

UNIVERSITY *of* HOUSTON
MANUAL OF ADMINISTRATIVE POLICIES AND PROCEDURES

SECTION: Safety
AREA: Emergency Preparedness

Number 06.01.01

SUBJECT: Emergency Management Plan

I. PURPOSE AND SCOPE

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

II. POLICY STATEMENT

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

III. DEFINITIONS

- A. Emergency: An event that can cause death or significant injuries to faculty, staff, students or the public; or that can suspend business, disrupt operations, cause

significant physical or environmental damage, or that can threaten the institution's financial standing or public image.

- B. Emergency Management Team (EMT): The EMT is comprised of members of the university administration and selected department representatives on campus. The EMT will be convened at the onset of an emergency on campus and will have responsibility for coordination and implementation of the EMP.
- C. EMT Leader (EMTL): The Vice President for Administration and Finance (VPAF) will be the EMTL. The EMTL is responsible for directing the efforts of the EMT during a university crisis and for delegating specific authority to the appropriate university officials when responding to an emergency. The EMTL will report crisis status information to the President and the Board, as necessary.
- D. Emergency Operations Command Center (EOCC): The Command Center is the location selected by the EMT to be used to develop responses and manage the recovery process related to a crisis situation. The EMT determines the hours of operation of the EOCC and how it will be staffed.
- E. Emergency Prioritization Levels:
1. Level Zero: Situation normal, no extraordinary situations reported.
 2. Level One: Minor damage localized to department or building and is quickly resolved with internal resources or limited external assistance. Has little or no impact on personnel or normal operations outside the locally affected area.
 3. Level Two: Major emergency that disrupts a sizable portion of the campus. May require assistance from external organizations. These events may quickly escalate and have serious consequences for mission-critical functions or threaten life.
 4. Level Three: Significant emergency that affects the entire campus. University operations are suspended. The only authority to close the campus is the President or designee.
- F. Emergency Responders: Those university and local emergency organizations and units specifically trained to isolate, contain, and neutralize a crisis situation. The UH Police Department (UHPD) is the first responder. If external support is required, UHPD will contact the appropriate parties, generally the Houston Fire Department (HFD) or other local Hazardous Material (HAZMAT) units. If the emergency involves fire or potentially hazardous materials, the Department of Public Safety and the Environmental Health and Risk Management Department will be contacted to assist with the initial assessment

- G. Emergency Unit: A unit that is properly trained and equipped to handle emergencies. The unit provides, on a 24-hour basis, immediate response in order to bring the emergency situation under control. Emergency units are identified as:
1. UHPD
 2. HPD
 3. HFD
- H. Mitigation: The on going efforts to prevent, avoid, control, or lessen the negative impact that events have on people and property.
- I. Preparedness/Planning: Developing plans for responding to emergency events, training personnel to perform assigned functions during response, and practicing that response.
- J. Resource Unit: A unit that provides assistance to emergency units in the form of information, expertise, or procurement of materials and services. The unit may or may not respond immediately to an emergency site. Resource units are identified as:
1. Office of the President;
 2. Administration and Finance;
 3. Environmental Health and Risk Management;
 4. Plant Operations;
 5. Student Health Center;
 6. Information Technology;
 7. Division of Research;
 8. Student Affairs;
 9. Academic Affairs;
 10. Internal Communications;
 11. External Communications; and
 12. City of Houston Emergency Management Division.

- K. Ride-Out Team: Emergencies may preclude access to the campus because of circumstances such as high water. Personnel essential to rapid restoration immediately following the disaster will be designated to ride-out the emergency on campus. This team will only include those essential for the short period of time until access to campus is expected to be restored. These individuals will be identified by their associate vice president, or higher.
- L. Shelter in Place: “Sheltering in place” means to stay indoors because the environment outside the building is more hazardous than inside the building. People should shelter in place until help arrives or until the emergency passes. Examples of incidents that may require sheltering in place could be the derailment and explosion of a hazardous chemical rail car or a tornado.
- M. University Closure: The president or designee will close the campus when it is unsafe to enter buildings. If the university is not evacuated, the only buildings accessible will be the residents of those buildings. All other buildings including academic and research buildings must not be entered by anyone unless they have written permission from their dean, associate vice president, or higher.
- N. University Evacuation: The president or designee will evacuate the campus when the emergency poses a significant risk to the university and its community. The only individuals permitted on campus during the emergency will be members of the ride-out teams.
- O. Utilities and Infrastructure Failure: Critical components to the university’s function, such as electrical service, plumbing, computers and telecommunications, building integrity, streets and roads, and natural gas supply, are essential for operations. Therefore the failure of these critical components must be prevented as well as possible and if a failure occurs, recovery plans must be developed to assure prompt restoration of services.

IV. THE EMERGENCY MANAGEMENT TEAM

- A. In an emergency, the EMTL may convene the EMT.
- B. The Team consists of:
 - 1. Vice President for Administration and Finance: Directs the EMT during the time of crisis. Assumes overall responsibility for ensuring that a workable emergency plan is in place that will address anticipated crisis situations that could occur on campus. Works directly with the President in allocating and managing necessary personnel and resources during the time of crisis. (Surrogate is the Associate Vice President for Administration.)

2. Chief of Police: Provides leadership and oversight to the Emergency Responders in case of campus emergencies. Acts as liaison with the VPAF during the time of crisis. (Surrogate is the UH DPS Captain or Patrol Division Commander.)
3. Vice President for Legal Affairs and General Counsel: Provides input to the EMT on legal matters. (Surrogate is the Deputy General Counsel)
4. Senior Vice President for Academic Affairs and Provost: Provides direction and coordination of all faculty matters and instructional facilities during the time of crisis. Assists the President and VPAF in the coordination and supervision of university emergency personnel, as necessary. (Surrogate is the Associate Vice President for Academic and Faculty Affairs.)
5. Vice President for Student Affairs: Provides liaison to affected student affairs areas and consultation on student related matters. (Surrogate is the Assistant Vice President for Student Development and Dean of Students)
6. Vice President for University Advancement: Responsible for the coordination of all internal and external communications to the university faculty, staff and students, during an emergency situation. (Surrogate is the Associate Vice President for University Advancement.)
7. Chief Information Officer : Provides liaison and updates to all university officials on the status of information technology services and data infrastructure during an emergency situation. (Surrogate is the Associate Vice President for Computing and Telecommunications Services.)
8. Vice President for Research: Provides liaison to affected research areas and to university administration on the status of research component facilities, personnel, laboratory conditions and equipment during the time of emergency. (Surrogate is the Executive Director of Research Services)
9. Associate Vice President for Finance: Assists the VPAF in directing the efforts of the EMT during the time of crisis and serves as the chief financial advisor during the recovery efforts. Surrogate is the Executive Director for Budgets.)
10. Associate Vice President for University Relations: Responsible for the initial alert notification and communications to the EMT, the university administration, faculty, staff and students at the onset of an emergency situation. Is responsible for disseminating all official university

communications to the local, state and national news media during the time of crisis. (Surrogate is the Executive Director for External Affairs.)

11. Assistant Vice President for Human Resources: Provides support for human resource elements of recovery and assists, as directed, with staff notification through University Relations. (Surrogate is the Executive Director for Human Resources.)
13. Associate Vice President for Plant Operations: Provides for the planning, construction, operation, and maintenance of University buildings, most campus grounds, and all utility systems. (Surrogate is the Executive Director for Facilities, Planning & Construction)
14. Director, Environmental Health & Risk Management: Provides technical support for environmental health. Acts as liaison with insurance carriers and claims adjusters. (Surrogate is the designated Environmental Health and Safety Manager.)

C. The EMT is responsible for managing and directing the activities of the various departments involved in crisis response and recovery. During the initial stages of the crisis, the EMT is responsible for providing resources for field operations when requested. Those in charge of the scene are responsible for communicating with the EMT to provide status reports and to keep the team informed of requisite resources.

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

1. Provide resources and information for field operations as quickly as possible when requested.
2. Track and provide status reports on various activities that have been initiated and the resources that have been mobilized either to assist the field operations or to provide strategic guidance and/or information to activities away from the scene of the incident.
3. Advise the field operations as required.
4. Brief those who are required to know the status of the operation.

E. Emergency Operations Command Center (EOCC)

The primary location for the EOCC is the Computing Center. In the event this location is not functional, the EMT will establish an alternative site. The EOCC will be the main headquarters in emergencies involving the university and will coordinate with City of Houston Departments, the Harris County Sheriff's Department, and the Harris County Emergency Management Agency for

emergencies involving the city and other areas of the county. The EOCC serves as the coordination point for emergency responses at the university. It is where the EMT can provide a resolution plan for the emergency.

V. BASIC PROTOCOLS

A. Emergency Notification

1. The UH Emergency Notification System (ENS) will be used to transmit critical information to a large segment of the university community as quickly as possible. This will be accomplished by utilizing the following methods:
 - a. The Emergency LISTSERV System will be utilized first to transmit information to all network users.
 - b. The Telephone Alert System places an emergency message in telephone voice mailboxes to all university phones equipped with electronic voice mail.
 - c. Emergency messages will be faxed to all university fax machines for posting.
2. Managers are responsible for ensuring that employees without access to voice or e-mail receive copies of the emergency messages. Managers shall maintain a current list of home telephone numbers of all employees in their area to facilitate communication with them during an emergency.
3. The President's Office, or designee, will authorize the use of the telephone and e-mail systems as necessary to transmit brief urgent messages to large segments of the university.

B. On-going Information and Communications

The Associate Vice President for University Relations is responsible for the preparation and dissemination of internal and external information, utilizing the resources of the Offices of External Communications, Internal Communications and University Marketing's OnCALL service. The tasks assigned therein are as follows:

1. External Communications
 - a. Establish liaison with the news media for dissemination of information as requested by the President or the EMT;

- b. Establish liaison with local radio and TV services for public announcements;
 - c. Arrange for photographic and audio-visual services if needed;
 - d. Advise the President or designee of all news concerning the extent of disaster affecting the campus;
 - e. Prepare announcements to media concerning the emergency; and,
 - f. Establish an appropriate communications center, to include providing identification necessary to accredit members of the news media operating on campus during the emergency. This communications center will be near, but not in the same location as the EOCC.
2. Internal Communications
- a. Work with IT to post news on the university website.
 - b. Work with IT to send out messages via Emergency LISTSERVs.
 - c. Send out emergency notifications via university telephone systems.
 - d. Handle after-emergency coverage in university publications.
3. University Marketing
- a. Coordinate UH OnCALL and university operators to provide current information on the emergency.
 - b. Assist with handling of telephone inquiries from the public relative to the disaster.
- C. Evacuation and Relocation
- 1. Transportation of persons shall be coordinated with appropriate UHPD and Parking and Transportation Services personnel to evacuate and relocate people threatened by or displaced by the incident.
 - 2. Decisions involving the evacuation and relocation of Animal Care Operations will be made by the Vice President for Research and the Director of Animal Care Operations.

D. Damage Assessment and Recovery**1. Departmental Notification**

- a. UHPD shall be responsible for securing the incident site and notifying the EMT and the members of the President's Cabinet. The Cabinet will activate phone trees to contact the departments within their respective division or college.
- b. To the extent that hazardous materials or chemicals are involved, UHDPS shall notify the Environmental Health and Risk Management Department. All emergency clean up and recovery activities shall be subject to instructions of the Environmental Health and Risk Management Department in accordance with the requirements of public authorities.

2. Departmental Responsibilities

To the extent that facilities damage is minimal and relocation of activities is not required, Plant Operations shall be responsible for all site clean up, debris removal, and emergency or minor repairs. In the event that major remodeling or rebuilding is necessary, Facilities, Planning and Construction shall be responsible for preparation of plans, specifications or cost estimates for building remodeling and equipment repair or replacement.

Information Technology will coordinate support for data processing resources at the main data center and the designated recovery sites; provides alternate voice and data communications capability in the event normal telecommunication lines and equipment are disrupted by the disaster.

All following specific emergency plans will be developed by the indicated departments and posted on their websites. Copies should be available for use in the event the websites are not available during the emergency:

Animal Emergencies – Animal Care
Biological Exposures – Environmental Health and Risk Management
Bombings and Bomb Threats – UH Department of Public Safety
Civil Protests – UH Department of Public Safety
Information Technology Emergency – Information Technology
Explosions – UH Department of Public Safety
Fire – UH Department of Public Safety
Hazardous Materials Incidents – Environmental Health and Risk Management

Medical Emergency – Student Health Center
Utilities and Infrastructure Failure – Plant Operations
Weather Emergencies – UH Department of Public Safety
Violent Incidents – UH Department of Public Safety

3. Property Loss Reporting Requirements

Preliminary reports regarding the cause of the loss, the extent of damage, and the plans for recovery and relocation shall be provided to the Environmental Health and Risk Management Department within 24 hours. The Director of Environmental Health and Risk Management shall make recommendations to the EMTL based on this information.

VI. EMERGENCY UPDATES AND DRILLS

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

VII. REVIEW AND RESPONSIBILITY

Responsible Party: Associate Vice President for Plant Operations
Director of Environmental Health and Risk Management

Review: Every three years, on or before June 1

VIII. APPROVAL

Vice President for Administration and Finance

President

Effective Date: November 30, 2005

IX. REFERENCES

Emergency Operating Manual

Index Terms: Closing the Campus
Emergencies
Shut-Downs