

# **Appendix 4**

## **Emergency Support Functions (ESF)**

Emergency Support Functions provide an outline of specific services and responsibilities to be provided during an emergency or disaster, as well as indicates the divisions and/or departments that have primary responsibility for fulfilling each function and their support divisions, departments, and/or partnering agencies.

# **Police and Public Safety ESF**

## **Emergency Support Function (ESF) – 1**

### **1. Introduction**

Police and Public Safety support UNC Pembroke's response priorities. The Emergency Support Function (ESF) involves direction and coordination, operations, and follow-through before, during, and after an emergency or disaster. This section supports the concepts and principles outlined in the Base Plan section of this document.

### **2. Purpose**

The purpose of this ESF is to provide support and notification for Police and Public Safety services to include emergency notification, emergency response, and the coordination of needed outside services such as law enforcement, fire, rescue, and emergency medical services.

### **3. Concept of Operations**

General Operating Guidelines will be developed and maintained by the UNC Pembroke Police and Public Safety Department in conjunction with the UNC Pembroke Emergency Operations Plan (EOP). This function will be coordinated with and involve other departments and partnering agencies. It will be the primary responsibility of the UNC Pembroke Police and Public Safety Department to provide first response to emergency situations on the UNC Pembroke campus. The UNC Pembroke Police and Public Safety Department will coordinate with and notify outside emergency response agencies depending on the nature of the emergency and resources needed. The UNC Pembroke Police and Public Safety Department will be the primary law enforcement agency for UNC Pembroke and will be responsible for providing law enforcement services. All other emergency services will be the primary responsibility of local emergency services agencies; however, the UNC Pembroke Police and Public Safety Department will support operations and provide assistance within the scope of their policies and procedures.

#### **A. Prevention, Mitigation and Preparedness**

- 1.** Plan and coordinate with local emergency response agencies to provide emergency services.
- 2.** Ensure that the appropriate personnel are trained to the proper level of NIMS.
- 3.** Establish policies and procedures for responding to emergencies and hazards and notifying local response agencies for emergency assistance.
- 4.** Maintain a list of trained personnel to serve in the EOC during an emergency or disaster.

5. Participate in drills and exercises when requested.

**B. Response and Recovery**

1. Provide personnel to the EOC when activated and requested.
2. Operate within the scope of NIMS as directed by the Incident Commander (IC).
3. Evaluate the scene for safety of responders.
4. Determine the nature of the incident and proper response agencies.
5. Notify proper emergency response agencies.
6. Provide emergency services or assist responding agencies as needed.
7. Provide incident status information and situational updates to the EOC and Chancellor's Cabinet.
8. Maintain records.

**Student Health Services/Counseling and Psychological Services/  
Accessibility Resource Center  
Emergency Support Function (ESF) – 2**

**1. Introduction**

Student Health Services, Counseling and Psychological Services, and the Accessibility Resource Center support UNCP's response priorities. The ESF involves direction and coordination, operations, and follow-through before, during, and after an emergency or disaster. This section supports the concepts and principles outlined in the Base Plan section of this document.

**2. Purpose**

The purpose of this ESF is to establish policies and procedures for providing emergency medical care and psychological services during an emergency or disaster.

**3. Concept of Operations**

General Operating Guidelines will be developed and maintained by Student Health Services, Counseling and Psychological Services, and the Accessibility Resource Center in conjunction with the UNCP Emergency Operations Plan (EOP). This function will be coordinated with and involve other departments and partnering agencies. Secondary support of this ESF will be provided by Human Resources and Police and Public Safety. Partnering agencies may include the Robeson County Emergency Medical Service, Robeson County Department of Public Health, Robeson County Social Services, Robeson County Environmental Health, Southeastern Regional Medical Center, American Red Cross, and various other agencies. These departments and agencies shall be involved in each phase of the emergency management process as needed.

**A. Prevention, Mitigation and Preparedness**

1. Provide for coordination between departments and partnering agencies to be prepared for evacuation of disabled students, and the possibility of providing triage, emergency medical care and psychological services during an emergency or disaster.
2. Ensure that the appropriate personnel are trained to the proper level of NIMS.
3. Establish policies, procedures, plans, and programs to address field triage, the treatment of minor injuries, and the coordinating of psychological services.
4. Establish possible field triage locations, and policies and procedures to operate these locations.
5. Prepare plans to manage a mass fatalities incident, including the establishment of

morgue locations, as well as policies and procedures for managing these locations.

6. Establish plans and Memorandums of Understanding (MOU) with partnering agencies to provide immunizations, referrals for service and other necessary services, as needed, during an emergency or disaster.
7. Establish plans and coordination with support agencies for responding to public health emergencies, such as the Pandemic Flu.
8. Maintain a list of trained personnel to serve in the EOC during an emergency or disaster.
9. Participate in drills and exercises when requested.

## **B. Response and Recovery**

1. Provide personnel to the EOC when activated and requested.
2. Operate within the scope of NIMS as directed by the Incident Commander (IC).
3. Coordinate operations with the Chancellor's Cabinet and the Emergency Operations Center (EOC).
4. Establish field triage locations as needed.
5. Document and track resource requests.
6. Ensure accountability of volunteer staff is maintained.
7. Maintain records.

# **Information Technology Emergency Support Function (ESF) – 3**

## **1. Introduction**

The Division of Information Technology supports UNCP’s response priorities. The ESF involves direction and coordination, operations, and follow-through before, during, and after an emergency or disaster. This section supports the concepts and principles outlined in the Base Plan section of this document.

## **2. Purpose**

The purpose of this ESF is to ensure the provision of information technology, telecommunications and network support to UNCP during emergencies or disasters.

## **3. Concept of Operations**

General Operating Guidelines will be developed and maintained by the Division of Information Technology in conjunction with the UNCP Emergency Operations Plan (EOP). This function will be coordinated with and involve other departments and partnering agencies. Secondary support of this ESF may be provided by various other University departments and partnering agencies. These departments and agencies shall be involved in each phase of the emergency management process as needed.

### **A. Prevention, Mitigation and Preparedness**

1. Plan and coordinate with associated departments and agencies to provide telecommunications, information technology services, and network support to the University.
2. Ensure that the appropriate personnel are trained to the proper level of NIMS.
3. Establish policies, procedures, plans, and programs to effectively address information technology and telecommunication needs during an emergency or disaster.
4. Maintain an overall list of available resources.
5. Maintain a list of trained personnel to serve in the EOC during an emergency or disaster.
6. Participate in drills and exercises when requested.

## **B. Response and Recovery**

1. Provide personnel to the EOC when activated and requested.
2. Operate within the scope of NIMS as directed by the Incident Commander (IC).
3. Recover core administrative and academic information technology systems.
4. Expand the restored access to the network based on the needs of the emergency.
5. Restore required information services, including network and internet access.
6. Provide regular updates and situational information on the status of information technology systems to the Chancellor's Cabinet and the Emergency Operations Center.
7. Maintain records.

# **Facilities Management Emergency Support Function (ESF) – 4**

## **1. Introduction**

The Department of Facilities Management supports UNCP's response priorities. The ESF involves direction and coordination, operations, and follow-through before, during, and after an emergency or disaster. This section supports the concepts and principles outlined in the Base Plan section of this document.

## **2. Purpose**

The purpose of this ESF is to provide logistical and management support to UNCP in planning and preparation for a disaster as well as emergency response to a disaster.

## **3. Concept of Operations**

General Operating Guidelines will be developed and maintained by the Department of Facilities Management in conjunction with the UNCP Emergency Operations Plan (EOP). This function will be coordinated with and involve other departments and partnering agencies. Secondary support of this ESF may be provided by various other University departments and partnering agencies. These departments and agencies shall be involved in each phase of the emergency management process as needed.

### **A. Prevention, Mitigation and Preparedness**

1. Plan and coordinate with associated departments and agencies to provide physical plant and facilities management support to the University.
2. Plan and coordinate HAZMAT support and service as needed during an emergency.
3. Ensure that the appropriate personnel are trained to the proper level of NIMS.
4. Establish policies, procedures, plans, and programs to effectively address physical plant services to include equipment, transportation, and mechanical support as needed.
5. Maintain an overall list of available resources.
6. Maintain a list of trained personnel to serve in the EOC during an emergency or disaster.
7. Participate in drills and exercises when requested.

### **B. Response and Recovery**



1. Provide personnel to the EOC when activated and requested.
2. Operate within the scope of NIMS as directed by the Incident Commander (IC).
3. Recover core physical plant operations disrupted or damaged as a result of a disaster.
4. Expand the restored access to the needs of emergency responders.
5. Restore normal power and operations following recovery from an emergency.
6. Provide regular updates and situational information on the status of power plant systems to Chancellor's Cabinet and the Emergency Operations Center (EOC).
7. Maintain records.

**Finance and Administration  
Business Services  
Emergency Support Function (ESF) – 5**

**1. Introduction**

The Division of Finance and Administration supports UNCP's response priorities. The ESF involves direction and coordination, operations, and follow-through before, during, and after an emergency or disaster. This section supports the concepts and principles outlined in the Base Plan section of this document.

**2. Purpose**

The purpose of this ESF is to provide logistical and management support to UNCP in planning and preparation for a disaster as well as emergency response to a disaster.

**3. Concept of Operations**

General Operating Guidelines will be developed and maintained by the Division of Finance and Administration in conjunction with the UNCP Emergency Operations Plan (EOP). This function will be coordinated with and involve other departments and partnering agencies. Secondary support of this ESF may be provided by various other University departments and partnering agencies. These departments and agencies shall be involved in each phase of the emergency management process as needed.

**A. Prevention, Mitigation and Preparedness**

1. Plan and coordinate with associated departments and agencies to provide support regarding business services, human resource needs and logistics.
2. Ensure that the appropriate personnel are trained to the proper level of NIMS.
3. Establish policies, procedures, plans, and programs to effectively address business services and human resources.
4. Maintain an overall list of available resources.
5. Maintain a list of trained personnel to serve in the EOC during an emergency or disaster.
6. Participate in drills and exercises when requested.

**B. Response and Recovery**

1. Provide personnel to the EOC when activated and requested.
2. Operate within the scope of NIMS as directed by the Incident Commander (IC).

3. Recover core administrative and logistical functions during an emergency.
4. Expand the restored access of logistics and human resources to the needs of the emergency.
5. Provide regular updates and situational information on the status of business services to Chancellor's Cabinet and the Emergency Operations Center (EOC).
6. Maintain records.

# **Housing and Residence Life**

## **Emergency Support Function (ESF) – 6**

### **1. Introduction**

The Office of Housing and Residence Life supports UNCP's response priorities. The ESF involves direction and coordination, operations, and follow-through before, during, and after an emergency or disaster. This section supports the concepts and principles outlined in the Base Plan section of this document.

### **2. Purpose**

The purpose of this ESF is to provide logistical and human support to UNCP in planning and preparation for a disaster as well as emergency response to a disaster.

### **3. Concept of Operations**

General Operating Guidelines will be developed and maintained by the Office of Housing and Residence Life in conjunction with the UNCP Emergency Operations Plan (EOP). This function will be coordinated with and involve other departments and partnering agencies. Secondary support of this ESF may be provided by various other University departments and partnering agencies. These departments and agencies shall be involved in each phase of the emergency management process as needed.

#### **A. Prevention, Mitigation and Preparedness**

1. Plan and coordinate with associated departments and agencies to provide logistical and human support according to needs.
2. Maintain an accurate roster of residents who plan to and/or remain on campus during an emergency or disaster.
3. Print and maintain a paper roster on a regular basis in the event electronic records are not able to be accessed.
4. Maintain an accurate roster of residents with physical disabilities or limitations that may need direct assistance in the event of an emergency or disaster.
5. Ensure the appropriate personnel are trained to the proper level of NIMS.
6. Establish policies, procedures, plans, and programs to effectively address shelter, evacuation and other human needs during an emergency or disaster.
7. Maintain an overall list of available resources.
8. Stock and maintain basic emergency supplies in each building.

- 9.** Maintain a list of trained personnel to serve in the EOC during an emergency or disaster.
- 10.** Participate in drills and exercises when requested.
- 11.** Communicate expectations and responsibilities of all staff during emergency operations.
- 12.** Communicate information to residential students by way of residence hall staff.

## **B. Response and Recovery**

1. Provide personnel to the EOC when activated and requested.
2. Update the roster of residents who remain on campus on a regular basis during an emergency or disaster to the extent possible.
3. Operate within the scope of NIMS as directed by the Incident Commander (IC).
4. Prepare for both shelter-in-place as well as the potential for evacuation during an emergency response.
5. Monitor and track the well-being of resident students.
6. Provide regular updates and situational information on the status of shelter, evacuation and student welfare to the Chancellor's Cabinet and the Emergency Operations Center (EOC).
7. Maintain records.

# **Campus Safety and Emergency Operations Emergency Support Function (ESF) – 7**

## **1. Introduction**

Campus Safety and Emergency Operations supports UNCP response priorities. The ESF involves direction and coordination, operations, and follow-through before, during, and after an emergency or disaster. This section supports the concepts and principles outlined in the Base Plan section of this document.

## **2. Purpose**

The purpose of this ESF is to coordinate and manage the overall UNCP Emergency Operations Center (EOC) response through the collection, analysis, and dissemination of information and by developing plans and providing resource coordination, as well as EOC operations support.

## **3. Concept of Operations**

### **Primary Responsibility:**

- Emergency Management
- Police and Public Safety

### **Secondary Support:**

- Various departments/partnering agencies as needed.

As necessitated, General Operating Guidelines and/or plans in support of this ESF will be developed and maintained by the UNCP Office of Campus Safety and Emergency Operations. This function will be coordinated with and involve other departments and partnering agencies as necessary.

**The UNCP Office of Campus Safety and Emergency Operations, in conjunction with support departments and agencies, will work to complete the following:**

### **A. Prevention, Mitigation and Preparedness**

1. Identify hazards and determine risks and vulnerabilities to the University.
2. Develop and maintain a comprehensive, all-hazard Emergency Operations Plan (EOP). Distribute copies and updates to essential response personnel.
3. Ensure that the necessary personnel are trained to the appropriate level of NIMS.
4. Identify, classify and maintain a list of current University resources and equipment to be used during an emergency or disaster.

5. Work with University divisions and departments to develop Unit Plans and hazard-specific response plans.
6. Provide training opportunities on emergency preparedness and other emergency management related topics.
7. Maintain the Emergency Operations Center (EOC) and ensure that secondary locations are in place and maintained for use during an emergency or disaster.
8. Coordinate with partnering agencies to provide resources during an emergency or disaster situation.
9. Recruit and train personnel to serve in the EOC during an emergency or disaster.
10. Work with University departments to plan drills and exercises to evaluate specific parts of the EOP and actively participate in drills and exercises.
11. Plan for the use of various facilities during an emergency or disaster.

## **B. Response and Recovery**

1. Activate, establish and manage the EOC as needed.
2. Operate within the scope of NIMS as directed by the Incident Commander (IC).
3. Assist in coordinating information and ensure it is communicated to the appropriate individuals within the EOC or other locations.
4. Assist in coordinating warning information to the appropriate personnel for proper dissemination.
5. Assist in coordinating with partnering agencies.
6. Assist in coordinating resource requests both internally and externally.
7. Assist in maintaining situational awareness during an event.
8. Provide timely situation reports to Chancellors Cabinet, Emergency Operations Center, the IC and other pertinent personnel (including damage assessments).
9. Provide requested information and EOC resources.
10. Assist in establishing operational timelines and demobilization plans.
11. Collect emergency or disaster response information from departments and divisions and provide After-Action reports.



- 12.** Provide guidance and training (as needed) on incident management tools, activities and structures.
- 13.** Coordinate recovery efforts.
- 14.** Maintain records of expenses and equipment used during the incident.

# **Mass Care, Shelter and Family Support Emergency Support Function (ESF) – 8**

## **1. Introduction**

Mass Care, Shelter and Family Support, supports UNCP’s response priorities. The ESF involves direction and coordination, operations, and follow-through before, during, and after an emergency or disaster. This section supports the concepts and principles outlined in the Base Plan section of this document.

## **2. Purpose**

The purpose of this ESF is to provide feeding, sheltering and emergency first aid in the event of an emergency or disaster. These services may be limited depending on the time, the type and the location of the emergency or disaster due to personnel, facility and/or other resource restrictions.

## **3. Concept of Operations**

### **Primary Responsibility:**

- Finance and Administration and Business Services
- Student Affairs (including Housing and Residence Life)
- Human Resources

### **Secondary Support:**

- Various departments (see below)
- Emergency Management
- Various partnering agencies as needed

As necessitated, General Operating Guidelines (GOG) and/or plans in support of this ESF will be developed and maintained by Finance and Administration and Business Services, and Housing and Residence Life in conjunction with UNCP’s Office of Campus Safety and Emergency Operations. This function will be coordinated by Finance and Administration in coordination with the divisions and departments listed above. It may further involve the support of other departments and partnering agencies as necessary.

Secondary divisions and departments may include Student Health Services, Police and Public Safety, Office of Environmental Health and Safety, Facilities Management, Office of the Accessibility Resource Center Athletics, and Counseling and Psychological Services.

Partnering agencies may include the American Red Cross, Robeson County Health Department, Robeson County Emergency Management and various other agencies.

**Those departments having primary responsibility will work in conjunction with supporting departments and agencies to complete the following:**

**A. Prevention, Mitigation and Preparedness**

1. Plan and coordinate with supporting departments and agencies to provide mass care and sheltering for displaced students and employees who are required to remain on campus during an emergency or disaster.
2. Ensure that the appropriate personnel are trained to the proper level of NIMS.
3. Maintain a list of shelter locations on campus that includes the facilities services, capacity, contact information and other pertinent information.
4. Develop and maintain a security plan for each shelter location.
5. Establish policies, procedures, plans, and programs to address sheltering of students and staff, as well as providing mass care and basic medical care during an emergency or disaster.
6. Establish GOGs to recognize and address the sheltering of special needs individuals.
7. Provide mass care and shelter operations training for personnel expected to operate a shelter.
8. Develop and maintain plans to operate a family resource center.
9. Develop and maintain plans to coordinate employee information and accountability during and after an emergency or disaster (including families).
10. Maintain a list of trained personnel to serve in the EOC during an emergency or disaster.
11. Participate in drills and exercises when requested.

## **B. Response and Recovery**

1. Provide personnel to the EOC when activated and requested.
2. Provide personnel to support the opening of shelters at the request of the Chancellor, Police and Public Safety, IC, or other designees.
3. Shelter location may be determined by the American Red Cross in coordination with the Incident Commander (IC) based on the incident and affected areas of campus. Shelter information and location will be disseminated to the campus community through the Emergency Operations Center (EOC).
4. Shelter operations will be the primary responsibility of Finance and Administration and Student Affairs.
5. Operate within the scope of NIMS as directed by the IC.
6. Maintain records of expenses and equipment used during the incident.

## **C. Primary Response and Recovery Responsibilities**

### **➤ Finance and Administration and Business Services**

1. Provide food service for affected students (as applicable).
2. Coordinate emergency shelter and food service for employees required to remain on campus. This includes food delivery to operational sites, such as but not limited to the Emergency Operations Center (EOC), the Chancellor's Cabinet, the Incident Command Post, etc.
3. Coordinate emergency purchases and funding.
4. Coordinate outside vendors as needed.
5. Assist in accounting for employees as necessary.
6. Assist in communicating information to employees as necessary.
7. Coordinate employee information and accountability information (including communication with families as required) – Human Resources

➤ **Student Affairs (Including Housing and Residence Life)**

1. Provide housing and related services for impacted residential students as necessary.
2. Assist in coordinating and accounting for students (both residential and commuter).
3. Assist in communicating information to students, as necessary. Information should be coordinated with the Emergency Operations Center (EOC).
4. Assist in operating an emergency shelter as necessary.
5. Establish a family resource center, as needed, following the pre-established plan.
6. When using campus facilities, ensure that applicable fire and life safety codes for sheltering operations are being met.
7. When using campus facilities, ensure proper health and safety standards for sheltering and feeding operations are being met.

# **Hazardous Materials Emergency Support Function (ESF) – 9**

## **1. Introduction**

Hazardous Materials support UNCP's response priorities. The ESF involves direction and coordination, operations, and follow-through before, during, and after an emergency or disaster. This section supports the concepts and principles outlined in the Base Plan section of this document.

## **2. Purpose**

The purpose of this ESF is to establish policies and procedures for providing a coordinated response to hazardous materials incidents at UNCP. Hazardous materials incidents pose a threat to both UNCP and the surrounding community. This ESF is established under the framework of protecting the health and safety of individuals and minimizing the adverse impacts on the environment.

## **3. Concept of Operations**

### **Primary Responsibility:**

- Office of Environmental Health and Safety
- Police and Public Safety

### **Secondary Support:**

- Campus Safety and Emergency Operations
- Facilities Operations
- Various departments and partnering agencies as needed (see below).

As required, general operating guidelines (GOGs) and/or plans in support of this ESF will be developed and maintained by UNCP's Office of Environmental Health and Safety in conjunction with UNCP's Office of Police and Public Safety. This function will be coordinated with and involve other departments and partnering agencies as necessary.

Secondary support of this ESF will be provided by Campus Safety and Emergency Operations, Facilities Operations and Student Health Services. Partnering agencies may include Robeson County Emergency Management, the Town of Pembroke, Robeson County Health Department and various other agencies. These departments and agencies shall be involved in each phase of the emergency management process as needed.

The Incident Commander will be responsible for notifying the proper agencies of a discharge, or substantial threat of discharge, of hazardous materials. The Departments will further assess the discharge, or the substantial threat of a discharge, of hazardous materials to determine the extent of cleanup activity. The IC will work with

Environmental Health and Safety to attempt to determine a responsible party. There are numerous local, state and federal regulations concerning hazardous materials incidents that are outlined by UNCP's Office of Environmental Health and Safety, who is responsible for coordinating the planning and response efforts to hazardous materials incidents concerning the University.

**The Office of Environmental Health and Safety will work in conjunction with the various support departments and partnering agencies to complete the following:**

**A. Prevention, Mitigation and Preparedness**

1. Provide for coordination between departments and partnering agencies to be prepared for responding to a hazardous material incident.
2. Ensure that the appropriate personnel are trained to the proper level of NIMS.
3. Establish policies, procedures, plans, and programs to address identified hazardous materials incidents.
4. Assist in planning for public health emergencies.
5. Establish plans and Memorandums of Understanding (MOU) with partnering agencies to provide response and mitigation activities for hazardous materials incidents.
6. Maintain a list of vendors to assist in the clean-up and disposal of hazardous materials.
7. Maintain a list of trained personnel to serve in the EOC during an emergency or disaster.
8. Participate in drills and exercises when requested.

**B. Response and Recovery**

1. Provide personnel to the EOC when activated and requested.
2. Operate within the scope of NIMS.
3. Assess the hazardous materials incident. Provide pertinent information on the type of hazardous material(s) and critical health and life safety information.
4. Determine the necessity of evacuations and coordinate with the Emergency Operations Center (EOC) to initiate the evacuation process.
5. Coordinate and ensure the control of any secondary hazard, such as a fire.

6. Ensure that the hazardous materials incident has been reported to appropriate agencies, as dictated by the incident size and scope.
7. Establish site security as needed.
8. Work with partnering agencies to determine the responsible party.
9. Work with partnering agencies and responsible party to coordinate the clean-up and disposal operations.
10. Ensure that all applicable laws and regulations are being followed, and provide documentation on each aspect of the response and recovery operations.
11. Provide incident status information to the Emergency Operations Center (EOC), or appropriate official, (depending on incident size) for dissemination to the necessary individuals.
12. Maintain records of expenses and equipment used during the incident.



# **Academic Support and Space Management Emergency Support Function (ESF) – 10**

## **1. Introduction**

Academic Support and Space Management supports UNCP’s response priorities. The ESF involves direction and coordination, operations, and follow-through before, during, and after an emergency or disaster. This section supports the concepts and principles outlined in the Base Plan section of this document.

## **2. Purpose**

The purpose of this ESF is to provide direction on how to manage course continuation, suspension, or cancellation during and after an emergency. The ESF further evaluates the need for space allocation during and after an emergency (both academic and business spaces). These services may be limited depending on the time, the type and the location of the emergency or disaster due to personnel, facility and/or other resource restrictions.

## **3. Concept of Operations**

### **Primary Responsibility:**

- Academic Affairs
- Registrar’s Office

### **Secondary Support:**

- Office of Institutional Research
- Office of Campus Safety and Emergency Operations
- University Communications and Marketing
- Various partnering agencies as needed

As necessitated, general operating guidelines (GOGs) and/or plans in support of this ESF will be developed and maintained by Academic Affairs, the Registrar’s Office and the Office of Space Management in conjunction with UNCP’s Office of Campus Safety and Emergency Operations. This function will be coordinated by Academic Affairs and the Registrar’s Office. It may further involve the support of other departments and partnering agencies as necessary.

**Academic Affairs and the Registrar’s Office will work in conjunction with supporting departments and agencies to complete the following:**

### **A. Prevention, Mitigation and Preparedness**

1. Ensure that the appropriate personnel are trained to the proper level of NIMS.

2. Maintain a list of trained personnel to serve in the EOC during an emergency or disaster.
3. Participate in drills and exercises when requested.

## **B. Primary Mitigation and Preparedness Responsibilities**

### **➤ Registrar's Office:**

1. Ensure a process is in place to coordinate the temporary suspension of classes during an emergency or disaster.
2. Ensure a process is in place to cancel classes as the result of an emergency or disaster (including both on-site and distance education courses).
3. As appropriate, ensure a process is in place to continue classes following an emergency or disaster (moving classes online, etc.).
4. Ensure a process is in place to coordinate course information during an emergency or disaster. This may include, but is not limited to: current courses, course rosters, course times and locations and other pertinent information.
5. Ensure a communication plan is in place to communicate pertinent information about the emergency or disaster to faculty members (and other appropriate EPA staff) in a timely manner (responsibility of the Provost's Office).
6. Ensure a process has been established to resume classes following an emergency or disaster (including course cancellations for an extended period of time). This should be coordinated through the Office of the Provost.

### **➤ Office of Institutional Research:**

1. Ensure a process is in place to locate alternate classroom space in the event an academic facility is temporarily damaged or destroyed.
2. Ensure a process is in place to locate alternate office/work space in the event office spaces are temporarily damaged or destroyed.

## **C. Response and Recovery**

1. Provide personnel to the EOC when activated and requested.
2. Provide personnel to support the opening of shelters at the request of the Chancellor, Police and Public Safety Staff, IC, or other designee.

3. Operate within the scope of NIMS.
4. Maintain records of expenses and equipment used during the incident.

#### **D. Primary Response and Recovery Responsibilities**

##### **➤ Registrar's Office:**

1. Coordinate and provide course information as requested.
2. Coordinate and provide information on current classes in session at the time of the emergency or disaster (as applicable).
3. Ensure timely communication with faculty (and other appropriate EPA staff) of pertinent information on the emergency or disaster as directed by the Emergency Operations Center (EOC). Information and messages should be sent from the Office of the Provost and Deans; however, all messages should originate from the EOC to ensure coordination of information between the Chancellor's Cabinet, EOC and Joint Information Center (JIC).
4. Provide recommendations from the EOC to the Chancellor's Cabinet for temporary course suspension or cancellation as necessary.
5. Provide various options/methods for continuing classes following an emergency or disaster.
6. Implement the decision of the Chancellor and Chancellor's Cabinet regarding course continuation, suspension or cancellation according to recommendations and pre-developed plans.
7. Enact plans to resume classes as directed by the Chancellor and Chancellor's Cabinet.
8. Provide status updates to the Emergency Operations Center (EOC) on classes.

##### **➤ Office of Institutional Effectiveness:**

1. Locate (as necessary) alternate space for classes to accommodate for the loss of academic spaces and/or facilities.
  - a. Determine the probable length of relocation.
  - b. Provide any restrictions or limitations to the relocation (space, length of availability, infrastructure constraints, etc.).

2. Locate (as necessary) alternate space for offices to accommodate for the loss of office spaces/workstations and/or facilities.
  - a. Determine the probable length of relocation.
3. Provide status reports to the Emergency Operations Center (EOC).

# **Recovery and Mitigation Emergency Support Function (ESF) – 11**

## **1. Introduction**

Recovery and Mitigation supports UNCP’s response priorities. The ESF involves direction and coordination, operations, and follow-through before, during, and after an emergency or disaster. This section supports the concepts and principles outlined in the Base Plan section of this document.

## **2. Purpose**

The purpose of this ESF is to provide for coordination of the overall recovery and mitigation activities of UNCP.

## **3. Concept of Operations**

### **Primary Responsibility:**

- Campus Safety and Emergency Operations

### **Secondary Support:**

- Various departments and partnering agencies as needed.

**UNCP’s Campus Safety and Emergency Operations, in coordination with supporting departments and agencies, will work to complete the following:**

### **A. Mitigation and Preparedness**

1. Develop a Hazard Mitigation Plan as a separate document from this Emergency Operations Plan (EOP).
2. Develop a Recovery Plan as a separate document from this Emergency Operations Plan (EOP).
3. As funding allows, implement mitigation measures using the Hazard Mitigation Plan as a guide, or as appropriate.
4. Participate in drills and exercises to evaluate the effectiveness of these plans.

### **B. Response and Recovery**

1. Activate the Recovery Plan at the general discretion of the Incident Commander(IC), Police and Public Safety Staff, Chancellor or designated official.
2. Coordinate disaster recovery efforts following pre-established disaster recovery plans.

3. Evaluate the Recovery Plan and Hazard Mitigation Plan after each major emergency or disaster to determine their overall effectiveness and implement changes as necessary.

# **Emergency Public Information Emergency Support Function (ESF) – 12**

## **1. Introduction**

Emergency Public Information supports UNCP’s response priorities. The ESF involves direction and coordination, operations, and follow-through before, during, and after an emergency or disaster. This section supports the concepts and principles outlined in the Base Plan section of this document.

## **2. Purpose**

The purpose of this ESF is to provide policies and procedures for providing information about an emergency or disaster to UNCP stakeholders, including the media, in accordance with the Emergency Notification Protocol. This ESF will also establish guidance for warning and informing the campus community of an emergency or disaster situation.

## **3. Concept of Operations**

### **Primary Responsibility:**

- Communications and Marketing
- Police and Public Safety

### **Secondary Support:**

- Campus Safety and Emergency Operations
- Various other departments and partnering agencies as needed.

The emergency public information function will be the primary responsibility of University Communications and Marketing and Police and Public Safety in conjunction with UNCP’s Office of Campus Safety and Emergency Operations. Secondary support will be provided by various campus departments and divisions, as well as outside agencies.

Providing general public information and media relations will be the primary function of University Communications and Marketing, and will follow the Emergency Notification Protocol. Establishment of a Joint Information Center (JIC) as referenced in the Emergency Notification Protocol will be the function of University Communications and Marketing.

Providing initial warning and emergency communication and notification to the campus population will be the primary responsibility of Police and Public Safety. This will be done in accordance with pre-established policies and procedures.

Educating the campus community on emergency notifications will be the primary responsibility of the Office of Campus Safety and Emergency Operations in conjunction

with University Communications and Marketing, Student Affairs, and Police and Public Safety.

The University Police and Public Safety is the primary initial warning point for UNCP. Any warnings or emergency communications to the UNCP community will originate through this point to the appropriate individuals. This will be done in accordance with pre-established guidelines and the Emergency Notification Protocol. An alternate warning point may be established under the direction of the Chancellor, Chief of Police or designated official.

**Those holding primary responsibility for this ESF, in coordination with supporting departments and agencies, will work to complete the following:**

**A. Mitigation and Preparedness**

1. Ensure that the appropriate personnel are trained to the proper level of NIMS.
2. Designate a Public Information Officer (PIO) and at least one secondary.
3. Assist departments and divisions in developing uniform communication procedures under the guidance of the Emergency Notification Protocol.
4. Provide support to ESF – 7 in providing educational opportunities and information to the campus community.
5. Maintain an updated media directory to be included with the Emergency Notification Protocol.
6. Develop protocols for departments and divisions to follow for communicating with the media during an emergency or disaster. Educate departments and divisions on these protocols.
7. Support disaster awareness campaigns.
8. Educate the campus community on various notification and alert systems.
9. Educate the campus community on steps to follow during various emergencies or disasters.
10. Participate in drills and exercises when requested.

**B. Response and Recovery**

1. Provide personnel to the EOC when activated and requested.



2. Operate within the scope of NIMS as directed by the Incident Commander (IC).
3. Maintain records of expenses and equipment used during the incident.

### **C. Primary Response and Recovery Responsibilities**

#### **➤ University Communications and Marketing:**

1. Coordinate all communications, including public and internal information.
2. Coordinate the release of all information to the news media under the guidelines established in the Emergency Notification Protocol. Media releases should be approved by the Chancellor, or designee.
3. Take steps to make contact and provide necessary information to key University supporters and other key University stakeholders. Activities should be under guidance of the Chancellor's Cabinet.
4. If necessary, establish a JIC on campus.
5. In coordination with the University Police Department, provide emergency notification and warning to the campus community under the direction of the Incident Commander(IC), the Police and Public Safety Staff, the Chancellor or designee.

#### **➤ Police and Public Safety**

1. Notify public safety agencies, Emergency Operations Center (EOC) and Chancellor (Chancellor's Cabinet).
2. Serve as the primary initial warning point for campus and send initial emergency notifications to the UNCP community.