

# ETSU Emergency Preparedness Plan (EPP) July 2013



Date

July 23, 2013

Dr. Brian Noland  
President

Emergencies can happen at anytime. How well East Tennessee State University responds is related to how well the university is prepared. This Emergency Preparedness Plan outlines the actions to be taken by the university in response to emergency situations and provides useful preparedness information for the university community. The plan presents concepts covering the full spectrum of emergency responses and is compatible with the local and state emergency response procedures.

The President or his/her designee, generally the Vice President for Finance and Administration, places the plan into operation when a catastrophic event or emergency condition occurs on the campus, or is anticipated, or when such an emergency reaches proportions beyond the capacity of routine procedures.

## Scope

Emergencies or disasters can occur in the academic setting and strike anyone at anytime. An emergency is an unforeseen situation that threatens university employees, students or the public; disrupts or shuts down operations; or causes physical or environmental damage. Emergencies, natural or manmade, include, but of course are not limited to the following:

- ✓ Floods
- ✓ Severe thunderstorms
- ✓ Tornadoes
- ✓ Fires
- ✓ Toxic gas releases
- ✓ Chemical spills
- ✓ Radiological accidents
- ✓ Explosions
- ✓ Train derailments
- ✓ Civil disturbances
- ✓ Any violence on campus resulting in bodily harm and trauma

**Anyone who becomes aware of any of these emergencies or others should report the information to ETSU Public Safety (439-4480 or 911 from campus phones) or the local emergency response office (911 from off-campus phones). Officials will immediately evaluate the threat and take appropriate action.**

When the decision has been made to activate the ETSU Emergency Command Center, key personnel will be notified using the Emergency Notification Chain (*Appendix I*). When notified, Building Coordinators affected by the emergency, should warn their building occupants by the most appropriate method, for example, fire alarm system, telephone, public address system, or alternative communication system.

## ETSU Emergency Preparedness Plan (EPP) July 2013

**Activation of the East Tennessee State University Emergency Preparedness Plan (EPP) is designed to be implemented in the same manner every time.** Because stress and confusion are to be expected at the emergency scene, quick and efficient implementation of the plan will provide clear direction, responsibility, and continuity of control for key officials.

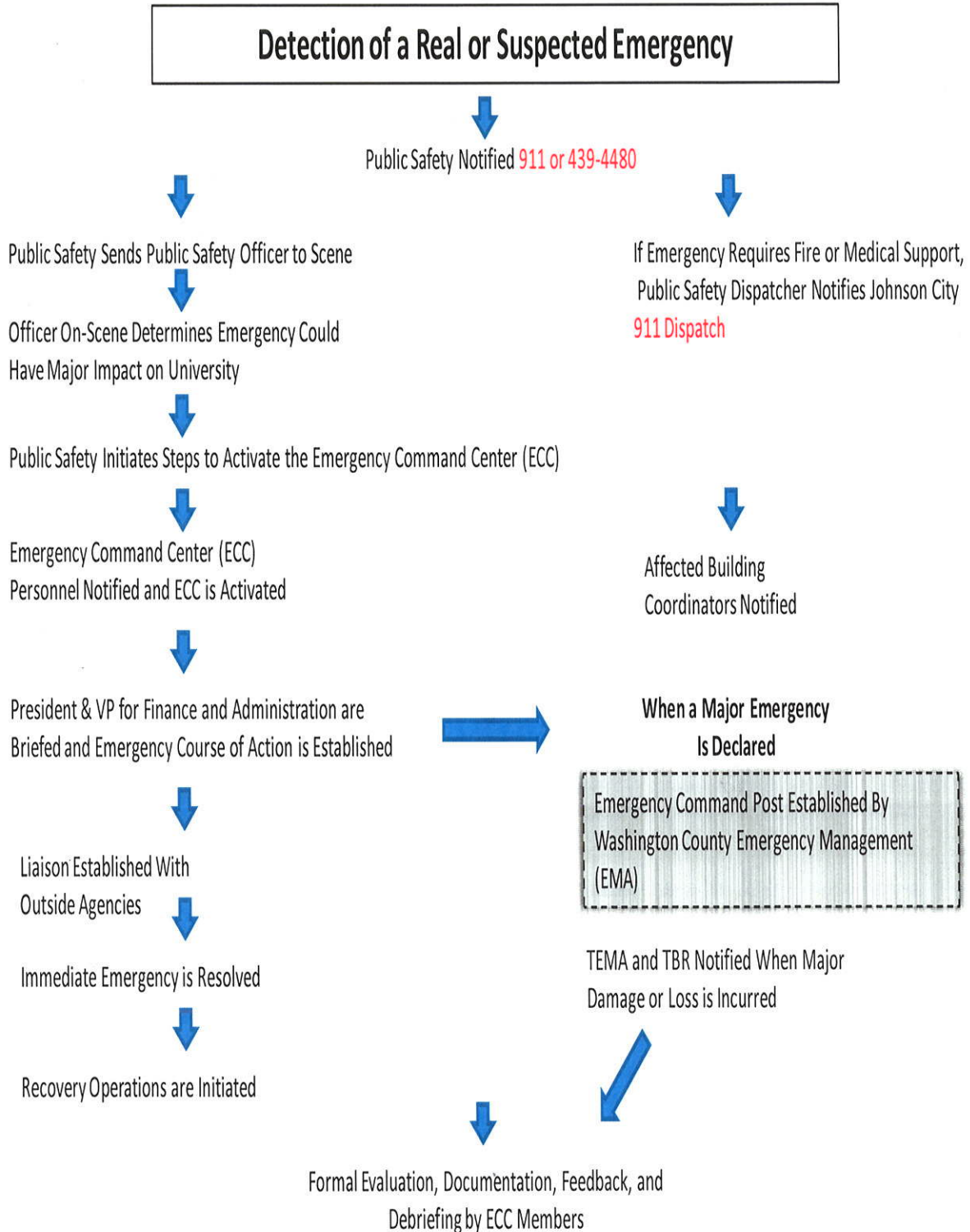
Everyone should be aware that even isolated incidents may result in inquiries from news media. Please make sure that the Office of University Relations (439-4317) is briefed immediately and provided with all details as a follow-up.

Warning of actual or impending emergencies may come from ETSU notification systems (university homepage alerts, university e-mail alerts, GoldAlert text messaging, and the university siren system) as well as radio and television broadcasts.

The following flow charts outline typical response protocol followed by ETSU personnel:

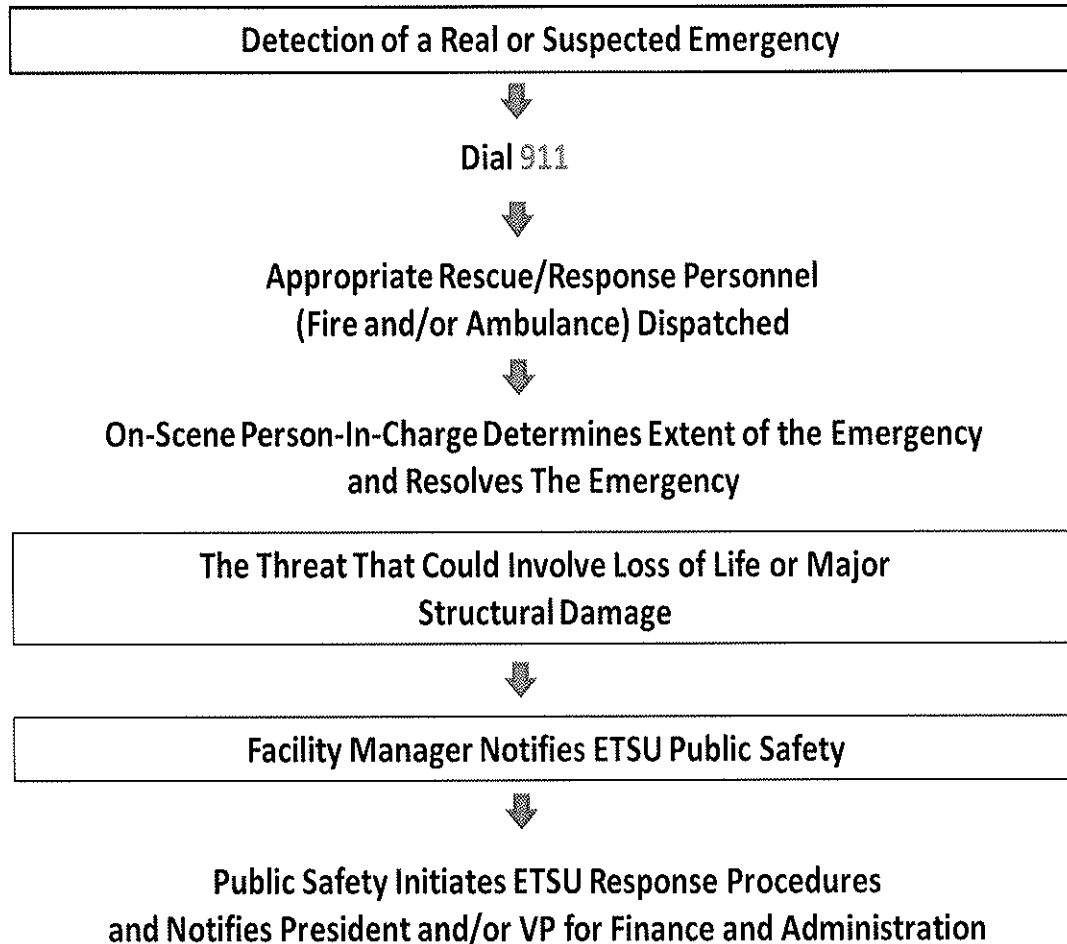
# ETSU Emergency Preparedness Plan (EPP) July 2013

## Protocol for Response to an Emergency at ETSU Facilities Supported by Johnson City & Washington County Emergency Management Agency (EMA)



## ETSU Emergency Preparedness Plan (EPP) July 2013

### Protocol for Response to an Emergency at ETSU Facilities Located Outside Johnson City & Washington County



### General Campus Emergency Procedures

All faculty, staff, and students should familiarize themselves with the university's general emergency procedures. They are posted in all ETSU buildings. These procedures give students, faculty, and staff specific information about what to do in the event of fire, severe weather, power outages, and hazardous material releases. The posting also provides specific procedures to follow for building evacuation and response to the campus emergency notification system. For example, the following emergency procedures are posted in Burgin E. Dossett Hall:



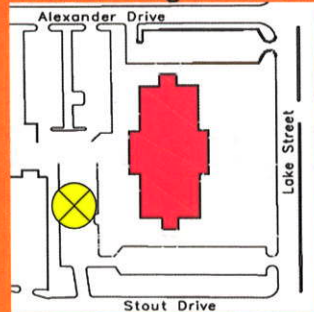
# ETSU Emergency Preparedness Plan (EPP) July 2013



## Evacuation Information

- Become familiar with the evacuation diagrams located in the hallways throughout the building to identify your nearest evacuation route.
- Remain calm; follow emergency guidelines and directions given by emergency personnel.
- If the fire alarm has been activated, go to the nearest stairwell or exit door and leave the building immediately.
- Assist disabled persons out of the building. In the event a person with a disability cannot be immediately evacuated from the building, he or she should be directed to the nearest stairwell landing to await the arrival of emergency personnel. ETSU Campus Police and/or the Johnson City Fire Department must be notified immediately upon arrival, identifying the location of the individual.
- Go to the Designated Assembly Area as indicated below.
- Do not re-enter the bldg. unless directed by emergency response officials.

### Designated Assembly Area for Burgin Dossett



## Emergency Procedures

### East Tennessee State University

#### Fire

- If fire or smoke is discovered, notify the fire department or Public Safety immediately by dialing 9-1-1 or 9-4480.
- Go to the nearest stairwell or exit door and leave the building immediately.
- Pull the fire alarm as you leave the building.
- Do not use the elevators!
- Assist disabled persons out of the building. If unable to exit the bldg. due to severe mobility impairment, he or she should be directed to the nearest stairwell landing to await the arrival of emergency personnel. Campus Police and the Johnson City Fire Department must be notified immediately upon arrival, identifying the location of the individual.
- Go to the Designated Assembly Area.
- Do not re-enter the bldg. unless directed by emergency response officials.

#### Severe Weather

##### During a Tornado Warning

- Move to a basement, or
- First floor interior hallway, or
- Restroom or other enclosed small areas away from large class areas.
- Get under sturdy furniture.
- Stay away from windows.
- If caught outside, crouch in a nearby ditch or close to the ground.

##### During a Severe Thunderstorm Warning

- Immediately go inside for protection.
- Stay away from windows, water faucets and other plumbing fixtures.
- Do not use telephone, television, or computers since lightning can travel through connecting wiring.
- If outside – stay away from tall trees and other objects that are likely to be struck by lightning.
- If caught in an open field, crouch in a ditch or close to the ground.

#### Hazardous Materials Release

- **Evacuate**
  - Leave spill area immediately.
  - Remove personnel from danger of spill.
  - Alert other building occupants.
- **Confine**
  - Block area to unnecessary personnel.
  - Use doors to contain vapors.
  - Shutdown ventilation systems where possible.
  - Use hood to exhaust vapors.
- **Notify**
  - Public Safety@911 or 9-4480, Facilities Management@9-7900, and Environmental Health & Safety Office@9-6028.

Follow instructions of emergency personnel.

#### Power Outage

- For information about a prolonged outage, go to [www.etsu.edu](http://www.etsu.edu) for an ETSU alert, or listen to your radio at WETS-FM, 89.5, for up-to-the-minute information.
- Help co-workers in darkened areas move to safe locations.
- Unplug personal computers.
- Take personal belongings if instructed to leave the building.
- Secure any hazardous materials or equipment before leaving.

#### When You Hear Campus Warning Sirens

- Listen carefully!
  - Follow all instructions.
- If you cannot hear the message being broadcast across the campus emergency system:
  - Get to a computer and go to [www.etsu.edu](http://www.etsu.edu) for an ETSU alert, Or
  - Listen to your radio at WETS-FM, 89.5, for up-to-the-minute information, Or
  - Check your email or cell phone for a GoldAlert Emergency Text Message.

# ETSU Emergency Preparedness Plan (EPP) July 2013

## Departmental Planning

Departmental Emergency Action Plans are prepared by the individual campus departments. Each department is required to complete the following:

1. Phone Trees – see “*Appendix V: Requirements for Creation & Maintenance of Phone Trees*” for specific guidance.
2. Continuity of Operations Plan (COOP) – see “*Appendix VII: Departmental COOP Template*” for specific guidance.

The ETSU Office of Environmental Health & Safety will audit annually each department’s plan to ensure compliance with this requirement.

## Levels of Response

For planning purposes, the university has established four levels of response to emergencies, which are based on the severity of the situation and the availability of campus resources.

In responding to any emergency, it is important for the University Incident Commander (Associate VP for Public Safety or the VP for Finance and Administration) to classify the severity or level of the event. This plan uses the following definitions:

### THERE ARE FOUR LEVELS OF RESPONSE:

#### **LEVEL 1 INCIDENT**

A Level 1 Incident is defined as a local event with limited impact, which does not affect the overall functioning capacity of the university. Examples would be a contained hazardous material incident, a minor snowstorm, extensive potential for flooding due to an excessive rainstorm, or a limited power outage. The Emergency Preparedness Plan would not be activated. The initial responders (Public Safety Officers) would typically be expected to handle the situation.

#### **LEVEL 2 INCIDENT**

A Level 2 Incident is defined as a serious event that completely disrupts one or more operations at the university. Multiple resources are involved. Small-scale activation of the Emergency Preparedness Plan occurs to the extent that initial responders (Public Safety Officers) need additional assistance to handle the emergency. Impact to academic activities is possible.

#### **LEVEL 3 INCIDENT**

A Level 3 Incident is defined as a serious event that completely disrupts one or more operations of the university. The University Incident Commander is notified, and activation or partial activation of the Emergency Preparedness Plan will most likely be required. The ECC Team is assembled and consulted. Several Departmental Plans may be initiated, and outside support services may be required. Examples might include a

## **ETSU Emergency Preparedness Plan (EPP) July 2013**

building fire, bomb threat, civil disturbance, a major snowstorm, or widespread power outage of extended duration. The initial responders (Public Safety) will work toward stabilizing the situation but may not have the resources to accommodate the circumstances without external support.

### **LEVEL 4 INCIDENT**

A Level 4 Incident is any event or occurrence that has taken place and has seriously impaired or halted the operations of the university. A Level 4 incident requires activation of the Emergency Preparedness Plan. The Emergency Command Center is assembled and consulted. In some cases, students, staff, faculty, or community injuries/casualties and severe property damage may be sustained. Outside emergency services might not be available. Examples might include a flash flood, a damaging tornado, or other community-wide emergencies. Most, if not all, Departmental Plans respond, and outside emergency services will likely be involved.

The following table outlines expected impact to the university:

# Expected Impact

Scope	Level – 1	Level – 2	Level – 3	Level – 4
University Activities	Minimal and localized. Most university activities not affected.	Potential for one or more university operations to be impacted. Localized shutdowns expected.	Significant. University activities see localized shutdown.	Very Significant. University activities shut down for a period of time.
Faculty, Staff, and Students	Site-specific localized impact. Injuries possible.	Site specific disruptions. Injuries possible.	Site-specific or general/local community impact with disruptions. Injuries possible.	General impact with probable disruptions. Injuries and possibly fatalities are a serious concern.
Media Coverage	None expected.	None or limited local coverage.	Limited local coverage.	Local, regional, and possibly national coverage.
Public & Government Concern	Limited.	Potential exists for university closure or modified support of local community life safety needs.	Potential exists for a critical incident. Government agencies may investigate.	Potential exists for a critical incident, and government investigations or hearings may result.
ECC Involvement	Probably none.	Provisional support as needed.	Assembled and consulted as needed.	Assembled and consulted continuously, and actively involved.



# ETSU Emergency Preparedness Plan (EPP) July 2013

## Plan Activation

When an emergency situation arises, the University Incident Commander (Associate VP for Public Safety or the VP for Finance and Administration) should activate the Emergency Plan. ECC members should refer to "Appendix II: Specific procedures for activation of the ECC" for precise guidance.

In case of a widespread emergency, multiple incident commanders may be assigned. University personnel and equipment will be deployed to provide priority protection for:

1. Life safety for the campus community and surrounding areas
2. Preservation of property, including the safety and protection in the Department of Laboratory Animal Research
3. Recovery and restoration of academic activities

The manner in which university personnel and equipment are used will be determined by the ECC under the direction of the Incident Commander.

The ECC Incident Commander will immediately appoint available individuals, with appropriate skills, to fill each of the Emergency Command Center positions on an interim basis. These appointments will remain in effect until the pre-designated persons or their alternates are located and available for service. The acting representative will then become the assistant to the senior person.

### Activation During Business Hours (8 AM to 4:30 PM)

When an incident requiring activation of the ECC- such as one envisioned by this plan- occurs during university business hours (8 AM to 4:30 PM), the following sequence of events should take place:

#### 1. If Communications Services ARE Operational:

- The Associate VP of Public Safety or VP for Finance and Administration will activate the Emergency Preparedness Plan for the emergency. He or she will evaluate the need to establish a Field Command Post for the Incident and/or activate the Emergency Command Center (ECC).
- If the ECC needs to be assembled, Public Safety will initiate the Emergency Notification Chain (*Appendix I*). Once initiated, the Emergency Notification Chain has been designed to have ECC personnel continue the chain until all members have been advised about the incident and informed about where they should report.
- The VP for Finance and Administration will advise the President and convene the ECC (*ECC – Appendix I*) as soon as possible.

## ETSU Emergency Preparedness Plan (EPP) July 2013

### 2. If an Emergency is Obvious and Communications Services ARE NOT Operational:

- Designated ECC members will immediately travel to the main ECC, or the next listed ECC (*Appendix I*) if the primary site is impacted, to implement the Emergency Preparedness Plan as soon as they are aware that a major incident affecting the university campus has occurred.
- If the designated ECC staff or their alternates do not respond in a reasonable period of time, other available persons may be appointed to serve in their stead.

### After-Hours Emergencies

Obviously, an incident may occur before or after regular university business hours, or on a holiday or weekend when departments and offices are closed. Regardless, the structure of this plan remains precisely the same, although its implementation may vary depending upon available resources and labor until the proper officials can be notified. Until that time, the individuals assuming the most responsibility will necessarily be those officials/individuals of highest authority who are available at the time. These individuals should seek to follow as closely as possible the guidelines in this plan, while simultaneously making an effort to notify higher-level officials of the situation in order to obtain verification of, or advice on, their actions. The ECC staff and their alternates will be called at home, on their cell phones, or by pager (see "*Appendix I: Emergency Notification Chain*"). They should report to the established assembly location as soon as possible. If the location of the established assembly area is unknown, representatives should check with Public Safety Dispatch at 439-4480.

### Emergency Priorities and Resource List

The ECC staff will concentrate efforts on Priority 1 Objectives until these objectives are substantially met. Priority 2 Objectives will be addressed, as resources become available.

It is expected that, as operations progress from Priority 1 through Priority 2, the administrative control of the university will transfer from the ECC operations to the affected department's COOP and eventually back to the normal structure. The President or his/her designee will determine when to deactivate emergency operations.

# ETSU Emergency Preparedness Plan (EPP) July 2013

## Priority 1

**LIFE SAFETY EVACUATION:** Evacuate people from hazardous or high-risk areas to safe zones.

**RESOURCES:**

1. Department Personnel, Building Coordinators, Administrators, Dept. Heads, Faculty
2. Police, Environmental Health & Safety, Plant Operations, and Housing Staff

**FIRE SUPPRESSION:** Evaluate fires or fire hazards and use resources to control and evacuate.

**RESOURCES:**

1. Fire Control Coordinator (Associate VP for Public Safety or designee)
2. Johnson City Fire Department
3. Public Safety and Facilities Management Staff

**SEARCH AND RESCUE:** Appoint search and rescue teams and initiate light and heavy rescue operations.

**RESOURCES:**

1. Facilities Management Staff
2. Public Safety Officers
3. Environmental Health and Safety Office
4. Johnson City Fire Department
5. Volunteer Forces

**MEDICAL AID:** Evaluate medical services available and advise rescue forces regarding the location of treatment facilities for injured.

**RESOURCES:**

1. Student Health Services
2. ETSU Health/College of Medicine services
3. Local medical facilities – Johnson City Medical Center

**HAZARDOUS MATERIAL CONTROL:** Survey critical area and secure or clean up as needed when any biological, radiological, or chemical hazards exist.

**RESOURCES:**

1. Environmental Health & Safety Office
2. Department of Environmental Health
3. Johnson City Fire Department Hazmat Team
4. Volunteer Forces (Faculty and Graduate Students)

# ETSU Emergency Preparedness Plan (EPP) July 2013

**BUILDINGS:** Evacuate, search, and close damaged buildings.

**RESOURCES:**

1. Public Safety Officers
2. Facilities Management Staff
3. Building Coordinators, OSHA Coordinators, Administrators, Dept. Heads

**COMMUNICATIONS NETWORK:** Establish a communications network using available staff and equipment.

**RESOURCES:**

1. CCT (Campus Communication Team) – Coordinates all communication activities
2. OIT - Telecommunications (telephone, cell phone, e-mail, fax)
3. OIT - E-mail
4. University Relations for external communications
5. Student Affairs for communications with students' parents and families
6. Radio (WETS-FM 89.5)
7. Messengers (Volunteer Forces)

**UTILITY SURVEY:** Evaluate utilities. Shut down or restore as able (gas, electric, steam, and water).

**RESOURCES:**

1. Facilities Management Staff
2. Johnson City Power Board
3. City of Johnson City
4. ATMOS Gas Company

## **Priority 2**

**SUPPLIES AND EQUIPMENT:** Develop system to renew flow of supplies and equipment from outside sources.

**RESOURCES:**

1. Procurement Staff
2. Property Staff
3. Shipping & Receiving Staff
4. Food Services Staff
5. Bookstore Staff

**VALUABLE MATERIALS SURVEY:** Identify, survey, and secure valuable materials on campus.



## ETSU Emergency Preparedness Plan (EPP) July 2013

### **RESOURCES:**

1. Provost & Faculty
2. Library staff
3. Auxiliary services
4. Appropriate Administrative Office Staff

**RECORD SURVEY:** Identify, survey, and secure all University records.

### **RESOURCES:**

1. Financial Services Staff
2. Registrar Staff
3. Human Resources Staff
4. OIT Staff
5. Department Heads
6. General administrative office staff as appropriate

**ACADEMIC SURVEY:** Survey academic departments and determine requirements to re-start academic operations.

### **RESOURCES:**

1. Provost, Deans, Department Chairs
2. Individual faculty

## **Emergency Command Center (ECC) Responsibilities**

The President or his/her designated representative, normally the VP for Finance and Administration, will head the Emergency Command Center (ECC) during a potential or actual emergency situation. The ECC will serve as the single point for monitoring and coordinating all response activities during the emergency.

The following personnel or their designated representatives will normally staff the ECC:

- ✓ President (Heads the ECC)
- ✓ Vice President for Finance & Administration (Alternative ECC Head)
- ✓ Provost and Vice President for Academic Affairs
- ✓ University Chief Operating Officer and VP for Health Affairs
- ✓ Executive Director of University Relations
- ✓ Associate Vice President for Public Safety
- ✓ Associate Vice President for Facilities Management
- ✓ Senior Provost for Student Affairs
- ✓ Director of Environmental Health and Safety
- ✓ OIT Chief Information Officer
- ✓ University Counsel

## ETSU Emergency Preparedness Plan (EPP) July 2013

- ✓ Associate Vice President for Human Resources
- ✓ Campus Communication Team Members
- ✓ Clerical Staff and others as requested

At the request of the President or VP for Finance & Administration, other support and advisory personnel may be asked to staff the Emergency Command Center. These individuals may include:

- ✓ Dean of affected facility or College
- ✓ Chairman of Environmental Health Department
- ✓ Director of Laboratory Animal Resources
- ✓ Radiation Safety Officer
- ✓ Fire Protection Manager
- ✓ Health and Safety Specialist
- ✓ Director of Child Study Center
- ✓ Johnson City Fire Department Representative
- ✓ Director of Housing and Residence Life
- ✓ Contract Food Services (ARAMARK)
- ✓ Outside consultants/contractors
- ✓ Office Manager for the VP for Health Affairs

### **Emergency Command Center (ECC) Responsibilities**

It is difficult to anticipate precise responsibilities without the context of a specific emergency. Generally, on arrival at the ECC, members will be briefed on the current status and assigned to work teams. Activities will often involve liaison with emergency services and other university personnel, tracking and recordkeeping, communications, and public information.

#### **Emergency Command Center members should:**

- ✓ Be familiar with and follow the methodology outlined in this plan.
- ✓ Determine what information (contact list, emergency plan, business continuity material, communication devices, etc.) from their office would be necessary to support the President and the ECC in managing any emergency. These items should be hand carried to the ECC or delivered by support staff personnel.
- ✓ If your arrival to the ECC is delayed, provide your anticipated arrival time.
- ✓ Upon arrival at the ECC or while in route, establish contact with your staff and provide them with any necessary instructions.

#### **Upon arrival at the Emergency Command Center, members should:**

- ✓ Obtain updates from response personnel.
- ✓ Organize immediate support or resources.
- ✓ Consider whether other resource persons should be asked to report to the ECC.
- ✓ Formulate plans and initiate action.

## ETSU Emergency Preparedness Plan (EPP) July 2013

- ✓ Make recommendations for announcing to the university community and the public that the university is in an emergency situation.
- ✓ Communicate with the Johnson City responders.
- ✓ Keep the public informed.

**President.** Once an emergency has occurred or is pending the President or his designated representative, generally the VP for Finance & Administration, is responsible for the overall operation and management of the Emergency Preparedness Plan. When the EPP is activated, the President, or his designated representative, will move to the Emergency Command Center and manage all university activities with the assistance of the ECC team members and necessary support personnel. The President will notify the Tennessee Board of Regents System Office and other state, local, and federal offices as necessary. Contact for National Guard support, if necessary, will be obtained via a request to the Governor through the Chancellor.

**Associate Vice President for Public Safety.** ETSU Associate Vice President for Public Safety will be responsible for advising and updating the Vice President for Finance & Administration, or his designated representative, and the Office of University Relations regarding potential problems and/or progress accordingly.

When emergencies occur that affect the entire, or a major portion of the university, activation of the EPP should be anticipated. The Associate VP for Public Safety will initiate the recall of key personnel, activate their internal Emergency Call List, and initiate the Emergency Notification Chain for the ECC members. In all emergencies, Public Safety will:

- ✓ Take immediate local action to reduce the threat of potential injury or loss of life and security of key locations on campus.
- ✓ When necessary, establish an on-scene command post.
- ✓ Establish communications with the Vice President for Finance & Administration and the Office of University Relations.
- ✓ Initiate the evacuation of buildings or campus areas as required.
- ✓ Advise the Emergency Command Center on all police and security related matters.
- ✓ Provide equipment and personnel for on-scene management and evacuation.
- ✓ Survey the emergency area and surrounding areas to determine the extent of potential or actual damage and assess support requirements.
- ✓ Maintain law and order and through traffic control ensure access and egress routes remain clear for emergency equipment.
- ✓ Maintain a secure perimeter when necessary.
- ✓ When possible, make all arrests in their jurisdiction. The Johnson City Police Department, Washington County Sheriff's Department and the Tennessee Highway Patrol may also affect arrests due to concurrent jurisdiction.
- ✓ Provide special prosecutorial and court preparations in conjunction with the District Attorney's Office of Washington County.

## ETSU Emergency Preparedness Plan (EPP) July 2013

- ✓ Appropriately handle adult and juvenile offenders according to Public Safety arrest procedures.
- ✓ Ensure an orderly de-escalation of controls and personnel as the incident is controlled and/or overcome.
- ✓ Complete an after action report.
- ✓ Continue post-occurrence duties which include the continuance of security in affected areas and the maintenance of traffic/security checkpoints until such time as operations can resume on a normal basis.

**Vice President for Finance and Administration.** The Vice President for Finance and Administration will be the primary point of contact for the On-Scene Coordinator (individual at the incident scene, generally Public Safety Personnel or other 1<sup>st</sup> responder) and ECC members.

When the EPP is activated, the Vice President will:

- ✓ Monitor all activities.
- ✓ Gather all data.
- ✓ Ensure all key personnel are notified.
- ✓ Ensure all affected Building Coordinators have been notified and apprised of current events.
- ✓ Ensure that all necessary city, TBR, state, and federal officials have been appropriately notified.
- ✓ Monitor and direct ongoing necessary operations.
- ✓ The Vice President for Finance and Administration ensures that logistical support and personnel are available, or obtainable.
- ✓ Chair an Emergency Command Center debriefing when normal activity has resumed.
- ✓ Note exemplary performances and training shortfalls.

**Associate Vice President for Facilities Management.** The Associate Vice President for Facilities Management will:

- ✓ Provide necessary logistical support for the actual or impending emergency.
- ✓ Provide necessary vehicles and operators required to support the situation. First priority will be given to university vehicles and equipment. In the event of a large-scale evacuation, coordinate with emergency services for additional vehicles.
- ✓ Ensure that the primary and alternative ECC have adequate batteries and generators to provide electrical power.
- ✓ Inspect buildings for signs of structural damage and, if necessary, recommend the building be evacuated and secured.
- ✓ Provide qualified personnel to ensure the sanitation of shelter areas and the personal hygiene needs of shelter occupants.
- ✓ Ensure that building coordinators are aware of the construction and unique features of the buildings to which they are assigned.



## ETSU Emergency Preparedness Plan (EPP) July 2013

**Director of Environmental Health and Safety.** The Director of Environmental Health & Safety will:

- ✓ Ensure the Emergency Preparedness Manual is current. Ensure all emergency equipment and supplies for operating the ECC are available and operational.
- ✓ Schedule and initiate emergency preparedness drills as necessary.
- ✓ In conjunction with the Vice President for Finance and Administration critique each drill and submit findings and recommendations for necessary changes to the emergency plan.
- ✓ Maintain close working liaison with the local emergency services and emergency response officials in order to facilitate all emergency support efforts.

**Provost and Vice President for Academic Affairs.** The Provost and Vice President for Academic Affairs will:

- ✓ Advise the Emergency Command Center on academic implications of emergency measures.
- ✓ Initiates relocation or cancellation of classes and examinations.
- ✓ Acts to preserve library and other research resources.
- ✓ Initiates preservation, replication or replacement of student records and other logistical data (schedules, room assignments, etc.)
- ✓ Provides registration and inquiry services to reunite families and to collect and answer queries concerning the safety and whereabouts of students.

**Office of Information Technology (OIT) Chief Information Officer.** The OIT Chief Information Officer will:

- ✓ Establish and maintain telecommunications services, with priority to telephones and computer services for police communications and the ECC.
- ✓ Provide information to the ECC on the potential for loss of service or communications bottlenecks as the event progresses.
- ✓ Assess damage and carry out prompt repairs to ETSU telecommunications, and computer systems.
- ✓ Activate appropriate disaster recovery programs for computers, telecommunications and network infrastructure.
- ✓ Assist with communications in the provision of public information via the university website, switchboard, emergency hotline, etc.
- ✓ Liaise with telecommunication providers as appropriate.

**Director of Housing and Residence Life.** The Director of Housing and Residence Life will:

- ✓ Advise the applicable ECC on all matters pertaining to the provision of emergency food, clothing, and shelter for residences and the university community.
- ✓ Identify and prepare an appropriate number of buildings to be used as emergency

## ETSU Emergency Preparedness Plan (EPP) July 2013

- reception centers. Operate, direct, and supervise the operation of such centers.
- ✓ Provide registration and inquiry services to reunite families and to collect and answer queries concerning the safety and whereabouts of students living in university-owned housing.
- ✓ Provide registration and inquiry services for individuals who are sheltered in university emergency reception centers.

**Associate Vice President for Human Resources.** The Associate Vice President will:

- ✓ Advise the Emergency Command Center on all Human Resources issues.
- ✓ Coordinate the Employee Assistance Program (EAP) and other counseling services to staff and faculty as required.
- ✓ Provide registration and inquiry services to reunite families and to collect and answer queries concerning the safety and whereabouts of staff and faculty.

**Executive Director of University Relations.** The Executive Director of University Relations will be responsible for the preparation and release of public announcements. These will serve to keep the public informed of hazards, areas to avoid and to control rumors. Releases will be coordinated with the Vice President for Finance & Administration.

**University Chief Operating Officer and VP for Health Affairs.** Responsible for ensuring that logistical support and personnel are available from the College of Public Health, School of Nursing, School of Pharmacy, and the College of Medicine which could include the support of the students and physicians to assist in the triage and medical care of casualties within the scope of their training in conjunction with EMS and other local medical support organizations, either at the scene or at supporting hospitals.

**Department of Environmental Health.** The chairman or other appropriate departmental personnel will provide the ECC technical assistance pertaining to chemical, biological and physical hazards to the ECC.

**Radiation Safety Officer.** In the event of an incident involving radioactive materials, the Radiation Safety Officer will provide technical assistance to the ECC in the management and control of activities related to the emergency.

**Department of Military Science.** Assist in maintaining order under the direction of the Director of Public Safety.

**Director of the Division of Laboratory Animal Resources.** In the event of an incident involving animals and/or animal housing facilities, the Director of the Division of Laboratory Animal Resources will provide advice and/or technical assistance to the ECC in the safety of animals and handling other activities in the lab facilities.

## ETSU Emergency Preparedness Plan (EPP) July 2013

**Director of Child Study Center.** The Tennessee Department of Human Services has established Child Care Emergency Preparedness guidelines to be followed during emergencies involving Child Care/Study Centers. In order to comply with these guidelines, a separate emergency preparedness document has been developed for the ETSU Child Study Center.

**Contract Food Services.** Furnish meals and refreshments to evacuees and personnel involved in the management and support of the emergency situation.

**Office Manager for the University Chief Operating Officer and VP for Health Affairs.** Responsible for performing necessary clerical activities which may include a historical log of actions and other clerical duties as assigned.

**Campus Communication Team (CCT).** The Campus Communication Team (CCT) serving East Tennessee State University was formally established in 2006 to provide crisis communication leadership for the university. In that role, the CCT is the “go-to” group that addresses highly sensitive issues or potentially sensitive matters by functioning as a “clearinghouse” unit – a unit whose objective is to seek, receive, discuss, troubleshoot, and process problems toward a positive resolution.

### Functionally:

#### The CCT –

- Provides campus communication leadership for ETSU
- Advises the President and Senior Staff on select sensitive issues that affect the university
- Addresses sensitive issues with respect to internal/external communication
- Identifies potential issues and problems that would affect the image of the institution and guides advance planning to address the problems and/or reduce the vulnerability of the institution.

### Operationally:

- The CCT is comprised of four members:
  - Jane Jones, Facilitator, Office of the President
  - David Linville, College of Medicine
  - Joe Smith, University Relations
  - Mike White, Athletics
- The team meets weekly to scan the ETSU and higher education “horizon” and assess issues that affect, or may affect, the ETSU community.

## ETSU Emergency Preparedness Plan (EPP) July 2013

- The team is readily accessible and available upon short notice.
- The CCT is called into action as needed to address image issues and advise the ETSU President and Senior Staff.
- As the situation merits, the CCT meets in concert with the ETSU Emergency Preparedness Team.

### In action:

#### **The CCT protocol for addressing an issue –**

- Fact-find and collect data
- Verify information
- Identify affected constituencies
- Identify and tap ETSU expertise (and off-campus expertise, if required)
- Identify primary spokesperson(s)
- Assert control of the message and its flow
- Anticipate questions and formulate answers for primary spokesperson(s)
- Draft/Assist in drafting – and vet – news media releases
- Build upon and further develop strong campus relationships
- Inspire and foster trust from all constituencies by methods of operation (credibility, openness, and transparency)
- Maintain confidentiality in deliberations

ETSU's Campus Communication Team encourages the campus community to join in the efforts of this unit by developing a special awareness for potential issues, be these obvious or seemingly insignificant. The CCT may be contacted by calling any member of the team:

- Jane Jones—423-439-4211
- David Linville—423-439-6327
- Joe Smith—423-439-4317
- Mike White—423-439-4220



# ETSU Emergency Preparedness Plan (EPP) July 2013

## PROGRAM ADMINISTRATION

The **Tennessee Board of Regents** (ETSU's governing body) and the President have overall responsibility for policy decisions affecting pre-incident activities, emergency operations, and recovery operations of all divisions, as well as the coordination of emergency support provided by other federal, state, and local agencies.

The **President of the University** is responsible to the Tennessee Board of Regents (TBR) as its representative and he/she represents the Board while directing and supervising all activities of the university during pre-incident and recovery phase operations. The President is responsible for ensuring that an adequate Emergency Preparedness Plan is maintained.

### **EXERCISES AND TRAINING**

Trained and knowledgeable personnel are essential for the prompt and proper execution of ETSU's Emergency Preparedness Plan (EPP) and departmental plans. ETSU will ensure that all response personnel have a thorough understanding of their assigned responsibilities in a disaster situation, as well as how their role and responsibilities interface with the other response components of the EPP. All personnel will be provided with the necessary training to execute those responsibilities in an effective and responsible manner. Training will generally be coordinated by the Office of Environmental Health & Safety (EH&S).

Exercises will be conducted as needed to allow all persons involved in emergency response to practice their roles and to better understand emergency operations and their responsibilities under emergency conditions. University-wide exercises will be held at least once per year and will consist of tabletop, practical, and full-scale staged events as deemed appropriate. Such exercises will be coordinated by EH&S. Smaller-scale exercises may also be held as needed to allow defined work groups to practice their functional roles under emergency conditions.