

# EMERGENCY Response Plan

 UNIVERSITY OF WYOMING



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# EMERGENCY RESPONSE PLAN

## INTRODUCTION

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The following University of Wyoming EMERGENCY RESPONSE PLAN (ERP) addresses a multitude of potential issues and concerns the campus community may encounter during an emergency. This is a master plan that applies to all UW facilities and operations on the main campus as well as in the Laramie vicinity. UW Outreach facilities should follow the emergency response guidelines as outlined at those regional outreach locations. This ERP complies with the National Incident Management Systems (NIMS) and Incident Command System (ICS)\*. Additionally, it is the responsibility of departments and/or building occupants to develop their own “local” plans based on the requirements of this master plan.

It is the intent of this plan to address four main goals:

- Life safety
- Preservation of property
- Protection and preservation of mission-critical university programs and functions
- Compliance with current federal, state and local regulations





These goals are achieved by providing necessary flexibility when dealing with the following challenges:

- Meeting the needs of incidents of varying kind and size
- Allowing personnel from a variety of departments to meld rapidly into a common management structure
- Providing logistical and administrative support to operational staff
- Managing university resources effectively in an emergency response
- Providing immediate communications and information regarding emergency response operations and campus safety

This plan is an active work in progress and is subject to revisions. While it serves the university as a whole, the plan is a management guide for those with key assignments and responsibilities during emergency activations. Its potential effectiveness is dependent upon broad input from the campus community, and all units of the university are urged to become familiar with the concepts, policies and procedures outlined in the ERP.

The President's Advisory Council on Safety (PACS) has been responsible for the update and revision of the University's Emergency Response Plan.

Questions, comments and concerns should be brought to the attention of

Vice President for Administration

Phone: 307-766-5766

E-Mail: [dvinzant@uwyo.edu](mailto:dvinzant@uwyo.edu)

\*NIMS/ICS FEMA training is available through on-line resources (<http://training.fema.gov/>) and the UW Human Resources Department (<http://uwadmnweb.uwyo.edu/hr>).



## PURPOSE AND SCOPE

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The University of Wyoming has anticipated the possibility of an emergency on campus by instituting an Emergency Response Plan (ERP) that is available on the University's web site or through the UW Environmental Health and Safety Department.

The Emergency Response Plan is a basic guide for providing a response system to University of Wyoming faculty, staff, and students for major emergencies that may threaten the health and safety of the University of Wyoming community. Personnel designated to carry out specific responsibilities are expected to thoroughly understand the procedures for which they are responsible, and be familiar with basic NIMS and ICS concepts. ***The Emergency Response Plan is implemented whenever a type 1, 2 or 3 level is declared on the campus.*** The response to any major emergency will be conducted utilizing the ICS command principles.

The Emergency Response Plan is designed to effectively coordinate the use of University and community resources to protect life and property immediately following a major emergency on the University of Wyoming campus and to provide assistance by integrating an ICS structure with off-campus communities or entities. The ERP identifies departments and individuals that are directly responsible for emergency response and critical support services. It also provides a management structure for coordinating and deploying essential resources.

The Emergency Response Plan guides preparedness, response and recovery action. It applies to a broad range of all hazardous incidents. This plan and related policies apply to everyone associated with the University of Wyoming and all property owned and operated by the University of Wyoming.

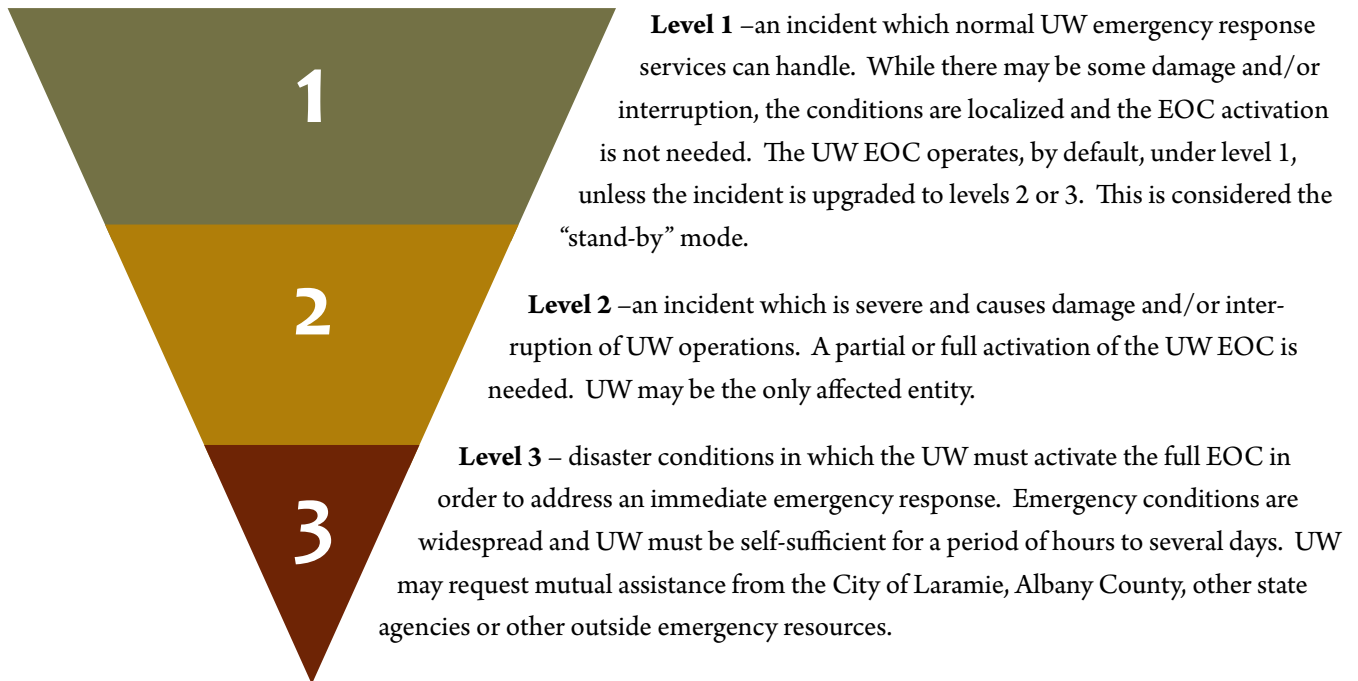
## LAWS AND AUTHORITIES

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- UW Trustee Regulation 4.2 Employment Provisions Applicable to all Personnel/Safety.
- Wyoming Statute 19-13-108.
- Robert T. Stafford Disaster Relief and Emergency Assistance Act / Public Law 93-288, as amended (addresses the role of the Federal Government).

## LEVELS OF EMERGENCY

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## PLAN ACTIVATION

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Generally, the EOC is activated under Levels 2 and 3 emergencies. **Appendix B** provides the list of UW campus EOC functions with lead and support assignments to the EOC. **Appendix C** provides the EOC sections’ purpose and responsibilities.

This plan is activated whenever emergency conditions exist in which normal operations cannot be performed and immediate action is required to do the following:

- Save and protect lives
- Coordinate communications
- Prevent damage to the environment, systems and property
- Provide essential services
- Temporarily assign University staff to perform emergency work
- Invoke emergency authorization to procure and allocate resources
- Activate and staff the Emergency Operations Center (EOC)

When an incident occurs that falls under the direction of an agency outside the University of Wyoming, UW personnel will cooperate under a unified incident command structure.



## **DIRECTION AND COORDINATION**

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### **Emergency Executive Policy Group (EEPG)**

The Emergency Executive Policy Group, chaired by the President, is comprised of core university administrators and senior staff. The Emergency Executive Policy Group is responsible for providing policy direction and general support, defining emergency policy, and determining program closures and resumptions.

### **Incident Commander**

The Incident Commander is responsible for setting the incident objectives, strategies and priorities and has the overall responsibility at the incident or event. The Incident Commander ensures incident safety, provides information services to internal and external stakeholders, and establishes and maintains liaison with other agencies participating in the incident.

### **Operations Chief**

The Operations Chief conducts tactical operations to carry out the plan. He/she develops the tactical objectives and organization and directs all tactical resources.

### **Planning Chief**

The Planning Chief prepares and documents the Incident Action Plan to accomplish all objectives, collects and evaluates information, maintains resource status, and maintains documentation for incident records.

### **Logistics Chief**

The Logistics Chief provides support, resources and all other services needed to meet the operational objectives.

### **Finance/Administration Chief**

The Administration/Finance Chief monitors costs related to the incident and provides accounting, procurement, time recording and cost analyses.

In addition to the above descriptions, depending upon the growth or complexity of the incident, the Incident Commander may also delegate authority of certain activities to the Command and/or General Staff. The following positions will be added only as needed.

### **Public Information Officer**

The Public Information Officer serves as the conduit for information to internal and external stakeholders, including the media or other organizations seeking information directly about the incident or event.

### **Safety Officer**

The Safety Officer monitors all safety conditions and develops measures to ensure the safety of all assigned personnel.

**Liaison Officer**

The Liaison Officer serves as the primary contact for supporting agencies assisting them at an incident. The Liaison Officer serves as the primary go between for the Incident Commander and the Emergency Executive Policy Group.

**Student Crisis Response Team**

When a student or students are involved in an incident that is of significant enough scope that the larger campus community is impacted, the Student Crisis Response Team (SCRT) is activated.

**EMERGENCY AUTHORITY**

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**Emergency Executive Policy Group (EEPG)**

The Emergency Executive Policy Group consists of the following units and individuals or designated alternates:

<b>Members</b>	President Provost VP Administration VP Research and Economic Development VP Student Affairs VP Information Technology Director of Governmental and Community Affairs University General Counsel AVP Administrative Operations* Director, Athletics Director, Communications* Chief of University Police* Support Staff (Administrative/Clerical Assistance) <i>*Subject to type and level of emergency</i>
<b>Responsibilities</b>	Determination of the forms of response activities Acquisition of resources Short- and long-term plans for Residence Life and Dining Services Formulation of general public information Prioritization of salvage operations Financial/legal issues Short-term building replacement program Faculty/staff replacement Coordination of records preservation and recovery Establishment of date for resumption of disrupted programs Call list development Fatality/survivor notification University emergency response policy review

### Emergency Operations Group (EOG)

The Emergency Operations Group consists of the following units and individuals or designated alternates:

<b>Members</b>	Associate Vice President for Administrative Operations, Chair UW Police Physical Plant Environmental Health and Safety Risk Management Communications Director UW Technology Academic Affairs Representative Student Affairs Representative
<b>Responsibilities</b>	Activates the UW Campus Emergency Operations Center Authority to direct and control all university resources during the emergency and response phase Coordinates the overall EOC management and all university de- partments and units Establishes overall objectives and strategies for the UW Campus emergency response and recovery Obtains authorization for large expenditures and/or emergency programs from the UW Emergency Executive Policy Group Deactivates the EOC Manages the transition to recovery

### Incident Command Team

The Incident Command Team consists of the following units and individuals or designated alternates:

<b>Emergency Unit</b>	Incident Commander (The most senior representative or person from that unit with the greatest technical expertise to manage the incident.) If necessary: Operations Chief Planning Chief Logistics Chief Administration/Finance Chief Public Information Officer Safety Officer Liaison Officer
<b>Department</b>	The unit with functional expertise in the given emergency

## PLAN CONTROL AND COORDINATION

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The Emergency Response Plan is under the control of the Vice President for Administration.

When an emergency situation arises, the Vice President for Administration, in consultation with the President, will activate the ERP. During incidents and emergency conditions in which the immediate activation of the Emergency Response Plan is needed, the following UW positions may activate this plan and, if necessary, the Emergency Operations Center:

- President
- Vice President for Administration
- Associate Vice President for Administrative Operations
- UW Chief of Police
- Director of Environmental Health and Safety

The Emergency Executive Policy Group is under the direction of the University President (or his or her designee). The EEPG will determine the manner in which University personnel and equipment will be utilized. The Vice President for Administration will coordinate the utilization of University personnel and resources required to address the emergency.

If the incident is of a criminal nature, the lead agency will be the UW police, local police, state police or federal authorities in accordance with jurisdiction control.

The University has an Emergency Communication Plan in place which is referenced in Appendix G.



## IMPLEMENTATION OF THE EMERGENCY RESPONSE PLAN



### A. In the event of a Level 2 or 3 emergency, the Emergency Response Plan shall be implemented using the following steps:

#### *If Normal Telephone Services ARE Operational*

- The Vice President of Administration, in consultation with the President, will activate the Emergency Response Plan. He or she will designate the Emergency Operations Center (EOC) and Policy Center locations and appoint an Emergency Operations Center Communicator. The Vice President for Administration will designate alternate locations if the primary locations are not available.
- After notifying the Emergency Executive Policy Group, the Emergency Operations Center Communicator or designee will contact the members of the Incident Command to advise them of the designated location of the Emergency Operations Center.
- The Emergency Operations Center Communicator or designee will periodically advise the Incident Commander of the availability and estimated time of arrival of the members of the Emergency Operations Group.

#### *If Normal Telephone Services ARE NOT Operational*

1. The Vice President for Administration shall maintain a list of cellular phone numbers for the Emergency Executive Policy Group and the Emergency Operations Group. The Vice President shall activate the Emergency Response Plan as outlined above in the event normal telephone services are not operational.
2. If cellular phone services are not operational, then activation of the Emergency Response Plan shall be as follows:
  - The designated members of the Emergency Executive Policy Group will immediately travel to the previously identified building, and the Vice President for Administration, in consultation with the President, will activate the Emergency Response Plan as soon as he/she is aware that a major disaster affecting the University of Wyoming campus may have occurred; He or she will also appoint an Emergency Operations Center Communicator.
  - If the designated members of the Emergency Executive Policy Group do not respond to the designated location in a reasonable amount of time, the Emergency Operations Center Communicator will dispatch messengers.
3. In the event of the loss of power or other circumstances which disrupt normal communication systems, direct, personal communication, loudspeakers, and shortwave radios shall be considered.

### B. Appointment of Incident Command Staff

The Incident Commander will immediately appoint individuals with appropriate skills to fill each of the Incident Command positions in the event the primary representative has not responded. These appointments will remain in effect until the primary representative or a more qualified replacement has been located and available. The acting representative will then become the assistant to the replacement. An appropriate call list will be developed as part of this plan so that the Emergency Operations Center Communicator or designee will have an appointment plan.



### **C. Non-Working Hours**

If an emergency occurs before or after regular University office hours, or on a holiday or weekend when the organizational structure of many departments is not immediately available, the structure of this plan remains precisely the same. Its implementation may vary depending upon the available resources and employees until the proper officials can be notified. Until that time, the individuals assuming the most responsibility will necessarily be those officials/individuals of highest rank and/or expertise who are available at the time. These individuals should seek to follow (as nearly as possible) the guidelines discussed in this plan, while simultaneously making an effort to notify supervisory officials of the situation to obtain verification or advice on their actions.

## **INCIDENT COMMAND POST**

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When an emergency occurs or is imminent, it shall be the responsibility of the Incident Commander to set up and staff an appropriate Incident Command Post as directed.

### **A. Field Incident Command Post**

If the emergency involves only one building or a small part of the campus, a University of Wyoming Police Department vehicle is to be placed as near the emergency scene as is reasonably possible. At least one identified police officer is to staff the command post at all times or until the emergency ends. A small office with a desk, chairs, computer and a telephone may also be required near the scene. If necessary, the University of Wyoming Police Department will establish a perimeter around the emergency scene with the Incident Command Post being included in that perimeter. Individuals entering and/or leaving the scene must check in at the Command Post.

Incident Command Post Equipment should include:

- Barricades, barrier tape and signs for the scene
- Portable handheld radios
- Portable public address system
- First aid kit
- Telephone access (i.e., cell phone)
- Campus telephone directory and local telephone directory, including Yellow Pages

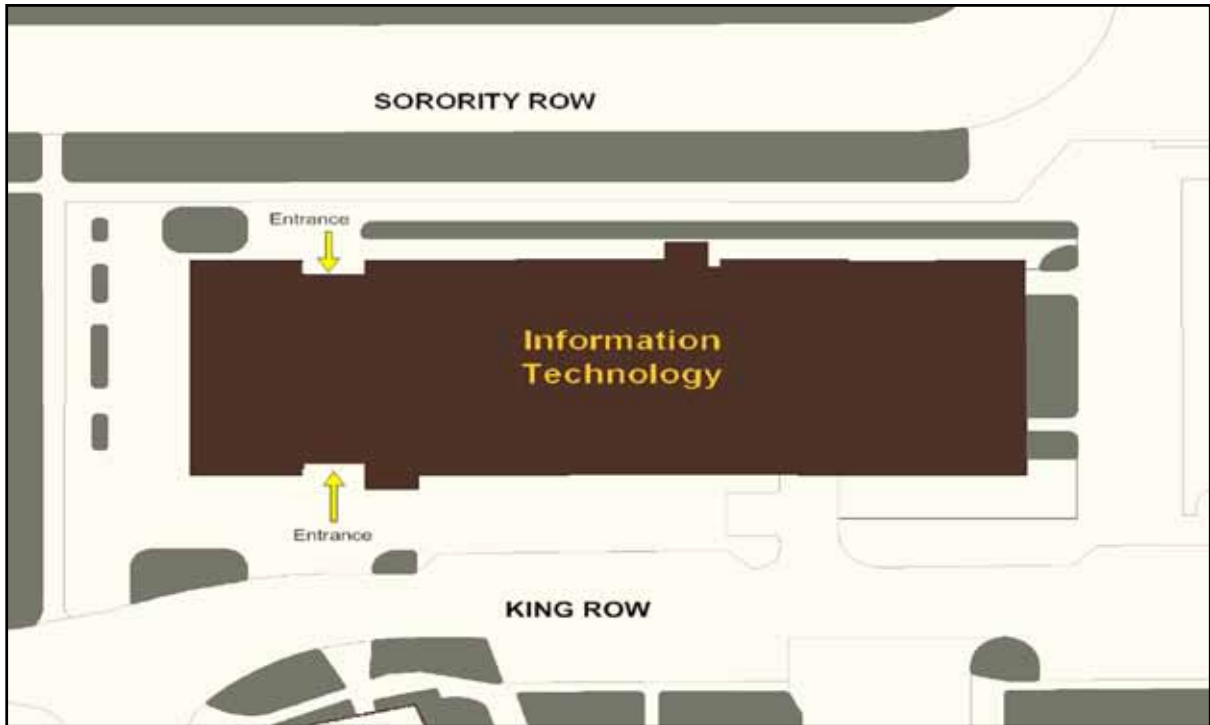
The Incident Commander shall maintain at a staging area the equipment items necessary to establish an Incident Command Post.

### **B. Incident Command Post**

If the incident involves a large part of the campus, the Incident Command Post is to be established in a location that has been previously identified by the Vice President of Administration in consultation with the Chief of Police. If this site is unavailable, the Incident Commander is to select an alternate location. At least one identified police officer or dispatcher is to staff the Incident Command Post at all times until the emergency situation ends. The University of Wyoming Police Department, for operations of the combined on-site emergency response team, shall establish a staging area for outside and local agency assistance. Also, a conference room with facilities for emergency teams or media crews, and the ability to accommodate multiple telephones and/or electrical appliances, is desirable.

## UW CAMPUS EMERGENCY OPERATIONS CENTER (EOC)

The Emergency Operations Center (EOC) is the central command and control facility during a campus emergency. It functions at a strategic level in an emergency situation, ensuring the continuity of University operations. The EOC will also serve as the University's emergency communications center.



## **DEPARTMENT/BUILDING EMERGENCY RESPONSE PLANNING**

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### **A. Purpose of the Plan**

The purpose of a department/building level emergency response plan is to familiarize faculty, staff and students with emergency procedures for situations specific to the department or facility, including evacuation routes and hazardous materials spill response. The plan should be used as a training document, and all personnel should become familiar with it. The plan should be periodically reviewed and revised as needed. All revisions will be distributed as per paragraph C below.

### **B. Guidelines For Development**

The University has developed an Emergency Response Plan. These policies and procedures go into effect in the event of a level 3, 2, or 1 emergency. This plan is available on the University's campus safety web site or on the Environmental Health and Safety Department's web page. These policies and plans do not address emergency procedures at the department/building level. Therefore, the University recommends the development of a specific emergency response and disaster plan for these emergencies for each campus facility. Technical assistance for facility plan development is available from the University of Wyoming Environmental Health and Safety Department and from the Emergency Operations Group identified in this plan.

### **C. Plan Components**

Components of the plan must include emergency response procedures, protection in place procedures, an evacuation plan, training procedures and a list of positions assigned responsibilities under the plan. The plan should also include emergency guidelines to be used in the event of a major disaster when professional emergency response assistance is unavailable or is unable to respond quickly. In such cases, the department or building occupants may need to be self-reliant for an extended period of time. Additional information on emergency procedures such as rescue, building security, area(s) of refuge, rescue assistance and command post locations should be included.

Once the plan is completed, copies are to be sent to the Environmental Health and Safety Department and the department's safety committee (if applicable) for review. Upon acceptance, four copies must be maintained. One must be retained at the department/building level, the second will be retained at the Environmental Health and Safety Department, the third at the University of Wyoming Police Department and the fourth will be retained at the Laramie Fire Department. It is the department's responsibility to distribute the campus copies; Environmental Health and Safety will distribute to the Laramie Fire Department.

## DEANS AND DIRECTORS

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Deans and Directors shall appoint a specific person as Building/Facility Coordinator to plan and respond to any emergency activity under their control. The Building/Facility Coordinator has the following general responsibilities prior to and during an emergency or incident:

### A. Emergency Preparedness

- Distribution of building evacuation information to all employees with follow-up discussions, on-the-job training or explanation as required.
- Training employees in building evacuation procedures. It is recommended that employees receive training in areas such as fire extinguisher usage, AEDs, first aid and CPR.

### B. Emergency Situations

- Inform all affected employees under their direction of the emergency condition.
- Evaluate the impact the emergency has on their activities and take the appropriate action. This may include ceasing operations and initiating building evacuation.
- Maintain emergency telephone communications with officials, material safety data sheets, keys and cardtols.
- Notify the Vice President for Administration, University of Wyoming Police Department and Environmental Health and Safety Department.

## FACULTY AND SUPERVISORS

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Each faculty and staff supervisor has the responsibility to do the following:

- Educate faculty, staff and students concerning University emergency procedures as well as evacuation procedures and stressing the importance of evacuation for their building and/or activity.
- Inform faculty, staff and students of an emergency and initiate emergency procedures as outlined in this guide.
- Survey and evaluate their assigned building, facility or activity in order to determine the impact a fire or other major event could have on their facility and activities.
- Inform all faculty, staff and students to conform to building evacuation guidelines during an emergency and to report to a designated campus assembly area where a headcount can be taken.



## DEPARTMENT/BUILDING EMERGENCY AND DISASTER PLAN GUIDELINES



The following is a minimum outline for developing a building or department emergency response and disaster plan. The level of detail will depend on the size of the building, the number of occupants and the hazards present.

### **Introduction**

- Purpose
- Scope
- Dissemination

### **Alarm Systems**

- Introduction
- Description/Locations
- Activation (when and how)
- Response to an alarm
- Evacuation map

### **Summoning Professional Emergency Response**

- Emergency numbers and calling procedures (should also be attached to the evacuation map)
- Procedures for health threatening emergencies including the following:
  - Fire
  - Earthquake
  - Tornado
  - Flood
  - Medical emergency
  - Chemical, biological or radioactive spill
  - Bioterrorism
  - Bomb threat
  - Civil disturbance or demonstration
  - Explosion
  - Psychological crisis
- When to contact the Environmental Health and Safety Department
- Emergency poster
- After-hours emergency response
- What to do when emergency response is delayed

### **Evacuation Plan**

- Written evacuation procedures (when, how, assistance for those unable to evacuate themselves)
- Primary and alternate evacuation routes (building floor plans are available from Facilities Planning)
- Emergency assembly point (location, method to ensure everyone has been evacuated)
- Challenged personnel evacuation

### **Drills and Training**

### **Designated Coordinator/Emergency Team/Chain of Command**

### **Incident Reporting**

### **Media Relations**



# APPENDICES



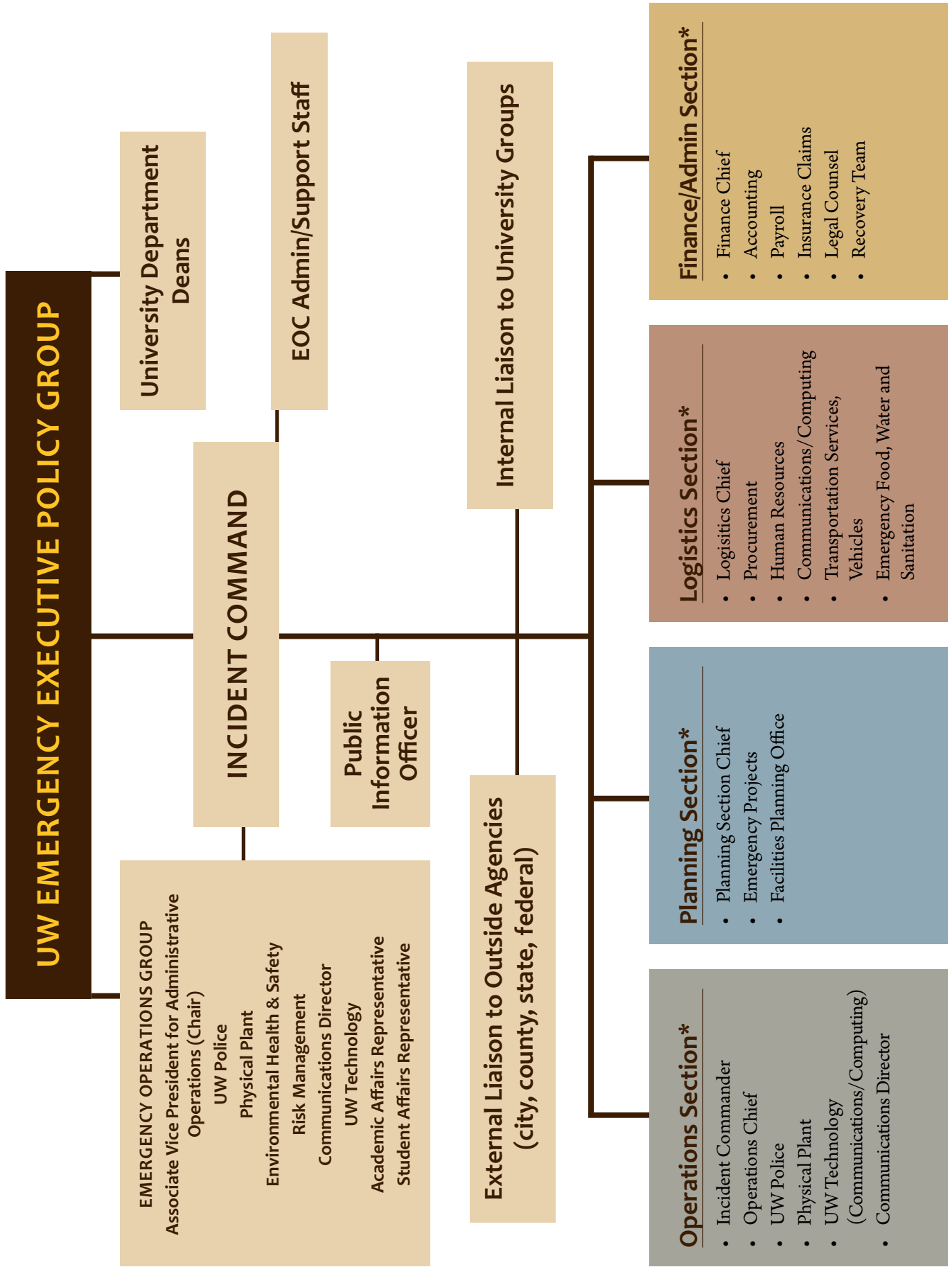


# APPENDIX A EMERGENCY OPERATIONS CENTER LOCATION

## PRIMARY LOCATION INFORMATION TECHNOLOGY FACILITY

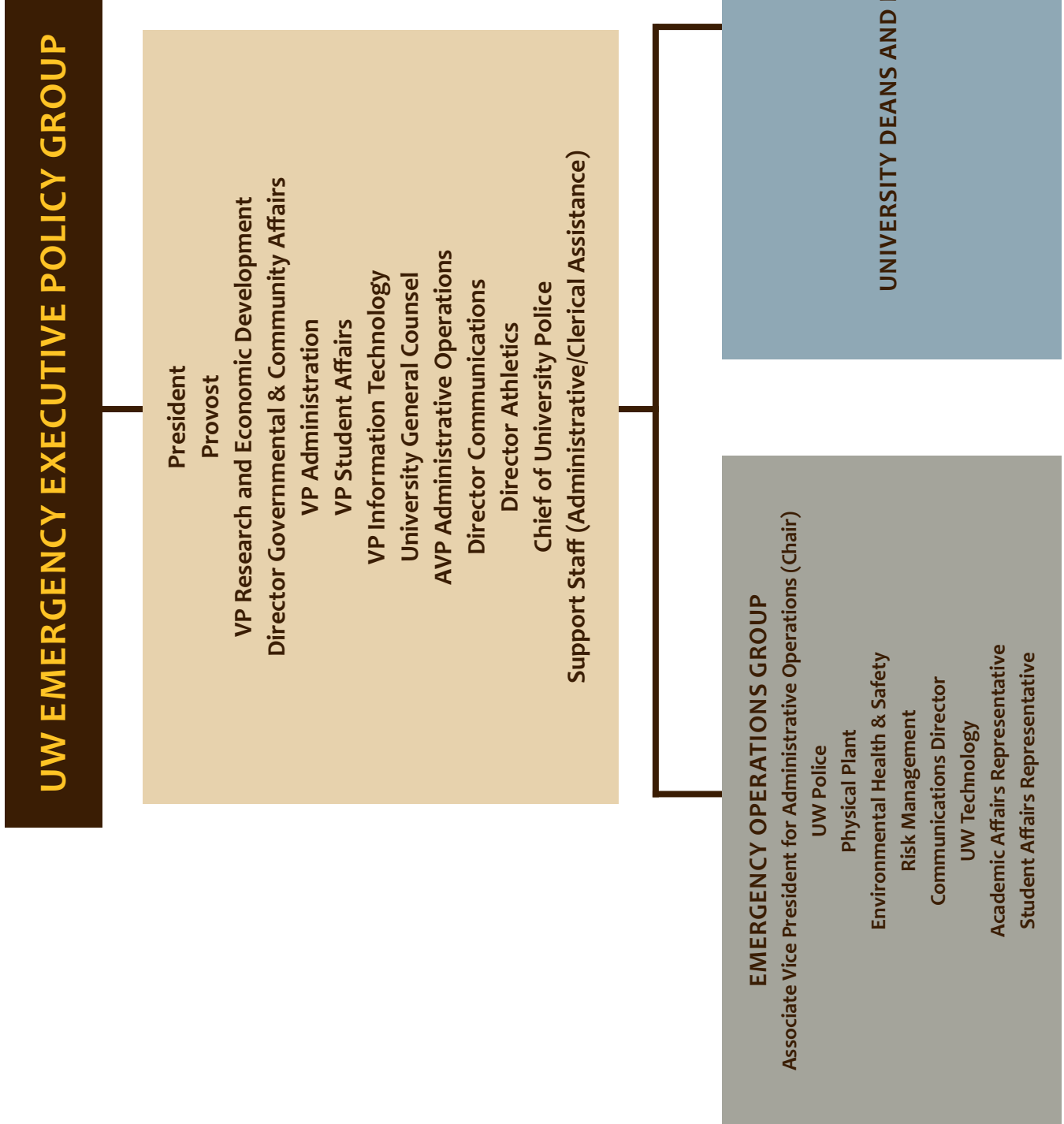


# APPENDIX B: UW EMERGENCY OPERATIONS CENTER FUNCTIONS/UNITS



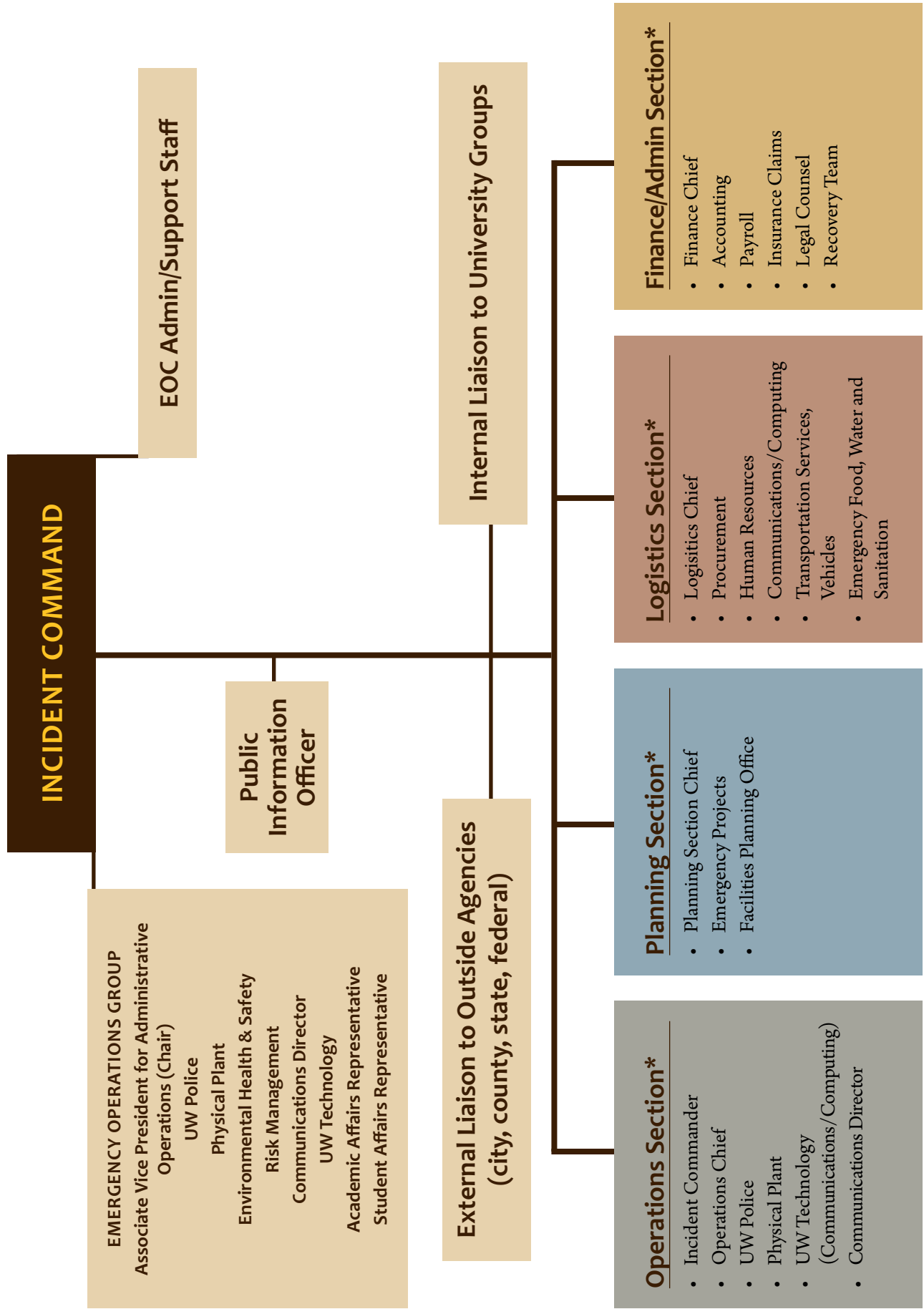
\*Utilization of these teams is dependent on the nature and duration of the incident.

# UNIVERSITY OF WYOMING EMERGENCY POLICY STRUCTURE





# UW EMERGENCY INCIDENT COMMAND STRUCTURE



\*Utilization of these teams is dependent on the nature and duration of the incident.

## APPENDIX C

### UW EMERGENCY OPERATIONS CENTER PURPOSE/RESPONSIBILITIES

<b>OPERATIONS SECTION FUNCTION</b>	<b>PURPOSE/RESPONSIBILITIES</b>
<b>INCIDENT COMMANDER</b>	<p>Responsible for setting the incident objectives, strategies and priorities and has the overall responsibility at the incident or event. Ensures incident safety, provides information services to internal and external stakeholders, and establishes and maintains liaison with other agencies participating in the incident.</p> <p>In addition to the above responsibilities, depending upon the growth or complexity of the incident, may also delegate authority of certain activities to the Command and/or General Staff.</p> <p>The following positions will be added only as needed. But Operations Chief is always activated.</p>
<b>OPERATIONS CHIEF</b>	<p>Provides overall direction, management and coordination for all operational functions of the EOC that are part of the Operations Team. Establishes operational priorities and strategies. Coordinates to ensure effective field incident response and the management of operational resources, and provides senior operational representation to the EOC Director.</p> <p>This position is always activated and serves as a back up to the EOC Director.</p>
<b>UW POLICE</b>	<p>Responsible for managing police functional operations at the EOC and serving as the Operations Section Chief for incidents in which the police field units are the Incident Commanders. Coordinates general field assignment with the Police Department Command Center and may, as needed, communicate directly with field Incident Commanders and units. Has the lead for the Operational Action Plan for law enforcement, security, traffic control, access control, and crime scene preservation. Coordinates with the county Medical Examiner's office for incidents involving fatalities and has primary authority for establishing priority for field response and police resource allocation. Responsible for managing search and rescue and fire suppression if the Laramie Fire Department is not immediately available.</p>
<b>ENVIRONMENTAL HEALTH &amp; SAFETY</b>	<p>Manages and coordinates the environmental health and safety functions of the emergency response on the University of Wyoming Laramie campus and provides consultation for emergency response at other UW locations, including giving input for suspected problems with hazardous chemical, biological or radiological materials or spills, or basic public health concerns related to contaminated water, sewage or air contaminants. Provides consultation to assist in the assessment of unsafe conditions, manages and coordinates on-site hazard assessments, and coordinates HazMat contractor consistency with EOC priorities. Advises and provides information to other campus departments and emergency response personnel on the safety and health of planned operations and responses. Provides advice and consultation on Pre-entry Assessment Team (PEAT) deployment and provides input for the Operational Action Plan for evaluating and prioritizing response operations relative to hazardous situations, fire risks, and health and environmental risks.</p>

<p><b>OPERATIONS SECTION FUNCTION</b></p>	<p><b>PURPOSE/RESPONSIBILITIES</b></p>
<p><b>PHYSICAL PLANT</b></p>	<p>Responsible for managing and coordinating the prioritized response and exchange of operational information for all buildings, power and water utilities, roadways, and grounds. Has the lead for the Operational Action Plan for emergency inspection, repair and restoration operations for all campus power and water utilities, facilities roadways, and grounds. Assists with emergency power and support for all field operations and the EOC. Responsible for providing reports from outside utilities and transitioning emergency operations to clean up and repair operations.</p>
<p><b>UW TECHNOLOGY (COMMUNICATIONS/ COMPUTING)</b></p>	<p>Provides status for campus communications/computing services for disaster response. Plans for and establishes alternate and emergency computing in support of the EOC and critical campus operations. Maintains, operates, and deploys emergency communication tools. Provides technical support for News and Information and Crisis Communications. Manages the utilization of the UW Amateur Radio group and services (Ham) when available.</p>
<p><b>RESIDENCE LIFE and DINING</b></p>	<p>Responsible for coordinating University care and shelter operations for all populations who may be stranded on campus. Coordination may be in support of other activities on campus or with public services through Albany County or the State of Wyoming. Additionally, may need to address requests from the City of Laramie, Albany County, Red Cross or other agencies to host temporary shelters for citizens.</p>
<p><b>STUDENT AFFAIRS</b></p>	<p>Represents all student life for the University during the emergency response and recovery. Coordinates and provides housing and food services, information to families of students, and counseling services to students.</p>
<p><b>UW COUNSELING</b></p>	<p>Responsible for coordinating with Human Resources and other administrative departments to manage emergency services and support for UW staff stranded at campus or needing emergency services from campus resources. May work with other entities to coordinate care and shelter and emergency transportation. Also, may work with Medical First Aid to coordinate crisis-counseling services.</p>

<b>PLANNING SECTION FUNCTION</b>	<b>PURPOSE/RESPONSIBILITIES</b>
<b>PLANNING SECTION CHIEF</b>	<p>Provides for overall management and analysis of disaster/incident information and assessment of impact and damage to the University systems, properties, facilities and capability to occupy buildings. Provides analysis and consultation regarding extended operations and the impacts of the emergency. Runs the hourly EOC Section Chief Planning meetings. Manages the receipt, posting, tracking and documentation of disaster/incident information. Supports the financial accounting of all incurred costs and estimated expenditures.</p> <p>This position is always activated whenever there is significant information, extended operations or property damage.</p>
<b>EMERGENCY PROJECTS</b>	<p>Implements and manages maintenance, repair and construction projects for critical University services and facilities, as authorized by the EOC Director.</p>
<b>FACILITIES PLANNING OFFICE</b>	<p>Responsible for coordination, information gathering and dissemination of information to UW tenants and property-owners of major off-campus leased space.</p>



<p><b>LOGISTICS SECTION FUNCTION</b></p>	<p><b>PURPOSE/RESPONSIBILITIES</b></p>
<p><b>LOGISTICS CHIEF</b></p>	<p>Provides overall management of resources and logistical support for operations and planning functions. Accesses and procures resources to support the emergency response and operations, when support beyond normal department assets is needed. Supports the EOC activation and temporary emergency care for people and workers. Coordinates the management of volunteer resources to support emergency operations. Coordinates with the Finance Team to ensure appropriate processes for procurement and contracting.</p>
<p><b>PROCUREMENT</b></p>	<p>Sets up all logistics for procurement and delivery of resources, both UW campus resources and outside goods and services. Arranges for field receipt and acknowledgement. Procures private and vended services, which may include contracted services, equipment purchases, supplies or support (meals, etc.) for emergency operations. If resources are not purchased through the EOC, sets up an allocation and tracking process to assure vendors know whom to invoice and how they will be paid. Responsible for tracking and distributing the equipment and supplies requested by the EOC to support campus emergency response and recovery activities. Coordinates with Finance in the record keeping, planning and budgeting for funding authorization.</p>
<p><b>HUMAN RESOURCES</b></p>	<p>Responsible for managing emergency human resource operations, including temporary or emergency hires, critical processes for benefits and employee services, and other HR-related activities in support of the emergency response and recovery. Responsible for coordinating all UW staff volunteer resources to support the University’s needs. Sets up a registration process for ensuring UW staff volunteers are working under the management of an appropriate manager of the University. Registration includes obtaining emergency contact numbers, signed statement indicating complete and voluntary participation and willingness to work as assigned. May need to address work requirements, e.g., lifting, hazard exposure. Procedure does not need to be done for any volunteers who are coordinated by an official organization, such as the American Red Cross or the National Search and Rescue Association.</p>



LOGISTICS SECTION FUNCTION	PURPOSE/RESPONSIBILITIES
<b>COMMUNICATIONS/ COMPUTING</b>	Coordinates between UW Technology Unit Response Center (URC), UW Technology EOC Operations position, and other EOC positions. Provides status for campus communications/computing services for disaster response. Plans for and establishes alternate and emergency computing in support of the EOC and critical campus operations. Maintains, operates, and deploys emergency communication tools. Provides technical support for News and Information and Crisis Communications. Manages the utilization of the UW Amateur Radio group and services (Ham) when available.
<b>TRANSPORTATION SERVICES, VEHICLES</b>	Responsible for providing transportation to support emergency operations, including transport of emergency personnel, equipment and supplies, and injured persons. Manages the campus pool vehicles, parking operations, garage, and coordinates the provision of municipal transit services to campus. Maintains inventory of all available transportation (vehicles) and support (fuel, supplies, and drivers).
<b>EMERGENCY FOOD, WATER and SANITATION</b>	Responsible for obtaining and allocating food and water supplies to support emergency staff needs. Coordinates with all campus resources to obtain hot meals and supplemental food for emergency workers on campus.



<b>FINANCE/ADMIN SECTION FUNCTION</b>	<b>PURPOSE/RESPONSIBILITIES</b>
<b>FINANCE CHIEF</b>	<p>Provides overall management of financial accounting and analysis for the emergency response, including keeping the EOC Director and Emergency Policy Council advised of the total cost-to-date of the emergency response, estimated losses and financial impacts of the emergency to University businesses, programs and facilities. Also, begins the tracking and documentation process for FEMA application and insurance claims.</p>
<b>ACCOUNTING</b>	<p>Establishes an accounting process for tracking expenses for procurement of services, contracts and/or mutual aid from the EOC. Establishes accounting numbers for tracking expenses.</p>
<b>PAYROLL</b>	<p>Coordinates the payment of UW employees and staff during and after an emergency or disaster and develops alternate payment methods if the primary payroll processes are impacted.</p>
<b>INSURANCE/CLAIMS</b>	<p>Assists EOC staff (either on-site or via phone consultation) with insurance and liability claims information and information-sharing. Provides subject matter expertise on both issues as the event evolves toward the recovery stage.</p>
<b>LEGAL COUNSEL</b>	<p>Available for advice and consultation on all legal matters involving the University's emergency response activities. May not be physically present in the EOC but must be available electronically (via phone) to the EOC and/or Emergency Policy Council representatives.</p>

## APPENDIX D

# MINIMUM UW EMERGENCY PROCEDURE GUIDELINES

### 1. REPORTING EMERGENCIES

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- IN THE EVENT OF AN EMERGENCY, CALL 911
- When calling stay calm and carefully explain the problem and location to the dispatcher. **DO NOT HANG UP UNTIL TOLD TO DO SO** (unless evacuation is imperative). Keep calm and try to keep others calm.

### 2. EVACUATION PROCEDURES

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#### Building Evacuation

- All building evacuations will occur when an alarm sounds and/or upon notification by the University Police, the local fire department, the local police, the Environmental Health and Safety Department or the Building/Facility Coordinator.
- When the building evacuation alarm is activated during an emergency, leave by the nearest marked exit and alert others to do the same.
- **ASSIST THOSE WHO NEED HELP EXITING THE BUILDING! DO NOT USE THE ELEVATORS IN CASES OF FIRE OR EARTHQUAKE.**
- Once outside proceed to a clear area that does not obstruct emergency response personnel and away from the affected building. Keep streets, fire lanes, hydrant areas and walkways clear. Know your assembly points.
- **DO NOT** return to an evacuated building unless told to do so by the local fire department, the local police or the Environmental Health and Safety Department. **IMPORTANT:** After any evacuation, report to your designated assembly point. Remain until an accurate headcount is taken. The Building/Facility Coordinator will take attendance and assist in the accounting for all building occupants.

#### Campus Evacuation

- The Vice President for Administration will announce evacuation of all or part of the campus grounds.
- All persons (students, faculty and staff) are to immediately vacate the site in question and relocate to another area as directed.
- **DO NOT** return to an evacuated area unless told to do so by the Vice President for Administration. **IMPORTANT:** After any evacuation, report to your designated assembly point. Remain until an accurate headcount is taken. The Building/Facility Coordinator will coordinate the accounting for persons in the area.

## How to assist people with disabilities during an evacuation

### To alert visually impaired persons

- Announce the type of emergency
- Offer your arm for guidance
- Tell person where you are going, obstacles you encounter
- When you reach safety, ask if further help is needed

### To alert people with hearing limitations

- Turn lights on/off to gain person's attention, or
- Indicate directions with gestures, or
- Write a note with evacuation directions

### To evacuate people using crutches, canes, or walkers

- Evacuate these individuals as injured persons
- Assist and accompany to evacuation site if possible, or
- Use a sturdy chair (or one with wheels) to move person, or
- Help carry individual to safety

### To evacuate wheel chair users

- Non-ambulatory persons' needs and preferences vary
- Individuals at ground floor locations may exit without help
- Others have minimal ability to move--lifting may be dangerous
- Some non-ambulatory persons have respiratory complications
- Remove them from smoke and vapors immediately
- Wheelchair users with electrical respirators get priority assistance
- Most wheelchairs are too heavy to take down stairs
- Consult with person to determine best carry options
- Reunite person with the chair as soon as it safe to do so



## APPENDIX E

### STUDENT CRISIS RESPONSE TEAM

The Student Crisis Response Team (SCRT) is activated when a student or students are involved in an incident that is of significant enough scope that the larger community is impacted. The purposes of the team are to:

1. increase the effectiveness and immediacy of the response to the victims, their families, and close associates;
2. reduce the severity and duration of the trauma to the campus community;
3. reassure the public and local community;
4. protect the institution's image.

The phases of the SCRT incident process include the following:

- Planning and preparation
- Immediate crisis response
- Recovery process
- Follow-up evaluation and review

Types of student crises situations that can activate the SCRT are suicide, suicide attempt, assault/violent attack, accidental death, hate crime, kidnapping, missing student(s), accident involving multiple students, etc.

The SCRT consists of the following:

#### **Permanent Members**

Vice President for Student Affairs, chair	766-5123
Dean of Students, vice chair	766-3296
Chief of UW Police	766-5179
Director of the University Counseling Center	766-2187
Director of Residence Life and Dining Services	766-3175
Director of the Student Health Service	766-2130
Director of Public Relations	766-2929
Assistant to the VPSA, staff	766-5123

#### **Ex-Officio Member**

UW President	766-4121
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#### **Situational Members**

Provost	766-4286
Associate Provost	766-4286
Vice President for Administration	766-5766
Director and/or Sr. Associate Director of Athletics	766-2292
Vice President for Information Technology	766-4860
Director of Governmental Relations	766-2238
Laramie Police Department	721-2526
Albany County Sheriff's Department	721-2526
Laramie Fire Department	721-5332
Albany County Public Health	721-2561



## APPENDIX F

### SPECIFIC EMERGENCY PROCEDURES

#### FIRE

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##### Designated Emergency Response Number: 911

##### Laramie Fire Department

1. In case of fire, activate the nearest fire alarm. Take the appropriate precautions to ensure your personal safety.
2. Evacuate the building by the nearest uninvolved exit and assist the disabled with evacuation if necessary (do not use elevators – the fire alarm system will send the elevator car to the first floor and disable it).
3. When you are in a safe area away from the fire call the Laramie Fire Department at the designated emergency response number (911). Give your name and the exact location of the fire (building, floor, room, etc.). Remain on the phone until released by the emergency operator.
4. If comfortable in doing so, attempt to extinguish a minor fire and then contact the Laramie Fire Department.
5. Once outside, move to a clear area that is at least 600 feet from the affected building. Keep streets and walkways clear for emergency vehicles and personnel.
6. Do not return to an evacuated building unless authorized by a Laramie Fire Department official.

#### EARTHQUAKE

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##### Designated Emergency Response Number: 911

##### Physical Plant (to report damage to facilities): 766-6225

1. **INDOORS:** Move away from glass, windows, shelves, filing cabinets and heavy equipment. Seek refuge in a doorway or under a desk or table.
2. **OUTDOORS:** Move rapidly away from buildings, windows, utility poles and other structures. Avoid power or utility lines (they may remain energized).
3. **VEHICLE:** Pull to the side of the road away from underpasses, bridges and buildings. Remain in the vehicle until the shaking stops. Remain in the vehicle if a power line has fallen on or near it.
4. When the shaking stops, evaluate the situation. If emergency help is necessary, call the Designated Emergency Response Number (911). Report any injuries.
5. Evacuate the building and help the disabled if necessary. Move away from buildings, windows, utility poles and other structures in preparation for aftershocks.
6. Report any damage to facilities or odors from possible natural gas leaks to the Physical Plant (7666225).
7. Do not reenter the building until authorized to do so by the Laramie Fire Department official.



## TORNADO/SEVERE WEATHER

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### Designated Emergency Response Number: 911

Tornado Watch: The National Weather Service will issue a Tornado Watch if there exists a possibility of tornado formation in the area.

Tornado Warning: A tornado warning is an alert by the National Weather Service confirming the sighting and location of a tornado. The weather service will announce the approximate time of detection and direction of movement. Wind speed will be 75 M.P.H. or greater.

1. If you receive notification of a tornado warning or sight a tornado, move to the lowest level in an interior hallway of the building as quickly as possible.
2. Stay away from windows and areas with large expanses of glass.
3. Avoid auditoriums, gymnasiums and other large rooms with free span roofs.
4. Do not use elevators and remain calm.
5. Help those with disabilities move to a safe area by assisting them to an interior hallway away from windows and areas with large expanses of glass.
6. Protect your head and face. If possible, get under a sturdy table or other structure.

### Procedure for Campus Closure

Information Technology will release a text message via UW Alert and notices will be posted on UW's webpage, WyoWeb, and sent to all Wyoming media informing the public that information on closure due to snow will be available as soon as possible through announcements on Wyoming Public Radio, KOWB-AM and KCGY-FM, KRQU-FM and KLDI-AM, KTWO-TV, KCWY-TV and KGWN-TV.

## MEDICAL AND FIRST AID

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### Designated Emergency Response Number: 911

1. If a serious injury or illness occurs on campus, immediately call 911 for an ambulance. Give your name, describe the nature and severity of the medical problem, and provide the location of the victim. Do not hang up until released by the emergency operator.

If conscious and oriented, the individual has the right and responsibility to determine his/her own health care needs and the response to those needs. Under such circumstances, University staff should refrain from recommending specific health care providers. When in doubt, call 911 and let the responding police or EMTs help the individual with that assessment.

In circumstances involving a person who is unconscious and/or disoriented, calling the designated emergency response number (911) is the appropriate response.

2. Keep the victim still and comfortable until help arrives. Avoid moving the victim. Precautions should be taken to avoid contact with human blood and bodily fluids.

3. In case of minor injury or illness, students may go to the Student Health Center or have a trained person provide the appropriate first aid.
4. Individuals whose position description does not require them to provide first aid are acting as Good Samaritans.
5. Persons with serious or unusual medical problems should be encouraged, before an incident, to notify their supervisors or instructors of the medical problem and the standard emergency treatment related to that problem.
6. Contact Physical Plant Service Desk (6-6225) or Environmental Health and Safety (6-3285) regarding area clean up of blood, glass or other debris that may cause a hazard.

## CHEMICAL SPILL

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### Designated Emergency Response Numbers

**Immediately Dangerous to Life and Health: 911**

**All Other Spills: 766-3696 (Environmental Health and Safety-RMMC)**

1. If the situation is life or health threatening, evacuate the area, close the door, and call, or have someone call the Designated Emergency Response Number (911).
2. Restrict entry to the affected area.
3. Remove contaminated clothing. Rinse contaminated skin, eyes or hair with water for a minimum of 15 minutes.
4. When reporting, provide the following information:
  - Your name
  - Name of spilled substance (if known)
  - Approximate amount of spilled substance
  - Exact location of spill
  - Injuries sustained (if any)
  - Actions taken
5. DO NOT PANIC
6. If a building emergency exists, activate the fire alarm. Evacuate the building by the nearest exit. Assist the disabled to evacuate if necessary.
7. Once outside, move to an area at least 600 feet away from the affected building. Keep streets and walkways clear for emergency vehicles and personnel.
8. Do not return to an evacuated building unless authorized by a representative of the Environmental Health and Safety Department, the Fire Department or the University Police.

## INFECTIOUS AGENT EMERGENCY

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### Designated Emergency Response Number

8:00 a.m. – 5:00 p.m. 766-3277

After hours: 766-5179

### Environmental Health and Safety Department

1. Take care of medical emergencies first. If contamination is airborne, leave area as soon as possible and close the door. If life-threatening conditions exist, call 911 for emergency help. Decontamination can occur when the victim is in stable condition.
2. If a skin wound occurs, call 911. Gently and thoroughly wash the wound with running water. Allow some bleeding and then bandage using items from the first aid kit.
3. In case of an emergency call Environmental Health and Safety 766-3277 (or 760-6389 after hours). Clean up the spill following the directions of the Environmental Health and Safety Manual.
4. If any clothing items are contaminated with infectious materials or blood, remove them and place in labeled collection containers. These items will be cleaned or disposed of by Environmental Health and Safety.
5. Restrict access into the spill area for 20 minutes. Personnel entering the spill area must wear appropriate protective equipment.

## RADIATION EMERGENCY

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### Designated Emergency Response Number

8:00 a.m. – 5:00 p.m. 766-3277

After hours: 766-5179

### Environmental Health and Safety Department

1. Take care of medical emergencies first. If health or life threatening conditions exist, call 911 for emergency help. Decontamination can occur when the victim is in stable condition.
2. If a skin wound occurs, call 911. Thoroughly wash the wound with running water, allow some bleeding and then bandage using items from the first aid kit. Once the bleeding has stopped, the Radiation Safety Officer or other medical personnel will monitor the wound for radioactive contamination.
3. Check for contamination of individuals. Decontaminate as quickly as possible. In case of an emergency, call Environmental Health and Safety (766-3277 or 760-6389 after hours). If necessary contact Ivinson Memorial Hospital (911) for decontamination assistance.
  - Thoroughly wash hands and other exposed body areas until radioactive contamination levels are as low as reasonably achievable.
  - If any clothing items are contaminated with radioactive materials, remove them and place in labeled collection containers. These items will be cleaned or disposed of by Environmental Health and Safety

4. Restrict access into the spill area until decontaminated and radioactive levels are within allowable limits. Personnel entering the spill area must have the appropriate personal protective equipment and radiation dosimetry (badge, ring, etc.).
5. For radioactive materials incidents, notify the Principal Investigator or your supervisor as soon as possible.
6. Clearly label any contaminated surfaces as demonstrated by your instructor/supervisor. Clean up the spill following previously conveyed directions as provided in the Environmental Health and Safety Manual.
7. Any loss of radioactive material must be reported to Environmental Health and Safety (766-3277) as soon as possible after the loss is noted.

## **BOMB THREAT**

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**Designated Emergency Response Number: 911**

**University of Wyoming**

**Bomb Threat Policy**

### **GOAL**

The goal of this document is to establish guidelines for an acceptable, safe response by the University of Wyoming community to bomb threats and actual bomb emergencies and to provide maximum public safety while minimizing disruption to normal university business.

#### **I. POLICY**

The policy of the University of Wyoming is to regard all bomb threats as serious and to evaluate each individually to assess the credibility of the threat and to determine an appropriate response.

#### **II. PURPOSE**

The purpose of this policy is to establish procedures to be followed for dealing with bomb threats and actual bomb emergencies.

#### **III. PROCEDURES**

##### **A. THREATS**

- Report any bomb threat to the UW Police Department immediately (911).
- Front-line staff, including secretaries, receptionists and anyone with frequent telephone contact with the public will be provided with a standard format of questions to be used to attempt to gather information from the individual making the threat.
- The University Police Department will provide training for university personnel on how to respond to bomb threats and bomb emergencies to promote consistent understanding of these policies and procedures.

**B. EVACUATION**

1. The decision to evacuate a building will be made by the University Police Department. The Chief of Police or designee, in consultation with management officials, will make this decision.
2. The University Police Department will assist in coordination of the evacuation effort.
3. When the decision to evacuate a building has been made, all individuals must leave the building. Failure to do so may result in civil charges.
4. Employees evacuating a building should move to a location at least 600 feet away and out of the potential path of flying debris should an explosion occur. This location should be agreed upon in advance so that all employees can be accounted for and so that officers investigating the threat can have access to people who might have information relating to the threat.

**C. SEARCH**

1. Bomb searches are most effective when conducted by persons familiar with the area. Upon being informed of an evacuation due to a bomb threat, employees should check their respective work areas for any unusual or out-of-place packages. Suspicious items shall be reported to the University Police. Evacuees should remove items such as lunch boxes, purses, attaché cases, backpacks and other personal packages which might cause unnecessary wasted effort during the building search phase. When possible, work areas which have been checked should be locked when employees leave.
2. Whenever possible, the building or location will be thoroughly checked and cleared by UW Police using an Explosive Detection Canine.
3. After the building is evacuated and a preliminary check has been made by employees immediately prior to evacuation, the University Police Department shall coordinate the building search.

**D. BUILDING RE-OCCUPATION**

The decision to re-occupy a building shall be made by the University Police Department.

**E. COMMUNICATION**

University Police Department will provide notification to the administration and the public.

## **CIVIL DISTURBANCE/DEMONSTRATIONS**

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### **Designated Emergency Response Number: 911**

1. Keep calm. Resistance may only increase the destruction of property and/or the threat of bodily harm. Do not confront demonstrators.
2. Call the University Police at the designated emergency response number (911). Provide the following information:
  - a. Location (building, entrance, floor, room, etc.)
  - b. Approximate number of leaders
  - c. Size of group
  - d. Obvious objective or demand of group
  - e. Group's mindset: rational, organized, violent, etc.
3. When the University Police arrive, provide them with an update. Follow their instructions.

## EXPLOSION

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### Designated Emergency Response Number: 911

In the event of an explosion on campus, take the following actions:

1. Immediately take cover under tables, desks, or other objects, which will give protection against falling glass and debris.
2. After the initial effects of the explosion have subsided, notify the Laramie Fire Department at the designated emergency response number (911). Give your name and describe the location and nature of the emergency.
3. Activate the building fire alarm
4. Evacuate the building by the nearest exit, assisting those with disabilities.
5. Do not use elevators. Do not panic.
6. Once outside, move to a clear area that is at least 600 feet from the affected building. Keep streets and walkways clear for emergency vehicles and personnel.
7. Do not return to an evacuated building unless authorized by a Laramie Fire Department Official or University Police.

## PSYCHOLOGICAL CRISIS

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### Designated Emergency Response Number: 911

A psychological crisis exists when an individual poses a physical threat to himself/herself or others or cannot seem to come in contact with reality. Uncontrollable behavior and/or hallucinations could be manifested. If a psychological crisis occurs, do the following:

1. REMAIN CALM
2. Notify University Police at the designated emergency response number (911).
  - a. Provide the following information:
    1. Your name
    2. Location
    3. Observed symptoms
    4. Name of individual (if known)
    5. Description of individual
  - b. Until help arrives, be pleasant, patient, considerate and understanding to avoid escalating the situation.
  - c. Do not argue with the individual. Be accepting of the individual's point of view. Do not confront or try to detain a violent individual.
  - d. If another person is available and able to leave the area, have that person meet the University Police and provide up-to-date information.



## **TRANSPORTATION**

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In case of medical emergencies and when transport is necessary, an ambulance will provide transportation. Emergency transport is requested through the 911 emergency dispatch center.

Generally, it is not advised that individual faculty, staff or students take responsibility for transporting a person involved with any health emergency.

In the case of protective custody or emergency detention where a restraint is necessary, University Police or the City of Laramie Police will be involved directly with transportation.

## **BUILDING FLOOR PLANS**

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Updated building floor plan maps will be posted on each floor within all campus buildings. The maps provide information on evacuation routes.

## **EMERGENCY PHONE NUMBERS**

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<b>NAME</b>	<b>PRIMARY NUMBER</b>

<b>OFF CAMPUS CONTACTS</b>	<b>PRIMARY NUMBER</b>

<b>BUILDING DIRECTORS</b>	<b>PRIMARY NUMBER</b>

## GLOSSARY

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**EMERGENCY EXECUTIVE POLICY GROUP:** Chaired by the President and comprised of core University administrators and senior staff, a group responsible for providing policy direction, general support, defining emergency policy and determining program closures and resumptions.

**EMERGENCY OPERATIONS GROUP** – Consists of Associate Vice President for Administrative Operations (Chair), UW Police, Physical Plant, Environmental Health and Safety, Risk Management, Communications Director, UW Technology, Academic Affairs Representative and Student Affairs Representative

**EMERGENCY OPERATIONS CENTER (EOC)** – The physical location at which the coordination of information and resources to support incident management (on-scene operations) activities normally takes place.

**EMERGENCY RESPONSE PLAN** – A basic guide for providing a response system for University of Wyoming faculty, staff, and students for major emergencies that may threaten the health and safety of the University of Wyoming community.

**EMERGENCY:** An event that can cause death or significant injuries to faculty, staff, students or the public, or that can suspend business, disrupt operations, create significant physical or environmental damage or can threaten the University's financial standing or public image.

**EVACUATION:** Organized, phased, and supervised withdrawal, dispersal, or removal of civilians from dangerous or potentially dangerous areas, and their reception and care in safe areas.

**FEMA** – Federal Emergency Management Agency

**FINANCE/ADMINISTRATION CHIEF:** Person who monitors costs related to the incident, provides accounting, procurement, time recording and cost analyses.

**ICS:** Incident Command System

**INCIDENT COMMAND POST (ICP):** The field location where the primary functions are performed. The ICP may be co-located with the incident base or other incident facilities.

**INCIDENT COMMANDER:** Person responsible for setting the incident objectives, strategies and priorities and having the overall responsibility at the incident or event. The Incident Commander ensures incident safety, provides information services to internal and external stakeholders, and establishes and maintains liaison with other agencies participating in the incident.

**INCIDENT:** An occurrence or event, natural or manmade, that requires a response to protect life or property. Incidents can, for example, include major disasters, emergencies, terrorist attacks, terrorist threats, civil unrest, wild land and urban fires, floods, hazardous materials spills, nuclear accidents, aircraft accidents, earthquakes, hurricanes, tornadoes, tropical storms, tsunamis, war-related disasters, public health and medical emergencies, and other occurrences requiring an emergency response.

**LIAISON OFFICER:** Person who serves as the primary contact for supporting agencies, assisting them at an incident. The Liaison Officer serves as the primary go between for the Incident Commander and the Emergency Executive Policy Group.

**LOGISTICS CHIEF:** Person who provides support, resources and all other services needed to meet the operational objectives.

**NIMS** – National Incident Management System

**OPERATIONS CHIEF:** Person who conducts tactical operations to carry out the plan. He/she develops the tactical objectives and organization and directs all tactical resources.

**PLANNING CHIEF:** Person who prepares and documents the Incident Action Plan to accomplish all objectives, collects and evaluates information, maintains resource status and maintains documentation for incident records.

**PUBLIC INFORMATION OFFICER:** Person who serves as the conduit for information to internal and external stakeholders, including the media or other organizations seeking information directly from the incident or event.

**SAFETY OFFICER:** Person who monitors all safety conditions and develops measures for ensuring the safety of all assigned personnel.

**STAGING AREA:** Any location in which personnel, supplies, and equipment can be temporarily housed or parked while awaiting operational assignment.

**THREAT:** An indication of possible violence, harm, or danger.

## APPENDIX G

# EMERGENCY COMMUNICATION PLAN

### EMERGENCY COMMUNICATION

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Communication during an emergency or crisis event is a vital function of the university and is handled by UW Institutional Communications in coordination with UW emergency response services as outlined in the Emergency Response Plan, following notification from an identified chain of command under the Vice President of Administration. In a crisis, ensuring the correct information is relayed accurately, frequently, regularly and appropriately to all stakeholders is the highest priority of Institutional Communications, and Institutional Communications is the only group authorized to release any information.

Crisis communications are managed by the Director of Institutional Communications and the staff of Institutional Communications. The director (or a designee in case of absence or unavailability) is a member of the Emergency Executive Policy Group and the Emergency Operations Group and coordinates with the designated staff member serving as the public information officer. The Communications staff tracks information and media inquiries, provides regular updates through the appropriate channels (see Message Delivery) collaborates with outside agencies on information releases. Communications staff also crafts holding messages, releases and statements in concert with the Emergency Executive Policy Group, the Incident Commander, or other pertinent groups.

When campus leadership (UW President, Provost, Vice President of Administration and Finance, Vice President of Student Affairs, Campus Police Chief, Institutional Incident Command, or their immediate designees, depending upon the particular crisis) determine a UW emergency response is at hand, institutional emergency communications will be directed and controlled through the Director of Institutional Communications. In the event of the Director's absence, emergency communications authority will be delegated to the communication specialists in the order they appear in the following table.

### MESSAGES

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To maintain confidence in UW, and to maintain credibility as an information source, UW Communications:

- Will release factual and timely communication to the UW community and stakeholders
- Will correct errors or misstatements of facts by UW at the first possible instance
- Will address errors or mistakes by the media immediately
- Maintain focus on known facts and positive behavior
- Represent UW as responsible and caring
- Limit anxiety and the spread of rumors by providing useful information about the incident and what actions constituent groups can take to help
- Maintain close contact and share information with all involved public information officers and create an atmosphere of openness and cooperation among responding agencies
- Avoid confusion and misinterpretation by keeping communications brief, simple and to the point

Messages may include, but are not limited to, text messages, e-mails, news releases, holding statements and statements. UW Institutional Communications will retain a list of established text alerts and holding messages, as well as news release templates that may be used (See University Crisis Communications Plan).

## CRISIS COMMUNICATIONS OUTLINE

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1. **ASSESSMENT.** After contacting appropriate first responders and addressing any immediate life, health, and safety issues, any UW employee encountering a potential emergency situation should contact the Director of Institutional Communications and relay appropriate information. (Contact information: office: 766-2929)
2. **COORDINATION.** If the crisis or emergency event duration or magnitude warrants broad action, the Director of Institutional Communications, or designee, will establish internal responses including, but not limited to, rotational 24-hour schedules for communication staff, regular Web site updates, text alert activation, high-volume call response and logging, media response plan, etc. (Each of these eventualities will be outlined and updated as necessary in the University Crisis Communications Plan.)
3. **SPOKESPERSON(S).** In general, the Director of Institutional Communication, or designee, shall be the primary institutional spokesperson for the university in any emergency. However, depending upon the event, the UW President, Provost, Campus Police Chief, or Vice Presidents for Administration, Student Affairs, or Research may contribute as a spokesperson at some media events. However, all external communications should be coordinated and facilitated through the Division of Institutional Communications.

The Director of Institutional Communication, or their designee, will be the official conduit for all communications to the media as well as internal campus advisories. If the Incident Command of any crisis is a local, federal, or state agency other than the University, the University's role in external communications will be to support, not to serve as the primary incident communication contact, or spokesperson. The Director of Institutional Communications, or designee, will always serve as the point for internal broadcast communications.

4. **ESTABLISHMENT OF JOINT INFORMATION CENTER (JIC).** In the event of an emergency which includes other federal, state, local, or private entities, a Joint Information Center (JIC) may be necessary. The Division of Institutional Communications, or designee, shall represent UW in any JIC. In a multi-jurisdictional response, UW Institutional Communications shall be the primary external spokesperson only in the event the Incident Command is a UW official. In all other scenarios, UW Institutional Communications shall provide internal updates that support the JIC unless called upon to act as the external, media spokesperson or the emergency event has come to a sufficient conclusion so as to allow each jurisdiction to comment in a retrospective manner.

- 5. KEY CONSTITUENTS.** Throughout any emergency event, the University communications personnel shall consider appropriate updates to key internal and external constituencies in order to provide timely, accurate information and notifications. Key groups to be considered for communication deliveries include:
- |                              |   |
|------------------------------|---|
| a. University Administrators | g. Board of Trustees                                  |
| b. Law Enforcement Agencies  | h. Elected Officials, including the Governor’s Office |
| c. Partner Agencies          | i. Media  |
| d. Students                  | j. General Public                                     |
| e. Faculty/Staff             | k. Alumni   |
| f. Parents of Students       | l. Donors   |
- 6. MESSAGE DELIVERY.** A variety of methods exist to communicate messages to stakeholders, and they should be employed as needed. A media release is one form only and should not be considered the only form. Institutional Communications will determine the appropriate method of message delivery for the emergency at hand.

**TEXT ALERTS (INTERNAL)**

Text alerts are sent via the UW Alert system following the prescribed chain of command when an urgent need to take immediate action at the University of Wyoming or one of its facilities occurs, (e.g. tornado, hazardous materials spill, fire, etc.). Because text messages offer a limited number of characters, they are by necessity, short.

**E-MAILS (INTERNAL AND EXTERNAL)**

E-mails to all exchange users (faculty, staff and students) accompany text alerts, particularly in instances when supplemental information is required that exceeds the restrictions of the text alert. E-mails also have the potential to reach those who do not have cell phones with text messaging.

E-mails can also be sent to available lists of parents, who have provided their e-mail addresses for that purpose.

**WEB SITE (INTERNAL AND EXTERNAL)**

In some circumstances, as in a fast-moving and complicated incident, the UW home page will be replaced by an emergency page, which will be updated with new information as it is relayed, including the complete directory of text messages sent and links for more information.

**THE 5000 LINE (EXTERNAL)**

When the situation merits, callers will be directed to (307) 766-5000 to hear the latest update about the incident of concern occurring at UW. Updates to this number will be made regularly.

**ALTERNATIVE INTERNAL COMMUNICATION METHODS**

In the event of the loss of power or other circumstances which disrupt normal communication systems, direct, personal communication with media, loudspeakers, and shortwave radio shall be considered.



**OTHER SERVICES**

In some instances, UW may be able to make use of Red Alert, the reverse 911 service used by the Laramie Police Department, the carillon on the Wyoming Union or the UW parking information radio frequency.

**NEWS CONFERENCES/MEDIA RELATIONS (EXTERNAL AND INTERNAL)**

In the event of a Tier 2 or Tier 3 incident, a news conference and media relations may be required. UW Communications is responsible for all media relations as well as coordinating news conferences during a UW incident. When required, Institutional Communications will establish a media center for support of the media on site and as a location for updates and news conferences. The site of the media center depends on the site of the crisis, as well as the location of the EOC. It will not be at the incident command center.

Proposed locations include:

- Institutional Communications Office, Bureau of Mines, UW Laramie campus
- Ivinson Building
- Information Technology Center
- Media center, Arena-Auditorium

## EMERGENCY PHONE NUMBERS

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Emergencies	911
UW Police	766-5179
UW Dean of Students	766-3296
UW Student Health Services	766-2130
UW Counseling Center	766-2187
UW Environmental Health & Safety	766-3277
UW Physical Plant	766-6225
UW Risk Management & Insurance	766-5767
Laramie Police Department	721-2526
Albany County Sheriff's Department	721-2526
Laramie Fire Department	721-5332
Albany County Public Health	721-2561
STOP Sexual Assault Hotline	766-5179
Text Tips Program	847411



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