



CRISIS RESPONSE PLAN FOR MANAGING CAMPUS CRITICAL INCIDENTS

Updated August 2006

**Master Crisis Plan for UMBC:
Supercedes all other plans.**

Table of Contents

Definitions	5
Crisis Protocols	6
Categories of Emergency Response, Communication	7
Crisis Management Team	8
Crisis Response Communication Center (CRCC)	9
Crisis Response Issues – Victim Services	11
On Campus Death Notifications (Student and Staff)	12
Victim/Witness Processing Requirements	13
Counseling Response to Trauma.....	13
Crisis Response - Infrastructure	14
Hazardous Materials.....	14
Building Evacuation.....	16
Fire and Explosion.....	16
Bomb Threats.....	18
Natural or Public Disaster	22
Hurricane Alert	24
Hurricane Watch	24
Hurricane Warning.....	24
➤ Pre-Emergency Decision	24
➤ Initial Emergency Decision.....	24
➤ Hurricane Imminent to Area: Campus may be affected .	25
➤ Post Hurricane Assessment.....	25
Community Health Issues	28
Exposure to Communicable Diseases.....	29
Role of Administrators:	
Director of University Health Services.....	30
Assistant Vice President of Residential Life	30
Associate Vice President for Administration & Finance.....	30
Information Coordination for All Crisis Response Situations	31
Director of News and Online Information	31
➤ Campus-wide E-mail	32
➤ Campus-wide Voice-mail	32
➤ Posted or Faxed Notices in Residence Facilities	32
Campus Radio Station	33
Hazardous Condition Protocol	34
Crisis Recovery Council	34
Appendix	
Appendix A – Crisis Management Team Members.....	35

Introduction

UMBC is a community involving large numbers of individuals in a complex living/learning environment. The ability to effectively respond to an emergency or traumatic experience and bring the situation to a suitable conclusion is the responsibility of UMBC management and staff.

This Crisis Response Plan provides a structure and protocols to follow when dealing with a traumatic experience or emergency response. The plan is divided by the type of trauma or emergency. Specific information regarding the university's response to an outbreak of pandemic flu or other serious health outbreak is available, but is not part of this document. Other than a pandemic outbreak, this plan will address most conceivable emergency and traumatic incidents.

A traumatic experience is an event in which an individual experiences or witnesses an actual serious injury or death. When traumatic events occur in the university environment, crisis situations may create serious disruption to the campus environment.

Emergencies are unplanned events that can cause trauma, disrupt university operations, cause physical or environmental damage, or threaten the facility's financial standing or public image. Obviously, numerous events can be categorized as emergencies.

For access to the Pandemic Flu Plan, please refer to the UMBC web, or to the Student Affairs site in Blackboard.

Definitions

Each crisis is unique. Priority must be given to those events that tend to disrupt or prevent UMBC from meeting its mission, or that may have wide-ranging or long lasting effects. The following list is not all-inclusive, but represents those situations that could result in implementation of the UMBC Crisis Response Plan.

Accidental Deaths	Fires or Explosions
Bomb Threats	Physical Plant System Failures
Civil Disturbances	Suicide/Suicide Threats
Community Health Issues	Violent Crimes/Criminal Behavior
Construction Accidents	Weather and other Natural Disasters
Exposure to Hazardous Material	(Pre and Post Event)

OBJECTIVES OF ALL CRISIS PLANS

Managing any crisis requires coordinating university resources to meet the following objectives:

- Attend to victims of both direct and indirect consequences of critical incidents.
- Minimize any adverse psychological or cultural impact.
- Provide maximum preparation to reduce the potential for injury or damage.
- Reassure the campus community and general public by providing factual and timely information.
- Reduce the severity and duration of indirect trauma to the campus community.
- Evaluate the university's response to an actual crisis and revise this plan, as needed.

Crisis Protocols

- Initial notification of an incident should be made to the University Police Department by calling (410) 455-5555. Depending on the situation, police may respond first to the crisis, and then activate the notification protocol. The Chief of Police will automatically be notified.
- In addition to responding to the crisis, the University Police will notify the Vice President for Student Affairs, who may activate the Crisis Management Team.
- The University Police will notify the Vice President for Administration and Finance who will notify the University President and Provost or designee.
- The Vice President for Student Affairs will be responsible for facilitating notification of the student body.
- The Director of News and On-Line Information will be notified. The Director will be responsible for all media inquiries and official statements relating to the emergency.
- If a possible criminal act, the person who discovers or reports the incident should not disturb anything at the scene of the incident (unless to save a life or administer emergency care to the injured).
- The University President, Vice President for Administration and Finance and the Vice President for Student Affairs, or their representatives are authorized to assemble the Crisis Management Team, which will be chaired by the Vice President for Student Affairs and the Chief of Police or their respective designees.
- An action plan is determined, protecting life first, then property.
- Essential employees will be notified of their responsibilities during the emergency and will be called upon to report immediately.

Categories of Emergency Response

- **Category 1** – A minor department or building incident that can be resolved by the responding service unit. This may result in calling in personnel and notifying the department where the problem occurred. (*Example*: Physical Plant responds to a broken water pipe)
- **Category 2** – A department or building incident that can be resolved with existing University resources or limited outside help. A Level 2 incident is usually a one-dimensional event that has a limited duration, and little impact to the campus community beyond those using the space/building in which it occurred. (*Example*: Minor chemical or fuel oil spills, building loss of heat or electricity for several hours, or a minor fire confined to a room and not involving hazardous chemicals.)
- **Category 3** – Emergencies that are primarily people rather than infrastructure focused. In particular, many student issues can become quite complex because of varied institutional and student support responses that must be coordinated. (*Example*: Assaults, sexual assaults, contagious medical conditions).
- **Category 4** – A major emergency that impacts a sizable portion of the campus and/or outside community. Level 4 emergencies may be single or multi-hazard situations, and requiring considerable coordination both within and outside the University. Level 4 emergencies include imminent events on campus, or in the general community that may develop into a major University crisis or a full disaster. (*Example*: Heating failure, extended power outage, severe storms, major fire, contagious disease outbreak, or domestic water contamination).
- **Category 5** – A catastrophic emergency event involving the entire campus and surrounding community. Immediate resolution if the disaster, which is usually multi-hazard, is beyond the emergency response capabilities of campus and local resources. (*Example*: Earthquake or major hurricane which would require State and Federal assistance, pandemic flu outbreak in Baltimore region).

Shared Information/Community Outreach

Timely notification to the President's Council on the nature and extent of a crisis affecting the campus is imperative to facilitate the exchange of accurate information about the crisis and to initiate recovery efforts to restore routine University functions. Outreach to the Staff Senates will provide timely accurate information on the status of the crisis, and provide an important communications link between the organizations and those responsible for resolving the crisis and restoring the University to routine operations. Supporting the administration's efforts to provide timely information to all members of the campus community to reduce rumors is crucial. The level of communication to appropriate parties will be managed by the Crisis Management Team.

Crisis Management Team

Since each crisis is unique, a Crisis Management Team (CMT) approach will be implemented. The role of each member will vary depending on the situation. The role of the CMT is to bring together university and outside resources necessary to respond to a crisis. Members will identify all resources needed, and delegate responsibility for coordinating those resources for long or short-term crisis. A CMT *may include* representatives from the following campus departments and divisions depending on the scope of the crisis:

- Vice President for Student Affairs, Co-Chair
- Chief of Police – Co-Chair
- Assistant to Vice President for Student Affairs, Chief of Staff
- Assistant Vice Provost, Undergraduate Education
- Director, Physical Plant
- Director, Communication Services
- Director, Environmental Safety and Health
- Associate Director, Internal Communication/Institutional Advancement

Others may be called to serve on the team depending on the nature of the crisis or emergency. The following persons may assist the CMT:

- Director, Counseling Center
- Assistant Vice Presidents for Student Affairs for Residential Education
- Assistant Vice Presidents for Student Affairs for Housing Operations
- Assistant Vice Presidents for Student Affairs for Student Life
- Director, University Health Services
- Director, Counseling Services
- Executive Director, The Commons
- Director, Off-Campus Student Services
- Director, Office of Information Technology Infrastructure and Support
- Manager, Environmental Safety and Health
- Sodexo representative

Others may be added as the situation dictates. The General Counsel will be notified in all incidents that result in a loss of life on campus, or an incident of mass destruction.

The Crisis Management Executive Council (CMEC) will be called upon to oversee and assist the Crisis Management Team with managing any campus-based crisis. Members of this Council include:

- Vice President for Student Affairs, Co-Chair

- Chief of Police – Co-Chair
- Vice President for Administration & Finance
- Associate Vice President, Administration and Finance
- Director, Physical Plant
- Associate Vice President, Marketing and Public Relations
- Assistant to the Vice President for Student Affairs, Chief of Staff

In all instances, appropriate consultation will take place with any and all affected administrative personnel who will be involved as the situation requires.

Activation of Crisis Management Team

In all instances where safety and security issues are involved, the Chief of University Police, or a designee will serve as situation or incident coordinator. In all incidents, where damage is limited to University infrastructure and buildings the Director of Physical Plant will serve as the situation coordinator. When the CMT is activated the following process will be followed:

- Identify the Crisis (Purpose of implementation)
- Formulate a plan of action
- Identify anticipated resources needed to implement the plan
- Assign responsibilities – dependent upon the nature of the situation – to coordinate needed responses/resources.

Crisis Response Communication Center (CRCC)

The UMBC Police Department Conference Room is designated as the primary control point for coordination and handling of the University's response to emergencies occurring on campus. The Office of Environmental Safety and Health Manager will coordinate CRCC operations. Affected departments will assign a representative from their respective organizations to coordinate communications with the CRCC. The center is also equipped with a data-line and cable television access. All department emergency response equipment will initially stage at the CRCC. The equipment will then be escorted, or directed to other locations on campus when needed.

The Manager of Environmental Safety and Health is also the contact point for weather emergencies and has access to a NOAA weather emergency-based system that provides 24/7 updates on any weather-related situations which requires monitoring,

Dedicated telephone lines are available in the CRCC that can be used to publicize information or gather information. A Police Communication's Operator, with assistance from other university staff, will manage the telephones and other emergency communications equipment in the CRCC. The telephone number is (410) 455-8800 (ext. 8800 on campus). Telephone calls to ext. 8800 will provide the caller with an open line search to ext. 8805 if extension 8800 is busy.

An Emergency Operations Center (EOC) or strategic planning and evaluation location should be identified away from the CRCC and the incident scene for status briefings. This concept should also be used for discussions relating to policy decisions. Location to be identified by the Chair of the CMT.

EOC representatives of major functional disciplines within the University including any University System of Maryland representatives will have access to the EOC. UMBC representatives are those who have administrative oversight of the resources needed to respond to the crisis on the campus.

Individual Department Crisis Plan

- Identify and monitor potential safety and accident problems within their functional areas.
- Take necessary actions to remedy the problem whether through notification to appropriate authority; if known, or to Environmental Safety and Health.
- Have the responsibility for ensuring that emergency planning is accomplished in their functional areas.
- Provide appropriate emergency preparedness training for their personnel.
- Individual plans should be submitted through the appropriate Vice President and forwarded to Environmental Safety and Health for review and coordination with the University's Crisis Response Plan.

Crisis Response – Victim Services

Critical Incident Stress Debriefing Team - When there is the potential for direct or indirect psychological trauma to members of the campus community, the **Critical Incident Stress Debriefing Team** concept will be implemented by the Director of the Counseling Center. Through the Counseling Center, the following actions will be taken:

- Coordinate all victim assistance on campus, at home, or at hospital
- Assist and communicate with victim's significant others (Parents, spouse, etc.).
- Provide on-going counseling or health services
- Assist with academic issues (e.g., books, missed classes, schedule adjustments, etc.)
- Communicate and coordinate with external agencies (e.g., Rape Crisis Center, Red Cross, etc.), if necessary.
- Assist with memorial or other arrangements following a death.
- Work with the Office of Residential Life and Academic Affairs to monitor the impact of the incident on community living and academic advancement at the university.
- Conduct Stress Reduction Debriefings for crisis workers and volunteers within 24 – 72 hours after exposure to the incident.

Death Notifications

STUDENT OR STAFF MEMBER OCCURRING ON CAMPUS

In the event of death of a staff person occurring on campus, the Situation Coordinator will be the Director of the Counseling Center (or Vice President of Student Affairs designee). In the event of death of a student occurring on campus, the Situation Coordinator will be named by the Vice President for Student Affairs. In both cases, the Situation Coordinator will:

- Obtain all personal information on the deceased using the resources of the Human Resources Department, Registrar's Office, and the Police Department.
- If the deceased is a student, coordinate all notifications with the VP for Student Affairs and the AVP of Residential Life, in the case of a resident student.
- If the deceased is a staff member, coordinate all notifications with the Vice President for Administration and Finance.
- Follow protocol outlined in the Victim Response section.
- Decide how the family of any victimized or deceased student is to be notified and by whom (dependent upon distances involved, this should preferably be done in person; the police will be available to assist);
- Notify other Student Affairs Division Administrators/Departments as appropriate;
- Notify the Registrar and appropriate faculty to update institutional records;
- Notify appropriate faculty if the incident will affect class attendance of any involved student(s);
- Notify the Office of Campus Ministries (who can provide pastoral support to victims/others affected);
- Assist in the arrangements for transportation to any deceased's funeral service as well as the arrangements for any on-campus memorial service.
- Provide the family with the name and telephone number of an institutional contact person whom they might call upon for assistance at any hour;
- Ensure that any questions posed by the family are answered or that someone calls them back with necessary information.
- Obtain details regarding the family's intentions to come to campus and, if applicable, their wishes regarding the removal of the deceased's belongings;
- Assign a personal representative/escort for the family while they are on campus; assist in the preparation of information to be released to the media/University community (in collaboration with the Director of News and Online Information and Chief of Police).

Victim/Witness Processing Requirements

The Director of the Counseling Center in coordination with the Director of University Health Services will designate a facility to accommodate victim/witness services away from the incident. (This should be referred to as a quiet area.) During a crisis, the facility should be secure from the media and on-lookers. However, the location must be publicized so victims and witnesses will know where to go for help. The facility should have a contact list with information for various victim/witness resources, such as the National Organization for Victim Assistance and internal or outside resources that may be accessed as needed.

Other Issues to Consider: Counseling Response to Trauma

For prolonged or life threatening crises, counseling should be available for campus workers, police and emergency personnel, and possibly CMT personnel for critical incident defusing and debriefing resulting from secondary traumatic effects. This counseling may require a response from outside mental health personnel. Other conditions include:

- Consideration for multi-lingual needs.
- Staff meetings to eliminate rumors.
- Specialized workshops to allow those who feel angry about the crisis to express their feelings.
- Deal with problems of deceased student's property i.e. lockers/desk/housing mates.
- Remove name from rosters.
- Discuss appropriateness of creating memorials.
- Assess whether families of victims want recognition of victim at graduation, ceremony, assemblies, yearbooks etc.
- Closing of mourning period.

Crisis Response - Infrastructure

In addition to crisis situations involving victimization, the nature of the crisis may impact the campus infrastructure. There are two primary contacts for these problems.

- Telecommunications Failure – During business hours contact Telecommunications, Communications Services ext. 5-3262. During non-business hours contact the Police Department who will coordinate contacting service personnel. The Director of Telecommunications, Communications Services will be the Situation Coordinator.

The Director of Physical Plant will be the situation coordinator for the following problems.

- Utility Failure – During business hours reports of power outages or the need for alternative power sources should be made to Physical Plant Work Control, ext. 5-2550. During non-business hours notify the Police Department, ext. 5-5555 who will coordinate information with the Physical Plant through the Boiler Room.
- Water and sewerage – Same as above.
- Building repairs – Same as above.
- Emergency Road Closings – Notify the Police Department, ext. 5-5555 who will provide for detour routes and coordinate with the Physical Plant for repairs if necessary.

Hazardous Materials

Environmental Safety and Health maintains information on bio hazards, hazardous waste control & disposal, hazardous waste clean up, chemical spills, radiation safety, and laboratory guidelines for handling, storing, and disposing of dangerous substances, material safety data sheet requirements, blood borne and other communicable disease guidelines and procedures. Environmental Safety and Health, ext. 5-2918, UMBC's Safety and Health Manager is responsible for developing and distributing the hazard communication program specifically designed to meet the specific requirements of OSHA standards. Environmental Safety and Health is responsible for the employee "right to know" program relating to information on hazardous materials store in your workplace.

Hazard Chemical List: *Each department must maintain a list of its hazardous chemicals and where each chemical is used for ready reference and is required to submit an updated list to Environmental Safety and Health annually.*

Faculty/Staff Responsibilities

- Consult the hazard warning wall charts and chemical list in work areas.
- Read drum and container labels.
- Know where the MSDA's are, and how to use them.
- Follow approved procedures and wear the recommended or assigned person protective equipment.
- Attend scheduled training sessions.

- Ask your supervisor or the UMBC Safety and Health Officer in the Office of Environmental Safety and Health if you have questions about Environmental Health and Safety Operating Procedures.

Building Evacuations

Residential Housing – Evacuation plans are maintained by the Office of Residential Life. Emergency evacuations are coordinated through the Police Department, ext. 5-5555. Procedures are general in nature, but provide a basic plan of action for emergencies. Procedures are in place for each housing community for egress routes. Responsibilities of Resident Assistant, Maintenance Assistant and Desk Staff Response are defined.

- If alarm sounds dial ext. 5-5555.
- After hours and on weekends the Desk Staff Member will notify the Resident Assistant (RA) on duty; Community Director on call; RA, Maintenance Assistant, and Desk Manager in that complex; MA on duty and the CD for the complex.
- Building Evacuation – Academic Area – Follow the evacuation plan posted on the respective floor of each building. If one does not exist, leave by the closest, safest exit.
- Faculty should announce where the plans are posted on the floor at the beginning of each semester to each class.
- When alarm sounds faculty and staff in building should direct students to appropriate exits.
- Students and/or office personnel should be directed to a specific location outside the building and the faculty member/staff supervisor should meet to verify everyone exited the building.
- Handicapped students/staff should go or be taken to the nearest stair landing in the building and wait on the landing. Stair landings and stairwells are checked first by the Fire Department. Notify the Police or Fire Department if a disabled individual is waiting on a stairwell or stair landing.
- As individuals evacuate any building, they should move out of the way for fire/safety responder.
- If you discover smoke or fire, pull the nearest alarm available. In the apartment's, pull the alarm box located on the exterior of the buildings. If the alarm fails to operate, warn the other occupants by knocking on doors and letting them know they need to evacuate the building.
- Telephone the UMBC Police, ext. 5-5555, and, if it's a residence hall, the desk in your building/complex. Give both individuals as much information as possible. Tell them your name, building name and location of the fire if known.

Fire and Explosion

- University Police will be immediately notified ext. 5-5555.
- Officers will be immediately dispatched and other emergency services (911) will be summoned.
- The police will secure the incident location until the on-scene police investigation is concluded and establish an evacuation perimeter if warranted (E.g. fire/explosion).

- If necessary (E.g. fire/explosion) the area should be evacuated in accordance with established evacuation plan.
- The **University Police Dispatcher/Duty Supervisor** will notify the Deputy Chief of Police, who will contact the Chief of Police.
- The **Director of Environmental Safety and Health** will be notified.
- **The Chief of Police/Deputy Chief of Police** will assess the incident/gather information to update other administrators.
- **The Chief of Police/Deputy Chief of Police** will:
 - Activate the CRCC to direct the response of external agencies and centralize all information on the incident and assist in providing information to be released to the media and University community.
 - Notify the Vice President for Administrative Affairs
 - Notify the Director of On Line and News Information
 - Environmental Safety and Health or emergency services personnel will certify it is safe to re- enter the location.

Bomb Threats

The following questions give basic instructions and preliminary guidance on what to ask a caller making a bomb threat. There are two series of questions. The first series is to solicit information related to UMBC and the callers' knowledge of the campus. The second series of questions were developed by the U. S. Treasury Department's Bureau of Alcohol Tobacco and Firearms (ATF).

QUESTIONS TO ASK

➤ UMBC DATA

1. Name of building where bomb is located
2. Location of building on campus
3. Time set to detonate
4. Location in building that should be evacuated first
5. Why are you doing this?
6. Will the bomb cause a fire?

➤ ATF BOMB CHECKLIST

- Exact time of call.
- Exact words of caller.
- When is bomb going to explode?
- Where is the bomb?
- What does it look like?
- What kind of bomb is it?
- What will cause it to explode?
- Did you place the bomb? Why?
- From where are you calling?
- What is your address?
- What is your name?

➤ CALLER'S VOICE (circle)

Calm	Disguised	Nasal	Angry	Broken
Stutter	Slow	Sincere	Lisp	Rapid
Giggling	Deep	Crying	Squeaky	Excited
Stressed	Accent Loud	Slurred	Normal	

- Is voice familiar, whom did it sound like?
- Was there any background noises?
- Remarks:

- Person receiving call:
- Telephone number call received at:
- Date:

WRITTEN BOMB THREATS

- Preserve the envelope or container
- Do not handle the note; place it in a clean envelope for police investigators
- Contact UMBC Police immediately to report the threat and turn in the document.

SUSPICIOUS PACKAGES

- Do not move it
- Any item that is unusual, out of place or abandoned should be treated with suspicion
- Notify UMBC Police

A person who encounters such conditions should immediately notify the UMBC Police Department ext. 5-5555. If a message about the package is left on UMBC voice mail, save the message by pressing *4. Threats received at off-campus locations should be reported to local or state police. While there are many variables that could impact who is notified and the order of notification, the police department will notify the following offices when appropriate:

- President's Office
- Provost Office
- Vice Presidents of Administration and Finance and Student Affairs
- Deans
- Environmental Safety and Health
- Department Chairperson, if applicable
- Director of News and Online Information
- Appropriate Federal, State Local Agencies

Coordination with law enforcement organizations external to UMBC will be handled by the University police department. For extended situations the police department conference room will be the command and control center for strategy planning and operational coordination.

Disasters (General Plan for Coordinated Actions)

- Police supervisor will briefly survey the scene and adjacent area to determine conditions and notify dispatch of:
 - Extent of personal injuries
 - Extent of damage
 - Potential hazards
 - Area affected
 - Assistance needed
- Dispatch will notify 911 for medical or fire emergency response if necessary. Dispatch will also direct emergency responding unit to a staging area for escort to the site.
- Dispatch will notify the Chief of Police, who will then notify the Vice President for Administration & Finance and the Vice President for Student Affairs of conditions.
- University Police will notify the Director, Physical Plant.
- If University facilities or utilities are involved notify the Boiler Room for coordination with the Physical Plant

In addition to the above, University Police will notify:

- Director, Environmental Safety and Health
- Director, Counseling Center
- Director, University Health Services
- Director of On-Line and News Information

The on-scene police supervisor will:

- Establish a first aid location when necessary. Medical units and rescue workers will be directed from the staging area to the first aid station to render care and coordinate efforts.
 - Establish a perimeter to secure the area.
 - Temporary morgue (if necessary) location and shelter will be identified separate from the first aid station.
 - The Police Department is responsible for identifying deceased, collecting personal property and coordinating with the Medical Examiner's officer before bodies are moved from the scene.
- Isolate any witnesses to the event for follow-up on possible causation factors.

- As soon as possible, identify witnesses by obtaining name, address, telephone number, date of birth, short comment on observation made by the witness
- As support personnel arrive, photograph the area of the damage for a preliminary record.

Natural or Public Disaster – Role of Physical Plant

Natural or public disasters occurring on or off-campus can take many forms, such as gas explosions, tornado, building collapse and leakage of dangerous substances. The scope and type of natural disaster will determine the type of crisis response and University resources required.

In the event of natural or public disasters that affect the routine operation of the University the Director of Physical Plant will:

- Designate the Assistant Director of Physical Plant as the Situation Coordinator
- Coordinate with all public utilities providing power to the University.
- Coordinate with the Director, Communications Services for resources as needed.
- Coordinate additional state or county services needed for recovery operations
- Coordinate with the Director of Environmental Safety and Health information relating to environmental health and safety.
- Identify resources needed that require emergency procurements
- Coordinate with the Police Department for resources necessary to secure the area from trespassers.
- Prepare through the Director of On-Line News and Information email and other campus notification resources, information on the disaster to include announcements to the media, surrounding community, and relatives of students on the status of the situation.
- Provide follow-up assessments of continued use of resources.
- Update information as needed to affected Vice Presidents, Provost and Chairs.

Campus Evacuation

In the event conditions require campus evacuation the Crisis Management Team will recommend to the University President the following be considered and decided:

- Area to be evacuated
- Approximate number of people involved
- Probable period of evacuation
- Temporary shelter, food and clothing, if necessary
- Transportation
- Instructions to be given to evacuees such as clothing to carry, and about securing premises
- Resources needed to prevent unauthorized access to the evacuated area
- Media announcements
- Traffic restrictions

Transportation Services for Evacuation

- In the event that campus is under a mandatory evacuation, Transportation Services may provide buses to UMBC community members who otherwise will not have access to other means of transportation.
- Buses will be available in Lot 17, across Hilltop Road near the Facilities Management Building. Buses will run various routes depending on the nature or the emergency.
- In most cases, UMBC Transit will undertake the evacuation from campus of frequent users who reside in near-campus housing complexes and homes as well as transport freshmen to remote south campus lots where those students' personally owned vehicles are located.
- UMBC Transit will refer to their internal procedures for the assignment of drivers and buses in the case of emergencies or evacuation orders

Hurricane Procedures

HURRICANE ALERT

Hurricane conditions pose a possible threat to the UMBC area for next 72 hours.

HURRICANE WATCH

Potential for hurricane conditions is good for the UMBC area for next 36 hours.

HURRICANE WARNING

Hurricane conditions are expected within the next 24 hours.

The campus may expect to receive adequate warning of a hurricane emergency due to state-of-the-art meteorological capabilities. UMBC uses the “Hurricane Phases” concept. The Office of Environment Safety and Health has access to a national weather service forecasting system that ensures the campus is notified immediately in the event of a potential weather threat.

➤ **Pre-Emergency Decision**

- Weather statements indicate a possible hurricane emergency, Special Weather Statements or Tropical Storm Advisory by the National Weather Service
- Emergency and backup equipment should be checked to verify that it is functional can withstand a power outage.
- Battery operated communications equipment should be checked and extra batteries available.

➤ **Initial Emergency Decision – Offices include: University Police, Dept. of Environmental Safety & Health and Physical Plant**

- A hurricane watch of probable storm impact or onset of heavy rains.
- Begin to make emergency related decisions.
- Identify any areas or equipment that may require moving, or securing from weather elements.
- Coordinate with other campus services that may be required for operational support.
- Be alert for weather related problems that could disrupt housing or other university functions.
- Begin evaluating early release plans.
- Monitor weather conditions and traffic conditions in surrounding areas.
- Activate CRCC.
- Make weather related campus-wide announcements, if necessary.
- Plan to activate CMT

- **Hurricane in Area Imminent: When it is determined that the areas served by the campus may be affected by a hurricane.**
 - University Police and Dept. of Environmental Safety and Health to provide report on information from Maryland Emergency Management Agency on threat of storm to area served by the university.
 - CMT to meet immediately and discuss University's readiness plans for alternate housing in place for residence students.
 - Decision on release time.
 - Identify staffing needs to respond to weather related emergencies.
 - Verify contact numbers for members of the CMT.
 - Discuss potential hazards to the University community while on campus.

- **Post Hurricane Assessment**
 - CMT will be apprised of injury to any member of the campus community.
 - Property or equipment damage assessment will be done based on reported information.
 - Prioritize repairs if necessary and coordinate with non-priority areas.
 - Decision on when to re-open campus if it is still closed.

Internal Campus Alternative Arrangements

- Alternative resident housing accommodations
- Alternative dining arrangements
- Incident site-control and accessibility
- On-going safety measure
- Alternative classroom or office locations for students/staff/employees to report
- Emergency Medical Services contact list.

Allied Agencies Law Enforcement Emergency Response Report

Safety and security of the campus is the primary responsibility of the University Police. Certain situations may require the use of specially trained police units. These units often are referred to as “Emergency Response Units” or “Tactical Units” consisting of personnel trained in hostage recovery and high-risk entry. When the UMBC Police respond to a situation that requires the use of such a unit, the supervisor on the scene will notify the dispatcher to call 911 and request assistance from the Baltimore County Police Department. Baltimore County’s protocol requires that the area post patrol car respond along with a supervisor. An evaluation will be done in conjunction with the UMBC Police Officer in Charge to determine if additional resources are required to resolve the situation. The UMBC Police Chief or designee will be notified. If a special unit responds, the unit commander will be in charge of the unit’s activities on site. Decisions on tactics available and used would be made after consultation between the UMBC Chief of Police, and the Commander of the Special Unit.

The Baltimore County Police Department in conjunction with the UMBC Police Department will conduct a follow-up investigation resulting from the use of the tactical unit. At the conclusion of the incident the CMT will meet to assess the impact the incident had on the campus culture and facilities. The CMT will identify necessary resources and actions needed to return the University to conditions suitable for academic advancement.

Emergency conditions requiring equipment and personnel resources from allied state and county emergency response units will be coordinated through the UMBC Police Department. The Chief of Police or a designee will be the situation coordinator for their response to campus.

The UMBC Police Department will coordinate with the Baltimore County Police and Fire Departments all responses to the campus for emergency conditions. All requests for emergency services on campus should be made to the UMBC Police Department at ext. 5555. The Department coordinates with the Baltimore County 911 system for a coordinated response of Police and Fire Services from Baltimore County. If a 911 call is made from a campus telephone, the 911 operator will call the UMBC Police Department on ext. 5555.

A Memorandum of Understanding is in place between the Maryland State Police and the Baltimore County Police outlining responsibility for assisting the UMBC Police Department. The agreement calls for the county police to respond to all short-term emergencies. The MSP will respond to all planned events requiring extra police support from outside the University System of Maryland.

Community Health Issues

Community health crises in the area surrounding the University may take several forms, such as food poisoning, mass exposure to toxic substances, and epidemics. When students and staff are involved, the operation of the University could be severely impacted. In the event of a community health crisis, close coordination needs to take place between the University, Baltimore County Health Department and other county and state public health authorities, and agencies such as the American Red Cross.

The scope and type of community health crises that may affect the University will depend on the situation. The Director of University Health Services will be the Situation Coordinator for all community health crises that may affect the University. The Situation Coordinator will provide advice to the Vice President for Student Affairs on the implementation of the Crisis Management Team.

When community health issues may impact the routine operations of the University the Director of University Health Services will:

- Notify the Vice President for Student Affairs who will direct further notifications of other University Division Vice Presidents and the University President
- Notify the Director, Counseling Center
- Notify the Assistant Vice Presidents for Student Affairs for Residential Life
- Notify the Police Shift Supervisor on duty
- Notify the Director, On Line and News Information
- Notify Director, Environmental Safety and Health
- Initiate contact with the appropriate county or state public health agencies handling or monitoring the situation.
- Determine if exposure to Communicable Diseases may be involved.
- Assemble staff and prepare a preliminary University response plan for discussion with the Crisis Management Team.
- Draft a campus-wide email for distribution to the campus community. Forwarding the email campus-wide will be completed after approval of the Vice President for Student Affairs and the Director of On-Line and News Information

Exposure to Communicable Diseases

Environmental Safety and Health maintains procedures on an Infection Control Plan for the University that includes the following:

- Meets OSHA standards covering Blood-borne Pathogens, Hepatitis, and the Human Immunodeficiency Virus (HIV).
- Procedures for work control practices.
- Personal protective equipment.
- Housekeeping including cleaning areas where body fluids, (blood), has been introduced and proper disposal practices

An exposure occurs when a person's blood or body fluids transfers to another person's blood stream. This can occur in three ways:

- Needle sticks
- Through openings in the skin (e. g. bites, cuts, sores, abrasions, etc.) which are exposed to blood or body fluids.
- Splashes into the eyes, nose or mouth – fluids include blood, saliva, tears, vomit, semen, urine, or stool.

The mere close proximity or touching of a person does not constitute an exposure. For an actual exposure to occur, at least one of the above conditions must occur.

Notifications about Exposure

Anyone who believes they have been exposed to an infectious disease shall:

- Thoroughly wash the area with soap and hot water, if direct personal contact was made.
- Gather information about the person involved that is available.
- Notify a supervisor immediately.
- The supervisor **must** notify Environmental Safety and Health immediately.
- Contact the closest hospital emergency room and advise the doctor of all the facts about the exposure and follow the doctor's instructions

Exposure to Communicable Disease

Director of University Health Services

- **The Director of University Health Services** will serve as the Division of Student Affairs incident response coordinator;
- Coordinate the support needed by victims or other individuals or groups affected by the incident,
- Inclusive of arrangements for both individual and group treatments and interventions;
- Will notify the appropriate personnel from the Health Center and arrange for any necessary assistance from University Health Services.
- Will notify Baltimore County Public Health Department in the event of suspected or diagnosed disease.

Assistant Vice President of Student Affairs - Residential Life

- **The AVP** will inform the residential life professional and student staff for rumor control;
- Assess the need for support, particularly within the residence facility involved, and convey this needs assessment to the Director of the Counseling Center;
- Direct the further dissemination of information (which has been authorized for release by the Director of University Relations/Chief of Police) to the general residence community;
- Direct alternative housing arrangements as necessary/appropriate;
- Make arrangements, once the area has been released by police, for the removal of a deceased person's belongings (dependent upon the wishes of the deceased's family and as directed by the Vice President for Student Affairs);
- Ensure that housing records and files are adjusted as necessary.

Vice President for Administration & Finance

- The Vice President for Administrative Affairs & Finance will brief the President.
- Determine if additional support is required from any department within the Administration & Finance or the University
- Direct the appropriate reconciliation of any financial matters including any student(s) affected by the incident.

Information Coordination for All Crisis Response Situations

Director of News and Online Information

The Director of On-Line News and Information Services is responsible for all press briefings. The office is responsible for all written updates to the press. In addition to media relations during a crisis, the Director assists the CMT with the following:

- Will notify the President, Provost and General Counsel
- Serves as the primary University spokesperson;
- Respond to all media inquiries and coordinate all media activity;
- Prepare/authorize the information to be released to the media/University community in consultation with appropriate University personnel and the Chief of Police;
- Arrange/authorize media interviews with the Chief of Police other administrators, and external officials, as appropriate;
- Press briefings should be held at a location away from the crisis scene and the CRCC, if possible.
- In most cases all written press releases should be cleared through the University's General Counsel.
- For prolonged situations, progress briefings should be used.
- For situations involving use of emergency personnel and police organizations from outside the University, all press releases should be coordinated with the organization providing the outside assistance.
- Serve as the University's liaison for media issues with all involved external agencies (e.g., allied law enforcement agencies, Medical Examiner's Office, etc.)

Campus Communications Strategies

➤ **Campus-wide E-mail**

Should be composed by the Director of News and Online Information in collaboration with the CMT input and relevant campus leaders.

➤ **Campus-wide Voice-mail**

Should be composed by the Director of News and Online Information in collaboration with the CMT and relevant campus leaders.

➤ **Posted or Faxed Notices in Residence Facilities**

These should convey the essential facts of the situation in short, “bulleted” text and be in a form designed to draw attention, reviewed by the Director of News and Online Information.

Open Form/Specific Group Meetings

These provide an excellent opportunity for not only providing factual information about what has occurred and what is being done, but to answer questions and provide assurance to the community. Oftentimes, a previously scheduled meeting, such as a meeting of all residence assistants, can be refocused to provide an interactive dialogue on the crisis. The CMT will make determinations as to when and if an open forum or other means of communication to large groups is necessary.

Small Group Meetings with Residential Hall

Once the residence life professional and student (RA’s) staffs have been briefed on the incident, they can arrange small group meetings with the residence students they respectively oversee. This strategy also aids in identifying students who may require counseling support.

The Retriever Weekly Student Newspaper

Published weekly, *The Retriever* will be treated like any external news organization, and will receive all news releases, media advisories and updates. The Director of News and Online Information will also cultivate the editor to consider special bulletins that may help inform readers about a crisis or related response by the administration.

Insights, UMBC's Faculty/Staff Newspaper

Published monthly, *Insights* is not an appropriate vehicle for crisis communication. However, the publication may be useful to provide background or in-depth evaluation of a campus crisis.

Campus Radio Station: *If the crisis is of such a serious nature (e.g., disaster) the Emergency Broadcasting System (EBS) can be activated at the radio station.*

Hazardous Condition Protocol

Specific protocols are available in the Office of Environmental Safety and Health. These include the following:

Accident Leave Policy

Chemical Hygiene Plan

Confined Space Entry Program

Control of Hazardous Energy

(Lock-out/Tag-Out)?

- Emergency Response Wall Charts
- Employee Accident Prevention
- Exposure Control Plan
- Fire Response/Prevention Brochure
- Emergency Flood Plan/danger Reach Analysis
- Hazardous Waste Disposal Guidelines
- Hazard Communications Provisions
- Laboratory Guidelines (Manual)
- Office of Environmental Safety and Health Overview
- Radiation Safety Program
- Radiation-Producing Instruments
- Waste Disposal Wall Chart
- Work-Related Injuries Procedures
- Workplace Violence Policy Procedures

Crisis Recovery Council

The Council will assemble following each crisis to evaluate how the situation was handled and make recommendations to better handle similar situations in the future. The Crisis Recovery Council will assemble at least once per year to review the overall campus Crisis Response Plan, individual department plans, and to evaluate training and emergency literature. The Council will consist of CMT members and others appointed by the University President.

Important Phone Numbers

- Emergency Coordinator: Michael C. Pound S&H (410) 455-2918
- Assistant Emergency Coordinator: Bob Nielsen Dir. Safety & Health (410) 455-2918