

# **Clark University Emergency Response Plan**

## **Revised May 2011**

### **Purpose**

The Clark Emergency Response Plan establishes a basic guide to Clark faculty, staff and students for responding to major emergencies on the Clark University Campus. The Plan describes the roles and responsibilities of the various departments and personnel during an emergency situation. Personnel with specific responsibilities to be carried out during an emergency at both a department and University level are expected to understand the procedures for which they are responsible.

This Emergency Response Plan is invoked whenever an emergency affecting the campus cannot be managed through normal channels. Response to an emergency will be conducted within the framework of the Plan whenever possible.

The Emergency Response Plan is designed to protect lives and property through effective use of University and community resources. The Plan identifies specific departments and individuals that are responsible for emergency response with critical support services and it provides a management structure for coordinating and deploying essential resources.

### **Scope**

This is the official University level plan that guides the emergency response of University personnel and resources during an emergency situation. However, nothing in this Plan shall be construed in a manner that limits the use of good judgment and common sense in matters not foreseen or covered by the elements of this plan.

This Plan and organization shall be subordinate to federal, state, and local government plans during a disaster declaration by those authorities. This Emergency Response Plan is consistent with established practices relating to coordination of emergency response. Accordingly this plan incorporates the use of the Incident Command System to facilitate interdepartmental coordination, and to promote common terminology and command structure with outside agencies.

The Plan is an “all hazards” plan and may be activated in response to a broad range of emergency incidents including (but not limited to):

- Aircraft Crashes
- Bomb Threat/Detonation
- Civil Disturbances
- Epidemic/Illnesses
- Extended Power Outages
- Fires and Explosions
- Hazardous Materials Releases
  - Chemical
  - Biological
  - Radioactive
- Mass Casualty Incidents
- Natural Disasters
  - Hurricane
  - Tornado
  - Earthquake
- Terrorism
- Search and Rescue Events
- Severe Weather
  - Flooding
  - Blizzards/Snowstorms/Ice Storms
  - Severe Thunderstorms

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## Assumptions

The Clark Emergency Response Plan anticipates the problems likely to be encountered during a major emergency or disaster. Emergency planning should be based on worse-case conditions. The following assumptions are made and should be used as general guidelines for reading this plan and used for preparations of Department / Building Emergency Plans:

- The succession of events in an emergency or disaster is not predictable. Therefore published operational plans, including this plan, should serve only as a guide and may require modification in order to meet the requirements of the emergency.
- An emergency or disaster may occur without warning at any time, day, night, weekend or holidays.
- An emergency or a disaster may be declared if information indicates that such conditions are developing or probable.
- Critical services including electricity, water, heat, information systems, transportation infrastructure, and telecommunications may be interrupted.
- Disasters may be community-wide and regional or local services may not be available.

## Emergency Levels:

For planning purposes, the college has established three levels of response to emergencies, which are based on the severity of the situation and the availability of campus resources:

**Level 1 – Minor Localized Incident.** A minor, localized department or building incident that is resolved through normal channels with existing department plans, campus resources and /or limited outside help. The incident does not affect the overall functioning capacity of the University and the Clark Emergency Response Plan would not be activated.

**Level 2 – Emergency.** A major incident or event that completely disrupts one or more operations of the University. Multiple University resources are involved in addition to outside assistance. The Emergency Response Plan activated.

**Level 3 – Disaster.** A major incident or disaster that seriously impairs or halts the operations of the University. The Emergency Response Plan activated.

## Emergency Authority:

This plan is promulgated under the authority of the President of the University or a designee. All decisions concerning the discontinuation of University function, cancellation of classes, or cessation of operations, rest with the President or his/her designee. In the absence of the President, his/her designee becomes, in succession, the Provost, the Executive Vice President, the Vice President for Government and Community Affairs, the Vice President for Marketing and Communications.

The University Incident Commander is the individual responsible for the control of all aspects in an emergency situation, including directing the Emergency Response Team. The Executive Vice President functions as the University Incident Commander. In the absence of the Executive Vice President, the following individuals in the order listed below will function as incident commander:

- Vice President of Government and Community Affairs
- Director of Physical Plant
- Chief of Police
- Business Manager

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## **Emergency Priorities:**

Clark personnel and equipment will be utilized in accordance with the guidelines set forth in the Emergency Response Plan to accomplish the following priorities in order of importance:

Priority 1	Protection of Human Life
Priority 2	Protection of University Assets
Priority 3	Maintenance of University Services
Priority 4	Communication with Community and Media
Priority 5	Restoration of University Operations

## **Emergency Control Centers**

If the Emergency Response Plan is activated, the University Incident Commander will call the Emergency Response Team Members to report to the designated Emergency Control Center. The Campus locations designated as Emergency Control Centers are listed in order.

1. President's Office in Geography Building
2. Goddard Library Control Center via downing street entrance
3. University Police Station in Bullock Hall
4. Physical Plant Office at 24 Charlotte Street

## **Emergency Response Plan Activation**

Plan activation begins at the discretion of the University Incident Commander upon the receipt of information of an emergency event or threat of an emergency. Based on University Police and Physical Plant recommendation, and information obtained from other appropriate entities, the University Incident Commander will declare the level of the emergency and activate the Emergency Response Plan to the extent necessary.

## **Implementation of the Emergency Response Plan**

Depending on the nature of the emergency, the Incident Commander will initiate the broadcast of a "Clark Alerts" message as required and notify The Emergency Response Team to assemble in the designated Emergency Control Center location.

- If the Emergency Response Team Member realizes that he or she will not be available to respond to the call, he or she will be responsible for contacting their designated backup to proceed to the Emergency Control Center and notify the Incident Commander of the change in coverage.
- If in the event the Emergency Response Team Member, and or Designate, can not be located, or will not be able to get to the Emergency Control Center, the Incident Commander will appoint an individual to assume that member's role until relieved by the Emergency Response Team Member or a more qualified replacement.

During the emergency, the Emergency Response Team is under the direction of the Incident Commander who will determine the manner in which University personnel and resources are required to address the emergency.

In the Event that the emergency were to occur during periods of time when the University is not in full operation, such as nighttime, weekends or holidays, the structure of the Emergency

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Response Plan remains the same. Its implementation may vary depending on the available resources to respond. Until relieved, persons appointed to the Response Team roles should consult with the Emergency Response Team member they are representing for the guidelines discussed in this plan. Under these conditions, and practice, the University police officer in charge will assume the Incident Commander's Role until relieved by the Incident Commander.

In the event that Local, State Police, Fire or other Government Official agency assumes command of the emergency event, the Incident Commander and Emergency Response Team will support the government teams.

### **Notification of Emergency Situations**

The Incident Commander will determine if a notification is to be sent for all events except Active Shooter situations. Notification of Level 2 and Level 3 emergency situations will be issued primarily via the "Clark Alerts" which will send electronic messages to cell phones or land line telephones either with voice or text message options selected by the recipient. Email notification will be sent to all Clark active emails addresses and for those members of the Clark Community that have not selected a Cell or Land-line Telephone message option. In addition to Clark Alerts, other communications will be fully utilized to communicate the emergency situation and provide information about the event: The Clark Emergency Web page will be activated, radio, and television may also be used as necessary.

### **Warning**

Should it be deemed necessary to warn the University community of an impending threat or emergency situation, University Police is designated to maintain the University communications center with the authority to alert warning resources and activities based on the initial report, and information obtained from other appropriate entities. In consultation with the President, the University Incident Commander will declare the level of the emergency.

If either an Emergency or a Disaster (Level 2 or 3) is declared, the Emergency Response Plan will be activated. Upon declaration of an emergency or disaster, the Emergency Response Team members will be notified and should report immediately to the designated control center location.

Predictable events, such as a certain meteorological storms, are treated differently from emergency incidents. Physical Plant and University Police are designated to monitor these events on a 24/7/365 basis. The Director of Physical Plant or his/her designee will contact the University Incident Commander, either directly or via University Police as necessary.

### **Campus Recovery**

After a disaster where University operations have been shut down, in part or whole, the involved area may be dangerous. University Police along with Physical Plant personnel will inspect the buildings and area to determine if the area is safe. Only after the environment is declared safe can restoration efforts begin, followed by the reopening normal University operations.

### **Roles and Responsibilities**

The University's Emergency Response Plan consists of three major groups::

- Emergency Response Policy Committee (Sr. Administration)
- Emergency Response Team
- Emergency Response Team with supporting Unit Plans

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## **Emergency Response Policy Committee (Sr. Administration)**

### **Responsibilities**

The committee consists of the members of senior leadership augmented by the Emergency Response Plan Coordinator, the Director of Physical Plant, the Director of Human Resources, and the Chief of University Police. The committee is responsible for advising the President on the Emergency Response Plan as well as policy and resource issues related to accomplishing the purposes of the team.

### **Membership**

Core Emergency Response Policy Committee Members are as follows:

- President
- Provost
- Executive Vice President
- Vice President for Governmental & Community Affairs
- Director of Physical Plant
- Dean of Students
- Director, Health Services
- Chief Information Officer
- Director of Human Resources
- Vice President of Marketing and Communications
- Chief of University Police.
- Emergency Response Plan Coordinator

### **Structure**

The Emergency Response Policy Committee is chaired by the President of the University.

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## **Emergency Response Team**

### **Responsibilities**

During an emergency situation the Emergency Response Team is responsible for executing the Emergency Response Plan at the direction of the President and University Incident Commander. The Emergency Response Team is also responsible for reviewing and updating the Emergency Response Plan and running periodic tabletop exercises to test the plan's effectiveness.

### **Membership**

The Emergency Response Team includes both primary and alternate members. Primary members are department heads that are familiar with their unit's planning responsibilities. Alternate members are also management personnel who are familiar with their unit's planning and operating responsibilities. Alternate members direct and execute their Unit Plan responsibilities in the absence/unavailability of the primary member. Members and alternates must also be available during a crisis situation.

### **Emergency Response Team Members**

Jim Collins, Executive Vice President

Jack Foley, Vice President for Government and Community Affairs

<b>Department</b>	<b>Primary Contact</b>	<b>Alternate Contact</b>
Marketing Communications	Paula David	Jim Keogh
University Police	Stephen Goulet	Fred Gehring
Physical Plant	Michael Dawley	Derek Lundstrom
Chemical Safety Officer	Frank Abell	N/A
Academic Affairs	Walter Wright	-
Dean of Students Office	Denise Darrigrand	Jason Zelesky
Information Technology	Pennie Turgeon	Joe Kalinowski
Financial Services	Kathy Cannon	Tammy Hearnlaye
Human Resources	Lynn Olson	Jacqueline Capomacchio
Business Manager	Paul Wykes	N/A
Student Health Services	Robin McNally	-
Residential Life and Housing	Kevin Forti	Jessica Donovan
Library	Gwen Arthur	
Research	Nancy Budwig	-
Athletics	Sean Sullivan	-
Dining Services	Heather Vaillette	Bob Cicerone

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## **Individual Roles and Responsibilities**

### **Faculty and Staff**

Faculty members should be prepared to direct their students to assembly areas in the event of an emergency and account for every student. Every member of the Faculty and Staff should read and be familiar with applicable emergency plans and familiarize themselves with emergency procedures and evacuation routes. Faculty and Staff must be prepared to assess situations quickly but thoroughly, and use common sense in determining a course of action.

### **All Students**

All students should familiarize themselves with the emergency procedures and evacuation routes in buildings in which they live or which they use frequently. Students should be prepared to assess situations quickly but thoroughly and use common sense in determining a course of action. They should evacuate to assembly areas in an orderly manner when directed to do so by emergency personnel or when an alarm sounds. Faculty, Staff and Students should also be able to execute safety procedures as outlined in the Incident Response Plan.

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## **Department Roles and Responsibilities**

### **University Communications**

- Coordinate all information disseminated to the press and the public
- Provide for consistent “one-voice” to the news media and all other interested parties
- Provide for rumor control and emergency communications
- Maintain and update emergency messages on the Clark Emergency Information telephone line, Email, and Safety / Emergency Website during in an emergency.
- Assign specific individuals (primary and alternate) to disseminate information, specify emergency response steps and maintain contact with the following:
  - Students
  - Faculty and staff
  - Parents
  - Government agencies and civil authorities
  - News media (TV, Newspapers, etc.)
  - Financial relationships

### **University Police**

- Preserve law and order, and University security
- Monitor and disseminate warnings and threats
- Provide traffic and crowd control
- Direct evacuation efforts
- Control access to buildings and scene of the disaster
- Interface and coordinate with Local Police, Fire, Rescue, and State Police entities to implement mutual assistance agreements
- Maintain the University communications center on a continuous basis
- Provide for emergency transportation and/or parking for essential personnel

### **Clark EMS (Under direction of University Police)**

- Provide first responder services, if necessary.
- Provide support to outside emergency responders.

### **Physical Plant**

- Assist and advise the Incident Commander for Level 2 and 3 Emergencies when Building or Environmental Emergencies occur.
- Develop and maintain building evacuation drawings
- Provide for the structural security of buildings
- Provide utility services and, as necessary, shut down utility services
- Provide for emergency water and sanitation
- In the event of a pending emergency, secure the University grounds and building envelopes
- Distribute supplies to Faculty and staff to secure building contents
- Clear and remove debris
- Conduct building damage assessments/determine if buildings are safe
- Repair buildings
- Maintain the emergency control center
- Maintain mail service operations
- Maintain telecommunications services
- Develop plans for the procurement of emergency building supplies in the event of an emergency situation.



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**Chemical Safety Officer**

- Assist physical plant in damage assessment and building condition reports
- Maintain information on the content and location of hazardous material, chemical, biological and fire safety hazards
- Provide for emergency response to HAZMAT release
- Provide compliance assistance on applicable codes and regulations

**Financial Services**

- Together with Human Resources, maintain the continuity of Payroll Processing Services
- Ensure that emergency funds are available for expenditure as University priorities change during periods of crisis
- Maintain accurate financial and administrative records in periods of changing priorities and emergency decisions

**Registrar**

- Develop plans to reschedule classes

**Information Technology (IT)**

- Maintain the readiness of the "Clark Alert" system to broadcast emergency messages
- Maintain the operation of internet, intranet, data, video and wireless communications services
- Implement proper backup controls and redundancies to maintain critical services
- Properly document all hardware and its configuration; develop a plan for hardware replacement and setup
- Develop adequate information security controls
- Maintain a records management plan that duplicates data on a regular basis and secures this information at a remote location
- As necessary, develop and maintain a plan to perform critical applications at a remote site
- As necessary, assist with the disablement or denial of access to existing facilities

**Academic Affairs**

- Develop procedures to communicate with and account for teaching faculty in emergency situations
- Develop plans to identify alternate facilities where University activities can be conducted in the event of the destruction, Identify and prioritize critical support services and systems

**Dean of Students**

- Develop plans for Level 1 incidents involving students.
- Conduct Safety Awareness information and training for students
- Assist and advise Incident Commander for Level 2 and 3 Emergencies involving Students.
- Develop procedures to communicate with and account for students in emergency situations
- Implement a comprehensive program for emergency shelter for students currently housed in the on-campus housing
- Coordinate with local agencies and support organizations to provide shelter alternatives for off campus students
- Provide student crisis counseling services

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**Human Resources (HR)**

- Together with Financial Services, maintain the continuity of Payroll Processing Services
- Maintain the continuity of critical Employee Benefit Services
- Provide for employee counseling
- Assess faculty and staff availability
- Assist with the appropriation of personnel
- Assist faculty and staff with survival needs-food, water, shelter, etc.
- Assist employees with work recovery needs-psychological help, day care centers, local transportation, time off for personal needs, etc.

**Business Manager / Emergency Plan Coordinator**

- Facilitate emergency procurement of goods and services
- Provide for emergency food service operations
- Assist with the identification of alternative locations for critical housing and academic functions
- Assess the value of University property-buildings, building contents and other University assets
- Secure appropriate insurance
- Handle documentation and submission of claims
- Collect and analyze damage assessment reports
- Evaluation of damaged assets
- Maintain accurate financial and administrative records in periods of changing priorities and emergency decisions

**Student Health Services**

- Maintain medical services to sick or injured students

**Athletics**

- Develop and maintain plans for crowd control during athletic events
- Develop plan for evacuating athletic facilities during athletic events
- Together with University police, develop plans for ensuring that no weapons or dangerous materials are present during any athletic event
- Develop emergency plan to use athletic facilities as a shelter during and after an emergency

**Library**

- Identify and assist with the evaluation of library assets-books, art works collections, etc.
- Develop plans and procedures to protect critical library assets
- Develop plans to stay in place or evacuate people from the library during emergency events.

**Dean of Research**

- Identify and prioritize critical support services and systems
- Identify and develop plans for the securing of dangerous research materials
- Develop plans and procedures to protect critical research assets
- For special needs (such as research animals and environmentally sensitive materials) develop backup plans for electrical and other required basic services

**University Center Manager**

- Develop emergency plan to use the University center as a shelter during and after an emergency

## **Guidelines for Department/Building Emergency Planning**

### **Purpose**

The purpose of a department/building level Emergency Response Plan is to familiarize faculty, staff and students with emergency procedures for situations specific to the department or facility, including evacuation routes and hazardous materials spill response. The plan should be used as a training document, and all personnel should become familiar with it. The plan should be periodically reviewed and revised as needed. All revisions will be distributed as per the "Department / Building Emergency Plans – Distribution" paragraph below.

### **Department / Building Emergency Plans - Components**

Components of the plan must include emergency response procedures, stay in place procedures, an evacuation plan, training procedures and a list of individual's assigned responsibilities under the plan. The plan should also include emergency guidelines to be used in the event of a major disaster when professional emergency response assistance is unavailable or is unable to respond quickly. In such cases, the department or building occupants may need to be self-reliant for an extended period of time. Additional information on emergency procedures such as rescue, building security, area(s) of refuge, rescue assistance, and Emergency Control Center locations should be included.

### **Department / Building Emergency Plans – Distribution**

Once the plan is completed, copies are to be sent to the Business Manager and the department's safety committee (if applicable) for review. Upon acceptance, copies should be distributed to the department personal responsible for responding to the emergency the Business Manager University Police and Safety Website. It is the department's responsibility to distribute the campus copies and revisions.

Department / Building Emergency Plans - Responsibilities

### **Department / Building Emergency Plans -Roles and Responsibilities**

#### **Deans, Directors, and Department Heads**

Every dean, director, and department head shall appoint a specific person as Building/Facility Coordinator for every activity under their control. The Building/Facility Coordinator has the following general responsibilities prior to and during a Level I emergency:

- a. Emergency Preparedness
  - Building evacuation information shall be distributed to all employees / students with follow-up discussions, on-the-job training or explanation as required
  - Time shall be allowed for training employees in building evacuation procedures.
  - Time table for the Plan's review.
- b. Emergency Situations
  - Inform all affected employees under their direction of the emergency condition
  - Evaluate the impact the emergency has on their activities and take the appropriate action. This may include ceasing operations and initiating building evacuation

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- Maintain emergency telephone communications with University officials
- Notify the Business Manager and or University Police

### **Faculty and Supervisors**

Each faculty and staff supervisor has the responsibility to:

- Educate faculty, staff and students concerning University emergency procedures as well as evacuation procedures and stressing the importance of evacuation for their building and/or activity.
- Inform faculty, staff and students of an emergency and initiate emergency procedures as outlined in this guide.
- Survey and evaluate their assigned building, facility or activity in order to determine the impact a fire or other major event could have on their facility and activities
- **IMPORTANT:** Inform all faculty, staff and students to conform to building evacuation guidelines during an emergency and to report to a designated campus assembly area where a headcount can be taken

### **Department / Building Emergency Plans – Component Guidelines for Development**

The University has developed an Emergency Response Plan. These policies and procedures go into effect in the event of a Level II or Level III emergency. Copies of these plans are available on the University's website or from the Business Manager's Office. These policies and plans do not address Level I emergency procedures at the department/building level. Therefore, the University requires the development of a specific emergency response and disaster plans for Level I emergencies for each campus facility. Technical assistance for facility plan development is available from the Business Manager. Annual review of the Department / Building Plans is required.

The following is a minimum outline for developing a building or department emergency response and disaster plan. The level of detail will depend on the size of the building, the number of occupants and the hazards present.

#### **Introduction**

- Purpose
- Scope
- Date plan was reviewed
- Date of plan's next review
- Plan distribution

#### **Alarm Systems**

- Description/Locations
- Activation (when and how)
- Response to an alarm
- Evacuation map
- Summoning Professional Emergency Response
- Emergency numbers and calling procedures
- Incident reporting when to contact the University Police, Business Manager, Incident Commander or University Public Affairs

#### **Procedures for health and threatening emergencies including:**

- **Health**
  - Medical emergency

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- Psychological crisis
- Violence or violent acts
- **Severe natural events and weather storms**
  - Tornado
  - Hurricanes
  - Earthquake
  - Flood
- **Building emergencies**
  - Fire
  - Chemical, biological or hazardous spill
  - Explosion
  - Bomb threat / suspicious packages, objects, or mail
- **Building assembly areas, primary and backup locations**
- **Civil disturbance or demonstration**
- **After-hours emergency response**
- **What to do when emergency response is delayed**
- **Evacuation Plan**
  - Written evacuation procedures (when, how, assistance for those unable to evacuate themselves)
  - Primary and alternate evacuation routes
  - Emergency assembly points, (location, method to assure everyone has been evacuated)
- **Drills and Training**
- **Designated Coordinator/Emergency Team/Chain of Command**