# TABLE OF CONTENTS

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>TABLE OF CONTENTS</td>
<td>1</td>
</tr>
<tr>
<td>OVERVIEW</td>
<td>2</td>
</tr>
<tr>
<td>PURPOSE</td>
<td>2</td>
</tr>
<tr>
<td>SCOPE</td>
<td>3</td>
</tr>
<tr>
<td>EMERGENCY RESPONSE MISSION &amp; PRIORITIES</td>
<td>3</td>
</tr>
<tr>
<td>AUTHORITY</td>
<td>3</td>
</tr>
<tr>
<td>EMERGENCY OPERATIONS COMMAND CENTER</td>
<td>4</td>
</tr>
<tr>
<td>SITUATION MANAGEMENT TEAM (SMT)</td>
<td>4</td>
</tr>
<tr>
<td>SUPPORTING UNIVERSITY FUNCTIONS AND PERSONNEL</td>
<td>5</td>
</tr>
<tr>
<td>Administrators, Deans, Department Heads</td>
<td>5</td>
</tr>
<tr>
<td>EMERGENCY LEVELS</td>
<td>6</td>
</tr>
<tr>
<td>Level 1 Emergency</td>
<td>6</td>
</tr>
<tr>
<td>Level 2 Emergency</td>
<td>6</td>
</tr>
<tr>
<td>Level 3 Emergency</td>
<td>6</td>
</tr>
<tr>
<td>CAMPUS ACCESS</td>
<td>7</td>
</tr>
<tr>
<td>ON CAMPUS ASSISTANCE</td>
<td>7</td>
</tr>
<tr>
<td>PUBLIC SAFETY, Extension 7985</td>
<td>7</td>
</tr>
<tr>
<td>OPERATIONS DEPARTMENT, Extension 7925</td>
<td>7</td>
</tr>
<tr>
<td>PURCHASING DEPARTMENT, Extension 7938</td>
<td>7</td>
</tr>
<tr>
<td>OFF CAMPUS ASSISTANCE</td>
<td>8</td>
</tr>
<tr>
<td>POLICE</td>
<td>8</td>
</tr>
<tr>
<td>FIRE</td>
<td>8</td>
</tr>
<tr>
<td>MEDICAL</td>
<td>8</td>
</tr>
<tr>
<td>GOVERNMENT OFFICES</td>
<td>8</td>
</tr>
<tr>
<td>OTHER</td>
<td>8</td>
</tr>
<tr>
<td>EMERGENCY COMMUNICATION PLAN</td>
<td>9</td>
</tr>
<tr>
<td>Emergency Notification System</td>
<td>9</td>
</tr>
<tr>
<td>STUDENT ACCOUNTABILITY</td>
<td>10</td>
</tr>
<tr>
<td>Academic Emergency</td>
<td>10</td>
</tr>
<tr>
<td>Dormitory Emergency</td>
<td>10</td>
</tr>
<tr>
<td>Short-term Displacement</td>
<td>10</td>
</tr>
<tr>
<td>Long-term displacement</td>
<td>10</td>
</tr>
<tr>
<td>STAFF ACCOUNTABILITY</td>
<td>10</td>
</tr>
<tr>
<td>EMERGENCY RESPONSE PLAN DE-ACTIVATION</td>
<td>11</td>
</tr>
<tr>
<td>Plan re-assessment</td>
<td>11</td>
</tr>
<tr>
<td>CHRONOLOGICAL EVENT LOG (CEL)</td>
<td>13</td>
</tr>
</tbody>
</table>
INTRODUCTION

OVERVIEW

An emergency can take many forms. It could be the death of a student, a crime against a member of our community, a fire, a flood or a bomb threat. Any of these could be considered an emergency depending on an analysis of all the facts known about the incident. Most often an emergency does not occur at a convenient time when all administrators are on campus to facilitate decision making. For this reason, it is necessary to have a plan in place to guide all employees in what to do if an emergency occurs in their area.

The nature of the crisis and how effectively University administration deals with it will have an impact on the University’s reputation. Even a serious incident, if managed well, might not negatively impact how the University is perceived by its internal and external audiences. The best defense to negative outcomes in emergencies is well-developed emergency response and communications plans. These plans enable University officials to make informed decisions and exercise good judgment at such times of high stress and anxiety.

For the purposes of this plan, the term public includes both external and internal audiences. Establishing plans and procedures to control losses to our facilities and students continues to be a paramount objective of the University. Keeping internal audiences safe and informed is equally as important as informing news media and the general public. If we do not keep students, faculty, staff, parents and/or alumni informed, we develop highly credible and harsh internal critics who, in a careless moment, can cause the University great harm with their comments or accusations.

The Emergency Preparedness and Response Plan (EPRP) may also be activated during a community or regional emergency that may impact University personnel or business operations. For example, a utility outage in nearby areas, a serious toxic chemical spill on a roadway, or a fire in a local area may necessitate a plan activation to coordinate safety precautions or emergency information and support services for personnel. The University maintains that a major emergency in the community that affects our student’s, faculty, and staff is also a University Emergency.

PURPOSE

This EPRP outlines the University’s procedures for managing major emergencies that may threaten the health and safety of the campus community or disrupt programs and activities. The EPRP identifies departments and individuals that are directly responsible for emergency response and critical support services, and it provides a management structure for coordinating and deploying essential resources.

At the University of Hartford, we continue to plan ahead for emergencies while at the same time strive to maintain normal business operations and campus life. All members of the campus community share a responsibility for preparedness. Because emergencies may be sudden and without warning, these procedures are designed to be flexible and accommodate events of varying magnitude. Therefore,

1. All administrative and academic units are expected to maintain a Department Emergency Procedure that protects personnel and programs and at the same time supports campus emergency response and recovery.
2. All employees and students have personal responsibility to know what to do before, during, and after an emergency to protect their safety and their work.

3. The University maintains an Emergency Preparedness Orientation Program to educate staff and familiarize students with emergency procedures.

The EPRP is developed, reviewed, and amended by the Situation Management Team (SMT). The SMT provides general oversight for the entire emergency planning process and meets regularly to address ongoing preparedness, response, and recovery issues.

SCOPE

These procedures apply to University operations and the types of general emergencies anticipated by this plan include:

- Building & Campus Evacuation
- Bomb Threat/ Fire/ Explosion
- Civil Disturbance/ Criminal Behavior
- Natural Weather
- National Emergency
- Chemical Spill/ Release
- Utility Failure
- Mass Casualty

EMERGENCY RESPONSE MISSION & PRIORITIES

In emergency situations, the University of Hartford’s overriding mission is to:

1. **Protect Life Safety**
   a. Provide immediate and short-term action plans

2. **Secure our critical infrastructure and facilities**
   a. Protect University property
   b. Communicate accurate information clearly to internal and external constituencies

3. **Return facilities and operations to normal status**
4. **Resume teaching and education programs**
5. **Maintain effective follow-up**
   a. Promote effective decision-making
   b. Evaluate the emergency and update procedures as needed
   c. Provide psychological first aid and support

AUTHORITY

This EPRP is developed under the authority and authorization of the President of the University of Hartford. The authority to declare an emergency rests with the President, or, the Emergency Preparedness and Response Manager (EPRM). This EPRP is developed on the approach to identify campus-related emergencies or disasters likely to be encountered as a result of normal operations.
EMERGENCY OPERATIONS COMMAND CENTER

When an emergency occurs, or is imminent, it shall be the responsibility of the SMT to establish and staff an appropriate Emergency Operations Command Center (EOCC). Unless otherwise identified, the EOCC will be located in the conference room at the Operations Building.

A marshaling area will be established for outside and local agency assistance to be included as part of the operations of the SMT. Space may be established for media crews if necessary. The EOCC will include support and service including telecommunications equipment, PC’s and other equipment necessary to fulfill the obligations of the SMT.

SITUATION MANAGEMENT TEAM (SMT)

The Situation Management Team (SMT) is a cross-functional team comprised of select department management critical to addressing the Purpose and Scope of this plan. The SMT is designed to involve all aspects of University functions and reflects the expertise and knowledge of the University environment. The SMT is divided into 5 functional working groups as shown below:

- **POLICY GROUP**
  - Provides EOCC oversight and direction
  - Defines emergency policy
  - Determines program closures & resumptions

- **INCIDENT COMMANDER**

- **OPERATIONS GROUP**
  - Assesses reconnaissance & data
  - Prioritize situation reports & plans strategies
  - Manages tactical response

- **PUBLIC INFORMATION**

- **PLANNING GROUP**
  - Collects & verifies field reports
  - Maintains incident data log
  - Provides technical background information & maps

- **LOGISTICS & FINANCE GROUP**
  - Obtains & stages resources
  - Coordinates support services
  - Tracks expenses & manages Univ. claims process
PERSONNEL RESPONSIBILITIES

SUPPORTING UNIVERSITY FUNCTIONS AND PERSONNEL

Administrators, Deans, Department Heads

All administrators, deans, and department heads may appoint a specific person as a Building or Facility Coordinator for an emergency incident under their control. They are responsible for all other actions and events not covered under this plan prior to and during any emergency. Other actions may include the following:

1. EMERGENCY PREPAREDNESS
   - Distribution of building evacuation information,
   - Emergency notification,
   - Impact evaluation of the emergency on activities
   - Take appropriate action that may include ceasing operations and initiating building evacuation.
   - Maintain emergency telephone communications with officials from their own activity.

Faculty and Department Supervisors

All faculty members and staff supervisors have the responsibility to:

1. Educate their employees and/or students concerning emergency and evacuation procedures for their building and/or activity.
2. Inform their staff and/or students of an emergency and initiate emergency procedures as outlined in this guide.
3. Evaluate, survey, and estimate their assigned building facility or activity to determine possible impact a natural disaster could have on their facility. Report all safety hazards to Public Safety.
4. Inform all faculty, staff and students to follow building evacuation guidelines during all emergencies.
5. Ensure faculty, staff, and students report to the pre-designated assembly area for accountability (Attachment G).
EMERGENCY LEVELS

At the University of Hartford, emergency incidents are classified according to their severity and potential impact, so that emergency response actions and operations can be calibrated for actual conditions.

Level 1 Emergency

A minor, localized department or building incident that is quickly resolved with existing University resources or limited outside assistance. A Level 1 emergency has little or no impact on personnel or normal operations outside the locally affected area.

Level 1 emergency does not require the activation of the Emergency Preparedness and Response Plan. Impacted personnel or departments coordinate directly with operational department personnel from Public Safety and Operations or other units to resolve Level 1 conditions. In some incidents, University Communications will be asked to activate public communication and information systems to provide necessary information.

Examples of a Level 1 emergency include an odor complaint, localized oil or non-hazardous chemical spill, plumbing failure, or water leak.

Level 2 Emergency

A major emergency that disrupts sizable portions of the campus community. Level 2 emergencies may require assistance from external organizations. These events may escalate quickly, and have serious consequences for mission-critical functions, and/or life safety.

The SMT is required to convene at this level and establish an Incident Commander (IC). This position is responsible for all subsequent response actions. The SMT evaluates the emergency situation and communicates as much detailed information as necessary for the IC to make informed decisions.

Examples of a Level 2 emergency building fire, explosion, bio-terrorism event, major chemical spill, extensive utility failure, severe flooding, or external imminent emergencies that impact University operations.

Level 3 Emergency

A disaster involving the entire campus and surrounding community. Normal University operations are suspended. The effects of the emergency are wide-ranging and complex. A timely resolution of disaster conditions requires University-wide cooperation and extensive coordination with external jurisdictions.

The Emergency Preparedness and Response Plan is automatically activated and all SMT members are required to report to campus. A Unified Command Structure will be implemented with local emergency resources.

Examples of a Level 3 emergency include a tornado, airplane accident, or nuclear event.
CAMPUS ACCESS

During the period of a Level 2 or 3 emergency, the EPRM shall place into immediate effect the appropriate procedures necessary to meet the emergency, safeguard persons and property, and maintain educational facilities. The EPRM shall consult with members of the SMT regarding closing the University to non-University personnel. When this decision is made, only registered students, faculty, staff, and affiliates (i.e., persons required by employment) are authorized to be present on campus. Those who cannot present proper identification for on-campus services will be removed by Public Safety.

Unauthorized persons remaining on campus may be subject to arrest in accordance with applicable Connecticut law. In addition, only those faculty and staff members who have been assigned emergency resource team duties or issued an emergency pass by Public Safety.

ON CAMPUS ASSISTANCE

PUBLIC SAFETY, Extension 7985

Public Safety personnel are on duty twenty-four hours per day.

Police assistance is available through the Public Safety Department from Hartford and West Hartford Police Departments.

If the campus phone system is inoperative, the bypass phone number is 243-8922.

OPERATIONS DEPARTMENT, Extension 7925

Skilled trades people are available during normal working hours and on short notice at other times.

Utilities - repairs to water, gas, electrical, and sewage systems.

Structures - certain repairs to structures and mechanical equipment therein, including heating and cooling systems

Equipment - Portable pumps, generators, floodlights, welders, compressors, earth moving equipment, etc.

Transportation - trucks, dump trucks.

PURCHASING DEPARTMENT, Extension 7938

Emergency procurement of materials or services can be arranged in support of any contingency.

Receiving area is at the rear dock door of the Operations Building.
EMERGENCY RESOURCES - EXTERNAL

OFF CAMPUS ASSISTANCE

POLICE

Hartford Police ......................... Emergency 911................. Routine 527-6300
West Hartford Police ................. Emergency 911................. Routine 523-5203
Connecticut State Police Troop H .... Emergency 911................. Routine 566-5990

FIRE

Hartford Fire Department ............... Emergency 911................. Routine 722-8200
West Hartford Fire Department ......... Emergency 911................. Routine 523-5263

MEDICAL

Professional Group Ambulance .......... 247-4295
LifeStar Helicopter ...................... 1-800-437-4378
Hartford Hospital ....................... Emergency Room 545-OM....... Routine 545-5000
St. Francis Hospital ..................... Emergency Room 714-4001 ...... Routine 714-4000
Mt. Sinai Hospital* ..................... ........................................ Routine 714-2644*
UCONN/Dempsey Hospital ............... Emergency Room 679-2588 ...... Routine 679-2000
State Office of Emergency Medical Services 566-7336
State Health Department. 24 Hour Emergency W-4800

GOVERNMENT OFFICES

Governor's Office 566-4940 Residence 523-7014
Hartford Mayor's Office 543-8500
West Hartford Mayor’s Office 523-3142

OTHER

Hartford Civil Preparedness ............. 722-8235
West Hartford Civil Preparedness ....... 236-5631
American Red Cross ..................... 678-2700
CT Army National Guard ................. 524-4800
State Department of Transportation ..... 566-4890
Salvation Army Nights and Emergency ...... 543-8400
National Weather Service Report ......... 1-936-1212

* Emergency Department Operated by St. Francis as of March 2003
EMERGENCY COMMUNICATION PLAN

It is especially important during an emergency situation that the University speaks as one voice. In most cases, the Office of Communications will serve as the spokesperson for external communication, but in some circumstances it will be necessary for the President or other administrators to speak as well. Sometimes the details of an emergency will dictate that the Emergency Management Program Manager may assume a public role. For internal communication, the Office of Communications will appoint appropriate staff members to communicate with each audience.

Emergency Notification System

Emergency notification at the University consists of multimedia components including:

1. The Web Alert system
2. Voicemail broadcast messages
3. E-mail broadcast messages
4. The University’s cable network
5. The posting of communication as appropriate.

The University of Hartford uses a multimedia approach to rapidly and effectively communicate to all areas of campus. Each administrator, upon receipt of notification of a campus emergency, is to pass the same information along to those departments/offices under his/her direction as necessary.

<table>
<thead>
<tr>
<th>Tactic</th>
<th>Audience(s)</th>
<th>Media</th>
<th>Owner</th>
</tr>
</thead>
<tbody>
<tr>
<td>Broadcast e-mail</td>
<td>University community (faculty, staff, students)</td>
<td>e-mail</td>
<td>Office of Communication</td>
</tr>
<tr>
<td>Broadcast voice mail</td>
<td>University community</td>
<td>phone</td>
<td>Office of Communication</td>
</tr>
<tr>
<td>Intranet/Internet</td>
<td>Internal &amp; external audiences</td>
<td>Web</td>
<td>Office of Communication</td>
</tr>
<tr>
<td>messages</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Response to media</td>
<td>Broadcast &amp; print journalists</td>
<td>Phone, face-face</td>
<td>Office of Communication</td>
</tr>
<tr>
<td>Talk to Government</td>
<td>Local, regional, national public officials</td>
<td>Phone, e-mail, face-face</td>
<td>Office of Community and Government relations</td>
</tr>
<tr>
<td>officials</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Emergency communication is essential because public sentiment is easily swayed against large institutions. People have longer memories for negative publicity, regardless of the outcomes. It is imperative that the University administration be seen as open and honest about the details of an emergency. We cannot hide the details and we cannot say no comment, even when we don't have one.
STUDENT ACCOUNTABILITY

Academic Emergency

All students must evacuate educational facilities upon notification by building alarm systems. Students may assemble in an area adjacent to the building but this should not interfere with emergency access by emergency response personnel. A student headcount will be taken by faculty to ensure all students have safely evacuated the building. Handicapped and special needs students must be assisted by faculty or other students.

Once clear from the building, a head count should be taken. University faculty is responsible to account for all students who were present in class prior to emergency evacuation. Immediate notification must be made to Public Safety personnel regarding missing student(s).

Public Safety will announce when building is safe to reenter.

Dormitory Emergency

All students, guests, and personnel must evacuate dormitory facilities upon notification by building alarm systems. The initial assembly area may be in front of the building but this should not interfere with emergency access by emergency response personnel. A student headcount will be taken by Residential Life to ensure safe evacuation from the building.

Once clear from the building, a head count should be taken. University faculty is responsible to account for all building occupants prior to emergency evacuation. Immediate notification must be made to Public Safety personnel regarding missing student(s).

Public Safety will announce when building is safe to reenter.

Short-term Displacement

Short-term displaced students will be relocated to the Sports Center. Upon arrival, Residential Life will coordinate accountability and determination of student needs for long-term housing.

Long-term Displacement

Residential Life will coordinate long-term housing arrangements.

STAFF ACCOUNTABILITY

All faculty must evacuate educational facilities upon notification by building alarm system. Faculty may assemble in an area adjacent to the building but this should not interfere with emergency access by emergency response personnel. Public Safety will announce when building is safe to reenter.

University faculty must account for each other through personnel lists or through other equally effective means. Immediate notification must be made to Public Safety personnel regarding missing faculty.
EMERGENCY RESPONSE PLAN DE-ACTIVATION

When emergency conditions are stabilized and normal University operations can resume, the EPRP will be de-activated by the EOCC EPRM and President. A formal announcement will be disseminated, using all information, communication, and notification systems.

If the nature of the incident requires an extension of some emergency services, special EOCC work groups may be appointed to coordinate those continuing activities among selected SOC’s. Continuing issues may include

- Ongoing repairs and their staging
- Academic or administrative space adjustments
- Support services for impacted students, faculty, or staff
- Community relief efforts

Plan re-assessment

Immediately following the cessation of Level 2 or Level 3 emergency operations, a survey of EOCC Team members, SOCs, and campus constituents will be conducted to evaluate the effectiveness of the response. Survey results will help determine whether portions of the EPRM must be modified as a result of the emergency event. The SMT will prepare a written “After Action Summary Report” summarizing post-event observations, and will coordinate appropriate EPRM revisions.
Quick-Response-Cards (QRC)
**CHRONOLOGICAL EVENT LOG (CEL)**

Date: ________________  Event: __________________________

<table>
<thead>
<tr>
<th>TIME</th>
<th>EVENT DESCRIPTION</th>
<th>ACTION TAKEN</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Page</td>
<td>Description</td>
<td></td>
</tr>
<tr>
<td>------</td>
<td>-------------</td>
<td></td>
</tr>
<tr>
<td>1</td>
<td>TABLE OF CONTENTS</td>
<td></td>
</tr>
</tbody>
</table>

TABLE OF CONTENTS

CAMPUS EMERGENCY PLAN
REVISED 2003