manager. In such cases where an employee is excused from work at his or her request, he or she may use vacation or personal time, to the extent available, or will receive no pay for the scheduled hours not worked.