

# **EMERGENCY OPERATIONS PLAN**

**University of Wisconsin-Eau Claire**

Version: 08-11-2021

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**INTRODUCTION**

April 7, 2021

I am pleased to announce an updated University of Wisconsin-Eau Claire Emergency Operations Plan (EOP).

This plan is one of the key components of the UW-Eau Claire’s compliance with the University of Wisconsin System Emergency Management Standard dated February 2018. Contents of this document provide the backbone for the response and recovery phases of emergency management for the UW-Eau Claire campus, including UW-Eau Claire-Barron County, and associated facilities. Authority for the plan is recognized in the Letter of Promulgation by the UW-Eau Claire Chancellor supporting the Emergency Operations Plan (EOP), the Continuity of Operations (COOP) plans and Occupant Emergency Plans (OEP).

During critical incidents affecting UW-Eau Claire, the cities of Eau Claire or Rice Lake, or either Eau Claire County or Barron County, all members of the UW-Eau Claire to include students, staff, and faculty are expected to support this plan. This support is needed regardless of whether they are specifically identified in the plan or not.

**SIGNATURE**

**DATE**

**RECORD OF CHANGES**

DATE	REVIEWED BY	DESCRIPTION OF CHANGES
04/07/21	Brian Drollinger	Changed dates, added annexes, revised names
8/11/21	Brian Drollinger	Added Olga Diaz to Emer Resp Team list

**SCHEDULE OF EVALUATION**

**Timing**

The Emergency Operations Plan will be revised when changes are needed and/or on an annual basis. It is important to keep this plan accurate and detailed, specifically if new or updated agendas cause this plan to be reviewed. Description of important changes will be listed in the “Record of Changes” (see above). These revisions or changes will be communicated to those departments or staff that are directly affected.

**Responsibility**

Risk Management & Safety is the lead coordinating agency for writing and updating this Emergency Operations Plan. The UW-Eau Claire Police Department will be an integral partner in continuing the process and procedures of this plan. The UWEC Police will also be responsible to work in conjunction with the Risk Management Dept in reviewing this plan annually.

**EMERGENCY PLAN ORGANIZATION**

<b>PLAN COMPONENT</b>	<b>DESCRIPTION</b>
	Overview of plan
<b>Basic Plan</b>	Identifies policies and concepts of operation that guide UW-Eau Claire for response to unplanned incidents or planned events.
<b>Appendices</b>	Supporting documents
<b>Functional Annexes</b>	Individual chapters that focus on specific processes
<b>Hazard Specific Annexes</b>	Individual chapters that focus on specific hazards
<b>Standard Operation Procedures</b>	Checklists and guidance directing specific actions in support of disaster operations

## PURPOSE

The UW-Eau Claire Emergency Operations Plan is intended to be an all-hazards plan. For purposes of this plan, the terms UW-Eau Claire (or UWEC) are used all-encompassing to include the UW-Eau Claire campus located in Eau Claire, Wisconsin, UW-Eau Claire-Barron County (UWEC-BC), and all satellite locations with dedicated university space. The purpose of this plan is to establish the basic procedures and structure that UW-Eau Claire will follow in response to any emergency incident or in preparation for a large planned campus event. The plan is intended to establish responsibilities and set the campus guidelines for response. It is not intended to provide tactics for on-scene operations or take the place of standard operating procedures for first responders.

It is impossible to specifically plan for every possible emergency that could occur on the University of Wisconsin–Eau Claire campus. Due to the wide variety of events that the campus may experience, the response plan must have the capability to quickly adapt to events as they unfold. The University response should be consistent and provide a structure that can be modified to provide the support and resources to meet constantly changing demands of any emergency situation.

## SCOPE

This plan and procedures apply to all personnel, buildings, and grounds owned and operated by the University, including UW-Eau Claire – Barron County, and include those peripheral areas adjoining the University, such as Simpson Athletic Field and Bollinger Fields. Most of the expected parties for response are identified in writing; however, any member of the University can be called upon as subject matter experts even though they or their organization are not specifically identified.

This plan (or portions of it) may be activated by a legitimate authority for response to any size emergency situation or planned events involving activities requiring additional resources than normally needed. It may also be referenced in support of state and local emergency plans and procedures.

Activation of this plan occurs when a situation occurs that requires a response or resources beyond normal daily operations. Activities and resources identified in this plan are designed to be adaptable and flexible to the event. As the event increases and decreases in scope, the resources committed to the event should also rise and fall accordingly.

## Authority

The authority to declare a campus state of emergency rests with the University Chancellor or his/her designee.

During the period of any campus major emergency or disaster, the University Police Department, or the Campus Director at Barron County, may place into immediate effect the appropriate procedures necessary in order to meet the emergency, safeguard person and property, and maintain facilities. They shall immediately consult with the Chancellor regarding the emergency and the possible need for a declaration of a campus state of emergency.

Any emergency which has the potential for publicity should be promptly reported to the Chancellors office and Public Information Officer.

## Training

University of Wisconsin-Eau Claire is committed to providing necessary training for faculty and staff to be prepared during an emergency. The training program should include development and implementation of training for program officials, emergency management personnel and general training to the public.

Training needs will be based on assessments, internal and external requirements and mandates, as well as addressing deficiencies identified in action processes. Emergency personnel should receive and maintain training consistent with their current and potential responsibilities.

Training should be part of an annual process for emergency personnel included in areas of increased responsibility.

**EMERGENCY MANAGEMENT PROGRAM ELEMENTS**

UW-Eau Claire has adopted the all-hazards approach to emergency planning. Regardless of the event, the initial notifications, basic requirements, standard operations, and general structure of the response will follow a consistent format. Additional concerns and specific aspects of any event will be taken into account within the basic response format. The size and depth of the response in any event will depend upon the impact, size, and issues of the event as determined within the objectives established by campus leaders. Due to climate and social status, UW-Eau Claire can be affected by a number of natural and man-made causes.

Below are the hazard risks faced by UW-Eau Claire based on the Hazard Analysis:

Rank	Hazard	Risk Score
# 1	Severe Winter Storm	Moderately High
# 2	Excessive Heat	Moderate
# 3	Severe Storm	Moderate
# 4	Flood	Moderate
# 5	Civil Disturbance & Protest	Moderate
# 6	CBRNE Event	Moderate
# 7	Severe Cold & Wind-Chill	Moderate
# 8	Hazardous Material Release	Moderately Low
# 9	Structure Fire and Building Collapse	Moderately Low
# 10	Electrical Power Supply Disruption	Moderately Low
# 11	Communicable Disease	Moderately Low

The risk score is a function of likelihood and consequence. Likelihood is the chance that the hazard might occur. Since the risk of any hazard is dependent upon the chance that it will occur (likelihood), and the impact of an occurrence (consequence). Risk Score = Likelihood x Consequence

## SITUATION AND ASSUMPTIONS

The University Emergency Operations Plan is predicated on a realistic approach to the problems likely to be encountered on campus during a major emergency or disaster. Hence, the following are general guidelines;

- a. An emergency or a disaster may occur at any time of the day or night, weekend or holiday, with little or no warning.
- b. The succession of events in an emergency is not predictable; hence, published support and operations plan will serve only as guides and checklists and may require field modification in order to meet the requirements of the emergency.
- c. Disasters may affect the geographical location surrounding the University; therefore, City, County and Federal emergency services may not be available or may be delayed in providing assistance.
- d. This document serves as a guideline and, in many cases, refers the user to policies, plans, statutes, etc, that were already in place. If a major emergency or disaster were to occur, University Police would follow existing rules and policies, including the Emergency Plan for Eau Claire County prepared by the Eau Claire County Office of Emergency Government or the Barron County Emergency Management Plan, as applicable.

## CONCEPT OF OPERATIONS

UW-Eau Claire follows the Incident Command System (ICS) format in responding to emergencies in and around campus locations. These initial actions are intended to determine if additional support beyond normal operations are needed and flexible enough to ensure that sufficient resources can be activated if necessary.

This is the overall expectation of response to any event on the UW-Eau Claire campus. If at any time the situation stabilizes and is considered under control, the following additional actions are not needed. Usually, 99% of events on campus are resolved by Step 4 and no additional steps are required. This EOP is expected to address those instances when additional personnel, agencies, and resources are needed to stabilize and recover from an incident.

When additional resources beyond normal operations is needed or additional organizations besides UW-Eau Claire are involved, campus leaders may choose to activate the Emergency Operations Center (EOC). The EOC is comprised of members of different disciplines within the University that have been introduced to EOC operations and ICS. These members have been assigned to various emergency response elements to support on-scene response to an event and develop strategies and assist in the tactical planning to meet the objectives set out by the campus leaders (Executive Staff). All or selected portions of these response elements may be called upon to fulfill the needs of the campus in responding to an event and recovering as soon as possible. At times, portions of these elements will be brought together either physically or teleconferenced as a preparation to a possible event (forecast snow event or Severe Thunderstorm/Tornado possibility).

This plan may be used as a guide in the planning process of a large planned event at UW-Eau Claire (examples are football games, homecoming, political speeches, and public protests).

For unplanned emergency incidents, the following sequence of events is expected to occur as the beginning of the EOP activation:

### Initial Actions:

1. Event
2. Notification received by First Responders
3. First Responders (Police, Fire Dept., and/or EMT) arrive on-scene to begin initial life safety and property protection operations. University Police (UPD) will generally be the first to respond for the University.
4. The senior officer-in-charge should initiate the First 45 Minute Checklist if the conditions indicate that additional resources beyond daily operations may be needed.
5. The senior officer-in-charge will contact the UPD Leadership member on-call (LMOC) if they determine it is warranted

6. First Responders (LMOC) establishes Incident Command or Unified Command is established with Fire Department
7. A Command Post is established
8. Executive Staff will be notified, if deemed necessary
9. The LMOC will:
  - a. Assume Incident Command or appoint a designated individual to be the Incident Commander.
  - b. Issue an Emergency Notification System (ENS) if determined necessary
  - c. Determine and order the resources needed for Tactical Operations
  - d. Determine if the EOC is needed is to be activated & which EOC positions should be used
  - e. Send notification to Chancellor's Emergency Response Team (CERT), if necessary
  - f. Ensure that the first 45 minute emergency response actions have been addressed

*If the situation is stabilized and recovery can be accomplished with current resources, there is no need to activate the EOC.*

Emergency Operations Center (EOC) Activation (if deemed necessary by appropriate authority):

1. LMOC will determine when and where the EOC will be located
2. Initially, all members of the CERT will be activated and asked to respond to the EOC, either in person or via phone/videoconferencing. All CERT members will receive an initial briefing to ensure shared understanding and the CERT will appoint a EOC Manager and staffing requirements. The CERT will also create the initial set of priorities and initial communication plan to the campus.
3. As the situation develops, the EOC Manager may vary the composition and size of the EOC to adequately to address the objectives set by the Incident Commander and Executive Staff.
4. EOC Manager and Planning Group will begin to move through the Planning P for the current operational period.
5. Expect activated EOC members to follow their position checklists and support the incident objectives established by the Executive Staff and/or the Incident Commander.

## ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITIES

Due to the wide-ranging responsibilities and activities conducted at UW campuses, it is expected that any organization that is part of the University could be called upon to support the plan when resources are needed. Campus agencies provide support to the plan on a daily basis and will supply specialized or trained staff to the Emergency Response Elements when requested.

### CAMPUS DEPARTMENTS

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#### **Office of the Chancellor**

- Responsible for overall operations of UW-Eau Claire
- Chairs the University Executive Staff

#### **Office of the Provost & Vice Chancellor for Academic Affairs**

- Responsible for academic organizations at UW-Eau Claire
- Is second in line of succession to Chancellor

#### **Vice Chancellor for Finance & Administration**

- Chief financial and administrative officer on UW-Eau Claire
- Oversees the business and services departments on UW-Eau Claire

#### **Vice Chancellor for Enrollment Management**

- Executive Leadership to core set of student services-related departments and programs
- Provides oversight, support, and direction to Student Health Services, and Counseling

#### **Vice Chancellor for Equity, Diversity, Inclusion & Student Affairs**

- Executive Leadership to core set of student services-related departments and programs
- Provides oversight, support, and direction to Student Health Services, and Counseling Services

#### **Risk Management & Safety**

- Insurance Claim and Recovery Services
- Financial services, including financial tracking
- Outside resources
- Approvals for emergency outsourcing
- Insurance adjusters

### **Athletics**

- Labor assistance from Athletic Staff and option for student-athletes to volunteer
- On-site medical facilities (first aid rooms in particular)
- Showers, laundry, decontamination facilities (showers)
- Radios
- Vehicles

### **Business Services – Purchasing**

- Credit card authority and financial tracking of the emergency credit card
- Truck fleet with 2-way radio communication
- Contacts with safety supply organizations and limited safety supply stock
- Will expedite emergency procurements within the claims investigation and resolution

### **University Communications**

- Associate Director of Integrated Marketing and Communications serves as the initial spokesperson representing the University following an event
- Manage media and public response to crisis or issue
- Overall information gathering, writing and distribution
- Immediate emergency or crisis communication to campus
- Tailored communications to internal (students, faculty and staff) and external (media, parents, alumni, city residents) audiences
- Communication through Web, email, Internet, voice and multimedia technology
- On-scene media management
- Office and staff support: Editing, graphic design, sign-making, copying, faxing, research
- News conference coordination and set up
- Instant Web sites, replacing the [www.wisc.edu](http://www.wisc.edu) homepage or other key sites
- Rumor control and media monitoring
- Media call management and logging
- 1-800 number call center content and coordination
- Coordination with other System and state PIOs
- Training for key spokespeople
- Ability to call up team of auxiliary campus communications officers

### **Dean of Students Office**

- Policy review and analysis (rules)
- Link to faculty/staff
- Student outreach
- Crisis Support/connection to families; reach out to larger community
- Link to campus clergy and international programs

### **Division of Information Technology**

- Dispatch for telephone and data network installation & repair
- VOIP Service
- Local and wide area data network management
- Broadcast voice mail, mass email
- Web page development and hosting
- Laptops for EOC
- IT setup for EOC
- Support for University Communications activities

### **University Health Services**

- Direct care services
  - Clinical – triage and treatment of minor injuries and illnesses on site and/or diverted from emergency rooms to UHS
  - Counseling – crisis intervention
- Epidemiology
- Information resource – medically related
- Communicable disease prevention, containment and intervention including mass vaccinations (POD), screening, and distribution of prophylactic medications
- Consultation on occupational medicine and health risks
- Personal protective equipment
- Environment health impact assessment
- Liaison connections with residence halls, campus and private
- Communications expertise – can partner with University Communications to enhance capability
- Connections to community health related agencies and resources, especially public health

### **Employee Assistance Office**

- Critical Incident Debriefing; grief counseling
- Familiarity with faculty/staff
- Link to other EAP professionals
- Set up debriefing (may need to debrief those conducting the debriefing)

### **FP&M – Physical Plant**

- Access to buildings
- Vehicles (many with communications equipment); dump trucks; tractors; loaders, street sweepers; trash trucks; heavy equipment;
- Truck service – loading & delivery

- Trades people: carpenters, electricians, paint, plumbing, steamfitting, sheet metal, locksmith, machinists, masons, air balancers, laborers, glaziers, plasterers, tile setters
- Environmental management – snow removal, minor road repair, sand/salt – people and equipment
- Custodians
- Equipment (generators, pumps, temporary lighting)
- 2-way radios, CARS dispatch, off-site dispatch, etc.
- Expertise – architects, mechanical engineers, electrical engineers, project managers
- Knowledge of facilities: access control, DDC controls of HVAC, generators, elevators, telecom, fire alarm systems, utility tunnels, etc.
- Laundry; clean up materials
- Blueprints, space assignments, equipment locations, room usage, etc.
- Procurement & contracting – outside contractors and supplies

#### **FP&M– Environment, Health & Safety Department**

- Reference materials and expertise – Chemical & Radiation Safety materials/expertise
- Services include HazMat & NBC (Nuclear, Biological, Chemical) expertise
- Epidemiology
- (UHS) Non-emergency cleanups – with assistance, if the spill is small, it is cleaned up by the lab and we cart the residue away, contractors clean their own material
- Removal, storage, shipping of NBC materials – sometimes, identification and preparation for disposal work, some substance should not/cannot (legally) be removed from the site they are in, rather arrangements would be made for a one time removal. Generally, removal, storage and shipping of Nuclear & Chemical; biological need to be denatured/sterilized. No medical waste.
- Knowledge of regulatory requirements for NBC
- Trucks equipped for NBC transport
- Showers, laundry, storage area – within limits
- Familiarity with wet sciences; what materials are where?
- Detection equipment (radiation) – radiation, mercury; General Safety has air sampling
- Explaining, interpreting technical issues
- Risk communications
- Mercury spill cleanup & air sampling

#### **FP&M – Transportation Services**

- Enforcement vehicles
- Assist with traffic control/direct traffic
- Building or Storage keys
- Radios

- Staff
- Barricades/cones
- Special parking arrangements
- Parking spaces (as many as needed in crisis area or for Media)
- Flat surfaces
- Ramp sweeper/scrubber
- Campus maps
- Contact name or liaison with Eau Claire Metro (shuttle services) and Union Cab (if services needed)
- Portable variable message signs

### **University Housing**

- Physical facilities and staff
- Crisis intervention
- Vehicles
- Food/kitchens/dining rooms
- Laundry
- Blankets
- Decontamination facilities (showers)
- Best info on housing residents (addresses, etc.)
- Refrigerator trucks
- Best info on how to relocate housing residents
- Written agreements with outside agencies for relocation of resident (LOAs)

### **Office of Human Resources**

- Access to employee information, e.g., home contact
- Computer lab facility
- Laptop computers in a mobile charging station that can be delivered for EOC use
- Benefits claims processing, e.g., workers compensation, health and life insurance
- Payroll services
- Translation Services

### **Office of the Registrar**

- Access to student and curricular information (authentication and authorization)
- Official student record data
- Emergency contact information
- Class roster data – who is supposed to be in which class and at what time and by which instructor

- General assignment classroom and special events data (what is being taught, where and by whom; what special events are in which classroom)
- Knowledge/advise on FERPA

#### **Police Department**

- Police services
- Security services
- Emergency vehicles
- Radios
- 9-1-1 communications center
- Evidence technicians
- Liaison with municipal, county and state law enforcement agencies
- Liaison with county and state emergency management
- Liaison with UW-Madison Police and Emergency Management Departments

#### **Recreational Sports**

- Facilities, with showers, towels, and laundry facilities:
- Vehicles
- Staff
- Automatic External Defibrillators
- Radios

#### **UW Barron County**

- Space – meeting and/or staging places and shelter: guest rooms, meeting/conference rooms, and a kitchen/dining room.

## EMERGENCY RESPONSE ELEMENTS

UW-Eau Claire incorporates the Incident Command System (ICS) for response to events with some modifications to accommodate the school's unique characteristics and capabilities. When the plan is activated, specific emergency response elements will be called. These elements are made up of various personnel throughout the campus with specific skill sets to perform the various tasks that may be needed in an emergency situation. Campus leadership will initially determine which elements are needed based upon scope and severity of the incident. The activated elements are expected to expand and contract during an event as objectives, strategies, and tactics change.

### EXECUTIVE STAFF

The Executive Staff is responsible for the overall, broad response to the effects of an event and determine objectives to ensure the mission of the school is maintained. Primary examples of decisions made by this group would be to cancel events on campus, establish institutional priorities, interact with other governmental agencies, and act as the initial representation of the University (such as conducting a press conference). Members of the Executive Group are:

- **Chancellor:** Briefs group, leads discussion, approves messages, assigns tasks to members
- **Provost:** Acts as Executive Group Leader; directs the group, ensures tasks completion.
- **Vice Chancellor for Finance & Administration:** Back-up to Provost, responsible for recovery and costs associated with event
- **Vice Chancellor for Equity, Diversity, Involvement, & Student Affairs:** Provides personal information on victims; determines any connections between students; counseling for students
- **Vice Chancellor for Enrollment Management:** Administration of various units within its Division, student life issues
- **Chiefs of Staff:** Facilitate group, monitor WebEOC, status report updates, exchange documents with EOC
- **Administrative Assistant:** room set up; assist as needed
- **Police Designee:** Reports on UWPD activities

Conditional Members (may be needed depending on situation):

- Vice Chancellor for Research and Graduate Education
- Chief Information Officer
- Vice President of UW System Administration
- Vice Chancellor for Medical Affairs and Dean of School of Medicine and Public Health

## **INCIDENT OR UNIFIED COMMAND**

### **Incident Commander**

- Establishes the incident objectives
- Oversees the management the incident at the scene.
- Keeps the EOC informed on all important matters pertaining to the incident
- May require Support Staff, Safety Officer, and Intelligence unit

## **TACTICAL OPERATIONS SECTION**

### **Tactical Operations Section Chief**

- Manages the on-scene response
- Operates out of Command Post
- Reports directly to the Incident Commander
- Coordinates directly with the EOC, normally through the Strategic Operations Section

### **Branches, Divisions, Units**

- Responding on-scene resources
- Include Fire, Law Enforcement, EMS
- May include University staff and equipment or contracted assistance

## **EMERGENCY OPERATIONS CENTER (EOC)**

### **Emergency Operations Center Manager**

The EOC Manager is responsible for coordinating all EOC activity.

- Ensure coordination and communication between the Incident Commander, Executive Group and EOC Sections.
- Provide support to the Planning Section Chief in developing an Incident Action Plan based on the objectives set by the Incident Commander and the Executive Group.
- Conduct periodic briefings with the Executive Group and EOC Groups to ensure strategic objectives are being met.
- Assign strategic objectives to the appropriate EOC Groups as they arise.
- Implement the decisions made by the Executive Staff and EOC groups.
- Ensure that interagency coordination is accomplished effectively.

### **Strategic Operations Section**

Strategic Operations is composed of selected members of campus agencies either directly affected by the emergency event or are key providers of resources needed to respond and/or recover from the event. Provide overall direction and coordination for tactical operations on scene.

- Establish operational priorities and strategies.
- Coordinate with Incident Command and Tactical Operations Section to support effective field incident response and support the management of operational resources.
- Acquire, prioritize and allocate resources provided by Logistics.
- Establish an appropriate level of collaboration needed within the group to accomplish the Incident Action Plan objectives.
- Review current/projected resource needs and verify that all support needs are coordinated with Logistics.
- Develop alternative strategies or contingency plans when necessary.
- Hold group meetings to ensure communication and coordination is occurring.

### **Information and Planning Section**

Provide for overall management and analysis of incident information and assessment of impact and damage to the University Systems, properties, facilities and capability to occupy buildings. Manages the receipt, posting, tracking and documentation of incident information. This section is always activated whenever there is significant information, extended operations or property damage.

- Provide analysis and consultation regarding extended operations and the impacts of the incident.

- Assist in preparation of Incident Action Plan by providing input on resource availability, support needs, identified shortages and response timelines for resources.
- Ensure recovery documentation is maintained during the response and submitted to the appropriate University entities.
- Hold group meetings to ensure communication and coordination is occurring.
- Provide brief summary to EOC Manager and assist in competing the incident action plan.
- Responsibility for receiving, analyzing, posting, tracking and assessing information regarding the situation, damage and interruption to the University properties and programs. Maintains a general EOC log documenting major actions and decisions of the EOC. Keeps the EOC Manager updated.
- Maintain incident status board.
- Develop a recovery plan for emergency repair jobs and emergency construction projects.
- Ensure the survey of all structures, and posting and restricting entrance, are completed.
- Plan for the reoccupation of University buildings and facilities.
- Support the Finance Team with damage assessment information.
- Facilitate the group decision-making process by obtaining, developing, and displaying situation information.

### **Resource and Logistics Group**

Provide overall management of resource and logistical support for operations and planning functions. Acquire resources to support the emergency response and operations, which require support beyond normal department assets. Support the EOC activation and temporary emergency care for people and workers. Coordinate the acquisition and delivery of volunteer resources to support response operations. Coordinate with the Finance / Admin Group to ensure appropriate processes for procurement and contracting.

- Ensure logistical functions are carried out: communications plans, resource tracking; acquiring equipment, supplies, personnel, facilities, food, transportation, lodging, other support services as required.
- Prioritize logistical requirements and provide a summary to Operations and Planning.
- Coordinate and track the procurement, delivery, distribution, and status of University emergency resources and support for the response operation, including:
  - University supplies, equipment, materials and services
  - Contracted services
  - Transportation services
  - Volunteers and Human Resources Management
  - Emergency support for University shelter sites
- Support the Finance / Admin Group's emergency accounting and documentation process.

- Coordinate with Strategic Operations in anticipation of critical services and resources during emergency response operations.

### **Finance/Admin Group**

Provide overall management of financial accounting and analysis for the incident response, including keeping the EOC Manager advised of the total cost-to-date of the incident response, estimated losses and financial impacts of the incident to University businesses, programs and facilities. Also, begin the tracking and documentation process for FEMA application and insurance claims.

- Anticipate duration/complexity of the incident. Prepare forecasts on costs, resources, food, etc.
- Track and record all time keeping functions, financial records and compensation claims: payroll, purchase orders, travel and expense claims, and accident reports.
- Expense and cost summary reports of disaster related expenses for the EOC Manager and Planning Group.
- Provide post-incident cost/benefit analysis of the services and strategies used.
- If needed, activation of the documentation process for the FEMA and Dane County disaster assistance application.
- Summary reports on the short and long-term financial impacts of the incident and recommend appropriate actions.

### **Joint Information Center**

When the EOC is activated, manage all official communication from the University, including internal messages to Faculty, Staff, Students, Employees, etc.; media; external communication other than operational coordination. This position is always activated. Prepare and release summary information to the news media and participating agencies.

- Serve as liaisons with out-of-area facilities and agencies, as appropriate.
- Coordinate, with Logistics, the activation and staffing of the call center “rumor control and information lines” to receive requests and answer questions from the public.
- Act as escort for facilitated agency tours of incident areas.
- Issue evacuation orders and other emergency alert information.
- Conduct incident related press conferences.
- Set up and coordinate 1-800 lines. Reverse 911 and other mass communications tools to facilitate the information sharing processes.
- Contact media to correct erroneous, conflicting or misleading information being provided to the public.
- Provide all news releases, bulletins and summaries to the EOC Manager so that the manager can seek approval from the Executive Group.

## **DIRECTION AND CONTROL**

### **Unplanned Incidents**

Initial command of unplanned incidents is initially established by the first responding units at the scene. Typically, the lead supervisory UWPD representative (and Eau Claire Fire Department when necessary) will establish a command presence at or near the scene and direct public safety and property preservation activities. As additional resources arrive and senior officials arrive at the scene, they may take over command responsibilities. If the event is large, and command post may be either established at a command vehicle or moved to a fixed location and designated as the Tactical Operations Section. Regardless of the size of an incident, tactical control of assets responding to a scene fall under this authority. For normal day to day incidents (traffic stops, minor traffic accidents), tactical operations will be the only portion of the response structure that is activated.

For incidents that may require additional resources, multiple jurisdictions, and/or multiple operational periods, the Emergency Operations Center (EOC) may be activated. The EOC will be comprised of various departments believed to have resources involved or will be involved in the response and recovery of the event. The EOC's primary function is to support the on-scene response and develop objectives and strategies in the overall response. Plans and resources needed to maintain operations will be provided by the EOC.

The Executive Staff is responsible to examining the overall impact of the event on the university or campus. They will serve as the public face for the university during the initial phase of a large event, primarily in press conferences orchestrated by University Communications (within the EOC) The Executive Staff will only be activated for large events that could have lasting effects on the campus or extend beyond the boundaries of the university. Initially, the Executive Staff will set priorities and direct procedures for areas of the university not directly affected by the event but will be impacted by loss or degradation of services due to the incident.

### **Planned Events**

For large planned events (home football games, political events, protests), the lead/host department of the event will contact UWPD and other concerned campus departments to coordinate activities and resources needed to operate event safely. Command and control of events are established ahead of time with key support resources identified and committed. Incident Action Plans are normally established for larger events that have many components.

## INFORMATION COLLECTION

UW-Eau Claire has a wide variety of information collecting/sharing systems that are used to record, identify, and analyze events and activities involved in incident response. Each organization on the UW-Eau Claire campus uses their own information collection system serving their specific needs including teaching, research, or general operations. During the activation of this plan, many of these collection processes may be used to collect data needed to formulate emergency operations.

When an incident occurs on campus, the first record normally produced will be from UWPD when officers are sent to the scene. The first incident information is expected to be written by officers or staff within UWPD. When larger events are encountered, UWPD is expected to consult and follow the UWPD “First 45 Minutes Checklist” or the UWPD “Initial Response Guide”. UWPD should also begin to annotate the ICS Form 201 Incident Briefing Form to record initial activities and provide a starting point for EOC activations if needed. If an EOC is needed, the LMOC will send a notice via the ENS to the CERT identifying the need with a short situation statement.

The primary system used by UW-Eau Claire to record emergency activity in a command post or EOC environment is WebEOC. WebEOC is shared by Wisconsin Emergency Management and is used to plan, respond, and manage issues related to emergency management. WebEOC enables multiple entities to share critical information when collaborating in response, resolution, and review processes associated with emergency incidents and planned events.

Written and digital information collected and generated during activations and exercises is used for recording history, determining costs, and in After Action Reports and Improvement Plans to review and improve plans and procedures for the future.

## ADMINISTRATION AND FINANCE

UW-Eau Claire is involved with too many Memorandums of Understanding, Mutual Aid Agreements, and established contract agreements to list them all. All of these arrangements can be used in an activation of this plan, particularly when life safety factors are involved. Departments on campus that are recognized and are signatories of these agreements are responsible for administering them properly when used during an event. As a state agency, UW-Eau Claire is also required to follow state statutes and laws in emergency response spending.

Costs incurred for emergencies requiring an EOC activation will be recorded by the Finance and Administration Section. During a disaster response, campus agencies have agreed to cover costs initially, particularly for life safety issues. Costs incurred will be recorded and dealt with during the recovery period. The EOC also has members of campus with spending authority. As activations lengthen and activities are not so time critical, cost options will be considered. Campus agencies have also agreed to furnish personnel for emergency response purposes in the EOC (or Command Posts) when called and absorbing the cost.

As events move from the response to recovery, records and costs incurred will be turned over to the Vice Chancellor for Finance & Administration.

## COMMUNICATIONS

### RESPONSIBILITIES

#### First Responder-

- Secure area and/or evacuate if appropriate.
- Call 911 or tell someone to do so.
- Assume that all threats of violence or destruction of property is real.
- Stay calm and provide reassurance to students and staff.
- Do not speculate and use professional judgment.
- Document the incident by providing a brief written summary.

#### Administrators, Deans, and Department Chairs-

- Inform all employees under their direction of the emergency condition.
- Evaluate what impact the emergency has on their activity and take appropriate action.
- Maintain communication with Chancellor's Emergency Response Team.
- Report all safety hazards to University Police and the Office of Risk Management and Safety. Work orders to reduce hazards and to minimize accidents should be promptly submitted to Facilities Management. In a life-threatening emergency at UW-Eau Claire Barron County, leaders should call 911 immediately and report incident to University Police at the earliest reasonable opportunity.

#### Building Coordinators-

- Report all emergencies by calling 911.
- Inform occupants of the building of the emergency condition.
- Know where people should be directed.
- In the event of major building damage, help coordinate with Facilities Management alternate storage of vital records.

#### Faculty and Staff Supervisors-

- Educate their students and/or employees concerning University emergency procedures as well as evacuation procedures for their building and/or activity.
- Inform their students and/or staff of the emergency condition.
- Evaluate what impact the emergency has on their activity and take appropriate action. This may include ceasing operations and initiating building evacuations.
- Report all safety hazards to University Police and Office of Risk Management and Safety. Work orders to reduce hazards and to minimize accidents should be promptly submitted to Facilities Management.

## **EMERGENCY TELEPHONE SYSTEM**

Eighteen emergency telephones have been installed throughout the campus.

The phones are in blue cylindrical casings that stand over eight feet tall. The telephones integrate a two-way, hands-free voice communication system and an automatic blue police type identification strobe light.

The telephones are designed so that a single touch on the large bright red button activates a bright blue flashing strobe and, at the same time, sends a telephone signal via 9-911 to the Eau Claire Emergency Communications Center.

This action instantly opens a two-way communication between emergency personnel and the person who pressed the button.

The system advises the communications center which unit has been activated by displaying the telephone number. The communications center will immediately dispatch appropriate emergency personnel to that location.

## **MASS NOTIFICATIONS**

In an emergency or dangerous situation, the UW-Eau Claire Police Department will immediately determine the content of the notification and initiate the notification system, unless issuing a notification will, in the professional judgment of the responsible authorities, comprise efforts to assist a victim, or to contain, respond to or otherwise mitigate the emergency/dangerous situation. Attempts will be made to notify the largest amount of the campus population. Notifications may occur through use of the university's mass notification service, the local media, or through other communication channels as appropriate for the emergency. The university's mass notification service also allows for notification through multiple means; cell phone text messaging, email messaging, and university web-page notification.

*Additional information on Communications can be found on EOP Annex #1.*

## APPENDICES

Definitions

List of Acronyms

## FUNCTIONAL ANNEXES

Alert, Communications, and Warning

Call Center

Campus Emergency Plans (UW Colleges)

Damage Assessment

Debris Management

Donations and Volunteer Management

Family Assistance and Notification Center

Health Emergency and Point of Dispensing

Mass Casualty

Power Outage

## HAZARD SPECIFIC ANNEXES

Active Threat

Animal Plans

Continuity of Operations Plans

Forecasted Severe Weather

Protests

Hazardous Materials

Building-Specific Emergency Plan

## Building (Occupant) Emergency Plans

The authority to declare a campus state of emergency rests with the University Chancellor or his/her designee.

During the period of any campus major emergency or disaster, University Police may place into immediate effect the appropriate procedures necessary in order to meet the emergency, safeguard persons and property, and maintain facilities. All building evacuations will occur when an alarm sounds and/or upon notification by University Police or the Building Coordinator, and it is expected to evacuate to the nearest exit and alerting others to do the same. Building alarms sound inside and outside of buildings. You are encouraged to report the emergency via telephone (9-1-1).

Upon evacuation, it is advised to proceed to a clear area that is at least 500 feet away from the affected building. Keeping streets, fire lanes, hydrant areas, and walkways clear for emergency vehicles and personnel. No one is permitted to return to an evacuated building unless he or she receives permission from an emergency official.

University Police shall immediately consult with the Chancellor, or his/her designee, regarding the emergency and the possible need for a declaration of a campus state of emergency.

It is suggested that keeping persons together by their naturally occurring groups, such as by classroom or residence hall floor and wing, provides the most natural and workable framework for "head counting."

Shelter-in-Place areas are located in each building and to be used during severe weather and other emergency incidents. Locations of Shelter-in-Place areas can be found on the University of Wisconsin- Eau Claire website [Tornado Safe Areas \(uwec.edu\)](http://uwec.edu)

## STANDARD OPERATING PROCEDURES

### EOC Procedures

- UW-Eau Claire Response and EOC Structure (Organization Chart)

- EOC Activation Procedures

- Planning P

- Set-Up Guides

- EOC Position Checklists/Job Action Sheets (JAS)

### Student Death Protocol

### Mass Notification

**CHANCELLOR’S EMERGENCY RESPONSE TEAM**

	Title	Office	Cell	Other
<b>Administration</b>				
James Schmidt	Chancellor	715-836-2327		
Patricia Kleine	Provost	715-836-2320		
Grace Crickette	VC of Finance and Admin	715-836-3107		
Mike Carney	Associate VC for Academic Affairs	715-836-4353		
MJ Brukart	Exec Director of Marketing and Planning	715-836-5775		
Olga Diaz	VC for EDI and Student Affairs	715-836-5992		
William Felz	Interim VC for Enrollment Mgmt	715-836-4877		
Corrynn Mahnke	University Services Program Associate	715-836-3331		
<b>University Police</b>				
Jay Dobson	Chief of Police	715-836-2222		
Chris Kirchman	Lt.			
<b>Division of Student Affairs</b>				
LaRue Pierce	Dean of Students	715-836-5992		
<b>Risk Management &amp; Safety</b>				
Brian Drollinger	Director	715-836-4414		
<b>Facilities</b>				
Troy Terhark	Director	715-836-4218		
<b>Communications</b>				
Mike Knuth	Associate Director	715-836-4736		
<b>LTS</b>				
Kent Gerberich	Interim LTS Director	715-836-3161		
<b>UW-Barron County</b>				
Brittany Nielsen	Director	715-788-6244		

**EMERGENCY DIRECTOR:** Chancellor or designee

- a. Responsible for the overall direction of the UWEC’s CERT.
- b. Works with the University Police Director and others in assessing the emergency and preparing the University’s specific response.
- c. Declares and ends, when appropriate, the campus state of emergency.
- d. Notifies and conducts liaison activities with University administration, governmental agencies, Chancellor’s Emergency Response Team, and others as necessary.

**EMERGENCY COORDINATOR:** Director of University Police

- a. Responsible for the overall coordination of the university emergency response.
- b. Determines the type and magnitude of the emergency and establishes the appropriate emergency command center.
- c. Initiates immediate contact with the Chancellor and University administrative staff; begins assessment of the University's condition.
- d. Notifies and utilizes police, Office of University Police personnel, and, if necessary, student aides in order to maintain safety and order.
- e. Notifies the members of the Chancellor's Emergency Response Team; advises them of the nature of the emergency.
- f. Notifies and conducts liaison activities with appropriate outside organizations such as the Fire Department, Police Department, Division of Emergency Government, etc.
- g. Ensures that appropriate announcements are made to faculty, staff, and students, as well as the general public.
- h. Performs other related duties as may be directed by nature of the campus emergency.
- i. In conjunction with the Director of Loss Prevention & Safety, prepares and submits a report to the Chancellor appraising the final outcome of the emergency.

**DAMAGE CONTROL:** Director of Facilities Management

- a. Provides equipment and personnel to perform shutdown procedures, hazardous area control, barricade placement, damage assessment, debris clearance, emergency repairs, and equipment protection.
- b. Provides vehicles, equipment, and operators for transportation of personnel and supplies; assigns vehicles to the Chancellor's Emergency Response Team for emergency use.
- c. Obtains the assistance of utility companies as required for emergency operations.
- d. Furnishes emergency power and lighting systems as required.
- e. Surveys habitable space and relocates essential services and functions.
- f. Provides emergency generator fuel during actual emergency or disaster periods.
- g. Provides for storage of vital records at an alternate site; coordinates with building coordinators for liaison and necessary support.

**UNIVERSITY POLICE:** University Police Officers and staff

- a. Maintains the University Police Office in a state of constant readiness.
- b. Takes immediate and appropriate action to protect life, property, and University records as necessary.
- c. Obtains assistance from the City, County, and Federal Government as required.

- d. Provides traffic control, access control, perimeter and internal security patrols, and fire prevention services as needed.
- e. Establishes site for the emergency command center, if necessary.
- f. Maintains liaison with Ameritech for telecommunications support as necessary.
- g. Serves as liaison with Rice Lake Police Department for all police and emergency matters affecting UW-Barron County.

**PUBLIC INFORMATION:** Associate Director of University Communications

- a. Establishes liaison with the news media for dissemination of information as requested by the Chancellor or designee.
- b. Establishes liaison with local radio and TV services for public announcements.
- c. Arranges for photographic and audio-visual services.
- d. Advises the Chancellor or designee of all news concerning the extent of the disaster affecting the campus.
- e. Prepares news releases for approval by the emergency director; distributes news releases concerning the emergency to the media.

**HAZARDOUS MATERIALS MANAGEMENT:** Director of Risk Management & Safety

- a. Provides technical and safety assistance to reduce hazards prior to and during emergency or disaster conditions.
- b. Investigates and evaluates campus hazards for environmental health and industrial safety.
- c. In conjunction with the Director of University Police, prepares and submits a report to the Chancellor appraising the final outcome of the emergency.
- d. Coordinates restoration of services/property for insurance purposes.

**STUDENT AFFAIRS and DEAN OF STUDENTS:** VC for EDI & Student Affairs and Dean of Students

- a. Establishes liaison with residence halls and University centers.
- b. Liaison with parents of students.

**INFORMATION TECHNOLOGY:** Learning and Technology Services

- a. Technology advisor to emergency response team.

**ACADEMIC AFFAIRS:** Provost and Associate VC for Academic Affairs

- a. Represent academic issues.

**CHANCELLOR'S OFFICE:** Strategic Planning Director

- a. Advisor to emergency response team.

**AFFIRMATIVE ACTION:** Special Assistant to Chancellor

- a. Advisor to emergency response