Delta State University
Emergency Response Team
Incident Preparedness Plan

(Interim Plan - 1/31/17)
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Delta State University
Incident / Emergency Management Plan
Statement of Purpose

The purpose of this guide is to provide critical areas of Delta State University with information to assist all personnel in addressing a crisis or emergency on the campus. The procedures outlined in this guide are for the protection of lives and property through effective use of university and surrounding community resources. When an incident or emergency affecting the university reaches a level that cannot be handled by routine measures, the President of the University or his designee may declare a campus state of emergency.

Incidents or emergencies may be sudden and without warning. Therefore these procedures are designed to be flexible in order to accommodate contingencies of various types and magnitudes.

The scope of these procedures applies to everyone on campus, as well as buildings and grounds owned and operated by Delta State University.
A. Organization

The Delta State University Emergency Response Team organization includes the following groups:

1. **Policy Group**
   - A. University President
   - B. University Executive Cabinet
   - C. Campus Safety Executives

2. **Emergency Support Group**
   - A. Incident Commander
   - B. University Police Department
   - C. Housing & Residence Life
   - D. Counseling & Student Health
   - E. Information Technology
   - F. Communications/Marketing
   - G. Food Services
   - H. Facilities Management
   - I. Academic Affairs
   - J. Student Affairs

3. **Operational Group**

   All regular and trained auxiliary personnel of each service area listed in the Emergency Operations Plan Response or additional university employees as directed.

4. **Organization Employee Listing**

   An organizational employee listing is provided depicting individuals on the Emergency Operations Response Team. (See Appendix A)

B. Responsibilities

1. **The President**

   As outlined by the IHL, the President is responsible for all decisions and operations at Delta State University. The Policy Group is responsible for properly communicating and training to all personnel, prior to any crisis.
During a crisis, the Policy Group is responsible for establishing priorities, briefing team members of situations, insuring that adequate authority is vested in the officials charged with the responsibility of coordinating campus emergency operations, and making requests for support to the City of Cleveland and/or Bolivar County, or the next higher level of government if needed.

2. Emergency support functions

The Emergency support functions are responsible for carrying out all decisions and operations with other functional areas as directed by the Incident Commander accordingly. Members will individually or jointly commit and direct resources and personnel within their operational areas as needed, and appoint and train their alternates. Group members will prepare practical plans of emergency operations for their functional area, and provide adequate up-to-date training for their personnel. Incident Commander/Operations Chief will keep the ESF informed of developments, and maintain communications within their functional area of responsibility and with other areas on campus.

C. The DSU Emergency Response Plan/Incident Command System

Delta State University will utilize and adhere to the guidelines established by the Incident Command System where feasibility and practicality are present for the incident or emergency. Preference will be given to those emergency responders who have received training and certification in the ICS.

1. ICS Defined

An Incident Command System is a set of personnel, policies, procedures, facilities, and equipment, integrated into a common organizational structure designed to improve emergency response operations of all types and complexities. Personnel are assigned according to established standards and procedures previously sanctioned by participating authorities. ICS is a system designed to be used or applied from the time an incident occurs until the requirement for management and operations no longer exist.

ICS consists of a standard management hierarchy and procedures for managing temporary incident(s) of any size. ICS procedures should be pre-established and sanctioned by participating authorities, and personnel should be well-trained prior to an incident.

Incidents are defined within ICS as unplanned situations necessitating a response. Examples of incidents may include:
D. The Delta State University Incident Command Center (DSU-ICC)

1. DSU-ICC Activities

The DSU-ICC serves as the main headquarters in the event of a major disaster which necessitates the President, or his designee(s), to declare a need for its activation and operation. Upon its activation, the DSU-ICC will serve as the disaster coordination center for the entire university; receive and transmit directions necessary to accomplish the crisis response control, and recover mission; maintain a complete record of the disaster situation as it develops; direct the activities of other members of the emergency response team; perform any other activities which are deemed pertinent in response to crisis.

All activities necessary to aid in the response to a major disaster will be coordinated through the DSU-ICC. Immediately following such a disaster, persons designated as members of the emergency response team will be notified to report, or send a designee, to the DSU-ICC for coordination of services.

The Policy Group in consultation with the Incident Commander will determine the level of staffing required for the DSU-ICC based upon the situation and alert the appropriate personnel as needed to serve in this capacity. The DSU-ICC will have maps of all university facilities and the city of Cleveland, as well as, status boards required for tracking significant events/actions. The DSU-ICC will have an emergency power supply independent of commercial power for a minimum of two weeks. Communications will be available which utilizes radio, land-line and cellular phones as needed. An adequate reporting system will be in place to ensure that operational reports are received and processed, and all radio and phone communications will be logged.

2. Location
The DSU-ICC will be located in the Geospatial Technology Center in Kethley. In the event this building is not usable, an alternate location for the center will be in Student Union, VPSA Conference Room. If these facilities are unavailable, other options would be: Chadwick Dixon Conference Room, Physical Plant Conference room or the Bolivar County/Delta State Mobile Command Center. The decision for any other location will be made by the Policy Group in consultation with Incident Commander.

3. **Decision Making Guideline**

Communication/Consultation with Emergency Response Team members is on-going throughout the decision making process. The operation/decision-making hierarchy could be established by the number of personnel trained and certified at various levels of ICS training.

4. **ICC Positions within ICS framework**

**Incident Commander** – usually a *Single Incident Commander* with final decision-making authority. For larger incidents might have a *Unified Command*, where several command representatives form to act as a single entity. Or might have an *Area Command* for multiple-incident situations.

**Operations Chief** – is tasked with directing all actions to meet the incident objectives.

**Planning Chief** – is tasked with the collection and display of incident information.

**Logistics Chief** – is tasked with providing all resources, services, and support required by the incident.

**Finance and Administration Chief** – is tasked with tracking incident related costs, personnel records, requisitions, and administrating procurement contracts.

**Safety Officer** – monitors safety conditions and develops measures for assuring the safety of all assigned personnel. This position is generally filled with a Command staff law enforcement officer familiar with the ICS operations.

**Public Information Officer** – serves as a conduit for information to internal and external stakeholders, including the media.
Steps to Decision Making Process

The following serve, in part, as a guide for decision making by members of the emergency response team:

<table>
<thead>
<tr>
<th>Step</th>
<th>Activity</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Assess Damage, Hazards, Risks, and Vulnerabilities</td>
</tr>
<tr>
<td>2</td>
<td>Assess Existing Capabilities</td>
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<tr>
<td>3</td>
<td>Identify and Rank Priorities</td>
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<tr>
<td>4</td>
<td>Develop Plan and Contingency Plans</td>
</tr>
<tr>
<td>5</td>
<td>Implement</td>
</tr>
<tr>
<td>6</td>
<td>Return to Step 1</td>
</tr>
</tbody>
</table>
Delta State University Emergency Response Team Responsibilities

The DSU-ICC is responsible for direction and control of emergency operations during all emergencies or disasters. Accordingly, it is responsible for:

- Reviewing and up-dating Standard Operating Procedures
- Ensuring the documentation of cost of material, equipment and labor used to clear debris and repair public property, by using forms and procedures outlined in the State emergency operations plan.
- Requesting assistance through the City, County, and MS Emergency Management Agency when requirement for coping with a disaster exceeds campus capability.
- Collect information necessary to file a declaration of disaster with appropriate agencies.
- Coordinating activities and services with the City, County, State and Federal entities.
- Providing follow-up reports to MEMA as necessary/required.
- Instituting crisis relocations and sheltering residents when recommended.
- Determining status of administrative and campus activities.
- Ensuring students, faculty, and staff are kept informed.
- Establishing priorities and resolving conflicting demands for resources.
- Coordination of activities and ensuring representation of all campus emergency services in the DSU-ICC
- Coordinating with the City, County, State, and Federal agencies to evaluate contamination by release of hazardous materials.
- Reviewing and up-dating emergency SOPs annually or as needed and organizing exercise drills three times a year.
OPERATIONS SECTION

EMERGENCY RESPONSE
- SEARCH/RESCUE  
  - Locate trapped/injured people

- HEALTH SERVICES  
  - Triage/First Aid  
  - Assign medical liaisons to track patients’ location

- ENVIRONMENTAL HEALTH AND SAFETY  
  - Damage Assessments
  - Structural safety
  - Hazardous materials
  - Fire Safety
  - Containment of hazardous materials

- EMERGENCY COMMUNICATIONS  
  - Establish radio talk groups
  - Set up dispatch operations
  - Monitor CCTV if available

- INFORMATION TECHNOLOGY  
  - Establish network services, computers, etc.
  - Establish Telecom services

- PUBLIC SAFETY  
  - Law enforcement
  - Traffic flow
  - Perimeter security
  - Command Center security
  - Building access control
  - Crowd control
  - Evacuation

SUPPORT SERVICES
- STAGING  
  - Set up staging for personnel and equipment

- SHELTER SERVICES  
  - Students (short-term, long-term)  
  - Emergency Responders/Essential Personnel (short-term temporary based on conditions)

- CRISIS INTERVENTION  
  - Counseling services

- FAMILY RE-UNIFICATION  
  - Establish area for family members to report
  - Document contacts
LOGISTICS SECTION

FOOD SERVICES
- Create meal plan for students, emergency responders, and essential support staff
- Consult with Facilities Representative on location to provide meal services
- Distribute meals
- Organize mobile meal and drink services for field personnel if needed
- Coordinate with Red Cross Representative as needed

FACILITIES
- Set up and maintain Operational Facilities
- Locate areas of shelter
- Access shelter areas and locate alternate sites

TRANSPORTATION
- Locate and coordinate transportation methods

HUMAN RESOURCES
- Maintain information available on and off duty personnel
- Coordinate volunteer recruitment and assignment
- Set up and maintain personnel staging area
- Maintain documentation concerning any injuries
- Establish work schedules
### PLANNING SECTION

- Collect, evaluate and display incident information
- Prepare incident action plan
- Maintain chronology of events
- Collect, distribute, maintain maps, floor plans, etc.
- Provide duplication services, maintain and archive all incident related documentation
- Maintain and evaluate damage assessments

### FINANCE SECTION

#### ACCOUNTING
- Collect employee work schedules
- Document expenses and costs

#### INSURANCE
- Obtain and prepare records and reports for disaster assistance process

#### PROCUREMENT
- Locate and order required resources and supplies, maintain records for reimbursements
Appendix A

Redacted

from Public Version
Incident - Emergency Response Team

Direction and Control

I. Organization

The Delta State University Emergency Response Team organization includes the following:

A. Policy Group
   1. University President
   2. University Executive Cabinet

B. Incident Commander
   1. Director, UPD (or per ICS protocols)
   2. Designee

C. Safety Officer
   1. Facilities Supervisor
   2. Designee

D. Public Information Officer
   1. Director of Communications & Marketing
   2. Assistant Director of Communications & Marketing
   3. Designee

E. Liaison Officer
   1. Director of Admissions & Recruiting
   2. Coordinator of Admissions
   3. Designee

F. Operations Section Chief
   1. Police Supervisor
   2. Facilities Supervisor
   3. Designee

G. Finance & Administration Section Chief
   1. Comptroller
   2. Assistant Comptroller
   3. Designee

H. Logistics Section Chief
   1. Director of Facilities Management
   2. Assistant Director of Facilities Management
   3. Designee
I. Planning Section Chief
   1. Director of Housing & Residence Life
   2. Director of Student Life
   3. Designee

II. Management Considerations

A. Staff break, meal, and rest periods during emergencies.

Depending on the time of day, day of the week, campus occupancy, and the degree of emergency, there will be many variables to consider in addressing staff procedures. The first 4 to 6 hours will be extremely stressful for all staff. By the end of this period, a full assessment and status report should be realized, utilities will be stabilized, accessible injuries will be tended to, entrapment will be identified, and some facilities checked and released for shelter occupancy. After this assessment is made, managers and group leaders will give conscious thought to the task still ahead and begin a rotation of staff for meals, rest periods (breaks), and sleeping periods. It will be prudent to allow as much as half of the staff to be released for these purposes in order to provide a continuing available work force over several days should the emergency require such. Accordingly, adequate attention should be places on ensuring appropriate breaks, meals, and sleep.

B. Accommodation and facilities.

Sleeping area: If the need necessitates, mattresses will be placed in the Facilities Management (or other designated areas).

Meal and rest area: The Cafeteria will serve as the primary service area for meals and refreshments. Should the cafeteria become uninhabitable, the ICC will designate an alternative location.

Duration: Throughout the emergency, all staff members are expected to report for duty and to remain on campus until release to go home can be authorized. If required, sleeping accommodations and food will be provided along with special needs such as first aid or counseling. Staff members, identified within functional areas under emergency conditions, are not to leave campus without properly notifying their supervisor and managers. If possible, every effort should be made to ensure that staff members have secured arrangements for their family members.
III. Procurement Procedures

A. Administrative and fiscal procedures employed by the authorities for routine operations will be utilized to support emergency operations.

B. Campus facilities, equipment, supplies, and services will be procured using normal procurement procedures when possible. Records of all expenditures will be kept and tabulated.

C. Manpower and equipment may be available from outside sources through Mutual Aid Agreements. If resources are exhausted, assistance will be secured from City, County, State, Federal, and volunteer sources.

IV. Probable Hazards

The hazards listed below represent a systematic evaluation of probability and potential occurrence based on past history. Listing probable hazards provides a vehicle for long range planning for comprehensive emergency management.

Types of Hazard (see Annex for response procedures)

1. Bomb Threat
2. Demonstrations/Disorders
3. Earthquake
4. Flood
5. Hazardous Materials Release
6. Hostage
7. Pandemic
8. Smoke or Fire
9. Suspicious Mail/Packages
10. Tornado
11. Winter Storms/Ice Storms
12. Work Place Violence/Active Shooter
Responsibilities of Emergency support function Areas

I. Office of Information Technology is responsible for:

   A. Reviewing and updating SOPs.

   B. Ensuring that the telephone system is fully operational and available for use by emergency personnel. In the event of system failure, taking necessary action to return the system to full operation as soon as possible.

   C. Providing direct access (in the event of system failure) to BellSouth and other communications carries.

   D. Keeping the campus switchboard open as often and as long as conditions warrant. Also ensuring that emergency relief operators are properly trained on console operators and related duties.

   E. Making necessary repairs to restore campus telephone communications in the following order:
      1. Phones required for emergency operations;
      2. Modems, fax machines, environmental control circuits, and all other vital communications device;
      3. Other administrative phones;
      4. All other phones and equipment.

   F. Making necessary repairs to wiring and equipment (Tls, CSU/DSU digital links, routers, etc.) that connect Delta State to BellSouth and other local and long distance carriers.

   G. Making necessary repairs or replacing all damaged inside and outside plant (wiring, cables, fiber-optics, etc.)

III. The campus Emergency Information Officer (Director of Communications and Marketing) is responsible for: [See Annex C]

   A. Reviewing and updating SOPs.

   B. Providing for the orderly collection and release of emergency Communications and Marketing at the direction of the ICC.

   C. Enlisting cooperation of news media in issuing warning and emergency instruction to the public and campus population.

   D. Coordinating status reports which are appropriate for media release.
IV. The campus Law Enforcement and Evacuation Officer (Director of University Police) is responsible for: [See annex D]

A. Reviewing and updating SOPs.
B. Activating regular and auxiliary campus law enforcement personnel.
C. Providing traffic control and security.
D. Recruiting and accelerating training of campus auxiliary law enforcement personnel required for emergency operations.
E. Coordinating Mutual Aid Agreements with appropriate jurisdictions.
F. Activating regular and auxiliary campus fire and rescue personnel by coordinating with the campus fire and rescue Officer (Director of Facilities Management)

V. The Campus Fire and Rescue Officer (Director of Facilities Management) is responsible for: [See Annex E]

A. Reviewing and updating SOPs.
B. Activating campus public works personnel and coordinating activities with local public work.
C. Maintaining equipment.
D. Overseeing debris clearance following a disaster.
E. Repairing campus infrastructure as necessary.
F. Assisting with evacuation and upgrading of shelters.

VI. The Campus Engineering Officer (Director of Facilities Management) is responsible for: [See Annex F]

A. Reviewing and updating SOPs.
B. Activating campus public works personnel and coordinating activities with local public works.
C. Coordinating mass care.
D. Coordinating with Campus Resource and Supply Officer (Director of Facilities Management) to stock shelters with necessary supplies.
E. Organizing shelter accommodations in existing structures deemed safe and ensuring their continued safety and security with assistance from the Campus Law Enforcement and Evacuation Officer (Director of University Police) and Campus Engineering Officer (Director of Facilities Management).

F. Coordinating medical needs with Campus Health and Medical Officer (Director of Student Health Services)

G. Coordinating with the Campus Health and Medical Officer (Director of Student Health Services) to determine shelter resources needed in the event of an evacuation.

H. Maintaining a roster of individuals in the shelter.

VIII. The Campus Health and Medical Officer (Director of Student Health Services) is responsible for: [See Annex H]

A. Reviewing and updating SOPs.

B. Notifying ICC of non-medical emergency personnel.

C. Monitoring all health and medical personnel.

D. Procuring of health and medical supplies.

E. Coordinating health and medical operations.

F. Coordinating with the Campus Shelter Officer (Director of Residence Life) to determine shelter resources needed in the event of an evacuation.

G. Coordinating with Campus Resources and Supply Officer (Director of Facilities Management) to determine transportation resources available to meet requirements.

H. Coordinating with Campus Food Supply Officer (Director of Food Services) to determine ability to meet nutritional needs of the injured.

I. Maintaining casualty list and notifying the ICC.

IX. The Campus Hazardous Material and Radiological Officer (Director of Facilities Management) is responsible for: [See Annex I]

A. Reviewing and updating SOPs
B. Collecting and analyzing data and informing ICC of radiological hazard and hazardous material.

C. Reviewing and updating radiological and other hazardous materials protection plans and procedures.

D. Activating hazardous material protection personnel.

E. Coordinating hazardous materials protection operations with City and County services.

X. The Campus Resource and Supply Officer (Director of Facilities Management) is responsible for: [See Annex J]

A. Reviewing and updating SOPs.

B. Procurement and control of essential supplies and equipment.

C. Coordinating resource and supply operations with other services and off-campus resources.

XI. The Campus Damage Assessment Officer (Director of Facilities Management) is responsible for: [See Annex K]

A. Reviewing and updating SOPs.

B. Assembling a damage assessment team.

C. Cross checking damage assessments with outside agencies.

D. Coordinating with City, County, State, and Federal assessors to ensure all damage is surveyed for disaster requests.

XII. The Campus Food Supply Officer (Director of Food Services) is responsible for: [See Annex L]

A. Reviewing and updating SOPs.

B. Procuring and controlling supplies and equipment.

C. Coordinating the scheduling of services with the ICC.
I. **Purpose**

This annex is to assure necessary direction and control of emergency operations in order to preserve the life and property of student, faculty, and staff. It addresses the facility, personnel, and procedures for activating the Campus Incident Command Center (ICC) and for directing and controlling the conduct of emergency operations from that center, or from an alternate facility.

II. **Assumptions**

A. Most emergency situations will be handled routinely by the existing functional areas.

B. ICC will be manned by a pre-determined emergency support staff.

C. Radio, land-line, satellite or cellular phone communications will be available.

D. An adequate reporting system will be in place to ensure that damage reports are received and processed.

E. The ICC will be prepared to operate 24-hours a day, Seven days a week.

F. The ICC will act in accordance with current laws.

III. **Responsibilities**

The ICC will:

A. Coordinate ICC operations with other functional areas.

B. Prepare ICC for emergency operations.

C. Appoint and train support staff.

D. Maintain a staff roster.

E. Keep operational personnel informed of situation.

F. Maintain communications with functional areas.

G. Keep student, faculty, and staff informed.
Direct and Control

Incident-Emergency Response Checklist

Preparedness Phase

Campus ICC

____________ Alert Campus officials and ICC staff
____________ Prepare to activate the ICC
____________ Notify the State Office of Emergency Services and other appropriate agencies.
____________ Determine potential magnitude, severity, and anticipated duration of emergency.
____________ Alert private and volunteer agencies that could assist if emergency occurs.
____________ Prepare for 24-hour operational capability of ICC
____________ Establish procedures for acknowledging and authenticating reports.
____________ Authorize release of emergency information
____________ Review the resources available in the event of an emergency.

Response Phase

Campus ICC

____________ Activate the ICC
____________ Notify campus officials and staff
____________ Channel requests for assistance.
____________ Establish a field command post to initiate control at the scene if conditions warrant.
____________ Maintain a current list of a) individuals on-campus, b) injured, c) dead, and d) missing
Maintain a detailed activity log of ICC operations
Issue disaster declarations, as applicable
Establish a campus disaster information center
Direct all response activities
Implement Mutual aid Agreements within the City, County, State or neighboring jurisdictions
Request additional assistance from outside entities.
Determine the need to conserve power and resources.
Authorize release of emergency information.

Recovery Phase

Campus ICC
Terminate 24-hour operation of campus ICC, when appropriate
Provide follow-up campus reports to the state ICC as required.
Rescind campus emergency controls
Advise outside entities of return to normal operating activities
Finalize campus damage assessments.
Review and evaluate all disaster documents and reports.
Conduct hazard mitigation study
Critique operations and revise SOPs
I. **Purpose**

This annex assigns responsibility and establishes procedures for the provision of vital communication services that will be required during emergency situations. Rapid recovery from any emergency that has resulted in damage to communications wiring, cables, fiber-optics, and equipment will be important. Provisions will also be needed to access off-campus communication providers.

II. **Assumptions**

A. Communication systems planned for emergency operations will be available and operational when needed.

B. In the event of telephone system or other related communication component failure or damage, the Telecommunications Department will have procedures in place to provide emergency communication.

C. Additional communication requirements (including back-up power) for campus emergency operations will be secured and incorporated into existing systems.

D. Telecommunications personnel, or properly trained relief personnel, will be available to operate the campus switchboard at all times deemed necessary by the administration.

E. The ICC will provide warning to the students, faculty, and staff on campus by every means available. This includes making every attempt to identify the hearing impaired and other handicapped persons. If necessary, the University Police Department personnel will provide “building-to-building” warning, in disaster situations.

III. **Organization and Responsibilities**

A. **Organization**

Coordination of all communication operations or requirements will be through the Director of Telecommunications, or his representation, to the ICC. Dissemination of Emergency communications may involve all levels of government, i.e. Federal, State, County, or City.
In the event the Director is not available, all coordination will be through the Telecommunications Data Base Manager.

B. Responsibilities

The Campus Communications Officer (Director of OIT) will:

1. Establish and maintain communications for emergency operations.

2. Develop procedures that address the priority and proper sequence of steps to follow when restoring the telephone system and related services to full operations.

3. Alert and activate communication personnel.

4. Coordinate utilization of communications systems for emergency operations.

5. Establish procedures to follow if alternate methods of communication become necessary (direct access to BellSouth lines, Cellular radios, etc.)

6. Keep the telecommunications switchboard open as conditions warrant, and establish procedures for assigning operators and emergency relief personnel.

7. Secure additional needed communications.

8. Ensure that all operators abide by FCC rules and regulations.

9. Coordinate with other services, and outside agencies from which support and/or assistance maybe requested.

10. Ensure that names and telephone numbers for communications notification are current.

11. Train communications personnel and conduct exercises as required.

IV. Administration

Administrative requirements for communication services during emergency operations will be coordinated with the Director of Telecommunications.

Records will be maintained by the Campus Communications Officer of all expenses incurred for communication activities.
INCIDENT-EMERGENCY COMMUNICATIONS

INCIDENT-EMERGENCY RESPONSE CHECKLIST

PREPAREDNESS PHASE

OFFICE OF INFORMATION TECHNOLOGY

__________ Review communications resources requirements.

__________ Identify available resources.

__________ Identify private and public service agencies to augment communication capabilities.

__________ Survey equipment locations in relation to potential hazards.

__________ Coordinate communication capabilities with adjacent jurisdictions.

__________ Ensure testing and maintenance of communication equipment.

__________ Prioritize communication requirements for emergency restoration.

__________ Ensure testing and maintenance of auxiliary power; inventory/replace fuel supply, and batteries.

__________ Review and update Communications Annex.

Response Phase

OFFICE OF INFORMATION TECHNOLOGY

__________ Acknowledge and authenticate messages.

__________ Verify that communications lines are operating within functional areas.

__________ Alert communications personnel

__________ Assign personnel to communication facilities

__________ Advise ICC of communication status

__________ Implement message handling system and instruct staff on contents and use.
Implement accelerated training of volunteers

Determine status of telephone system and related equipment, inside and outside plant, and links to off-campus communication carriers.

Determine and implement alternate communication facilities.

Contact private and public service agencies for assistance (manpower, supplies, equipment)

Make temporary repairs to communication facilities

Coordinate with Campus Emergency Information Officer (Director of Communications and Marketing) to determine requirements for an EBS (Emergency Broadcast System) communication link with local broadcast facilities.

Maintain log of activities and financial records.

**Recovery Phase**

**Office of Information Technology**

Assess disaster effects on communication system

Determine and implement alternate communication facilities.

Contact private and public service agencies for assistance (manpower, supplies, equipment)

Make repairs to communication facilities

Maintain communication with City, County, and State entities and adjacent communities.

Replace damaged or destroyed communications plant and equipment in priority order.

Terminate temporary services and complete restoration of normal services.

Prepare report on communication activities during disaster situation

Critique Operations and revise SOPs
DELTA STATE UNIVERSITY

INCIDENT-EMERGENCY COMMUNICATIONS AND MARKETING

ANNEX C

I. PURPOSE

This Annex establishes policies and procedures and assigns responsibilities to ensure that the information on emergencies are communicated in a prompt and accurate manner.

The Campus Emergency Information organization will be fully mobilized and will be disseminated instructions and information in the following order of priority:

A. Lifesaving and health preserving instructions.

B. Emergency status information.

C. Other useful information originated by government, campus administration, or in response to media inquiries.

Attention will be focused on restoring channels of communication. Appropriate information will continue to be released, particularly on the restoration of essential campus services, travel restrictions, length of shelter stay, and assistance programs.

II. ASSUMPTIONS

A. During emergency situations, students, faculty and staff, as well as general public, will demand information on proper survival and response actions.

B. Some emergency information and instruction will be prepared in advance, including newspaper releases, radio spots, and newspaper supplements.

C. Telephone communication may be sporadic or impossible. Local and regional radio/television stations may also be off the air.

D. All emergency news releases will be coordinated through the ICC.

E. Demand for information will be overwhelming.

F. Preparedness activities will be accelerated. Plans, procedures, checklists, contact list, and campus information materials will be developed.
III. ORGANIZATION AND RESPONSIBILITIES

A. Organization

The Campus Emergency Information Officer (Coordinator of Communications and Marketing) operates under the direction of the ICC. For proper coordination in a large-scale emergency, it is essential that information be released from a single point to assure consistency and authenticity.

B. Responsibilities

The Campus Emergency Information Officer (Coordinator of Communications and Marketing) will:

1. Following the approval of the ICC, keep the students, faculty, and staff informed.

2. Determine a site near the ICC for the purpose of press conferences and briefings.

3. Disseminate all official media releases.

4. Receive all calls from the media and the public and respond with official information or relay calls to ICC.

5. Coordinate with functional areas on the release of information pertinent to specific area.

6. Address the needs of the visual and hearing impaired.

7. Authenticate information sources before release to the media.

8. Coordinate with MEMA’s Communications and Marketing Officer, the Bolivar County ICCs Information Officer, and The City of Cleveland’s Communications and Marketing Officer.
INCIDENT-EMERGENCY INFORMATION

INCIDENT-EMERGENCY RESPONSE CHECKLIST

PREPAREDNESS PHASE

CAMPUS INCIDENT-EMERGENCY INFORMATION OFFICE (Director of University Relations)

_________________ Alert personnel to on stand-by status.

_________________ Update and confirm emergency information resources.

_________________ Release information to students, faculty, and staff pertinent to preparing for threat/hazard expected.

_________________ Established liaison with ICC.

_________________ Keep ICC updates on emergency information.

_________________ Review procedures for radio stations for continuing broadcasting.

_________________ Review dissemination and distribution procedures to ensure maximum coverage to residents.

_________________ Coordinate the establishment of an information center and media release point.

_________________ Coordinate with Campus Communications Officer (Director of Telecommunications) on communication requirements, including anticipated needs for additional telephones.

_________________ Review and Update Campus Emergency Information Annex.
RESPONSE PHASE

CAMPUS INCIDENT-EMERGENCY INFORMATION OFFICER (Director of University Relations)

____________ Notify Campus Emergency Information Staff.

____________ Release required immediate protective actions to EBS.

____________ Maintain contact and advise ICC.

____________ Implement message handling system and instruct staff on contents and use.

____________ Implement Media Release Point and establish schedule for periodic briefings.

____________ Confirm policy on admittance of new media.

____________ Established information center.

____________ Release telephone numbers for information center to public.

____________ Coordinate release and distribution of emergency information.

____________ Coordinate with the State Office of Emergency Service’s Communications and Marketing Officer, the Bolivar County ICCs Information Officer, and the City of Cleveland’s Communications and Marketing Officer as needed.

____________ Advise Campus Communications Officer (Network-Telecommunications Manager) of communications requirements (including additional telephones).
RECOVERY PHASE

CAMPUS INCIDENT-EMERGENCY INFORMATION OFFICER (Director of University Relations)

______________ Provide instructions for the recovery phase.

______________ Notify evacuees once it is safe to return to the campus.

______________ Release information regarding off-campus shelters.

______________ Release safety measures and precautions applicable to hazard and recovery activities.

______________ Discontinue operation of information center.

______________ Release contact numbers for further assistance.

______________ Discontinue operation of campus media release point and return to normal Communications and Marketing procedures.

______________ Critique operations and revise SOPs.
Delta State University Incident Command

Preparing for the Worst

Storms, fires, earthquakes and other emergencies can occur without warning. The goal of the Delta State University Incident Command Plan is to:

A. Ensure the safety and security of student, faculty, staff, and visitors.
B. Minimize disruption of academic and support programs.
C. Minimize University loss.
D. Assist the community in disaster recovery.

The overall objective will be to ensure that essential programs are re-established as soon as possible.

The Plan

In the event of any campus wide emergency (from power outages to major earthquakes) requiring coordinated response by multiple Departments, there is a need for training in what should be done. There will be personnel assigned to perform certain critical tasks. There will be other personnel trained in medical first aid, CPR, etc.

Evacuation Procedures

Evacuation of specific buildings or all buildings may be necessary in a major emergency. Groups in every building should agree in advance on an outdoor meeting place (collection point) away from the structure if evacuation is necessary.

Purpose

The purpose of the plan is to first and foremost provide safety for university personnel and students. It also provides a plan for the orderly evacuation of buildings and establishes the necessary procedures for weather emergencies, fire emergencies, bomb threats, etc.

Designated Roles and Responsibilities

The building manager for a building is responsible for seeing that this plan is implemented and will appoint an adequate number of floor marshals to assure everyone is familiar with this plan. There should be at least one floor marshal per floor with back-ups who will assist in the implementation of this plan by knowing and communicating evacuation routes to occupants during emergency evacuation and report the status of the evacuation to the building manager.
Preparation and Planning for Emergencies

1. All exits are labeled and operable.

2. Evacuation route diagrams have been posted on all floors, all exits, lobbies, and major building junctions.

3. Occupants do not block exits, hoses, fire extinguishers, corridors or stairs by storage or re-arrangement of furniture or equipment. Good housekeeping is everyone’s responsibility.

4. Building managers should be trained in their specific duties in what to do in case of an emergency evacuation.

5. Fire evacuation drills are held at least annually in each building and are critiqued and documented. Prior to holding a fire evacuation drill where the alarm is to be triggered, the Facilities Management and the fire inspector are to be notified.

Evacuation Procedures

Bomb Threats

If you receive a bomb threat, carefully note all information the caller gives you, call the DSU Police Department immediately, 662-846-4155, and then notify the building manager. The decision to evacuate the building is determined by the DSU Police Department.

If an evacuation occurs as the result of a bomb threat, the building manager or occupants will report any observations or suspicious person(s) or package(s) seen in the work areas or along the evacuation route to the DSU Police department. Occupants will not attempt to inspect or move the suspicious package(s).

Demonstrations and Disorders

- Demonstrations are generally lawful. The United States Supreme Court adopted a standard which says that all conduct is permitted as long as it does not materially disrupt class work, or involve substantial disorder, or invade the rights of others.
- Any demonstration on the campus that is unruly or interferes with normal activities is unlawful.
  - The Vice President of Student Affairs or designee should be informed immediately of the situation.
  - The following guidelines will be followed to assure the safety of students, staff and faculty.
    - Notify Campus Police.
    - All occupants should remain in their offices or classrooms.
Earthquake
At the first feeling of a tremor, please take action. OKRA ALERT will be activated.

- In a classroom or office:
  - Immediately take cover under desks or tables.
  - Turn their bodies away from windows.
  - During a drill, remain in the sheltered position at least 60 seconds.
  - Evacuate the facility once the tremor has subsided.
  - Building managers, leaders, faculty should:
    - Talk calmly to individuals.
    - Evacuate the classroom or area once the tremor has subsided according to fire drill procedures.

- Outside:
  - Move to open space away from buildings or other structures (lamp posts, telephone poles, trees, etc.)
  - Lie down or crouch low.
  - Be aware of dangers that may demand movement.

- In a Vehicle:
  - Stop the vehicle away from power lines, bridges, overpasses, and buildings.
  - Remain in the vehicle.

- After the Earthquake
  - Evacuate the building as soon as possible using fire evacuation procedures.
  - Injured persons should NOT be moved unless the condition of the building is life threatening.
  - Anticipate “after-shock”. It will come.
  - Senior Administrators or designee should take a hand-held radio or cell phone.
  - Await further instructions from emergency personnel or Campus Police.

Flood

- Listen to a battery-operated radio for the latest storm information.
- If told to evacuate your building, do so immediately.
- If water starts to rise inside your building before you evacuate, retreat to the second floor or your roof if necessary.
- If you come in contact with floodwater, wash your hands with soap and disinfected water. Floodwater may carry raw sewage, chemical waste and other infectious substances.
- Avoid walking through floodwater. As little as six inches of moving water can knock you off your feet.
- Never drive through a flood area or rising water.
- Avoid downed power lines because electric currents pass easily through water.
- Look out for animals, especially snakes. Animals lose their homes in floods too.
Gas Leak, or Hazardous Spills or Releases

- Notify DSU Police.
- Evacuate the building in accordance with the evacuation plan for your building.
- Facilities Management will contact the gas company and coordinate with any necessary outside agencies to address any hazardous materials.
- If hazardous spill, DSU Police will notify appropriate agencies, i.e. fire department, MEMA, DEQ.
- The President or designee will determine whether employees are to go home and/or when the situation is “all clear” to return to work.

Hostage Situation
If you are involved in a hostage situation:

- If possible, notify Campus Police of the situation and provide as many details as possible:
  - number of persons involved
  - description
  - type of weapons displayed
  - OKRA ALERT will be activated
- Remain calm, but do what you are told without an argument/resistance.
- Do not attempt to negotiate or argue with the hostage taker.
- Encourage others to remain calm. Tell them to do what they are told.
- Position yourself where you will not interfere with any attempts to remove hostage taker by force by the authorities.

Smoke/Fire

1. Anyone who receives information or observes smoke/fire should immediately call the DSU Police Department at 662-846-4155.

2. In each building, occupants will be notified of emergencies such as fire by alarm, mass text messaging, word of mouth, etc.

Occupant Will:

1. Know at least two exits from the building
2. Report a fire or emergency by calling the DSU Police at 662-846-4155, giving the exact location of the fire, your name, building name, room number and floor. State exactly what is burning, smoking or smells like a fire to you.

3. When notified to evacuate, do so in a calm and orderly fashion; walk don’t run; keep conversation level down; close all doors behind you, use the stairs not elevators and assist others in need of assistance.

Suspicious Mail or Packages
If you receive a suspicious piece of mail or package:

- Immediately inform Campus Police 662-846-4155.
- Under no circumstances should the mail or package be handled or opened. Police or other emergency personnel will determine what steps to take.
- All persons handling the package or mail should be identified. If a communicable substance is believed to be involved, all individuals who have been in the vicinity of the mail or package should be identified and isolated. It is also necessary to identify individuals after exposure to the mail or package and isolate them.
- Campus Police will make the decision to evacuate the building.

Tornadoes

Tornado Watch
- A tornado watch means that weather conditions are favorable for the formation of a tornado. Faculty, Staff and Students will be alerted to impending dangerous weather through the OKRA ALERT via text and email ***.

Tornado Warning
- A tornado warning is issued when a tornado has actually been sighted in the surrounding area or when detected by the National Weather Service. Faculty, Staff and Students will be alerted to impending dangerous weather through the OKRA ALERT via text and email ***. Storm Warning Sirens will be activated.
  - The sirens emit a continuous sound warning.
  - During the spring season, tornado sirens are tested on Saturday’s at noon. The tests last for thirty seconds. In the event that the sirens sound for longer than thirty seconds, you should initiate tornado protection procedures.

1. In case of a tornado warning the City of Cleveland will sound the storm sirens for approximately three minutes. Campus Police will drive through campus at a slow rate of speed with emergency lights flashing and will make weather related announcements from their patrol car’s PA system. Okra Alert messages will be
sent. Residence Hall Directors will be contacted by telephone/text and advised in order for them to notify their residents to take shelter.

2. Safe places of Shelter in the case of a tornado are inside the building away from windows on the lowest level. (You may use some or all the following examples of safe places for shelter in your building plan.)

   a. In an office or classroom building-go to an interior hallway on the lowest floor and sit or kneel facing the interior wall. Stay away from areas with glass or windows.

   b. In residence halls-go to an interior hallway on the lowest floor and sit or kneel facing the interior wall. Evacuate the top floors. Stay away from glass and windows.

   c. In homes or apartments-go to lower floors and seek shelter under a heavy table or heavy furniture in the center point of the house or apartment. Stay away from glass and windows.

   d. Avoid windows, auditoriums, gymnasiums, cafeterias, or other buildings with large, free-span roofs.

   - Tornado Protection Procedures

     o OKRA ALERT will be activated to notify personnel when a tornado warning is in effect. Radios should then be monitored in administrative offices.

     o When given instructions, go to a designated shelter area and instruct others to the shelter area. If there is no designated shelter area, a first floor interior hallway, room or closet away from windows and doors shall serve as a shelter area.

     o Keep hallways clear by standing against the wall. When a tornado approaches, all individuals should assume kneeling position facing the wall with heads bent down.

     o Laboratories should be secured. Shut off gas burners or other laboratory equipment which could cause additional health and safety concerns.

     o Do not leave the shelter area until the “all clear” has been given.

     o The following areas should be considered “off limits” during a tornado evacuation:

       ▪ Near outside doors
       ▪ Any location on the upper floors of buildings
       ▪ Any outside area
       ▪ Near windows
**Winter Storms/Ice Storms**

**Winter Storm Watch**: A winter storm is possible in your area. Tune in to your NOAA Weather Radio, commercial radio or television for more information.

**Winter Storm Warning**: A winter storm is occurring or will soon occur in your area.

**Freezing Rain**: Rain that freezes when it hits the ground, creating a coating of ice on roads, walkways, trees and power lines.

**Sleet**: Rain that turns to ice pellets before reaching the ground. Sleet also causes moisture on roads to freeze and become slippery.

**Frost/Freeze Warning**: Below freezing temperatures are expected.

*(Inclement Weather Involving Threat of Hail)*

If a significant threat of hail exists, the Commissioner or his designee may activate a parking plan by which Risk Management, Facilities Maintenance, and Security will coordinate to help individuals park their vehicles in covered areas.)

**Work Place Violence or Individual with Weapon (Active Shooter)**

Should an individual with a weapon enter the building or an act of violence occurs:

- Immediately notify campus police **(662)-846-4155**. Provide as much information as you can and stay on the phone until told to hang up.
- OKRA ALERT will be activated.
- Alert others if you can without endangering yourself.
- Evacuate the area by a safe route, if possible.
- If the emergency is an active threat and you are unable to evacuate the area, attempt to seek an area of safe refuge.
- Secure doors and windows as quickly as possible and barricade as many items between you and the threat. Keep away from the windows.
- Do not attempt to make contact with the individual(s) responsible for the threat unless no other option is available.
- Once in a secure location, do not open the door for anyone but the police.
General

During evacuation for any of the above, floor marshals assure every person on his/her floor has been notified and evacuation routes are clear. If possible, the floor marshal will check that all doors are closed and be the last one out. Upon leaving the floor, the floor marshal will report the status of floor evacuation to the building manager. Persons with disabilities (mobility, hearing, sight) who require assistance to evacuate are responsible for pre-arranging with someone in their immediate work area/resident hall to assist them during the evacuation. Anyone knowing of a person with disability or injury who was not able to evacuate will report this to a floor marshal, building manager or police immediately.

Emergency Evacuation Plan Instructions for Implementation

Assignment of Responsibility

Administrative responsibility for evacuation of the building must be clearly defined. The dean, Director or Department head shall designate an individual with thorough understanding and appropriate knowledge of the plan and ensure that they are adequately instructed in their duties and responsibilities. There must be adequate alternates to assume responsibilities in the absence of the building manager or floor marshals. These designations should also be made in the pre-planning stages.

Notification

The building manager must assure that building occupants know who to call in case of an emergency and know the proper sequence of notification. Fire, call the DSU Police Department at 662-846-4155; activate the building notification system, and the building manager. Tornado, the building manager or other designated person will notify occupants through the floor marshal to take cover on the lowest floor of the building. Bomb threat, call DSU Police, then notify the building manager, but do not activate the building notification system. DSU Police will determine if evacuation is necessary or will otherwise advise when evacuation is not necessary.

Occupants must be aware of who to notify in the event the building manager is absent. The building manager must assure that there is an effective method to notify occupants of an emergency. Notification may be made by means of an alarm system, public address system, telephone fan out system or oral communication, although this last method is not advisable for work areas with ten or more persons.

Preparation and Planning

Proper preparation and planning for emergencies is essential in order for evacuation to be effective and efficient.
ICC MESSAGE FORM

Message Number____________
Date______________
Time_______ AM/PM

Message Originated By: ___________________________________________________________________

Location: ____________________________________________________________________________

Phone/Radio Number: ___________________________________________________________________

Message:

_____________________________________________________________________________________

ICC/MESSAGE MANAGER

Forwarded to: _________________________________________________________________________

Comments:

 Priority Routine FYI Log

OPERATIONS

Message Received By: ___________________________________________________________________

Action Taken:

_____________________________________________________________________________________

Complete Log Copy/Message sent to ICC
Additional Information, Radio/Phone Messages on Back
Emergency Notification Procedures
(Annex _____)