

# **Appendix 5**

## **Annexes**

These annexes provide detailed direction and guidance for components that are specific to UNCP and provide further operational guidance.

# Emergency Notification Protocol - Annex 1

## I. Introduction

UNCP recognizes the importance of providing emergency communications to the campus community in a timely, effective manner. The university has several emergency notification and communication systems in place to ensure that emergency notifications are sent quickly and reach as much of the university community as possible. In addition, the university acknowledges the significance of its role in providing consistent, reliable and accurate follow-up communication throughout a period of crisis.

## II. Purpose

The purpose of this annex is to establish authority and guidelines for activating the UNCP emergency notification and crisis communication systems. The emergency notification system consists of those tools available to the university that serve the purpose of alerting the community to a situation of imminent danger. An ongoing crisis communication plan addresses how information is disseminated following the initial alert.

## III. Concept of Operations

UNCP has several emergency notification systems. They are outlined below:

### A. Blue Light Phones

Located throughout campus, Blue Light Phones are constantly monitored and allow for two-way emergency communications.

### B. Outdoor Emergency Alert System

The university's Outdoor Emergency Alert System consists of two separate specially designed and strategically placed 50-foot towers outfitted with a series of powerful speakers. The system is designed for instant campus-wide notification of a serious emergency. In the event of such an emergency, campus police can utilize alert audio tones as well as voice broadcasts to warn the campus community of the specific nature of the threat and where to seek shelter.

### C. Panic Devices

In the event of an emergency, key offices within the campus community are equipped with a telephone panic button that allows office personnel immediate contact with University Police. At the push of a button, a pre-recorded message alerts the police of the activation location and signals an immediate police response.

### D. Brave Alert - Public Information Emergency Response (PIER)

In the event that it becomes necessary to notify the campus community of a serious threat – whether the threat is crime related or a natural disaster – University Communications and Marketing has the ability to send immediate notifications via telephone, text, and e-mail by using Brave Alert (PIER), a computerized campus notification system. (A person must voluntarily sign-up for Brave Alert to receive text messages in the event of an emergency.)

#### **E. University Web Site and Emergency Information Web Page**

UNCP maintains control of a number of Internet websites that can be quickly converted and exclusively dedicated to the provision of updated and detailed information during the course of a disaster.

### **IV. Emergency Notification/Activation Authority**

The UNCP Police Department, at the direction of the senior on-duty supervisor, has the authority to activate the emergency notification system according to need based on existing circumstance.

### **V. Ongoing Crisis Communication Plan**

Once activated, University Police will immediately notify the Chief of Police, the Emergency Operations Center (EOC) manager, the vice chancellor for Finance and Administration, and the Chancellor's Office. The Chief of Police will assume immediate command in the field. The Police Chief will make a quick assessment of the situation at the scene and immediately convey that assessment to the associate vice chancellor for Campus Safety and Emergency Operations and the chancellor.

At the direction of the chancellor, the Chancellor's Cabinet will assemble and the EOC manager will activate the EOC. As the Chancellor's Cabinet assembles, the Executive Director of University Communications and Marketing will start the process of tailoring a crisis communication plan to fit immediate needs according to the nature of the emergency.

Immediate needs will likely include a continuance of the emergency notification process using tools such as Brave Alert (PIER), university Web postings, and announcements on local radio and television.

In addition, a fact sheet will be developed that includes a summary statement of known details suitable for release to the media, as well as identification of the key constituents

that need to be kept informed and by what means. As the situation evolves, the Chancellor's Cabinet may choose to designate a spokesperson for the university, establish a hotline with prerecorded messages and disseminate information via emails, flyers, voicemail, as well as other alternative means of communication. The EOC manager should serve as a conduit of information between supervisors in the field, EOC and Chancellor's Cabinet. Apart from initiating the emergency notification system, however, all subsequent crisis communication decisions should result from the decisions made by the Chancellor's Cabinet. This includes communication initiated during the ongoing crisis itself, as well as responses to questions raised and information provided in the emergency's aftermath.

## **Operational Priorities Plan – Annex 2**

### **I. Introduction**

Operational Priorities are primary goals and objectives identified by the university that will typically govern the university's response to emergency situations. In priority order, the primary goals of a university emergency response are:

1. To save lives;
2. To protect health and safety;
3. To protect university property;
4. To restore university operations; and
5. To support community needs.

### **II. Purpose**

The purpose of establishing operational priorities is to identify a systematic order to restore facilities and services in the event of an emergency or disaster. This will allow the university to most effectively and efficiently serve and protect the campus community and meet the overall response goals in emergency situations.

### **III. Concept of Operations**

#### **A. EOC Group**

During an emergency or disaster, the EOC will provide overall direction and coordination of emergency response activities. The EOC will work to perform the following tasks:

1. Assess the situation;
2. Determine the resources necessary to cope with the emergency;
3. Locate the resources available to cope with the emergency;
4. Determine individual assignments within the EOC staff;
5. Establish liaisons with outside agencies;
6. Monitor progress of emergency operations and continue to respond as needed; and

7. Keep the Chancellor's Cabinet apprised of the situation to allow for their guidance in overall planning and response.

## **B. Priority Locations**

Priority locations are determined based on the importance to the operational needs of the university and the role that these locations would have in providing an effective response by the university to an emergency situation. These locations are:

1. UNCP Police and Public Safety Office;
2. Emergency Operations Center;
3. Student Health Center;
4. University Residence Halls;
5. Lumbee Hall;
6. Data Facilities;
7. Research Facilities;
8. Power Plant Operations;
9. Maintenance Facilities; and
10. Dining Facilities.

## **C. Priority Objectives**

The priority objectives are developed based on the overall response goals of the university listed in the Purpose section of this annex. The priority objectives are divided into three sections and are outlined below. Priority I objectives shall serve as the highest priority.

*(See next page for Priority/Objectives Chart)*

Priorities	Objectives
<p><b>Priority I</b>  Priority I objectives include those aimed at saving lives and protecting human health and safety. Priority I objectives receive priority attention and remain the focus of response until objectives are significantly met.</p>	<ol style="list-style-type: none"> <li>1. Evaluate and establish site safety for first responders.</li> <li>2. Establish on-scene emergency communications.</li> <li>3. Conduct an initial overview of damage, injuries and locations of major problems.</li> <li>4. Establish medical triage and first aid areas.</li> <li>5. Rescue trapped individuals.</li> <li>6. Evacuate damaged campus facilities.</li> <li>7. Isolate and secure hazardous materials facilities.</li> <li>8. Control secondary hazards such as fires or hazardous material spills.</li> </ol>
<p><b>Priority II</b>  Priority II objectives are directed toward protecting university property and restoring operations. Priority II objectives will not be addressed until Priority I objectives are substantially met.</p>	<ol style="list-style-type: none"> <li>1. Brace/shore up damaged facilities that pose life safety hazard.</li> <li>2. Provide emergency food and shelter for students displaced from resident housing and personnel required to remain on campus.</li> <li>3. Conduct rapid structural engineering assessments of campus facilities.</li> <li>4. Track status of injured or missing students and staff.</li> <li>5. Assess and restore damaged communications.</li> <li>6. Prepare alternative routes around the area of damage.</li> <li>7. Provide security for damaged facilities.</li> <li>8. Establish a family care center as needed for the families of victims.</li> <li>9. Initiate documentation of damage report.</li> </ol>
<p><b>Priority III</b>  Priority III objectives are directed toward protecting university property and restoring operations.</p>	<ol style="list-style-type: none"> <li>1. Take steps to restore systems that process vital university records.</li> <li>2. Identify and secure valuable materials on campus.</li> <li>3. Survey academic departments to determine requirements to re-establish academic operations.</li> <li>4. Re-establish flow of supplies and equipment from outside sources.</li> <li>5. Provide psychological assistance to faculty, staff and students impacted by the event.</li> <li>6. Reallocate academic and administrative operating space impacted by the event.</li> <li>7. Provide space to external agencies as necessary.</li> </ol>

## Incident Command Responsibilities – Annex 3

### I. Introduction

Designated campus on-scene leadership roles will be defined and utilized during any response to emergencies or disaster on the UNCP campus. Incident Command is part of a standardized, on-scene all hazards incident management system endorsed by the Federal Emergency Management Agency (FEMA), the State of North Carolina, and all schools within the UNC system. This system is commonly known as the National Incident Management System (NIMS) and is the subject of Annex 4 of the UNCP EOP.

### II. Purpose

This annex designates a university department or office to act as the overall Incident Commander for the respective event. In the event that outside agencies are involved, a Unified Command system as defined by the National Incident Management System (NIMS) may be utilized.

### III. Concept of Operations

The chart below outlines the university departments who may hold Incident Command responsibility for each pre-identified incident type.

<b>Department</b>	<b>Incident Type</b>
<i><b>UNCP Police &amp; Public Safety</b></i>	Active Shooter Civil Disturbance or Bomb Terrorist Incident Fire Hazardous Material Spill Rescue Efforts Weather Related Emergencies Land or Air Transportation Accidents
<i><b>Student Health Services</b></i>	Public Health Emergency Infectious Disease
<i><b>Information Technology Services</b></i>	Telephone Outage Computer Network Outage Information System Sabotage
<i><b>Facilities Operations</b></i>	Utility Failures (other than telephone and computer networks) Structural Damage Recovery (following rescue efforts) Emergency Recovery related to Weather

There are times when incidents may occur that are not listed in the above matrix. For those events, the command department will be determined by the Primary Agency listed for the Emergency Support Function (ESF) involved in the incident.



**The designated Incident Commander is responsible for the overall coordination and direction of response activities during an incident and should ensure that all necessary functions are being completed.**

## **Incident Management System – Annex 4**

### **I. Introduction**

This Incident Management Annex is intended to support the previously identified Operational Priorities and Incident Command Responsibilities of the UNCP EOP as well as further expanding the leadership roles that must be jointly and individually assumed by university personnel.

### **II. Purpose**

The National Incident Management System (NIMS) was established and is mandated by the federal government. This annex assists in arranging pre-incident planning, incident response and post-incident recovery operations into this system.

### **III. Concept of Operations**

The Homeland Security Presidential Directive (HSPD-5) mandated the development of a National Incident Management System (NIMS). The directive further mandated the adoption and implementation of NIMS for all federal, state, and local government agencies by fiscal year 2007. All university departments mentioned within the Emergency Operations Plan, or responding to an emergency or disaster, will follow the guidelines established under NIMS. Not doing so may cause that department or the university to become ineligible for government funds or reimbursement, as well as delay incident planning and response operations.

The Incident Command System (ICS) is a component within NIMS. It is the standard command system utilized for response to each incident at UNCP. Terminology, organization, communications practices and other support structures are organized following the NIMS system to allow for seamless communication between outside agencies and jurisdictions. After action reviews are conducted after each drill, exercise or actual event to incorporate lessons learned from the event into future planning and response actions. This will be done in accordance with NIMS.

### **IV. NIMS Components**

The National Incident Management System is divided into the five sections outlined below. The sections and their various components are individually addressed throughout this plan.

#### **A. Preparedness**

Preparedness is the process that aids in facilitating efficient and effective emergency response activities. This is achieved through a continuous cycle of planning, organizing, training, equipping, exercising, evaluating and taking corrective action. Preparedness involves coordination and cooperation among each agency involved in emergency response.

## **B. Communications and Information Management**

The success of any incident response activity may depend upon the responders' ability to effectively communicate and manage information. It is important for responders to openly communicate with response agencies and their partners. This is facilitated through the development and implementation of common communications plans and interoperable communications equipment, processes, standards and systems. Planning for communication and information management should include incident-related policies, equipment, systems, standards and training necessary to establish integrated communications. Well planned, established and applied communication allows efficient dissemination of information among each level of the incident response network.

## **C. Resource Management**

Resource management is critical to meeting incident response needs. It is important to utilize standardized resource management concepts to aid in the request and deployment process. Resource management can be broken into two phases: the preparedness phase and the response phase. Preparedness activities continue on a regular basis and ensure that resources are available and ready for response. Response activities relating to resource management have a defined beginning and ending point, each specific to the incident type.

## **D. Command and Management**

The section is broken into three parts:

- a. Incident Command System (ICS);
- b. Multiagency Coordination Systems; and
- c. Public Information.

Each of these parts allow for a clear line of authority and open communication between partnering response agencies and the public.

## **E. Ongoing Management and Maintenance**

This section outlines the roles and responsibilities of the Federal Government to manage and maintain the National Incident Management System. The responsibility of the Federal Government to maintain the National Incident Management System is defined in this section, and provides specific benchmarks to ensure a fully functioning system.

## **Emergency Operations Center Guidelines – Annex 5**

### **I. Introduction**

The UNCP Emergency Operations Center (EOC) is the central location where key departmental or division representatives manage response efforts and resource requests for an emergency or disaster. Depending on the nature and location of the emergency, the Incident Commander may opt to establish a separate Incident Command Post (ICP) or may rely on the EOC to also serve as the site of the ICP. The UNCP EOC supports departments and divisions that are impacted by the emergency or disaster and provides key operational support to the situation. The EOC serves as a clearing-house for all information during the emergency, and coordination point for resources and response efforts. Activation of the EOC and EOP are outlined in the EOC activation levels.

### **II. Purpose**

The purpose of the UNCP EOC is to:

- a. Provide a centralized location for EOC members and other key support personnel to coordinate and support the university's overall response to an emergency or disaster.
- b. Provide a centralized location for information to be shared and verified.
- c. Provide coordination between university departments and divisions.
- d. Provide for coordination and tracking of incident resources and personnel.
- e. Provide a means for tracking and managing incident expenses.
- f. Provide logistical support for affected departments.
- g. Act as a coordination point for outside agencies.

### **III. Concept of Operations**

#### **A. Organization**

The UNCP EOC is organized under the framework of NIMS. It includes the functional sections of Coordination, Communications, Resource Management and Information Management. The Environmental Health and Safety Director functions as the primary EOC Manager. This position coordinates the efforts and the actions of the EOC. The EOC Manager works to support the EOC. The EOC works to manage the overall direction of the incident. The Chancellor's Cabinet develops policies and makes policy decisions. The Chancellor's Cabinet has overall responsibility and decision-making authority.

The EOC may be activated under the direction of the chancellor, the vice chancellor for Finance and Administration or the Police Chief. In the event that outside agencies are brought into UNCP for incident support, the EOC will act as a Multi-Agency Coordination Center (MAC) as defined by the National Incident Management System and will provide coordination and support. The EOC will be activated according to the EOC activation levels as outlined below.

<b>Activation Level</b>	<b>Event Description</b>	<b>University Response</b>
<b>LEVEL 3</b> <b>Monitoring Activation</b>	Minor incident that is quickly resolved with internal resources or limited help. <ul style="list-style-type: none"> <li>• Weather.</li> <li>• Infrastructure failure.</li> <li>• Minor injuries that occur on campus and do not require medical attention.</li> <li>• Thefts, break-ins.</li> <li>• Developing controversy or potentially disruptive issues.</li> </ul>	<ul style="list-style-type: none"> <li>• No university wide action is required.</li> <li>• Emergency Operations Plan is activated.</li> <li>• Guarded conditions.</li> <li>• Notification will be made to those departments or areas and Emergency Support Functions who would need to take action as part of their everyday responsibilities.</li> </ul>
<b>LEVEL 2</b> <b>Partial Activation</b>	More significant emergency that impacts critical infrastructure, a building or multiple buildings and that may potentially affect life safety or mission-critical functions. <ul style="list-style-type: none"> <li>• Extended power outage.</li> <li>• Severe storms.</li> <li>• Major fire.</li> <li>• Contagious disease outbreak.</li> <li>• Domestic water contamination.</li> <li>• Bomb threat.</li> <li>• Serious damage to university facility(s).</li> </ul>	<ul style="list-style-type: none"> <li>• Emergency Operations Plan is activated.</li> <li>• All primary, or lead, Emergency Support Functions are notified.</li> <li>• The EOC will be staffed according to necessary emergency support functions.</li> <li>• Police and Public Safety determines the magnitude of the emergency and coordinates its resolution.</li> <li>• Chancellor’s cabinet may convene.</li> </ul>
<b>LEVEL 1</b> <b>Full Scale Activation</b>	A disaster that involves the entire campus and surrounding community. <ul style="list-style-type: none"> <li>• Tornado that causes significant damage.</li> <li>• Terrorism.</li> <li>• Serious community health emergency.</li> <li>• Active shooter.</li> </ul>	<ul style="list-style-type: none"> <li>• The Emergency Operations Plan is activated.</li> <li>• EOC is fully activated.</li> <li>• Chancellor’s cabinet convenes.</li> <li>• Essential personnel across the campus mobilize.</li> </ul>

## **Evacuation Plan – Annex 6**

### **I. Introduction**

In the event of an emergency, it may become necessary to evacuate all or some portion of the campus community. This annex is intended to address those situations that call for a large-scale movement of students, faculty and staff.

### **II. Purpose**

The purpose of this annex is to establish responsibilities, as well as develop policies and procedures for conducting a swift and orderly evacuation of the UNCP campus population from a hazardous area to an area of safety; and to facilitate a timely and orderly return once the danger is eliminated or the area is determined safe for re-entry.

### **III. Concept of Operations**

Two types of evacuations were established and are planned for at UNCP. The following are campus-wide evacuations and specific area evacuations.

#### **A. Campus-Wide Evacuation**

Campus-Wide Evacuation is defined as the area considered as the main portion of the UNCP campus: bordered by Odum /Prospect Road on the East; University Road on the West; Old Main Drive on the South; and University Drive on the North. It should be noted that numerous campus properties and facilities are located just outside the described border roads and should individually be taken into account during or immediately following evacuation of the main campus area.

#### **B. Specific Area Evacuation**

Specific Area Evacuation is defined as an emergency situation that requires some portion of the UNCP campus area to be evacuated to ensure the immediate safety of individuals without regard to transportation, shelter or related other needs.

The decision to initiate an evacuation, either campus-wide or specific area, is the authority of the Incident Commander (IC), chancellor or UNCP Police Chief. Depending on the nature of the emergency, an evacuation could be ordered by a non-campus authority (e.g. Pembroke Fire Department or Robeson County Emergency Management Office). Generally, the emergency evacuation function is the responsibility of UNCP Police and Public Safety and is performed in conjunction with UNCP's Office of Housing and Residence Life and, when needed, the UNCP Office of Facilities Operations.

### **C. Mitigation and Preparedness**

1. Ensure appropriate personnel are trained to the necessary NIMS level.
2. Coordinate applicable departments and outside agencies, as needed, to establish a campus-wide evacuation plan. Any evacuation plan shall be attached as an appendix to this EOP.
3. Develop a system to safely and effectively move people away from the evacuation area, including a traffic plan.
4. Identify available resources and personnel, as well as what additional resources and personnel may be needed to successfully coordinate an evacuation of campus.
5. Identify and coordinate with shelter sites and evacuation points both on the UNCP campus and in the surrounding community.
6. Develop a method of communicating evacuation procedures to the affected campus population during an emergency or disaster.
7. Provide education to the campus population on how to prepare for an evacuation.
8. Exercise this function in drills and exercises when feasible to test and update the evacuation plans.

### **D. Response and Recovery**

1. Determine whether an evacuation or shelter-in-place is necessary.
2. Determine the size of the evacuation based on the incident and potential primary and secondary hazards.
3. If a campus-wide evacuation is necessary, the IC or Police Command Staff will inform the EOC manager and vice chancellor of Finance and Administration who will, in turn, notify the chancellor of the recommendation. The chancellor has the authority to make the final decision on a campus-wide evacuation, unless there is an immediate danger to life and health.
4. Coordination and communication shall be maintained with other local response agencies.
5. Implement traffic control plan as necessary.
6. Ensure security and safety during evacuations.

7. Communicate pertinent information about the evacuation to both the EOC and the Chancellor's Cabinet. The Chancellor's Cabinet will determine if further notifications are necessary.
8. Provide follow-up security for the evacuated areas.
9. Maintain records of expenses and equipment used during the incident.



## **Continuity of Operations and Disaster Recovery – Annex 7**

### **I. Purpose**

This annex will provide information on continuity of operations and disaster recovery planning for the university units/departments.

### **II. Assumptions**

Some emergencies or disasters may cause a temporary loss in critical operating systems, facilities or functions, such as but not limited to: power loss, data loss, communications, etc.

### **III. Direction and Control**

Each unit/department will develop and maintain Continuity of Operations Plans and Disaster Recovery Plans. These plans shall be developed in coordination with the UNCP Division of Information Technology.

### **IV. Concept of Operations**

Continuity of Operations Plans and Disaster Recovery Plans shall plan for, at a minimum, temporary relocation, power outage, data loss, staff shortage (including the designation of essential staff), and other items necessary for the unit's/department's continued operation during an emergency or disaster, as well as recovery from the emergency or disaster.

1. The Continuity of Operations Plan (COOP) will consist of advance arrangements and procedures for maintaining/continuing the unit's identified critical business functions in the event of an interruption.
2. The Disaster Recovery Plan will define the resources, actions, tasks and data required to assist in the recovery of the unit's identified critical business functions.

Business impact analyses and risk assessments may be required in addition to the continuity and recovery plans. The Continuity of Operations Plans and Disaster Recovery Plans must be approved by the department head/director and the appropriate dean or vice chancellor, or designee. Vice chancellors and deans will develop and maintain plans for areas within their responsibility that are not under a department head.

All plans shall be forwarded electronically to the Division of Information Technology and the EOC manager will review, and may make suggestions for changes to the plans.

## UNC Pembroke Departmental Emergency Preparedness Checklists – Annex 8

Departments throughout the UNCP campus should identify their roles and responsibilities based on the nature and activation level of the incident.

### Academic Affairs

- Develop procedures to communicate with and account for teaching faculty in an emergency.
- Develop a communication plan to communicate pertinent information about the emergency or disaster to faculty members in a timely manner.
- Ensure faculty are made aware of the situation and provided timely instructions pertaining to needs, tasks, and direction.
- Collect information from faculty pertaining to facility damages, and other pertinent emergency information.
- Provide personnel where required for assistance with response and recovery operations.
- Coordinate with summer camps and conferences to provide resources if the incident is during the summer months.
- Develop a process to coordinate the temporary suspension of classes during an emergency or disaster.
- Develop a process to cancel classes as the result of an emergency or disaster (including both on-site and distance education courses).
- Develop a process to continue classes following an emergency or disaster (moving classes online, etc.).
- Develop plans to identify alternate facilities where classes and other institution activities can be conducted in the event of the destruction, disablement, or denial or lack of access to existing facilities.
- Establish a process to resume classes following an emergency or disaster.
- Identify and prioritize critical support services and systems.
- Identify and ensure recovery of critical assets.
- Develop a Continuity of Operations Plan (COOP).

### Athletics

- Activate if incident occurs during an athletic event, or the incident may affect athletic events.
- Provide information to the EOC and coordinate all Athletics Department resources, including facilities.
- Develop a Continuity of Operations Plan (COOP).

### Finance and Administration

- Provide system for resource tracking, procurement and accountability of all items necessary to fulfill the response and recovery.
- Consider all food service tasks a critical operation.
- Establish feeding plan and provide food and water for all faculty, staff, and students, in addition to logistics for feeding for all responders.
- Maintain staffing in the Brave Card Office to provide identification and card services.
- Prepare to establish mobile stations for Brave Card readers.

- Maintain an accurate account of all expenses, including personnel.
- Provide regular situation reports to the Cabinet and Emergency Operations Center.
- Develop the processes and procedures for tracking employees' time and issuing paychecks during disaster operations.
- Develop the process for documenting the financial cost of emergency response and recovery operations.
- Develop a Continuity of Operations Plan (COOP).

### **Campus Safety and Emergency Operations**

- Notify the chancellor and, subsequently, the Chancellor's Cabinet.
- Set-up the EOC and identify initial staffing requirements until the Cabinet activates the Emergency Operations Center Group.
- Serve as the manager of the EOC.
- Produce an Incident Action Plan and regular Situation Reports.
- Coordinate with external emergency services agencies, including but not limited to local fire department, EMS, etc.
- Coordinate with the Robeson County Emergency Operations Center, North Carolina Emergency Management, and the Federal Emergency Management Agency to provide timely response and effective recovery and reimbursement if applicable.
- Serve as the custodian of the Emergency Operations Plan.
- Develop procedures for reviewing and updating EOP.

### **Chancellor's Office/Chancellor's Cabinet**

- Provide resources and leadership support to drive the initiative.
- Develop procedures for declaring a University State of Emergency Declaration.
- Cancellation of classes.
- Cancellation of university sponsored events and activities.
- Closing of all non-essential buildings and sending all non-essential personnel home.
- Evacuation of the entire or part of the campus.
- Closure of the university.
- Communication and coordination with the University of North Carolina General Administration.
- Maintain availability through redundant communication mediums.
- Provide a representative for press conferences.
- Develop procedures for increasing public information efforts.
- Plan for university continuity and major operations to recover. Develop a Continuity of Operations Plan (COOP).
- Ensure that emergency financial resources are available.
- Identify alternate administrative facilities.
- Develop and coordinate procedures for recruiting volunteers and additional staff.
- Develop procedures to manage donations during an emergency.

### **Counseling and Psychological Services**

- Establish inventory of additional mental health personnel, i.e., American Red Cross, Eastpointe Call Center, Mobile Crisis Team, etc.
- Maintain log of all major actions and services relating to mental health.
- Coordinate all mental health services for students.

- Coordinate all mental health services for faculty and staff, partnering with Human Resources for services offered for faculty and staff (EAP, Headspace, providers under State Health Plan)..
- Identify and train appropriate staff to provide developmentally and culturally appropriate mental health services.
- Train mental health staff on specific interventions.
- Provide basic training on available resources and common reactions to trauma for all staff (including administrators).
- In collaboration with Campus Police, offer faculty and staff training on the early warning signs of potentially dangerous individuals experiencing a mental health crisis.
- Train teachers and other staff on early warning signs of potentially dangerous individuals.
- Assemble and train crisis recovery teams.
- Identify both internal and external partners (consider local mental health agencies who may be able to assist and develop a structure for support) and develop partnership agreements.
- Partner with UCM to develop template letters (that can be tailored) for alerting students, parents, families, staff, and the community to emergencies.
- Develop a Continuity of Operations Plan (COOP).

### **Environmental Health and Safety**

- Serve as Safety Officer for the incident.
- Provide liaison service with the North Carolina Department of Insurance in regard to facility inspections necessary to inhabit damaged structures.
- Maintain log of all accidents to personnel incurred due to the emergency or disaster. Facilitate worker's compensation and other injury treatment procedures with area medical providers, as needed.
- Publish a regular safety message throughout the incident.
- Provide directions for personnel that require medical attention.
- Procure additional personal protective equipment necessary to respond and recover.
- Participate in vulnerability and hazard assessments.
- Review and update office standard operating procedures to align with the campus EOP.
- Develop procedures for pre-positioning resources and equipment.
- Review and update processes and procedures for state and federal disaster declaration requests.
- Develop, review, and update state and federally required environmental emergency response plans, including management procedures for the plans.
- Coordinate with public safety operations to develop processes and procedures for increasing public information.
- Provide warning system information.

### **Facilities Management and Operations**

- Assist with Logistics and Resource Management.
- Identify Oil and Hazardous Materials sources and locations.
- Establish a prioritized list to restore power.
- Provide technical expertise and communication within the EOC in the event of a major power failure.
- Provide regular situation reports to the Incident Commander or Emergency Operations Center.

- Physical Plant resources and personnel will be requested for numerous tasks and functions, provide resources as available and notify the EOC of external needs.
- Acquire external resources required to fulfill emergency operations.
- Protect and restore critical infrastructure and prioritize services.
- Assist with damage assessments.
- Participate in vulnerability and hazard assessments.
- Provide floor plans with room layout, electrical sources, and entrance and exit points for all campus buildings.
- Develop procedures for pre-positioning resources and equipment.
- Identify sources for mutual aid agreements and assistance.
- Develop a Continuity of Operations Plan (COOP).

### **Food Services**

- Identify possible threats and mitigation strategies relating to food safety.
- Develop procedures for providing food to students, staff, faculty, and community partners during a major emergency.
- Develop mutual aid agreements for obtaining, preparing, and distributing food.
- Develop a Continuity of Operations Plan (COOP).

### **Human Resources**

- Serve as the leader to track and account for all personnel involved in the response and recovery.
- Provide documentation in regard to personnel.
- Maintain sign-in sheets and regularly gather information from all departments in regard to personnel staffing and anticipated needs.
- Establish staffing plan based on anticipated need and operational periods (typically 12 hours) for 24-hour operations.
- Develop plans to maintain the continuity of payroll, together with the Office for Finance and Administration (see above), during an emergency.
- Develop plans to maintain employee benefit services during an emergency.
- Develop plans to hire or replace staff with temporary employees, if needed.
- Develop plans to serve as the liaison, or organizer, or both, of volunteer assistance in the event of an emergency.
- Prepare to execute components of the COOP relating to staffing, including assessing faculty and staff availability, appropriation of personnel, and assisting employees with work-recovery needs (e.g., psychological help, time off for personal needs).
- Develop a Continuity of Operations Plan (COOP).

### **Information Technology (DoIT)**

- Ensure the timely procurement of additional technology resources.
- Provide redundant power and servers for all critical information, including the emergency website and university e-mail.
- Provide backup telephone lines using AT&T Centrex Service.
- Provide communication plans and provide redundant means for communications.

- Identify IT resources needed to facilitate the emergency operations of all campus departments.
- Identify need for and sources of emergency communication devices (e.g., hand radios, cell phones).
- Develop plans to continue academic programs that significantly use technology for teaching purposes.
- Develop a Continuity of Operations Plan (COOP).

### **General Counsel**

- Provide legal counsel on campus liability to key decision makers.
- Collaborate with Campus Leaders (or departments) to coordinate investigations completed by community partners.
- Review messages drafted by Public Information Office.
- Ensure that all campus and community actions are documented with a rationale for the action.

### **Communications and Marketing /Public Information Office (PIO)**

- Gather information from the field or EOC and coordinate with the Cabinet to release information.
- Develop procedures and systems for checking critical information and alert systems to disseminate emergency information via website, cell phone, e-mail, and other mechanisms.
- Establish Joint Information Center (JIC) if required to facilitate media releases and conferences.
- Provide information to the EOC or Incident Commander regarding community events scheduled on campus.
- Establish a schedule for regular media releases and conferences.
- Maintain personnel to update emergency website at the request of the Incident Commander or Emergency Operations Center.
- Activate the Emergency Communications Plan.
- Develop procedures for coordinating with all departments to provide unified and factual messages to students, staff, faculty, families, and the media using multiple modalities.
- Develop pre-agreements with the media concerning debriefings and media holding areas during an emergency.
- Designate a campus spokesperson.
- Develop a Continuity of Operations Plan (COOP).

### **Police and Public Safety**

- Provide initial notification alerts to the university.
- Provide initial notification to the vice chancellor for Finance and Administration
- Notify Communications and Marketing to update emergency website.
- Identify University Police personnel that will work in the Emergency Operations Center.
- Provide security for the Emergency Operations Center.
- Provide security for the Chancellor's Cabinet.
- Parking and traffic.

- Plan for evacuation of the entire campus and provide suggested routes based on the specific incident.
- Establish vehicle and resource staging areas and account for all arriving resources at the staging areas.
- Coordinate with area officials and consult with state agencies to plan evacuation routes, if needed.
- Maintain log of major actions.
- Coordinate the radio communications plan and ensure continuity.
- Develop procedures for facilities and equipment, including testing systems.
- Develop procedures for mobilizing Department of Police and Public Safety personnel and pre-positioning resources and equipment.
- Develop a process for managing incidents at the field level using the Incident Command System.
- Develop a process for communicating with and directing the central dispatch center, including the activation of the Emergency Contact List.
- Ensure that hazardous material procedures are consistent with the state and local environmental safety hazardous materials plans.
- Develop procedures for mobilizing campus wide transportation for an emergency and for maintaining control of traffic from private vehicles.
- Develop a Continuity of Operations Plan (COOP).

### **Housing and Residence Life**

- Determine the number of persons that will require sheltering and activate facilities as required.
- Inventory emergency supplies and ensure sufficient supplies are stocked.
- Print a paper roster in the event the electronic system is not able to be accessed.
- Maintain an accurate roster of residents remaining on campus during the event.
- Disseminate information through the residence life staff.
- Perform damage assessments of all residence halls in a timely manner.
- Assist with the relocation of students to other residential facilities.
- Develop procedures to coordinate the need for on-campus housing, temporary shelters, and temporary off-campus housing locations.
- Develop procedures for mobilizing housing and residential life personnel and prepositioning resources.
- Develop an on-call staffing system to ensure staff are available at all times.
- Develop procedures for identifying resident students in need of emergency evacuation assistance.
- Develop procedures for the evacuation and temporary shelter accommodations for resident students.
- Develop procedures for checking residential facilities and equipment.
- Clearly communicate to each staff member his/her expectations and responsibilities before, during, and after the event.
- Maintain an accurate roster of residents remaining on campus during the event.
- Develop safety and security protocol to maintain security of buildings in the event of power outage.
- Develop a Continuity of Operations Plan (COOP).

**Registrar's Office**

- Provide personnel and student information as requested.
- Develop a process 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.
- Develop a Continuity of Operations Plan (COOP).



## **Student Affairs**

- Establish methods to provide information to parents and students such as hotlines, family reception centers, etc.
- Coordinate with external agencies (i.e., American Red Cross) to support sheltering operations.
- Develop parent or family notification procedures.
- Ensure the timely notification of parents and relatives of a serious injury via such methods as a hotline or information kiosk.
- Coordinate with Finance and Administration to provide facility support to increase sheltering or clinic needs.
- Develop procedures for checking student affairs facilities and equipment, including those relating to on-campus recreation, student organizations, on-campus employment, community service, and volunteerism.
- Develop procedures for addressing the needs of students living in off-campus facilities.
- Develop procedures for pre-positioning resources to maintain functioning of such campus elements as career services and student government.
- Develop mutual aid agreements and pre-negotiate services for goods and services in the event of an emergency.
- Ensure that all items under the Americans with Disabilities Act are considered throughout the planning and implementation of the emergency management plan.
- Ensure that the plan is accessible to students whose primary language is not English.
- Develop a Continuity of Operations Plan (COOP).

## **Student Health Services**

- Serve as the shelter manager or provide clinic shelter manager.
- Call-back personnel and set-up shelter or clinic in accordance with department plans at the request of the EOC or Incident Commander.
- Notify the EOC of additional needs such as cots, food, showers, etc.
- Maintain accountability of all expenses, including personnel.
- Coordinate with outside facilities if the health services clinic will not handle increased patients.
- Notify the EOC or IC of need for external resources or caches of pharmaceuticals, such as the Strategic National Stockpile (SNS).
- Immediately notify the EOC or IC of any trends that may be indicative of a communicable disease or pandemic situation.
- Serve as a technical specialist if requested.
- Develop a Continuity of Operations Plan (COOP).

# Hurricane and Severe Weather Emergency Preparedness Checklist – Annex 9

## PHASE I (Initiate 24 to 72 hours prior to onset of emergency)

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The EOC manager will inform the EOC Initial Threat Assessment Group of the impending weather emergency. If required, a decision will be made to begin storm preparation and the Office of Communications and Marketing will alert campus of the Phase I Status.

### General (All Divisions/Departments)

- Update internal notification/recall rosters
- Brief staff of weather event, office & home preparations, leave policy
- Back up all critical data
- Synchronize laptops for teleworking if applicable/verify home accessibility

### Chancellor's Cabinet

- If enough information indicates, decide on class cancellation
  - if prediction can be made early, emergency response personnel makes recommendation
  - EOC Initial Threat Assessment Group recommend action to the VC for Student Affairs
  - EOC Initial Threat Assessment Group and VC for Student Affairs discuss recommendation with VC for Academic Affairs (Provost)
  - VC for Academic Affairs (Provost) informs chancellor of recommendation
  - VC for Academic Affairs (Provost) informs EOC Initial Threat Assessment Group and VC for Student Affairs of approval
  - EOC Initial Threat Assessment Group contacts Communication and Marketing to inform campus, parents and media
  - Chancellor's Office notifies UNC GA of cancellation decisions

### Finance and Administration

- Maintain and update latest forecast and storm tracking information
- Prepare dining halls for power outage and food/water supply needs
- Determine and report on campus administrative events scheduled

### Academic Affairs / Graduate Studies

- Develop continuity plan
- Determine and report on academic/research/special events scheduled
- Determine and report on academic/research/special events potential plans. Notify researchers of potential to suspend research activities
- Secure chemical/biological hazards & fume hoods
- Plan for support of essential research activities

### Health Sciences

- Determine and report on academic/research/special events scheduled
- Notify researchers of potential to suspend research activities
- Secure chemical/biological hazards & fume hoods
- Plan for support of essential research activities

### **Student Affairs / Housing and Residence Life**

- Housing Services reviews plan to move residents - coordinate w/UNCP Police
- Housing Services informs staff and all residents of emergency operations policy
- Inform outside (non-university) groups in residence of emergency operations plan
- Send out hurricane/severe weather information and hurricane/severe weather safety guidelines to residents and off-campus students

### **Information Technology (DoIT)**

- Maintain essential telephone user list
- Ensure integrity and maintenance of computer and telecommunications systems data/equipment
- Report on expected computer network availability

### **Communications and Marketing /Public Information Office (PIO)**

- Review and update current inventory of public information resources
- Update BraveAlert or Banner data for text messaging notifications
- Provide emergency information on UNCP home page
- Establish emergency information hotline and provide the number to faculty/staff/students
- Prepare messages for hotline and webpage – post when requested

### **Facilities Operations**

- Review and initiate Emergency Operations Plan (i.e. Resource List, Mutual Aid Agreements, etc.)
- Ensure maximum fuel storage/reserves
- Verify emergency generator operation
- Verify essential equipment is connected to emergency power

### **Campus Safety and Emergency Operations**

- Update Emergency Telephone Listing
- Update Emergency Operations Plan
- Review mutual aid communications and agreements
- Contact Town/County Rep regarding emergency management meeting
- Establish EOC liaison (and communications) if requested and perceived as needed to Town/County EOC
- Provide announcement by email regarding “Office/Campus Preparations” and storm preparations
- Review enrollment data base

## **PHASE II (Initiate 12 to 24 hours prior to onset of emergency)**

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### **The Communications and Marketing /Public Information Office (PIO)**

notifies campus of Phase II status and the EOC manager activates the Emergency Operations Plan. As sustained winds reach 30 mph, an orderly secession of activities will begin. As sustained wind gusts reach 30 mph, all aerial work (work at heights, on ladders or on rooftops) shall begin shutdown. At sustained wind gusts

of 40 mph, all outdoor emergency preparation activities shall begin shutdown. Only emergency response and UNCP patrols will be allowed to operate at this point. At sustained wind gusts of 65 mph, all outdoor activities (i.e. UNCP Police patrols) shall shutdown, except in the case of a response to a life-threatening event. Response to life-threatening activities shall be decided by the Chief of Police with appropriate counsel. These same parameters will be utilized to determine the initiation of response activities.

#### **General (all Divisions and Departments)**

- Brief staff on severe weather and hurricane information sources
- Secure computers and all critical data and records
- Protect critical equipment according to office and laboratory hurricane preparation guidelines

#### **Town/County Representative or Police and Public Safety**

- Report on town/county plans and coordinate needs with UNCP Emergency Administration
- Identify and report on safe routes for evacuation and emergency shelter locations with UNCP

#### **EOC Manager**

- Update the Cabinet of hurricane or severe weather status
- Update Cabinet of hurricane or severe weather preparations progress

#### **Chancellor's Cabinet**

- Decide on class cancellation
  - if prediction can be made early, emergency response personnel makes recommendation
  - EOC Initial Threat Assessment Group and Director of Police and Public Safety recommend action to VC for Student Affairs
  - EOC Initial Threat Assessment Group and VC for Student Affairs discuss recommendation with VC for Academic Affairs (Provost)
  - VC for Academic Affairs (Provost) informs chancellor of recommendation
  - VC for Academic Affairs (Provost) informs EOC Initial Threat Assessment Group and VC for Student Affairs of approval
  - EOC Initial Threat Assessment Group contacts Communications and Marketing communication team to inform campus, parents and media
  - Chancellor's Office notifies UNC GA of cancellation decisions
- Decide on campus closing
- Decide on employee leave status (adverse weather and emergency closing policy)
- Inform BOT, UNC GA & chancellor of decisions
- Decide whether or not to notify parents of closure/cancellation

#### **Communication and Marketing /Public Information Office (PIO)**

- Decide on campus events status - continue/cancel/postpone
- Provide latest forecast and storm tracking information

- Marketing Director distributes announcement on email system regarding cancellations
- Marketing Director to provide local radio, UNCP website and emergency information phone line with update

### **Finance and Administration**

- Ensure Materials Management availability for emergency procurement and supplies
- Provide mobile phones or radios to key emergency personnel
- Prepare dining halls for utilities outage (stocked food, cooking source, and water)

### **Academic Affairs**

- Decide and report status of special academic events scheduled - continue/postpone/reschedule/cancel and secure research
- Decide status of academic class schedule for potential cancellation - continue/cancel
- Decide status of off-campus activities - research, field work, etc.

### **Research/Graduate Studies**

- Decide and report on academic/research/special events scheduled - continue/postpone/reschedule/cancel and secure research
- Notify researchers to suspend research activities until notified it's safe to restart activities

### **Health Sciences**

- Decide and report status of special events scheduled - continue/postpone/reschedule/cancel and secure research
- Decide and report the status of clinic schedules and appointments
- Secure biological materials & prepare staff

### **Student Affairs**

- Decide and report status of student activities scheduled/rescheduled/postponed/canceled
- Decide status of Theater Arts/Music events scheduled - continue/postpone/reschedule/cancel
- Accommodate handicapped/special needs residents
- Provide entertainment for residents
- UNCP Police contact Housing Services to determine time to move students from rooms to hallways
- Place Student Health Services staff on stand-by and prepare units
- Place Counseling and Psychological Services staff on stand-by and prepare units
- Make preparations for alternate Aid Station
- Ensure bus transportation is available and fueled for possible evacuation - staff on stand-by
- Send out hurricane information and hurricane safety guidelines to residents and off-campus students

### **Information Technology (DoIT)**

- Maintain staff on stand-by for response
- Test emergency communications systems including computers
- Determine emergency shutdown needs and implement plan

### **Campus Safety and Emergency Operations**

- Report on Town/County activities if known
- Assist in emergency preparations of Dining Services
- Contact DoIT to set up “Meeting Place” conference calling for IC
- EOC Liaison report to Town/County EOC if assigned
- Test emergency communications with UNCP Police, Town/County EOC and other UNCP staff
- Place EHS staff on stand-by for response

### **Facilities Operations**

- Secure facilities and construction areas
- Secure HazMat Storage facilities
- Secure recyclable materials and equipment
- Clear storm drains and secure grounds
- Secure off-campus facilities
- Sandbag vulnerable facilities
- Make forms available for compiling FEMA information
- Verify progress with emergency plan
- Fuel vehicles and emergency generators
- Test emergency resources (e.g. generators, sump pumps, etc.)
- Place Facilities Operations staff on stand-by
- Secure residence halls

### **UNCP Police and Public Safety**

- Prepare Police Operations Center
- Test emergency communications to all departmental Operations Centers by all means (phone, fax, email, radio, etc.)
- Check wet weather gear and equipment
- Fuel vehicles
- Check campus to assist Facilities Services in securing facilities & identifying loose objects
- Place UNCP Police staff on stand-by
- Provide for relocation of faculty/staff/students (non-resident)
- Contact Housing and Residence Life to determine time to move students from rooms to hallways
- Notify UNCP Shuttle Service & Facilities Operations not to drive when winds reach sustained winds of 40 mph.

### **Parking & Traffic Services**

- Remove vehicles from low-lying areas in case of flooding & close areas
- Notify all faculty/staff/students to move vehicles to higher ground
- Place staff on stand-by

### **Communications and Marketing /Public Information Office (PIO)**

- Place staff on stand-by to contact news media - Local TV/radio stations
- Place staff on stand-by to activate Brave Alert, webpage, etc.

- Prepare to establish Disaster Assistance/Information Center if needed
- Update Alert web page with new messages as needed

### **PHASE III (Initiate when storm has passed and winds dissipate below 40 mph)**

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The EOC Initial Threat Assessment Group activates emergency response activities.

#### **Campus Safety and Emergency Operations**

- Provide Chancellor's Cabinet initial assessment of university status
- Meet with Facilities Operations and University Police to receive damage reports
- Assess damage reports and assign priorities
- Brief Chancellor's Cabinet on extent of damage and actions being taken
- Provide periodic briefing of recovery activities and status
- Review Emergency Operations Plan and revise, as necessary
- Schedule debriefing to discuss response
- Establish EOC if needed

#### **Facilities Operations**

- Remove debris from roads to allow access to emergency vehicles
- Complete damage assessment of campus (grounds, facilities, construction areas)
- Secure unsafe areas - repair/restrict access
- Establish utility service in cooperation with Progress Energy
- Compile damage report and prioritize repairs
- Collect data for insurance/FEMA reimbursement
- Provide equipment, personnel and resources to rescue workers

#### **Environmental Health & Safety**

- Complete Safety Assessment - All Campus grounds
- Complete Safety Assessment - Dining Services facilities
- Complete Safety Assessment - HazMat storage facilities
- Complete Safety Assessment - Campus laboratories
- Complete Safety Assessment - assist Facilities Services with balance of facilities, if needed
- Contact Town of Pembroke Utilities to assess water contamination
- Report storm damage to National Weather Service at <https://www.weather.gov/crh/stormreports?sid=dlh>

#### **UNCP Police and Public Safety**

- Establish Auxiliary Command Post at site, if necessary - phones, computers
- Establish Recovery Area, if necessary
- Establish perimeter around incident site
- Patrol unsafe areas to ensure security
- Control media access to victims and victim's family members

#### **Pembroke Rural Fire Department**

- Set-up IC Post on-site (death & injuries)
- Be aware of visual reference when removing victims

### **Communications and Marketing /Public Information Office (PIO)**

- Remain on stand-by to contact news media - Local TV/radio stations
- Remain on stand-by to contact campus via Brave Alert
- Update Alert webpage as needed or requested
- Establish press area, if necessary
- Provide hourly or scheduled news conferences and information updates in between administrative meetings - coordinate w/media
- Do NOT allow individual interviews
- Establish hotline number where student or victim's families can obtain information
- Provide press releases on UNCP home page with hotline number for families

### **Information Technology (DoIT)**

- Establish computer link to student/staff/faculty database for students to list themselves as O.K. and for parents to seek validation of students' status

### **Housing and Residence Life**

- Deactivate use of hallways for student housing and/or other temporary shelter facilities
- Complete damage assessment of Housing and Residence Life facilities
- Provide temporary housing for rescue/utility workers if necessary

### **Dining Services**

- Complete Damage Assessment - dining services facilities
- Establish food service for rescue workers, families, news media, etc.

### **Student Affairs**

- If requested, organize/contact interested student groups to help in "light duty" cleanup effort
- Report to command post to assist with identifying missing/victims and dealing with families
- Provide Counseling Center staff for counseling students, staff, and faculty and family members of victims
- Establish counseling area, if necessary
- Provide operators for student locator phone center

### **Business Services**

- Establish receiving area
- Provide storage for incoming supplies & materials