

University of Maryland Baltimore

EMERGENCY MANAGEMENT PLAN

(Web Version November 15, 2002)

I. Introduction

The University of Maryland, Baltimore (University) must be prepared for emergencies. Preparation for emergencies fulfills our responsibility to protect employees, students and visitors; fulfills regulatory requirements; enhances our ability to recover from disruptive events; reduces our risk exposure; and enhances our image with the local community, the state, and the nation.

The campus has had a history of responding to emergencies in a professional, effective manner; however, the responses have not been coordinated by a team involving all responsible units. An Emergency Preparedness Planning Team was formed to assess the University's current capabilities, develop a plan incorporating procedures for addressing emergencies, integrate the resultant Plan into University operations, develop strategies for training employees, and continually evaluate the emergency preparedness of the campus.

II. Purpose of the Plan

There are four goals implicit in the creation of the University's *Emergency Management Plan* (the "*Plan*" or "*this Plan*"): 1) to promote the safety and security of students, staff, faculty, and visitors; 2) to minimize damage to University resources; 3) to minimize disruption of University programs; and, 4) to assist the community as appropriate.

This *Plan* provides campus-wide guidelines for preparing for and responding to emergencies. It is the responsibility of each school and unit to: (1) be aware of the contents of this *Plan*; (2) work cooperatively with the Office of Environmental Health and Safety to develop emergency evacuation plans specific to its building(s) or spaces; and, (3) develop individual emergency plans that are consistent with this *Plan*. No part of these guidelines shall be construed as a contract between any employee, student, or visitor and the University. The University reserves the right to change any guideline at any time.

III. Definition of Emergency at the University of Maryland

An emergency is any unplanned event that can cause death or significant injury to employees, students, visitors to the campus, or the public; or that can shut down the

campus, disrupt operations, or cause physical or environmental damage. The following events, as well as events not listed, may constitute an emergency:

- Fire/Explosion
- Hazardous Materials – Releases or Spills
- Acts of Terrorism
 - Bombs or Bomb Threats
 - Chemical Agent Releases
 - Biological Agent Releases
 - Incendiary Devices
 - Nuclear Devices/Releases
- Aircraft Accidents
- Suicide
- Workplace Violence
- Hostage Incidents
- Civil Disturbance
 - Animal Facilities Security Crisis
- Traffic Disruption
- Personnel Trapped in Elevator
- Floods
- Severe Weather/Natural Catastrophe
 - Hurricane/Tornado
 - Winter Storm
 - Earthquake
- Utility Failures
 - Natural Gas Leak/Supply Failure
 - Electric
 - Water Service
 - Steam
- Communication Failure

In this *Plan*, an emergency may be referred to as an “incident.”

IV. Emergency Management Elements

A. Direction and Control

1. Emergency Management Team

An Emergency Management Team (the “Team”) has been established to assume the responsibility for addressing emergencies on campus. The Team is headed by a director and is comprised of the following members:

Emergency Management Director (“EMD”)
Assistant Vice President, Facilities Management

Team Members:

Vice President, Administration and Finance
Director, Environmental Health & Safety
Director, Operations & Maintenance
Director, Architecture, Engineering and Construction
AVP, OEA Communications and Publications
Director, Public Safety
Associate Vice President, Human Resources Services
AVP, Telecommunications, Information Technology
Director, Student and Employee Health
Director, Counseling Center
UMMS Liaison (as necessary)
VA Medical Center Liaison (as necessary)
University Physicians, Inc. Liaison (as necessary)
MIEMSS Liaison (as necessary)
Director, Media Relations (affected school as necessary)
Director, Parking and Commuter Services

The Team oversees the incident operations and supports the Incident Commander (“IC”), the person on-site who is in charge of the response to the emergency, by providing resources and recommending financial assistance, as needed. The Team will:

- * Determine short and long term effects of an emergency.
- * In consultation with the Incident Commander, order an evacuation or shutdown of a facility or system.
- * Inform University administration and deans
- * Mobilize University resources, as needed.
- * Develop and implement a plan for the orderly return to normal operations.
- * Interface with outside organizations and the media.
- * Communicate situation reports to University students, faculty & staff.

- * Provide Critical Incident Stress Debriefing (“CISD”) for affected personnel.

Each Team member must designate an appropriate substitute in the event that he/she is not available or cannot be reached. Additional staff may be called upon to assist with the emergency response.

a. Emergency Management Director

The Emergency Management Director (“EMD”) is in command and control of the Emergency Operations Center and the Team. The EMD will direct and coordinate the utilization of University resources and provide an interface with the City of Baltimore Emergency Operations Center, if it is activated. The EMD will coordinate with the Incident Commander to ensure the safest and most expedient mitigation for the incident. The EMD will keep the Vice Presidents, Deans, and the President informed as to the status of the emergency. The EMD will supervise distribution of emergency information for the campus through the Team members. The EMD will coordinate the development and implementation of a plan to restore normal operations to the campus.

In the event that the Assistant Vice President for Facilities Management is not available, the EMD responsibilities will be assumed by: (1) the Director of Operations and Maintenance, in the Office of Facilities Management, (2) the Director of Public Safety, or (3) the Director, Division of Environmental Health and Safety, in that order.

**b. Incident Commander
(Varies, depending on nature of emergency)**

The Incident Commander (“IC”) is the person at the site of the emergency who is in charge of the immediate emergency response. The IC will be assigned to an emergency from the primary campus emergency management unit responsible for that emergency. This will vary depending on the nature of the emergency as summarized in the chart on pages 6 and 7. The identity of the IC may shift if the type of emergency changes on scene (i.e., an incident beginning with a Police IC could shift to a need for a medical IC.) The IC must have the capability and expertise to assume command of an emergency as described in this section.

The IC will manage the on-scene operations of an emergency response. The IC is responsible for the technical aspects of the response as well as the tactical planning and execution, determination of the need for outside assistance and resources, and interface with the Emergency Operations Center. During an incident, the IC will maintain regular communication with EMD.

The first emergency response person to arrive on the scene will become the IC and establish the incident command system. This person will remain in command until relieved by the designated IC. The IC, upon arrival, will assume command,

notify the EMD, implement the emergency procedures specified for the particular incident, assess the situation, implement this Plan, activate resources, order and initiate evacuation of persons in harm's way, and upon conclusion of the incident, declare the emergency over. In the event that the Baltimore City Fire Department is on scene at a fire, explosion or hazardous materials incident, the IC will act as the liaison with the Fire Department's Incident Commander.

2. Incident Command System

a. Emergency Response Levels

Emergencies can occur with varying degrees of severity that requires different levels of response and management. The following chart summarizes the levels of emergencies and types of response that may be required. The response classifications of emergencies parallels the definitions used by the Federal Emergency Management Agency, Maryland Emergency Management Agency and Baltimore City. This facilitates a clear understanding of the severity of an emergency and necessary response by all potential respondents.

LEVEL I LIMITED RESPONSE	LEVEL II INTERMEDIATE RESPONSE	LEVEL III FULL RESPONSE
Limited disruption of operations or services.	Intermediate disruption of operations or services.	Major or complete disruption of operations or services.
Limited or no evacuation. Limited to immediate area around incident.	Larger evacuation may involve entire floor or building.	Major evacuation involving multiple buildings or entire campus.
Small-scale incident such as lab spill that requires limited response of University Police, EHS, and Facilities Management. May or may not involve off campus resources.	Larger scale incident such as a hazardous materials spill or reported fire. Involves University Police, EHS and Facilities response with additional resources, such as the Baltimore City Fire Department.	Major incident involving most or all campus agencies and multiple off campus resources, such as Baltimore City Fire Department, Department of Environment, Baltimore City Police Department and others.
Injury to faculty, students, staff and/or visitors possible.	Injury to faculty, students, staff and/or visitors possible.	Injury to and/or death of faculty, students, staff and/or visitors likely.

b. Emergency Management Units

Responsibility for an emergency is assigned to a primary campus unit for incident command purposes. In addition, campus support units and outside agencies have been identified for each category of emergency.

EMERGENCY	PRIMARY UNIT	SUPPORT UNITS	OUTSIDE AGENCIES
Fires/Explosions	EHS (accidental) Public Safety (arson or incendiary)	OM; Tel; AE&C; Public Safety; CC; EHS	Baltimore City
Hazmat Incident	EHS	OM; Media Relations; Public Safety; Principal Investigator	Baltimore City; MDE; Contractor
Acts of Terrorism	Public Safety	EHS; Media Relations; OM; AE&C; Human Resources; CC	Baltimore City; State & Federal Agencies
Aircraft Accident	Public Safety	OM; EHS; Media Relations; AE & C; Shock Trauma; CC	Baltimore City; State & Federal Agencies
Suicide	Public Safety	CC	
Workplace Violence	Public Safety	Media Relations; Human Resources; CC	Baltimore City; State & Federal Agencies
Hostage Incidents	Public Safety	CC	
Civil Disturbance	Public Safety	Media Relations; Principal Investigator	City of Baltimore; State & Federal Agencies
Animal Facilities Security Crisis	Public Safety	OM; Media Relations; Veterinary Services; EHS	Baltimore City; Funding Agencies
Traffic	Public Safety	Public Affairs	Baltimore City
Personnel Trapped in Elevator	Public Safety	OM	Baltimore City Fire Department
Flood	OM	Public Safety; Media Relations; Principal Investigators; CC; EHS	Baltimore City; Contractor
Severe Weather/ Natural Catastrophe (snow, hurricane, tornadoes)	OM	Public Safety; Media Relations; AE & C; Human Resources; EHS; CC	Baltimore City; State & Federal Agencies
Utility Failures Contractors	OM	Public Safety; Tel	BG&E;
Communications Failure	Tel	OM; Public Safety; EHS; Media Relations	Bell Atlantic; Contractor

Key: OM Operations & Maintenance (Facilities Management)
 EHS Environmental Health & Safety
 Tel Telecommunications, CITS
 AEC Architecture, Engineering & Construction (Facilities Management)
 MDE Maryland Department of the Environment
 BG&E Baltimore Gas & Electric
 CC Counseling Center

3. Emergency Notification and Management

a. Initial Notification – from Campus Telephones

CALL 711

It is the responsibility of every University student and employee to be aware of and to respond appropriately to both actual and potential emergency situations. All students and employees need to be instructed in the proper course of action regarding the process of notification for any emergency. While specific campus units may have procedures for emergency situations that are unique to their particular areas, **a campus emergency should be reported to the University Police by calling 711. From non-campus telephones use 410-706-3333.**

b. Assessment and Response

(internal details not provided on web version of Plan)

4. Emergency Operations Center

(Location not published on the web)

B. Communications

1. Internal

There are two levels of communication that require different methodologies for disseminating information during emergencies. Status reports from the Emergency Management Team, once it has convened and is working on an emergency situation,

require one level of notification. Action messages, requiring campus-wide distribution (i.e. Campus is under liberal leave policy), require a different level of notification.

a. Status Reports

A member of the Emergency Management Team will notify the Vice President for Administration and Finance and the President's Office that the Emergency Operation Center has been activated. A status report will be provided to the President and Vice President for Administration and Finance. The designated person in the President's Office will notify the schools and other major campus units as to the status of the emergency. At that time, the schools and major units (12), in addition to UMMS, UPI, UMBI, and the VAMC, have the prerogative to send a representative to the Emergency Operations Center to observe the activities and report back to their schools/units.

As a backup methodology, status updates on the emergency will be distributed to the major units via email and voice mail. Distribution lists have been created for the major unit contacts and their backups.

b. Action Messages

A member of the Emergency Management Team will prepare a message pertaining to the emergency for distribution to the campus community. Prior to its release, the message will be reviewed and approved by the President's Office. Once approved, OEA will provide it to the schools and units. OEA, as part of the Emergency Management Team, is the unit responsible for campus-wide distribution of the approved message using broadcast Voice Mail (reaches approximately 60% of the campus population). Fire Wardens also will be used to notify staff in each building. Finally, OEA will post the approved message on the emergency telephone number Ext. 68622 (formerly, snow or inclement weather number), campus Web site, and other formats, as necessary.

c. School/Unit Responsibility

Each School and administrative unit must develop a method for distributing information concerning emergency status reports and action messages to its students and staff. Access to staff and student location and home phone numbers also is the responsibility of each School and unit.

d. Emergency Operations Center

Cable TV, voice and data lines as well as two way radios are available in the Emergency Operations Center. A Communications Checklist has been developed for used by the Incident Commander and/or Emergency Management Director.

e. Two way Radios

(Details not provided on the web)

f. Fire Wardens

The following is the University Fire Warden Emergency Notification Procedure:

- I. Purpose. The purpose of this document is to establish procedures to notify the campus community of the status of an ongoing campus, city, state, or national emergency.
- II. Responsibilities.
 - a. Schools and other University Business Units
 - i. Upon request, provide the Office of Environmental Health and Safety the names of individuals that will act as fire wardens for their respective facilities.
 - ii. Provide reasonable time for fire wardens to attend training and participate in other emergency preparation activities.
 - b. Office of Environmental Health and Safety
 - i. Maintain an up-to-date list of all campus fire wardens, their location, and additional personal information.
 - ii. Maintain an up-to-date Fire Warden Calling Tree.
 - iii. Coordinate and provide training on the University's Fire Warden Notification Procedure.
 - iv. Develop and periodically update the University Fire Warden Notification Procedure.
 - v. Coordinate periodic testing of the Fire Warden Emergency Notification Procedure.
 - c. Fire Wardens
 - i. Attend training held by the Office of Environmental Health and Safety.
 - ii. Notify the Office of Environmental Health and Safety of any changes in their personal information, transfers to different work areas, or departure from University services.
- III. Fire Warden Notification Procedures
 - a. In the event of an emergency, the University Emergency Management Team shall prepare periodic emergency information updates. These updates will be posted on the University's Web Page (<http://www.umaryland.edu>). The updates will also be available on the Emergency Information Line at 410-706-8622.
 - b. Fire Wardens shall be notified of the fact that an emergency condition exists via the Fire Warden Calling Tree. Fire wardens will be directed to obtain information about the emergency situation via the University web page or the Emergency Information Line. Fire Wardens will continue to monitor these sources for additional updates concerning the emergency until the emergency is declared over.
 - c. In the event that the University's website is down, fire wardens shall assemble in the first floor lobby area of their building. They will get up-to-date information about the emergency condition from the security guard

for their building. If their building does not have a security guard, a representative of the group will walk to the nearest building with a security guard and obtain an information update.

- d. Upon receipt of an emergency information update, fire wardens will report this information to the most senior member of University management in their area of responsibility and shall then assist management in notifying the other employees in their area.
- e. Fire Wardens shall report any additional information they may discover that is relevant to the emergency condition to a security guard for forwarding to the incident commander and/or emergency operations center.

2. External

a. Public Information

During an emergency on campus, communication with the outside world is the responsibility of the AVP for Communications and Publications. In consultation with the EMD, he/she will coordinate all news releases, interviews, and information dissemination concerning the emergency. The AVP for Communications and Publications will send a media relations representative to the scene and will personally report to the active Emergency Operations Center.

b. Official University Spokesperson

When the University encounters a situation where the media wants details about an emergency that involves the University, its students, faculty and staff, it is important the media clearly understand the situation. The situation may be on-campus and require implementation of the Emergency Management Plan or off-campus, involving students, faculty or employees.

Within this range of situations, the AVP of Communications and Publications will arrange for an official spokesperson for the University. The Media Relations staff is responsible for working with the media and is best suited to supervise the explanation of the situation and how it impacts the University.

c. Media Relations Responsibilities

(Details not provided on the web)

d. UMMS, VA and MIEMSS Notification

The EMD will notify the designated UMMS, VAMC and/or MIEMSS representatives in the event of an emergency. If the Emergency Operations Center is activated, and if the

emergency has potential implications for UMMS, VAMC or MIEMSS, the designated representative will be asked to join the Team at the Emergency Operations Center.

C. Counseling Center

Critical Incident Stress Debriefing services may be provided at the site of an emergency, if there is a secure location available, or at another location. Services may include defusing on-site, or individual or group off-site debriefing activities. Defusing may occur while the incident is still in progress and debriefings may continue until appropriate stabilization has occurred.

D. Public Protection Options

The methods of providing initial public protection during an emergency are evacuation and in-place sheltering. Choosing the proper method depends on the circumstances associated with the hazard and the expected duration of the emergency. Evacuation involves moving people from harm's way to a place of safety. It must be determined if the threatened population can be evacuated safely. In some cases evacuation can cause people to be unduly exposed to unhealthy levels of contamination. Other difficulties may include ability to notify evacuees, identification of safe relocation sites, and availability of resources including available personnel to assist with the evacuation procedures. See Appendix A for model Fire Evacuation Plan.

In-place sheltering can be an effective public protection option for short duration emergencies (2-hours or less) where exposing people to contamination is a concern. This may be the only alternative if an entire area is cloaked in a vapor or gas cloud. If however, there is a danger of fire or explosion, then sheltering in-place is not an option. Sheltering in-place in University buildings will require close coordination between facilities management and building personnel. Some education of personnel will be needed so they understand the concept of sheltering in-place.

E. Property Protection

1. Mitigation

The University through a series of "on call" contracts with qualified vendors has the ability to utilize the services of any or all of the contractors to mitigate the losses to and secure from further peril all University property. The appropriate Facilities Management personnel on the scene are authorized to call in the appropriate "on call" contractors in an emergency situation to mitigate the damages and secure the facility. Facilities Management will immediately notify Environmental Health and Safety to advise Risk Management of all insurance matters including necessary procurement activity. Risk Management will contact the Insurance Division, State Treasurer's Office for approval of

the emergency repairs as well as for appropriate post-incident clean up, restoration, and repairs that may be needed.

2. Facility Shutdown

Any facility or part of a facility that is sufficiently damaged as to be unsafe for use by University employees can be shutdown. During this period the Team, in consultation with Facilities Management will assess the damage and the need for remediation, restoration, and/or repairs that will be required. If it is deemed necessary, the facility (in whole or in part) will remain closed for an additional period of time.

University Police will be responsible for enforcing the facility closure order until such time as it is modified or revoked. A control plan for allowing appropriate University and contractor personnel into the affected facility will be developed and implemented by Facilities Management in consultation with the facility user(s), University Police, Environmental Health Safety, and Procurement.

3. Records Preservation

Any University records that are damaged as a result of an emergency will be secured by Facilities Management until such time as an approved records recovery contractor can take possession of them. Use of contractors of this type must be approved by both Risk Management and the Office of Procurement to ensure compliance with applicable state regulations and guidelines. Emergency measures to minimize damage may be taken by the authorized Facilities Management personnel on site.

F. Recovery and Restoration

1. Planning Decisions

The Emergency Management Team will be required to assemble a Recovery/Restoration team to coordinate the planning for the rehabilitation of the damaged facility for use and occupancy by University employees. At a minimum the Recovery/Restoration Team should consist of representatives from Facilities Management AEC and OM, Environmental Health and Safety – Risk Management, Procurement, affected facility user(s), and University Police.

2. Risk Management (Insurance)

(Details not provided on the web)

3. Critical Incident Stress Debriefing (CISD)

The University of Maryland Counseling Center's protocol for CISD is attached as Appendix B. (Not provided on the web)

V. Training and Implementation

(Not provided on the web)

VI. Emergency Response Procedures

(Procedures developed for emergencies detailed in 4.A.2.b. -- not provided on the web)