

**UNIVERSITY OF WEST FLORIDA
Emergency Operations Plan (EOP):**

EMERGENCY OPERATIONS & COMMUNICATIONS

Purpose of Plan

The Emergency Operations Plan (EOP) was prepared to integrate the responses of all available university resources and increase the level of emergency preparedness on campus. The plan describes the roles and responsibilities of departments and employees in protecting life and property, in responding to the needs of those affected, and in disseminating accurate and timely information to the campus and the public. Its goal is to ensure an organized, structured, coordinated and caring response in crisis emergency situations.

Objectives

- To preserve life, property, and the safety of the university community;
- To enable quick evaluation of the emergency;
- To provide for rapid and necessary mobilization of personnel and material resources;
- To provide for the dissemination of accurate information to the campus community, the public, and the media;
- To provide appropriate victim services and lessen the impact of the crisis.

Planning Assumptions

- The Plan will serve as a practical guide with modifications made to meet the demand of each emergency. Because no plan can anticipate or predict every scenario, crisis management personnel must be able to quickly adapt to events as they unfold.
- Close working relationships must be established among key university staff prior to a crisis situation.
- Close working relationships must be established with appropriate external agencies prior to an emergency situation, i.e., local, state, and federal law enforcement, fire departments, county emergency management services and medical facilities.
- All crises are newsworthy and may receive media coverage.
- Individual departments must develop intradepartmental response plans for situations that may develop under their purview.
- UWF uses Incident Command Systems to respond to crisis.

Crisis Defined

In the context of this document, a crisis is considered an event, threat, or action that can cause death or significant injury to students, faculty, staff or the public, disrupt university operations or cause physical damage to facilities or the environment. Crises can be caused by natural or technological events or by criminal or hostile actions or threats. Such events may be categorized by level as;

Level 1 – Disaster:

- Affects the entire campus and the surrounding community. Examples include natural disasters such as hurricanes, tornados, floods or wildfires.

Level 2 – Crisis:

- Impacts the entire institution, i.e., structural fires, campus disruptions, explosive or other harmful devices or threats, homicide, missing or abducted person or workplace violence.

Level 3 – Critical Incident:

- Effects a subset of the campus rather than the entire institution, e.g. attempted or completed suicide, vehicle accidents, alcohol poisoning, drug overdose, etc.

MANAGEMENT OF THE CRISIS

Activation of Emergency Operations Plan

The Emergency Operations Plan (EOP) may be activated fully or in part by the University President or designee depending on the type and severity of the emergency. The University is said to be in a “state of emergency” when based on the best available information, the determination is made by the President or designee that the University is subject to a threat with a high probability of occurrence which has the potential to negatively impact university operations. The University President shall determine closure of all or portions of the campus in the event of an emergency and which employees are required to provide essential services. The Chancellor and the Chair of the Board of Trustees shall be notified of anticipated or actual closings as soon as possible. The President or designee will direct a statement through the Vice Presidents to all University personnel and others on campus. This statement will specify the nature of the emergency situation and advise of the desired action to be taken. The statement will immediately be furnished to Deans and Directors via e-mail, memoranda, telephone voice mail or other such means possible. Each University administrator will pass the same information along to departments/offices under their direction.

Emergency Operations Team

The Emergency Operations Team (EOT) will provide capable and responsible leadership and will make the strategic decisions necessary to support an appropriate response. The EOT is supported by the UWF Police Department, the Department of Environmental Health & Safety, and other staff as needed and will include:

- President (as warranted)
- Vice Presidents
- Director, Environmental Health & Safety
- Chief, University Police
- Executive Assistant to the President
- Associate Vice President for Marketing Communications
- University General Counsel
- Other necessary personnel

As required, key staff from the following areas will be included:

- Deans
- Ft. Walton Beach Center
- Facilities Management
- Student Affairs
- Health Services
- Housing and Residence Life
- Information Technology Services
- Counseling Center
- Employee Assistance Program
- Food Services

- Human Resources
- Controller
- Procurement and Contracts
- Marketing Communications
- Historic Pensacola

The President has designated the Director of Environmental Health & Safety or his designee to serve as the Emergency Operations Director (EOD) and is therefore responsible for chairing the Emergency Operations Team and directing a coordinated response.

The Emergency Operations Team will be organized as follows:

The response team structure includes the following:

Common terminology

A modular organization

Integrated communications

Unity of command

A unified command structure

Incident Action Plans (IAPs)

A manageable span of control

Designated incident facilities

Comprehensive resource management

Common terminology means plain English. All responders to the incident will use plain English in all areas including functions, facilities, resources, and titles. **Do not use radio codes, agency-specific codes, or jargon.**

A modular organization: The ICS organizational structure develops in a top-down, modular fashion that is based on the size and complexity of the incident, as well as the specifics of the hazard environment created by the incident. As incident complexity increases, the organization expands from the top down as functional responsibilities are

delegated. Only those functions or positions necessary for a particular incident will be filled.

Integrated communications: All responders to the incident will use the “Common Channel,” (1C) on the UWF radio system. If the incident multiple agencies, the responders will use the Mutual aid radio channel which Dispatch can cross-patched into UWF radios.

Unity of command: means that every individual is accountable to only one designated supervisor to whom they report at the scene of an incident.

A Unified Command may be needed for incidents involving:

- Multiple jurisdictions.
- A single jurisdiction with multiple agencies sharing responsibility.
- Multiple jurisdictions with multi-agency involvement.

If a Unified Command is needed, Incident Commanders representing agencies or jurisdictions that share responsibility for the incident manage the response from a single Incident Command Post.

Incident Action Plans (IAPs): Every incident must have a verbal or written Incident Action Plan. The purpose of this plan is to provide all incident supervisory personnel with direction for actions to be implemented during the operational period identified in the plan.

Span of control pertains to the number of individuals or resources that one supervisor can manage effectively during emergency response incidents or special events. Effective span of control on incidents may vary from three (3) to seven (7), and **a ratio of one (1) supervisor to five (5) reporting elements is recommended.**

Designated incident facilities: The Command Post for UWF is building 90, Facilities Management, with building 88, the Radio Station as an alternate.

Comprehensive resource management: resources can be factored into two categories:

- **Tactical Resources:** Personnel and major items of equipment that are available or potentially available to the Operations function on assignment to incidents are called tactical resources.
- **Support Resources:** All other resources required to support the incident. Food, communications equipment, tents, supplies, and fleet vehicles are examples of support resources.

Tactical resources are always classified as one of the following:

- **Assigned:** Assigned resources are working on an assignment under the direction of a Supervisor.
- **Available:** Available resources are assembled, have been issued their equipment, and are ready for immediate assignment.
- **Out-Of-Service:** Out-of-service resources are not ready for available or assigned status.

Responsibilities

Incident Commander:

The Incident Commander has overall responsibility for managing the incident by objectives, planning strategies, and implementing tactics. The Incident Commander must be fully briefed and should have a written delegation of authority. Initially, assigning tactical resources and overseeing operations will be under the direct supervision of the Incident Commander.

Personnel assigned by the Incident Commander have the authority of their assigned positions, regardless of the rank they hold within their respective agencies.

In addition to having overall responsibility for managing the entire incident, the Incident Commander is responsible for:

- Ensuring incident safety.
- Providing information services to internal and external stakeholders.
- Establishing and maintaining liaison with other agencies participating in the incident.

Command Staff: Information Officer, Safety Officer, and Liaison Officer- report directly to the Incident Commander

- **Public Information Officer**, who serves as the conduit for information to internal and external stakeholders, including the media or other organizations seeking information directly from the incident or event.
- **Safety Officer**, who monitors safety conditions and develops measures for assuring the safety of all assigned personnel.
- **Liaison Officer**, who serves as the primary contact for supporting agencies assisting at an incident.

General Staff: Operations, Planning, Logistics, and Finance

The Operations Section Chief will develop and manage the Operations Section to accomplish the incident objectives set by the Incident Commander. The Operations

Section Chief is normally the person with the greatest technical and tactical expertise in dealing with the problem at hand.

The major activities of the Planning Section may include:

- Collecting, evaluating, and displaying incident intelligence and information.
- Preparing and documenting Incident Action Plans.
- Conducting long-range and/or contingency planning.
- Developing plans for demobilization.
- Maintaining incident documentation.
- Tracking resources assigned to the incident.

The Logistics Section is responsible for all of the services and support needs, including:

- Ordering, obtaining, maintaining, and accounting for essential personnel, equipment, and supplies.
- Providing communication planning and resources.
- Setting up food services.
- Setting up and maintaining incident facilities.
- Providing support transportation.
- Providing medical services to incident personnel.

The Finance/Administration Section is set up for any incident that requires incident-specific financial management. The Finance/Administration Section is responsible for:

- Contract negotiation and monitoring.
- Timekeeping.
- Cost analysis.
- Compensation for injury or damage to property.

1. Convene at the onset of the crisis in Crosby Hall, lower level conference room
2. Monitor the operations of University departments during all phases of the emergency and arrange for appropriate staffing.
3. Advise the President of the appropriate action to be taken.
4. Issue public statements on emergency matters such as evacuation and movement to shelters.
5. Implement the policy for efficient emergency funding, control of expenditures and allocation of resources.

6. Ensure that appropriate support, relief and breaks are provided for crisis response personnel.
7. Conduct an after action review after the crisis regarding what went well/wrong, damage, liability, funds expended, restocking supplies, etc.

Command Center

The President or the designated Emergency Operations Director will determine the need for establishing a Command Center. The most appropriate location has been determined to be Building 19, room 127. Should an alternate Command Center be necessary Building 90, room 106 will be utilized.

The Emergency Operations Team and other appropriate staff will be advised when to report to the Command Center. A supply box will be maintained, by the UWF Police Department, to be used by the Emergency Operations Team and contain at a minimum:

- UWF Emergency Operations Plan
- UWF Policies and Procedures
- Campus, state, and local telephone directories
- Tape recorder, spare cassettes, battery operated AM/FM radio
- Two-way radios
- Weather radio
- Flash light/batteries
- First Aid Kit including waterless hand sanitizer
- CPR Kit
- Bio-hazard waste kit
- Floor plans of UWF buildings
- Master keys to campus
- Spare vehicle/gas keys

Cell phones and lap top computers will be secured for use in the Command Center.

DEPARTMENTAL RESPONSIBILITIES

Directors of University departments will:

Prepare and/or update departmental plans and submit to the appropriate vice president for inclusion in the University Emergency Operations Plan (EOP);

1. Designate and train staff to carry out emergency plans;
2. Ensure the continuity of university operations;
3. Respond as requested or directed by the EOT.

At a minimum, actions to be taken as follows:

University Police

The Chief University Police, or designee, shall make a determination of the nature and extent of the Emergency situation and report to the Emergency Operations Team throughout the duration of the event.

The University Police Department will be the initial response agency in all campus emergencies.

Duties and Responsibilities

Determine initial condition and extent of emergency situation, response criteria, and potential for escalation;

1. Preserve law and order and maintain public safety;
2. Provide for crowd control and movement of personnel;
3. Control effected areas until relieved by proper authority;
4. Control vehicular traffic at evacuation routes as well as ingress/egress to emergency location;
5. Conduct any necessary searches of area;
6. Provide radio and telephone communications;
7. Collect and disseminate intelligence information;
8. Preserve emergency scene and evidentiary materials;
9. Maintain up-to-date lists of emergency response agencies and personnel;
10. Manage available parking and assign space for media and other non-essential personnel.
11. Monitor weather conditions;
12. Provide continuous updates of emergency conditions as situations escalate or de-escalate;
13. Report localized hazardous conditions as they develop in order to limit further damage/injury;

14. Determine tactical response criteria;
15. Make recommendations for action by other Command Staff divisions;
16. Provide initial first aid to injury victims;
17. Provide or assist with rescue efforts;
18. Maintain liaison with State of Florida Disaster Response Center;
19. Develop and maintain an intradepartmental emergency plan and call-out list of vital personnel;
20. Develop and maintain list of equipment and supplies on hand and those needed for particular emergencies.

Facilities Management

The Director of Facilities Management or designee, will be the coordinator of Transportation, Grounds, Utilities, Building Services, and Maintenance in conjunction with the individual department heads of these services. The Director of Facilities Management will work with the other members of the Emergency Operations Team and report to the designated campus EOD.

Duties and Responsibilities

1. Develop and maintain an intradepartmental plan to meet emergencies as well as a call out-list of vital personnel;
2. Develop and maintain a list of equipment, supplies, tools and machinery on hand as well as those needed to meet particular emergencies;
3. Mobilize forces to assist in coping with preparation, response, and securing from an emergency;
4. Coordinate requests for gathering and delivery of personnel and supplies;
5. Assure isolation of emergency area via control of gas, water, power, and sanitation;
6. Clear and maintain access routes as required;
7. Prepare shelter for opening upon request including securing/connecting generator;
8. Have access to building floor plans, schematics and mechanical drawings of buildings;
9. Provide for emergency power to areas requiring such to maintain operation during an emergency;
10. Determine extent of damages;
11. Provide cost estimates of damage;
12. Assist in preparing and securing buildings; remove outside items and banners;
13. Assist with rescue efforts;
14. Provide for clean-up effort after emergency;
15. Care for utility emergencies (e.g., down power-lines);

16. Provide custodial services to shelters and buildings maintaining operations during emergency event;
17. Assist in barricading and physically isolating designated areas;
18. Provide additional vehicles and vehicle maintenance as required;
19. Provide training for building/facility coordinators.

Environmental Health & Safety

Personnel from this department will:

1. The Director will serve as the Emergency Operations Director.
2. Provide advise in cases of fire, chemical, radiation and/or other crisis incidents as required;
3. Ensure applicable local, state, and/or federal regulatory authorities are notified as required and that applicable rules and regulations are adhered to during and after the crisis (i.e., reporting requirement);
4. Determine loss control measures and advise campus EOD;
5. Conduct damage assessment and coordinate applicable recovery procedures;

Assist in arranging care for injured employees or students in conjunction with Health Services and the Counseling Center.

Student Affairs

The Associate Vice President for Student Affairs, or designee, will be the coordinator for Health Services, Food Service, Housing, and Child Care in conjunction with the individual directors for these services and report to the Emergency Operations Team. Student Affairs will be in charge of student life in times of emergencies.

Duties and Responsibilities

1. Inform students of emergency and actions to be taken or avoided;
2. Implement evacuation of students to designated shelters;
3. Provide necessary health care to students during emergency;
4. Provide for lodging and sheltering of students;
5. Provide for nutritional needs of students;
6. Assist students in notifying nearest relative or guardian of whereabouts;
7. Maintain roster of students and university personnel reporting to shelter and obtain emergency contact numbers for each.
8. Develop and maintain an intradepartmental emergency plan and call-out list of vital personnel;

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9. Staff shelters and act as tactical command officer in all matters pertaining to community life while in shelters;
10. Assign designated areas within shelters to various groups using facility;
11. Control arrival/departure of university personnel in shelter and report to the Emergency Operations Director;
12. Develop and maintain list of equipment and supplies on hand and those needed for particular emergencies.

Marketing Communications

Marketing Communications will gather and coordinate pertinent information for the members of the Emergency Operations Team and make appropriate releases to the local media under the authority of the Emergency Operations Director. The WUWF (88.1 FM) radio station will be the official source of emergency information to the University Community. WCOA (1370 AM)/WJLQ (100.7 FM) radio stations are official local sources of Civil Defense information releases.

Duties and Responsibilities

1. Develop and maintain an intradepartmental plan to meet emergencies as well as a call-out list of vital personnel;
 2. Develop and maintain a list of equipment and supplies on hand and those needed to meet emergency situations;
 3. Inform University and community-at-large of information pertaining to particular emergency;
 4. Release information to media pertaining to opening/closure of University, call back to vital personnel, and other information as necessary;
 5. Establish liaison with the news media for dissemination of information as requested by the President and the Emergency Operations Team;
 6. Establish liaison with the local radio and television station for public announcements;
 7. Advise Emergency Operations Team of all news concerning the extent of crisis effecting the campus;
 8. Prepare news release for approval and release to media;
 9. Serve as the University spokesperson designated to make statements on behalf of the University.
- No other units or individuals should deal with or respond to the media without the prior approval of the Emergency Operations Director. This does not prohibit individuals from contact with the media; however, such contact will be on their own behalf and not on behalf of the University.

10. Provide media updates as often as needed. A regular time will be set to release updated information.

General Counsel

The University General Counsel will serve as legal advisor to the Emergency Operations Team and the Emergency Operations Director in all matters relating to the crisis and the University's response.

Business Services

The Director of Business and Auxiliary Services will:

1. Assist with the establishment of food service and other vending resources;
2. Advise the Emergency Operations Director on transportation needs and obtain needed services;

Controller's Office

The Controller or designee will:

1. Provide the appropriate structure to ensure that emergency management expenditures are properly documented;
2. Ensure the appropriate fiscal reports are prepared and submitted as required;
3. Ensure necessary accounting data is captured and submitted to the appropriate agencies, including but not limited to the Federal Emergency Management Agency (FEMA).

Human Resources

1. Provide guidance on human resource policy issues which arise as a consequence of emergencies;
2. Ensure that employee data is current and made accessible during emergencies;
3. Provide employee assistance services to employees requiring such services as a consequence of the emergency situation.

Food Services

The Director of Food Services, or designee, will coordinate with the Associate Vice President for Student Affairs to provide for the nutritional needs of university students in time of emergency. He/she will also coordinate with the Emergency Operations Director to provide for personnel on duty.

Duties and Responsibilities

1. Plan, prepare, serve meals as directed;
2. Develop plan of operation that is functional without use of electric power, refrigeration, gas,

water, etc.;

3. Be able to obtain necessary supplies to provide provisions for 1000 people for a maximum of three days;
4. Develop and maintain an intradepartmental emergency plan and call-out list of vital personnel;
5. Develop and maintain list of equipment and supplies on hand and those needed to meet particular emergencies.

Information Technology Services

The Associate Vice President and designated staff will:

1. Provide computing services necessary to maintain vital university functions such as payroll, student registration data, accounts payable and purchasing.
2. Assist recovering or re-creating data lost or damaged as a result of a disaster.

Counseling Center

The Director of the Counseling Center and Center staff will:

1. Provide services to aid in the resolution of human problems and emergency situations as they arise (i.e., suicide and homicide threats; hostage situations, demonstrations of irrational behavior);
2. Establish counseling services and short-term interventions for individuals and groups affected by the crisis. Assessment and referral to appropriate resources for problem resolution and psychological services;
3. If appropriate, contact community resources related to dealing with the emotional consequences of suffering crisis and trauma;
4. Offer mediation and group facilitation as needed and/or requested;
5. Provide follow-up debriefing to crisis contacts.

Procurement and Contracts

The Director of Procurement and Contracts or designee, will coordinate with other EOT members for the procurement of materials and supplies as directed by the Emergency Operations Director.

Duties and Responsibilities

1. Develop and maintain intradepartmental plan to meet various emergencies as well as a call-out list of vital personnel;
2. Have ready access to inventory list of materials and supplies currently on hand and those needed for emergencies;
3. Develop list of local suppliers and types of materials stocked;
4. Establish standing agreements/contracts with local suppliers/vendors.

Deans and Department Heads

In addition to this overall Emergency Operations Plan, each dean and department head should maintain a current emergency plan which will provide for the emergency activities of the particular college or department concerned. Appropriate personnel will be responsible for knowledge of the university, college, and/or departmental plan.

RESPONDING TO THE CRISIS

EVACUATION PROCEDURES

Building Evacuation

1. All building evacuations will occur when an alarm sounds (e.g., fire alarm) and/or upon notification by University Police or other authority.
2. When the building evacuation alarm is activated or verbal notification is provided, occupants are to leave by the nearest marked exit and alert others to do the same. Directions may be given as to the location of a safe assembly area. However, if no directions are conveyed, proceed to the outside of the building.
3. Once outside, occupants should proceed to a clear area that is at least 500 feet away from the effected building. Keep streets, fire lanes, hydrant areas and walkways clear for emergency vehicles and personnel. During periods of inclement weather relocate to an alternate building which will be determined at the time of the crisis and conveyed to all persons affected.
4. **Do not** return or allow occupants to return to an evacuated building unless told to do so by a University official following release of the scene by fire/police or other agency.
5. Elevators should be reserved for use by disabled persons.

**NOTE: DO NOT USE THE ELEVATORS IN CASES OF FIRE, TORNADO,
AND/OR EARTHQUAKE.**

Assisting Disabled-Evacuation

1. Assisting the user of a wheelchair
 - A. Remember that wheelchairs have parts not designed to handle the stress of lifting.
 - B. Never carry the person while in the wheelchair. However, a manual chair can be used to assist the evacuation process.
 - C. Prior to moving the person, check for life-support equipment.
 - D. Consult the person in the chair regarding the best way to evacuate (the number of people needed, how to use manual chair, ways to lift, etc.).
 - E. If person is unable to speak clearly, look for a sign on the chair with printed instructions.
 - F. If the individual with the disability cannot be safely carried up/down stairs, do not

attempt to do so. Position the person in the safest place possible according to the emergency.

G. Alert emergency personnel of person's location.

2. Assisting the Visually Impaired

A. Offer to assist the visually impaired to a safe location.

B. Have the person take your elbow.

C. The visually impaired will be responsible for service dogs.

3. Assisting the Hearing Impaired

A. Alert the hearing impaired that an emergency exists.

B. Use gestures/notes to indicate type of emergency.

4. Assisting the Mobility Impaired

A. Offer assistance.

B. If help is requested, assist as directed to a safe location.

Campus Evacuation

1. Evacuation of all or part of the campus grounds will be announced by University Police or other authority.
2. All persons should be instructed to immediately vacate the site in question and relocate to another part of the campus grounds as directed.
3. If necessary, transportation will be provided to relocate persons to a safe refuge.

Emergency Shelters

The University Commons will serve as the primary shelter for the students in an emergency situation that requires evacuation of the residence halls. The shelter will be activated at the direction of the Emergency Operations Director or the Vice President for Student Affairs/designee. Buildings used as overflow shelters will be activated upon the authority of the Emergency Operations Director and may include buildings 74, 52, 51, or 86. the Field House will serve as the "host shelter" for evacuees from other parts of the state when required.

NOTE: No buildings other than those necessary for maintaining university operations or those designated as shelters will be occupied during an emergency.

As a public facility, University buildings are subject to being used as host or emergency shelters by the American Red Cross and Escambia County Emergency Management in times of need. The University has designated buildings to be used as public shelters and those in which occupancy is not permitted.

Communication During the Crisis

The following tactics represent a variety of communication tools available to reach each audience. Included under each audience subhead is a proposed spokesperson and message. The spokesperson and message will change depending on the severity and nature of the crisis. The ones presented here focus on a crisis of larger scope than the more traditional weather-related emergency.

1. Students

- A. Student News
- B. Housing e-mail
- C. COMPASS
- D. Voice mail
- E. Letter
- F. Two-way communication using Resident Advisors
- G. WUWF Radio

Spokesperson

- University President
- Vice-President for Student Affairs
- College Deans
- Subject Matter Experts
- Student Body Official

Message:

We are deeply concerned about this crisis and will address it in a professional manner. We need you to work with us where appropriate to ensure your concerns are properly addressed. You know us for our teaching, but now we want to show you that we are concerned and caring in a crisis as well. You can be proud of this University.

2. Faculty and Staff

Tactics:

- A. Phone alert
- B. WUWF
- C. Supervisor notification
- D. E-mail

Spokesperson:

- University President
- Vice Presidents
- Associate Vice President for Marketing Communication
- College Deans
- Department Chairs

Message:

The University of West Florida is a caring and quality institution, dedicated to the three traditional academic pillars of teaching, research, and service. The situation we are currently facing does not change that. We need your help now. We ask that you, as a valued member of the university family, become part of the solution by providing us with your thoughts and feedback.

3. Local community

Tactics:

- A. Letter
- B. WUWF
- C. Town Hall Meeting
- D. TV PSA
- E. Speaker's Bureau

Spokesperson:

- University President
- Associate Vice President for Marketing Communication

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Message:

UWF has been a valued member of this community for more than 30 years. We still are. You know us to be an active and concerned member of the Gulf Coast community, good for our students and good for our neighbors. We want you to know us now for our rapid and caring response in this time of emergency. We ask for and need your support as we work through this crisis. We want to work with you to develop a unified response to this response.

4. Alumni

Tactics:

- A. Alumni letter
- B. Special communication vehicle

Spokesperson:

University President
Alumni Association President

Message:

You can continue to be proud of your University. Your support in the past has been the lifeblood of UWF and we ask for your continued support during this period.

5. Press

Tactics:

- A. Facility tour
- B. Press release
- C. Press conference
- D. Editorial Board meeting
- E. Press dinner/breakfast
- F. Interview
- G. Testimonial
- H. Feature stories

Spokesperson:

University President
Associate Vice President for Marketing Communications

Subject-matter experts. For example:

Environmental expert

Safety and Security expert

Legal expert

Message:

We want to help you get this story out – with balance, accuracy and speed. The University is a valued member of this community. We care about our students, our staff and our neighbors. We want you to see how we are handling this situation. (For some crises, we actually depend on you to help us handle the situation.)

6. Parents

Tactics:

A. Letter

B. WUWF

C. 800 Number to be activated during crisis (1-866-UWF-NEWS).

Spokesperson:

University President

Vice President for Student Affairs or designees.

RESPONSE PLANS FOR SPECIFIC EMERGENCIES

HURRICANES

General Hurricane and Disaster Preparation – Hurricane Season is June 1 – November 30

Plan Activation Under a Hurricane Watch

Hurricane Watch: First warning that a hurricane is a definite threat to a portion of the coast of Florida; normally given 36 hours before the storm is expected to hit the coast. Landfall is uncertain and broad geographic areas are alerted. This is a time for preliminary storm preparation.

Upon announcement by the National Weather Service that HURRICANE WATCH status has been declared, the President will convene the Emergency Operations Team and designate the Emergency Operations Director. Following this meeting, necessary instructions will be issued by the vice presidents, deans, directors and chairs to all concerned. It is the responsibility of each department head to obtain a list of phone numbers where all staff can be reached immediately after a hurricane. Additionally, a list of staff and family members who will remain on campus during a hurricane, should be forwarded to the UWFPD. The Emergency Operations Director will convene appropriate staff and begin emergency preparations. Employees are advised to await official word from the university before closing offices and evacuating campus.

WUWF-FM (88.1MHz) is the official information source for the University. Any pertinent information regarding closings, cancellations, and the re-opening of campus will be broadcast. When the threat of a hurricane becomes imminent, WUWF will suspend regular programming to begin airing an emergency broadcast “clock,” consisting of regularly scheduled information updates throughout each hour. In the event that a hurricane preparation procedures are initiated, the UWF home page (www.uwf.edu) and NAUTICAL (nautical.uwf.edu) will both provide current information regarding hurricane preparation procedures, the status of classes, and the closing of the University.

Calls to the University Switchboard and the University Police should be limited to **ESSENTIAL AND EMERGENCY CALLS ONLY**. Limiting non-essential calls will free up the switchboard to receive and deliver pertinent information.

Departments hosting an event or activity should attempt to notify the participants of any cancellation or change. If a direct contact is not possible, please give detailed information to the Office of Marketing

Communications at x2426 or WUWF at x3300 so that accurate information may be disseminated.

Plan Activation Under a Hurricane Warning

Hurricane Warning: Normally issued 24 hours before the storm is expected to strike the coast; more accurate landfall is predicted, with narrow geographic boundaries.

Upon announcement by the National Weather Service that **HURRICANE WARNING** status has been declared, the President will issue the appropriate directive regarding closing the university. This directive will be relayed by the vice presidents to their areas of responsibility.

Office Preparation

All university departments and offices should prepare their equipment and essential files prior to leaving campus. All electronic equipment (computers, modems, monitors, copiers, UPS systems, etc.) should be turned off, and unplugged.

Electronic equipment should be moved away from windows (if feasible) and covered with plastic sheeting. Plastic sheeting and plastic bags are available and have been distributed by Facilities Management.

Essential files should be placed in file cabinets and secured. Do not leave valuable materials on desks or shelving.

Personal belongings of value should be taken home. The university will not replace personal items which have been damaged or are missing or stolen.

All office doors and building doors must be closed and locked. Contact the University Police if assistance is needed.

Designated departments and personnel are required to remain on campus during and after the storm. Those include, but are not limited to, Facilities Management, University Police/Switchboard, Environmental Health & Safety, University Housing, and Student Affairs. These staff members are assigned specific duties and responsibilities to organize individuals unable to leave campus, provide security, repair minor damage to facilities, and re-open access to the campus and buildings.

Other employees should contact their immediate supervisors, or others designated by their department, to determine when they should return to work.

The families of university employees who are required to work are welcome to stay in campus shelter(s) during the storm.

The decision regarding evacuation of resident students to the Commons will be made by the Emergency Operations Director in consultation with the Vice President and Associate Vice President for Student Affairs and the Director of Housing. Action will be taken in accordance to the Student Affairs Hurricane Procedures outlined in the appendix.

BOMBS/BOMB THREATS

Because bomb threats should always be treated seriously, any university employee receiving a telephone bomb threat should immediately transfer the caller to 2415, University Police. If possible the employee should make note of the incoming number before making the transfer. The reason for the transfer is that x2415 is a recorded phone line. Police Dispatchers are trained to collect essential information from callers. University Police will follow its “Bomb Threat” procedure and will notify the appropriate university officials. If the caller hangs up, contact the University Police immediately and provide all information you obtained.

The University’s Emergency Operations Plan will go into effect. However, if time does not permit, immediate

Action by Police will be necessary to protect lives.

Police Dispatch will notify appropriate Police staff to respond, and notify Environmental Health & Safety. Police Dispatch will make a university-wide 800Mhz radio announcement about the bomb threat and that all two-way radios, cell phones, and pagers are to be turned off at a minimum of 100 feet from the suspected bomb site.

FIRES

In the event of a fire, the alarm should be activated and evacuation of the building begun.

The University Police should be notified immediately and will be responsible for:

1. Ensuring the evacuation of the building and surrounding structure.
2. Notifying fire department, Emergency Medical Services, and appropriate university officials.
3. Locating a portable fire extinguisher and attempting to extinguish as possible.
4. Securing the scene.

Tactical coordination will include securing gas and electricity at the location, injuries/death, and identification of cause.

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In cases in which a student housing facility is involved, the housing staff is responsible for providing an updated list of all students residing in the facility. The housing staff will also be responsible for initiating a process of identifying students that can be accounted for as safe during the crisis and will provide temporary emergency shelter housing if required. In cases in which student death and/or injury result from a fire, the Counseling Center shall be contacted to provide immediate assistance.

DEATH OF A STUDENT

The death of a student requires a compassionate and timely response on the part of the university community. The following procedures are designed to assure that appropriate offices are notified and necessary actions taken to communicate appropriately with the family, withdraw the student from classes, and issue refunds.

When any university faculty or staff member learns of the death of a student, the Office of the Vice President or Associate Vice President of Student Affairs should be contacted immediately. If it is after normal hours or on weekends, the University Police is contacted and asked to relay the information to the Vice President or designee at home.

Student Affairs will coordinate all communications and initiate necessary procedures. To do so, the following information should be provided:

- a. Name of student (and student number, if known)
- b. Date and time of death
- c. Circumstances surrounding death
- d. Source of information (friend, newspaper article, call from family, etc.)

Student Affairs will:

1. Contact the Registrar and complete the necessary forms to formally withdraw the student.
2. Notify the Dean of the student's college, the student's instructors, and the student's academic advisor.
3. Notify the Office of Financial Aid and the Controller's Office and request that the appropriate refund from tuition or housing be processed.
4. Contact the Office of University Housing and Residence Life to verify whether the student was a resident. If so, the Housing staff will notify roommates, request support from the

Counseling Center, and arrange for the removal and shipping of the student's belongings, in consultation with the family.

5. Contact other offices which may have had on-going contact with the student (e.g., Student Activities, Athletics, etc.).
6. Contact the Counseling Center so that staff can provide support/counseling as necessary.
7. Contact the President's Office. The President and/or Vice President will send a letter to the family.

DEATH NOTIFICATION

When required to make the death notification, it is important to know all the facts: What has happened?

To Whom? When? Where? Were there other participants or victims? Has a positive identification been made? How? Who is next of kin (name, address, and telephone)?

The circumstances will often dictate who will make the contact with the family and when. If the death occurs at a medical facility or en route, the facility will generally notify the next of kin. However, when outside agencies make the notification, contact with the campus will be established to facilitate appropriate follow-up support.

If the contact is local and the University has to make the initial contact, the notification will be made in person by the Vice President for Student Affairs and the Chief, University Police as soon as possible identification has been made. If the family is out of town, personal notification will be arranged through law enforcement agencies or ministries in out-of-town areas. After notification is made, the family will be urged to call the campus directly for support and assistance.

Following notification, providing counseling to roommates, friends, family, participants, or witnesses to the incident will be of immediate concern. Other considerations will include residence hall meetings, contacts with instructors or classmates, plans for a memorial service and campus visit of the family.

SUSPICIOUS MAIL/PACKAGE

The following guidelines for handling mail have been adopted jointly by UWF Environmental Health and Safety, law enforcement, postal and health care staff members and from information provided by the State of Florida, the Postal Inspection Services, and the FBI.

Be Aware

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The risk of contacting any disease from an envelope is extremely low. However, general precautions for those who handle large volumes of mail:

- ▶ Wash your hands with warm soap and water before and after handling the mail, or use sterilizing liquid or wipes.
- ▶ Do not eat, drink or smoke around mail.
- ▶ If you have open cuts or skin lesions on your hands, disposable latex gloves may be appropriate.
- ▶ Surgical masks, eye protection or gowns are NOT necessary.
- ▶ When opening mail do not teat into it, shake it or blow into it.
- ▶ Call UWF Police at 474-2415 if mail is suspicious.

Safety Guidelines:

If a letter is received that contains a powder or written threat:

1. Do not shake or empty the envelope.
2. Isolate the specific area of the workplace so that no one disturbs the item.
3. Evacuation of the entire workplace is NOT necessary at this point.
4. Have someone call UWF Police at 911 and tell them what you received and what you have done with it.
5. Wash your hands with warm water and soap for one minute.
6. Do not allow anyone that touched the envelope to leave the office.
7. When emergency responders arrive they will provide further instructions on what to do.

Important:

- ▶ Do not panic or overreact.
- ▶ Do not walk around with the letter or shake it.
- ▶ Do not merely discard the letter.
- ▶ Do not open, smell, taste, or feel the powder.

What Constitutes Suspicious Mail:

- ▶ No return address
- ▶ Return address doesn't match the postmark
- ▶ Excessive postage or stamps
- ▶ Excessive packaging, tape or string

- ▶ Misspelled words or incorrect titles; Hand printing
- ▶ Protruding wires; foil
- ▶ Strange odor
- ▶ Oily stains, discoloration on wrapper
- ▶ Noises coming from package
- ▶ Restrictive markings (Personal, Confidential, etc.)
- ▶ Heavy or bulky for size envelope

See www.usps.com and search for NOTICE 71 for a color poster about suspicious mail

DAMAGE ASSESSMENT AND RECOVERY

Damage Assessment: Damage assessment will be done as soon as practical, but only when the safety of personnel doing the assessment is not in jeopardy. Damage assessment will consider not only the immediate or obvious damage, but should also include imminent damage potential, which may occur if prompt salvage activities are not limited.

- Injuries
- Property Damage
- Business interruption
- Prioritize salvage/repair efforts

Clean-up and Salvage: Prompt, proper clean-up and salvage operations will be undertaken by Facilities Management, Environmental Health and Safety, Architectural & Engineering Services and other appropriate departments. Actions to be taken include:

- Separate undamaged materials/supplies from damaged
- Make temporary repairs to minimize damage
- Salvage through clean-up, decontamination, etc.
- Enact communication procedures for notification of customers, clients, insurance carriers, etc.
- Enact pre-loss agreements for alternate facilities, services, etc.
- Estimate recovery schedule
- Estimate cost benefits for expedited repairs

- Itemize and document damages (e.g., photographs, video)

Outside Organization Identification and Assistance: In the event of a widespread disaster, a number of organizations are available to assist with recovery efforts.

- Governmental: permits, inspections, certificates of occupancy, debris removal, transport and disposal – local, state and federal
- Contractual
- Insurance – Claims adjustment staff assistance
-Engineering staff assistance

Leave and Attendance During Emergency Closings

Non-Exempt employees account for the closing on their Attendance and Leave Reports as follows:

- Indicate administrative leave for their regularly scheduled work shift, only for the period of the closing.
- Those working during the closure indicate special compensatory leave earned for the hours actually worked during the closure.
- Those working extra hours before or after the closing earn special compensatory leave, if the hours worked plus any administrative leave granted due to the closing cause the hours in the workweek to exceed (40).
- Those working during the closure must complete a “Request for Overtime” form for any special compensatory leave, overtime compensatory leave or and overtime pay earned during the corresponding pay period. Indicate on the form whether accrual or payment for special compensatory leave is desired.
- Those on prior approved leave during the closing **shall not** have the leave changed to administrative leave.

A&P and faculty **do not** account for the closing on their leave reports. Those on prior approved leave during the closing **shall not** have the leave changed due to the closing.

**EMERGENCY OPERATIONS TEAM
CALL LIST**

<u>Name</u>	<u>Contact Number</u>
1. <u>President</u> Dr. John Cavanaugh	Office: 474-2200
2. <u>Provost</u> Dr. Chula King	Office: 474-2035
<u>Alternate</u> Dr. Barbara Lyman	Office: 474-2035
3. <u>Executive Vice President</u> Dr. Hal White, Jr.	Office: 474-2200
4. <u>Senior VP for Administrative Affairs</u> Michael Dieckmann	Office: 474-2209
<u>Alternate</u> David OBrien	Office: 474-2626
5. <u>VP for Student Affairs</u> Dr. Deborah Ford	Office: 474-2214
<u>Alternate</u> Dr. Jim Hurd	Office: 857-2026
6. <u>Chief, University Police</u> John Warren	Office: 474-2022
<u>Alternate</u> Rex Bryant	Office: 474-2175
7. <u>Chief of Staff</u> Kim Spear	Office: 474-2200
<u>Alternate</u> TBD	Office:
8. <u>General Counsel</u> Pat Lott	Office: 857-3420
<u>Alternate:</u> Anita Schoenberger	Office: 857-3420
9. <u>Marketing Communications</u> Janice Cooper	Office: 474-2658
<u>Alternate</u> Jaimie Woodard	Office: 473-7431

CRISIS RESPONSE CALL LIST

<u>Name</u>	<u>Contact Number</u>
1. <u>Colleges/Centers</u>	
<u>College of Arts & Sciences</u> Dr. Jane Halonen	Office: 474-2688
<u>College of Business</u> Dr. F. Ed Ranelli	Office: 474-2348
<u>College of Professional Studies</u> Dr. Don Chu	Office: 474-2770
<u>Ft. Walton Beach Center</u> Dr. Jack Azzaretto	Office: 850-863-0766
2. <u>Facilities Management</u> Baker Melson	Office: 474-2170
3. <u>Environmental Health & Safety</u> Peter Robinson	Office: 474-2435
<u>Alternate:</u> Floyd Replogle	Office: 473-7440
4. <u>Architectural & Engineering Services</u> Russell Seagren	Office: 474-3417
5. <u>Student Affairs</u> Dr. Jim Hurd	Office: 857-2026
6. <u>Health Services</u> Ms. Bernice Robbins	Office: 474-2172
7. <u>Housing & Residence Life</u> Ruth Davison	Office: 474-2117
8. <u>Information Technology Services</u> Melanie Haveard	Office: 474-2540
9. <u>Counseling Center</u> Rebecca Magerkorth	Office: 474-2420
10. <u>Food Services</u> Scot Thomas	Office: 474-3197

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11. Human Resources/Employee Assistance
Ms. Sherell Hendrickson Office: 474-2694
 12. Controller
Collen Asmus Office: 474-3026
 13. Procurement and Contracts
Wendy Baudin Office: 474-2628
 14. Historic Pensacola
Mr. Richard Brosnaham Office: 595-5985 ext. 110
- Alternate:
Pat Paterson Office: 595-5985 Ext 109