

University of Alaska Southeast Juneau Campus

Emergency Operations Plan

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Executive Summary

Purpose

The purpose of the University of Alaska Southeast (UAS) Emergency Operations Plan (EOP) is to establish policies, procedures, and an organizational structure for response to a major emergency within the UAS system. The plan is designed to support, augment and/or provide guidance to the UAS remote campus locations as may be required or requested.

The Plan incorporates operating procedures from the “National Incident Management System” (NIMS) and “Incident Command System” (ICS) for handling emergencies resulting from both manmade and natural disasters including but not limited to: fires, floods, storms, earthquakes, hazardous materials, incidents, and other potential disasters.

The UAS Emergency Operations Plan utilizes the NIMS and ICS standards consistent with Administrative Order No. 170 signed by Governor Knowles in 1997, as well as Department of Homeland Security 2004 mandates. This administrative order directed the adoption of the National Incident Management/Incident Command System (NIMS/ICS) as the state command and control system for emergency response and recovery and that NIMS/ICS be incorporated into all emergency plans for state agencies prepared under state law.

The National Incident Management System (NIMS), a nationwide standardized approach to incident management and response. Developed by the Department of Homeland Security, NIMS establishes a uniform set of processes and procedures that emergency responders at all levels of government will use to conduct response operations.

Scope

This Emergency Operations Plan is the UAS level plan that guides the emergency response of UAS personnel and resources during a major disaster. It is the official Emergency Operations Plan for the UAS and supersedes previous plans and precludes employee actions not in concert with the intent of this plan, or the emergency organization created by it. Nothing in this plan shall be construed in a manner that limits the use of good judgment and common sense in matters not foreseen or covered by the elements of the plan or any appendices hereto.

The Plan and organization shall be subordinate to State or Federal plans during a disaster declaration by those authorities.

Authority

This Plan is promulgated under the authority of the University Chancellor and Vice Chancellor for Administrative Services.

Mission

It shall be the mission of UAS to respond to an emergency situation in a safe, effective, and timely manner. UAS recognizes that the health and safety of its students, faculty and staff is critical to its mission of promoting learning by teaching. Emergency events can occur that threaten the safe environment of the UAS community. This Emergency Operations Plan has been created in an effort to safeguard, as much as possible, the safety of the people and assets of UAS during an emergency event.

This plan is intended to provide guidelines and direction for coordinating UAS activities and resources before, during and after an emergency event or disaster. University personnel and equipment will be utilized to accomplish the following priorities:

Priority I: Protection of Life Safety;

Priority II: Maintenance of Life Support and Assessment of Damages; and

Priority III: Restoration of General Operations

It is anticipated that, as operations progress from Priority I through Priority II and III responses, the administrative control of the campus will transition from the EOP structure back to the normal UAS organizational structure. To the greatest extent possible, regulations regarding the protection of the environment will be complied with during disaster response activities.

Situation

Community

The City and Borough of Juneau has a population of approximately 30,000 and is the capitol of Alaska. There are no roads or rail links connecting Juneau with other communities. The community is served by an all-weather international airport and the Alaska Marine Highway System.

Juneau is vulnerable to numerous hazards including avalanches, earthquakes, high winds, floods, landslides and severe weather. Other disaster situations could develop from a hazardous materials incident, conflagration, major transportation accident, utility failure, Salmon Creek Dam failure, disease and epidemics and acts of terrorism or war.

Following a major disaster, State and Federal assistance response will be delayed due to our geographical isolation and distance from major metropolitan areas. The general public should be prepared to be self-sufficient for the first seven (7) days after an event.

Mutual Aid Agreements with other jurisdictions may be developed as needed.

Campus

UAS relies on the City and Borough of Juneau for basic emergency services: fire, police and medical treatment. The UAS Juneau campus has a student enrollment of approximately 3000, a faculty and staff population of approximately 234. Physical locations of UAS include a main campus at Auke Lake and offices and academic buildings located at various places around the community. See Appendix A for a complete inventory and description of UAS properties in the Juneau area.

Student Housing

Student Housing has a varying number of student residents and family members depending on the time of year. During fall and spring semester, approximately 240 students are housed. Housing apartments have a capacity of 180 students and their families. The John R. Pugh freshmen residence hall has a capacity of 112 students. The Banfield sophomore residence hall has a capacity of 40 students. Banfield hall has no cooking or food services.

Staffing resources

UAS has administrative, maintenance, custodial and academic staff available for emergency preparedness, response and recovery roles. Student volunteers may be used if properly trained.

Assumptions

A natural or man made disaster or incident can occur with little or no warning.

A major emergency or disaster could exceed the capability of the local emergency services.

Telephones and cell phones will be either inoperative or the circuits saturated. Internet / e-mail will be degraded.

Some roads and bridges will be impassable, and all forms of transportation will be slowed.

Electrical power disruptions will occur.

Local, State and/or Federal assistance will take several hours to several days to mobilize and arrive at UAS. UAS must be prepared to carry out disaster response and short term recovery operations on an independent basis for 72-96 hours.

UAS officials will become familiar with this plan, their role during the emergency and will execute with assigned responsibilities when requested.

Organization Responsibilities

Federal Government

The President of the United States has the authority to declare a federal disaster or Incident of National Significance. This declaration allows the federal Government to mobilize Federal assets to assist States and communities in need. A Governor may request the President declare a major disaster or emergency if the Governor finds that effective response to the event is beyond the combined response capabilities of the state and affected local governments.

State of Alaska

The Governor of Alaska has the authority to declare a regional or statewide emergency if an event or series of events occur that impacts a region of the state or the entire state. This declaration allows the state to mobilize state assets to assist communities in need. The Juneau City Manager may request the Governor of Alaska declare a disaster or emergency if the Manager finds that effective response to the event is beyond local response capabilities.

City and Borough of Juneau

If the City Manager determines a disaster emergency is imminent or has occurred, he/she will request the Assembly issue a local emergency declaration. The City Manager may, in absence of the Assembly, declare a local state of emergency, with the action being subject to confirmation by the Assembly.

A declaration of a State of Emergency activates the response and recovery aspects of this EOP and constitutes authority for the deployment and use of emergency procedures and assets.

When an emergency declaration is issued, the Mayor assumes the powers conferred by law upon peace officers and may exercise such powers to prevent disorder, preserve the public peace and health, and to provide for the safety of persons and property.

In response to a public emergency, the assembly may enact emergency ordinances.

University of Alaska Southeast

In the event of a wide spread emergency, it is recognized that available government resources will be overtaxed and may be unable to respond to all requests for assistance. This plan assumes that UAS must be self sufficient for a time and may be required to provide shelter to the immediate community.

This plan assigns roles and responsibilities to departments and individuals that are directly responsible for emergency response efforts and critical support services and provide a management structure for coordinating and deploying essential resources.

The UAS strategy for developing and maintaining an effective response to a campus or community emergency will contain the following elements:

Assess in advance campus and local community responsibilities and resources available for any critical incident that can be anticipated.

Identify and train critical UAS response personnel on their duties during an emergency.

Critical personnel maintain current emergency contact information so that a response team may be assembled to assess and respond to a crisis.

Respond to incident with personnel and resources appropriate to the needs of the situation in a manner consistent with ICS principles.

Timely and accurate information to the public regarding the effects, response, status of affected persons and recovery efforts according to ICS proscribed communication protocols.

Evacuation procedures and shelter management in the event faculty, staff or student need to leave an affected area for the duration of an emergency

Checklists to aid response personnel to carry out duties and for specific types of emergencies.

Functional Roles

Every UAS employee and student can potentially play a role in Campus Emergency Operations Plan. Perhaps the most critical aspect of the EOP is **communication**; accurate reports from the scene of an incident are essential to providing adequate emergency services. Similarly, the campus community must receive up-to-date instructions concerning disaster response procedures and news of evolving incidents.

Students

Every student should familiarize themselves with the emergency procedures and evacuation routes in buildings they live in or use frequently. Students should be prepared to assess situations quickly but thoroughly, and use common sense in determining a course of action. They should evacuate to assembly areas in an orderly manner when an alarm sounds or when directed to do so by emergency personnel. Students need to be provided information and training on what to do in emergencies and how to prepare ahead of time.

Faculty, Lecturers and Teaching Assistants

Every member of the faculty should read, understand and familiarize themselves with campus emergency procedures and building evacuation routes. Employees should be prepared to assess situations quickly and thoroughly, and use common sense in determining a course of action. They should follow Emergency Action Plan procedures to report fire or other emergencies that require immediate attention and evacuate the building to pre-designated areas in an orderly manner. Faculty members are seen as leaders by students and should be prepared to direct their students to assembly areas in the event of an emergency.

Provide class or audience with general information relating to emergency procedures. This information should be shared during the first week of class or at the start of a semester.

- Point out emergency information next to telephone

 - Contact phone numbers

 - Emergency procedures

 - Active Shooter procedures - alert notification

 - Text messaging

 - Bull horn

 - Whistle

- Fire alarm procedures

 - Remain calm

 - Instructor will say: *“Gather your things quickly and take the nearest exit.*

 - Assemble at _____ for a headcount. Do not use elevator”*

 - Evacuate by nearest route, point out secondary route

 - Instructor will verify that all students have left the room

 - Close door to classroom.

- Location of nearest bathrooms, coffee, refreshments

- Location of nearest emergency equipment:

 - First aid kit

 - Universal precautions kit

 - AED

Fire Extinguishers: read instructions and only use to aid in your evacuation

Take responsible charge of classroom and follow emergency procedures for all building alarms and emergencies. Review emergency evacuation plan to know routes and assembly area.

Know how to report an emergency from the classroom being used. Review emergency phone information card next to phone.

Assure that persons with disabilities have the information they need. Be familiar with the disabled students plan and be able to direct visitors with disabilities. Provide confidential list of disabled students to Vice Chancellor Student Services.

Account for all students in an evacuation. Use the class roster to take a head count and or wait until all the students have left the classroom/lab. Carry class roster at all times to class

After an evacuation, notify emergency personnel of person missing or known to be trapped or persons with disabilities that are waiting for assistance within the building.

Persons with Disabilities

If a person or occupant of a UAS building has a temporary or permanent disability that might prevent the safe and prompt evacuation during an emergency, the following actions must take place:

Establish a “Buddy System” with multiple individuals who are familiar with your disability to obtain assistance during and evacuation.

When the alarm sounds, proceed to the nearest exit and evacuate the building with the assistance from your buddy. Strobe lights flash at the same time the alarm sounds. Hearing impaired persons need to recognize that the strobe light signals the need to evacuate.

Get familiar with every building occupied. Identify primary and secondary exit routes or a safe area of refuge. Reference emergency evacuation maps posted throughout each building.

Locate communication devices (phones, call boxes).

Be prepared to call the Fire Department (9-911) to give your name, location within the building, circumstances and reason for calling.

If no one is able to provide assistance down stairs or there is no immediate danger in the form of detectable smoke, fire or unusual odor, a person with a disability may proceed to the designated area of refuge and inform other evacuees that you need immediate rescue. Ask individuals to inform rescuers of your whereabouts. **Areas of refuge, if they exist in the building, are identified on the posted evacuation maps and identified with wall signs.**

Students with permanent or temporary disabilities are encouraged to register their current room number with the Residence Life Manager or Residence Hall Coordinator. The record of persons and physical conditions must be regarded as confidential and may only be made available to responding emergency personnel for the purpose of locating and assisting persons with a disability during an emergency.

UAS Supervisors, the Residence Life Manager and/or the Residence Hall Coordinator are responsible for informing persons known to have disabilities of the contents of the Emergency Action Plan and about emergency equipment and relevant building construction features.

In residence halls, floor meetings should be conducted by the Residence Life Manager or Residence Hall Coordinator during the early part of each semester or during special events to discuss disability concerns and the “buddy system” and relevant portions of the Emergency Action Plan.

Overview of Management of Emergency Operations Incident Command System

In all emergency operations, it is critical that a clear line of command and control be in effect. This command arrangement must be in place prior to an actual incident. To accomplish this, the National Incident Management System (NIMS) form of the Incident Command System (ICS) has been adopted for the University. It is a system of incident management that provides for all emergency functions and can be expanded or constricted, as a particular incident requires. Adopting ICS allows for the sharing of command roles if numerous agencies are involved with overlapping jurisdictions. This system is the ICS of choice throughout Alaska and most areas of the U.S.

The main purpose of this emergency plan is to detail those duties and provide guidance for persons filling various ICS roles. The intent of this plan is to assure that the ICS outlined here functions in congress with the one operated by the City and Borough of Juneau which has overall authority for a community-wide disaster response.

The organizational structure of the ICS may not resemble the day-to-day organization within the UAS system. Employees may report to other employees to whom they do not usually have a reporting relationship. Furthermore, as the severity of the emergency increases, assignments may change in the ICS organizational structure – meaning an employee’s position in the ICS may change during the course of a single emergency.

It is important that participants in an incident adhere to certain ICS considerations:

- Communications systems must be known, with assigned radio frequencies used appropriately.
- An action plan for the incident must be developed and priorities set before resources are committed.
- Establishes common terminology, standards and procedures that enable diverse organizations to work together effectively Plain English should be used as much as possible with codes, acronyms, and agency specific terms avoided. Only essential messages should be relayed during the incident.
- Promote proper span of control and unity of command. The span of control for any one individual must be limited so his job can be successfully performed. The span of control should be limited to 3 to 7 subordinates.

Emergency classification levels

Three levels of operation have been identified, relative to the magnitude of the emergency:

Level 1 (“Standby/Alert”): The emergency includes incidents that can be managed by the initial response force or an incident at one of our remote location. The EOC is not activated, but appropriate EOC personnel are informed and placed on alert status.

Level 2 (“Partial Activation”): The emergency has significant second and third order effects or no longer can be managed independently at our remote location or support in activation is requested. The EOC is partially activated, i.e. some, but not all positions are filled unless otherwise directed, to coordinate and support the response to the incident. EOC staffing decisions are made by the Incident Commander based on guidance by the Policy Group, and depend on the circumstances surrounding the event.

Level 3 (Full Activation): A major emergency, such as a natural or manmade disaster event. The EOC is activated in either its primary or secondary location. All or most EOC positions are activated. All emergency personnel should report for duty. A campus or system wide proclamation of emergency is declared during a Level 3 emergency.

Organization and Responsibilities

Chancellor and Chancellors Cabinet

The Chancellor and Chancellors Cabinet have ultimate authority dealing with the control of priorities and resources from the University of Alaska System and must be included in incident operations. This becomes more critical as the operations for an incident grow. They are the ones responsible for setting the priorities for the incident response and for approving the use of possibly limited resources, including money. These lawful authorities must then be passed on to the Incident Commander for inclusion in the action plan for an incident.

The UAS Chancellors Cabinet shall include the Chancellor, Vice Chancellor of Administrative Services, Vice Chancellor of Student Services and the Provost.

Incident Commander

Activation of the Incident Command System begins with the first resource activated for the incident. The highest-ranking responder will assume the position of Incident Commander and perform all command functions until further resources are available and assigned.

For small incidents such as “fender bender” traffic accidents, the Incident Commander may perform all of the ICS functions and never assign any command duties. If the incident is larger and requires more resources, s/he will determine what scale the UAS ICS is developed and parcel out responsibilities.

If the incident affects more than a local area or impacts normal campus operations the Incident Commander contacts the Incident Management Team (IMT). The IMT is a group of UAS administrators and supervisors responsible for assessing and directing response to emergencies. Representatives of Facilities Services, Health and Safety and Student Affairs will respond to the emergency and consult with the Incident Commander on the appropriate strategy.

As soon as one member of the IMT is alerted to a crisis incident, he/she will contact the other two members or their designees. The initial job of the IMT is to develop facts about the incident:

1. Assess the type of incident – accident, natural disaster, crime, etc.
2. Establish the number and names of fatalities, casualties, witnesses and a process to obtain the names and contact information of family members of victims.
3. Determine who is on the scene and who else needs to respond.

It is important to understand that the tactical operations of an incident be in the control of an Incident Commander who understands emergency response and the ICS. In a large-scale emergency, it is more important that the individual(s) in the role of Incident Commander understand the ICS more than the type of incident being commanded. S/he must understand the use of the other sections of the ICS which include the Operations, Planning, Logistics, and Finance Sections.

Command Staff

There are four very important duties and roles that are part of the command staff. It is critical that these duties remain detached from the immediate concerns of the tactical operations of the incident so that such duties can be successfully carried out. These duties may involve anything from a single person to a staff of individuals to carry out the responsibilities that come with them.

The **Public Information Officer (PIO)** is the liaison to the news media and provides news releases and other information as approved by the Incident Commander, assuring that official statements are issued only by those administrators authorized to issue such statements. The PIO develops accurate and complete information on the incidents' cause, size, and current situation, resources committed and other matters of general interests for both internal (evacuees, University residents) and external consumption. The PIO may also perform a key public information monitoring role.

The person filling the position of IO should be the Director of Public Relations and will develop a public information staff as needed.

Liaison Officer - The liaison officer acts as a contact point for all governmental agencies (City and Borough of Juneau Office of Emergency Management, State Department of Health Services, FEMA), nongovernmental organizations (American Red Cross) and/or private entities not directly involved with a unified command. Their concerns, needs, and authorities can be relayed to the Incident Commander through contact with this person.

The person filling this position should be familiar with familiar with the local response entities.

Safety Officer - The Safety Officer oversees the safety of all operations during an incident. S/he is to assure that safe measures are utilized and has the authority to stop any operation that is deemed by them to be unsafe. This person is to develop a means to perform any operation safely.

The person filling this position should be the Health and Safety Manager.

Student Affairs Officer - Monitors and evaluates the status of all students in conjunction with UAS, coordinates with the MAUs to support both the emergency student/family message center and to monitor the short and long term recovery of academic related activities concerning students. Also responsible for coordination of student volunteers, and the coordination/care and shelter and emergency financial aid services for students as required.

The person filling this position should be the Vice Chancellor of Student Affairs.

ICS Sections

There are four primary sections under the Incident Commander where the development of an incident response occurs. These sections have duties that are assigned to them based on function. The sections include Operations, Planning, Logistics, and Finance. A brief description of the chiefs of these sections and their duties follows. A checklist for each is listed at the back of this annex.

Operations Section: Represents the campus emergency services units—the actual on-scene emergency responders. They are responsible for the assessment and implementation of field operations.

Operations Section Chief - The individual who is best able to act on the type of incident occurring should be in the role of Operations Section Chief. This person is in direct control of all tactical operations of the incident. As well as assisting in the development of the action plan. This person is in charge of the staffing areas, resource utilization (single resources, task forces, and strike teams), and air operations should there be any. The University position responsible for the Operations Chief varies depending on the incident.

Planning Section: Responsible for receiving, evaluating, and analyzing all disaster information and providing updated status reports to the EOC Management and field operations. It is also responsible for damage assessment and developing specialized technical assessments of the event.

Planning Section Chief - This person must develop a dynamic action plan based on ongoing incident information. As the situation changes, the plan must be modified accordingly. Items in the action plan must include the status of resources being used in the incident. It should detail the priorities set by the Chancellors Cabinet and outline the steps to take to satisfy those priorities. Part of the planning efforts may involve technical specialists to provide information in writing action plans. An example would be a chemist providing information about reactions likely to occur in a hazardous materials accident. Another might be a structural engineer with specialties in earthquake damage evaluation training to provide building occupancy guidelines after a major tremor. The Director of Facilities Services will fill this role.

Logistics Section: Responsible for procuring supplies, personnel, and material support necessary to conduct the emergency response.

Logistics Section Chief - This individual must arrange for the support needs of the incident response effort. They oversee personnel call-out, and provide all facilities, transportation, supplies, equipment acquisition, maintenance and fuel, communications and IT support, food, lodging, supplies and medical services for response personnel.

The person that will fill this position needs to know procurement procedures and resources availability.

Finance Section: Responsible for cost accountability and risk assessment. They document expenditures, purchase authorizations, damage to property, equipment usage, and vendor contracting, and develop FEMA documentation.

Finance Section Chief - Most incidents would have this function covered by normal budget, cost, and expenditure procurement. This will change, however, as the incident becomes larger. Special accounting may be needed to satisfy special incident requirements. If materials and supplies outside of the normal budgeting process are involved, they must be accounted for. If State and Federal disaster funds are likely to be requested for reimbursement of incident expenditures, they must be closely accounted. When people from outside the University personnel system are used as response resources, their time and costs must be carefully documented. Expenses may be incurred that go outside routine purchasing procedures because of the need for emergency expediency. These purchases must be coordinated with the individuals with authority in the Chancellors Cabinet. Certain costs may be billable to the responsible party (such as hazardous materials releases) and these must be documented. Risk Management is an important role in a large incident because of the increased likelihood of injury claims by workers or others impacted by the incident. Insurable claims must be documented as well to recoup University losses due to the nature of an incident. The person that will fill this role is the Business Director.

Reporting Structure

It is essential that each ICS participant understands the reporting procedures and follows them throughout the course of an emergency incident:

Units report to and take direction from their Branch Coordinators and other Units within their Branch.

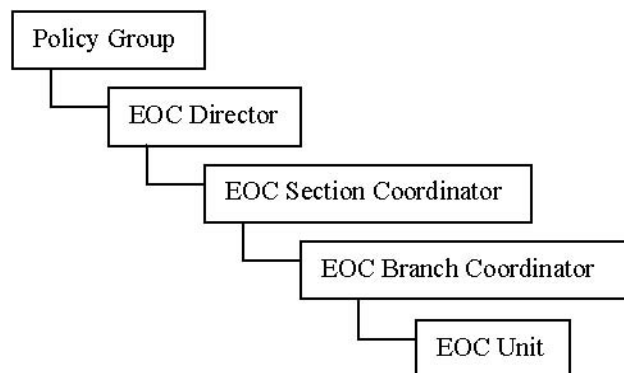
Branch Coordinators report to and take direction from their EOC Section Chief. Members work with their staff and other Branches within their Section.

EOC Section Chiefs report to and take direction from the Incident Commander and work with their Units and other EOC Section Chiefs.

The Incident Commander reports to and takes direction from the Chair of the Chancellors Cabinet and oversees the EOC Section Chiefs and Officers, and the EOC Coordinator.

The **Chancellors Cabinet** oversees the disaster response operation in consultation with the Incident Commander.

This reporting structure can be seen below.



Insert new accurate graphic

Training is the key to the success of this plan and an essential part of the ICS. All ICS participants and alternates will receive training in the ICS, in the functioning of the EOC, and in their primary role in the EOC. They will also receive an overview of the other EOC roles. This training includes an annual orientation to the EOC checklists and participation in exercises and drills.

Emergency Operations Center

The EOC, located in Stover House, 11120 Glacier Highway, is maintained in a state of readiness for conversion and activation. The facility is used for training and is a designated, but not a dedicated EOC facility. The EOC serves as the centralized, well-supported location in which EOC staff will gather, check in, and assume their roles in the EOC. Response activities and work assignments will be planned, coordinated, and delegated from the EOC. During the course of an emergency, designated UAS personnel should report directly to the EOC. If an EOC member is unsure of whether to report, he or she should first contact the Incident Commander. In the event that the primary EOC cannot be used, personnel should report to the alternate EOC located at the Glacier View room in the Egan Wing.

Activation of the EOC

The decision to activate the EOC will be made by the Chancellor, Vice Chancellor Administration or the Director of Facilities Services. Any of these positions may convene an ad-hoc advisory group (Pre-Activation Team) to assist in this determination.

Upon declaration of the Level 2 or Level 3 emergency, the Incident Commander shall determine which positions to activate and direct their activities.

Each Branch Coordinator will oversee the mobilization of their respective units, and be responsible for the activation of their Branches. The Branch Coordinators may also work with the Public Information Officer to send announcements to the media notifying selected groups of employees that they are or are not to report to work.

Event/Situation Activation EOC Level Staffing Activated

| | | | |
|---|--|---|--|
| <p>Minor manmade /natural disaster of smaller scale at UAS campuses.</p> <p>Severe/inclement weather</p> | <p>One (Standby/alert)</p> | <p>Incident Commander Planning Section Coordinator</p> | |
| <p>Moderate manmade or natural disaster. Earthquake, wildfire affecting UAS campuses; campus-wide power outages</p> | <p>Two (Partial activation)</p> | <p>Incident Commander All Section Coordinators and Branches as appropriate to situation</p> | |
| <p>Major campus or regional emergency. Major earthquake. Significant Terrorist Event</p> | <p>Three (Full activation)</p> | <p>All EOC Positions</p> | |

EOC Set-up Guide

Procedures:

Communications: Check availability of communications for EOC (land-based phones, cell phones, pagers, fax machine, radios, email, runners, etc.)

Other equipment: Assess other equipment needs for EOC (copier, computers, projectors, etc.)

Room set-up

Primary EOC (Stover House): Make a rough diagram of the room set-up in each room prior to removing furniture. (Keep this to help guide deactivation activities.) Move classroom and conference room furniture out of the rooms and down the hall, taking care not to block hallways. Replace with tables and chairs from the EOC closet to form workstations for each Section and Branch. Diagrams indicating layout of all rooms may be found in Section II of this binder, and in the EOC storage area located in Wally World.

Secondary EOC (Glacier View Room in Egan Wing): set up workstations using available furniture. Telephones and some other supplies, signs, supplies and maps may also have to be brought from storage in Wally World (Egan Wing first floor)

Maps/Supplies: Bring Section boxes , maps, signs, and supplies from EOC storage.

Registration: Set up check-in station at counter just inside door to, ensure that all EOC staff sign in, receive position vests and whatever instructions/supplies are needed for them to begin their tasks

Refreshments: Set up refreshment table(s) just outside door to EOC and assign staff for its maintenance.

EOC Deactivation

The Chancellors Cabinet, advised by the Incident Commander, will determine when to deactivate the EOC and transition to normal campus operations. There may be several levels of transition prior to the eventual resumption of normal operations.

EOC Management will notify Sections when they are no longer required in the EOC.

Liaison Officer will notify City and Borough of Juneau EOC, State Warning Center, OES Regional Emergency Operations Center, Operational Area EOC, and other appropriate organizations of the expected planned deactivation.

All Positions must ensure that any open actions not yet completed will be handled after the deactivation. EOC Branches should work through their respective Section Coordinators to ensure transition to normal operations.

Ensure that all required forms or reports are completed prior to deactivation. Verify that all FEMA documentation is provided to Section Coordinators/EOC Management.

Have copies made of all your logs, reports, messages, and any other documents you used and received in the EOC. Leave originals in your position binder and keep copies for a period of one year or as directed.

Be prepared to provide input to the After-Action report. Participation in the State After-Action reporting process, typically conducted within 90 days after an event, is mandatory for agencies seeking State reimbursement for qualifying expenses.

Off-Campus Assistance and Mutual Aid

Neither the UAS system nor any municipality or jurisdiction has the resources to effectively handle all potential emergencies. In certain circumstances, the UA system or UAS may request outside assistance from a variety of sources. These mutual aid providers may be generally divided into two categories: **Inter-campus** and **Non-University**.

Inter-MAU

Within the University of Alaska system, a variety of support resources and subject matter expertise exists that generally mirrors the resources available within their communities. These resources generally include Physical Plant, Police, Fire, EH&S and other specialized personnel. Each campus has designated an **Emergency Preparedness Coordinator** who may be requested to serve as a contact person for requested resources and/or personnel.

Non-University

The Incident Commander may request local, county, and state mutual aid resources. These specifically include fire and police resources, although other specialized resources may be requested through specific procedures. State-level resources may be requested through protocol established by the State Department of Homeland Security and Emergency Management. The MAU may request local mutual aid, requesting City resources first and then assistance from the state as may be needed. Each MAU may also participate in disaster sheltering activities as outlined in mutual support agreements or in conjunction with the American Red Cross.

Emergency Operations Center Management

EOC Checklist Procedures

Chancellor's Cabinet

Primary Responsibilities:

Policy level decisions
Fiscal authorization
Strategic policy and direction for recovery and resumption of normal operations

Support Responsibilities:

Communication with Office of the President, and:

- Other UA Campuses
- Elected Representatives
- UAS Academic Senate
- UA Regents
- Executive level authority
- Public Information statements and releases
- Field Public Information Teams

Procedures:

Establish contact with the Chancellor and/or Vice Chancellor-Finance and Administration. Report as directed to the Chancellor's Emergency Center (CEC): Primary CEC: Glacier View Room in Egan Wing.

Check with the Public Information Officer (PIO) to determine the needs of spokespersons for UAS. The spokesperson may be the Chancellor, the Vice Chancellor, or any member of the Chancellor's Cabinet or EOC.

Obtain a briefing on the emergency incident from the Emergency Operations Center (EOC) Director and the Public Information Officer (PIO). Coordinate with the PIO on information that is cleared for release. Continue with regularly scheduled briefings and/or immediate updates as activities take place.

Chancellor

Primary responsibilities:

Consider need for formal emergency declaration.

- Declare Campus State of Emergency
- Local State of Emergency
- Governor's Declaration of Disaster

Authorize activation of Emergency Operations Center (EOC)

Executive authorization for funding emergency projects exceeding existing funding levels

Direct communication with:

- Office of the President
- Board of Regents
- Elected Representatives
- Academic Senate
- Statewide Risk Management Office

Formal spokesperson for UAS.

Support Responsibilities:

Public information statements and releases

Procedures:

Make contact with the Incident Commander and Public Information Officer.

Receive briefing on the overall situation

- Areas affected
- Number of people affected and who they are.
- Injuries and/or fatalities
- Initial response taken
- Game plan for continuing response

Establish the Chancellors Emergency Center and notify Chancellors Cabinet members of location.

If requested by the EOC and/or if events warrant, declare a State of Campus Emergency, thereby notifying the State's emergency command apparatus of the Campus' possible need for support.

Obtain copies of all press releases and summaries of all statements made to the media.

Receive regular situation updates

Participate in press conferences in collaboration with the Public Information Officer and local or state officials.

PROCLAMATION OF A CAMPUS STATE OF EMERGENCY (Legal Review)

WHEREAS, THE UNIVERSITY OF ALASKA emergency policies and procedures empower the chancellor to proclaim a Campus State of Emergency, when the campus has been affected by the emergency or disaster; and WHEREAS, the Chancellor does hereby find: That conditions of peril to the safety of persons and property have arisen within the campus caused by , commencing on or about , on the date of , warranting the necessity for, and proclamation of, a Campus State of Emergency; NOW, THEREFORE, IT IS HEREBY PROCLAIMED AND ORDERED that said Campus State of Emergency shall be deemed to continue to exist until its termination is proclaimed by the Chancellor or the University of Alaska Southeast.

IT IS FURTHER ORDERED that a copy of this proclamation be forwarded to the University of Alaska, Office of the President. (sign/date)

Incident Commander

Reports to: Chancellors Cabinet

Primary Responsibilities:

Activates Emergency Operations Center (EOC)
Directs and Coordinates EOC
Coordinates with Student Affairs, PIO, Liaison and Safety Officers, and EOC Coordinator.
Directs Mutual Aid and liaison with outside agencies
Issues status reports to Chancellor, Policy Group, and Recovery/FEMA Documentation team
Issues status reports to City, Borough, State, and UA Office of the President
Deactivates EOC and transitions to recovery phase

Support Responsibilities:

UAS Campus State of Emergency Declaration
Executive Policy
Strategic plan for recovery and resumption of normal operations
Student Affairs
All Department Emergency Response and Recovery Plans, EOC positions and operations

Procedures:

Sign in at the check-in counter and receive your position vest

Begin and maintain an Activity Log.

Obtain incident briefing from previous Incident Commander, if applicable.

Assess incident situation including the resources required for initial response.

- Areas affected
- Number of people affected and who they are.
- Injuries and/or fatalities
- Initial response taken
- Game plan for continuing response

Through the EOC Coordinator, activate the EOC. If activated, notify the City and Borough of Juneau Emergency Manager.

Conduct initial briefing.

Instruct arriving EOC Section Chiefs to follow up on staff call out.

Develop priorities with Chancellors Cabinet, as applicable.

Contact the Chancellor and the Chancellors Cabinet to request an official “Declaration of a State of Campus Emergency,” if needed, and establish a reporting frequency to update them on emergency response activities

Upon Declaration of a State of Campus Emergency, notify the following agencies: City and Borough of Juneau EOC, State Emergency Operation Coordination Center (EOCC), and UA Office of the President.

Establish briefing schedules and give Section Chiefs advance notice to prepare summaries of Section activities. Direct the Planning Section Chief to prepare Incident Action Plan recommendations for your approval and ensure these are adopted and implemented routinely.

Assess the need to request or donate resources via Mutual Aid and contact all pertinent agencies.

Maintain contact with the Chancellor and/or the Chancellors Cabinet for establishing policy for major campus issues, as well as to brief them about EOC activities.

Work with the EOC Section Coordinators to ensure all EOC Branches have appropriate equipment, staffing, and information to work effectively.

Every two to four (2-4) hours, or after every major event, provide a general update and briefing to the entire EOC.

Assist the PIO with the release of all UAS emergency response information.

Facilitate the change from disaster response activities to recovery activities as the emergency subsides

Ensure that Section Chiefs have *FEMA Documentation Forms* prepared from their Branches, and that the reports are forwarded to the Finance Section Chiefs.

Approve the use of volunteers on the incident. Assure that Logistics assigns a Volunteer Coordinator to organize volunteers.

Work with Operations Section Chief to update the action plan as needed, and to demobilize resources as the incident situation is resolved.

Plan for an extended EOC activation and determine staffing needs. Upon arrival, brief your shift replacement about the current status of your Branch.

De-activate the EOC as directed by the Chancellor or as the emergency subsides.

Prepare an *After Action Report* for the State and for general distribution.

Keep copies of all your logs, reports, messages, and any other documents you used and received while working in the EOC.

Public Information Officer

Command Staff reports to Incident Commander

Primary Responsibilities:

Media contact and coordination

Public information statements and releases

Coordinates media releases with City, State office of Emergency Services (OES), and the Office of the President (as directed by the Chancellor)

Coordinates UAS activity in a Joint Information Center, if one is activated

Fields Public Information Teams

Controls and corrects misinformation and rumors

Communication to campus community

Support Responsibilities:

Coordinates with EOC management

Provides updates to EOC management regarding outside operations

Procedures:

Sign in at the check-in counter and receive your position vest

Begin and maintain an Activity Log.

Obtain briefing from the Incident Commander to obtain initial incident information, actions taken and planned during next operational period.

Establish one or several incident information centers away from the command center. Locate suitable facilities and equipment requirements.

Check availability of communications (land-based phones, cell phones, pagers, Faxes, radios, e-mail, runners, etc). Establish a minimum of two (2) separate telephone lines: one for incoming media inquiry and one for secure internal communications.

If a Joint Information Center (JIC) is established, ensure that it is adequately staffed and coordinate the EOC-JIC information flow.

Coordinate with command center and Chancellor to arrange status briefings that will be conveyed to public at regular press releases, conferences and interviews. Reference pre-prepared statements on a variety of incidents.

Proactively go after information to maintain current status, obtain additional staff members as needed: dispatch lookouts, liaisons with personnel responding to emergency, incident command.

Ensure that all contacts and significant events are documented.

Ensure that media representatives are provided with appropriate personal protective equipment.

Establish and brief media representatives on procedures for distributing information to incident personnel and participating agencies (information kiosks at incident command center, incident

newsletter, telephone and fax updates, video updates, incident website etc)

Prepare an initial incident summary as soon as possible. Observe information constraints as forwarded by the Incident Commander. Include as applicable, assistance to victims of the incident such as shelter and feeding locations or evacuation procedures.

Monitor media coverage of incident, contact media outlets to correct errors on facts and control rumors. Utilize contact list of all local and national media.

Release news to media as appropriate and post news releases at the EOC and other locations. Remove old postings when updated with new ones.

Respond to special requests for information within guidelines set forth by the Incident Commander.

The following guidelines will assist field personnel and field public information teams in working with the media at the scene of an incident:

- A. All employees and UAS representatives should be professional and polite at ALL times with ALL members of the media. There is no such thing as “OFF THE RECORD” and any observed or overheard communication or action may result in a media report.
- B. If contacted by the media, employees are to politely and firmly request that the media wait for the UAS spokesperson who should arrive at any minute. The employees should immediately contact supervisors or the EOC and request the field public information team.
- C. If security is important, access to the incident should be marked and barricaded with yellow tape and posted guards. A special area for the media can be designated and signs posted indicating

Field Public Information teams will also need to maintain an Activity Log to record all contacts with the media including interviews and information releases to the media. They must also provide copies or summaries of all information released. All information given during interviews should have prior clearance for release by the EOC management or the PIO position. Field teams should be informed to refrain from speculation and not to release names of victims or affected parties unless advised to do so or if the information has already been contained in a written media release.

Student Affairs Officer

Command Staff Reports to the Incident Commander

Primary responsibilities:

Tracks status of all students

Coordinates Emergency Student/Family Message Center

Coordinates short term and long term recovery of UAS classes and related activities concerning students

Support Responsibilities:

Student volunteers

Emergency financial aid services for students

Public information/media releases regarding students

Strategic plan for recovery and resumption of normal operations

Care and shelter of students

Procedures:

Sign in at the check-in counter and receive your position vest

Begin and maintain an Activity Log.

Obtain briefing from the Incident Commander to obtain initial incident information, actions taken and planned during next operational period.

Check availability of communications (land-based phones, cell phones, pagers, Faxes, radios, e-mail, runners, etc)

Assess equipment needs and office supplies (copier, computer, projector, calculator, etc)

Contact all necessary personnel: the person you report to, those reporting to you, and others whose assistance or cooperation you will need to do your job.

Assess the status of all UAS Students regarding number on/off campus, number of casualties, and student residence status.

Arrange for assistance for those disabled. Maintain confidential list for emergency purposes.

Coordinate with the PIO and Communications to activate the Student Hotline and establish an on-campus student message and information center.

Represent UAS student concerns to EOC Management.

Coordinate with EOC Management to arrange for food, shelter, water and sanitation for students.

Arrange for counseling of traumatized persons on campus. Have contracts or arrangements in place.

Work with Finance to assist in the activation of an emergency loan or grant program for students,

faculty, and staff as needed.

Plan for an extended EOC activation and determine staffing needs. Upon arrival, brief your shift replacement about the current status of your Branch.

Keep copies of all your logs, reports, messages, and any other documents you used and received while working in the EOC.

Liaison Officer

Reports to the Incident Commander

Primary Responsibilities:

Provide a point of contact for assisting agency representatives.
Communicates between Campus EOC and other agencies
Posts status reports to Operational Area/State
VIP and Visitor Orientations and Briefings

Support Responsibilities:

Volunteer Organization and Coordination

Procedures:

Sign in at the check-in counter and receive your position vest

Begin and maintain an Activity Log.

Obtain briefing from the Incident Commander to obtain initial incident information, actions taken and planned during next operational period.

Check availability of communications (land-based phones, cell phones, pagers, Faxes, radios, e-mail, runners, etc)

Assess equipment needs and office supplies (copier, computer, projector, calculator, etc)

Contact all necessary personnel: the person you report to, those reporting to you, and others whose assistance or cooperation you will need to do your job.

Establish contact with City and Borough of Juneau Emergency Manager (CBJ Liaison) and State EOC to coordinate for off campus resources as necessary.

Identify agency representatives for each agency including the means of communicating with them (radio frequencies, phone numbers, etc.).

Establish and maintain a location for incoming agency representatives, providing EOC identification, workspace and support as needed

Oversee all liaison activities, including coordinating outside agency representatives assigned to the UAS EOC, and handling requests from other EOCs for UAS representatives

Conduct briefings for VIP's and visitors, as directed by Incident Commander

Work with the Personnel/Volunteer Branch and with the Red Cross representative (if available) to assist in the coordination and use of volunteers

Plan for an extended EOC activation and determine staffing needs. Upon arrival, brief your shift replacement about the current status of your Branch

Keep copies of all your logs, reports, messages, and any other documents you used and received while working in the EOC

Monitor incident operations to identify current or potential inter-organizational problems.

Attend meetings and keep the Incident Commander up-to-date on liaison concerns.

Safety Officer

Reports to Incident Commander

Primary Responsibilities:

Monitors and evaluates all operations for hazards and unsafe conditions and develops measures for assuring personnel and work site safety

Exercise emergency authority to stop or prevent unsafe acts when immediate action is required

Develop site safety plan and include safety directives in each incident action plan

Support Responsibilities:

Operations Section Coordination

Field Incident Command

Procedures:

Sign in at the check-in counter and receive your position vest

Begin and maintain an Activity Log.

Obtain briefing from the Incident Commander to obtain initial incident information, actions taken and planned during next operational period.

Check availability of communications (land-based phones, cell phones, pagers, Faxes, radios, e-mail, runners, etc)

Assess equipment needs and office supplies (copier, computer, projector, calculator, etc)

Contact all necessary personnel: the person you report to, those reporting to you, and others whose assistance or cooperation you will need to do your job.

Contact all established Incident Command Posts, advise on safety procedures in the field. Dispatch Field Safety Officers to Incident Command Posts

Review and approve incident action plans and medical plan.

Communicate with Facilities Services personnel to secure and post non-entry signs around unsafe areas. Coordinate safety efforts of field teams to ensure they are working in a safe and coordinated manner with all safety procedures in place and all personnel advised of hazards

Ensure that field teams identify and report any hazard and unsafe condition encountered in the performance of their duties. Exercise emergency authority to stop and prevent unsafe acts

Advise the Incident Commander and Section Coordinators immediately of any unsafe or hazardous conditions and advise on practices and procedures to overcome obstacles.

Investigate accidents that have occurred as a result of actions related to the incident.

Establish routine briefings with Incident Commander and field teams.

Monitor ongoing operations in EOC and the field for signs of stress and inappropriate behavior. Report concerns to Medical Branch. Provide for staff rest periods and relief.

Plan for an extended EOC activation and determine staffing needs. Upon arrival, brief your shift replacement about the current status of your unit.

Keep copies of all your logs, reports, messages, and any other documents you used and received while working in the EOC.

EOC Coordinator

Reports to Incident Commander

Primary Responsibilities:

Set up and administer to the EOC facility
Establish and oversee EOC communications flow
Establish and oversee staff registration as they appear for work shift

Support Responsibilities:

Provide assistance to Incident Commander
Provide assistance to EOC staff as they begin working at their positions

Procedures:

When notified of the EOC activation order, set up the facility for operation.

Sign in at the check-in counter and receive your position vest

Begin and maintain an Activity Log, using either paper form or laptop. Note major activities of the EOC, tracking times and primary information. Act as recorder for the Incident Commander or assign this task to an assistant

Obtain briefing from the Incident Commander to obtain initial incident information, actions taken and planned during next operational period.

Check availability of communications (land-based phones, cell phones, pagers, Faxes, radios, e-mail, runners, etc)

Assess equipment needs and office supplies (copier, computer, projector, calculator, etc)

Contact all necessary personnel: the person you report to, those reporting to you, and others whose assistance or cooperation you will need to do your job.

Set up check-in desk, ensure that all EOC staff sign in, receive position vests and whatever instructions/supplies are needed for them to begin their tasks.

Set up EOC television(s), if available, and ensure they have VCR playback and recording ability.

In initial stages of activation, as directed by Incident Commander, assign staff to positions as necessary to ensure all required positions are covered.

Activate and assign staff (you or someone else) to the EOC fax machine and laptop with email, and have them monitor throughout shift.

Provide message delivery: establish and oversee system of EOC runners/messengers.

Working with Logistics, ensure that refreshments are made available to EOC staff.

Plan for an extended EOC activation and determine staffing needs. Upon arrival, brief your shift replacement about the current status of your position.

Assist in deactivation of the EOC facility, replacing all equipment, maps and supplies in storage and returning all furniture to original locations.

Keep copies of all your logs, reports, messages, and any other documents you used and received while working in the EOC.

If requested, provide information for the After-Action Report and recommendations for procedural changes to the Incident Commander.

Operations Section Chief

Reports to Incident Commander

Primary Responsibilities:

All field operations

EOC Operations Section

Liaison with Planning, Logistics, and Finance & Administration EOC Sections

Multi-department field response

Operational Mutual Aid

Multi-agency coordination

Coordinate response according to priorities:

1. Life Safety Rescue
2. Securing unsafe areas and buildings
3. Urgent field operations
4. Non-urgent or recovery.

Support Responsibilities:

EOC Management

Field Inspections

Emergency construction & repairs

Procedures:

Sign in at the check-in counter and receive your position vest

Begin and maintain an Activity Log.

Obtain briefing from the Incident Commander to obtain initial incident information, actions taken and planned during next operational period.

Check availability of communications (land-based phones, cell phones, pagers, Faxes, radios, e-mail, runners, etc)

Assess equipment needs and office supplies (copier, computer, projector, calculator, etc)

Contact all necessary personnel: the person you report to, those reporting to you, and others whose assistance or cooperation you will need to do your job.

Ensure all Operations Section Branches have their necessary communications available and that they have established contact with their respective subordinates. Coordinate with the Communications Branch if necessary.

Activate the Assistant to the Operations Section Coordinator position and have that person start the Operations Incident Log and Operations status board.

Obtain a list of field staff onsite and determine if you need more – if so, request more staff from your Section members, the Personnel/Volunteers Branch in the EOC or, as necessary, through EOC Management in the form of Mutual Aid

Establish a briefing schedule with your Section members

Review information about incidents and incident response from your Operations Branches, the Planning & Intelligence Section Coordinator, and the Logistics Section Coordinator in order to assign each incident a response priority.

Work with the Operations Section to direct and support all field operations. Assemble and disassemble teams as necessary.

Exchange updates about the status of Incidents, Field Teams, Command Posts, Medical Triage areas and shelter operations with your Section Branches, other EOC Section Coordinators, and EOC Management.

Analyze all field operations for potential hazards in order to maintain the safest operations possible

Confer with EOC Management regarding Operations Section requests for Mutual Aid as well as for executive-level policy decisions that must be made in order to proceed with field operations. Implement Incident Action Plans as developed for the incident.

Work with the Logistics Section Coordinator to ensure that all resources necessary for field operations will be procured and delivered.

Work with the Finance & Administration Section Coordinator to ensure that requests for resources have adequate funding authorization.

Plan for an extended EOC activation and determine staffing needs. Provide the Logistics Section with recommendations for resources during the next operational period. Upon arrival, brief your shift replacement about the current status of your Section.

Ensure that your Operations Section Coordinator Assistant collects all *FEMA Documentation Forms* and other required EOC documentation for forwarding to EOC Management at the conclusion of EOC activation.

Keep copies of all your logs, reports, messages, and any other documents you used and received while working in the EOC.

Assistant Operations Section Chief

Reports to Operations Section Chief

Primary responsibilities:

Incident Log (or Automated Database on the PC)

Report Incidents using Incident Report Forms

Operations Status Boards postings

All other EOC Forms/supplies used by the Operations Section

Operations Section Coordinator administrative support

Under direction from Operations Section Coordinator, inform Situation Status of significant information, updates, and changes in field incidents and/or incident response

Capture reports from EMA Liaison & circulate info within EOC

Support Responsibilities:

Administrative support to Operations Section Branches

Documentation and keeping of forms, reports and logs

Procedures:

Sign in at the check-in counter and receive your position vest

Begin and maintain an Activity Log.

Obtain briefing from the Incident Commander and Operations Section chief to obtain initial incident information, actions taken and planned during next operational period.

Check availability of communications (land-based phones, cell phones, pagers, Faxes, radios, e-mail, runners, etc)

Assess equipment needs and office supplies (copier, computer, projector, calculator, etc)

Contact all necessary personnel: the person you report to, those reporting to you, and others whose assistance or cooperation you will need to do your job.

Begin Operations Incident Log using *Reports of Incidents* generated by Operations, Liaisons and other EOC Branches. Post information on Operations status boards and display maps. Update as more information becomes.

Assist the Operations Section Coordinator in compiling and tracking incidents, *Field Assignment Logs* and *FEMA Documentation Forms* from Operations Section Branches, *Shelter Reports* from

Care & Shelter, *EMA Status Reports* from the EMA Liaison, and *Mutual Aid Worksheets* if Mutual Aid is requested.

Provide administrative assistance to the Operations Section Coordinator and Operations Branches.

Plan for an extended EOC activation and staffing needs. Upon arrival, brief your shift replacement about the current status of your Branch.

Keep copies of all your logs, reports, and any other documents you used and received while working in the EOC.

Environmental, Health and Safety

Reports to Operations Section Chief

Primary Responsibilities:

Hazardous materials containment and response
Hazardous conditions assessment and control
Injury and death casualty reports and documentation
Sanitation and potable water
Radiation Safety and Laboratory Animal Care (OLAC)

Support Responsibilities:

Facility inspections
Evacuation control
Medical operations
Search and rescue
Fire fighting
Mutual Aid and multi-agency response coordination
Worker and work site safety (in support of Safety Officer).

Procedures:

Check in with the Operations Section Chief or the Incident Commander to determine if and where you are needed. If there are not yet enough people to staff all positions, you may be asked initially to fulfill a different function than your pre-designated one.

Sign in at the check-in counter and receive your position vest.

Begin and maintain Activity Log

Check availability of communications (land-based phones, cell phones, pagers, Faxes, radios, e-mail, runners, etc)

Assess equipment needs and office supplies (copier, computer, projector, calculator, etc)

Contact all necessary personnel: the person you report to, those reporting to you, and others whose assistance or cooperation you will need to do your job. If an EOC Safety Officer is activated, coordinate as necessary with this position to ensure all activities are covered and synchronized.

Advise the Operations Section Chief and appropriate EOC staff of the status and availability of field personnel controlled by your Branch.

Assess equipment needs for field personnel and coordinate with the Operations Section Chief and Logistics Section for equipment acquisition as needed.

With the Operations Section Chief, establish field response priorities.

Ensure that *Field Assignment Logs* and *FEMA Documentation Forms* are completed and updated.

Notify the Operations Section Chief and Situation Status of any new incidents or changes in major incidents.

Give and receive updates about field assignments, resource availability, and incident status.

Coordinate with the Operations Section Chief to determine if Mutual Aid for operations will be needed. If so, submit a Mutual Aid request to the Operations Section Chief.

Ensure your field personnel will have adequate food and water. Coordinate with Logistics for meals and delivery.

Ensure that the public water system has potable water. Provide disinfecting services or emergency water supplies if necessary.

Prepare a status report from your Branch every four (4) hours, or as directed. Be sure to include the status of every major incident in which your Branch is involved.

Plan for an extended EOC activation and determine staffing needs. Upon arrival, brief your shift replacement about the current status of your Branch.

Keep copies of all your logs, reports, messages, and any other documents you used and received while working in the EOC.

Facilities Services

Reports to Operations Section Chief

Primary Responsibilities:

Campus buildings and infrastructure including power, water, sewer, heating, vehicle fleet, heavy equipment, fuel supplies, etc.

Emergency generators

Facility and field inspections

Urgent repairs and emergency construction

Restoration of services, short and long term

Operational Mutual Aid

Support Responsibilities:

Communications

All field operations

Damage assessment report

Search and Rescue support.

Recovery operations

Transportation

Procedures:

Check in with Operations Section Chief or the Incident to determine if you are needed. If there are not yet enough people to staff all positions, you may be asked initially to fulfill a different function than your pre-designated one.

Sign in at the check-in counter and receive your position vest

Begin and maintain an Activity Log.

Obtain briefing from the Operations Section Chief and Situation Status to obtain the operational status or the physical plant, status of all incidents, UAS Field operations, actions taken and planned during next operational period.

Check availability of communications (land-based phones, cell phones, pagers, Faxes, radios, e-mail, runners, etc)

Assess equipment needs and office supplies (copier, computer, projector, calculator, etc)

Contact all necessary personnel: the person you report to, those reporting to you, and others whose assistance or cooperation you will need to do your job.

Establish contact with Facilities Services Offices and receive the status of all on-duty personnel.

Advise the Operations Section Chief and appropriate EOC staff of the status and availability of field personnel controlled by your Branch, including Inspections Unit.

Ensure that the EOC has all essential lifeline support services, including emergency power, water, and communications.

Assess equipment needs for field personnel and coordinate with the Facilities services Office, the Operations Section Chief and Logistics for equipment acquisition, as needed. Maintain list of available generators, pumps, filters, storage containers and water sources.

Arrange for emergency sanitation as needed or anticipated. Have contract in place for port-a-potties.

Find out from Inspections Unit how many fully-equipped inspection teams are available and forward this information to the Operations Section Chief.

Identify all major areas of building damage, field hazards and utility damage or non-service. Determine needs, estimated time for restoring services and estimated cost to repair, and forward this information to the Operations Section Chief and Planning Section Chief.

With the Operations Section Chief, establish field response priorities, including building inspections. Analyze all field operations for potential hazards in order to maintain the safest operations possible.

Begin entry of damage assessment estimates in the *Damage Assessment Spreadsheet*.

Forward building inspection and damage assessment reports to Operations and Planning Section Chiefs.

Ensure that your Facilities Services *Field Assignment Logs* and *FEMA Documentation Forms* are kept updated and are completed for each day of operations.

Notify the Operations Section Chief and Situation Status of any new incidents or changes in major incidents.

Exchange updates about field assignments, resource availability, and incident status with the Operations Section Chief and the Planning Section Chief.

Arrange for temporary classroom facilities if needed until normal operations return.

Based on estimates submitted by your Units, develop and forward repair and construction project proposals and requests for funding to EOC Management.

Do **NOT** release any information regarding disaster-related financial losses to the media without authorization from EOC Management or the Public Information Officer.

Coordinate with the Operations Section Chief to determine if Mutual Aid for operations will be needed. If so, submit a Mutual Aid request to the Operations Section Chief.

Work with the Logistics Section Chief to ensure that all necessary resources critical to field operations, including food and water, will be procured and delivered.

Work with the Finance Section Chief to ensure that requests for resources have adequate funding authorization.

Prepare status reports from your Branch every four (4) hours, or as directed. Be sure to include the status of every major incident in which your Branch is involved.

Plan for an extended EOC activation and determine staffing needs. Upon arrival, brief your shift replacement about the current status of your Branch.

Track participating staff and ensure that their families are kept up to date and provided for as needed to allow staff to continue working on UAS emergency.

Keep copies of all your logs, reports, messages, and any other documents you used and received while working in the EOC.

Inspections

Reports to Operations Section Chief

Primary Responsibilities:

Building Inspections

Preliminary inspection reports

Support Responsibilities:

Building Inspections

Preliminary inspection reports

Procedures:

Check in with the Operations Section Chief, the EOC Coordinator, or the incident Commander to determine if and where you are needed. If there are not yet enough people to staff all positions, you may be asked initially to fulfill a different function than your pre-designated one.

Sign in at the check-in counter and receive your position vest

Begin and maintain an Activity Log.

Obtain briefing from Facilities Services and Situation Status to obtain initial reports of building damage, utility status, and field hazards.

Check availability of communications (land-based phones, cell phones, pagers, Faxes, radios, e-mail, runners, etc)

Assess equipment needs and office supplies (copier, computer, projector, calculator, etc)

Contact all necessary personnel: the person you report to, those reporting to you, and others whose assistance or cooperation you will need to do your job.

Determine the number of fully equipped inspection teams available and forward this information to the Operations Section Chief. Work with Logistics, if necessary, to ensure inspection personnel have all required personal safety and field recording equipment.

Assign inspections according to the building inspection priority list established by the Operations Section Coordinator.

Coordinate with the Operations Section Chief to ensure that inspection teams do not enter any buildings or areas with known chemical spills or other known major hazards inside.

Record inspections information to the Building Inspection Status Report and forward to appropriate Planning Section Branches.

Determine food and water needs for Inspections staff and coordinate with Logistics for procurement and delivery.

Assess inspections staffing needs and coordinate with the Operations Section Chief to determine if UAS will need additional inspectors via Mutual Aid. If Mutual Aid is needed, complete the *Mutual Aid Worksheet*.

Assist Damage Assessment and Repair & Emergency Construction Branch with detailed building damage assessments and provide general inspections assistance for UAS Recovery operations as directed by the Operations Section Chief and EOC Management.

Ensure that you have completed and updated all *FEMA Documentation forms* and *Field Assignment Logs* (for inspection teams) for each day of operations.

Do **NOT** release any information regarding disaster-related financial losses to the media without authorization from EOC Management or the Public Information Officer.

Plan for an extended EOC activation and determine staffing needs. Upon arrival, brief your shift replacement about the current status of your Branch.

Keep copies of all your logs, reports, messages, and any other documents you used and received while working in the EOC.

Inspections Branch Supplies:

| | |
|-----|----------------------|
| 20 | Hard Hats w/ratchets |
| 20 | Orange Vests |
| 20 | Gloves |
| 20 | Goggles |
| 100 | Dust Masks |
| 20 | Knee Pads |
| 5 | Storage Boxes |
| 5 | Flagging Tape |
| 10 | Duct Tape (2"x30") |

UAS Post Disaster Assessment Field Kits

Individual supplies

One duffle bag per individual
PDAT Inventory sheet

Safety goggles
Safety glasses
Ear plugs
Dust masks
Work gloves
Hard hat
Hard hat winter liner
Flash light
D batteries – backup
Whistle
Safety vest
Light sticks
Drinking water bottle – 1 liter
Dog biscuits
Tape – yellow caution
Tape –duct
Vise grips – 1pair
Tape measure
Plumb bob with ten foot string
Camera, 24 exposures with flash
First aid kit (with latex gloves, CPR shield and space blanket)

Note pad
Pencils, mechanical
Pen (indelible)
Marker (indelible)
Clipboard, plastic

Forms sleeve/protector, plastic
UAS floor plans
Inspected (Occupancy Permitted) Placard – green
Restricted Use Placard – yellow
Unsafe Placard – red

Repairs and Emergency Construction

Reports to Operations Section Chief

Primary Responsibilities:

Urgent and immediate repair jobs
Emergency construction contracts

Support Responsibilities:

Situation Status
Damage assessment report
UAS recovery plan

Procedures:

Check in with your Operations Section Chief, the EOC Coordinator, or the Incident Commander to determine if and where you are needed. If there are not yet enough people to staff all positions, you may be asked initially to fulfill a different function than your pre-designated one.

Sign in at the check-in counter and receive your position vest

Begin and maintain an Activity Log.

Obtain briefing from Facilities Services and Situation Status to obtain initial reports of building damage, utility status, and field hazards.

Check availability of communications (land-based phones, cell phones, pagers, Faxes, radios, e-mail, runners, etc)

Assess equipment needs and office supplies (copier, computer, projector, calculator, etc)

Contact all necessary personnel: the person you report to, those reporting to you, and others whose assistance or cooperation you will need to do your job.

Receive initial reports of building and utility damage from the Planning Section Chief, Inspections and Facilities Services.

Obtain repair priorities from the Operations Section Chief in coordination with the EOC Management.

Coordinate with Facilities Services for repair jobs that cannot be performed by UAS personnel alone, as well as for procurement of emergency contract services and supplies.

Work with Logistics Section for supplies and contract procedures needed for repair and emergency construction.

Based on Inspection unit's building damage reports, estimate reconstruction projects and their costs. In addition, identify the capabilities needed to carry forth the projects (UAS resources, small contract or large construction project) and work with the Operations Section Chief and Finance Section to secure funding.

Coordinate with the Operations Section Chief to develop a plan or a proposal for repair and construction projects for the campus. Provide the following detail for each project and estimate the total cost:

- Project
- Location
- Priority (Emergency, Urgent, Non-Urgent)
- Maintenance (Clean-up, non-structural)
- Small Construction (less than \$25,000)
- Large Construction (\$25,000 or more)
- UAS or Outside Contract
- Budget and Account
- Estimated Cost

Establish a project file for each project and include the following:

- Project name/Description
- Location
- UAS Project Number
- UAS Project Manager/Contact Information
- Account Number
- Date and Time
- Copy of the Preliminary Building Safety Report
- Description of Damage (if not included above)
- Scope of the Inspection Report
- Original Copies of Emergency Construction Work (shoring, debris removal, etc.)
- Original or copies of Repair/Construction Estimates, Bids, and other cost documents
- Photographs of damage and repairs
- Project Approval and UAS documentation

Develop a proposal for repair and construction projects and their estimated costs in coordination with the Operations Section Chief and forward to EOC Management.

Establish a complete job/project file for each project site to use for documentation. Use *Field Assessment Logs* to identify field staffing.

Care & Shelter

Reports to Operations Section Chief

Primary responsibilities:

Large group care and identification of those sheltered
Temporary sheltering (overnight or several days)
Organized release from campus (students)
Large group off-campus evacuation
Large group food service
Crisis counseling – immediate
Shelter information centers
Student and employee assistance services

Support responsibilities:

Field medical treatment centers (when co-located with Care and Sheltering)
Field command centers (when co-located with Care and Sheltering)
Field personnel support (primarily meals and rest areas)

Procedures:

Sign in at the check-in counter and receive your position vest.

Begin and maintain Activity Log

Check in with and obtain briefing from Operations Section or the Incident Commander to determine if and when you are needed.

Check availability of communications (land-based phones, cell phones, pagers, Faxes, radios, e-mail, runners, etc)

Assess equipment needs and office supplies (copier, computer, projector, calculator, etc)

Contact all necessary personnel: the person you report to, those reporting to you, and others whose assistance or cooperation you will need to do your job.

Check with Operations Section Coordinator and all Operations Branches to determine if care and sheltering sites need to be established.

Establish contact with Food Services and Housing for status report of all on-duty personnel and supplies and report to Section Coordinator.

Assess equipment needs for field personnel and coordinate with EOC, the Operations and Logistics Section for equipment acquisition, cost estimates and funding authorization, as needed.

If directed by the Operations Section Coordinator, establish one or more shelter sites on campus and advise EOC of their location. Assign a shelter manager and support staff for each shelter. Coordinate with the Medical EOC Branch to determine if shelters should include first aid and triage screening and medical transportation staging areas

Ensure that shelter management policies and procedures are followed with respect to length of shelter operation, services provided, sign-in and sign-out, persons allowed in shelter, budgeting, media information release and whether shelters are managed with in-house staff or others such as the American Red Cross.

Maintain communication with shelter managers and coordinate with the Operations Section Chief and Logistics to ensure that shelters have adequate supplies.

Give and receive updates about incidents, resource availability and shelter status.

Coordinate with the Operations Section Chief to determine Mutual Aid needs (giving or receiving). If appropriate, submit a Mutual Aid request to the Operations Section Chief.

Ensure your field personnel will have adequate food and water. Coordinate with Logistics for meals and delivery.

Coordinate with Operations Section Chief and PIO regarding information to be released from shelter(s).

Prepare status reports from your Branch every four (4) hours, or as directed.

Plan for an extended EOC activation and determine EOC and shelter staffing needs. Upon arrival, brief your shift replacement about the current status of your Branch

Keep copies of all your logs, reports, messages, and any other documents you used and received while working in the EOC.

Planning Section Chief

Reports to Incident Commander

Primary Responsibilities:

All field inspection status and damage assessment information

Plan for short-term restoration

EOC Planning and Intelligence Section

Liaison with Operations, Logistics, and Finance & Administration EOC Sections

Support Responsibilities:

EOC Management

Field operations

FEMA documentation and recovery

Procedures:

Sign in at the check-in counter and receive your position vest

Begin and maintain an Activity Log.

Obtain briefing from the Incident Commander and Operations Section chief to obtain initial incident information, actions taken and planned during next operational period.

Check availability of communications (land-based phones, cell phones, pagers, Faxes, radios, e-mail, runners, etc). Develop communications plans as needed.

Assess equipment needs and office supplies (copier, computer, projector, calculator, etc)

Contact all necessary personnel: the person you report to, those reporting to you, and others whose assistance or cooperation you will need to do your job.

Receive an update regarding Planning and Intelligence Section personnel contacted and en route to the EOC. Assign staff to temporarily fill Planning and Intelligence Branches not filled by primary or alternate EOC staff.

Get information on the overall situation and on resource status. Request information regarding field incidents and priorities from the Operations Section Chief, including the priority inspection list for buildings. Get maps and/or plot plans for the area of the incident. Plot control lines.

Work with Logistics and Finance & Administration to ensure your Section Branches have sufficient staffing and supplies to carry out their EOC functions

Receive updates about field hazards, injuries, casualties, and the status of campus facilities from Operations Section Branches.

Coordinate with the Operations Section Coordinator to ensure that inspection teams and other personnel controlled by your team do not enter buildings or areas with chemical spills or other

potential hazards as well to ensure repair operations do not conflict with or hamper ongoing emergency operations in the field.

Assist with identifying usable facilities and have the Inspections Branch to maintain a list of “usable buildings” for Situation Status and the Operations Status Board(s).

Coordinate with Repair & Emergency Construction to develop a short-term plan for immediate repair projects. Provide for documentation of all projects completed and in progress

Develop the Incident Action Plan for each operational period based on priorities from the Chancellor Cabinet and the changing situation. Conduct planning meetings. Specify tactics for teams as needed.

Develop a situation board for the EOC to track resources.

Develop a traffic plan and evacuation routes as needed.

Develop plans for demobilization of resources.

Develop plans for alternate utilities if needed.

Ensure all information necessary for complete and accurate *FEMA Documentation Forms* is available for the EOC Management form Inspections and Repair & Emergency Construction.

Plan for an extended EOC activation and determine staffing needs. Upon arrival, brief your shift replacement about the current status of your Branch.

Keep copies of all your logs, reports, messages, and any other documents you used and received while working in the EOC.

Situation Status

Reports to Planning Section Chief

Primary Responsibilities:

Post Situation Status Information in EOC

Keep records and documentation of all EOC activities

Identify inaccuracies and conflicting reports

Prepare EOC reports for EOC Management

Monitor media reports and essential planning information including: weather, major incidents in Anchorage region, and other factors that may affect UAA operations

Support Responsibilities:

Public information and rumor control

Damage assessment

Procedures:

Check in with your Planning Section Chief, the EOC Coordinator or the Incident Commander to determine if and where you are needed. If there are not yet enough people to staff all positions, you may be asked initially to fulfill a different function than your pre-designated one.

Sign in at the check-in counter and receive your position vest

Begin and maintain an Activity Log.

Obtain briefing from the Incident Commander to obtain initial incident information, actions taken and planned during next operational period.

Check availability of communications (land-based phones, cell phones, pagers, Faxes, radios, e-mail, runners, etc)

Assess equipment needs and office supplies (copier, computer, projector, calculator, etc)

Contact all necessary personnel: the person you report to, those reporting to you, and others whose assistance or cooperation you will need to do your job.

Receive initial incident information from the Planning Section Chief, the Operations Section Chief and Operations Branches

On the Situation Status Board(s) and maps, post all information regarding major incidents, status of buildings and utilities, number of persons dead, injured and sheltered, weather reports and forecasts, and traffic conditions

On the large UAS map, identify medical treatment centers, shelters, Mutual Aid/multi-agency staging areas, field command posts, and volunteer check-in sites.

Re-organize the status boards and maps to best display the information needed for EOC operations according to the nature of the emergency incident(s) at UAS (earthquakes, hostage crisis, utility failure, civil disturbance, etc)

Verify incoming status information. Identify, investigate, and clarify conflicting reports or information that cannot be verified

Keep a chronology of events, if possible, for event reconstruction and after-action reporting purposes

Plan for an extended EOC activation and determine staffing needs. Upon arrival, brief your shift replacement about the current status of your Branch

Keep copies of all your logs, reports, messages, and any other documents you used and received while working in the EOC.

Situation Status – Subject Matter Experts

Reports to Planning Section Chief

Primary Responsibilities:

Post/Display Subject Matter Information in EOC

Identify and correct subject matter inaccuracies and conflicting reports

Prepare and continually update subject matter data for EOC Management planning and briefings

Monitor essential planning information including: weather, major incidents on campus, in the Anchorage area, in the region, and other factors that may affect UAA operations

Support Responsibilities:

Public information and rumor control

Damage assessment.

Procedures:

Receive initial incident information from the Planning Section Chief, the Operations Section Chief and Operations EOC Branches

Begin and maintain *Activity Log*.

Post all relevant information on your subject matter area of expertise, as it relates to the emergency incident(s).

Identify and post any technical information that could be helpful to emergency responders. Keep EOC Management informed, to aid in planning efforts.

Organize data to best display the information needed for EOC operations according to the nature of the emergency incident(s) at UAS (earthquakes, hostage crisis, utility failure, civil disturbance, etc).

Keep a chronology of events, if possible, for event reconstruction and after-action reporting purposes.

Plan for an extended EOC activation and determine staffing needs. Upon arrival, brief your shift replacement about the current status of your Branch.

Keep copies of all your logs, reports, messages, and any other data you used and received while working in the EOC.

Logistics Section Chief

Reports to Incident Commander

Primary Responsibilities:

Procurement and delivery of all resources to support EOC and field operations
Emergency contracts for services
Personnel and emergency hires
Transportation management
EOC Logistics Section

Support Responsibilities:

EOC Management
Field operations
Field inspections
Emergency repair and construction
FEMA documentation and recovery

Procedures:

Sign in at the check-in counter and receive your position vest

Begin and maintain an Activity Log.

Obtain briefing from the Incident Commander to obtain initial incident information, actions taken and planned during next operational period.

Check availability of communications (land-based phones, cell phones, pagers, Faxes, radios, e-mail, runners, etc)

Assess equipment needs and office supplies (copier, computer, projector, calculator, etc)

Contact all necessary personnel: the person you report to, those reporting to you, and others whose assistance or cooperation you will need to do your job.

Receive an update regarding Logistics Section personnel contacted and en route to the EOC.
Assign staff temporarily to Logistics units not yet staffed by primary or alternate EOC staff.

Check with EOC Section Chiefs and EOC Management for an overview of emergency incidents and UAS operational status. Determine needs based on incident type. Supply security to the EOC as needed.

Obtain from the Operations Section Coordinator and EOC Management the priorities for requests for resources.

Contact the American Red Cross when sheltering or emergency food provision may be required

Identify the status and availability of all on-campus resources including food, water, supplies, equipment, etc. Maintain an inventory of available resources and be prepared to procure supplies that may be needed by all EOC Sections.

Develop procedures for handling requests for resources. Process resource requests as received through the Planning Section

Coordinate with EOC Personnel/Volunteers and EOC Management to identify the status and availability of all UAS employees who may be able to assist with emergency response data.

Establish the disaster purchase order, contract, and invoice system for all procurements performed by your Section. Make sure all documents produced by your Section have accounting and other budget tracking numbers that are consistent with the Financial Disaster Accounting system.

Activate or distribute emergency **Procurement Cards** for the EOC as needed. Manage on-going use of cards. Adjust limits as necessary. Acquire cards from Incident Commander

Work with the Operations and Planning & Intelligence Section Coordinators to identify requests for resources, ensure that all resources are being procured and delivered in the field, and project needs for duration of emergency.

Refer to and coordinate with EOC Management for resource needs that cannot be met with available resources, and/or policy decisions that must be made in order to proceed with procurement, contracts, and emergency hires. EOC Management will coordinate with the Chancellor and the Chancellors Cabinet for policy level decisions.

Verify funding authorization for large expenses or potentially extensive contracts with EOC Management. Ensure and verify funding authorization if total purchases and contracts are about to exceed disaster authorization limits.

Collect *FEMA Documentation Forms* from Logistics units, when applicable.

Recommend the release of resources according to the demobilization plan.

Plan for an extended EOC activation and determine staffing needs. Upon arrival, brief your shift replacement about the current status of your unit.

Keep copies of all your logs, reports, messages, and any other documents you used and received while working in the EOC.

Medical

Reports to Logistics Section Chief

Primary Responsibilities:

Medical treatment
Coordination of field triage
First aid and triage screening
Coroner liaison and casualty accounting
Medical transfer and transportation
Mental health and psychological services
Worker's compensation coordination

Support Responsibilities:

Care and shelter
Environmental decontamination
Liaison with local and regional medical facilities
Student Affairs

Procedures:

Sign in at the check-in counter and receive your position vest.

Begin and maintain Activity Log

Check in with and obtain briefing from Operations Section, Logistics Chief or the Incident Commander to determine if and when you are needed.

Check availability of communications (land-based phones, cell phones, pagers, Faxes, radios, e-mail, runners, etc)

Assess equipment needs and office supplies (copier, computer, projector, calculator, etc)

Contact all necessary personnel: the person you report to, those reporting to you, and others whose assistance or cooperation you will need to do your job.

Obtain a briefing from the Operations Section Chief regarding the status of all incidents and UAS Field operations.

Coordinate with the Liaison Officer to receive information regarding the status of local and regional medical facilities.

Advise the Logistics Section Chief and appropriate EOC staff of the status and availability of personnel controlled by your Branch.

If needed, coordinate with the Operations Section Chief to establish hazard-free sites for First Aid and Triage Screening, the Coroner Staging Area, and the Medical Transportation Staging Area.

Assess equipment needs for medical personnel and coordinate with the Operations Section Chief and Logistics for equipment acquisition, as needed.

Ensure that EOC Medical *Field Assignment Logs* and *FEMA Documentation Forms* are completed and updated. Maintain accurate records of patients' names, addresses, injuries, supplies and treatments given, disposition, and attending medical staff.

Work with the EOC Transportation Branch to provide for medical transportation of injured to local medical facilities.

Assist finance with administrative requirements related to injury compensation, including written authorizations, billing forms, witness statements, administrative medial documents and reimbursement as required.

If your personnel report any new incidents or changes in major incidents, notify the Operations Section Chief and Situation Status using the *Report of Incident Form*.

Give and receive updates about field assignments, resource availability, casualty counts, and incident status.

Coordinate with the Logistics Section Chief to determine if Mutual Aid for operations will be needed. If so, submit a Mutual Aid request to the Operations Section Chief.

Ensure your personnel will have adequate food and water. Coordinate with Logistics for meals and delivery.

Prepare status reports from your Branch every four (4) hours, or as directed.

Plan for an extended EOC activation and determine staffing needs. Upon arrival, brief your shift replacement about the current status of your Branch.

Keep copies of all your logs, reports, messages, and any other documents you used and received while working in the EOC.

Transportation

Reports to Logistics Section Chief

Primary Responsibilities:

Transportation on and off Campus
Transportation support (fuel, drivers)

Support Responsibilities:

Equipment delivery
Supply delivery
Evacuation
Medical transportation

Procedures:

Check in with your Logistics Section Chief, the EOC Coordinator or the Incident Commander to determine if and where you are needed. If there are not yet enough people to staff all positions, you may be asked initially to fulfill a different function than your pre-designated one.

Sign in at the check-in counter and receive your position vest

Begin and maintain an Activity Log.

Check availability of communications (land-based phones, cell phones, pagers, Faxes, radios, e-mail, runners, etc)

Assess equipment needs and office supplies (copier, computer, projector, calculator, etc)

Contact all necessary personnel: the person you report to, those reporting to you, and others whose assistance or cooperation you will need to do your job.

Check with Facilities Services for status of available UAS fuel supplies.

Determine the number and types of usable vehicles on campus and their capabilities. Compile a vehicle inventory and list fuel assets.

Work with EOC Personnel/Volunteers to obtain drivers for UAS vehicles. Document personnel and assignment information for drivers and vehicles.

Based upon priorities established by the Logistics Section Chief, the Operations Section Chief and EOC Management, make preliminary assignments and have vehicles available for operational needs.

Coordinate with the Logistics Section Chief if Mutual Aid is needed for mass transportation.

Check with local gas stations for fuel supply and availability. Obtain emergency purchase orders or Procurement Cards from EOC Contracts, Equipment & Supplies Branch for fuel purchases.

Obtain information regarding the status of local and regional transportation routes (freeways, ferry, aviation, etc.). Plan for transportation to and from UAS for VIPs and essential UAS staff.

Prepare a *FEMA Documentation Form* to track all expenses generated by your Branch.

Plan for an extended EOC activation and determine staffing needs. Upon arrival, brief your shift replacement about the current status of your Branch.

Keep copies of all your logs, reports, messages, and any other documents you used and received while working in the EOC.

Food and Water

Reports to Logistics Section Coordinator

Primary Responsibilities:

Field personnel food and water service
EOC staff food and water service
Care and Shelter food service

Support Responsibilities:

Planning and Budget Branch
Accounting and Audit Branch

Procedures:

Sign in at the check-in counter and receive your position vest.

Begin Activity Log

Check in with and obtain briefing from the Logistics Section Chief, Incident Commander or Operations Section Chief to determine if and when you are needed.

Check availability of communications (land-based phones, cell phones, pagers, Faxes, radios, e-mail, runners, etc)

Assess equipment needs and office supplies (copier, computer, projector, calculator, etc)

Contact all necessary personnel: the person you report to, those reporting to you, and others whose assistance or cooperation you will need to do your job.

Check with the Operations Section Chief and the Planning Section to assess the number of field personnel who will need food and water.

Check with Care & Shelter to determine food and water needed by shelters.

Check with EOC Management to determine food and water needed by EOC staff.

Check with Facilities Services for status reports on power and water capabilities

Assess available food and water supplies from UAS inventories, as well as availability of Housing and Dining or other UAS kitchens for food preparation.

Coordinate with the Personnel/Volunteers Branch to assign food and water delivery and serving staff.

Identify all available sources of food and water for UAS personnel (on and off campus).

Develop a plan for procurement, delivery, and serving of food and water. Coordinate with the Contracts, Equipment & Supplies Branch to obtain a Procurement Card or purchase order and account number for all purchases and contracts, making sure to give a copy of purchase orders and

contracts to the EOC Branch which ordered the supplies; as well as the Contracts, Equipment & Supplies, and Accounting/Audit Branches.

Make sure to document any employees or volunteers working for your unit in the field. Forward this Log to the Logistics Section Chief.

Prepare a *FEMA Documentation Form* for each day of EOC activation to log all expenses generated by your unit, including Field Assignment Logs, procurements, contracts, and supplies - and forward to the Logistics Section Chief.

Plan for an extended EOC activation and determine staffing needs. Upon arrival, brief your shift replacement about the current status of your unit.

Keep copies of all your logs, reports, messages, and any other documents you used and received while working in the EOC.

Communications

Reports to Logistics Section Chief

Primary Responsibilities:

Communications support for EOC Operations
Restoration of communications infrastructure
Locate and secure alternative communications means

Support Responsibilities:

Situation Status

Procedures:

Sign in at the check-in counter and receive your position vest

Begin and maintain an Activity Log.

Obtain briefing from the Incident Commander to obtain initial incident information, actions taken and planned during next operational period.

Check availability of communications (land-based phones, cell phones, pagers, Faxes, radios, e-mail, runners, etc)

Assess equipment needs and office supplies (copier, computer, projector, calculator, etc)

Contact all necessary personnel: the person you report to, those reporting to you, and others whose assistance or cooperation you will need to do your job.

Obtain a briefing from the Operations Section Chief regarding the status of all incidents and UAS Field operations.

Establish contact with Information Technology Services and receive the status of all on-duty personnel working for UAS and other communications support Branches.

Supervise and operate the EOC communications center.

Distribute and recover communications equipment assigned to incident personnel.

Advise the Logistics Section Chief and appropriate EOC staff of the status and availability of field personnel controlled by your Branch.

Activate and test all UAS communications systems, identifying all major areas of communications system damage and/or non-service. Forward a report with this information to the Operations Section Coordinator, Situation Status, and Damage Assessment.

Assess equipment needs for field personnel during current and next operational period, coordinate with the Operations Section Coordinator and Logistics for equipment acquisition, as needed.

Ensure that your Communications *Field Assignment Logs* and *FEMA Documentation Forms* are completed and updated.

Identify and provide alternative means for accomplishing critical communications tasks if normal equipment is not functioning. Provide the Operations Section Chief time and cost estimates for employing your identified alternatives.

In support of incident operations requirements, develop frequency assignments for Operations activities and interagency use-agreements as needed.

Notify the Operations Section Chief and Situation Status of any new incidents or changes in major incidents using the *Report of Incident* form.

Give and receive updates about field assignments, resource availability, and incident status.

Coordinate with the Operations Section Chief to determine if Mutual Aid for operations will be needed. If so, submit a Mutual Aid request to the Operations Section Chief.

Ensure your field personnel will have adequate food and water. Coordinate with Logistics for meals and delivery.

Prepare status reports from your Branch every four (4) hours, or as directed.

Plan for an extended EOC activation and determine staffing needs. Upon arrival, brief your shift replacement about the current status of your Branch.

Keep copies of all your logs, reports, messages, and any other documents you used and received while working in the EOC.

Contracts, Equipment and Supplies

Reports to Logistics Section Chief

Primary Responsibilities:

Emergency procurement
Equipment delivery and set-up
Supplies delivery
Emergency contracts and purchase orders
Manage changes to EOC procurement cards

Secondary Responsibilities:

Food and Water unit
Planning and Budget unit
Accounting and Audit unit

Procedures:

Check in with the Logistics Section Chief, the Incident Commander or the EOC Coordinator to determine if and where you are needed. If there are not yet enough people to staff all positions, you may be asked initially to fulfill a different function than your pre-designated one.

Sign in at the check-in counter and receive your position vest.

Begin Activity Log

Check in with and obtain briefing from Logistics Section Chief, the Operations Section Chief or the Incident Commander to determine if and when you are needed.

Check availability of communications (land-based phones, cell phones, pagers, Faxes, radios, e-mail, runners, etc)

Assess equipment needs and office supplies (copier, computer, projector, calculator, etc)

Contact all necessary personnel: the person you report to, those reporting to you, and others whose assistance or cooperation you will need to do your job.

Check with Facilities Services to determine water and power availability.

Check with EOC Management to determine the requirements of the EOC.

Assign equipment delivery and setup staff, with assistance from EOC Personnel & Volunteers Branch if necessary.

Develop a plan for procurement, delivery, and setup of equipment and supplies. Activate and use Procurement Cards as available.

Coordinate with Logistics Section Chief to set up the process for preparing purchase orders and contracts documentation in the EOC.

When procuring equipment or services, assess on-campus supplies first.

Complete and update a Field Assignment Log to track personnel or volunteers working for your Branch.

Coordinate with the Finance Section and your Logistics Section Chief to ensure all necessary supplies and services have been acquired and appropriately documented.

For each day of EOC operations, prepare a *FEMA Documentation Form* for any expenses your unit may have generated, including procurements, contract documents, supplies, and *Field Assignment Logs*.

Plan for an extended EOC activation and determine staffing needs. Upon arrival, brief your shift replacement about the current status of your Branch.

Keep copies of all your logs, reports, messages, and any other documents you used and received while working in the EOC.

Personnel / Volunteers

Reports to Logistics Section Chief

Primary responsibilities:

Personnel status

Manage volunteers

Maintain records of hours worked

Maintain records of mutual aid (for personnel – related)

Personnel operations

Hire temporary workers

Support Responsibilities:

Food services

Equipment and supplies

Planning and Budget Unit

FEMA Documentation Unit

Account and Audit Unit

Procedures:

Sign in at the check-in counter and receive your position vest.

Begin Activity Log

Check in with and obtain briefing from the Logistics Section Chief, the Operations Section Chief or the Incident Commander to determine if and when you are needed.

Check availability of communications (land-based phones, cell phones, pagers, Faxes, radios, e-mail, runners, etc)

Assess equipment needs and office supplies (copier, computer, projector, calculator, etc)

Contact all necessary personnel: the person you report to, those reporting to you, and others whose assistance or cooperation you will need to do your job.

Establish contact with Human Resources and receive the status of all on-duty personnel.

Identify all UAS employees who are on campus and working during the disaster or EOC positions as necessary.

Identify UAS employees who wish to work on disaster response, those who do not want to work, or those who cannot work on the disaster response.

Coordinate with EOC Management and the Operations Section Coordinator to establish the Volunteer Staging Area. Provide a coordinator for this site as well as a temporary assignment procedure (see addendum for policies regarding volunteers).

Ensure the Volunteers Staging Area and Mutual Aid Staging Area both have adequate staffing.

Obtain the following information from all personnel working for UAS disaster response:

- Type of worker: UAS employee, non-employee volunteer, Mutual aid worker
- Normal UAS work assignment and employee ID number
- ID of agency responding through Mutual Aid Agreements
- Driver license or Identification card for all non-UAS workers
- Address and phone number for all non-UAS workers
- Social security number

Identify all contracted services working on UAS disaster response. Coordinate with Contracts, Equipment and Supplies Branch.

Coordinate with EOC Management for requests for UAS Mutual Aid labor and keep records of their names, social security numbers, employee ID numbers, hours worked, and all contact info.

As directed by EOC management, develop a process for hiring temporary workers for specific jobs on campus; or contract the services of a temporary employment agency to perform this task.

As required by EOC Management, provide a list of UAS employees who worked on the campus to EOC Management, Accounting/Audit, and Medical (for workers' compensation and/or expenses calculation).

Complete a *FEMA Documentation Form* for all expenses your Branch generated and forward to your Section Chief.

Plan for an extended EOC activation and determine staffing needs. Upon arrival, brief your shift replacement about the current status of your Branch.

Keep copies of all your logs, reports, messages, and any other documents you used and received while working in the EOC.

Finance Section Chief

Reports to Incident Commander.

Primary Responsibilities:

Accounting of all emergency expenses

Fiscal analysis to determine total expenses, funding authorization, and funding sources

Activation of emergency financial support to students, faculty, and staff

Support Responsibilities:

EOC management

Field operations

Field inspections

Repair and Emergency construction

Procurement, contracts, and hires

FEMA documentation and recovery

Procedures:

Sign in at the check-in counter and receive your position vest

Begin and maintain an Activity Log.

Obtain briefing from the Incident Commander to obtain initial incident information, actions taken and planned during next operational period.

Check availability of communications (land-based phones, cell phones, pagers, Faxes, radios, e-mail, runners, etc)

Assess equipment needs and office supplies (copier, computer, projector, calculator, etc)

Contact all necessary personnel: the person you report to, those reporting to you, and others whose assistance or cooperation you will need to do your job.

Establish the Disaster Accounting System for the EOC. Incident Commander may distribute high-value emergency Procurement Cards to EOC.

Maintain the following in a secure but accessible place off campus:

- Operating software and back up financial records.

- Access to cash

- Stocks of financial forms (purchase orders, blank checks)

- Payroll

Establish a file for the maintenance of *FEMA Documentation Forms*.

Verify funding authorization for the disaster with EOC Management and coordinate authorization and spending thresholds.

Project expenditures as requested by EOC Management, and notify EOC Management when these approach authorized spending limits. Coordinate with EOC Management for policy decisions necessary for disaster expenditures.

Coordinate with the Logistics Section Coordinator to ensure that the EOC has an efficient and accurate system for processing and accounting of all purchases and expenditures on an expedited basis.

Assist the Student Affairs Officer with activation of an emergency loan/grant program for students, faculty and/or staff. During an emergency, the UAS Financial Aid Office will operate this program, and will need information from you concerning funding authorization, spending limits, and documentation requirements.

Plan for an extended EOC activation and determine staffing needs. Upon arrival, brief your shift replacement about the current status of your Branch.

Keep copies of all your logs, reports, messages, and any other documents you used and received while working in the EOC.

Work with EOC Management and your Finance & Administration Section to compile the post-disaster *FEMA Documentation Binder*. UAS must submit a complete and timely application in order to receive reimbursement from FEMA (see addendum for FEMA info).

Accounting and Audit

Reports to Finance Chief

Primary Responsibilities:

Monitor all authorized expenses

Account for documentation of all emergency expenses including labor, benefits, purchases, and contracts

Audit all expenditures to verify budget account, invoices, and documentation

Support Responsibilities:

Incident Commander's Report

FEMA Documentation

Planning & Budget Branch

Procedures:

Sign in at the check-in counter and receive your position vest

Begin and maintain an Activity Log.

Obtain briefing from the Incident Commander to obtain initial incident information, actions taken and planned during next operational period.

Check availability of communications (land-based phones, cell phones, pagers, Faxes, radios, e-mail, runners, etc)

Assess equipment needs and office supplies (copier, computer, projector, calculator, etc)

Contact all necessary personnel: the person you report to, those reporting to you, and others whose assistance or cooperation you will need to do your job.

Work with your Section Coordinator to establish the Disaster Accounting System. Set up the accounting and auditing process for the system including:

a) itemization of all expenses and,

b) documentation files containing originals or copies of expenditures. EOC May use special high-value Procurement Cards for emergency needs.

Receive and file all forms, invoices, purchases orders, and other documentation related to disaster expenses.

Be prepared to provide estimates of disaster expenses to EOC Management.

For each day of EOC activation, forward to your Section Coordinator a daily summary of expenses and total accumulated disaster costs.

Meet with the Finance Section Chief to project expenses for emergency operations. Work with the EOC Planning & Budget Branch to continue to plan for future authorized expenses.

Maintain a central *FEMA Documentation* file comprised of *FEMA Documentation Forms* and supporting documents. Check to see *FEMA Documentation Forms* have all necessary information and source documents attached.

Continually update UAS account files with information from *FEMA Documentation Forms*.

Plan for an extended EOC activation and determine staffing needs. Upon arrival, brief your shift replacement about the current status of your Branch.

Keep copies of all your logs, reports, messages, and any other documents you used and received while working in the EOC.

Planning and Budget

Reports to Finance Section Chief

Primary Responsibilities:

Budget planning to identify existing sources of funding
Recommend budget and funding plans for emergency and recovery expenses

Support Responsibilities:

Accounting & Audit Branch
Logistics Section
EOC Management
EOC Branches

Procedures:

Sign in at the check-in counter and receive your position vest

Begin and maintain an Activity Log.

Obtain briefing from the Incident Commander to obtain initial incident information, actions taken and planned during next operational period.

Check availability of communications (land-based phones, cell phones, pagers, Faxes, radios, e-mail, runners, etc)

Assess equipment needs and office supplies (copier, computer, projector, calculator, etc)

Contact all necessary personnel: the person you report to, those reporting to you, and others whose assistance or cooperation you will need to do your job.

Check with EOC Accounting & Audit Branch to determine current spending totals.

Review the existing UAS budget to identify available sources of funding for disaster expenditures. Note that emergency Procurement Cards are linked to a special account within the Office of the Chancellor.

Review authorized spending thresholds and determine remaining funds available.

Work with the Accounting & Audit Branch to continue to plan for future authorized expenditures and for transition to normal accounting procedures at the conclusion of UAS emergency response.

Develop a plan with recommendations for continued authorization of expenses, funding accounts and budget management for submission to EOC Management.

Plan for an extended EOC activation and determine staffing needs. Upon arrival, brief your shift replacement about the current status of your Branch.

Keep copies of all your logs, reports, messages, and any other documents you used and received while working in the EOC.

FEMA Documentation and Recovery

Reports to Finance Section Chief

Primary Responsibilities:

FEMA Disaster Assistance Claims
FEMA Application Process
Source Documentation Files

Procedures:

Sign in at the check-in counter and receive your position vest

Begin and maintain an Activity Log.

Obtain briefing from the Incident Commander to obtain initial incident information, actions taken and planned during next operational period.

Check availability of communications (land-based phones, cell phones, pagers, Faxes, radios, e-mail, runners, etc)

Assess equipment needs and office supplies (copier, computer, projector, calculator, etc)

Contact all necessary personnel: the person you report to, those reporting to you, and others whose assistance or cooperation you will need to do your job.

Coordinate with the Finance & Administration Section Coordinator to obtain copies of the FEMA Report Forms prepared by EOC staff and by field personnel. There should be a FEMA Form for most EOC positions and each field department for each day of emergency operation.

Contact each activated Incident Command Post to ensure they are instructed to capture and report all expenses and estimates necessary for the potential FEMA Claim.

Review the General Instructions and all examples in the **FEMA Documentation Binder**. You will need the information provided on the forms to prepare the required calculations for the FEMA application and documentation. Meet with the Finance & Administration Section Coordinator to review the FEMA Documentation Binder example and follow the instructions in the binder to begin the process. As of 1999, FEMA requires costs to be accounted by site-specific activities. Each site is assigned a Disaster Survey Report Number (DSR) by FEMA. All costs are then documented to the DSR number. Therefore, you will need to review the **FEMA Documentation Forms** from each EOC position and identify the actual site for the expenditures. This may not be easy if costs were used for several sites. Use your judgment and estimate if the detail on sites is not available. Additionally, photographs are the best documentation of damage and response and re-construction costs. Coordinate with EOC Management to obtain photographs to support costs. Also, not all costs are eligible for reimbursement. You will need to check with FEMA for the guidelines after each disaster to determine which costs will be allowed in the application. Generally, expenses for physical damage and reconstruction are eligible. Furthermore, if it becomes too complicated to reconstruct UAS (force account) labor and benefit records, you may want to delete these costs from the application to streamline the review and approval process. Contracted and vended services will usually, at your request, provide detailed breakdown of costs with invoices that you can use as documentation.

Contact the City and borough of Juneau or State Office of Emergency Services (OES) to obtain information on the FEMA Post-Disaster Briefing meeting (usually within two weeks after a Federally declared disaster). Make arrangements for yourself and a representative from Accounting to attend the briefing. Be prepared to submit the *Notice of Interest Form* at the briefing. Remember that FEMA may change specific requirements or update forms and you must review whatever information is released by FEMA immediately after the disaster. Compare the application packet with the forms and information in the Binder available to you, and follow the latest rules in preparing UAS documentation. FEMA will hold public meetings to present current information and provide dates for the application process. You will want to attend all meetings and you should feel free to contact the FEMA Disaster Field Office for further information.

Continue to follow the guidelines in the General Instructions and in the FEMA materials you will be given at the FEMA Briefing. Update, as needed, if new forms are provided at the briefing.

Make sure that you have a valid source document on file to substantiate any and all expenses listed in your application.

Keep a duplicate of the FEMA Documentation Binder ready for inspection and review during the application and reimbursement process. Maintain the records for a minimum of seven years after the final payment.

Academic Recovery

Reports to the Chancellors Cabinet

- Responsible for arranging necessary equipment and personnel to return UAS to academic activities as soon as possible.
 - Staff callout list
 - Identify and attend to any staff personal needs that UAS could address in order to allow continued staff participation

- Maintain contact information for faculty and determine if they are available to resume instruction. If not, determine alternative teaching strategy such as combining classes, hiring adjunct instructors and distance learning techniques.
 - Faculty callout list
 - Identify and attend to any faculty personal needs that UAS could address in order to allow continued faculty participation

- For each class, identify key equipment and supplies needed to continue teaching.
 - Equipment and supply list by class and program

- Safeguard key equipment and supplies during emergency event.
 - Key equipment list, protective steps and locations
 - Back up plan for key equipment and supplies

- Coordinate with emergency response personnel, inspection teams and debris removal crews to prevent unnecessary damage or loss of key items.

- Work with faculty that have professional research on campus to protect stored items and what could be a lifetime research effort from being destroyed by an emergency event.
 - Identify locations and types of items needing protection.

Crisis Communication

The goal of this UAS crisis communication plan is to provide accurate information and visible leadership in a timely fashion. The following plan establishes protocols to ensure that campus officials are familiar with the communication options available, procedures and specific emergency roles.

Accurate and timely communication with the university community, the media and the general public during and after a campus emergency will:

- Help stabilize the crisis situation for the university community;
- Inform friends, family members and affected employees of the situation;
- Mitigate the potential for the event to cascade and create long-term damage and negatively impact UAS's image, credibility and public relations.

Communication devices

A physical emergency or disaster may disrupt existing electronic communication mechanisms. Staff must be prepared to be creative in finding a way to communicate across and off the campus. However, it is essential that all staff understand what methods are being used and coordinate to use them effectively and efficiently.

The following devices can be used for emergency communication:

Radios

Facilities Services personnel are equipped with Motorola hand held 2-way radios. There is a dispatch unit located in Stover House, second floor office.

Telephones

Many staff and faculty carry personal cell phones or are issued one as part of their job. Office phones and free public area telephones are located throughout campus

Satellite phone:

If building phones and cell phones do not work, Facilities Services has a satellite phone that should work for both local and out of the area calls.

Mega-phone

Used for Alert Notification and field communication. There are four megaphones at the UAS Juneau campus.

Computer

E-mail and the computer pop-up messages can communicate brief or detailed emergency information.

Clery Act

In order to actively cope with the need to provide information to the campus community and to properly respond to the demands of the Clery Act, two types of emergency messages need to be sent out.

The first is an immediate needs type of message. This immediate needs message should be sent when there is an ongoing incident or a situation that has already occurred that possibly could have an immediate impact on the safety of persons on campus. An example would be a fire that is burning in the Soboleff Building. The ongoing fire would be an ongoing hazard and should be treated as such. Campus patrons should be immediately notified in order that they avoid the area.

The second type of message is a concerned act type of message. This concerned act message should be sent in the event of an incident that has either occurred in the past or is likely to occur; the incident would affect individuals on campus; and the incident is not reasonably imminent. An example would be a sexual assault that occurred on campus two weeks ago in which the victim is just now reporting the crime. Although a sexual assault has occurred and people on campus may well be impacted, the immediate need of sending a text message is not present although a text message should be sent out to notify campus patrons of the incident.

Alert Notification

Upon becoming aware of an emergency situation where there is an imminent safety threat on campus, the following Alert Notification procedures should be implemented as applicable:

Text Messages

See Appendix A for instructions on how to send a text message and for pre-scripted text message templates.

Pop up computer message, e-mail message and Emergency Telephone Number

See Appendix B for instructions on how to send a computer message and initiate an emergency telephone message and for pre-scripted message templates

Megaphone announcement

Megaphones are quite effective to deliver emergency direction both within and outside buildings. Currently megaphones are located in the following locations:

Student Services, Mourant Room 105, VC's office
Egan Library, Circulation desk
Facilities Services, Health and Safety Office
Student Housing, Lodge

A list of short, concise crisis commands are attached to laminated tags to each megaphone and can be found in Appendix C.

Lockdown whistle signal

The Lockdown Whistle is different from the other alert notification methods in that its sole purpose is to initiate a lockdown due to an active attack on campus. Each copy of our Emergency Action Plan (See Appendix F) contains a Lockdown Whistle. This plan (and whistle) has been distributed to key staff, main office areas and each classroom. Similar to the alert notification use of a fire alarm pull station, any building occupant can initiate a lockdown by blowing the lockdown whistle.

Upon hearing the whistle, building occupants are to get to a safe location fast, get help on the way by calling 911 and if possible alert those in the area of an active attack by using the whistle or another alert notification method. A laminated tag with the instructions for the Lockdown Whistle is attached to each whistle and can be found in Appendix D. Specific active attack and lockdown direction can be found in the Active Attack section of the Emergency Action Plan.

Preparing for a Crisis

Identify key constituencies

Whenever possible, appropriate details and actions taken by the university during an emergency should be provided to students, staff and faculty first. Information should also be provided as soon as possible to those that may receive calls from the public. Prior to a crisis, constituents need to be identified along with a method to contact them:

- Students
- Parents of students –Family, Family, Family
- Faculty
- Staff
- Employee families
- Board of Regents
- University system president
- UA administration
- Alumni, friends
- Community leaders
- The media
- General public
- Representatives of targeted audiences

Incident Management Team

The Incident Management Team (IMT) is a group of University employees that represent a broad knowledge and service capability to meet emergency situations, which occur on or near the UAS Juneau campus that affects the members of the University community.

The primary responsibility of the IMT is to provide a comprehensive response to a wide variety of potential events or situations that may adversely affect the safety of the University community.

IMT Representatives

| | Office | Home | Cell |
|--------------------------|----------|----------|--------------|
| <u>Student Affairs</u> | | | |
| 1. Joe Nelson | 796-6057 | 463-5221 | 209-4838 |
| 2. Eric Scott | 796-6389 | 523-2857 | 443-610-3177 |
| <u>Facilities</u> | | | |
| 1. Keith Gerken | 796-6498 | 586-3485 | 321-8807 |
| 2. Joe Mueller | 796-6511 | 789-4073 | 321-8765 |
| <u>Health and Safety</u> | | | |
| Dan Garcia | 796-6077 | | 321-8802 |
| <u>Chancellor Office</u> | | | |
| 1. Rick Caulfield | 796-6272 | 500-7471 | 957-1070 |
| 2. Keni Campbell | 796-6509 | | 321-4277 |
| 3. Katie Bausler | 796-6530 | 364-3129 | 321-2755 |

Provost

1. Rick Caulfield 796-6272 500-7471 957-1070
- 2.

Administration

1. Michael Ciri 796-6534 789-4951 321-2883
2. Keith Gerken 796-6498 586-3485 321-8807

This Team will:

1. Alert other members of IMT, some will respond, others will remain on standby for consultation and decision making.
2. Incident Assessment – location and nature: accident, natural disaster, crime, etc.
3. Initial estimates of casualties, injury, fatality and damage
 - Establish the number and names of fatalities, casualties, witnesses
 - Obtain contact information of victim family members
4. Determine who is on the scene and who else needs to respond.
5. Coordinate initial response activities
6. Communicate actions and recommendations to the Chancellors Cabinet.
7. Develop information release as soon as possible to give facts and establish a time for the next release.

Public Information Officer

All current and verifiable information will be forwarded to the Public Information Officer. A single person speaking to the media ensures consistency and accuracy in reporting the facts. This spokesperson:

- must be kept well briefed on all developments as the response plan progresses.
- must be available to meet with the press, either individually or in a media briefing on a regular basis.
- is responsible for communicating the facts of the incident and the university response to UAS staff and faculty.
- coordinates with the Incident Commander and the Chancellors Cabinet to generate the messages to be delivered and the best means of communicating with the UAS staff, faculty and students (internal audience) and the media (external audience).
- Prepares official statements, rumor control centers and establishes media centers as needed.
- Supervises the web master who posts the latest information about the crisis on the Internet and scans the web for coverage of the crisis.

Crisis Communication Timeline

Initial incident awareness

In the event of an emergency, first call 911 to get help on the way.

Immediately following an emergency or the discovery of an incident, the focus will be on ensuring people are safe, appropriate care is provided, the situation is stabilized and events don't escalate. This should come before gathering information and taking communication actions. Alert notification should be considered.

As soon as the information is deemed credible, notify the Incident Management Team to begin assessment of the situation.

Chancellors' office will alert the Chancellors Cabinet of the emergency and depending on the nature of the emergency, make a decision on who should be Incident Commander.

During the incident assessment the following key communication questions must be considered:

- Has anybody died or is it likely that death will occur because of the incident?
- Are health and safety affected?
- Is wrongdoing implied?
- Are there apparent violations of statutes, policies or regulations?
- Is there potential for adverse reaction by students, employees or organized labor?
- Are there questions about the institution's operations?
- Is there potential litigation associated with the incident?
- Are the statewide, regional or national media interested?
- Has the institution's reputation been damaged?
- Consider how many similar incidents have occurred previously – is there a pattern?

Release of Information

The release of any institutional information is coordinated with UAS Public and Media Relations (P&MR). P&MR should consult General Counsel prior to releasing information where potential claims may be raised.

The crisis communication objectives are:

- Ensure timely release of accurate information.
- Communicate verified facts rather than speculative information.
- Facilitate the flow of information.
- Promote and protect the welfare of involved personnel and their families.
- Retain employee, student, public and news media confidence in the institution.
- Use a crisis, when appropriate, to educate the public on broader issues raised by the crisis: how we'll prevent similar incidents from occurring in the future; what programs we have in place and what we're doing now.

While we may hope that a trained employee will observe and report an incident, this is unlikely. It may be assumed that the first information you get in a crisis is always wrong. Information on the

incident and the initial response should not be released until the PIO and the Chancellors cabinet can be sure of the facts. Information that is speculative should not be released:

- Estimates concerning the extent of damage in dollars cannot be accurate during the first hours of an emergency and are best released later when verified.
- Estimates concerning the length of time it will take to put damaged facility back on line.
- Speculation on cause and blame placed on any individual, agency or piece of equipment.
- Comments on judicial or administrative processes in which findings have not been issued.

Initial public announcement

Following efforts to notify family members, a public announcement to the media should be made by the PIO via fax, e-mail or any available communication means. This earliest release of public information need not be a formal news release, but a short two or three sentence public announcement, including all the facts verified by on-scene authorities available at that time. If possible, a time will be announced in the statement as to when the next statement / release will be made, or when a press conference will be held.

Initial telephone response

UAS staff answering the telephone during the early response will use this statement as an initial response:

“I’m sorry, but all the people who can respond to your questions are currently engaged in getting the information you need. Let me take your name and number and someone will speak with you as soon as they are able.”

They also should keep track of who calls, so that there is no confusion in following up with media requests.

Formal announcement to the media

As soon as verifiable facts are available, the PIO will prepare a brief statement and issue it to the families and friends, affected faculty and staff, media, legislators, community and community leaders via fax, telephone, television, e-mail or in person.

No personal information will be released without first speaking to the family or next of kin – not simply leaving a message!

Key affected groups will be notified simultaneously with the public announcement, reaching the internal university audience first whenever possible.

The statement will be issued by the designated PIO and all questions should be referred to this person. Communications to campus staff and faculty should reinforce that there is only one point of contact with the media. If UAS personnel are contacted by the media, they should simply respond with:

“I’m going to refer you to the Public Information Officer with that question, because I am not the official spokesperson”

Communication methods

Office phone, fax, cell phone and home phone numbers for key university personnel including chancellor, provost, vice chancellors, student affairs, health and safety, legal council, risk manager and facilities services are available in the attachments to this plan.

Key public groups to contact during a crisis include:

- Family
- UAS employees close to the incident or who know the victim(s)
- UAS students close to the incident or who know the victim(s)
- All other UAS employees, students, administrators and department heads
- UA statewide system administrators
- The UA Board of Regents
- The general public throughout the areas of all UAS campuses (Juneau, Sitka, Ketchikan)
- The Juneau Mayor, City Manager and Assembly
- (If appropriate) the Alaska state legislatures, the Governor's office, and the Congressional delegation
- The news media in Southeast Alaska.

If the incident involves multiple constituencies, it may be more effective to set up a telephone hotline to provide information to incoming callers, rather than trying to respond to each caller individually. If university telephone infrastructure is damaged, or there are few staff available in the office, activating an external telephone tree may be effective.

Ongoing crisis communication

If the incident is considered very serious and/or involves a serious personal injury or fatality, the Chancellors Cabinet should meet as soon as possible to develop the Long Term Response team. Based on these discussions, the Chancellors Cabinet, PIO and other UA staff will develop the key messages and written statements to issue to the university stakeholders and the public.

In addition to identifying how and when information will be presented, the LTR will provide the Chancellor with options regarding long-term handling of the incident. These options could include discussions of risk management, insurance, long-term care of patients and/or family members, the appropriateness of bringing family members to town, the appropriateness of a post-scene investigation, the long-term plan for media relations and the costs associated with each.

The LTR will be responsible for the management of long-term actions after the incident, including on-going support to students and/or staff, coordinating critical incident stress management or counseling, and providing information updates as they become available. The PIO will continue to serve as the media spokesperson during this time.

Evaluation

After the crisis

After the crisis is over, all facets of the crisis communication response should be evaluated. The goal is to strengthen the Crisis Communication Plan and remedy areas of weakness through changes to the plan, practice drills or further training.

The following are some steps UAS may take in order to monitor and evaluate its performance following a crisis:

- Review the log of all calls from the media, document the nature of their calls or inquiries and determine the promptness and effectiveness of the response.
- Look at news clips and determine where UAS could have leveraged better coverage. Ask reporters what they thought about the university's response. What could the university have done better.
- Establish a hot line or suggestion box for staff, faculty, students, family members, community members and others affected to ask questions or comment about the crisis management. If possible, establish a way to allow people to give feedback via the web site.
- Conduct interviews to get opinions from family, community members, staff, faculty and students.
- Prepare a written questionnaire and distribute it to family, community members, staff, faculty, students, the media and others who were involved in the crisis response.
- Hold follow-up meetings to include all people who were involved in the crisis communications response and review what worked, what didn't and determine ways to make the team stronger.
- Completely document how the crisis communications were handled, keep copies of all information releases, clips, etc. in a notebook.
- Consider giving employee awards for those who worked "beyond the call of duty" during the crisis.
- Write thank you notes to anyone who helped UAS to manage the crisis communications.
- Make sure that updated copies of the crisis communication plan are distributed, reflecting any changes following evaluation.

Contacts

Emergency Phone Numbers

Juneau Police 911
Fire / Rescue / EMS 911
Paramedics 911
State Troopers 911
Poison Control 1-800-222-1222
Bartlett Emergency Room 796-8427
CBJ Emergency Programs 586-0221

Non Emergency Phone Numbers

Juneau Police 586-0600
Fire / Rescue / EMS 586-5322
Bartlett Hospital 796-8900
Juneau Urgent Care 790-4111
SEARHC 463-4040
Red Cross 463-5713
ABG Bus Barn 789-7352

State Government

Department of Environmental Conservation

Spill Prevention and Response 465-5250
Oil/Hazardous Substance Spill Reporting 465-5340
 After hours 800-478-9300
Hazardous Waste /Materials Technical 800-550-7272

Department of Transportation

Road Safety Call In Line 465-4483

Homeland Security & Emergency Management 800-478-2337

National Guard

Major Charles Nesloney 465-4564

Health and Social Services

Community Mental Health Services 465-3370
Epidemiology 907-269-8000

Federal

FEMA

Neighbors

Harbor

CBJ Auke Bay
Day time 789-0819

Emergency, After Hours 586-0600

DeHarts
NOAA

Bus Barn – ABG Bus Lines
12364 Mendenhall Loop Road
Juneau
789-7352

Media

Radio Stations

| | Phone | Fax |
|------|----------|----------|
| KTOO | 586-1670 | 586-2561 |
| KINY | 586-1800 | 586-3266 |
| KSUP | 586-1063 | 586-3266 |
| KJNO | 586-3630 | 463-3685 |

Television

| | |
|---------|----------|
| KATH TV | 586-8384 |
| KJUD | 586-3145 |
| KTNL TV | 586-2455 |
| KTOO-TV | 586-1670 |

Newspaper

| | | |
|----------------------|----------|----------|
| Juneau Empire | 586-3740 | 586-9097 |
| Capital City Weekly | 789-4144 | |
| Anchorage Daily News | 586-1531 | |

Contractors – Service Contracts

Keys, Electronic Access

Doak's Lock & Key
8800 Glacier Highway Suite 119
Juneau
789-9152

Fire Alarms

Simplex Grinnel

Boilers – Heat

Electrical

Chatham Electric Inc
2457 Brandy Lane
Juneau
789-9899

Utilities

Electric

Alaska Electric Light and Power

Service call 780-2222

Emergency, After Hours 586-9765

City Water

Superintendent 780-6888

Emergency, After Hours 789-8844

City Sewer

2009 Radcliffe Rd

Juneau

Superintendent 586-0393

Emergency, After Hours 789-8806

Equipment Rental

Tyler Rental 780-2210

Construction Machinery Industrial 780-4030

Mutual Aid

Mutual Aid from other UA campuses

Hardware Stores

Industrial Supply Outlets

Medical and Safety Supply Outlets

Construction Support Supplies (Portable Toilets, etc)

Hospitals, Medical Centers, and Doctor's Offices

School Districts

Appendix A

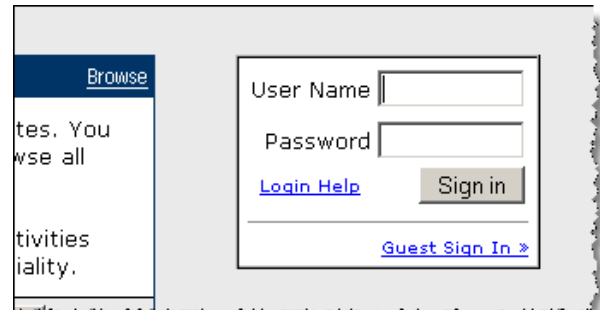
Alert Notification – Text Message

How to send an alert text message

Step 1: Sign into UAS Online

(<http://uas.alaska.edu/online>)

All public information staff should have access to the system. Simply sign in using your normal username and password.



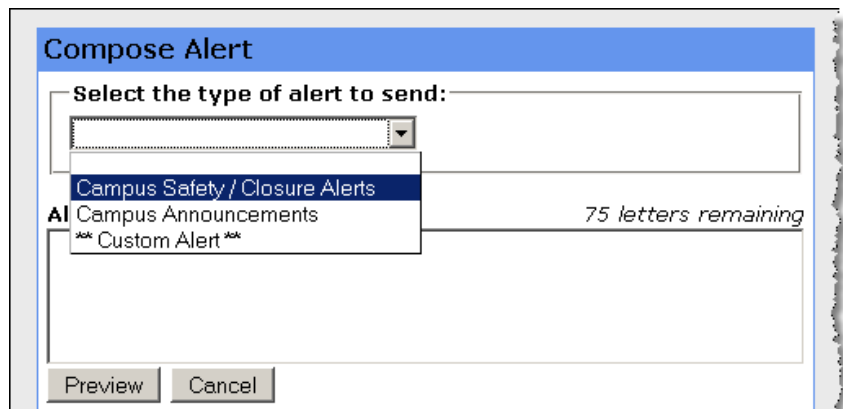
Step 2: Access the Alert System

Click the “Text Message Alerts” link located below your profile information.



Step 3: Select the type of alert to send

For a snow closure, select “Campus Safety / Closure Alerts” from the pull-down list.



Step 4: Select the appropriate location(s)

Alerts can be targeted to one or multiple campus locations.

The screenshot shows the 'Compose Alert' window. At the top, there is a blue header with the text 'Compose Alert'. Below the header, there is a section titled 'Select the type of alert to send:' which contains a dropdown menu set to 'Campus Safety / Closure Alerts' and three checkboxes: 'Juneau (131)' (checked), 'Ketchikan (21)', and 'Sitka (30)'. The 'Juneau (131)' checkbox is circled in red. Below this is a text area labeled 'Alert message:' with a '75 letters remaining' indicator. At the bottom, there are 'Preview' and 'Cancel' buttons.

Step 5: Compose your message

Due to the limitations of text messaging, alerts must be 75 letters long or shorter. The system will automatically let you know how long your message is.

This screenshot shows the 'Compose Alert' window with the message field filled. The message text is: 'SNOW CLOSURE! The Juneau Campus will be closed after 5pm due to heavy snow.' The 'Alert message:' label is followed by '1 letters remaining'. The 'Preview' and 'Cancel' buttons are visible at the bottom.

Step 6: Preview and send your message

Use the "Preview" button to review your message. Once you are satisfied, press the "Send" button to start delivery of the text messages.

This screenshot shows two overlapping windows. The top window is titled 'Confirmation' and displays a list item: '• Campus Safety / Closure Alerts (Juneau)'. Below this is a text box containing the message: 'SNOW CLOSURE! The Juneau Campus will be closed after 5pm due to heavy snow.' A red circle highlights the 'Send' button. The bottom window is the 'Compose Alert' form, identical to the previous screenshot, with a red circle highlighting the 'Preview' button.

Text Message Templates

EMERGENCY INCIDENTS

ARMED ROBBERY REPORTED AT. Suspect described as: .Go to http://www.uas.alaska.edu/facilities_services/safety/index.html for more info.

BOMB THREAT REPORTED AT. Immediately evacuate and stay away from the area. Go to http://www.uas.alaska.edu/facilities_services/safety/index.html for more info.

DANGEROUS CHEMICAL SPILLED AT. Immediately evacuate and stay away from the area. Go to http://www.uas.alaska.edu/facilities_services/safety/index.html for more info.

DANGEROUS CHEMICAL SPILLED AT. Remain in the building if you are in the following areas: Go to http://www.uas.alaska.edu/facilities_services/safety/index.html for more info.

DANGEROUS CHEMICAL SPILLED AT. Leave campus immediately. Stay away from the spill site. Go to http://www.uas.alaska.edu/facilities_services/safety/index.html for more info.

EXPLOSION REPORTED AT. Immediately evacuate and stay away from the area. Go to http://www.uas.alaska.edu/facilities_services/safety/index.html for more info.

FIRE REPORTED AT. Immediately leave and stay away from the area. Go to http://www.uas.alaska.edu/facilities_services/safety/index.html for more info.

SHOOTER WITH A GUN REPORTED AT. Immediately evacuate the area or shelter in place. Go to http://www.uas.alaska.edu/facilities_services/safety/index.html for more info.

CLERY CRIME INCIDENTS

Aggravated Assault occurred at .

Go to http://www.uas.alaska.edu/facilities_services/safety/index.html for more info.

Arson occurred at .

Go to http://www.uas.alaska.edu/facilities_services/safety/index.html for more info.

Burglary occurred at .

Go to http://www.uas.alaska.edu/facilities_services/safety/index.html for more info.

Murder/Homicide/Dead Body???

Go to http://www.uas.alaska.edu/facilities_services/safety/index.html for more info.

Motor Vehicle Theft occurred at .

Go to http://www.uas.alaska.edu/facilities_services/safety/index.html for more info.

Robbery occurred at .

Go to http://www.uas.alaska.edu/facilities_services/safety/index.html for more info.

Sexual Offense occurred at .

Go to http://www.uas.alaska.edu/facilities_services/safety/index.html for more info.

Appendix B

Pre-scripted Emergency Announcements

These pre-scripted announcements are to be used for emergency notifications on the UAS Alert Notification System, the UAS Homepage (www.uas.alaska.edu) and Emergency Number (796-5500).

Each emergency situation is unique, and these announcements are to be used as guidelines for campus wide emergency notifications. They *will* need to be modified and reviewed where necessary prior to broadcast.

Initial Emergency Notification

Announcement #1

“UAS Emergency Alert. There is a (*describe the emergency situation*). We have activated our campus-wide Emergency Operations Plan. No further action is required at this time. We will provide updated information as it becomes available.

Future notices will be sent to you here, and will also be available on the UAS Homepage and the UAS Emergency Number at 796-5500.”

Level 1 Emergency

Announcement #2

“UAS Emergency Alert. There is a (*describe emergency situation*). We have declared a Level 1 Emergency. Our emergency response team is on standby and is closely monitoring the situation.

Future notices will be sent to you here, and will also be available on the UAS homepage and the UAS Emergency Number at 796-5500.”

Level 2 Emergency

Announcement #3

“UAS Emergency Alert. There is a (*describe the emergency situation*). We have declared a Level 2 Emergency. The UAS Emergency Operations Center has been established and key personnel are being recalled to campus.

Future notices will be sent to you here, and will also be available on the UAS homepage and the UAS Emergency Number at 796-5500.”

Level 3 Emergency

Announcement #4

“UAS Emergency Alert. There is a (*describe the emergency situation*). We have declared a Level 3 Emergency. All emergency personnel are being recalled. The UAS Emergency Operations Center is fully operational.

Future notices will be sent to you here, and will also be available on the UAS Homepage and the UAS Emergency Number at 796-5500.”

Building Closings

Announcement #5

“UAS Emergency Alert. The following buildings will be closed until further notice: (list buildings).

Future notices will be sent to you here, and will also be available on the UAS Homepage and the UAS Emergency Number at 796-5500.”

University Closing

Announcement #6

“UAS Emergency Alert. The (*main campus or other University locations*) Campus will be closed until further notice.

Future notices will be sent to you here, and will also be available on the UAS Homepage and the UAS Emergency Number at 796-5500.”

Shelter in Place

Announcement #7

“UAS Emergency Alert. A Shelter in Place Order is in effect for (*describe the emergency situation*) at the following buildings: (*list the buildings*). Occupants are advised to stay inside until further notice.

Future notices will be sent to you here, and will also be available on the UAS Homepage and the UAS Emergency Number at 796-5500.”

Building Evacuation

Announcement #8

“UAS Emergency Alert. An Evacuation Order is in effect for (*describe the emergency situation*). The occupants of the following buildings (insert list of buildings) are directed to proceed calmly to the following Emergency Assembly Areas. (*select one or more from a list*).

Future notices will be sent to you here, and will also be available on the UAS Homepage and the UAS Emergency Number at 796-5500.”

Emergency Assembly

Announcement #9

“UAS Emergency Alert. All members of the _____ Campus Community are directed to proceed calmly to the following Emergency Assembly Areas. (*select one or more from a list*.)

Future notices will be sent to you here, and will also be available on the UAS Homepage and the UAS Emergency Number at 796-5500.”

Active Shooter on Campus

Announcement #10

“UAS Emergency Alert. A gunman is reported on the UAS campus. LOCKDOWN Remain where you are, lock doors, and stay away from windows until further notice. If you are off campus, do not come on campus at this time.

Future notices will be sent to you here, and will also be available on the UAS Homepage and the UAS Emergency Number at 796-5500.”

Community Alert

Announcement #10

“UAS Emergency Alert. There is a (*describe the emergency situation or criminal event*). For your personal safety, be advised to stay clear of the (*describe area*).

Future notices will be sent to you here, and will also be available on the UAS Homepage and the UAS Emergency Number at 796-5500.”

All Clear

Announcement #11

“UAS Emergency Alert. The emergency situation at UAS is over. Contact your family to let them know you are safe.

Future notices will be sent to you here, and will also be available on the UAS Homepage and the UAS Emergency Number at 796-5500.”

Appendix C

Megaphone Crisis Commands

Clear the Halls

Clear the Halls means all students, staff and faculty exit the hallways until directed to do otherwise by a campus authority. Classes in session shall remain in their room, other building occupants should go to the nearest room, shut the door and any open windows. Only use classroom telephones for emergencies.

Clear the Halls - Medical Emergency

If someone is injured and Emergency Medical Services are on the way, a *Clear the Halls – Medical Emergency* command will allow EMT's direct access to the injured party and save precious time. Follow Medical Emergency directions in Emergency Action Plan.

Clear the Halls - Hazardous Materials Release – Shelter in Place

If a spill or release has occurred such that the safest action is to restrict the movement of persons on campus a *Clear the Halls – Hazardous Materials Release – Shelter in Place* command will minimize their exposure. Follow Hazardous Materials Release directions in Emergency Action Plan.

Lockdown

Lockdown means that an immediate threat to personal safety exists on campus. Building occupants need to immediately move to a secure area. If you are giving this message, 911 has already been called. This call should be given from a safe location.

If the situation allows the following messages can be given and repeated.

Lockdown- Go to Nearest Room – Lock and Barricade Doors and Windows

Lockdown – Stay Out of Sight – Help is on the Way

All Clear

When there is no longer a threat, this message conveys that it is safe to resume normal activities.

Evacuate

When there is a need to have the occupants of campus buildings evacuate this command will be repeated until building is empty. The need to give this order may be due to a variety of reasons as described below. The specific follow up messages shall provide further details if known:

Evacuate – Fire – Report to your Assembly Area

In the unlikely event that the fire alarm does not work, this command triggers building evacuation and give the opportunity to direct evacuees to their Assembly Areas.

Evacuate – Bomb Threat – Report to your Assembly Area

The fire alarm must not be used to evacuate a building in the case of a bomb threat. If the standard Assembly Areas are too close to a potential bomb location, another location needs to be specified.

Evacuate – Hazardous Material Spill in Building

Spills located within a building can concentrate vapors in an enclosed area posing an immediate health threat. When the location of the hazardous spill is known, this location should be specified to avoid and instruction given on what exit route to take.

Evacuate – Earthquake Damage

After an earthquake a building may be suspected to be unsafe. Until the building is checked out it is prudent to order an evacuation. This evacuation may also be initiated by using a fire alarm.

Appendix D

LOCKDOWN WHISTLE

The lockdown whistle is **ONLY** used to signal one thing: **LOCKDOWN**

To signal a lockdown:

1. Move to safe location.
2. Call 911
3. Give **LOCKDOWN** signal: 3 long blasts - pause - repeat

If you hear this signal:

1. Move to safe location – take **LOCKDOWN** actions
2. Call 911 and report that you have heard the **LOCKDOWN** signal plus any more specific info you may have.

Earthquakes

Steps to take BEFORE an earthquake:

- Make sure shelves are secure and designed with latching doors or raised edges to prevent objects from falling.
- Top heavy furniture and equipment must be bolted to walls or floor. (Facilities Services can assist with these measures)
- Store breakables and heavy objects on lower shelves. Overhead lights, heavy artwork and mirrors need to be anchored.
- Store flammable liquids in flammable liquids storage cabinets.

Notification

- First make sure you are safe – see actions below.
- Call 911 if an emergency situation or anyone is in danger.
- Contact Facilities Services to report any damage 796-6496.

Immediate Actions

If you are indoors:

- DO NOT evacuate until the earthquake is over.
- Move away from windows that may break and furniture or large objects that could fall over.
- Duck or drop down to the floor.
- Take cover under a sturdy desk, table or other furniture.
- Hold on to it and be prepared to move with it.
- Hold the position until the ground stops shaking and it is safe to move.
- Expect the fire alarm and sprinkler to activate.
- After shaking stops, check yourself and others for injuries and move toward the nearest exit or alternate exit.
- When evacuating grab any rain or winter gear available.
- Watch out for people who may need your help getting out.
- Close the door behind you when evacuating.
- Do not leave the area/campus until your status is reported to your supervisor, resident advisor or instructor.

If you are in a crowded room or crowded public place: Do not rush for exits.

If you are outside:

- Get into the open, away from buildings and power lines.

If you are driving:

- Stop if it is safe, but stay inside your car.
- Stay away from bridges, overpasses and tunnels.
- Move your car as far out of the normal traffic pattern as possible.
- If possible, avoid stopping under trees, light posts, power lines or signs.

If you are in a mountainous area, or near unstable slopes or cliffs:

- Be alert for falling rocks and other debris that could be loosened by the earthquake.

If you are on the beach: Move to higher ground. Be alert for a tsunami.

Fire

Notification

1. Pull fire alarm to notify campus of fire and trigger evacuation
2. Call 911 when it is safe to do so.
3. Report to Facilities Services 796-6496
4. Notify Chancellor if major fire or there are injuries (See page X)

Safety Briefing

It is the responsibility of all persons who enter or occupy a UAS building to acquaint themselves with at least two paths of egress from the building.

As a matter of routine, faculty and staff should advise students and visitors of the location of the exits to be used in the event of an emergency and the location of the Assembly Area (so that a headcount can be made). This should occur for each class or gathering as soon as possible following the beginning of each semester or prior to each gathering.

UAS buildings are equipped with automatic fire detection equipment, sprinklers and alarms. Evacuation plans are posted showing routes to leave each building. Fire extinguishers are located throughout the campus.

Responsibilities

Supervisors and teaching staff are responsible for verifying or attempting to verify that all subordinates and students have safely evacuated if smoke or fire are present or the alarm is sounded.

The Residence Life Managers or Residence Hall Coordinators are to maintain rolls of those under their care. They are to take the rolls with them when evacuating to assure that all students are accounted for at the designated assembly area.

Preplan your escape:

- Know the location of all alarm pull stations.
- Make sure your floor has at least two unobstructed ways out of the building.
- Check the fire exits to make sure they are usable, clear of obstructions.
- Read the instructions on the fire extinguisher near your work area.
- Do not use elevators.
- Learn the sound of your buildings' fire alarm, note strobe lights.
- Verify that emergency numbers are posted on or near all telephones.

Evacuation

- If there is a Fire or Fire Alarm: Everyone Evacuates Immediately!
- Don't assume that the alarm is a test or false alarm. In a fire, seconds count.
- If you discover a fire or smoke condition, sound the building alarm by activating the nearest pull station.
- Try to help others, if you can do so safely.
- If fire danger is obvious, use fire extinguishers to aid in evacuation.
- When leaving, take personal belongings, close the door behind you. Do not lock.

(continued next page)

Evacuation (continued)

- From a safe location, make a follow up call to the Fire Department (911). Inform them of:
The location and nature of the fire or smoke;
The location and condition of any person left in the building.
- Meet at your Assembly Area and take a head count.
- If someone is missing, do not reenter building to search, inform fire or police officials.
- Do not reenter the building, even if the alarm no longer sounds, until a fire official, the Director of Facilities or their representative determines the building is safe.

Use of Fire Extinguishers

Fire extinguishers are to be used by trained persons only.

Do not attempt to fight a fire if you or others could be in danger.

Unless it is clear that a person with a fire extinguisher will quickly be able to put out the fire, pull the fire alarm to initiate an evacuation.

With few exceptions, fire extinguishers available throughout the UAS campus are “ABC” type. These are suitable to put out fires involving combustibles (paper, wood), flammable liquids and electrical equipment.

To operate most fire extinguishers:

- Pull the pin.
- Aim nozzle at the base of the fire.
- Squeeze or press the handle.
- Shoot the retardant at the base of the base of the fire, sweeping from side to side.
- Watch for re-flash.

After the fire is out:

If the fire is put out and the smoke is not a significant hazard, telephone Facilities Services (x6496) during working hours (08:00 – 17:00) or 789-8237 (LJ Alarm) after hours to report the location and nature of the fire and how it was brought under control.

Fill out an Incident Report and forward to Facilities Services.

Fire survival strategies

If you have to open an interior door during an evacuation, check for smoke and heat before opening. This can be done by placing the back of the hand as high as possible on the door or by lightly touching metal door components that project through the door to detect heat. Absent any indication of heat, the door may be slowly and partially opened to check visually for smoke.

Because heat and smoke rise naturally, it is more desirable to relocate to a point below the fire rather than above it.

Movement to another wing of the building, entering an adjacent building or moving to the opposite side of a building will improve a persons’ safety. Care should be taken to close doors as you move from one location to another to limit the spread of smoke and heat.

Hazardous Materials Release

Notification

1. First make sure you are safe – see actions below.
2. Call 911 if an emergency situation or anyone is in danger
3. Report release to Facilities Services 796-6496

At the scene of an accident:

- If you see an accident, call 911 to report the nature and location of the accident as soon as possible.
- Move away from the accident scene and help keep others away.
- Do not walk into or touch any of the spilled substance. Try not to inhale gasses, fumes and smoke. If possible, cover mouth with a cloth while leaving.
- Stay away from accident victims until the hazardous material has been identified.
- Notify emergency personnel if you have been exposed or have information about the release.
- Try to stay upstream, uphill and upwind of the accident.

How you may be notified of a major Hazardous Material incident:

In the event of a major chemical emergency, you will be notified by the authorities. To get your attention, a siren could sound, you may be called by telephone or emergency personnel may drive by and give instructions over a loud speaker. Officials could even come to your door.

Listen carefully to radio or television emergency alerts and strictly follow instructions. Your life could depend on it.

You will be told:

The type of health hazard

The area affected

How to protect yourself

Evacuation routes (if necessary)

Shelter locations

Type and location of medical facilities

The phone numbers to call if you need extra help.

Do not call the telephone company and do not call EMS, 911 or the operator for information. Dial these numbers only for a possible life-threatening emergency.

(continued next page)

Shelter-in-place

- You can provide a minimal amount of protection to your breathing by covering your mouth and nose with a damp cloth.
- Close all windows
- Turn off all fans, heating and air conditioning systems
- Go to an above-ground room (not the basement) with the fewest windows and doors.
- Wet some towels and jam them in the crack under the doors.
- Stay in the room and listen to your radio until you are told all is safe or you are told to evacuate.

Evacuation

Authorities may decide to evacuate an area for your protection. Again, it is important to stay calm, listen carefully and follow all instructions.

If you are told to evacuate, listen to your radio to make sure the evacuation order applies to you and to understand if you are to evacuate immediately or if you have time to pack some essentials. Do not use your telephone.

If you are told to evacuate immediately:

- Take your personal belongings and medications
- Close and lock your windows
- Shut off all vents
- Lock the door
- Move quickly and calmly

After

- Return to building only when authorities say it is safe.
- Follow local instructions concerning the safety of food and water.

Clean up and dispose of residue carefully. Follow instructions from emergency officials concerning clean-up methods.

Power Outage

Notification

1. Call Facilities Services 796-6496 during working hours (08:00 – 17:00)
2. After hours call 1-888-999-1822

Immediate Actions

- Remain calm, provide assistance to others if necessary
- Move cautiously to a lighted area. Lighted signs may indicate exits if the emergency power is operating.
- Turn off and unplug computers and other voltage sensitive equipment.
- If Facilities Services informs you of a prolonged outage, develop plans for continued campus operation or closure.

When power returns,

- Delay restarting computers or other voltage sensitive equipment until it appears that the power situation is stabilized.
- Report any damage to equipment for Facilities Services and Information Technology Services.

Fill out an incident report and describe any difficulties during the power outage.

Disorderly or Disturbed Person

Universities, research facilities and entities representing government are often targets for visits from people who are apparently out of touch with reality. They can be dangerous if they perceive a threat or if they don't get the results they want from employees. Even disturbances caused by normally rational people who are intoxicated by alcohol or drugs can create a significant risk to themselves and others. Alaska statutes allow the University to impose regulations for behavior to maintain a safe environment. Those regulations prohibit people who are armed and/or are obviously intoxicated from being on campus. The police should be notified and will check the person's identity and assess the proper course of action. If in doubt, REPORT IT!

- If you feel the person is on the verge of becoming violent, do not hesitate to call the Juneau Police Department: 911
- Do not confront a disorderly or apparently disturbed person
- Make a mental note of the person's physical description and clothing
- Try to remember the exact wording of any threats or delusional conversation
- If he/she is threatening, use a pre-arranged office code word to have someone else call the police. You announcing that you will call authorities could serve to enflame the situation.
- Carefully observe the subjects hands, watch for:
 - Clenched fists
 - Weapons
 - Blood or other evidence of physical aggression
- Do not challenge or make fun of the person's irrational words or actions
- Do not block the person's access to an exit or attempt to restrain them
- Note any odor of alcoholic beverage

Active Attack

General priorities:

Upon becoming aware of an active attack on campus you should:

- Get yourself to a safe location *fast*
- Get help on the way by calling **911** and the State Troopers at **465-4000**
- Alert those in your area by using the Lockdown Whistle, Bullhorn or Text Message.

Select an initial emergency action:

- If the attack is from within a building, consider Lockdown or Evacuation
- If attack is from outside, call Lockdown
- If attack is of unknown origin, call Lockdown

Alert Notification

Seconds matter during an active attack. As soon as you are in a safe location and have called 911, you can help alert others to the danger by signaling a LOCKDOWN:

Lockdown Whistle: *3 long blasts - pause - repeat*

Bullhorn: *Lockdown – Go to the nearest room – lock and barricade doors and windows*

If you are authorized to initiate a Text Message:

LOCKDOWN Shooter with a gun reported at_____.
Immediately evacuate the area or shelter in place.

Follow up actions

Notify the following offices who will also announce LOCKDOWN

- Chancellors Office 796-6568 Action: text message, bull horn, whistle
- Facilities Services 796-6496 Action: radio dispatch, text message, bull horn, whistle
- Student Services 796-6000 Action: text message, bull horn, whistle

Lockdown

Secure immediate area

If you are outdoors, report to the predetermined off-site staging area.

If you are indoors, report to the nearest room

- Lock and barricade doors and windows. As you are locking the door, direct anyone who is nonthreatening and in the hallway to step inside your room.
- Turn off all lights and PC monitors
- Close window blinds
- Stay out of sight, move away from doors and windows
- Take cover behind heavy furniture, along concrete walls and filing cabinets.
- Silence cell phones
- Do not tie up cellular telephone circuits except to report your situation to police.
- Display the appropriate color code marker in exterior window
- If you hear gunshots, direct those in your area to lie as flat on the floor as possible.
- This condition is maintained until the order is rescinded or revised by a recognized authority.

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If an Active Attacker successfully gains entry to an occupied room, evacuate if possible, survive as you are capable, including throwing things and fighting back.

Leaving a secured area:

- Consider risks before leaving
- The shooter generally will need to be stopped by an outside force.
- Rescue attempts should only be tried if they can be accomplished without endangering lives.
- When in doubt, shelter in place and wait for instructions from emergency personnel.

What to report:

- Your specific location: building name and office/room number
- Number of people at your location
- Injuries – number injured, types of injuries.
- Information on attacker(s) – location, number of suspects. Race/gender, clothing description, physical features, type of weapons (rifle, shotgun or handgun), backpack, shooters identity, number of shots fired, etc.

What to expect from police:

- Police will attempt to immediately engage assailant(s).
- Evacuate victims
- Facilitate follow up medical care
- Investigation

Establish Command and Control and begin working the problem:

- Activate EOC
- Form up Campus Response Team
- If you evacuated, delegate people to manage staging areas
- If you locked down, start polling classrooms and offices
- If you locked down, based on what you learn from above poll, activate appropriate emergency teams.
- Learn all you can about suspect identities, physical and clothing descriptions, weapon's, current locations and activities, backgrounds and grievances and student and staff casualties
- Brief police
- Assist police as necessary in preparing for their rapid assault.

Bear Encounter

Living with Bears in Juneau

The people of Juneau have experienced recurring conflicts with bears in our community. The city is surrounded by prime black bear habitat and it isn't uncommon to see bears wandering through town. Juneau residents treasure the natural surroundings in which we live. We live in bear country and we feel lucky to do so.

Because we understand our responsibility to the wildlife whose home we share, our community was among the first in the nation to enact local laws aimed at keeping bears out of garbage. As we continue to refine laws and practices, Juneau is becoming a model for other communities committed to living in harmony with wildlife.

What do I do if I see a bear?

Juneau is prime black bear habitat and it isn't uncommon to see bears traveling through neighborhoods. A black bear passing through is generally not a threat. Black bears are rarely aggressive toward people and no serious attacks have ever been reported in Juneau. If given space, time, and the opportunity to retreat, most bears will wander back into the woods.

- **Is the bear eating natural foods and/or just passing through?**

If a bear is eating natural foods-such as berries or grass-leave it alone and give it time and space to leave. Unless the bear receives food rewards (garbage, dog food, birdseed), it will generally move on.

- **Is the bear climbing onto property?**

If the bear is climbing onto your porch or deck, encourage it to leave by banging pots or making other loud noises. After the bear leaves, remove any attractants.

- **Is the bear getting into garbage?**

If the bear is getting into garbage, wait in a safe place--a car or building--until you are sure the bear has gone. Clean up whatever attracted it to your area, and keep trash cans inaccessible until the morning of pickup day. Don't give this or any other bear a chance to get another food reward.

If a bear encounter results in a personal human injury, 911 should be called immediately. Juneau Police Department will respond.

There is no need to call the police to report bear activity unless it is being a threat.

Suspicious object

Universities, research facilities and entities representing government are often targets for terrorism using the mail delivery systems. Explosives, hazardous chemicals and anthrax laden powder have been shipped to victims in the past and there are things you can watch for to avoid being exposed or injured by a delivered package.

Avoid contact with the material or device.

Notification

Contact your supervisor or Facilities Services (796-6496) or the Juneau Police Department (911) if a combination of these indicators leads you to believe you may have received a dangerous parcel or envelope. If in doubt, REPORT IT!

- Written threat with the package
- Any other associated threat(s)
- Excessive postage
- Addressed to an incorrect title or title and no name
- Strange odor
- Lopsided or uneven package or envelope
- Ticking sound
- Misspelling of common words
- Oily stains, discolorations
- No return address
- Protruding wire / aluminum foil

If anthrax contamination is suspected, you should:

- Isolate and secure the immediate area around the substance
- Contact the Juneau Police Department (911), who will call on other professional responders also.
- If powder is not contained, cover if possible
- Leave the area and close the door (or section off area to keep others away)
- Have the building air handling system shut down
- Be prepared to evacuate the building or to shelter in place, as directed by police.

If instructed to vacate, evacuees should be prepared to be contained in a holding area until they can be interviewed, decontaminated and authorized to leave.

Medical Emergency

Medical emergencies and accidents can occur at any time and may involve a student or employee. Some emergencies may only require first aid care, while others may require immediate medical attention. When in doubt, it is better to err on the side of caution and dial 911.

Medical emergencies involving any student, employee or visitor must be reported to the Health and Safety Office on an Incident Report.

Immediate Actions:

Call to get help on the way

- Dial 911 or direct someone to do so. Provide the following information:
 - UAS building address, including nearest cross street or landmark.
 - Exact location within the building
 - Your name and telephone number
 - Nature of the emergency
- Do not hang up until advised to do so by the dispatcher.
- Ask someone to dispatch a first aid / CPR trained employee to the victim

First Aid

- Do not provide first aid assistance unless you are trained to do so and have permission from the individual.
- Stay calm
- Do not move the person unless he/she is in immediate danger

If the person is **unconscious**:

- Do not try to give fluids
- Do not attempt to awaken by shaking
- Loosen tight clothing, especially around the neck if breathing is restricted.

If the person is **conscious**:

- Get as much information as possible
 - type of injury
 - age
 - race
 - sex
 - medical conditions
 - medications
 - allergies
 - name of person that should be contacted
- Reassure the victim that help is on the way.
- Do not let the victim drive home or to a hospital or let someone else take him/her to the hospital unless it is a family member.

If the person is having a **seizure**:

- Do not restrain.
- Place a pad under the victims head.

- Move any objects or desks away to prevent the person from being injured.

Snow and Ice

Routine Snow Removal Practices

Routine snow removal is accomplished by UAS Grounds with assistance from other Facilities Services staff as needed. Standard procedure is for snow removal staff to monitor the weather and start removing snow as early as necessary to have campus open and substantially clear of snow by 8:00 am. During the day, Facilities Services staff place ongoing snow removal above most other maintenance activities.

Severe Snow Procedures – accumulating faster than can be removed

By 5 a.m., snow removal staff will have already been removing snow on campus for some time. Other than major equipment malfunction or inability of staff to respond, campus should be substantially clear of snow by 8 a.m. The decision to close campus will likely be based on the road conditions in the community rather than the campus situation. At 5 a.m., snow removal staff will call the Facilities Call Out List members in the following order.

1. Keith Gerken, Facilities Director
2. Joe Mueller, Operations Manager
3. Dan Garcia, Health and Safety Manager

Once a picture of the current community and campus situation is established, the Facilities Services representative calls the Chancellor to give a status report.

If the decision is to close the campus, the Chancellor (or alternative) instructs the Director of Public relations, Katie Bausler to contact the media. This should be accomplished by 6:00 a.m.

Weather Information Resources

The following resources are useful in making the campus closure decision:

Alaska Road Traveler Information
Dial 511 or visit <http://511.alaska.gov/>

CBJ
<http://www.juneau.org/weather/hw3.php>
Juneau Police Department non-emergency: 586-0600

KINY radio
<http://www.kinyradio.com/weather.html>
<http://www.kinyradio.com/webcams.html>
907-586-1800

National Weather Service
<http://pajk.arh.noaa.gov/zonefcst.php?zone=025>

Bomb Threat

DO NOT:

- Use two way radios or cellular phone, radio signals have the potential to detonate a bomb.
- Evacuate the building until police arrive and evaluate the threat.
- Activate the fire alarm
- Touch or move a suspicious object

Threat received by Telephone

Most bomb threats are received by phone. Bomb threats are serious until proven otherwise. If you receive a bomb threat over the telephone:

- Stay calm and keep your voice calm.
- If possible, write a note to a co-worker or fellow student, and ask them to call 911 while you have the caller on the line.
- Listen carefully, don't interrupt the caller or hang up.
- Attempt to obtain as much information as possible from the caller, take notes:
 - When will it explode?
 - Did you place the bomb? Where did you leave it?
 - What does the bomb look like? What kind of bomb is it?
 - What will make it explode?
 - Why did you plant it? Who is the target?
 - What is your name?
 - Where are you located?
- Observe the callers characteristics:
 - Gender and estimated age
 - Speech patterns (fast, slow, slurred, accent, talkative, etc.)
 - Emotional state (angry, agitated, calm, incoherent, laughing , etc)
 - Background noise suggesting where the caller is (conversation, office machines, traffic, music and type, etc)
 - Familiarity with the facility
- Call details:
 - Caller ID
 - Time call received
 - Length of call
 - Phone number where call was received

As soon as the caller hangs up, call 911 and give as much information as possible.

Threat received by E-mail

Print a copy for local law enforcement
Save the message (do not delete) on your computer.
Call 911

(continued next page)

Threat received by mail or note

Stop additional handling of the message, letter or parcel

Secure the room or area if possible, allowing entry to emergency responders only

Call 911

If you are told by emergency responders to evacuate the building

- Check your work area for unfamiliar items. Do not touch suspicious items. Report them to authorities
- Take personal belongings when you leave
- Leave doors and window open, do not turn light switches on or off
- Use stairs only, do not use elevators
- Move well away from the building and follow instructions from emergency responders

Call Facilities Services 796-6496 (x6496) during working hours (8 am – 5 pm) or 1-888-9991822 after hours – and say that you have alerted 911 regarding a bomb threat at location (if specified).

Pandemic Influenza

Pandemic has been defined as an outbreak of influenza, for which there is little or no immunity among humans and is easily spread over a wide geographic area that affects an exceptionally high part of the population. They occur about every 30 years, with the last one in the U.S. being the swine flu in 1967. Modes of transmission include coughing and sneezing, as well as contact with virus on objects in daily life.

Work managers need to determine how to keep critical processes running if there is a 40-50% absenteeism rate. Center of Disease Control (CDC) and local health services need to be monitored for the latest health advisories. In the event of an outbreak the Chancellor may take prudent actions such as cancelling classes, closing the university, sending/keeping “non-essential” employees home.

In campus departments, you can plan for pandemic by:

- Identify essential employees/positions to keep the core processes running.
- Cross train employees for temporary re-assignment to vital areas.
- Create a method for some employees to work from home.
- Stockpile gloves, hand wash, N-95 masks, and similar items for employees.
- Implement a mandatory stay-home policy for employees who are symptomatic (fever, chills headache, runny nose, etc)
- Create a liberal leave policy for personnel who must care for sick family members.
- Plan to cancel vacation and other types of leave.

Reduce risk of infection by:

- Isolating those who are already sick.
- Quarantine those in homes with sick people.
- Dismiss student from classes, social activities, child care.
- Encourage alternatives to face-to-face meetings, i.e. “social distancing”
- Reduce staff density in working group areas.
- Modify or postpone public gatherings
- Cancel work related travel.

Prevention and Control

- Do not cough into the hand or the air in public. Cough into the shirt or forearm/elbow if tissues are unavailable.
- Use tissues and dispose of them properly.
- Eliminate handshaking.
- Wash hands frequently and thoroughly.
- Use antiseptic towelettes or antiseptic gels if soap and water are not available.
- Avoid touching the eyes and mouth.
- Get an annual flu vaccination to mitigate the impact of possible pandemic strains of flu.
- Disinfect as possible, surfaces and common areas, including work vehicles.
- Use disposable cups and utensils.
- Create a departmental disease surveillance protocol to monitor employees for signs of illness.
- Enhance ventilation of offices by opening a window if possible.
- Make N-95 (or higher) particulate face masks available to all employees

- At home, stockpile enough food, medications, water and related living supplies for 21 days.

(continued next page)

Special enforcement duties

- Guarding vaccine distribution chains and distribution sites from the Strategic National Stockpile to maintain order and prevent theft.
- Enforcing closure orders, curfew, travel limitations and restrictions on gatherings.
- Enforcing quarantine orders and other involuntary restrictions.
- Arranging for secure disposition of dead bodies during surges in deaths.
- Assisting health care providers and other agencies with security for delivery of essential food and medicine.

Work with Public Information Officers to disseminate information and alerts via mass e-mails, press conferences and other options.

Automated External Defibrillators

Placement locations of the units was selected with a view to minimizing travel distances, hence response times, during regular business hours to allow the deployment of an AED with two-three minutes of the occurrence of a cardiac arrest.

Each potential volunteer responder must be trained in CPR/AED by the American Red Cross (or approved equivalent). This training should be renewed annually. Volunteer trained responders may provide, at their sole discretion, assistance to a victim of a medical emergency to the extent appropriate to their training and experience. This includes the use of an AED.

Volunteer responders should take the AED and a First Aid Kit to any medical emergency to which the individual responds.

The units selected for deployment on the campus of the University of Alaska Southeast are the Zoll AED Plus.

AED units are available at the following locations:

1. Egan Library; circulation desk, telephone 796-6466
2. Student Lodge, behind front counter, telephone 796-6443
3. Technology Education Center, 2nd floor reception; telephone 796-6120
4. Bill Ray Center, 1st Floor Hallway, telephone 796-6045
5. Anderson Building, 2nd Floor Hallway, telephone 796-6441
6. Student Resource Center, telephone 796-6000

If the AED is an appreciable distance from the location of the medical emergency, the volunteer responder should begin CPR and dispatch a second person to transport the device to the emergency (or telephone the storage area and request that the unit be taken immediately to the location of the medical emergency).

An AED should only be used on a person who is displaying the following symptoms:

1. The victim is unconscious.
2. The victim is not breathing.
3. The victim has no pulse and/or shows no signs of circulation such as normal breathing, coughing, or other movement.

An AED must not be used on any person who is less than eight years of age or less than 55 pounds.

If an AED is utilized in rendering voluntary assistance, the volunteer responder using the device is responsible for completing a UAS Incident Report to record the facts of the matter. The report must include a list of persons witnessing the use.

Every use, or attempted use, of an AED must be reported immediately to Capital City Fire and Rescue by the most expeditious means available to assure that a person experiencing a possible cardiac arrest be provided the best professional care available.

Facilities Services should be notified as soon as practical following the use of an AED so the unit can be inspected, supplies replenished, and the operational status of the equipment can be assured.