



CAMPUS EMERGENCY RESPONSE PLAN (CERP)

PURPOSE

The purpose of Volume 1, *The University of Arizona Campus Emergency Response Plan* (CERP), is to provide an overarching document that establishes definitions, an organizational and conceptual framework, and guidelines and procedures for response in the event of an emergency or crisis situation.

Because it is impossible to write detailed plans covering every possible contingency, this document provides broad guidelines rather than specific procedures. It is imperative that colleges, departments, and other units create their own emergency response plans for situations that may develop under their purview and which incorporate these guidelines. The UA Manager of Emergency Preparedness, Commander Brian Seastone, is available to assist in specific plan development.

DEFINITION

For the purposes of this document, an emergency is defined as any situation creating imminent danger to:

1. lives or health;
2. public and private property; or,
3. the ability of the University to reasonably carry on normal operations.

An emergency could be caused by a natural disaster, man-made catastrophe, civil disturbance, or other violent or threatening behavior by an individual or group.

ADMINISTRATIVE FRAMEWORK

Levels of Emergency Response at the University of Arizona

LEVEL 1 - A minor department or building incident that can be resolved by the responding service unit. (Example: Facilities Management is called in to respond to a broken water pipe.)

LEVEL 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 on 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.)

LEVEL 3 - Emergencies that are primarily people-focused, 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. (Examples may include assaults, sexual assaults, building/office occupation, civil disobedience, hate crimes, or bomb threats.) In these situations, specific departmental/incident plans may be implemented.

LEVEL 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 often require considerable coordination both within and outside the University. Level 4 emergencies also include imminent events on campus or in the general community that may develop into a major University crisis or a full disaster. (Examples: Heating plant failure, extended power outage, severe storms, major fire, contagious disease outbreak, or domestic water contamination.)

LEVEL 5 - A catastrophic emergency event involving the entire campus and surrounding community. Immediate resolution of the disaster, which is usually multi-hazard, is beyond the emergency response capabilities of campus and local resources. (Example: Bioterrorism, nuclear disaster or plane crash on campus, which would require State and Federal assistance.)

UNIVERSITY OF ARIZONA CAMPUS EMERGENCY RESPONSE TEAM (UACERT) ORGANIZATION

The organization that focuses primarily on the management of situations involving all levels of threat is the **UACERT**. Its involvement is central to the successful implementation of the Emergency Response Plan. It is also the operational arm of the *Initiative on Preparedness and Emergency Response*.

The UACERT core group consists of the President (as required), Executive Vice President and Provost, Vice President and Senior Associate to the President, Vice President for Legal Affairs and General Counsel, Associate Vice President for Business Affairs, Assistant Vice President – Budget Director, Associate Vice Provost for Student Affairs and Dean of Students,, Vice Provost for Academic Affairs, Chief of University of Arizona Police Department (UAPD), Dean of Public Health , Vice Provost for Student Affairs/Dean of Students (UACERT Chair), Senior Associate Dean of Students, Associate Dean of Students, Coordinator for Judicial Affairs (Dean of Students Office), Vice President for External Relations, Associate Vice President for Communications, Director of Media Relations, Director of Procurement and Contracting, Executive Director of Information Technology, Chair of Campus Data Backup Team, Associate Vice President for Human Resources, Associate Vice President for Research, Associate Dean of Pharmacy, Director of Risk Management and Safety, Executive Director Campus Health Services, Special Assistant to the Director – Facilities Management, UA CREST Program, and Manager of Emergency Preparedness

Based on the need for additional expertise, other personnel may be called. They include, but may not be limited to: Senior Vice President for Business Affairs, Vice President for Research, Vice President for Advancement, Assistant Vice President for Community Relations, Vice Provost for Learning and Information Technologies and Chief Information Officer, University Attorney, Executive Director of International Affairs, Director of International Student Programs and Services, Director of Parking and Transportation, Assistant Dean for the Parents' Association, Director of Facilities Management, Director of Arizona Health Sciences Center Facilities Management, Director of UA Work and Life Connections, Director of Counseling and Psychological Services, Director of Institutional Relations and Information Technology for Human Resources, Senior

Associate Director of Athletics President of the Alumni Association, Chair of the Faculty, President of Associated Students of the University of Arizona, External Vice President of Graduate and Professional Students Council, Representative of Staff Advisory Council, and Chair of Appointed Personnel Organization Council.

UACERT SUPPLEMENTAL SUPPORT

The following University offices are expected to assume various roles, as outlined, in an effort to provide a coordinated response to an emergency. In some circumstances, it may be necessary to request faculty or staff to assume temporary roles outside the normal scope of their duties, taking into consideration their abilities to carry out those temporary roles. It is understood that if any department does not have specific roles for their personnel to carry out, then those personnel will automatically become part of a "pool" of reserve personnel to assist as assigned by those coordinating the specific emergency.

Academic Deans & Chairs	Identify and resolve instructional and research issues. Coordinate necessary faculty resources.
Arizona Health Sciences Center and Department of Veterinary Science	Provide a variety of health and medical support services.
Athletics	Coordinate use of McKale Center and/or other athletic venues as staging areas, open bay temporary shelters, etc.
Bookstore	Provide books and supplies.
CAT Card Services	Create temporary identification/access credentials as requested.
C.C.I.T.	Ensure computer security. Coordinate temporary telephone, fax, and computer hookups. Provide "broadcast" capability for email.
Campus Health Center	Provide medical support and backup. Provide trauma support by assisting in providing services to those with minor injuries and coordinating with first aid services. May be asked to assist/provide onsite medical triage.

Campus Recreation Center	Coordinate the use of the Campus Recreation Center and Bear Down Gym as staging areas, mass clinic sites, temporary shelters, etc. Also provide support personnel.
Counseling and Psychological Services (Campus Health) and Life and Work Connections	Assist employees and students in coping with trauma. Provide psychological intervention and support for employees and students.
Curriculum & Registration	Reschedule classes and public events to include off-campus accommodations.
Dean of Students	Coordinate student notification and response. Liaison with parents.
Dining Services	Coordinate dining services for dislocated personnel and emergency workers.
Facilities Management	Mitigate facility and grounds damages and restore to functional level. Assist Police with creating a safety perimeter at the site of the emergency. Arrange for temporary quarters for displaced units. Provide structural evaluations and repair estimates. Post signs and notices.
Human Resources	Provide access to employee information, staffing procedures, and employee assistance counseling.
International Programs	Provide services for and facilitate communications with international students/staff. Advise UACERT with respect to the international dimensions of an emergency.
Procurement & Contracting Services	Obtain emergency goods and services including pick-up/delivery to site of emergency. Provide printed material as directed (letters to parents, posters, temporary procedures, etc.).
Residence Life	Coordinate housing operations including any temporary shelters.
Risk Management	Identify cause and scope of loss, oversee implementation of specific risk management plans, coordinate insurance link with State environmental authorities.

Parking & Transportation Services	Provide transportation services as required. Assist UAPD with perimeter control and related functions.
University of Arizona Police Department (UAPD)	Carry out law enforcement, crowd control, evacuation, site security, and mobile communications. Liaison with public safety agencies.
University Communications	Provide media coordination. Act as spokesperson.

The UACERT is chaired by the Associate Vice Provost for Student Affairs, unless otherwise designated by the President.

UA CERT Chair Succession:

- Senior Associate Dean of Students. During emergency events, the Senior Associate Dean of Students will provide backup to the UA CERT Chair.
- Manager of Emergency Preparedness
- Chief of Police
- Associate Vice President for Business Affairs

As necessary during emergency situations, the UACERT and/or its functional teams will meet in either the Emergency Operations Center (Room 104 of the University Services Annex Building, 220 E. Sixth St.) or the UA Visitors Center, 811 N. Euclid Ave, or the UAPD, 1852 E. First Street, depending on the level and location of the emergency.

UACERT RESPONSIBILITIES:

- Monitors an emergency situation and directs University responses to resolve and respond to the emergency quickly and with as little adverse impact as possible at the direction of the Incident Commander.
- Assists the Incident Commander by providing support and resources via the Incident Command System (ICS).
- Gathers, confirms and evaluates incident information.
- Defines and implements tactics/actions to resolve priority situations.
- Identifies resource needs and shortfalls.
- Reassigns/deploys individuals in support of critical needs.

- Issues public information reports and instructions; serves as liaison to other emergency service providers.
- Balances various needs and requests.
- Provides technical, legal, and fiscal expertise as necessary.

When needed, the UACERT will coordinate University efforts with the Pima County Office of Emergency Management. The UACERT continues to monitor and coordinate events until the emergency situation is stabilized sufficiently to allow a return to regular organizational operation. At an appropriate time, the UACERT debriefs with each of the units involved in an emergency in an ongoing effort to improve the University response to crisis situations.

UACERT OPERATIONAL FRAMEWORK

Priorities

- The health, safety, and well-being of people are the University of Arizona's highest priority.
- After the University acts to protect the safety of individuals, University facilities, buildings and property are the next highest priority, followed by private property that may be affected by the situation.
- In the acute stage of an emergency, the University's lowest priority is the return to normal operations. However, after the situation has stabilized and the University has secured the safety of people and property, the University's primary goal will be to return to normal operations.

General Emergency Procedures

In any situation in which Police and/or Fire Departments are involved, they will have on-site jurisdiction over the immediate area. The University of Arizona has adopted the National Incident Management System (NIMS) to manage and coordinate events on the campus. The Incident Commander is responsible for overall incident management.

All university employees should become familiar with the NIMS structure and with the Incident Command System (ICS).

Employees who become aware of an event, situation, or condition that poses a threat to health, lives, or public and private property should immediately **dial 9-1-1**. If possible and prudent, employees should notify their immediate supervisor and/or other appropriate UA departments (e.g., Risk Management, Radiation Control Office, or UAPD).

Employees should not place themselves at additional physical risk. However, if safe, the employees should wait for proper authorities to arrive and then provide them with their knowledge of the situation. If possible, people should be directed to a safe distance away from the site of danger. In cases of potential chemical, biological or radiation contamination and if safe and possible, the area should be secured to prevent further exposure. All potentially contaminated individuals should remain nearby for further testing and treatment. As much as practical, all UA property should be secured including files, labs, classrooms, and buildings.

Direction and Coordination of an Unpredicted Emergency

When an unpredicted emergency occurs or condition exists, it will be reported immediately to UAPD by dialing 911. The UAPD dispatcher will first dispatch police officers and make appropriate fire and/or medical rescue calls and then, when appropriate, notify the Chief of Police (or designee). The Chief of Police will in turn contact the Chair of UACERT, and together they will make an initial determination of the appropriate level of emergency response and to what extent the UACERT and other individuals should be involved.

Response to a Level 3 Situation

Level 3 situations vary in nature, scope and severity. Some **Level 3** emergencies can be handled by relatively routine procedures, although many Level 3 situations emerge as minor they have the potential to evolve into major crises if not appropriately handled. An example would be a simple assault that is later determined to be racially motivated. The University could suffer significant personal and institutional consequences if a situation such as this is not dealt with appropriately. A variety of issues can become quite complex because of the varied institutional, student, and community responses that must be coordinated. Examples of situations that have the potential to rise to a

magnitude that the University and its community will suffer include assaults, sexual assaults, building/office occupation, hate crimes, bomb threats, and bias-related crimes.

When appropriate, **Level 3** emergencies are handled by established procedures and appropriate personnel. The crucial element in this process is the consultation with key individuals (Dean of Students staff, Human Resources personnel, Affirmative Action/Equal Opportunity personnel, etc.) so they can evaluate all facets and potential ramifications of a Level 3 situation. When the scope of a Level 3 emergency requires resources from a variety of areas of the University, the UACERT will be convened to provide direction and coordination.

Response to a Level 4 or 5 Emergency

When a **Level 4 or 5** emergency has been declared (typically by the Chair of UACERT [or designee] in consultation with the UA Chief of Police, the Chair of UA CERT notifies the UACERT and assembles them, as appropriate, to address the emergency.

The Incident Commander is authorized to make necessary operational decisions and to commit resources to mitigate and control the crisis. The UAPD may also request help from other departments and outside agencies on an emergency basis, including asking University employees be reassigned from less critical assignments to assist their officers.

Volume II, Business Continuity and Disaster Recovery of the University of Arizona Campus Emergency Response Plan addresses the handling of Level 4 and 5 emergencies.

Direction and Coordination of a Predicted Emergency

When conditions permit and the impending emergency situation provides ample time (Example: expected sit-in), the UA CERT convenes to formulate a plan of action for recommendation to the most senior executive officer available or to the Cabinet, if appropriate and time permitting.

Communications

All communications, messages and responses from the University will be developed, approved by the Incident Commander, and will be distributed in conjunction with the Incident Public Information Officer (PIO) and by the UA CERT.

Following approval from the Incident Commander the Vice President for External Relations (or designee) will coordinate communication from the University with the media and other appropriate external entities. Information given to the media will also be distributed to the campus community via listserv's and/or web sites.

The Assistant Vice President for Human Resources or designee will coordinate communication with employees during the crisis. The Dean of Students will coordinate communication with students and their families during the crisis. The Vice President and Senior Associate to the President will coordinate communication with the President, Cabinet and Regents during the situation.

Normal UA CERT Operations

The UACERT Chair will call regular meetings of the team to update its crisis planning, review available resources and information, familiarize itself with potential problems, train for actual events, and review the emergency plans of other campus units.

A contact list of team members will be updated and distributed regularly. A laminated wallet size card to include members' phone, fax, cell phone and pager number will be given to every member of the team.

A list of phone numbers and names of all local and regional authorities that may be contacted or dealt with in an emergency will be maintained by UAPD Communications. The list will include police, fire, emergency, medical, utility companies, and emergency-response preparedness agencies. The list also will include the Davis Monthan Air Force Base, Tucson International Airport, City of Tucson, Governor's Office, and Pima County Public Information Officers.

Identification badges to all members of the UACERT.

Duties and Responsibilities in Emergency Situations

As a result of an emergency on campus, University employees may be asked to work outside of their normal job descriptions, for a period of time, to assist with resolving the emergency and returning the campus to normal business operations as quickly as possible. In such cases assignments will be made through the Incident Commander in conjunction with UACERT.

Building/Department Managers

Building/Department Managers are valuable assets to the first responders and to the faculty/staff/students of the affected buildings.

Building/Department Managers should have a good working knowledge of the operations within their respective buildings and should have access to as much of the building as possible and be available to assist during off duty hours. Each building should have at least one alternate Building/Department Manager designated.

Building Manager Duties

1. Developing emergency-plans for the building/department to include: faculty/staff emergency contact information, space assignments, hazardous materials/process locations, and evacuation plans.
2. Serving as a coordinator during emergency situations to facilitate communication and information to first responders and the faculty/staff.
3. Assisting with training of faculty/staff in emergency procedures.
4. Assisting Risk Management & Safety and the Manager of Emergency Preparedness with training and exercise of the established emergency plans.
5. Updating the Building/Department Emergency Plan at least annually.

Emergency Coordinator Vests

Building/Department Managers will be issued a green “Emergency Coordinator” vest to be worn during building evacuations. The purpose of the vest is to identify Building/Department Managers for the First Responders and building occupants.

The University of Arizona Emergency Operations Center Structure

