University of Idaho Emergency Response Framework

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INTRODUCTION

This Emergency Response Framework (ERF) documents the processes required for a successful response and recovery from an emergency incident at the University of Idaho (UI).

The ERF is consistent with applicable provisions of the National Response Framework (NRF) and the National Incident Management System (NIMS). As such, the ERF will serve as a tool to improve coordination and strengthen relationships between university, local, state, and federal entities which operate under the NRF and NIMS provisions.

Purpose: The purpose of the Emergency Response Framework is to:

- Help prepare UI employees to respond successfully to an emergency situation;
- Define clear roles, responsibilities, and authorities for those involved in managing emergencies;
- Ensure that consequences of emergencies are adequately and expediently assessed from an internal and external perspective;
- Have a clear, rapid, and coordinated system of internal and external communication in emergency situations;
- Have effective coordination between the emergency management organizations of the university and local, state, and federal authorities;
- Promote a culture throughout the university that both enables effective response in an emergency and helps prevent them through an open exchange of information about potential emergencies.

Scope: The plan provides those working at the University with a methodology and a protocol for managing:

- Emergency incidents in University facilities in Moscow, Idaho and in other UI offices and departments in locations around the state of Idaho;
- A situation that could affect the reputation of UI;
- A technical event that interrupts UI's ability to maintain normal operations and support academic, student life, research, and outreach activities;
- An event that significantly affects students, faculty, staff, and visitors.

EMERGENCY RESPONSE

Emergency Levels: The UI Emergency Response Framework operates on three levels:

LEVEL 1: A major disaster or imminent threat involving the entire campus and/or surrounding community. Immediate Vandal alert - mandatory. Policy Group Notification - mandatory. Convene Policy Group via Conference Bridge - mandatory. Emergency Operations Center (EOC) activation - mandatory. Activate Crisis Communication Plan.

Normal University operations are reduced or suspended. The effects of the emergency are wide-ranging and complex. A timely resolution of disaster conditions requires University-wide cooperation and extensive coordination with external agencies and jurisdictions.

- *Examples: Mass casualty incident, Major earthquake, multi-structure fire or major explosion, major hazardous materials release, a terrorism incident, or multi-fatality incident.*

LEVEL 2: A major incident or potential threat that disrupts sizable portions of the campus community. Immediate Vandal Alert - mandatory. Policy Group notification - mandatory. May convene Policy Group via Conference Bridge. EOC activation – mandatory. Activate Crisis Communication Plan.

Level 2 emergencies may require assistance from external organizations. These events may escalate quickly and have serious consequences for mission-critical functions, or may threaten life safety.

- *Examples: Structure fire, structural collapse, significant hazardous materials release, extensive power or utility outage, severe flooding, major injury to student, staff, faculty or visitor, or a significant external emergency that may affect University personnel or operations.*

LEVEL 3: A minor, localized department or building incident that is quickly resolved with existing University resources or limited outside help. Vandal Alert as required, determined by Incident Commander (IC) or designated Safety officer when approved by Executive Director, Public Safety & Security or designee. May notify Policy Group. May activate Crisis Communication Plan. A Level 3 emergency has little or no impact on personnel or normal operations outside the locally affected area.

- *Examples: Odor complaint, localized chemical spill, small fire, localized power failure, plumbing failure or water leak, routine fire and police calls, minor injury to student, staff, faculty or visitor, minor weather damage.*

EMERGENCY RESPONSE FRAMEWORK ACTIVATION

Emergencies are reported through the usual reporting structure. Events that are likely to cause an activation of the plan will be made known to the Moscow Police Department, Vandal Security, Public Safety & Security, Facilities, and representatives in those areas will then notify the Executive Director of Public Safety & Security or designee to initiate internal response protocols.

1. In the event of a level 1 or 2 emergency, impacted units and/or individuals should call 911 to ensure immediate dispatch of Fire, Police, and Emergency Medical Services (EMS) as required.

2. The Moscow Police Department, Campus Division will notify the Executive Director of Public Safety & Security or designee, or Vandal Security.

3. Vandal Security dispatch is staffed 24×7. Faculty, Staff, Students and visitors may contact Vandal Security at (208) 885-7054. For redundancy and as a backup, Vandal Security will always notify the Executive Director of Public Safety & Security or designee to initiate internal response protocols.

The types of incidents that must be reported should include any incident that results in potential danger/injury to faculty/staff/students, visitors, damage to University property and/or the potential for disruption to normal operations.

Emergency Response Structure

UI has a tiered emergency response structure that encourages local management of incidents and coordinated communication involving senior leadership. The plan enables management of a broad range of emergencies, from small to complex incidents. Incident complexity is considered when making incident management level, staffing, and safety decisions.

The tiered structure for UI's Emergency Response Framework allows for modular organization based on the size and scope of the incident, as well as specifics of the hazard environment created by the incident. The organization can be expanded easily from a very small size for routine operations to a larger organization capable of handling catastrophic events.

Fig. 1: Emergency Response Structure
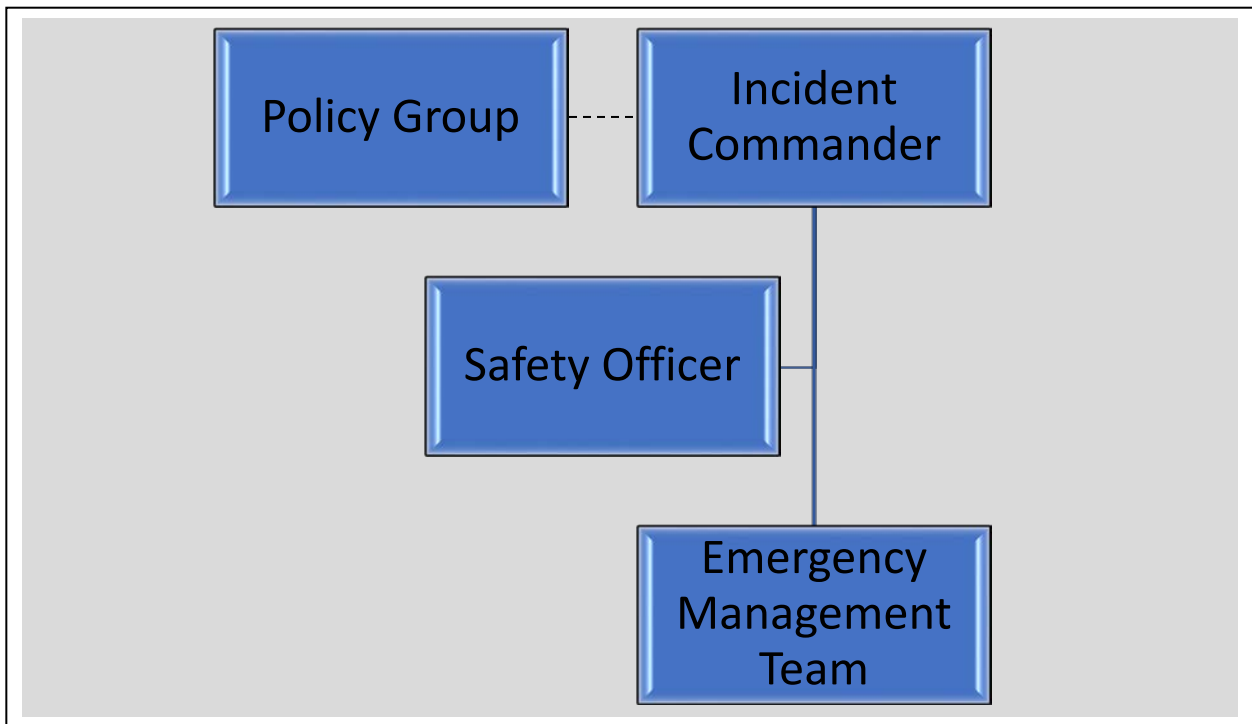
Policy Group: Makes policy and major strategic and resource decisions. Chaired by the President (or in his absence, the Provost and Executive Vice President), the University Policy group includes the following:

President
Provost & Executive Vice President
Vice President, Infrastructure
Vice President, Finance
Vice President, Research & Economic Development
Vice President, Advancement
General Counsel
Executive Director, Communications & Marketing
Dean of Students
Chief Diversity Officer
Vice Provost, Strategic Enrollment
Athletic Director
State Governmental Relations Officer

During level 1 & 2 emergencies, the IC will ensure immediate Policy Group notification using Vandal Alert and if necessary will provide instructions for convening the Policy Group via teleconference using the Crisis Communication conference bridge.

Incident Commander (IC): Is appointed by the Vice President of Infrastructure and is responsible for assessing incidents and elevating them, when necessary, to a higher level of management. Members of the Emergency Management Team are trained to bring incidents to the attention of the IC when there is the possibility of an incident requiring coordination at a higher level.

The IC is responsible for convening the Initial Assessment Team (IAT) to assess and grade incidents as level 1, 2 or 3. The IC mobilizes to the incident scene for all level 1 and 2 incidents. The IC then coordinates with the Emergency Management Team to respond to incidents in consultation with the Policy Group.

The Office of Public Safety & Security will designate an on-call Incident Commander.

Safety Officer: The On-Call Safety Officer has the following responsibilities:

- Establish communication with on-site IC to evaluate the severity of the situation;
- Call out Safety Response Team members as necessary to assist the IC as required;
- Monitors incident operations and advises the Incident Commander on all matters relating to incident and personnel safety;
- Mobilize to the scene to assist campus and external partners with remediation efforts as needed

Environmental Health & Safety will designate an on-call Safety Officer.

Initial Assessment Team (IAT): The IAT provides the initial evaluation of an incident. Individual members will be called upon based on the type, scope and complexity of an incident. Depending on the nature of the incident, the team may include:

- V.P. Infrastructure
- Executive Director, University Communications & Marketing
- Moscow Police Department, Chief of Campus Division
- Moscow Fire Department, Chief
- Executive Director, Public Safety & Security
- Emergency Manager
- Assistant Vice President, Facilities
- Director of Environmental Health & Safety
- On-call Safety Officer
- Others as necessary

In accordance with the University Crisis Communication Plan, the Crisis Communication Team Lead (CCTL) will determine the make-up of the incident Crisis Communication Team during the IAT process and set a time to convene the Crisis Communication Team via the Crisis Communication conference bridge.

Emergency Management Team (EMT): EMT makeup is based on the type, scope and complexity of an incident. Depending on the nature of the incident, the team may include:

- Executive Director, Public Safety & Security
- Executive Director, University Communications & Marketing
- Emergency Manager
- Assistant Vice President, Facilities
- On-call Safety Officer
- Others as needed (see fig. 2)

Fig. 2: Example: Level 1 Event: Emergency Management Team

Facilities / Operations	Safety & Security	Student Affairs	Finance / Admin
Facilities Services	Environmental Health & Safety	Dean of Students	Budget
Information Technology Services	Emergency Management	Counseling & Testing Center	Payroll
Event Management / University Support Services	Risk Management	Residential Life	General Counsel
	Vandal Security	Student Health	Human Resources
		Registrar	

Unit Response Teams: Department or unit-based teams that are responsible for managing level 3 incidents and coordinating with the IC in level 1 and 2 incidents.

Unit Response Teams have the following responsibilities:

- Take responsibility for department preparedness, response, and recovery planning and training;
- Maintain database of buildings, occupants, and contact persons;

- Prepare a written Emergency Response Plan;
- Participate in campus EMT workshops and exercises.

In addition, during incidents, Unit Response Teams have these additional responsibilities:

- Account for staff, faculty, students and others in the department;
- Provide initial damage assessment to IC;
- Disseminate emergency instructions to constituents;
- Communicate initial and on-going status to IC;
- Coordinate local recovery efforts and restore the affected facility back to "business as usual," under direction of the IC.

Emergency Operations Center (EOC): The command center for the Emergency Management Team. For all level 1 activations, the EOC will be located in a convenient accessible conference room. In level 2 and 3 activations, the EMT may meet via conference call using the Crisis Communication conference bridge.

Incident Command System (ICS): The Emergency Management Team (EMT) will employ the Incident Command System (ICS) as the model for organization and communication flow. ICS is the operating methodology for federal/state/local agencies and is part of the National Response Plan (NRP) and National Incident Management System (NIMS).

A key principle of the ICS is its flexibility. The modular organization can be expanded easily from a very small size for routine operations to a larger organization capable of handling catastrophic events. During level 1 incidents of significant complexity, scope and/or duration, the EMT may expand to organize into four functional areas: Facilities/Operations, Safety & Security, Students Affairs, and Finance/Administration.

Delegation of Authority

Policy decisions during emergencies are made by members of the Policy Group. In the event certain senior officers are traveling or not accessible, the following delegation of authority has been established.

1. If the President were unable to perform his/her duties, who would assume his/her responsibilities?
   - Provost & Executive Vice President
2. If the Provost & Executive Vice President were unable to perform his/her duties, who would assume his/her responsibilities?
   - Vice President for Infrastructure

VANDAL ALERT PROTOCOLS (see APM 95.24, Vandal Alert Notification System)

The following applies only to the Vandal Alert emergency notification system. The University Crisis Communication Plan provides the framework for all other internal and external communication during a crisis or emergency.

Vandal Alert System: Vandal Alert is an institution-wide, multi-modal (e-mail, voice, text message) emergency notification system. All University employees and students are enrolled automatically through employee/student database modules. Contact data/membership in Vandal Alert is updated daily through an automated process to ensure accurate membership. Students and employees are encouraged to update their Vandal Alert contact information through the Vandal Web application. Members of the greater Moscow community may also be enrolled in Vandal Alert. The Office of Public Safety and Security has overall management responsibility for Vandal Alert.

During an emergency the IC will ensure that alerts are issued as soon as possible after initial notification of an emergency that requires an immediate Vandal Alert.

Emergency Notification (Clery Act Requirement): An alert issued to the campus community triggered by an event that is currently occurring on or imminently threatening the UI campus. UI Public Safety & Security will initiate emergency notification procedures ASAP for any significant emergency or dangerous situation occurring on campus that represents an immediate threat to the health or safety of students or employees.

Emergency Notifications will be broadcast to the University community using the Vandal Alert system, by the IC, Safety Officer, or Vandal Security.

Timely Warning (Clery Act Requirement): An alert issued to the campus community triggered by Clery Act crimes that have already occurred but represent an ongoing threat. UI will initiate Timely Warning procedures when a Clery Act crime is committed on University property that is reported to campus security authorities or law enforcement authorities and is considered to represent a serious or continuing threat to students and employees.

Timely Warnings will be broadcast to the University community using the Vandal Alert system by the Executive Director of Public Safety & Security or designee.

Adverse Weather Notification: An alert issued to the campus community when projected or existing severe or adverse weather conditions may impact University operations requiring delays or cancellation of classes or events and/or the closure of a University facility, site or campus (see APM 95.21, University Closures).

Adverse Weather Alerts will be broadcast to the University community using the Vandal Alert system by the Office of Public Safety.

Informational Notification: A notification issued to the campus community that does not meet the criteria for either an emergency notification or timely warning, but may be of significant interest to the university community.

In consultation with the Executive Director of Communications and Marketing or designee, Informational Alerts will be broadcast to the University community using the Vandal Alert system by the IC, UCM, Safety Officer, or Vandal Security.

Policy Group Notification: A notification to the Policy Group informing leadership of an emergency and if necessary providing instructions for convening the Policy Group via teleconference using the Crisis Communication conference bridge.

Policy Group notifications will be broadcast using the Vandal Alert system, by IC, Safety Officer, or Vandal Security.

All Clear Notification: A notification issued to the campus community that announces when an incident has been resolved and/or no longer represents a danger or threat.

All Clear notifications will be broadcast using the Vandal Alert system, by IC, Safety Officer, or Vandal Security.

TESTING/DRILLS/EXERCISES

Vandal Alert Tests: The University Emergency Manager will test the Vandal Alert System on an annual basis. Test messages may be broadcast using a single mode or may combine multiple modes of the system. Test messages will clearly state in the subject line that there is no actual threat or emergency and that the purpose of the notification is to test the system and/or response plans and capabilities. To the extent possible, system tests will be combined with emergency response drills and will include follow-up assessment and review.

Emergency Response Drills: The University Emergency Manager will plan and coordinate emergency response exercises to assess all elements of this ERF.

Figure 3: Response Framework Flowchart