



University System of Maryland at Hagerstown

Emergency Preparedness Plan

October 2009

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### Preface

The USMH Operations Guide and Emergency Procedures Guide were organized and distributed to staff in November of 2006. Following the tragic shootings at Virginia Tech in April 2007, the University System of Maryland at Hagerstown (USMH) initiated several actions. In May of 2007, USMH entered into a contract with Life Support Services, Inc. (LSSI) to have a risk assessment completed for the facility. Four members of LSSI spent several days examining the facility and met with members of the USMH staff including IT, Facilities and Administration. Security personnel were included from USMH's contract security company Securitas and representatives from the Downtown Squad of the Hagerstown Police Department (HPD) were involved. The executive director of USMH attended a workshop on legal issues of campus safety and security presented by the Office of the Attorney General Educational Affairs Division in November of 2007. In December of 2007, the executive director of USMH joined the Workgroup on Campus Safety and Security, established by the University System of Maryland Board of Regents.

The following list represents the findings and recommendations offered by LSSI. USMH has been working to implement all of the recommendations. The chart shows the current stage of implementation of the recommendations.

1. Close in the Baldwin staircase	Completed
2. ID badges for staff	Completed
3. ID badges for visitors	Completed
4. Develop crisis management team	Completed
5. Develop 3 threat levels of operation	Completed
6. Add additional security cameras	Completed
7. Install monitor screens for emer. comm.	In process
8. Place evac. chairs in stairwells	Completed
9. Relocate and mount security equipment and defib. under the security counter	Completed
10. Install panic buttons in classrooms	Not implemented
11. Install hotel-style locks and master opener for classrooms	Not implemented
12. Get our radios on the same frequency as the HPD downtown squad	Not implemented
13. Protect the conduit in the rear	Not implemented

The Emergency Preparedness Plan shall be revised on a regular basis as needed or, minimally, each semester. It will be provided to individuals who have a role in planning for and responding to emergencies.

## **I. ORGANIZATION AND COORDINATION**

Emergency situations can range from an isolated incident characterized by a quick resolution by USMH staff to a major disaster requiring a response from USMH staff, USM personnel, and the utilization of resources external to USMH. This document details the response procedures that will transpire subsequent to the declaration of a campus emergency and identifies the mobilization of various groups in response to an emergency.

The executive director of USMH is the person responsible for implementing the emergency operations plan. This individual shall coordinate USMH, USM, and community resources to save lives, protect property and provide for the continuity of operations.

The line of succession for emergency operations shall be established by the executive director and may vary dependent upon the type of emergency and the availability of staff members.

The USMH Executive Director is the person responsible for establishing clear lines of authority for overseeing and managing emergencies at USMH. For Level 1 emergencies, the Executive Director will assume command and control of the incident. The Executive Director will charge the Director of marketing and Public Relations with all communications concerning the event following the communication plan. For Level 2 emergencies, the Executive Director will assume command and control of the incident until community life support and/or law enforcements professionals arrive. At that time, command will be transferred to the appropriate commander from the county professional rescue unit. The Executive Director will continue to provide input and analysis as it relates to resolving the emergency and its impact on the USMH community. For Level 3 emergencies, the Executive Director will assume command and control until authorities from local responders arrive. Command will ultimately be transferred to the appropriate local, state, or federal agency. Resources will be coordinated by the Maryland Emergency Management Agency (MEMA).

### **Emergency Preparedness Committee**

The members of the Emergency Preparedness Committee will review and edit this document on a regular basis as needed or, minimally, each semester. The members of this committee shall conduct periodic testing of the EPP and administer drills. This document will be provided to individuals at USMH who have a role in planning for and responding to campus emergencies. Members of the Emergency Preparedness Committee are:

<u>Name</u>	<u>Title</u>	<u>Responsibility</u>
Dr. C. David Warner	Executive Director	EPP
Ms. Erin Harman	Dir. Mktg. & Pub. Inform.	Communications
Mr. Scott Thomas	IT Telecomm. Specialist	IT
Ms. Jennifer Clement	Dir. of Library Services	Business Functions

### **Emergency Management Team**

Members of the Emergency Preparedness Committee will serve on the Emergency Management Team. The Emergency Management Team will be called into operation as soon as practical after a Level 2 or Level 3 emergency has been declared. The executive director or other designee shall initiate the Emergency Response Procedures and order the activation of the Emergency Management Team and the Emergency Operations Center. The membership of the Emergency Management Team is as follows:

<u>Name</u>	<u>Title</u>	<u>Responsibility</u>
Dr. C. David Warner	Executive Director	EPP
Ms. Erin Harman	Dir. Mktg. & Pub. Inform.	Communications
Mr. Scott Thomas	IT Telecomm. Specialist	IT
Ms. Jennifer Clement	Dir. of Library Services	Business Functions
Mr. Rob Hettenhouser	Security Officer	Security
Sgt. Kevin Simmers	HPD, Downtown Squad	Safety, Law Enforce.

### **Level of Emergency**

The executive director or other designee shall determine the level of emergency. The following guidelines shall be used to make decisions about the response to the emergency. These emergency levels are guidelines only and are intended to assist in classifying the situation and providing for an appropriate administrative response. The designated level may change as emergency conditions intensify or ease.

#### **Level 1 – Critical Incident (Minor Emergency)**

A critical incident or minor emergency is any event whose initial impact is limited to a specific segment or subgroup of USMH. These incidents cause significant disruption to the subgroups which they affect, but do not disrupt overall operations.

#### **Level 2 – Crisis (Major Emergency)**

A crisis or major emergency is any event that disrupts the orderly operations of USMH. Such an event affects all facets of USMH and often raises a question or

concern of closing or shutting down the facility for a period of time. Outside emergency resources will probably be required, as well as a major effort from all USM and USMH resources. A crisis at USMH may require the establishment of an Emergency Operations Center (EOC). Major policy considerations and decisions will usually be considered by the administration during this type of event.

### Level 3 – Disaster (Severe Emergency)

A disaster or severe emergency is an event whose nature and impact extends beyond USMH and disrupts not only operations and functions of USMH, but also those of the surrounding community. During such events, resources that USMH might typically rely on may be delayed or unavailable because they are being employed within the broader community. In some instances, mass casualties or severe property damage may have been sustained. A coordinated effort of all USMH resources is required to effectively control the situation and outside emergency services and resources will be essential. In all cases of a disaster, an EOC will be activated, and appropriate support and operational plans will be executed.

### **Coordination With Local and State Responders**

The executive director or designee will coordinate emergency services with local and state responders. In Level 1 situations the Hagerstown Police Department, Fire department, and Emergency Rescue Service may be called upon. In Level 2 emergencies the response may require assistance from the Washington County Sheriff Department and the Maryland State Police. The Maryland Emergency Management Agency (MEMA) will provide the overall coordination of agencies during a Level 3 emergency.

### **Multi-disciplinary Behavioral Assessment Team**

USMH staff will coordinate with the multi-disciplinary behavioral assessment team housed at our partner institution's home campuses when dealing with a potential student or employee crisis.

USMH does not have qualified staff available to create a permanent multi-disciplinary behavioral assessment team, the likes of which can be found on a university campus. USMH does not have mental health service providers, counselors, or health center staff. What USMH will create is a team of professionals made up of:

The USMH Executive Director:	Dr. C. David Warner
The USMH Dir. of Public Inform.	Mrs. Erin Harman
USMH Security Personnel	Mr. Rob Hettenhouser

7.

HPD, Downtown Squad  
Towson Univer. Nursing Dir.

Sgt. Kevin Simmers  
Mrs. Judy Brietenbach

These individuals will meet to assess the behavior of any member of the USMH community as needed. USMH will explore contracting with Behavioral Health Systems, a division of Washington County Health System, Inc. to provide Emergency Crisis Intervention services. This initiative will be explored and acted upon by June 30, 2010. An MOU will be created and attached to the EPP.

USMH will work with Frostburg State University in planning a forum at USMH, open to all faculty, staff, and students, during the spring 2010 semester to train the campus community and the behavioral assessment team on appropriate information sharing concerning distressed or disturbed individuals. Tentative date: March 2010, 5:00pm.

## **II. RISK ASSESSMENT AND PLANNING**

The members of the Emergency Preparedness Committee shall either identify or develop a program of periodic evaluations and training that is compatible with federal, state and local governments and that coincide with the goals and doctrines of the U.S. Department of Homeland Security Office, Office of the Domestic Preparedness Security Exercise and Evaluation program. The Homeland Security Exercise and Evaluation program (HSEEP) contains doctrine and policy for designing, developing, conducting and evaluating exercise. HSEEP is a threat and performance-based exercise program that includes a cycle, mix and range of exercise activities of varying degrees of complexity and interaction.

### **Annual risk assessment**

The Emergency Preparedness Plan will be reviewed and edited on a regular basis as needed or, minimally, each semester by the members of the Emergency Preparedness Committee. This review shall include an annual assessment of a comprehensive range of threats and the review of specific actions to be followed to prevent or lessen the threat. Outside consultants may be brought in periodically as time and budget allow.

In May of 2007, USMH entered into a contract with Life Support Services, Inc. (LSSI) to have a risk assessment completed for the facility. Four members of LSSI spent several days examining the facility and met with members of the USMH staff including IT, Facilities and Administration. Security personnel were included from USMH's contract security company Securitas and representatives from the Downtown Squad of the Hagerstown Police Department (HPD) were involved.

### **Plan for appropriate mitigation actions**

The following list represents the findings and recommendations offered by LSSI. USMH has been working to implement all of the recommendations. The chart shows the current stage of implementation of the recommendations.

- |   |                 |
|---|-----------------|
| • Close in the Baldwin staircase  | Completed       |
| • ID badges for staff   | Completed       |
| • ID badges for visitors  | Completed       |
| • Develop crisis management team  | Completed       |
| • Develop 3 threat levels of operation  | Completed       |
| • Add additional security cameras   | Completed       |
| • Install monitor screens for emer. comm.                                     | In process      |
| • Place evac. chairs in stairwells  | Completed       |
| • Relocate and mount security equipment and defib. under the security counter | Completed       |
| • Install panic buttons in classrooms   | Not implemented |
| • Install hotel style locks and master opener for classrooms                  | Not implemented |
| • Get our radios on the same frequency as the HPD downtown squad              | Not implemented |
| • Protect the conduit in the rear   | Not implemented |

### **Plan for continuation of services**

Frostburg State University is the managing institution for USMH. In the event of a Level 3 emergency, IT, communication and business services are backed-up and could be restored and continued at FSU. FSU is eighty miles west of USMH. It is possible that Hagerstown Community College could provide assistance with the continuation of USMH services.

In addition, the Hagerstown Tele-work Center at 14 N. Potomac St. Ste. 200 Hag., MD., has computer training facilities and regularly conducts classes. It may be a viable option for the continuation of classes at least on a temporary basis. The listed contact person is Ms. Mary Bray, 301-745-5601. Also, the Barbara Ingram School for the Arts at 7 – 11 South Potomac St., Hag., MD could also be a viable option for the temporary continuation of classes.

### **Plan for Continuation of Library Services**

In the event of an emergency or disaster, the USMH director of library services will make strategic decisions about library operations regarding patron service and maintaining necessary support functions. She will communicate with the executive director and information technology specialist to arrange for changes in

work, locations of workspaces, and access to resources. The USMH Library will make every effort to continue to provide access to information resources needed by students and faculty. To this end, they have developed strategies for maintaining access to core services from an off-site location. Should a Level 3 emergency occur, possible service sites for a satellite reference desk may include the Washington County Free Library and/or Hagerstown Community College Library. The plan for continuation of library services is contingent upon formally ratified agreements with these libraries.

With that in mind, four core services that are essential to maintain have been identified:

1. Access to online library resources (Research Port)
2. Printing and copying services
3. PPH and ILL services
4. Access to USMH print collection

#### **Access to online library resources**

Students who normally access Research Port from the USMH Library computer workstations also have remote access at <http://researchport.umd.edu> from other distance locations using their barcode number and password. If the USMH computer labs are also not functioning, and students have no Internet access, they will be directed to use computers at the Washington County Free Library for research purposes.

#### **Printing and copying services**

Students who attend classes at USMH are entitled to printing and copying services free of charge. If the USMH computer labs are not in working order, students will be directed to use these services at the Washington County Free Library. Since the public library charges a fee for copying and printing, USMH will pay these fees initially, and then charge the amounts back to the corresponding academic institutions.

#### **Patron-placed holds (PPH) and Interlibrary Loan (ILL) services**

All USM students are able to place holds on materials from any USM library using the online catalog at <http://catalog.umd.edu>. USMH Library staff then process these holds using the integrated library system software (ALEPH) which is installed on the library reference desk computer. If this computer is not operational, PPHs will need to be processed remotely and shipped to an alternate location for pickup. There is a laptop containing the ALEPH software that is designated for this purpose. This computer is currently located at an offsite location for use in an emergency. In addition, these holds may be processed at FSU's library and shipped to the alternate location for pickup. Interlibrary loans are processed online and may also be shipped for pickup.

**Access to USMH print collection**

USM students have the advantage of being part of a large library system with access to thousands of books. Therefore, most print items that are located in the USMH Library may also be found at other library locations within the system. Students simply place the item on hold (PPH) and it will be shipped to the designated alternate location. If the item from the USMH print collection is not available at any other library in the USM system, it is very likely that the book will be available through ILL.

**III. EMERGENCY PREPAREDNESS AND PREVENTION**

Because public information, both on campus and off, is critical to incident management and emergency preparedness, it is imperative to establish communications systems and protocols for the dissemination of timely and accurate information to the campus and public during emergency situations.

**Regular testing of the EPP**

The executive director shall be the person responsible for conducting regular testing of the Emergency Preparedness Plan. A coordinated drill shall be conducted at least once annually with as many agencies as possible.

**Regular and appropriate training for staff**

Regular and appropriate training on emergency response plans shall be provided for key emergency response staff and other members of the USMH community. USMH staff may participate in FSU's "Shot Fired" active shooter training and other training seminars. Emergency procedures have been developed and distributed to staff in the USMH Emergency Procedures Guide.

**Comprehensive communication plan**

A comprehensive crisis communication plan serves as an outline for coordination of communication within the center, between the center and outside entities, between the center and the public, and between the center and the media in the event of a critical incident. The Emergency Preparedness Plan will be posted on the USMH website under "About USMH."

The Emergency Management Team will determine which of the center's stakeholders need to be informed of the crisis and in what order.

A plan that advises the campus community of the emergency warning systems and appropriate responses shall be implemented as follows:

11.

- An e-mail blast to all students, staff and faculty at USMH.
- An emergency air horn will be sounded by security officers to alert the occupants of an immediate threat.
- Monitor screens will be installed on each floor by the elevator to be used to convey messages before, during, and immediately following emergencies. A color-coded warning system will be used.
- Other information avenues including an alert on the USMH web page, e-mail, staff phone tree and the USMH voicemail system.

A plan for communicating with the surrounding community, the USM office, Board of Regents, families and media in the case of an emergency shall be implemented as follows:

- In the case of an emergency that originates on USMH property, city government and the neighboring high school shall be alerted immediately so that they may take action within the first moments. Immediate notification to the Hagerstown Police Department and the Barbara Ingram School for the Arts is required. HPD can alert neighboring business and residents and advise them to utilize one of USMH's information sources listed in the appendices.

The USMH Executive Director or the USMH Director of Public Information at the request of the executive director, will notify the USM Office and BOR concerning emergency situation at USMH.

#### **IV. RESPONSE AND RECOVERY**

The Director of Marketing and Public Relations will coordinate all communications functions during an emergency. Using information provided by others, the Director will provide timely information on the status of USMH and information regarding any emergency measures being undertaken. Communication methods may include, but shall not be limited to, the following:

##### **Redundant and varied systems of warning and communication**

- E-mail messages to students, faculty and staff or subsets of those groups
- Voicemail messages, including the establishment of an "emergency message" voicemail box to provide a status update message for phone inquiries
- Web-based messages
- Establishment of a phone center with a special hotline number that would be staffed during emergencies
- Emergency signage
- News releases to the media

- News conferences for the media

USMH has two basic guidelines to observe in any emergency incident:

- Only authorized spokespersons such as the executive director or the director of marketing and public relations will meet or talk with the media. When available, the spokesperson should be the executive director as the highest-ranking official of USMH.
- Only factual information is released; no speculation is to be offered.

Additional guidelines:

- All personnel are notified to report emergencies to the executive director. They should be reminded not to discuss the situation with anyone, especially the media, on behalf of USMH.
- The executive director and any other appropriate personnel involved shall confer and decide on appropriate actions.
- All calls from the news media are to be referred directly to the director of marketing and public relations.

### **Emergency Operations Center and alternate site**

In the event of a Level 2 or Level 3 emergency, the executive director or other designee may activate the Emergency Operations Center (EOC). The EOC acts as the “nerve center” for receiving and processing information and supporting the On-Scene Commander. The EOC will be fully activated and staffed when a disaster occurs on or near USMH property which represents a significant threat to life and property and involves a coordinated response from USMH, community agencies and multi-levels of government. The EOC may be partially activated in response to a threat or potential threat to the safety of USMH staff and students such as severe weather or pandemic emergency. The EOC will be staffed by the EMT and additional emergency responders as required.

The EOC is located on the first floor of USMH in room 105. Once activated, the EOC remains operational until the executive director or other designee decides to deactivate it. An alternate EOC can be established at the Hagerstown Police Department, 50 North Burhans Blvd.

The EOC/back-up EOC will communicate with emergency response organizations and critical facilities through a variety of methods. Cell phones, landlines, e-mail, pagers, and radios may be used depending on the need. The EOC can operate in a 24-hour format. Phone and data communication, both wired and wireless, are available in the EOC. The EOC has a bathroom, access to vending machines and coffee, and other meeting rooms.

## **Appendices**

### I. Media Contacts for emergency announcements.

(All contact to be made by director of marketing and public relations.)

WJEJ/WWMD	301-739-2326
WHAG-AM	717-263-0813
WYII	304-263-8868, ext. 121
WCRH	301-582-0285
WFMD/WFRE	301-293-6340, ext. 143
WAYZ	717-597-9200
MIX95	800-622-0495 (record in box #100)

WHAG TV25	301-797-4400
Antietam Cable	240-420-2075 (leave message for Dave Dull)

### II. USMH contact information

Name	Office	Cell	E-mail @hagerstown.usmd.edu
<b>Clement, Jennifer</b>	240-527-2717	240-818-4538	jsclement@
Doleman, Tamara	240-527-2062		tdoleman@
<b>Harman, Erin</b>	240-527-2728	301-988-7269	eharman@
Johnson, Amanda	240-527-2722	301-331-4595	ajohnston@
McCulloh, Lisa	240-527-2729	717-830-9327	lmcculloh@
Moon-Burgess, Gayla	240-527-2723	301-667-0684	gmoonburgess@
<b>Thomas, Scott</b>	240-527-2758	301-667-0103	scthomas@
Wachs, Vichuda	240-527-2061		vwachs@
<b>Warner, David</b>	240-527-2727	301-667-0198	dwarner@
Security	240-527-2718		
HPD Office	240-527-2762		

### III. Letter of Agreement with HPD

### IV. Letter of Agreement with Behavioral Health Services

### V. Contractual Agreement with Behavioral Health Services