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UNIVERSITY of HOUSTON
MANUAL OF ADMINISTRATIVE POLICIES AND PROCEDURES

SECTION: ~~Safety~~ **Public Safety**
AREA: Emergency Preparedness

Number **067.034.01**

SUBJECT: Emergency Management Plan Policy

I. PURPOSE AND SCOPE

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- A. This document establishes the Emergency Management Plan (EMP) for the University of Houston and assigns responsibilities for the development, implementation and maintenance of the EMP. The complete EMP can be accessed from www.uh.edu/emergency.
- ~~B. Individual academic and administrative units will develop their own supplement to maintain continuity of business and recover from an emergency as quickly as possible. The individual unit response plans shall be integrated within the university plan and updated annually.~~
- ~~C.B. The university Emergency Management Team (EMT) will manage the EMP advise advise the Director of Emergency Management on matters with regard to the EMP. This group will meet quarterly during the academic year and review the EMP. The EMT-Director of Emergency Management will ensure that proper testing of all alert notifications is carried out at least twice annually once a month, and will be coordinate and evaluate and at least one training exercise mock-disaster-drill annually.~~

II. POLICY STATEMENT

- A. The university is committed to supporting the safety and welfare of its students, faculty, staff and visitors.
- B. The university shall conduct continuous ~~planning-preparedness~~ **planning** to minimize the risk of personal injury and property loss from critical incidents; shall cooperate with public bodies and agencies charged with disaster control; and shall take necessary and prudent steps to assure continuity of operations and restoration of normal activities as quickly as possible following an emergency or a disaster.
- C. The EMP is designed to maximize human safety and survival, preserve property, minimize danger, restore normal operations of the university, and assure responsive communications with university constituents.

III. DEFINITIONS

- A. Emergency: An event that can cause death or significant injuries to faculty, staff, students or the public; or that can suspend business, disrupt operations, cause significant physical or environmental damage, or that can threaten the institution's financial standing or public image.
- B. Emergency Management Team (EMT): The EMT is comprised of members of the university administration and selected department representatives on campus. ~~The EMT~~

~~will be convened at the onset of an emergency on campus and will have responsibility for coordination and implementation of the EMP. Members of the EMT may be notified of any incident that warrants their response.~~

~~C. EMT Leader (EMTL):~~

~~C. University Incident Commander (UIC): The Associate Vice President for Plant Operations will be the EMTL. The Director of Emergency Management or designee will be the University Incident Commander (UIC). The EMTL. The UIC or designee is responsible for directing the efforts of the EMT during a university disaster or crisis and for delegating specific authority to the appropriate university officials when responding to an emergency through the UH Emergency Operations Center (UHEOC). The EMTL. The UIC or designee will report crisis status information to the EMT, President and the Board, as necessary.~~

D. Emergency Operations Center (UHEOC): The ~~Command Center-UHEOC~~ is the location selected by the ~~EMT-University Incident Commander (UIC)~~ to be used to develop a response and manage the recovery process related to a crisis situation. The ~~EMT-UIC or designee will determine the hours of operation of the EOCC and how it will be staffed~~ the activation, hours of operation, and how the UHEOC will be staffed.

E. Emergency Prioritization Levels

1. ~~Level Zero: Situation normal, no extraordinary situations reported.~~ 1- Level 4 – Normal Conditions
 - a. ~~Emergency events occur and local officials are notified. One or more department or agency responds to handle the incident, and an Incident Command Post (ICP) may be established. Limited assistance may be requested from other jurisdictions pursuant to established inter-local agreements.~~
 - b. ~~Normal university operations are not affected and the incident is under control.~~
2. ~~Level One: Minor damage localized to department or building and is quickly resolved with internal resources or limited external assistance. Has little or no impact on personnel or normal operations outside the locally affected area.~~ 2- Level 3 - Increased Readiness
 - a. ~~Increased readiness refers to a situation that presents a greater potential threat than "Level 4", but poses no immediate threat to life and/or property.~~
 - b. ~~Minor damage localized to department or building and is quickly stabilized with internal resources or limited external assistance. Has little or no impact on personnel or normal operations outside the affected area.~~
3. ~~Level Two: Major emergency that disrupts a sizable portion of the campus. May require assistance from external organizations. These events may quickly escalate and have serious consequences for mission-critical functions or threaten life.~~ 3- Level 2 – High Readiness

- a. High readiness refers to a situation with a significant potential and possibility of causing loss of life and/or property. This condition will normally require some degree of warning to the public. Actions could be triggered by severe weather warning information issued by the National Weather Service (NWS).
 - b. Major emergency incidents that disrupts a sizable portion of the campus. ~~May-It may~~ require assistance from external organizations. These events may quickly escalate and have serious consequences for ~~mission~~ mission-critical functions or threaten life.
- 4. ~~Level Three: Significant emergency that affects the entire campus. University operations are suspended. The only authority to close the campus is the President or designee.~~ Level 1 - Maximum Readiness
 - a. Maximum readiness refers to a situation in which hazardous conditions are imminent. This condition denotes a greater sense of danger and urgency than associated with a "Level 2" event. Actions could also be generated by severe weather warning information issued by the NWS, combined with factors making the event more imminent.
 - b. Significant emergency incident that affects a campus-campus-wide community. University operations are suspended and closure of the University is declared by the President or designee.
- F. Emergency Responders: Those university and local emergency organizations and units specifically trained to isolate, contain, and neutralize a crisis situation. The UH Department of Public Safety (UHDPS) is the first responder. If external support is required, UHDPS will contact the appropriate parties, generally the Houston Fire Department (HFD) or other local Hazardous Material (HAZMAT) units. If the emergency involves fire or potentially hazardous materials, the Department of Public Safety and the Environmental Health ~~& and~~ Safety Bureau ~~and Risk Management Department~~ will be contacted to assist with the initial assessment.
- G. ~~Emergency Unit: Emergency Support Unit:~~ A unit that is properly trained and equipped to handle emergencies. The unit provides, on a 24-hour basis, immediate response in order to bring the emergency situation under control. Emergency units are identified as:
 - 1. UHDPS
 - 2. HPD
 - 3. HFD
- H. Mitigation: ~~The on-going efforts to prevent, avoid, control, or lessen the negative impact that events have on people and property.~~ Taking sustained actions to reduce or eliminate long-term risk to people and property from hazards and their effects.
- I. I. Preparedness/Planning: ~~Developing plans for responding to emergency events, training personnel to perform assigned functions during response, and practicing that response.~~ Building the emergency management functions to respond effectively to, and recover from, any hazard.
- J. Recovery: Rebuilding communities so that individuals and departments can function on their own, return to normal life, and protect against future hazards.

- ~~K.~~ K. Resource Unit: A unit that provides assistance to ~~emergency units~~ the UHEOC in the form of information, expertise, or procurement of materials and services. The unit may or may not respond immediately to an emergency site. Resource units are identified as:
1. Office of the President
 2. Administration and Finance
 3. Environmental Health and Risk Management
 4. Plant Operations
 5. Student Health Center
 6. Information Technology
 7. Division of Research
 8. Student Affairs
 9. Academic Affairs
 10. Internal Communications
 11. External Communications
 12. City of Houston ~~Office of~~ Emergency Management
 13. ~~Harris County Office of Homeland Security and Emergency Management~~
- ~~J.~~ L. Response: Conducting emergency operations to save lives and property by taking action to reduce the hazard to acceptable levels (or eliminate it entirely); evacuating potential victims; providing food, water, shelter, and medical care to those in need; and restoring critical campus services.
- ~~K.~~ M. Ride-Out Team: Emergencies may preclude access to the campus because of circumstances such as ~~high water flooding~~. Personnel essential to rapid restoration immediately following the disaster will be designated to ride-out the emergency on campus. This team will only include those essential ~~personnel~~ for the short period of time until access to campus is expected to be restored. These individuals will be identified by their associate vice president, or higher ~~and upon meeting the NIMS and ICS training requirements set forth and approved by the Director, of Emergency Management, they will be issued a UH Ride-Out Credential and Identification.~~
- ~~L.~~ N. Shelter in Place: "Sheltering in place" means to stay indoors because the environment outside the building is more hazardous than inside the building. People should shelter in place until help arrives or until the emergency passes. Examples of incidents that may require sheltering in place could be the derailment and explosion of a hazardous chemical rail car or a tornado.
- ~~M.~~ O. University Closure: The president or designee will close the campus when it is unsafe to enter buildings. If the university is not evacuated, the only buildings accessible ~~may be will be~~ residence halls or facilities used to house students, faculty or staff. These

buildings will be accessible only to emergency personnel and the residents of those buildings. All other buildings including academic and research buildings must not be entered by anyone unless ~~they have written permission from their dean, associate vice president, or higher~~ the University Incident Commander has given an all-clear signal through the UHEOC.

- ~~N.~~ ~~P.~~ University Evacuation: The president or designee will evacuate the campus when the emergency poses a significant risk to the university and its community. The only individuals permitted on campus during the emergency will be members of the ~~EMT, UHDPS, first responders and~~ ride-out teams.
- ~~Q.~~ ~~EMT Leader (EMTL): The Associate Vice President for Plant Operations~~ ~~Q.~~ University Incident Commander (UIC): The UIC may be any of the following trained personnel: the Chief of Police, the Director, Emergency Management Bureau or any other highly trained individual. ~~will be the EMTL. EMTL-~~ The UIC is responsible for directing the efforts of the EMT, ~~or establishing and activating the UHEOC Command and General Staff~~ during a university crisis and for delegating specific authority to the appropriate university officials when responding to an emergency. The ~~EMTL-UIC~~ will report crisis status information to the ~~Assistant Vice President for Public Safety and Security, the Chief of Police, the Executive Vice President and to the Board, as necessary.~~

~~P. Emergency Prioritization Levels: R. University Levels of Readiness~~
~~The University will use a graduated emergency response approach to managing incidents and/or disasters. As the potential severity of the incident or the demand on University resources grows, emergency response and coordination activities will increase to meet the demands. UH organizes around four levels of readiness which provide a rapid method for mobilizing emergency response resources. In addition, this approach is used for activating the campus UHEOC.~~

- ~~4. Level Zero: Situation normal, no extraordinary situations reported.~~
- ~~1. Level 4: Normal Conditions – Minor Incident: is a localized campus incident that may quickly be resolved with internal resources and/or limited assistance from the initial responders. A Level 4 minor incident may result in minor injuries to members of the campus community and may only affect a single localized area of the campus. Therefore, most normal campus operations are not disrupted.~~
- ~~2. Level One: Minor damage localized to department or building and is quickly resolved with internal resources or limited external assistance. Has little or no impact on personnel or normal operations outside the locally affected area.~~
- ~~2. Level 3: Increased Readiness: refers to a situation that presents a greater potential threat than "Level 4", and may pose no immediate threat to life and/or property.~~
- ~~3. Level Two: Major emergency that disrupts a sizable portion of the campus. May require assistance from external organizations. These events may quickly escalate and have serious consequences for mission-critical functions or threaten life.~~
- ~~3. Level 2: High Readiness: refers to a situation with a significant potential and possibility of causing loss of life and/or property. This condition will normally require some degree of warning to the campus community.~~
- ~~4. Level Three: Significant emergency that affects the entire campus. University operations are suspended. The only authority to close the campus is the President or designee.~~

~~4. Level 1: Maximum Readiness: University Disaster/Crisis Incident: may be classified as a campus wide incident with serious impacts that may impair or halt the operations of the University.~~

~~Q.R. RS.~~ Utilities and Infrastructure Failure: Critical components to the university's function, such as electrical service, plumbing, computers and telecommunications, building integrity, streets and roads, and natural gas supply, are essential for operations. Therefore, the failure of these critical components must be prevented as well as possible and if a failure occurs, recovery plans must be developed to assure prompt restoration of services.

IV. THE EMERGENCY MANAGEMENT TEAM

A. An assemblage of University executive management personnel appointed by the President to support campus incidents.

1. The EMT responsibilities may include: Coordinate with the Executive Vice President and assess the incident. Allocate the distribution of resources to the UHEOC command staff for the stabilizing of the incident. Approve additional resources that are unavailable internally to stabilize a campus incident.
2. UHDPS dispatch will notify the appropriate groups to include the AVP for Public Safety and Security, ~~Director of Emergency Management~~ Chief of Police and ~~Chief of Police~~ the Director of Emergency Management and others as deemed necessary.
3. If a campus emergency is declared, additional members of the EMT may be requested to assemble at a location designated by the President or Executive Vice President, or designee, in consultation with the AVP for Public Safety and Security, University Incident Commander and/or the Director of Emergency Management.
4. A staging area will be announced by the Director of Emergency Management or his designee to assemble the EMT at a safe location.

B. The EMT is chaired by the ~~Associate Assistant~~ Vice President of Plant Operations ~~Public Safety and Security~~ and Co-chaired by the Director, of Emergency Management at a minimum consists of members of the Division of Administration and Finance, Academic Affairs, the Department of Public Safety, Student Affairs, University Advancement, Research and Information Technology. Additional team members may be added to the EMT, as necessary. ~~The current members of the EMT include:~~

1. The Chancellor/President
2. Executive Vice Chancellor/Vice President, Administration & Finance
3. Executive Associate Vice Chancellor/Executive Associate Vice President, Academic Affairs
4. Vice Chancellor/Associate Vice President Academic Affairs
5. Associate Vice Information Technology/Chief Information Officer
6. Associate Vice Chancellor/Chief Information Officer
7. Assistant Vice President for Safety and Security/Chief of Police (Chair)

8. Executive Director, Facilities Management
9. Executive Director, Research Services
10. President, Faculty Senate
11. President, Staff Council
12. President, Student Government
13. Director, Emergency Management (Co-Chair)

C. The EMT is responsible for managing and directing the activities of the various departments involved in ~~crisis response and~~ recovery and business continuity. During the initial stages of the disaster or crisis, the EMT is responsible for providing resources for field operations when requested through the UHEOC. ~~Those in charge of the scene are~~ The on-scene incident commander is responsible for communicating with the EMT UHEOC to provide status reports and to keep the ~~EMT team~~ UIC informed of requisite resources.

D. During the initial crisis, the members of the EMT will:

1. ~~Provide resources and information for field operations as quickly as possible when requested.~~ 1. Will be provided updates from the incident as deemed necessary through the UHEOC by UIC or his designee.
2. Track and ~~provide request~~ status reports on various activities that have been initiated and the resources that have been mobilized either to assist the field operations or to provide strategic guidance and/or information to activities away from the scene of the incident.

~~E. E.~~ Emergency Operations Command ~~Center~~ (UHEOCG)

The primary location for the UH EOCG is the Department of Public Safety ~~Center for Public Broadcasting~~. In the event this location is not functional, the EMT UIC will establish an alternative site. The UH EOCG will be the main headquarters in emergencies involving the university and will coordinate with City of Houston Departments, ~~the Harris County Sheriff's Department, and the City of Houston Office of Emergency Management and the Harris County Office of Emergency Management.~~

V. BASIC PROTOCOLS

A. Emergency Notification

1. The UH Emergency Alert Notification System will be used to transmit critical information to a large segment of the university community as quickly as possible. This will be accomplished by utilizing the following methods:
 - a. The University's Emergency Alert Notification System will send emergency messages via e-mail, phone and text messaging, ~~twitter and Facebook~~ to faculty, staff, and students depending on the severity and timing of the emergency using the contact information available through the PeopleSoft system.
 - b. Faculty, ~~and~~ staff should maintain current contact information in PASS. It is the employee's responsibility to ensure that contact information in

PASS is correct. Students should ensure that their personal and emergency contact information is current in the PeopleSoft system.

2. Managers are responsible for ensuring that employees without access to voice or e-mail receive copies of the emergency messages. Managers shall maintain a current list of home telephone numbers of all employees in their area to facilitate communication with them during an emergency.
3. Only the ~~chair of the Emergency Management Team, University Assistant Vice President for Public Safety and Security, Director of Emergency Management,~~ the university's public information officer, ~~or other identified and designated trained individuals~~ shall authorize the use of the Emergency Alert Notification System (~~PIER Systems Emergency ALERTS~~) as necessary to transmit brief urgent messages to large segments of the university. Use of the word Emergency or other words of that nature in any mass communication are prohibited unless authorized to do so by the ~~chair of the Emergency Management Team or the university's public information officer. University Assistant Vice President for Public Safety and Security, Director of Emergency Management, or the university's public information officer.~~

B. On-going Information and Communications

The Associate Vice President for University Relations is responsible for the preparation and dissemination of internal and external information, utilizing the resources of the Offices of External Communications, Internal Communications. The ~~UH Contact Center~~ ~~Emergency Management Bureau~~ will work with University Relations in responding to telephone inquiries. The tasks assigned therein are as follows:

1. External Communications
 - a. Establish liaison with the news media for dissemination of information as requested by the President, the EMT, ~~or those of the UHEOC University Incident Commander or designee.~~
 - b. Establish liaison with local radio and TV services for public announcements.
 - c. Arrange for photographic and audio-visual services, if needed.
 - d. Advise the President or designee of all news concerning the extent of disaster affecting the campus.
 - e. Prepare announcements to media concerning the emergency ~~and coordinate the incident information with the University Incident Commander through the UHEOC.~~
 - f. Establish ~~an appropriate communications center, the UH Joint Information Center (JIC)~~ to include providing identification necessary to accredited members of the news media operating on campus during the emergency. ~~This communications center-The UH JIC~~ will be near, but not in the same location as the ~~ECCC-UHEOC.~~
2. Internal Communications

- a. Work with IT and University Relations to post news on the university website and ~~the UH emergency website-UHEOC Web site.~~
 - b. Distribute emergency messages by using the PIER System via e-mail, voice mail, text messaging, and Alertus Beacons.
 - c. Distribute emergency messages by using social media on the UH Emergency Management Bureau Facebook and Twitter sites.
 - d. Activate the Outdoor Warning Siren System if a shelter-in-place or lockdown action is required.
 - e. Handle after-emergency coverage in university publications.
3. University Contact Center
 - a. Provide current information on the emergency to all incoming callers to the university.
 - b. Provide updated recorded information on central university phone systems.
 - c. Assist with handling of telephone inquiries from the public relative to the disaster.
 - d. Provide essential telephone and e-mail response services in the event of an extended disaster.
- C. Evacuation and Relocation
1. Transportation of persons shall be coordinated with appropriate UHDPS and Parking and Transportation Services personnel to evacuate and relocate people threatened or displaced by the incident.
 2. Decisions involving the evacuation and relocation of Animal Care Operations will be made by the Vice President for Research and the Director of Animal Care Operations.
- D. Damage Assessment and Recovery
1. Departmental Notification
 - a. UHDPS shall be responsible for securing the incident site and notifying the EMT and the members of the President's Cabinet. The Cabinet will activate phone trees to contact the departments within their respective division or college.
 - b. To the extent that hazardous materials or chemicals are involved, UHDPS shall notify the Environmental Health and Risk Management Department. All emergency clean up and recovery activities shall be subject to instructions of the Environmental Health and Risk Management Department in accordance with the requirements of public authorities.
 2. Departmental Responsibilities

- a. To the extent that facilities damage is minimal and relocation of activities is not required, Plant Operations shall be responsible for all site clean up, debris removal, and emergency or minor repairs. In the event that major remodeling or rebuilding is necessary, Facilities, Planning and Construction shall be responsible for preparation of plans, specifications or cost estimates for building remodeling and equipment repair or replacement.
 - b. Information Technology will coordinate support for data processing resources at the main data center and the designated recovery sites; provide alternate voice and data communications capability in the event normal telecommunication lines and equipment are disrupted by the disaster.
 - c. All following specific emergency plans will be developed by the indicated departments and posted on their websites. Copies should be available for use in the event the websites are not available during the emergency:
 - Animal Emergencies – Animal Care
 - Biological Exposures – ~~Environmental Health and Risk Management_UH~~ Department of Public Safety.
 - Bombings and Bomb Threats – UH Department of Public Safety
 - Civil Protests – UH Department of Public Safety
 - Information Technology Emergency – Information Technology
 - Explosions – UH Department of Public Safety
 - Fire – UH Department of Public Safety
 - Hazardous Materials Incidents – ~~Environmental Health and Risk Management_UH~~ Department of Public Safety.
 - Medical Emergency – Student Health Center
 - ~~Residential Life Mass Evacuations–~~ Student Affairs
 - Utilities and Infrastructure Failure – Plant Operations
 - Weather Emergencies – UH Department of Public Safety
 - Violent Incidents – UH Department of Public Safety
3. Property Loss Reporting Requirements
- Preliminary reports regarding the cause of the loss, the extent of damage, and the plans for recovery and relocation shall be provided to the ~~Environmental Health and Risk Management Department UHDPS~~ Environmental Health & Safety Bureau within 24 hours. The Director of ~~Environmental Health and Risk Management~~ Environmental Health & Safety Bureau shall make recommendations to the ~~EMTL-based on this information–~~AVP for Public Safety and Security.

VI. EMERGENCY UPDATES AND DRILLS

- A. The EMT will have overall responsibility for coordinating and implementing the EMP. As part of their responsibility, the EMT will meet regularly to evaluate the emergency procedures as outlined in the EMP and consider revisions and updates as necessary. ~~The EMT-UHDPS~~ will also assume responsibility of assuring that each campus building has appropriate building monitors assigned, and that emergency evacuation procedures are posted throughout each facility.
- B. ~~The Director of Environmental Health and Risk Management~~~~The Director of Emergency Management~~ will review the EMP annually to ensure that all provisions are current and adhere to local, state and federal disaster guidelines and will be responsible for ensuring that the EMP is updated appropriately.
- C. ~~The EMT~~~~The Director of Emergency Management~~ will coordinate routine "table-top" exercise and drills, to test the EMP's validity, and orchestrate at least **one training exercise** annually. ~~The EMT~~~~The Director of Emergency Management~~ will provide appropriate training to those individuals who will assume leadership positions as emergency responders.

VII. REVIEW AND RESPONSIBILITY

Responsible Party: ~~Associate Vice President for Plant Operations~~~~AVP for Public Safety and Security~~

Review: Every three years, on or before June 1

VIII. APPROVAL

~~Jim McShan~~
~~Interim Executive~~ Vice President for Administration and Finance

~~Renu Khator~~
President

Date of President's Approval: ~~April 7, 2008~~

IX. REFERENCES

Emergency Operating Manual
~~UH Emergency Operations Center web site~~

~~Index Terms:~~ ~~Closing the Campus~~
~~Emergencies~~
~~Shut-Downs~~

REVISION LOG

<u>Revision Number</u>	<u>Approved Date</u>	<u>Description of Changes</u>
<u>1</u>	<u>10/02/1992</u>	<u>Initial version (entitled Emergency Shut-Downs)</u>
<u>2</u>	<u>12/23/1994</u>	<u>Added Section II definitions. Added Sections III (Campus-Wide Emergencies), IV (Partial Campus Emergencies), and V (Payment of Employees During Emergency Situations). Removed Administrative Guide 6.1.08 from Section V</u>
<u>3</u>	<u>07/10/2001</u>	<u>Applied revised MAPP template. Added information about the Space Vacuum Epitaxy Center (SVEC) to Section II. Added documentation to Section IV E to reflect current operating practices. Added documentation to Section VI.B.3 on closing specific buildings. Added the Chief of Police to responsible parties. Removed all MAPPs from Section X</u>
<u>4</u>	<u>01/08/2003</u>	<u>Changed title to Emergency Management Plan. Applied revised MAPP template. Rewrote the entire procedure to reflect current operating practices. Changed responsible parties to Executive Director of Safety and Risk Management and AVP for Administration. Changed the reporting period from every two years on or before June 1st to every three years on or before June 1st. Added Addendums A through E</u>
<u>5</u>	<u>11/30/2005</u>	<u>Applied revised MAPP template. Gave web site address for EMP in Section I.A. Added five definitions to Section III. Removed the AVP for Administration from Section IV.B, Emergency Management Team. Added various responsibilities to Section V.D.3. Removed AVP for Administration as a responsible party; added AVP for Plant Operations. Added new Addenda A, B, D and E</u>
<u>6</u>	<u>04/07/2008</u>	<u>Replaced information in Section IV.B and the basic protocols of emergency notification have been updated to reflect the current system in place. Added information about updating PASS in Section V.A.1. Added Section V.A.3. Added information about the University Contact Center responsibilities in Section V.B.3. Removed the Director of Environmental Health and Risk Management as a responsible party. The Addenda have also been updated to reflect the current organizational structure of the university</u>
<u>7</u>	<u>TBD</u>	<u>Applied revised MAPP template and added new revision log. Changed MAPP number from 06.01.01 to MAPP 07.03.01, and Section from Safety to Public Safety. Removed Section I.B. Testing of the Emergency Management System is once a month per Section I.C. Changed the EMT Leader to the University Incident Commander (UIC) throughout the procedure. Revised Section III.E with different level requirements. Added Section III.J on Recovery and Section III.L on Response. Deleted Section III.Q on University Level of Readiness. Revised Section IV on the Emergency Management Team to reflect current requirements.</u>

		<u>Added Section V.B.2.c and d on emergency messages via social media and the Outdoor Warning Siren System. Changed responsible party to AVP for Public Safety and Security. Added UH Emergency Operations Center web site to Section IX, References. Deleted all Addendums and Index Terms.</u>
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Addendum A

~~Emergency Communications Protocols~~ Insert Communcitons Communications Plan

~~I. Emergency Management Team Communications~~

- ~~A. UHDPS Dispatch will notify the EMT when a Level Two or Level Three emergency has been identified by the Chief of Police, senior academic and administrative Vice Presidents or the President. The EMT will automatically be called in if a Level Three event occurs.~~
- ~~1. UH Public Safety Dispatch will maintain current contact information on all members of the Cabinet and the EMT, including home and cell phones, pagers, alternative and university e-mail and the list of alternative members to ensure the full team can be assembled when needed.~~
 - ~~2. The EMT and the Cabinet will be equipped with pagers (Blackberries) or cell phones capable of notifying them of any emergency, even if electronic communications are temporarily disabled.~~
- ~~B. Communications among the EMT members during the crisis will be done through cell phones, pagers, e-mail and two-way radios as needed. Additional electronic communications devices will be available in the EOCC or available through lease contracts that are established each year in case additional equipment is required.~~
- ~~C. The EMT may meet daily in the EOCC during the height of the crisis, and less frequently once the immediate crisis is abated, while additional campus restoration is underway.~~
- ~~D. The Communications Team, working with the EMT, create a separate Communications Command Center (CCC) near the EOCC and in consultation with the EMT will coordinate external communications during the crisis.~~

~~II. Communicating to the Internal University Community During Level Two or Three Crisis~~

~~The Cabinet, Deans and the EMT will work together to get information to the university community in the fastest and most expeditious manner. Not all faculty, staff and students have access to the same level of telecommunications support either on campus or at their homes.~~

~~A. Level Two Crisis (no facilities closed)~~

- ~~1. Communications will remain localized to the affected units during the initial handling of a Level Two crisis, unless others in the surrounding areas are affected or concerned. Internal Communications, working with UHDPS, the administrative head of the affected unit and the appropriate Vice Presidents, will assist in providing initial information and updates for the Deans and Directors to~~

~~use in communicating with their faculty and staff. Personal safety of all people in the facility is the primary concern; however, classes WILL NOT BE CANCELED without the express approval of the Senior Vice President for Academic Affairs and Provost in consultation with the President. Whenever possible, affected classes will be moved elsewhere on campus, rather than cancelled.~~

Addendum A (page 2)

- ~~2. Each department will create a phone and e-mail communications system for campus and off-campus contacts to alert quickly their immediate group of any localized emergency. The university-wide e-mail and voice-mail cannot be sorted by individual buildings or departments, and will generally NOT be used during a localized Level Two emergency.~~
- ~~3. When a resolution of the crisis is reached, the EMT or Internal Communications may determine that a broader report should be made to the campus at large utilizing university publications, flash fax, or in some instances the e-mail LISTSERV systems.~~

~~B. Level Three Crisis (large part of campus impacted, possibly closed)~~

- ~~1. ONLY THE PRESIDENT OR HIS OR HER DESIGNEE HAS THE AUTHORITY TO CLOSE THE UNIVERSITY CAMPUS.~~
- ~~2. If the President determines the need to close the university campus, it is imperative that all faculty, staff and students get this information quickly and accurately, and multiple channels of communication must be utilized.~~
- ~~3. Departmental phone tree systems are the fastest way to communicate while on campus, and are particularly important to be able to reach people on weekends and in the evening.~~
- ~~4. Internal Communications will issue an alert or official closing announcement via e-mail listserv first (fastest method) followed by telephone voice-mail and flash fax.~~
- ~~5. Department heads and business managers are asked to ensure that all employees who do not have access to e-mail or voice-mail receive notification of any emergency announcements.~~
- ~~6. External Communications will issue an announcement to area news media to report the closing and will keep them informed of any change in status.~~
- ~~7. External Communications coordinates ALL media communication during a crisis and is the only area authorized to deal directly with the media during a crisis. Please refer any media calls to the Executive Director of External Communications (3-8155) during any crisis (Level One to Three).~~

~~III. Communicating to the External Community During Level Two or Three Emergency~~

~~The Office of External Communications works with the EMT, the President and Cabinet to keep the external community informed during any emergency affecting any part of the university. This office is also responsible for coordinating the communication during emergencies involving more than one component university.~~

~~A. Level Two Crisis (no facilities closed)~~

- ~~1. External Communications is the primary contact to the news media in ANY crisis, even if localized to a single building or department.~~

Addendum A (page 3)

- ~~2. The External Communications Office will not issue any statements until the crisis has been resolved unless they are asked to respond to media inquiries about the event, or there is some public risk involved that requires early notification.~~

~~B. Level Three Crisis (large part of campus impacted, possibly closed)~~

- ~~1. Official word of closing the campus must come from the President or his designee before any communications to internal or external communities will begin.~~
- ~~2. External Communications is the only office authorized to notify the news media about a campus closing.~~
- ~~3. External Communications will deploy the media relations staff to work on-site during any emergency and to help manage the news media during the crisis.~~
- ~~4. External Communications is charged with establishing the on-site CCC when necessary to serve the needs of off-campus media covering an emergency of any type at the university.~~
- ~~5. An appropriate representative at the university will be identified and will work with the External Communications to ensure the media have prompt, accurate information about any emergency, while helping to prevent confusion.~~
- ~~6. External Communications will work with the Office of Internal Communications and with the OnCALL telephone team to ensure that the internal community also has the most current information regarding any emergency.~~
- ~~7. University Relations, working through Internal and External Communications and IT, will post information on any closings and provide updates on recovery efforts through the university's website.~~

Addendum B Emergency Closures

I. Level One Emergencies

A. Academic Units

The university will continue to operate through all critical situations to the fullest extent possible. Classes are to be held if any reasonable means of doing so exists, and every attempt should be made by Deans and faculty members to see that classes continue as scheduled.

1. If an event occurs that appears to require the cancellation of classes in a particular area, and no official announcement of campus closing has been made, the responsible Dean must notify the Senior Vice President for Academic Affairs and Provost of the situation.

2. The Senior Vice President for Academic Affairs and Provost will first attempt to relocate classes or take other actions to ensure classes occur as scheduled. Classes in specific academic areas can be canceled only with the prior approval of the Senior Vice President for Academic Affairs and Provost.

B. Administrative Units

1. Employees must work their normally scheduled hours unless the university takes formal action to change those hours. Employees are expected to work under temporarily difficult conditions when minor emergencies occur, e.g., air conditioning failures, minor flooding or nuisance odors.

2. If events occur that make it impossible for employees to continue working in an area, and no official announcement of campus closing has been made, the Director or Chief Administrative Officer of the affected area must notify the VPAF of the situation.

3. The VPAF will first attempt to relocate administrative offices or take other actions to ensure work may continue as scheduled. Employees will be released from work during regular hours only with the approval of the VPAF. Once the decision has been made to close a specific building, the Office of Internal Communications should notify Deans and Business Managers in the designated buildings. The Office of Internal Communications will post messages on the main UH Web Page and send e-mail announcing the closure and when the building will re-open. Plant Operations will place signs about the closure on building doors.

II. Level Two Emergencies

In the event of an emergency affecting one or more areas of campus, but not the entire campus, the following guidelines should be followed:

A. Call 911 for fire and medical emergencies.

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B. For all other emergencies, UHDPS should be notified immediately at extension 3-0600. UHDPS will notify additional university and emergency service personnel in accordance with provisions contained in the UHDPS Policies and Procedures Manual. If an official emergency response agency (e.g., Houston

~~Fire Department) assumes authority for the emergency, university personnel should defer responsibility to such agency.~~

~~C. The Chief of Police will immediately notify the VPAF, who in turn will notify the President of the nature of the emergency and if any evacuation is necessary.~~

~~D. In the event of the President's absence from campus, authority to order an evacuation will pass to his authorized designees. UHDPS will notify the Office of University Relations whenever an incident is likely to attract media attention. Press releases may then be coordinated between both departments as necessary.~~

~~III. Level Three Emergencies~~

~~In any potential emergency, the following steps shall be followed:~~

~~A. The Associate Vice President for Plant Operations, the Associate Vice President for Finance, the UH Chief of Police and the Director of the Environmental Health and Risk Management Department will confer with the VPAF to evaluate the facts and the potential risk.~~

~~B. The VPAF will advise the President and the Senior Vice President for Academic Affairs and Provost of the facts and the evaluation of the potential risks.~~

~~C. The President will confer, as necessary, with his senior staff and determine appropriate action. The President shall have the sole authority to close the campus. No closing will occur without express authority from the President (or designee, as described below). In the President's absence, the authority to determine necessary actions including the closing of the campus will pass first to authorized designees in the following order:~~

- ~~1. Senior Vice President for Academic Affairs and Provost~~
- ~~2. Vice President for Administration and Finance~~
- ~~3. Vice President for Student Affairs~~
- ~~4. Vice President for University Advancement~~

~~D. When the necessary actions have been agreed upon, the VPAF (or designee) will immediately notify the following groups of the action:~~

- ~~1. The Office of the Associate Vice President for University Relations.~~
 - ~~a. Within the Office of the Associate Vice President for University Relations, the Office of External Communications and the Office of Internal Communications will be responsible for the coordination of University of Houston decision announcements.~~

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~~b. In the absence of decisions by the President to the contrary, only the Office of External Communications shall contact or issue instructions to the media.~~

- ~~2. The Associate Vice President for Plant Operations~~
- ~~3. The Associate Vice President for Finance~~
- ~~4. The UH Chief of Police~~
- ~~5. The Director of Environmental Health and Risk Management.~~

~~IV. To access continuing updates during any campus emergency, please do not call the office handling the emergency, as this can delay their response in solving the problem. Instead please follow the guidelines listed below:~~

~~A. Contact UH On-Call (3-2255). They will have the latest report on the status of the emergency.~~

~~B. If it is not during working hours, there will be an updated, recorded message on the On-Call (3-2255) line as well as on the central directory assistance line (3-1000). Key media outlets (particularly KUHT-TV and KUHF-FM radio) will be informed and will include university information with their broader coverage of weather or other community emergencies.~~

~~C. When the status of the emergency changes (better or worse) an update will be sent via phone, the university web page and e-mail as quickly as possible. UH On-Call (3-2255) will always have the latest, most up-to-date information.~~

Addendum C Equipment Preparation

This addendum delineates responsibility and establishes procedures to manage the necessary equipment requirements of the university during an emergency situation.

I. ~~Emergency and Auxiliary Power Generators~~

A. ~~Item: Emergency and Auxiliary Power Generators~~

B. ~~Action Needed:~~ Routine inspection, testing and maintenance; regularly evaluating academic, research and auxiliary functions to identify those needing additional auxiliary power to operate during emergency shutdowns.

C. ~~Frequency/Schedule:~~ Schedules shall be developed in accordance with latest edition of National Building Codes including the National Fire and Life Safety Code.

D. ~~Responsible Party:~~ Plant Operations Building Maintenance Electrical Shop maintains all education and general use buildings and residence hall emergency and auxiliary power generators. Building emergency and auxiliary power generators that are not for education and general space or residence hall use are maintained by the auxiliary maintenance group.

II. ~~Fire Alarms~~

A. ~~Item: Fire Alarm Systems~~

B. ~~Action Needed:~~ Routine inspection, testing, and maintenance.

C. ~~Frequency/Schedule:~~ Schedules shall be developed in accordance with latest edition of National Fire Protection Association (NFPA). See NFPA 72 National Fire Alarm Code, Chapter 7: Inspection, Testing and Maintenance.

D. ~~Responsible Party:~~ Plant Operations Building Maintenance Fire Alarm Shop maintains all education and general use buildings fire alarm systems. Non-education and general use space building fire alarm systems are maintained by the auxiliary maintenance group.

III. ~~Storm Water Pumps~~

A. ~~Item: Storm Water Pumps~~

B. ~~Action Needed:~~ Routine inspection, testing and maintenance.

C. ~~Frequency/Schedule:~~ Schedules shall be developed in accordance with latest edition of National Building Codes including the National Fire and Life Safety Code.

D. ~~Responsible Party:~~ Plant Operations Building Maintenance Building Services Shop maintains all education and general use buildings storm water pump systems. Non-education and general use space building storm pump systems are maintained by the auxiliary maintenance group.

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~~IV. Water-Based Fire Extinguishing Systems~~~~A. Item: Water-Based Fire Extinguishing Systems~~~~B. Action Needed: Routine inspection, testing and maintenance. This includes fire pumps, sprinkler systems, standpipes and hose systems, private fire service mains and water storage systems.~~~~C. Frequency/Schedule: Schedules shall be developed in accordance with latest edition of NFPA 25 Inspection, Testing and Maintenance of Water-based Fire Protection Systems.~~~~D. Responsible Party: Plant Operations Building Maintenance maintains all education and general use buildings and residence hall water-based fire protection systems. Building water-based fire protection systems that are not for education and general use or residence hall use are maintained by the auxiliary maintenance groups. The Department of Public Safety Fire Marshal's Office coordinates a contract for the annual testing, maintenance and inspection requirements.~~~~V. Chemical-Based Fire Extinguishing Systems~~~~A. Item: Chemical-Based Fire Extinguishing Systems~~~~B. Action Needed: Routine inspection, testing, and maintenance.~~~~C. Frequency/Schedule: Schedules shall be developed in accordance with latest edition of NFPA 12 Carbon Dioxide Extinguishing Systems, NFPA 12A Halon 1301 Fire Extinguishing Systems, NFPA 17 Dry Chemical Extinguishing Systems and NFPA 17A Wet Chemical Extinguishing Systems.~~~~D. Responsible Party: Inspection, testing and maintenance of chemical-based extinguishing systems are generally the responsibility of the department responsible for the process requiring the system. For example, the food service operation is responsible for the chemical-based extinguishing systems in the food preparation areas.~~

Addendum D Emergency Ride-Out Procedures

There are also some university functions that should remain operational during an emergency event. Critical infrastructure components to the university's function, such as utility service and computing and telecommunication equipment may be rendered inoperable by an emergency event. Therefore, if a failure occurs, recovery plans must be developed to assure prompt restoration of services. Since emergencies may preclude access to the campus because of circumstances such as high water, personnel needed to continue essential operations and affect a rapid restoration of critical infrastructure components immediately following the disaster will be designated as ride-out team members. This team will only include those essential for the short period of time until access to campus is expected to be restored. University operations that are not essential during the period of time when the campus is inaccessible (not expected to exceed 48 hours) shall not be included as ride-out personnel.

Ride-out team members will be identified as such by their associate vice president, or higher. These individuals must wear a badge identifying them as an Emergency Ride-Out Team member and the badge must include the individual's name, department, photograph if applicable and an approval signature by the appropriate member of management. Departmental ride-out procedures will include the specifics of reporting locations, responsibilities of individuals, operational procedures, and needed supplies and materials. Since the Ride-Out Team will be on campus during the emergency event, it is important that they be located in a safe location. The departmental ride-out procedures will specify the locations of operations as well as shelter and sleeping locations. These locations must be identified by the Associate Vice President for Plant Operations. These locations must be identified by the Director of Emergency Management and reported to the UHEOC for coordination with the University Incident Commander.

During the ride-out period, the campus may be inaccessible by emergency services such as city police, city fire fighters, ambulances and other emergency services. During this period, university workers will be working under extremely stressful circumstances where normal work practices and normal safety procedures may be compromised. Therefore, throughout the ride-out process, university departments must provide the following support services:

- Department of Public Safety — Secure campus buildings and essential workers, and control campus access and traffic. The Fire Marshal's Office shall provide sufficient staff and equipment for emergency response to protect personnel and if possible, also protect facilities.
- Student Health Center — Provide a first aid facility with adequate equipment, materials and professional medical staff to treat and stabilize accident victims until off-campus resources are available.
- Environmental Health and Risk Management — Technical support to assist emergency responders with emergencies involving hazardous chemicals, biological agents, and/or radioactive materials.

Addendum E Shelter-in-Place Procedures

Sheltering in place is a precaution that is taken when hazardous events make going outdoors dangerous. Events that may trigger university or emergency officials to order students, staff and/or faculty to shelter in place include instances involving:

- Biological contaminants
- Chemical contaminants
- Radioactive contaminants
 - Pipeline ruptures
 - Train derailments
 - Terrorist attacks
 - Inclement weather

Who May Shelter In Place

An order to shelter in place may be given for specific individuals or the entire university. Those individuals who shelter in place on campus will be asked to do so until the danger has passed. For longer events, the university shall develop protocols for food availability for those individuals who have been instructed to shelter in place. Individuals who may be asked to shelter in place include:

- Ride-out teams (when the university is closed to all students, staff and faculty).
- Student residents (when the university is closed to all other students, staff and faculty).
- All students, staff and faculty (when the emergency is so sudden that the university cannot be closed or evacuated prior to the event).

The decision to allow family members of ride-out teams to shelter in place shall be made by supervisors. Family members of ride-out team members are expected to bring their own supplies.

Animals, other than research and service animals, will not be allowed to shelter in place. Research animals should be kept indoors and in cages. The care of service animals will be determined on an individual basis. Food, water, plastic bags, newspapers, cleaning supplies should be kept on hand for dealing with research and service animals on those occasions that necessitate long term sheltering in place.

The university may be a last resort for students, staff and faculty who have not been instructed to shelter in place on campus. This means that other shelters and places of refuge are not available or accessible. The university shall designate buildings for this purpose. Those individuals who fit into this category of "last resort" shall be responsible for their own supplies.

Actions to Take

The nature of the emergency will dictate the steps necessary to protect individuals who are authorized to shelter in place. Those individuals should listen to local radio stations and watch local television stations for disaster-specific information. Individuals should also visit www.uh.edu/emergency for disaster-specific guidance.

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It is generally advisable for individuals who have been asked to shelter in place to:

- Call their personal emergency contacts to notify them of their location.

- Forward business calls that cannot be monitored to the answering system. It may be advisable to leave a recording on the voicemail system indicating that the office is closed and that individuals are sheltering in place until emergency officials advise that it is safe to leave.
- Make a list of names and affiliations (employee, student, visitor, etc.) of individuals who are sheltering in place. This list should be forwarded to the Emergency Management Plan Leader, University Incident Commander.
- Access disaster supplies for long term shelter in place situations. This may include items such as bottled water, nonperishable food items, batteries, first aid supplies, battery powered radios, televisions and flashlights.

If a contaminant is released into the air it may be advisable to:

- Instruct appropriate employees to turn off all fans, heating and air conditioning systems.
 - Close and lock all windows and exterior doors.
- Seal the room by using duct tape and plastic sheeting (such as heavy duty garbage bags) to seal cracks and spaces around windows and doors.
 - Cover windows with plastic.
 - Tape closed all vents, electrical outlets and other openings.

If the university is threatened with inclement weather resulting in heavy winds and flooding, it may be advisable to:

- Move individuals to interior rooms above the ground floor with few or no windows.
- Board or tape windows if a room with no windows is unavailable.

When the university and/or emergency officials notify those who have sheltered in place that the emergency has passed and it is safe to leave buildings, individuals should be careful to avoid potentially dangerous materials and conditions. Individuals should follow special instructions given by emergency management authorities.