# Coppin State University's EMERGENCY OPERATIONS PLAN

Approved:

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**Dr. Maria Thompson**
**President**
**Coppin State University**

**Emergency Operations Plan**

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## Abbreviations /Acronyms

| | | |
|---|---|---|
| COOP | - | Continuity of Operations Plans |
| CSU | - | Coppin State University |
| EMD | - | Emergency Management Director |
| EMP | - | Emergency Management Plan |
| EMT | - | Emergency Management Team |
| EOC | - | Emergency Operation Center |
| HAZMAT | - | Hazardous Materials |
| IAP | - | Incident Action Plan |
| IC | - | Incident Commander |
| ICP | - | Incident Command Post |
| ICS | - | Incident Command System |
| JIC | - | Joint Information Center |
| JIS | - | Joint Information System |
| NIMS | - | National Incident Management System |
| PIO | - | Public Information Officer |
| SOP | - | Standard Operating Procedure |
| TRACT | - | Threat Response and Assessment Coordinating Team |
| UC | - | Unified Command |

**Emergency Operations Plan**

## Section 1:    Plan Fundamentals

**Introduction:**

Coppin State University must be prepared to manage and mitigate emergency situations so that students, employees and visitors are protected; regulatory requirements are met; recovery from disruptive events is expedited; risk is reduced; and the confidence of the local community and State is maintained.  The Emergency Operations Plan that follows incorporates the principles outlined in the National Incident Management System (NIMS) so that the emergency response activities of the University may be more seamlessly integrated with those of outside agencies.

This Plan provides campus-wide guidelines for preparing for and responding to emergencies.  It is the responsibility of each School and Office to be aware of this Plan and to work cooperatively with the Coppin State University Department of Public Safety to develop emergency evacuation plans specific to their buildings and spaces.  Each School and Office shall also develop specific emergency response measures to address any special needs and hazards unique to their programs.

As the risk environment is dynamic and actual emergency conditions varying, no part of these guidelines shall be construed as a contract between any student, employee or visitor and the University.  The University reserves the right to change any guideline at any time.

**Purpose:**

There are five specific goals of this Emergency Operations Plan:
1. To promote the safety and security of students, staff, faculty and visitors.
2. To minimize damage to University infrastructure and resources.
3. To minimize disruption of University programs.
4. To ensure University emergency response procedures are compatible with local and national emergency response standards.
5. To inform and assist the broader community as appropriate.

While many campus offices and departments respond in the event of an emergency the command and control of the response must be managed centrally in order to:
1. Facilitate the coordination and communication of responding units.
2. Ensure the resources are available where and when needed and utilized appropriately.
3. Ensure that the response to the emergency condition is timely and appropriate.
4. Facilitate information flow to and from the larger community of interest.

**Scope:**

An emergency is any unplanned event that can cause death or significant injury to students, employees, campus visitors, or the public; or that can disrupt operations; or cause physical property or environmental

damage.  The University conducts an annual vulnerability assessment to determine potential emergencies it needs to prepare for and to identify areas that require additional emergency planning.

**Laws and Authorities:**

The following laws and policies impact how the University prepares for and responds to emergencies.

**Public Law**
- Homeland Security Presidential Directive (HSPD) 5, February 28, 2003, Management of Domestic Incidents
- Federal Civil Defense Act of 1950, as amended Public Law 920-81st Congress (50 USC App. 2251-2297)
- Disaster Relief Act of 1974: Public law 93-288
- Emergency Planning and Community Right to Know Act (EPCRA), Superfund Amendments and Reauthorization Act (SARA) Title III
- Robert T. Stafford Disaster and Relief and Emergency Assistance Act, PL 106390, as amended (USC Title 42, The Public Health and Welfare Chapter 68, Disaster Relief), 2000
- The Disaster Mitigation Act of 2000 (DMA 2000) (P.L. 106-390) Maryland Statutes:

**Maryland Statutes**
- Annotated Code of Maryland, Public Safety, Title 14
- Maryland Emergency Management Act University Systems Policy:

**University Systems Policy**
- VI-13.00, Policy on Campus Emergency Planning, Preparedness and Response Coppin State University Policy:

**Occupation Safety and Health Administration (OSHA)**
- 29CFR1910.120, Hazardous Waste Operations and Emergency Response Standard
- 29CFR1910.38, Emergency Action Plans Standard
- 29CFR1910.39, Fire Prevention Plans Standard

**Planning Conditions:**
- The University is located in mid-town, west, Baltimore, Maryland.  According to the 2010 Census, the population of the city of Baltimore is over 620,000.

- The University includes the College of Arts & Sciences and Education, College of Business, College of Health Professions and the College of Professional Studies. Campus facilities include nearly 1,300,000 square feet in 14 buildings and parking lots A-J on 65 acres in West Baltimore City, Maryland across from and the Mondawmin Mass Transit Administration Subway Station and Mondawmin Mall.  The University has approximately 4,150 students, faculty, and staff.

## Emergency Operations Plan

- Law enforcement is provided to the campus by the Coppin State University Department of Public Safety located on Campus, in the Physical Education Complex (PEC), 2nd floor. The Department maintains a close relationship with the Baltimore Police Department and other police agencies in the state.

- Fire, emergency medical, and HAZMAT services are provided by the Baltimore City Fire Department.

- Health services are provided on Campus by Helene Fuld School of Nursing Community Health Center (CHC). The CHC is located in Suite 131 of the Health and Human Services Building (HHSB). If emergency care is required, the Baltimore City Fire Department provides ambulance transportation to the University of Maryland Medical Center or other nearby hospitals.

- The University receives its power from Baltimore Gas & Electric through four dedicated 13.2Kv feeders from the Greene Street substation. Johnson Controls provides heating service (steam) is provided by a Central Utility Plant. Potable and fire protection water is provided by Baltimore City and/or Baltimore City Fire Department.

## Section 2:    Emergency Programs

This plan outlines the overall process and procedures the University will use when responding to an emergency.  However, an effective response to an emergency requires comprehensive planning from all levels of campus personnel.  To help facilitate this, the University has developed the following emergency programs to improve its overall response to an emergency:

- **Building Emergency Response Plan -** Designed to provide assistance during campus emergencies, each facility has a Building Coordinator trained to work with first responders during certain emergencies.  Each facility also has Emergency Wardens on each floor to assist the Building Coordinator should either shelter-in-place or evacuation be necessary.

- **Emergency Evacuation Plan** - Each campus facility has a plan which provides specific directions on evacuation during an emergency. Emergency Wardens are selected for each floor of campus buildings to assist during an emergency. The Wardens are trained in their duties and responsibilities and report to the University's Director of Emergency Management Services.

- **Emergency Communication Plan** - The campus emergency communication plan outlines emergency notification and communication procedures for communicating with the campus and local community, external stakeholders and the media.

## Section 3: National Incident Management System (NIMS)

The University shall model its emergency response protocols to those outlined in the National Incident Management System (NIMS) including the use of the Incident Command System (ICS) outlined therein. This will allow the University to integrate its emergency response procedures with outside agencies that utilize NIMS and ICS. University emergency response programs and protocols will be developed and emergency response personal will be trained in accordance with these systems.

**Incident Command System:**

The Incident Command System (ICS) is a national model for managing both small and large scale emergencies and other complex events. Employing ICS provides the ability to effectively communicate and coordinate response actions with external emergency response agencies through a standardized and common emergency management and response approach.

Elements common to all ICS include:
- The use of common terminology to define organizational functions, incident facilities, resource descriptions, and position titles.
- The use of modular and scalable organizations based on the size and complexity of the incident.
- The development and use of an Incident Action Plan (IAP) that outlines the strategies and objectives of the agencies response to an emergency.
- A clear chain of command and unity of command that clearly outlines the reporting relationships of each group and individuals responsible for responding to an emergency.
- The use of a Unified Command (UC) for incidents involving multiple emergency response agencies.
- The establishment of a manageable span of control for supervising and managing personnel responding to an emergency.
- The establishment of pre-designated emergency management locations and facilities to include the Emergency Operations Center.
- Plans and procedures for the management and coordination of resources.
- Information and intelligence management systems and protocols.
- The use of integrated and interoperable communication systems.

The following section outlines the basic roles and responsibilities for the positions and response sections in an Incident Command System. Figure 1 provides an overview of the organization structure and relationship of the entities discussed below.

- **Incident Commander (IC)**
    - Manage the University's response to an emergency including the oversight of all emergency response activities.
    - Determine what additional command and general staff are needed to respond to an emergency and oversees their activities.
    - Establish the command post.

- Activate the University alert system to warn faculty, staff, and students of an emergency.
- May also function in the roles of the command and general staff depending on the complexity of the event.

- **Command Staff**

  - Reports directly to the Incident Commander and include the Safety Officer, Public Information Officer and Liaison Officer.

    - o **The Public Information Officer (PIO)** is responsible for communicating information about the emergency to the public and media. During multiple agency responses to an emergency the PIO shall coordinate their communications to the public and media with other agencies responding to the emergency.
    - o **The Liaison Officer** is responsible for coordinating the University's response with external agencies responding to the emergency. The Liaison Officer may also need to coordinate with internal groups involved or impacted by the emergency.
    - o **The Safety Officer** is responsible for identifying and addressing hazards to emergency response personnel and the campus community and ensuring that safety measures are in place to protect people responding to or impacted by the emergency.

- **General Staff**

  - The general staff are the individuals in charge of the Operations, Planning, Logistics, and Finance and Administration sections responding to an emergency.
  - Each section is headed by a Section Chief that reports directly to the Incident Commander.
  - Section chiefs are responsible for managing all incident specific operations within their respective areas.

- **Emergency Response Sections**

  - Depending on the complexity of an emergency, the University may establish one or more emergency response sections to aid in the response.  These include Operations, Planning, Logistics and Finance and Administration sections. The roles and responsibilities of each section are described below.
  - The Operations Section is responsible for the actual response to mitigate, control, and resolve the emergency.
  - The Planning Section is responsible for developing the Incident Action Plan (IAP) for the emergency.  They also serve to collect, monitor, and analyze information about that emergency in order to assist in the response.

- The Logistics Section is responsible for obtaining the necessary supplies, personnel, and material required for response to an emergency.
- The Finance & Administration Section is responsible for overseeing the purchasing and accounting for the costs associated with the response to an emergency. This section is also responsible for documenting expenditures due to the response to an emergency so that the University can seek financial reimbursement for costs incurred during the response.

**Training and Exercise**

Training and exercise will be conducted once a year.  It shall be a tabletop on-site exercise.

➢ Fall 2016; October , 2016

# Emergency Operations Plan

## Unified Command System:

The Unified Command system provides a team-based approach to managing emergencies. This allows all agencies responding to an emergency to establish a common set of incident objectives and jointly make decisions and speak with a common voice. The composition of the members of the Unified Command is dependent on the type and severity of an incident. The graphic below outlines how the University shall function in a Unified Command system.
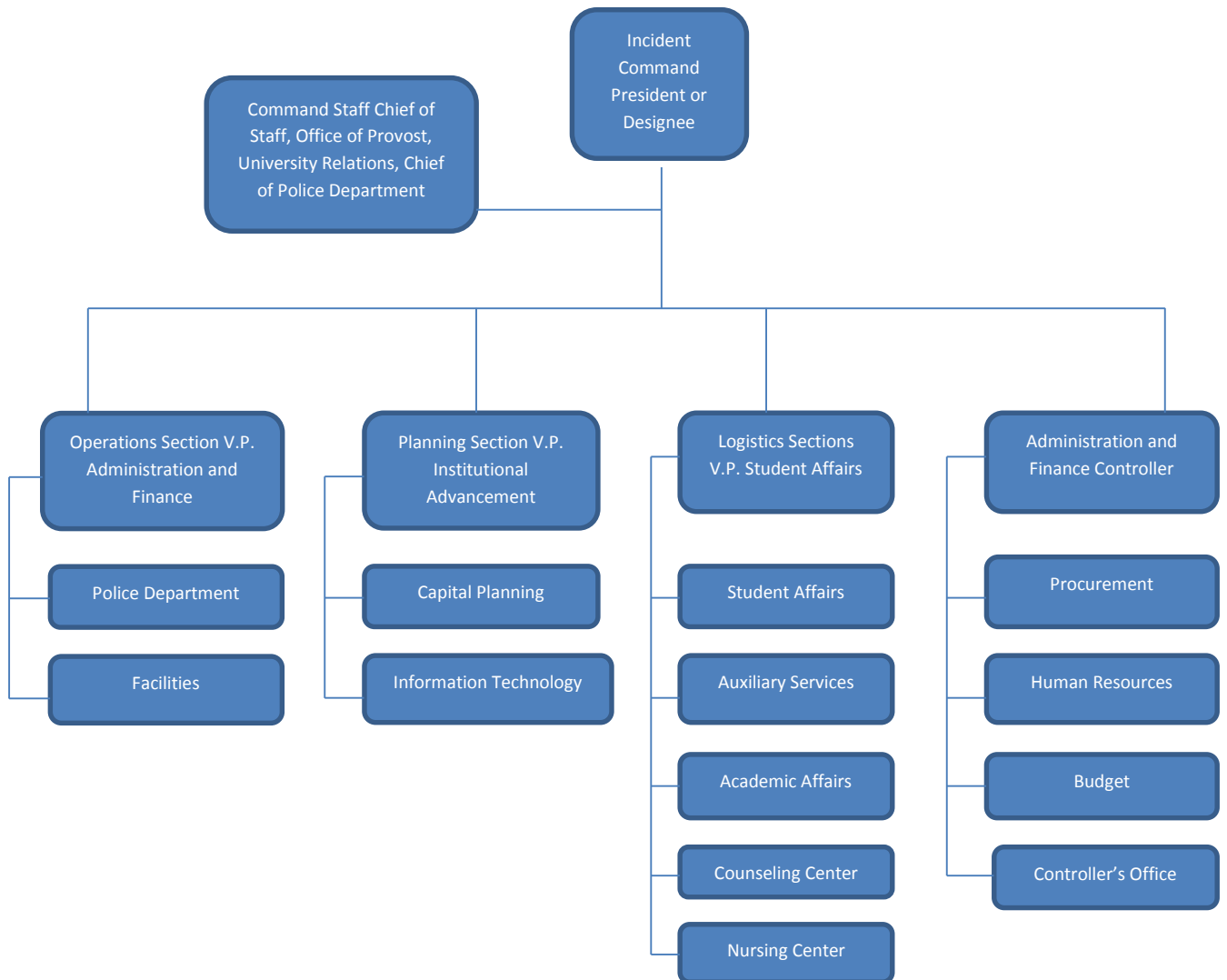


**Figure 1 - Incident Command System**

## Section 4: Integrated Emergency Management Plan

**Concept of Operations:**

The Emergency Management Director (EMD) shall oversee the development, coordination, and revisions to this plan.  The plan is designed to prepare for and manage emergencies in a comprehensive manner.  As outlined in Figure 2 and discussed in subsequent sections, this involves an ongoing cycle of mitigation and prevention, preparedness, response, and recovery activities.
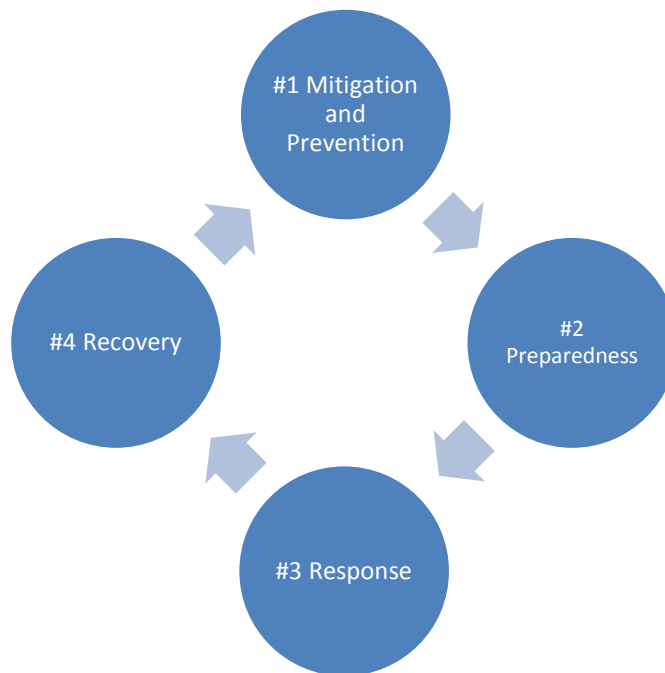
Figure 2 - Comprehensive Emergency Management Process

## Emergency Operations Plan

**Emergency Levels:**

To help the University manage its response to emergencies, it classifies them according to their severity and potential impact. This also assists in communicating the resources the University needs to properly respond to the emergency.

| | LEVEL 1 | LEVEL 2 | LEVEL 3 |
|---|---|---|---|
| **Impact to operations or services** | Major or complete | Intermediate | Limited |
| **Evacuation** | Multiple buildings or entire University | Floor or building | None or immediate area only |
| **Participation** | All University response units and multiple outside responders | Key University response units and limited outside responders | University response units only |
| **Risk of injury** | Likely | Possible | Possible |
| **RESPONSE** | **FULL** | **INTERMEDIATE** | **LIMITED** |

**Figure 3 - Response Levels**

- **LEVEL 1: A major disaster or imminent threat involving the entire campus and/or surrounding community**. Immediate notification to the Emergency Management Director is mandatory. In all cases, an Emergency Operations Center shall be activated. Normal University operations are reduced or suspended. The effects of the emergency are wide-ranging and complex. A timely resolution of disaster conditions requires University-wide cooperation and extensive coordination with external agencies and jurisdictions. Examples include acts of terrorism, tornadoes, hurricanes, major chemical incidents, and major fires.

- **LEVEL 2: An emergency or potential threat that disrupts sizable portions of the campus community.** Notification of Emergency Management Director determined by IC or designated official. Level 2 emergencies may require assistance from external organizations. These events have the potential to escalate quickly and have serious consequences for mission-critical functions, or may threaten life safety. Examples include multiple deaths, mass violence, and fire.

- **LEVEL 3: A minor, localized department or building incident that is quickly resolved with existing University resources or limited outside help.** Notification to Emergency Management Director not normally needed unless there is the potential for the emergency to escalate. A Level 3 emergency has little or no impact on personnel or normal operations outside the locally affected area. Examples include accidental deaths and suicides, localized power outages, and low-level acts of violence.

**Emergency Operations Plan**

**Matrix Definitions**

*The following definitions apply to the functions noted in the matrices:*

**Evacuation:** These departments will facilitate either evacuations of campus buildings or a campus wide evacuation.

**Access Control:** These departments will control building and areas access through the use of electronic and manual locking systems. Access will also be controlled through the use of physical barriers.

**Traffic/Crowd Control:** The Police Department will provide assistance providing traffic and crowd control in instances where this function is required.

**Emergency Response Team (ERT):** The departments listed in this category will provide representation at the ERT to assist in managing the incident. The ERT will be activated by the Chief of Police who has the authority to activate the ERT.

Notifications: These departments would make on campus notifications about the emergencies as well as notifications to those groups and organizations that would be providing support to the incident.

**Documentation:** For any incident, there is a need for documentation of damages, expenses, etc. The departments listed will be responsible for collecting documentation specific to their areas and turning such documentation over to the VP Administration and Finance who will compare this documentation to their own documentation for submission to the proper governmental entities.

**Procurement:** The departments assigned to procurement activities will have the authority to make large or continuing purchases during the incident. It is expected that these departments will have budgetary authority and pre-established contracts to complete their mission.

**Medical Operations:** These departments would be responsible for triage, care of ambulatory patients and transport of injured to our medical facilities. These departments would establish casualty collection points and set up temporary care and morgue facilities.

**Communication:** Communications via telecommunications, radios and data will be maintained and facilitated by the departments that are enumerated in the matrix.

**Fire Suppression**: The Baltimore City Fire/EMS Department will be responsible for all fire suppression related activities for all incidents.

**Rescue Operations:** With the exception of the Active Shooter Matrix, the Baltimore City Fire/EMS Department will be responsible for coordinating all rescue operations for all incidents.

## Emergency Operations Plan

**Shelter Operations:** Shelter Operations refers to short and long-term sheltering of students living on the Coppin State University Campus. The Department of Resident Life will be responsible for coordinating and procuring shelter for these students.

**Flood Control:** For various situations including in-building and natural disaster exterior flooding, the departments enumerated in the matrices will coordinate responses to flooding conditions.
Hazmat Operations: Although the Baltimore City Fire/EMS Department would be the lead agency in any major hazmat incident, the departments enumerated on the matrix would be part of any unified command of the incident.

**Damage Assessment:** The departments who have responsibility for buildings and structures on campus would provide assessments on the damage to their buildings and make decisions on the safety of the structures.

**Facilities Coordination:** The departments listed for this function would determine how the buildings will be used, repaired, and opened and take control of all aspects of building management for their particular structures.

**Recovery Operations:** These departments would be involved in the recovery of critical functions and tasks that would be required to get the University up and running to continue operations. These departments would be directly involved in Business Continuity Planning.

**Volunteer Coordination:** After the initial impact of a major incident at the University, there may be a need to coordinate individuals from both within and outside of the community who wish to volunteer their time or services to the University. It is important that this function is centralized and coordinated with the rest of the University.

# Emergency Operations Plan

## Hazard Analysis and Responsibilities Matrices

### DEPARTMENTAL RESPONSIBILITIES

Designated departments have specific responsibilities assigned to them to address various campus emergencies.

### Departmental Legend

The following legend will apply to all the matrices:

| | | |
|---|---|---|
| PD | = | Coppin State University Department of Public Safety |
| FD | = | Facilities Management Department |
| BFD | = | Baltimore City Fire Department |
| BPD | = | Baltimore Police Department |
| ADM | = | Administration & Finance |
| OUR | = | Office of University Relations |
| OIT | = | Office of Information Technology |
| SA | = | Student Affairs |
| RL | = | Residence Life |
| CCSD | = | Center for Counseling and Student Development |
| HR | = | Human Resources |
| NC | = | Community Health Center |
| MR | = | Mail & Print Services |
| RR | = | Records & Registration |
| AS | = | Auxiliary Services |
| PUR | = | Procurement |
| DES | = | Department of Environmental Safety |
| AA | = | Academic Affairs |

## ACTIVE SHOOTER

If you are involved in a situation where someone has entered the area and started shooting or you hear shooting, the following is a list of actions that are recommended.  It should be noted that these types of incidents are unpredictable. The below guidelines are recommendations that are based on past experiences.  You may have to alter some of these suggestions, depending on the situation.

1. If safe to do so, exit the building immediately.
2. Seek shelter in a safe location and await instructions from Police or University officials
3. Notify anyone you may encounter to exit the building immediately.
4. Dial 911; notify CSUPD at 410.951.3900, ext. 3900 from a campus phone or utilize Emergency Blue Light Phone.
5. Give the CSUPD Police Communications Operator (PCO) the following information:
   - Your name.
   - Location of the incident (be as specific as possible).
   - Number of shooters (if known).
   - Identification or description of shooter.
   - Number of persons who may be involved.
   - Your location.

**If exiting the building is not possible, the following actions are recommended:**
1. Go to the nearest room or office.
2. If safe, allow others to seek refuge with you.
3. Close and lock the door.  If the door has no lock, barricade it with items available (desks, chairs, bookshelves, etc.).
4. Cover the door windows. Turn off lights.
5. Keep quiet and act as if no one is in the room.  Silence cellular phones.
6. **DO NOT** answer the door.
7. If you are in a common area such as a dining hall and you cannot get behind closed doors find some form of concealment such as a table, chair or other available item and get under it.  If possible, "buddy-up" with someone you know and stay together.  If you see police entering the room, make sure both of your hands are empty and visible, so they will know you are not a threat to them.
8. Dial 911 Notify CSUPD – 410.951.3900 or ext. 3900 from a campus phone or utilize Emergency Blue Light Phone and give the PCO the following information: Your name. Your location (be as specific as possible). Number of shooters (if known). Identification or description of shooter. Number of persons who may be involved.
9. Treat the injured.  Remember basic first aid – see MEDICAL EMERGENCIES section.
10. If you find yourself in an imminent life threatening situation, use any means to disable, distract or as a last resort attack/disarm the shooter.  **DO NOT** remain a stationary target!
11. Wait for Police Officers to assist you out of the building.
12. **RUN – HIDE – FIGHT**

**Police Response**

Police are trained to respond to an active shooting incident by entering the building as soon as possible and proceeding to the area of the shooter(s).  Police Officers will move quickly and directly.  Early in an incident, police officers may not be able to rescue people because their main goal is to get to the shooter(s).  Involved persons need to try to remain calm and patient during this time, so as not to interfere with police operations.  Cooperate with officers who may ask you information concerning the incident.  Normally, a rescue team is formed shortly after the first responding police officers enter the building.  They will be the officers who will search for injured parties and get everyone safely out of the building.  Follow all directions of police officers at the scene or responding to the scene.

## Incident Matrixes

### Bomb Threats

| | PD | FD | BPD | BFD | ADM | OUR | ITD | SA | RL | CCSD | HR | NC | RR | MR | AS | PUR | DES |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Incident Command | X | | X | X | | | | | | | | | | | | | |
| Evacuation | X | | | X | | | | | | | | | | | | | |
| Access Control | X | | | | | | | | | | | | | | | | |
| Traffic/Crowd Control | | | | | | | | | | | | | | | | | |
| ERT Operations | X | | X | | X | | | X | | | | | | | | | |
| Notifications | X | | | | | | | | | | | | | | | | |
| Documentation | X | | | | | | | | | | | | | | | | |
| Procurement | | | | | | | | | | | | | | | | | |
| Medical Operations | | | | | | | | | | | | | | | | | |
| Communications | | | | | | | | | | | | | | | | | |
| Fire Suppression | | | | | | | | | | | | | | | | | |
| Rescue Operations | | | | X | | | | | | | | | | | | | |
| Shelter Operations | | | | | | | | | | | | | | | | | |
| Flood Control | | | | | | | | | | | | | | | | | |
| Hazmat Operations | X | | X | X | | | | | | | | | | | | | |
| Damage Assessment | | X | | | | | | | | | | | | | | | |

## Emergency Operations Plan

| | PD | FD | BPD | BFD | ADM | OUR | ITD | SA | RL | CCSD | HR | NC | RR | MR | AS | PUR | DES |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Facilities Coordination | | X | | | | | | | | | | | | | | | |
| Recovery Operations | | X | | | | | | | | | | | | | | | |
| Volunteer Coordination | | | | | | | | | | | | | | | | | |

**Key:**

PD = Coppin State University Department of Public Safety
FD = Facilities Management
BF = Baltimore City Fire Department
BPD = Baltimore Police Department
ADM = Administration & Finance
OUR = Office of University Relations
ITD = Division of Information Technology
SA = Student Affairs
RL = Residence Life
CCSD = Center for Counseling and Student Development
HR = Human Resources
NC = Community Health Center
MR = Mail & Print Services
RR = Records & Registration
AS = Auxiliary Services
PUR = Procurement
DES =Department of Environmental Safety

# Coppin State University

## Emergency Operations Plan

### Civil Disorder

|  | PD | FD | BPD | BFD | ADM | OUR | ITD | SA | RL | CPS | HR | RR | MR | AS | PUR | DES | NC |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Incident Command | X | | | | | | | | | | | | | | | | |
| Evacuation | X | | | | | | | | | | | | | | | | |
| Access Control | X | | | | | | | | | | | | | | | | |
| Traffic/Crowd Control | X | | | | | | | | | | | | | | | | |
| ERT Operations | X | X | | | | | | X | | | | | | | | | |
| Notifications | X | | | | X | | | | | | | | | | | | |
| Documentation | X | | | | | | | | | | | | | | | | |
| Procurement | | | | | | | | | | | | | | | | | |
| Medical Operations | X | | | | | | | | | | | | | | | | |
| Communications | X | | | | | | | | | | | | | | | | |
| Fire Suppression | | | | | | | | | | | | | | | | | |
| Rescue Operations | X | | | X | | | | | | | | | | | | | |
| Shelter Operations | | | | | | | | | | | | | | | | | |
| Flood Control | | | | | | | | | | | | | | | | | |
| Hazmat Operations | | | | | | | | | | | | | | | | | |
| Damage Assessment | X | X | | | X | | | | | | | | | | X | | |
| Facilities Coordination | X | | | | | | | | | | | | | | | | |

# Emergency Operations Plan

| | PD | FD | BPD | BFD | ADM | OUR | ITD | SA | RL | CPS | HR | RR | MR | AS | PUR | DES | NC |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Recovery Operations | X | X | | | X | | | | | | | | | | | | |
| Volunteer Coordination | | | | | | | | | | | | | | | | | |

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CPS = Counseling and Psychological Services
HR = Human Resources
NC = Community Health Center
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RR = Records & Registration
AS = Auxiliary Services
PUR = Procurement
DES =Department of Environmental Safety

# Emergency Operations Plan

## Disease Outbreak

| | PD | FD | BPD | BFD | ADM | OUR | ITD | SA | RL | CPS | HR | RR | MR | AS | PUR | DES | NC |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Incident Command | X | | | | X | | | | | | | | | | | | |
| Evacuation | X | | | | | | | | X | | | | | | | | |
| Access Control | X | | X | | | | | | | | | | | | | | |
| Traffic/Crowd Control | X | | X | | | | | | | | | | | | | | |
| ERT Operations | X | | | X | X | | | | | | | | | X | | | |
| Notifications | X | | | X | X | X | X | | | | | | | | | | X |
| Documentation | X | | | | X | | | | | | | | | | | | X |
| Procurement | | | | | X | | | | | | | | | | X | | |
| Medical Operations | X | | | X | | | | | | X | | | | | | | X |
| Communications | X | | | X | X | X | X | | | | | | | | | | |
| Fire Suppression | | | | | | | | | | | | | | | | | |
| Rescue Operations | X | | | X | | | | | | | | | | | | | |
| Shelter Operations | | | | | X | | | | X | | | | | | X | | |
| Flood Control | | | | | | | | | | | | | | | | | |
| Hazmat Operations | X | | | X | | | | | | | | | | | | | |
| Damage Assessment | | X | | X | X | | | | | | | | | X | | | |
| Facilities Coordination | X | X | | | X | | | | | | | | | | | | |
| Recovery Operations | | X | | | X | | | | | | | | | X | | | |

## Emergency Operations Plan

| | PD | FD | BPD | BFD | ADM | OUR | ITD | SA | RL | CPS | HR | RR | MR | AS | PUR | DES | NC |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Volunteer Coordination | | | | | X | | | | | | | | | | | | |

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PD = Coppin State University Department of Public Safety
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AS = Auxiliary Services
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DES =Department of Environmental Safety

## Emergency Operations Plan

**Fire**

|  | PD | FD | BPD | BFD | ADM | OUR | ITD | SA | RL | CPS | HR | NC | RR | MR | AS | PUR | DES |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Incident Command | X |  |  | X |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Evacuation | X |  |  | X |  |  |  |  | X |  |  |  |  |  |  |  |  |
| Access Control | X | X |  |  |  |  |  |  | X |  |  |  |  |  |  |  |  |
| Traffic/Crowd Control | X |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| ERT Operations | X |  |  | X |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Notifications | X | X |  |  | X | X |  |  | X |  |  |  |  |  |  |  |  |
| Documentation | X | X | X |  |  |  |  |  | X |  |  |  |  |  |  |  |  |
| Procurement |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Medical Operations |  |  |  | X |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Communications | X |  |  |  |  | X | X |  |  |  |  |  |  |  |  |  |  |
| Fire Suppression |  |  |  | X |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Rescue Operations | X |  |  | X |  |  |  |  |  |  |  |  |  |  |  |  |  |
| Shelter Operations |  |  |  |  |  |  |  |  | X | X |  |  |  |  |  |  |  |
| Flood Control |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |

## Emergency Operations Plan

| | PD | FD | BPD | BFD | ADM | OUR | ITD | SA | RL | CPS | HR | NC | RR | MR | AS | PUR | DES |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Hazmat Operations | X | X | | X | | | | | | | | | | | | | X |
| Damage Assessment | X | X | | | | | X | | | | | | | | | | |
| Facilities Coordination | | X | | | | | | | | | | | | | | | |
| Recovery Operations | X | X | | | | | | | | | | | | | | | |
| Volunteer Coordination | | | | | | | | | | | | | | | | | |

**Key:**

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## Flood

| | PD | FD | BPD | BFD | ADM | OUR | ITD | SA | RL | CCSD | HR | NC | RR | MR | AS | PUR | DES |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Incident Command | X | X | | | | | | | | | | | | | | | X |
| Evacuation | X | | | | | | | | | | | | | | | | |
| Access Control | X | X | | | | | | | | | | | | | | | |
| Traffic/Crowd Control | X | | | | | | | | | | | | | | | | |
| ERT Operations | X | X | | | | | | | | | | | | | | | |
| Notifications | X | X | | | X | | | | | | | | | | | | |
| Documentation | X | X | | | | | X | | | | | | | | | | |
| Procurement | | X | | | X | | | | | | | | | | | | |
| Medical Operations | | | | | | | | | | | | X | | | | | |
| Communications | X | | | | | | X | | | | | | | | | | |
| Fire Suppression | | | | | | | | | | | | | | | | | |
| Rescue Operations | X | | | X | | | | | | | | | | | | X | |
| Shelter Operations | | | | | | | | | X | | | | | | X | | |
| Flood Control | X | X | | X | | | | | | | | | | | | | |
| Hazmat Operations | X | X | | X | | | | | | | | | | | | | |
| Damage Assessment | | X | | | X | | | | | | | | | | | X | |

## Emergency Operations Plan

| | PD | FD | BPD | BFD | ADM | OUR | ITD | SA | RL | CCSD | HR | NC | RR | MR | AS | PUR | DES |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Facilities Coordination | | X | | | | | | | | | | | | | | | |
| Recovery Operations | X | X | | | X | | | | | | | | | | | | |
| Volunteer Coordination | | | | | | | | X | | | | | | | | | |

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**Hazmat**

| | PD | FD | BPD | BFD | ADM | OUR | ITD | SA | RL | CPS | HR | NC | RR | MR | AS | PUR | DES |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Incident Command | X | | | X | | | | | | | | | | | | | |
| Evacuation | X | | | | | | | | | | | | | | | | |
| Access Control | X | X | | | | | | | | | | | | | | | |
| Traffic/Crowd Control | X | | X | | | | | | | | | | | | | | |
| ERT Operations | X | X | | X | | | | X | | | | X | | | | | |
| Notifications | X | | | | X | X | X | | | | | | | | | | |
| Documentation | X | | | X | X | | | | | | | | | | | | |
| Procurement | | | | | | | | | | | | | | | | | |
| Medical Operations | | | | X | | | | | | | | X | | | | | |
| Communications | X | | | X | X | X | X | | | | | | | | | | |
| Fire Suppression | | | | X | | | | | | | | | | | | | |
| Rescue Operations | | | | X | | | | | | | | | | | | | |
| Shelter Operations | | | | | | | | | | | | | | | | | |
| Flood Control | | | | | | | | | | | | | | | | | |
| Hazmat Operations | X | X | | X | | | | | | | | | | | | | X |
| Damage Assessment | | X | | | | | | | | | | | | | | | X |

## Emergency Operations Plan

| | PD | FD | BPD | BFD | ADM | OUR | ITD | SA | RL | CPS | HR | NC | RR | MR | AS | PUR | DES |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Facilities Coordination | X | X | | | | | | | | | | | | | | | |
| Recovery Operations | X | X | | | | | | | | | | | | | | | X |
| Volunteer Coordination | | | | | | | | | | | | | | | | | |

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# Emergency Operations Plan

## Power Outage/Utility Failure

| | PD | FD | BPD | BFD | ADM | OUR | ITD | SA | RL | CPS | HR | RR | MR | AS | PUR | DES | NC |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Incident Command | | X | | | | | | | | | | | | | | | |
| Evacuation | | X | | | | | | | | | | | | | | | |
| Access Control | X | X | | | | | | | X | | | | | | | | |
| Traffic/Crowd Control | X | | | | | | | | | | | | | | | | |
| ERT Operations | X | X | | | X | | X | X | | | | | | | | | |
| Notifications | | | | | X | X | X | | | | | | | | | | |
| Documentation | | X | | | | | | | | | | | | | | | |
| Procurement | | | | | | | | | | | | | | | | | |
| Medical Operations | | | | | | | | | | | | | | | | | |
| Communications | | X | | | | X | X | | | | | | | | | | |
| Fire Suppression | | | | X | | | | | | | | | | | | | |
| Rescue Operations | | | | X | | | | | | | | | | | | | |
| Shelter Operations | | X | | | X | | | X | X | | | | | X | | | |
| Flood Control | | | | | | | | | | | | | | | | | |
| Hazmat Operations | X | X | | X | | | | | | | | | | | | | |
| Damage Assessment | | | X | | | | X | | | | | | | | | | |
| Facilities Coordination | | X | | | | | | | | | | | | | | | |
| Recovery Operations | | X | | | | | X | | X | | | | | | | | |

# Emergency Operations Plan

| | PD | FD | BPD | BFD | ADM | OUR | ITD | SA | RL | CPS | HR | RR | MR | AS | PUR | DES | NC |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Volunteer Coordination | | | | | | | | | | | | | | | | | |

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## Severe Weather Emergency
## (Hurricane, Tornado, and Earthquake)

| | PD | FD | BPD | BFD | ADM | OUR | ITD | SA | RL | CPS | HR | RR | MR | AS | PUR | DES |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Incident Command | X | X | | | | | | | | | | | | | | |
| Evacuation | | | | | | | | | | | | | | | | |
| Access Control | X | X | | | | | | | | | | | | | | |
| Traffic/Crowd Control | X | | | | | | | | | | | | | | | |
| ERT Operations | X | X | | | | | | | | | | | | | | |
| Notifications | | | | | X | | | | | | | | | | | |
| Documentation | | X | | | | | | | | | | | | | | |
| Procurement | | | | | | | | | | | | | | | | |
| Medical Operations | | | | | | | | | | | | | | | | |
| Communications | | | | | X | X | | | | | | | | | | |
| Fire Suppression | | | | | | | | | | | | | | | | |
| Rescue Operations | X | | | | | | | | | | | | | | | |
| Shelter Operations | | | | | | | | | X | | | | | | | |
| Flood Control | | X | | | | | | | | | | | | | | |
| Hazmat Operations | | | | | | | | | | | | | | | | |
| Damage Assessment | X | X | | | | | | | | | | | | | | |

# Emergency Operations Plan

| | PD | FD | BPD | BFD | ADM | OUR | ITD | SA | RL | CPS | HR | RR | MR | AS | PUR | DES |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Facilities Coordination | | | | | | | | | | | | | | | | |
| Recovery Operations | X | X | | | | | | | | | | | | | | |
| Volunteer Coordination | | | | | | | | | | | | | | | | |

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## Sniper or Gunman on Campus

| | PD | FD | BPD | BFD | ADM | OUR | ITD | SA | RL | CCSD | HR | NC | RR | MR | AS | PUR | DES |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Incident Command | X | | X | | | | | | | | | | | | | | |
| Evacuation | X | | X | | | | | | | | | | | | | | |
| Access Control | X | | X | | | | | | | | | | | | | | |
| Traffic/Crowd Control | X | | X | | | | | | | | | | | | | | |
| ERT Operations | X | | X | | X | X | X | | | | | | | | | | |
| Notifications | X | | X | | X | X | X | | | | | | | | | | |
| Documentation | X | | X | X | X | | | | | | | | | | | | |
| Procurement | | | | | | | | | | | | | | | | | |
| Medical Operations | X | | | X | | | | | | X | | | | | | | |
| Communications | X | | X | | X | X | X | | | | | | | | | | X |
| Fire Suppression | | X | | X | | | | | | | | | | | | | |
| Rescue Operations | X | X | X | X | X | | | | | | | | | | | | X |
| Shelter Operations | | | | | | | | | X | | | | | | X | X | |
| Flood Control | | | | | | | | | | | | | | | | | |
| Hazmat Operations | | | | | | | | | | | | | | | | | |
| Damage 0Assessment | X | X | | | | | | | | | | | | | | | |

# Emergency Operations Plan

| | P D | F D | BP D | BF D | AD M | OU R | IT D | S A | R L | CCS D | H R | N C | R R | M R | A S | PU R | DE S |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Facilities Coordination | X | X | | | | | | | | | | | | | | | |
| Recovery Operations | X | X | | X | | | | | | | | | | | | | |
| Volunteer Coordination | | | | | | | | | | X | | | | | X | | |

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## Telecommunications Failure

| | PD | FD | BPD | BFD | ADM | OUR | ITD | SA | RL | CCSD | HR | NC | RR | MR | AS | PUR | DES |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Incident Command | | | | | | | X | | | | | | | | | | |
| Evacuation | | | | | | | | | | | | | | | | | |
| Access Control | | X | | | | | X | | | | | | | | | | |
| Traffic/Crowd Control | | | | | | | | | | | | | | | | | |
| ERT Operations | | | | | | | X | | | | | | | | | | |
| Notifications | | | | | | | X | | | | | | | | | | |
| Documentation | | | | | | | X | | | | | | | | | | |
| Procurement | | | | | | | | | | | | | | | | | |
| Medical Operations | | | | | | | | | | | | | | | | | |
| Communications | | | | | | X | X | | | | | | | | | | |
| Fire Suppression | | | | | | | | | | | | | | | | | |
| Rescue Operations | | | | | | | | | | | | | | | | | |
| Shelter Operations | | | | | | | | | | | | | | | | | |
| Flood Control | | | | | | | | | | | | | | | | | |
| Hazmat Operations | | | | | | | | | | | | | | | | | |
| Damage Assessment | | | | | | | X | | | | | | | | | | |

# Emergency Operations Plan

| | P D | F D | BP D | BF D | AD M | OU R | IT D | S A | R L | CCS D | H R | N C | R R | M R | A S | PU R | DE S |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Facilities Coordination | | | | | | | | | | | | | | | | | |
| Recovery Operations | | | | | | | X | | | | | | | | | | |
| Volunteer Coordination | | | | | | | | | | | | | | | | | |

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## Acts of Terrorism

| | PD | FD | BPD | BFD | ADM | OUR | ITD | SA | RL | CCSD | HR | NC | RR | MR | AS | PUR | DES |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Incident Command | X | | X | X | X | | | | | | | | | | | | |
| Evacuation | X | | X | X | X | | | | | | | | | | | | |
| Access Control | X | | X | X | | | | | | | | | | | | | |
| Traffic/Crowd Control | X | | | | | | | | | | | | | | | | |
| ERT Operations | X | X | X | X | X | | | | | | | | | | | | |
| Notifications | X | | | | | | | | | | | | | | | | |
| Documentation | X | | X | | | | | | | | | | | | | | |
| Procurement | | | | | | | | | | | | | | | | | |
| Medical Operations | | | | X | | | | | | | | | | | | | |
| Communications | X | | X | | X | X | X | X | | | | | | | | | |
| Fire Suppression | | | | X | | | | | | | | | | | | | |
| Rescue Operations | X | X | X | X | X | | | | | | | | | | | | |
| Shelter Operations | X | X | X | X | X | | | | | | | | | | | | |
| Flood Control | | | | | | | | | | | | | | | | | |
| Hazmat Operations | X | X | X | X | | | | | | | | | | | | | X |
| Damage Assessment | X | X | | | | | | | | | | | | | | | |

## Emergency Operations Plan

| | PD | FD | BPD | BFD | ADM | OUR | ITD | SA | RL | CCSD | HR | NC | RR | MR | AS | PUR | DES |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Facilities Coordination | X | X | | | | | | | | | | | | | | | |
| Recovery Operations | X | X | X | X | X | | | | | | | | | | | | |
| Volunteer Coordination | | | | | | | | | | | | | | | | | |

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## Train Derailment and Chemical Spill Hazards

| | PD | FD | BPD | BFD | ADM | OUR | ITD | SA | RL | CCSD | HR | RR | MR | AS | PUR | DES |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Incident Command | X | | X | X | | | | | | | | | | | | X |
| Evacuation | X | | | X | | | | | | | | | | | | X |
| Access Control | X | | | | | | | | | | | | | | | |
| Traffic/Crowd Control | X | | | | | | | | | | | | | | | |
| ERT Operations | X | | | X | | | | X | | | | | | | | X |
| Notifications | X | | | | X | X | X | | | | | | | | | X |
| Documentation | X | X | | X | X | | | | | | | | | | | X |
| Procurement | | | | | | | | | | | | | | | | |
| Medical Operations | | | | X | | | | | | | | | | | | |
| Communications | X | | | X | X | X | X | | | | | | | | | X |
| Fire Suppression | | | | X | | | | | | | | | | | | |
| Rescue Operations | | | | X | | | | | | | | | | | | X |
| Shelter Operations | | | | | | | | X | X | | | | | | X | |
| Flood Control | | | | | | | | | | | | | | | | |
| Hazmat Operations | X | | X | X | | | | | | | | | | | | X |
| Damage Assessment | | X | | X | | | | | | | | | | | | |

## Emergency Operations Plan

| | PD | FD | BPD | BFD | ADM | OUR | ITD | SA | RL | CCSD | HR | RR | MR | AS | PUR | DES |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| Facilities Coordination | X | X | | | | | | | | | | | | | | |
| Recovery Operations | X | X | | | X | X | X | | | | | | | | | X |
| Volunteer Coordination | | | | | | | | | | | | | | | | |

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## Section 5: Response

**Mitigation and Prevention Programs:**

The University conducts mitigation and prevention activities to reduce the potential for and impact of emergencies on the University and the local community. The goal of these programs is to reduce potential hazards and vulnerabilities to the University and their impact if they should occur. These programs include comprehensive security, safety, and fire prevention programs. They are integrated into every aspect of University business from the Coppin State University Emergency Operations Plan the design and construction of new buildings, background checks of employees, and ongoing programs to identify and mitigate hazards.

**Preparedness Programs and Activities:**

The University prepares for emergencies through a systematic process of vulnerability assessment and readiness exercises. Preparedness activities include:

- Identifying and obtaining emergency equipment and resources.
- Emergency planning and program development to include ongoing emergency response training.
- Emergency Warden and Building Coordinator program, monthly meetings of the Emergency Management Team, and the development and maintenance of Continuity of Operations Plans.
- Conducting periodic exercises to identify weaknesses in emergency response plans and capabilities and taking corrective action to address these.
- Comprehensive training of emergency personnel.
- Conducting periodic inspections of facilities for hazards and new risks.
- Conducting a comprehensive annual vulnerability risk assessment.

**Response Programs:**

The University shall respond promptly and in an appropriate manner to all emergencies. The University shall base its response on the following priorities:
- **First Priority:** Life Safety
- **Second Priority:** Incident Stabilization
- **Third Priority:** Property Conservation

**Emergency Notification**

Emergency notification and communication with both internal and external stakeholders is a critical element of emergency management. Each emergency situation has unique circumstances and requirements. CSU emergency managers must be flexible when meeting their requirements to notify stakeholders of an emergency and when directing emergency response actions. However, the normal sequence of notification is as follows:

## Emergency Operations Plan

- A member of the campus community identifies an emergency situation and calls the University Campus Police;
- University Police evaluate the situation, take action within the scope of their operational responsibilities, and make appropriate notifications to internal and external stakeholders;
- First responders follow the principles of the Incident Command System;
- The Incident Commander (IC) assumes command, establishes an Incident Command Post (ICP) and assigns responsibilities to his Command and General Staff members;
- The University Campus Police notify the CSU Emergency Management Director (EMD) of a campus emergency;
- The EMD notifies the Emergency Management Team (EMT) and designates an Emergency Operations Center (EOC);
- The IC determines the need and scope for campus notification and gives such direction to the Public Information Officer (PIO) – (University Relations);
- The EMD determines the need and scope for supplemental campus notification and gives such direction to the Director of University Relations;

The Director of University Relations (or designee) is a member of the EMT and will normally be located with the EMT in the EOC. That person's role is to assist the EMD in creating and disseminating internal and external messages authorized by the EMD. The Director of University Relations or designee will also identify a media relations representative who will be located at the ICP and serve as the PIO for the IC.

The PIO and the Director of University Relations have a number of options for communicating with internal and external stakeholders. The selection of the communication channels to be used depends upon the nature and magnitude of the emergency and the direction of the IC and the EMD. The communication modes and their features are as follows:

**Internal Communication**
- Email distribution lists;
- Blackboard Connect, also known as Campus Alerts;
- University Police, Facilities Management and Parking and Transportation Services radio systems;
- Emergency Wardens: There are at least one Emergency Wardens for every floor of every CSU building;
- Building Coordinators: There is a Building Coordinator assigned to every CSU building;

**Internal and External Communication**
- Web-based: There are several types of Web-based communication modes that may be used to communicate with internal and external stakeholders;
- Campus Alerts Page;
- CSU and/or School Home Pages;
- Social Media;
- Media (TV, Radio, and Newspapers);

**Emergency Operations Plan**

In an expanding emergency that involves multiple agencies and/or jurisdictions, a Unified Command may be established. In that case the principles of a Joint Information System (JIS) will be established. JIS integrates incident information and public affairs into a cohesive organization designed to provide consistent, coordinated, accurate, accessible, timely, and complete information during crisis or incident operations. The mission of the JIS is to provide a structure and system for developing and delivering coordinated interagency messages; developing, recommending, and executing public information plans and strategies on behalf of the IC; advising the IC concerning public affairs issues that could affect a response effort; and controlling rumors and inaccurate information that could undermine public confidence in the emergency response effort. The Office of University Relations will designate the CSU representative to participate in the JIS. Once Unified Command has been established, a Joint Information Center (JIC) will be created to coordinate all incident-related public information activities. It is the central point of contact for all news media. Public information officials from all participating agencies should co-locate at the JIC.

A complete list of contact information for command and general staff, key campus units, and the Emergency Management Team members will be maintained at all times by the Emergency Management Director, the Coppin State University Department of Public Safety Dispatch Center, and the Facilities Service Center.

**Assessment and Response**

For any incident, the person currently in charge (Incident Commander) must do at least the following:

- Assess the situation;
- Determine if life is at immediate risk;
- Ensure that personnel safety factors are taken into account;
- Determine if there are any environmental issues that need to be addressed. From that point, the Incident Commander shall develop initial response actions to effectively mitigate the incident;

From that point, the Incident Commander shall develop initial response actions to effectively manage the event.

Initial response activities include:

- Assume command and establish the Incident Command Post;
- Establish immediate incident objectives, strategies, and tactics. The size-up should provide information about what needs to be done first to prevent loss of life or injury and to stabilize the situation. For small incidents, the initial Incident Action Plan (IAP) may be verbal and may cover the entire incident. For larger, more complex incidents, the initial IAP may cover the initial operating period. A written IAP will then be developed;
- Determine if there are enough resources of the right kind and type on scene or ordered. The incident objectives will drive resource requirements;
- Establish the initial organization structure need to properly address the emergency and maintain the proper span of control;

## Emergency Operations Plan

- Ensure that the Emergency Management Director (EMD) has been notified of all Level 1 and 2 emergencies;

# Emergency Operations Plan

## Progressive Response to an Emergency

As outlined in the NIMS Planning P, the University's response to an emergency can vary from a simple individual unit response with verbal incident objectives up to a full response from the University and outside agencies and a written Incident Action Plan (IAP). The following section outlines the process involved in responding to a large scale emergency.
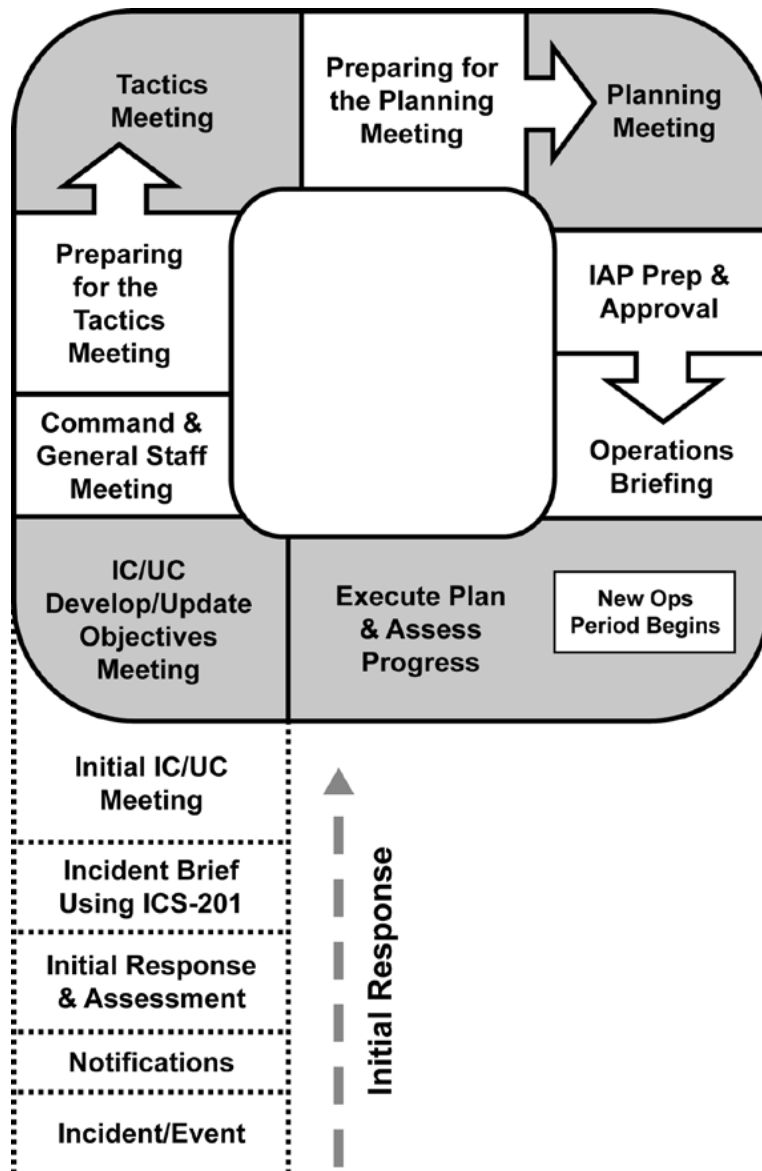


**Figure 4 - NIMS Planning P**

## Emergency Operations Plan

Understand the Situation: The first step to responding to an emergency is to gather, record, and analyze information in a manner that will facilitate:

- o Increased situational awareness of the magnitude, complexity, and potential impact of the incident.
- o The ability to determine the resources required to develop and implement an effective IAP.
- o Determine command and general staff needed to manage the emergency.

Establish Incident Objectives and Strategy: Next, incident objectives must be developed and prioritized for the response to the emergency. The incident objectives must conform to the legal obligations and management objectives of all affected campus units and responding agencies. Reasonable alternative strategies that will accomplish overall incident objectives should also be identified, analyzed, and evaluated to determine the most appropriate strategy for the situation at hand. Evaluation criteria include public health and safety factors, estimated costs, environment, legal, and political considerations.

Develop an Appropriate Response Plan: Determine the tactical direction and the specific resources, reserves, and support requirements for implementing the selected strategies and tactics for the operational period. Before formal planning meetings, each member of the Command and General Staffs is responsible for gathering information pertinent to their role in the response.

Prepare and Disseminate the Response Plan: Prepare the response to the emergency in a format that is appropriate for the level of complexity of the incident. For the initial response, the format is a well-prepared outline for an oral briefing. For most incidents that will span multiple operational periods, the plan will be developed in writing according to ICS procedures.

Execute, Evaluate, and Revise the Response Plan: The planning process includes the requirement to execute and evaluate planned activities and check the accuracy of information to be used in planning for subsequent operational periods. The General Staff should regularly compare planned progress with actual progress. When deviations occur and when new information emerges, that information should be included in the first step of the process used for modifying the current plan or developing the plan for the subsequent operational period. For simple incidents of short duration, the IAP will be developed by the Incident Commander or that person's designee and communicated to subordinates in a verbal briefing. The planning associated with this level of complexity does not warrant a formal planning meeting process as highlighted above.

- Conditions that may warrant a written IAP include when:
    - o Two or more jurisdictions are involved in the response.
    - o The incident continues into the next operational period.
    - o A number of ICS organizational elements are activated (typically when General Staff Sections are staffed).
    - o It is required by agency policy.
    - o A HAZMAT incident that has a potential to expose the public to hazardous materials (IAP required).

Written Incident Action Plan (IAP): A written IAP shall include the following elements:

## Emergency Operations Plan

- A clear statement of objectives and actions.
- A basis for measuring work effectiveness and cost effectiveness.
- A basis for measuring work progress and providing accountability.
- Documentation for post-incident fiscal and legal activities.

**Transfer of Command:**

A transfer of command may be needed when a more qualified Incident Commander arrives on scene or for emergencies that last multiple operational periods. The following key actions are required for a transfer of command from one incident commander to another.

- The incoming Incident Commander shall assess the situation with the current Incident Commander.
- The incoming Incident Commander shall receive a briefing from the current Incident Commander.
- The incoming and current Incident Commander shall determine an appropriate time for transfer of command and document the transfer (ICS Form 201).
- The incoming Incident Commander shall notify others of the change in incident command.
- If applicable, the incoming Incident Commander shall assign the current Incident Commander to another position in the incident organization.

A transfer of command briefing must be held by the current Incident Commander, and take place face to face if possible. The briefing must cover the following:

- Incident history (what has happened)
- Priorities and objectives
- Current plan
- Resource assignments
- Incident organization
- Resources ordered/needed
- Facilities established
- Status of communications
- Any constraints or limitations as directed by policies and guidelines
- Incident potential
- Status of Delegation of Authority, inherent or specific

**Recovery Programs:**

The University shall maintain the capability to address both the short and long term impacts of emergencies. After life and safety issues have been addressed the primary goal is the restoration of normal operations. To facilitate this, the University has developed comprehensive Continuity of Operations Plans (COOPs) for each School and Office. Personnel responsible for implementing the COOPs will receive training and participate in periodic exercises designed to test the integrity and viability of the plans.

**Emergency Operations Plan**

As the immediate threat to life, property, and the environment subsides, transitioning the University back to normal campus operations will begin through various recovery activities.

Recovery activities involve the restoration of services to the public and rebuilding the affected area(s). Recovery activities may be both short-term and long term ranging from restoration of essential utilities such as water and power, to mitigation measures designed to prevent future occurrences of a given threat facing Coppin State University.

No plan can anticipate and successfully identify all recovery operations. However, these recovery responsibilities for key branches of the University are provided.

**Facilities Management**

Recovery Operations

- In coordination with the Emergency Operations Planning Committee, University Administration, and Residential Facilities identify the process for conducting and analyzing potential hazard mitigation projects.

    o Identify the process to rebuild damaged areas of campus
    o Identify the process of rezoning damaged areas of campus

**University Administration – President and Cabinet**

Recovery Operations

- In coordination with the Controller's Office/Procurement, Facilities Management, and Residential Life, develops the procedures and processes used for recovery operations.
- Develop procedures for continuing University operations including the identification of alternate sites and succession of University leadership.

**Procurement**

Recovery Operations

- In coordination with Controller's Officer and University Administration, develop the procedures and processes used for recovery operations.

## Emergency Operations Plan

**Controller's Office**

Recovery Operations

- In coordination with Procurement and the University Administration, develop the procedures and processes used for recovery operations.
- Develop the processes and procedures for tracking employee's time and issuing paychecks during disaster operations.

**General**

- Recovery can take days to years.
- Some systems may not recover.

**Key points to consider**:

- Business Continuity Planning

  - How do we manage payroll, disbursement and cash operations?
  - How do we record, track, invest and manage endowments?
  - Do we have business interruption insurance?
  - Can we survive on our own for 48-72 hours?

- Post-Traumatic Stress Disorder (PTSD)

**Continuity of Operations (COOP)**

COOP (Continuity of Operations) planning is an internal effort within Coppin State University to ensure the continuity of essential functions across a wide range of emergencies and events.

COOP planning is necessary at Coppin State University for the following reasons:

- Functionality of the University;
- Consistency of services to students, faculty and staff;
- Minimization of chaos on Campus following a disaster;
- Maintenance of vital institutional records;

**COOP Plans vs. Emergency Plans**

Emergency Operating Plans typically address only the immediate aftermath of an incident.

A COOP plan will address the immediate aftermath of an incident, as well as a period of time afterward allowing the University to focus on continuing essential functions.

**Emergency Operations Plan**

### I. Essential Functions

Essential functions are a subset of all functions performed at Coppin State University. They encompass those critical areas of business that must continue even in the event of emergency.

Essential functions should be resumed within the identified recovery time after a disruption and should be sustainable for up to 14 days. The President of Coppin State University will have the Continuity of Operations (COOP) plan activated when deemed appropriate. The President's Chief of Staff will be the program's point of contact (POC) and the COOP designated team will consist of the following:

- Vice President of Administration and Finance
- Vice President of Information Technology
- Vice President of Academic Affairs
- Director of Office of University Relations
- Vice President of Student Affairs

**The essential functions are as follows:**

- Coppin State University Department of Public Safety
- Facilities Management
- Information Technology
- Office of University Relations
- Student Affairs
- Academic Affairs
- Office of Comptroller

**Obligations to the Community**

In the event of a COOP event, Coppin State University shall notify Rosemont Middle School that normal services will be temporarily suspended.

**COOP Plans**
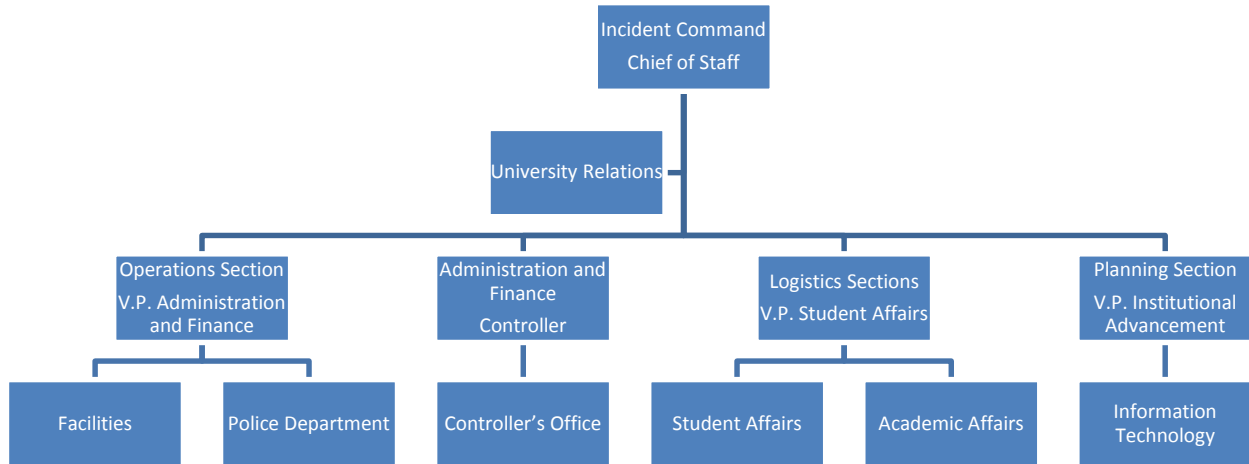


**Figure 5 - Continuity of Operations (COOP)**

**Evacuation Routes**

RESIDENCE HALL FIRE AND EMERGENCY EVACUATION PLAN

1. **THE ALARM MUST BE SOUNDED.** Any person aware of a fire shall pull the alarm. The building must be evacuated when the alarm sounds. The alarm does not summon the Fire Department.

2. **THE FIRE DEPARTMENT SHALL BE CALLED.** From a safe location outside the building, call the Office of Public Safety at (410) 951-3900. They in turn will contact the Baltimore City Fire Department and any other emergency personnel they deem necessary.

3. **EVACUATE.** It is each resident's responsibility to evacuate when the alarm sounds. Failure to evacuate at the sounding of the alarm violates University Residence Housing policies and the Maryland State Fire Code. Floor training sessions conducted by the Residence Life Staff should emphasize the location and use of the nearest exit in an emergency. **Elevators are _never_ to be used in an evacuation.**

   Assisting or confronting residents who will not evacuate is a secondary responsibility of staff. Staff may not force a resident to evacuate. Staff should make note of the incident in the administrative follow-up after the emergency incident. In an emergency, the duties of the staff are to help coordinate the evacuation of residents with disabilities, the assembly of residents after evacuation and the interactions among staff, residents and emergency personnel. While Residence Life staffs are not responsible for the evacuation of residents with disabilities, an important staff responsibility is to assist in the advance planning for the evacuation of residents with disabilities and ensure that the residents with disabilities are aware of the proper evacuation procedures. Generally, residents with severe disabilities should be assigned to areas of the building that are most accessible to the outside. During an emergency, individuals should only attempt to assist residents with disabilities as long as they do not place themselves or others at greater risk.

4. **ASSEMBLE.** Each residence hall should have a designated outside assembly area to avoid hindering fire personnel and, if possible, to determine if anyone is missing. An inside assembly area at a nearby building provides shelter in the event of inclement weather or for a building evacuation that may last longer than 30 minutes.

5. **DO NOT FIGHT FIRES OR ATTEMPT TO RESCUE.** Never attempt to fight a fire or re-enter the building to attempt the rescue of a trapped or injured person. Firefighting and rescue should be performed by the Baltimore City Fire Department.

6. Residents may not re-enter the building until the Baltimore City Fire Department gives authorization. In the case of Bomb Threats, members of the Coppin State University Police will advise Residence Life staff of the search results. If nothing is found, those residents who chose to evacuate will be advised to re-enter at their own discretion (See Page 87 Bomb Threat).

# Emergency Operations Plan

## ASSEMBLY AREAS

In an emergency evacuation, residents should be directed to a designated outside area. In inclement weather or during an evacuation lasting longer than 30 minutes, and if the area on-duty staff feels it is necessary, staff will guide residents to inside assembly areas in a nearby building. It is recommended that the Resident Life Directors identify exterior assembly areas for residents of each building. This exterior assembly area should be easily identified and should be known to all building residents. It should be at least 300 feet away from the building to allow the Fire Department unobstructed access. Housing and Residence Life has identified the following areas as interior assembly areas:

| BUILDING | INTERIOR ASSEMBLY AREA |
|---|---|
| Dedmond Residence Hall | Francis Murphy Research Center |
| Daley Residence Hall | Talon Center Dining & Meeting Hall |

## RESIDENCE HALL EMERGENCY EVACUATION INSTRUCTIONS

1. **THE BUILDING SHALL BE EVACUATED WHEN THE ALARM SOUNDS.** It is each resident's responsibility to evacuate when the alarm sounds. Dress for the weather and put on shoes.
Use the nearest exit. If blocked by smoke or flame, use another exit. If all exits are blocked, go back to your room. **DO NOT USE THE EVEVATOR**.
Before opening a door, feel it with the back of your hand. If it is hot, do not open the door. If it is not hot, brace yourself against the door and open it slightly. If fire, heat or smoke is present, close the door and stay in your room.
If smoke is in the room or corridor, keep low to the floor where the air is fresher. If cloth is available, hold it to your mouth and nose to filter some of the smoke.
If possible, close doors behind you as you leave
Once outside, go to the exterior assembly area. In inclement weather, or if it appears that the evacuation will last more than 30 minutes, you will be guided to an indoor assembly area.
If you cannot leave the room, open windows from the top and bottom to let the heat out and fresh air in. Hang a bed sheet or piece of clothing out of the window to attract attention. At night, wave a flashlight.
2. Follow all staff and emergency personnel's instructions.
3. Residence Life may ask you to assist residents with disabilities who need to be evacuated and to ensure that they are aware of the alarm only when these actions do not place you in personal danger.
4. If you see smoke or fire, pull the alarm, evacuate the building and, from a safe location outside the building, notify the campus police.
5. All fires, even if extinguished, must be reported to the Coppin State University Department Police by calling (410) 951-3900.
6. All fire alarms, even if suspected of being false or accidental, must be reported to campus police.

# Emergency Operations Plan

## EVACUATION POLICIES AND PROCEDURES FOR DISABLED RESIDENTS

Residents with Disabilities:  If your mobility is impaired due to a temporary or permanent disability, it is your responsibility to inform your Residence Life Director of your name, room number, and nature of disability, this is to include auditory impairments.  This information will be placed on a list that will be given to the fire department in an emergency.  If smoke or flame prevents you from leaving the building or your room, open the windows from the top and bottom to let the heat out and fresh air in; Hang a bed sheet or piece of clothing out of the window to attract attention; Wave a flashlight at night.  Residents and staff may assist you with evacuation only when this will not place them in danger.  Your rescue will be the first priority of the responding Baltimore City Fire Department Units.

Environmental Health and Safety recommends that staff and CSU students should assist any resident with a disability by ensuring that he/she is aware of the evacuation alarm. However, this is not encouraged if this places the employee/student in personal harm or danger.  Examples of personal harm or danger include remaining in the building, returning back to a floor once you are in a smoke-free stairwell, entering burning or smoky rooms, or passing through such areas.  Once outside, employees and students are asked to immediately notify emergency personnel of any person(s) remaining in the building.

1)  The Residence Life Director is responsible for maintaining a list of all residents with disabilities. This list should note the resident's room number and the type of disability.  Each Residence Hall staff member and front desk personnel should have a copy of the list to give to responding emergency personnel.  Residents having temporary disabilities (i.e. sprained ankle) are to be placed on the list for the duration of the injury.
NOTE: As noted earlier, it is the responsibility of the person with the disability to inform the Residence Life Director so that he/she may be put on the list.  The resident is the best judge of his/her physical limitation(s).  In the case of a temporary disability, it is the resident's responsibility to let the Resident Life Directors know the disability is no longer present.

2)  In an emergency requiring evacuation, residents and staff should check on the evacuation of their unit's residents with disabilities when exiting from the building.  They should assist residents with disability only when they can do so without risking personal danger to themselves or others.

3)  Unless a resident's room is in direct or immediate danger, they should remain in their room and await evacuation assistance from the BCFD (Baltimore City Fire Department).  If there is a telephone in the room, the resident should also dial **911** and tell the dispatcher the room number and situation.

    If the resident's room is directly involved or in immediate danger, they should move to a safe area on their floor and await assistance from the BCFD (Baltimore City Fire Department).  If this situation occurs, someone should remain with the disabled resident in the "area of refuge" to assist them (if they can do so safely), and another individual should alert responding BCFD personnel to where the disabled resident is located.  The decision as to whether or not the disabled individual can safely evacuate is solely the decision of the disabled resident.  A disable resident should never be forced to evacuate.

4)  Rescue of residents with disabilities who are trapped by fire or smoke will be the first priority of the BCFD (Baltimore City Fire Department).  The fire department will be guided by the staff or desk

lists and information from residents or staff who know or suspect that residents with disabilities could not evacuate.

5) In the event of a false building fire alarm or other emergency in which the BCFD does not respond, there will be no effort to assist disabled residents in evacuating the building. The BCFD is the only organization trained to provide emergency evacuation assistance to disabled residents.

**RESIDENT LIFE DIRECTOR ADDITIONAL DUTIES:**

1) **REPORT TO THE SERVICE DESK.** Obtain the appropriate residents with disabilities list. If necessary, obtain the assembly building entrance key. Ensure that all front desk on-duty tasks have been successfully carried out.

2) **RESPOND TO THE EMERGENCY SITE.** Ensure that all Residential Assistants' on-duty tasks have been successfully carried out.

3) **MOVE THE RESIDENTS** to the inside assembly area in inclement weather. This procedure should also be followed when circumstances extend 30 minutes or more.

**RESIDENCE HALL STAFF EVACUATION DUTIES**

**DESK RECEPTIONIST ON DUTY**

1. If notified of an emergency by telephone, instruct the caller to pull the building fire alarm, and to report physically to responding police or fire officials.

2. CALL Campus police at 410.951.3900 and 911 to report the emergency.

3. ==THE RESIDENTS WITH DISABILITIES LISTS MUST BE READY FOR EMERGENCY PERSONNEL==.

4. Evacuate the building.

## Emergency Operations Plan

### Evacuation Locations

| Evacuated Building | Gathering Points 500 Feet from Building | Safe Assembly Stations (Will be used if gathering point becomes unsafe) |
|---|---|---|
| Science and Technology Center | Lot C | HHSB |
| Miles W. Connor Administration | Lot F or J | Talon Center |
| J. Millard Tawes College Center | Lot F or J | Parlett Longworth Moore Library |
| Physical Education Complex | Lot H or E | Frances Murphy Research Center |
| Grace Hill Jacobs | Lot F or B | James Weldon Johnson Auditorium |
| Parlette Moore Library | Lot A | James Weldon Johnson Auditorium |
| Percy Julian Science | Lot A | James Weldon Johnson Auditorium |
| James Weldon Johnson Auditorium | Lot A or B | HHSB |
| Daley Hall | Lot J | Talon Center |
| Dedmond Hall | Lot E | Talon Center |
| Frances Murphy Research Center | Lot E | Talon Center |

# Emergency Operations Plan

| | | |
|---|---|---|
| Community Health Center | Lot C | Science and Technology Center |
| HHSB | Lot C | Science and Technology Center |

## Building Containment Procedures

**Definition:** *Keeping students, staff and faculty in areas of building rendered safe and cutting off; isolate unsafe areas of building off-limits.*

Building Containment Procedures will be initiated when it is safer to remain in the building.

## Logistics & Support

During varying emergency situations, pre-identified offices will have a role, as needed. Personnel who supervise these offices will be notified by the Crisis Management Team (CMT).

| Academic Deans & Chairs | Implement established protocols |
|---|---|
| Athletics | Coordinate use of the PEC for temporary shelter or other containment needs. |
| Counseling Center | Will implement counseling protocols |
| Facilities Operations | Provide site and building information. |
| Faculty | Wait for instructions from the Office of the Provost |
| Health Center | Provide medical assistance. |
| Human Resources | Provide employees' contact information. Identify employees and their departmental assignments. |
| Information Technology | Relay information from the Office of University Relations to the Coppin Community via the:<br><br>⇒ CSU Website<br>⇒ E2Campus Text Messaging System<br>⇒ Campus' Main Information Line, (410) 951-3000<br>⇒ Campus-wide Email System<br>⇒ Blackboard Connect |

| | |
|---|---|
| Mail & Print Services | Call **911** or **3900** |
| Procurement | Purchase emergency goods and services. |
| Police Department | Contact law enforcement officials, secure emergency site, oversee evacuation, crowd management, and oversee building containment.<br><br>Serve as Liaison for the University with non-university emergency agencies. (i.e., fire department, medical services, etc.)<br><br>Campus-wide paging and messaging |
| Registrar | Cancel and reschedule classes. |
| Residence Life | Implement established protocols |
| Student Affairs | Serve as liaison with parents and students. |
| University Dining Services | Implement established protocols |
| University Relations | Coordinate media services.<br><br>Serve as spokesperson. |

## Emergency Operations Plan

### The First Responder

The first responder is the person who discovers the situation/problem.

| CONTACT | |
|---|---|
| Coppin State University Department of Public Safety | **410-951-3900** |
| Non-University Telephones | **911** |

### Procedure:

1. Go to a safe location and call the Police Department
2. Identify your location.
3. Tell the Who? What? When? Where? And How? Provide all appropriate information.
4. If others are involved, keep them calm until the proper authorities arrive.
5. After the emergency is over, go to the Coppin State University Department of Public Safety and complete all necessary forms.

### Building Evacuation Procedures

| CONTACT | |
|---|---|
| Coppin State University Department of Public Safety | **410-951-3900** |
| Office of Facilities Management | 410-951-1234 |

The decision to evacuate depends upon the extent of the emergency.  Building evacuation may be necessary during events such as fire, bomb threats, power outages, contamination, violent actions, extreme weather conditions or other emergency conditions.  Members of the Coppin Community should familiarize themselves with the evacuation routes of the building in which they work or live.  Evacuation routes are posted in each building.  When an evacuation order is given, full cooperation is expected. Failure to comply with an evacuation order could lead to disciplinary actions.

**Procedures When Emergency Evacuation is Ordered or When Audio or Visual Alarms are Activated:**

1. **Do not use elevators**
2. As careful and safely as possible, take your keys, wallet, and any other essential belongings with you. This should also include your Coppin State University Identification Card.
3. If smoke is present, stay close to the floor as you exit.
4. Do not go into the restrooms.
5. Close doors, but do not lock them.
6. Direct visitors or anyone needing assistance to stairwells and exits.
7. Provide assistance to those with physical disabilities.  If you are unable to provide assistance, immediately call the Police Department at (410) 951-3900.
8. Exit the building using the nearest marked exits and posted evacuation routes.

9. Do not return to the building unless directed by the Coppin State University Department of Public Safety

## SHORT AND LONG-TERM EVACUATIONS
### Short-Term Evacuation

The University may institute a short-term evacuation under the following circumstances:
- Catastrophic damage to campus
- Contamination on campus
- Unidentified impending crisis

In situations where the University has little if any notice to evacuate the campus, the Office of University Relations should:
- Notify the public that the University is closed and traffic will not be allowed to enter onto the campus.

Evacuation will be performed by:
- Personal Vehicles
- Shuttle Buses
- Public Transportation

Responsibilities for Evacuation:

### Department of Transportation
- Place as many vehicles as possible in service.
- Have vehicles pick up passengers at the designated evacuation stop points which include:
  - Loop in front of Percy Julian Science Building at North Ave.
  - Loop between Dedmond Residence Hall and Daley Hall at Windsor Ave.

- Transport passengers to designated shelter locations and return for additional transports.

### Office of Public Safety
- Activate an early warning system sound;
- Supply information resources with evacuation information;
- Place directional signs at every campus exit directing traffic away from the campus to alleviate traffic congestion;
- Place CSUPD (Coppin State University Department of Public Safety) personnel at key intersections;
- Contact the Baltimore Police Department for traffic direction assistance (if available);

### Department of Public Safety Traffic Direction Posts.
- North Ave at Warwick Ave
- Warwick Ave at Windsor Ave
- Warwick Ave at Gwynn Falls Parkway
- Loop Road at North Ave.

## Emergency Operations Plan

### Long-Term Evacuation

The University may institute a long-term evacuation under the following circumstances:

- Notice of a Hurricane
- Complete loss of Utilities
- A National Emergency

In situations where the University has 6-12 hours' notice or longer to evacuate the campus, the Office of University Relations shall:

- Notify the public that the University is closed and that pedestrian and vehicular traffic will not be allowed to enter the University.
- If the school day has not begun, notify faculty, staff, and students that the University will be closed.

Evacuation will be performed by:

- Personal Vehicles
- Shuttle Buses
- Public Transportation (Mass Transit Administration (MTA) with the assistance of the Baltimore City Mayor's Office of Emergency Management)

Responsibilities for evacuations:

#### Department of Parking and Transportation Services

- Place in service as many vehicles as possible
- Have vehicles pick up passengers at the designated evacuation stop points which include:
  - Loop in front of Perry Julian Science Building at North Ave.
  - Loop between Dedmond Hall and Daley Hall
- Transport passengers to designated shelter sites and return for additional transports

#### Coppin State University Department of Public Safety

- Place directional signs or police officers at every campus exit directing traffic away from campus to alleviate traffic congestion.
- Place CSUPD (Coppin State University Department of Public Safety) personnel at key intersections.
- Place CSUPD (Coppin State University Department of Public Safety) personnel at designated pick up points to maintain order.

## Emergency Operations Plan

### Building Coordinators

The Building Coordinators are responsible for assisting Coppin State University Department of Public Safety with evacuation and containment of each campus building. An individual may be assigned to monitor the entire building with the assistance of an individual for each floor, Floor Warden. These individuals must be aware of the following:

- The physical layout of the building/floor
- Employees with mobility conditions
- Evacuation route maps
- Gathering points for the building
- Emergency phones, emergency pull alarms, fire extinguishers and emergency exits
- Number and office location of all employees on the floor

During an evacuation or containment, the building coordinator and floor wardens must:
- Assist occupants with the evacuation or containment
- Account for all occupants
- Alert occupants of any changes in gathering points

### Crisis Situations

A crisis situation is an unforeseen circumstance or combination of circumstances. Some of these circumstances can cause death, significant injury, property damage, environmental damages, and may be life threatening. Some common crisis situations are:

Bomb Threats
Chemical Spills or Hazardous Materials Incident
Earthquakes
Electrical/Lighting Outage
Elevator Malfunction
Fire or Smoke
Gas Leaks
Plumbing Failure/Floods
Severe Weather Emergency
Suspicious Packages
Tornadoes
Catastrophic Emergencies
Demonstrations and Crowd Disturbances
Emotional Distress
Psychological Emergency
Violence or Criminal Behavior
Power Outages

## Emergency Operations Plan

### Crisis Protocol

The following are basic procedures to assist in responding to crisis situations. These procedures are designed to be flexible.

### Bomb Threats

**Definition**: *The reporting of an explosive device or suspected explosive device. Although some threats may be written, the most common is the telephone threat.*

| Contact | |
|---|---|
| Coppin State University Department of Public Safety | **410-951-3900** |
| Baltimore Police Department | **911** |
| Facilities Management | 410-951-1234 |

### PROCEDURES

### Telephone Threat

1. Remain calm and immediately refer to the attached bomb threat checklist. If applicable, pay attention to your telephone display and record the information shown in the display window.
2. The objective is to keep the caller on the line as long as possible to attempt to gather as much information as possible. Try not to anger the caller at any time.
3. While engaging the caller, pay attention to any background noise and distinctive sounds (machinery, traffic, other voices, music, television, etc.).
4. Note any characteristics of the caller's voice (gender, age, education, accent, etc.).
5. Attempt to obtain information on the location of a device (building, floor, room, etc.).
6. Attempt to obtain information on the time of detonation and type of detonator.
7. Immediately after the caller has ended the call, notify the Coppin State University Department of Public Safety by calling (410) 951-3900. If possible, call Coppin State University Department of Public Safety using a different phone while keeping the caller on the line.
8. If the threat was left on your voicemail, do not erase.

### Written Threat

1. If a letter or note is received, it should be handled very carefully to preserve any fingerprints.
2. Please notify the Coppin State University Department of Public Safety immediately by calling (410) 951-3900.

### E-mail Threat

1. If an e-mail is received, save and forward immediately to the Coppin State University Department of Public Safety.

## Fire & Smoke

**Definition:** *The observation of smoke, flames, or explosion that appear to pose a threat to life or property.*

| Contact | |
|---|---|
| Coppin State University Department of Public Safety | **410-951-3900** |
| Baltimore Police Department | **911** |
| Facilities Management | 410-951-1234 |

**Procedures for First Respondents:**

1. Pull fire alarm if one is available; notify occupants by yelling "fire."
2. Go to a safe area and call the Coppin State University Department of Public Safety at (410) 951-3900 and give the following information:
   - the building, floor and room number where the fire is located
   - whether the building is occupied
   - whether any person(s) is trapped or injured
   - if known, give cause of the fire
3. Evacuate the building until the signal to re-enter has been given.

**Procedures for Occupants:**

1. **DO NOT USE THE ELEVATOR**. All stairwells in the building will be used for the evacuation of the building.
2. When the alarm is sounded—the alarm may be voice, strobe light or horn--all occupants will use the exit closest to them.
3. Doors should be closed as the last person leaves the room.
4. Do not run, walk quickly. Persons who have difficulty walking or walk slowly should walk to the right.
5. Go to the designated gathering point for your building.

**Life Safety Survival Skills**

**If smoke or heat is present:**
- Stay in room.
- Close door and seal cracks.
- If possible, call security and give your location.
- If possible, open top and/or bottom of window.
- Wait for help.

**If smoke or heat are tolerable:**
- Stay low and crawl. Keep your head 1 to 2 feet above floor.
- Close doors behind you.
- Go to the designated gathering point for your building.

## Emergency Operations Plan

### Suspicious Packages

**Definition:** *Suspicious packages are envelopes, packages, containers and other objects that are suspected of being a threat to life and/or property. Generally, these items are suspected because they are out of place or unusual for that location and cannot be accounted for, or because a threat has been received. Suspicious packages and envelopes may contain explosives, chemicals or biological agents.*

| Contact | |
|---|---|
| Coppin State University Department of Public Safety | **410-951-3900** |
| Facilities Management | 410-951-1234 |
| Maryland Emergency Management Services | 410-517-3600 |
| Baltimore Police Department | **911** |

**Procedures:**

**Use the following checklist to determine if the package is a potential threat.**

| Criteria for Suspicion | Yes | No |
|---|---|---|
| Does the package, envelope or container have:<br>  o  Handwritten or poorly typed addresses<br>  o  Misspellings of names, address or addressee<br>  o  Oily stains, discolorations or strange odor<br>  o  No return address<br>  o  Excessive weight<br>  o  Return address and postmark are not from the same area<br>  o  Special handling instructions on package<br>  o  Lopsided, uneven envelope or oddly shaped<br>  o  Protruding wires or aluminum foil<br>  o  Have an unusual amount of security material such as masking tape, string, etc.<br>  o  Ticking sound<br>  o  Marked with restrictive endorsement, such as "Personal", "Confidential" or "Do not x-ray"<br>  o  Have powdery substance on the outside of package/envelope<br>  o  Marked with any threatening language<br>  o  Visual distractions | | |

**If you suspect that, the package is a potential threat:**

Call the Coppin State University Department of Public Safety at (**410) 951-3900.**
**Do not panic.**

## Emergency Operations Plan

Do not open, shake or empty the contents. If anything spills, do not try to clean-up the contents. If contents spilled on your clothes, remove your clothing. Place clothing in a plastic bag and seal the bag.

Place package, if possible, in something that can be sealed, such as a zip lock bag or plastic container. If a container is not available, put it down and cover the package with anything—clothing, paper, trashcan, etc. Do not remove cover.

Do not move the package or envelope to another location.

Leave the room, close the door, and section-off the area to prevent others from entering.

Everyone who came into contact with the package should wash their hands and face; blow their nose; place tissue in a clear plastic bag; and rewash their hands and other exposed skin areas with soap and water. Shower immediately. Do not use bleach or other disinfectant on your skin.

List all people who were in the room or area, especially those who had actual contact with the package.

If there is concern of aerosolization, leave the area immediately. If fans are in use, turn them off if possible.

If package is ticking or transmitting any sound, do not touch. Turn off any radio equipment within 100 feet of the suspicious object.

### Chemical, Biological and Radiological Exposure

**Definitions:**

Biological Agents – *organisms or toxins that have illness-producing effects on people, livestock and crops*

Chemical Agents – *poisonous gases, liquids or solids that have toxic effects on people, animals or plants. Most chemical agents cause serious injury or death.*

Radiological – *Alpha, Beta, or Gamma rays in medical or industrial isotopes combined with explosive or incendiary*

| Contact | |
|---|---|
| Coppin State University Department of Public Safety | **410-951-3900** |
| Facilities Management | 410-951-1234 |
| Baltimore Police Department | **911** |
| Baltimore City Fire Department 3130 W. North Avenue | 410-396-0420 |

The misuse of chemical, biological and radiological material can be potentially life threatening.

## Emergency Operations Plan

|  | Chemical | Biological | Radiological |
|---|---|---|---|
| Agent Types | ▪ Nerve, <br>▪ Blister <br>▪ Blood <br>▪ Choking <br>▪ Irritating | ▪ Bacteria-anthrax, plague <br>▪ Virus-smallpox, viral hemorrhagic fever <br>▪ Toxin-poison, ricin, Botulism | ▪ Alpha (will not penetrate skin) <br>▪ Beta (more penetrating than alpha) <br>▪ Gamma (very penetrating) |
| Forms | Solid, liquid, or gas | Non-volatile, invisible to senses, normally ingested or inhaled | Radioactive materials, i.e. medical or industrial isotopes, combined with explosive or incendiary material |
| Effects | ▪ May be felt immediately or delayed <br>▪ May produce incapacitation <br>▪ May cause death | Usually delayed, range from hours to days to weeks | ▪ Vomiting <br>▪ Fatigue <br>▪ Skin Burns <br>▪ Bleeding <br>▪ Increased risk of infection <br>▪ Hair loss |
| Dissemination | ▪ Spraying device <br>▪ Leaking package/container <br>▪ Bursting device <br>▪ Explosive | Dispersion device for aerosol dispersion | More likely by explosion |

## Chemical

**Procedures for chemical exposure:**

1. Hold your breath and cover your face with a handkerchief or piece of clothing; leave the area as quickly as possible.
2. If inside, move outside, keeping your face covered.  If outside, move upwind, keeping your face covered.
3. If you get any droplets of the chemical on clothing, remove the clothing.  If you get any droplets of the chemical on your skin, wash your skin with cold water.
4. Isolate the area and prevent others from entering the area.  If possible, have the building ventilation system shutdown and turn off any fans, or equipment that is circulating the air.  Evacuate the area.
5. Seek medical assistance immediately If you experience shortness of breath, dizziness, choking, blurriness, shuddering.
6. When you have reached safety, call the Coppin State University Department of Public Safety at (**410)951-3900**.  Provide them with the following information:

    - Exact location
    - Number of persons in the contaminated area
    - Any symptoms displayed by contaminated persons

Keep hands away from face, eyes, nose and mouth and wait for help to arrive.
The Department of Public Safety will notify the specialized authorities and medical personnel.

**Emergency Operations Plan**

## Biological

**Procedures for biological exposure via package or container:**

1. Do not open the package, pass it around, or try to clean up the powder or liquid.
2. If possible, place an object over the package or place in a large waste bin.
3. Do not leave the room or area. This will prevent contaminating others. All non-contaminated persons should evacuate the area. Anyone contaminated should avoid contact with others, remain in the vicinity, and give names to Coppin State University Department of Public Safety. Required first aid and clean up by specialized authorities should be started at once.
4. Call the Coppin State University Department of Public Safety for help at (**410) 951-3900**. Provide them with the following information:

   - Exact location
   - Number of persons in the contaminated area
   - Any symptoms displayed by contaminated persons
   - Description of the package/container

The Coppin State University Department of Public Safety will notify the specialized authorities and medical personnel.

## Radiological

**Procedures for radiological exposure:**

1. Avoid the source of the radioactivity. The further away the better. Follow the department's evacuation process.
2. Shield yourself with heavy or thick material.
3. Place a handkerchief or piece of clothing over your mouth to shield against radioactive particles in the air.
4. Remove clothing if you have been in contact or exposed to radioactive particles; wash exposed skin or hair.
5. Call the Coppin State University Department of Public Safety for help at (**410) 951-3900.** Provide them with the following information

   - Exact location
   - Number of persons in the contaminated area
   - Any symptoms displayed by the contaminated persons

The Coppin State University Department of Public Safety will notify the specialized authorities and medical personnel.

## Emergency Operations Plan

### Workplace Violence

**Definitions:**

- *Confrontation with an armed individual*
- *Confrontation with an unarmed individual*
- *Physical assault/violent threats*
- *Stalking or continuous and intimidating harassment*
- *Actions aimed at disrupting or sabotaging operations*

| Contact | |
|---|---|
| Coppin State University Department of Public Safety | **410-951-3900** |
| Baltimore Police Department | **911** |

Because this emergency involves dealing with people, it is difficult to predict the consequences. As a result, in exercising the emergency procedures one must remain rational, calm and responsible. Try not to compromise your safety and others around you.

Report any threatening actions to the Coppin State University Department of Public Safety by calling (410) 951-3900

- Report the nature of the incident
- Give the location of the incident
- Give description of person(s) involved
- Report the circumstances of the act

Report threatening activity via a campus Code Blue E-Phone, which are strategically located throughout the campus.

**If accosted by an aggressive or potentially violent person, remember the following Self-Protection Tips:**

1. If possible, leave the area.
2. Try to calm the person.
3. Listen to the person and permit the person to talk.
4. Try to use delaying techniques.
5. Be respectful.
6. Do not belittle, criticize, agitate, or argue with the person.
7. Do not use body language or speech that challenges the person.
8. Do not make sudden movements.
9. Do not make false promises.

## Emergency Operations Plan

### Earthquakes

**Definition:** *A sudden slipping or movement of a portion of the earth's crust, accompanied and followed by a series of vibrations*

| Contact | |
|---|---|
| Coppin State University Department of Public Safety | **410-951-3900** |
| Facilities Management | 410-951-1234 |
| Maryland Emergency Management Services | 410-517-3600 |

**Procedures**

**If Indoors:**

1. Drop to the ground; take cover by getting under a sturdy table or other piece of furniture and hold on until the shaking tops.  If a table or desk is not nearby, cover your face and head with your arms and crouch in an inside corner of the building.
2. Stay away from glass, windows, outside doors and walls, and anything that could fall, such as lighting fixtures or furniture.
3. Use a doorway for shelter only if it is in close proximity to you and if you know it is a strongly supported, load-bearing doorway.
4. Stay inside until shaking stops and it is safe to go outside.  Research has shown that most injuries occur when people inside buildings attempt to move to a different location inside the building or try to leave.
5. Be aware that the electricity may go out or the sprinkler systems or fire alarms may turn on.
6. **Do not use the elevators**.

**If Outdoors:**

1. Stay there.
2. Move away from buildings, streetlights and utility wires.
3. Once in the open, stay there until the shaking stops.  The greatest danger exists directly outside buildings, at exits, and alongside exterior walls.  Most earthquake casualties result from collapsing walls, flying glass and falling objects.

**If Trapped under Debris:**

1. Do not light a match.
2. Do not move about or kick-up dust.
3. Cover your mouth.
4. Tap on a pipe or wall so rescuers can locate you.  Shout only as a last resort.  Shouting can cause you to inhale dangerous amounts of dust.

# Emergency Operations Plan

## After an Earthquake

1. Expect aftershocks—these secondary shockwaves are usually less violent but can be strong enough to do additional damage to weakened structures. They may occur in the first hours, days, weeks, or even months after the earthquake.
2. Use the telephone only for emergency calls.
3. Stay away from damaged areas.
4. Help injured or trapped persons. Do not move seriously injured persons unless they are in immediate danger of further injury.
5. Clean up spilled flammable liquids immediately. Leave the area if you smell gas or fumes from other chemicals.
6. If you smell gas or hear blowing or hissing noises, check for gas leaks. Open a window and quickly leave the building.
7. If you see sparks or broken or frayed wires or if you smell hot insulation, report it to the Office of Facilities.

If you suspect that the sewage lines are damaged, avoid using the toilets and call a plumber. If water pipes are damaged, avoid using water from the tap.

## Railroad—Accidental Release of Hazardous Material

**Definition:** *Any evidence of leaking liquid or vapor.*

| Contact | |
|---|---|
| Coppin State University Department of Public Safety | **410-951-3900** |
| Facilities Management | 410-951-1234 |
| CSX Police Communication Center | 800-232-0144 |
| Environmental Protection Agency Hotline | 800-424-9346 |

In cases of railroad derailment, any evidence of leaking liquid or vapor should be sufficient to warn the Coppin State University Department of Public Safety of potential danger. Stay clear of the area.

### First Responders Procedures:

1. Identification of hazardous materials via:

   - Checking placards on the sides of the railroad cars/tanks–Hazmat cars/tanks should have placards displayed at the front, rear and both sides.
   - Noting the shape and configuration of the rail car/tank.
   - Checking the shipping papers, which should identify the hazardous materials and instructions for handling the materials?

2. Securing the area, and calling the Fire Department and request a hazmat specialist.
3. Approaching the scene from an upwind direction if possible.

4. Do not inhale fumes, smoke or vapors.
5. Do not step in or touch spilled materials.
6. Do not approach the scene if you suspect radiological materials.
7. Do not drive through the contaminated area.
8. Do not eat, drink, or smoke near the accident area.
9. Do not use flares to barricade the area.
10. If anyone is contaminated, isolate that person.

## Demonstrations and Rallies

**Definition:** *Authorized, lawful, peaceful gatherings on campus, which does not disrupt the normal operations of the University or infringes on the rights of the University Community.*

| Contact | |
|---|---|
| Vice President of Student Affairs | 410-951-3933 |
| Coppin State University Department of Public Safety | **410-951-3900** |

**Policy:** According to the *Coppin State University Student Handbook, "*Unauthorized participation in a campus demonstration which disrupts the normal operations of the University and infringes on the rights of other members of the University community; leading or inciting others to disrupt scheduled and/or normal activities within any campus building or area; intentional obstruction which unreasonably interferes with freedom of movement, either pedestrian or vehicular, on campus" Is subject to disciplinary sanctions.

**Procedures:**

1. Organizers of demonstrations or rallies must seek approval from the Vice President of Student Affairs to use University property and facilities.
2. Request(s) must be submitted in writing. The organizers must have a complete proposal for the demonstration/rally.
3. If approved, the organizers are responsible for insuring that the demonstration/rally will be operated in a responsible manner.
4. The University reserves the right to take steps to control inappropriate conduct.
5. The demonstration/rally may not block access to University facilities.
6. The University reserves the right to revoke the approval of a rally if it is deemed the rally may create a disturbance, which may cause bodily injury or harm.

**Please refer to the *Coppin State University Student Handbook* for policies, disciplinary procedures and grievance procedures for this policy.**

## Emergency Operations Plan

### Utility Failure

**Definition:** *Failure of infrastructure utilities, which provide for the safety of the college community and the efficient performance of its physical facility.*

| Contact | |
|---|---|
| Facilities Management | 410-951-1234 |
| Coppin State University Department of Public Safety | **410-951-3900** |

The failure of infrastructure utilities is not commonplace, but in such cases as electric power failure, natural gas leaks and plumbing failure, take the following measures.

**PLUMBING FAILURE**

1. If the incident happens between 8:00a.m. and 5:00 p.m., Monday - Friday call the Office of Facilities at (**410) 951-1234**. If the loss occurs after hours, on the weekend, or on a holiday, call the Coppin State University Department of Public Safety at **410-951-3900.**
2. Do not use electrical equipment.
3. Stop the flow of water if you know the source of the water and can safely do so.
4. Do not use the elevators.

If there is potential danger, immediately vacate the area. **POWER OUTAGES**

1. If a secondary lighting system, such as a flashlight is not available, look for emergency lighting at the exits and safely evacuate the area.
2. If you are in an elevator, use the emergency button or telephone to alert the Coppin State University Department of Public Safety. Do not attempt to open the elevator car door or shake the elevator car.
3. Do not return to the building until directed by Facilities or the Coppin State University Department of Public Safety

### *If in an office:*

4. Switch off all electrical appliances.
5. To avoid potential serious damage when the power is restored, unplug surge-sensitive equipment, such as computers and monitors.

**ELEVATOR FAILURE**

1. Use the elevator's emergency phone to contact the Coppin State University Department of Public Safety.
2. If the elevator does not have an emergency telephone, push the emergency alarm located on the front panel to signal for help.
3. If there is no emergency alarm system, make noise to alert others outside of the elevator.

**Emergency Operations Plan**

### GAS LEAKS

1. Vacate the area.
2. If you cannot leave the area, ventilate room with fresh air.
3. Do not use the elevators.
4. Go to a safe location and call the Coppin State University Department of Public Safety at (**410) 951-3900**.
5. Do not return to the building until directed by the Office of Facilities or the Coppin State University Department of Public Safety.

### Tornadoes

**Definition:** V*iolently rotating column of air extending from a thunderstorm to the ground.*

Tornado Watch – A tornado watch is issued when conditions are likely for a tornado to strike.

Tornado Warning – A tornado warning is issued when a tornado has actually been sighted or has been indicated by radar.

| Contact | |
|---|---|
| Coppin State University Department of Public Safety | **410-951-3900** |
| Facilities Management | 410-951-1234 |
| Baltimore Police Department | **911** |
| Baltimore City Fire Department – 3130 W. North Avenue | 410-393-0420 |

### Procedures

1. You will be asked to remain in your building or take shelter in a building.
2. Move to an interior hallway in the basement or lowest floor.
3. Avoid areas with glass, heavy furniture/equipment, or shelving.
4. Sit on the floor and cover your head with your arms.
5. Do not leave the area until directed by the Coppin State University Department of Public Safety or Emergency Personnel.

## Catastrophic Emergency

**Definition:** *acts of violence, acts of terrorism, fires and natural disaster leading to death and/or widespread destruction*

| Contact | |
|---|---|
| Coppin State University Department of Public Safety | **410-951-3900** |
| Facilities Management | 410-951-1234 |
| Baltimore Police Department | **911** |
| Baltimore City Fire Department | **911** |
| Vice President for Student Affairs | 410-951-3933 |

**Policy:**

In the event of an accident, illness or act of violence resulting in the unexpected death of a member of the Coppin State University community, the designated University officials will begin the notification process.

Acts of Violence include, but are not limited to: suicide, homicide, sexual assault, and accident leading to an accidental death, acts of terrorism, fire, and natural disasters.

**Procedure:**

1. The Coppin State University Department of Public Safety will coordinate the scene where the situation has occurred.
2. The designated University official will contact and inform the family of the deceased/injured individual.
3. A Trauma Response Team composed of personnel from Student Affairs, counseling services, and the Coppin State University Department of Public Safety must be in place within the first 24 hours after the incident, and be available for family and members of the Coppin State University community.
4. The Office of University Relations will prepare all statements for the media and other agencies.
5. The Coppin State University Department of Public Safety will serve as liaison with external police and agencies.

# Emergency Operations Plan

## Severe Weather Emergency

**Definition:** Inclement weather, such as snow, ice, tornadoes, hurricanes, etc. which may cause hazardous conditions traveling to or from the campus.

## Policy

1. The President of the University will make the final decision as to whether all departments of the institution will be closed. Administration & Finances may remain open even though classes are cancelled.
2. The sole criterion for closing is to ensure the safety of the students, faculty and staff.
3. Consistent with the safety of the students, faculty, and staff, offices and classrooms will be kept open whenever possible.
4. The Provost/Vice President for Academic Affairs, in consultation with the President, will make the class cancellation decision based on the available information. The Coppin State University Department of Public Safety will collect the weather forecast information on which to base the class cancellation decision and relate this information to the Provost/Vice President for Academic Affairs by 5:00 a.m. on the inclement weather day.
5. After consultation with the President and Provost/Vice President for Academic Affairs, the University Relations Designee will notify the radio and television stations of class cancellations, delays and/or campus closings. The University Relations Designee will then notify:

   - The Coppin State University Department of Public Safety
   - The Division of Information Technology
   - The Office of Facility Management
   - The Office of Residence Life
   - The School of Nursing
   - The Office of Auxiliary Services
   - The Principal of Coppin Academy

**NOTE:** In the event of class cancellations, delays and/or campus closing due to inclement weather, one of the following will be reported to the media, posted on the University's website, recorded on the main telephone information line, and sent via the E2 Campus Text Message Alert System:

1. "University and Coppin Academy are closed" -- in this case, only essential personnel are expected to report to work (non-essential personnel will be granted administrative leave);
2. "Day classes are cancelled, offices are open (evening classes will continue unless specified in the announcement)" -- in this case, all non-faculty staff are expected to report at their regularly schedule start time (or use annual leave); faculty are expected to maintain their normal posted office hours;
3. "Classes are delayed (time of delay will be provided in the announcement)" – in this case, all non-faculty staff are expected to report at their regularly scheduled start time; faculty are expected to maintain their posted schedule;
4. Status of off-site centers will be specified in the announcement if different from the status of main campus.

**Office Hour Procedures**

1. The President, through the Office of University Relations, will notify all personnel that the University is closing.
2. Radio and television stations will be notified by the Office of University Relations so that evening students, faculty, and staff are notified.
3. The University Relations Designee will inform the Office of Information Technology so that this time-sensitive information can be posted on the Homepage of the Coppin State University Website, recorded on the Main Telephone Information Line, and sent via the E2 Campus Text Message Alert System.
4. The Office of Information Technology will notify the campus community of the closing via existing global paging and messaging systems.
5. In the case of satellite events, off-campus activities, or non-class scheduled events, the Office of University Relations Designee should give a complete list of cancellations and postponements (obtained from the President, Provost, and Vice Presidents) to the media at least two to three hours in advance. This will help keep the number of calls to the media at a minimum. The objective is to utilize the media during emergencies to relay this information.

**Evening and Night Hour Procedures**

1. The Office of Facilities will collect the weather forecast information on which to base the decision as to whether the school will be closed or will open late. The Office of Facilities designee will also access the conditions of the campus. The designee shall also access road conditions to the extent possible. This information will be communicated to the Provost/Vice President for Academic Affairs.
2. The Provost/Vice President for Academic Affairs, in consultation with the President, will make the decision regarding school closing. The decision will be conveyed to the Office of University Relations designee.
3. The Office of University Relations designee will notify the various offices identified on Page 30 of the decision, in addition to notifying the media outlets identified below

**Radio & Television Stations to be Used for Announcements**

**Metro Baltimore Area**

| | |
|---|---|
| WWMX Radio (106.5 FM) | WMAR-TV (Channel 2) |
| WEAA Radio (88.9 FM) | WBAL-TV (Channel 11) |
| WLIF (101.9 FM) | WBFF-TV (Channel 45) |
| HEAVEN (600 AM) | WJZ-TV (Channel 13) |
| WQSR Radio (105.7 FM) | WBAL Radio (1090 AM) |
| WERQ Radio (92.3 FM) | WXYV Radio (102.7 FM) |
| WWIN Radio (95.9 FM) | |
| WOLB (1010 AM) | |

**Metro Washington, D. C. Area**

| | |
|---|---|
| WTOP Radio (1500 AM), (103.5 FM) | WJLA-TV (Channel 7) |
| WHUR Radio (96.3 FM) | WRC-TV (Channel 4) |

**Emergency Operations Plan**

**Inclement Weather Essential Employees**

- Police Personnel
- Maintenance Department Personnel:
    - Painter(s)
    - Maintenance Department Supervisor
    - HVAC Mechanic II and III
    - Maintenance Aide I
    - Electrician
    - Groundskeeper(s)
    - Plumber(s)
- Parking and Transportation Services Personnel
    - Manager of Custodial Services
    - Drivers
- Payroll Department Personnel (on payroll preparation day only)

## Shooting Incident

If you are involved in a situation where a gunman has entered an area or building and begins shooting, or if you hear gunfire, the following actions are recommended:

- Exit the building immediately.  Avoid parking lots and open areas.
- Notify anyone you encounter to exit the building immediately or not to enter the building.
- Notify the Coppin State University Department of Public Safety by calling (410) 951-3900 or Baltimore Police Department by calling 911.  Give the operator the following information:

    1. *Your name*
    2. *Location of the incident*
    3. *Describe what is occurring*
    4. *Number of shooters*
    5. *Number of persons who may be involved*
    6. *Your location*

If you are directly within range or in danger of an active shooter, the following actions are recommended:

- Go to the nearest room or office and hide.
- If possible, close, lock, or barricade the door.
- Keep quiet.
- Do not answer the door.
- Notify the Coppin State University Department of Public Safety at (410) 951 3900 or call 911
- Wait for the police to assist you out of the building.

If the shooting occurs outdoors, the following actions are recommended:

- Move inside a building (see above instructions)
- If you cannot go inside, try to hide behind something solid.

**Emergency Operations Plan**

- Run away from the sounds of shooting, if you can do so without risk.
- Notify the Coppin State University Department of Public Safety (410) 951 3900 or call 911

## Emergency Operations Plan

**Evacuation Routes for Coppin State University**

**Miles W. Connor Administration Building:**

| | |
|---|---|
| 1 | South exit (front doors) |
| 1 | Northeast exit (near Parking Lot J) |
| 1 | Northwest exit (near Loop road) |

**J. Millard Tawes College Center**

**Basement Level:**

| | |
|---|---|
| 1 | East exit (facing Parking Lot J) |
| 1 | North exit (facing Administration Building) |

**1st Floor:**

| | |
|---|---|
| 2 | Southwest and Southeast exits (front doors) |
| 1 | Northwest exit (rear door) |
| 1 | Northwest exit (inside of Student Activities Office) |
| 1 | West exit (inside of the janitor's closet, in the canteen area) |
| 3 | South exit (inside of the Austin Grill) |

**James Weldon Johnson Auditorium:**

| | |
|---|---|
| 8 | East exits (front doors, 6 on northeast end and 2 on southeast end) |
| 1 | Southside basement level (southeast corner) |
| 1 | Southside basement level (southwest corner) |
| 1 | West exit |
| 1 | West exit (sub-basement-chiller area) |
| 1 | North exit (1st floor level leads to Library Quad) |

**Physical Education Complex (PEC):**

| | |
|---|---|
| 6 | NE exit (arena front doors – Warwick & Gwynns Falls Pkwy) |
| 1 | East |
| 1 | East |

## Emergency Operations Plan

### Daley Hall:

1       Northeast exit (near meeting room)

2       Northwest exits (front door and service entry area)

3       North exits (stairwell #1 facing Talon Center - Dining Hall

1       Northeast exit (inside Nurse's Office)

### Dedmond Hall:

1       Northwest exit (front doors)

1       Northeast exit (inside Laundry Room)

1       North exit (in stairwell near Restrooms)

### Talon Center – Dining & Meeting Hall:

1       Southwest exit (front door)

2       East exits (in lobby and school store eastside of building)

1       West exit (in Dining room area 1st floor)

1       Northeast exit (in rear)

1       Northwest exit (in rear)

### Parlett L. Moore Library:

1       Southwest exit (south side basement level near Parren J. Mitchell room)

1       South exit (on loading dock)

1       West exit (front doors)

1       North exit (front doors)

### Grace Hill Jacobs Building:

1       East exit (front doors) (onto Moore Library Quad)

1       East exit (basement level by new elevators) (on to Parking Lot B)

1       South exit (basement level by new elevators) (on to Parking Lot B)

2       North exits (facing Parking Lot D,

## Emergency Operations Plan

1        West exit

**Frances Murphy Research Center:**

2        South exits (front doors and southeast corner)

1        Northwest exit (near 2nd floor vending machine)

2        West exits (Capital Planning hallway and automatic doors 2nd floor)

1        North exit (new classrooms facing construction)

1        Southwest exit (new classrooms)

1        Northeast exit (by locker rooms)

**Percy Julian Science Building:**

3        West exits (front door, front south corner and 1st floor north stairwell)

1        Northeast exit (1st floor north stairwell)

1        South exit (but that leads to a chained in area outside)

2        East exits (this leads to the same chained in area outside)

**Health & Human Services Building (HHSB):**

1        North exit (North Ave.), 1st floor

1        North exit (North Ave.), 2nd floor through the sky bridge to the main campus

1        West exit (west side exit, {inside daycare facility} SW corner exit, near CSX railroad tracks and west side parking lot)

1        West exit (North side of building, NW corner side exit, near CSX railroad tracks and west side parking lot)

1        East exit (inside daycare facility)

1        West exit (near CSX railroad tracks and west side parking lot)

1        West side exit (Loading dock {next to post office} rear exit, near CSX railroad tracks and west side parking lot)

1        South exit (through glass enclosed corridor) into the daycare center

**Emergency Operations Plan**

**Science and Technology Center:**

Lower Level

- Exit next to elevator #3 and "service" elevator #4 – exit leads to the loading dock (east side of building)
- Exit across from Natural Sciences Vivarium (Rooms 012-024) – exit leads to the loading dock (east side of building)
- Exit next to Scup Work Room (Room 009) – exit leads to the loading dock (east side of building)
- Exit next to Scup (Room 001) across from Main Electrical Room (Room 004) – exit leads to west side of building near quad area

1st Floor

- Stairwell south side of building by Natural Sciences Storage (Room 126) and Natural Sciences Computer Lab (Room 129) – exit leads to the southwest lobby/entrance of building
- Stair #2 "Roof Access Lower Level – Penthouse" located next to elevator #3 across from Classroom (Room 124) – exit leads to the southwest lobby level
- Exit next to Storage (Room 112) & Stem Resource Center (Room 117) – exit leads to the east side of building
- Main Entrance – exit leads to 2500 block of West North Avenue
- Stair #1 "Roof Access Floor 1 – Penthouse" located by NMR Lab (Room 103) – exit leads 2500 block of West North Avenue

2nd Floor

- Stair #1 located by Coppin Center for Organic Synthesis (Room 245)
- Stair #2 located across from Biotechnology/Genetics Lab (Room 264)

3rd Floor

- Stair #1 located by Room 346 (Unnamed)
- Stair #2 located next to Physics Lab (Room 362) across from Math & Computer Science Lab (Room 365)

4th Floor

- Stair #1 located next to Campus Network Services (Room 450)
- Stair #2 located next to Organic Chemistry Lab (Room 480)

5<u>th Floor</u>

- Stair #1 Penthouse/Garden on north side
- Stair #2 Penthouse on south side

**<u>Early Childhood Demonstration Suite:</u>**

- Main Door Lobby (East)
- Rear Door Lobby (West)
- Rear Door (Classroom EC10); also rear door to gated area (West)
- Rear Door (Classroom EC113; also rear door to gated area (West)
- Side Door (Classroom EC116)
- Side Door (Corridor – Adjacent to Children's play area) East & West (Gate on East Side)
- Corridor Door Leading to Health & Human Services Building (HHSB) to 1st floor lobby HHSB

## Section 6:    Emergency Management Team (EMT)

**Purpose:**

The Emergency Management Team (EMT) is responsible for ensuring that the University is properly prepared to respond to an emergency.  As needed, the EMT provides support to the Incident Commander during the University's response to an emergency. This support role may or may not require that EMT or portions of it to convene in the Emergency Operations Center.

The primary functions of the EMT are to:

- Provide oversight and direction to the University emergency preparedness activities.
- Develop emergency response policies and programs.
- Provide support to the Incident Commander during an emergency.
- Assist with the staffing and management of the Emergency Operations Center (EOC).

The EMT consists of the following representatives from campus.  Each team member must designate an appropriate substitute in the event that they are not available or cannot be reached.  Additional staff may be called upon to assist with the emergency response.

**Emergency Management Director (EMD)**

- Director, Department of Public Safety (Police Chief) * or Designee

**Team Members:**

- President *
- Chief of Staff
- Provost *
- Vice President of Administration and Finance *
- Vice President of Information and Technology
- Vice President, Division of Student Affairs
- Vice President, Institutional Advancement
- Director, University Relations
- Director, Facilities Management

* Denotes personnel who have an Emergency Satellite Telephone and shall bring this telephone to all emergencies or training exercises.

**Emergency Management Team Activation:**

When an emergency occurs, the Incident Commander or Emergency Management Director will determine if the EMT needs to be activated and notify the appropriate members.

**Emergency Operations Plan**

**Emergency Operations Center (EOC):**

The EOC for our Campus is located in the Science and Technology Center (STC), the Information and Technology Division conference room, room number 447. In the event that the STC is involved in the emergency, or is otherwise unavailable, the alternate EOC location is the in the Physical Education Complex (PEC), Public Safety conference room, room number 272E.

Both the primary and alternate Emergency Operations Centers will maintain copies of all campus emergency operations procedures and manuals listed below. The EMD will assume responsibility for seeing that this information is updated on an annual basis.

- Emergency Operations Plan List of Team members and designated substitutes with telephone and other contact numbers.
- List of key University personnel by school and unit with corresponding telephone, email, fax and other communication information.
- Building evacuation plans.
- Emergency Buildings Floor Captains contact list.
- Comprehensive list of all University faculty, employees, and staff, with pertinent information, including individuals with special needs. Floor plans of all Campus-owned and/or occupied buildings.
- Emergency Building Coordinators contact list.
- Current Campus Telephone Directory, plus white and yellow pages phone books.
- Directory of campus-wide email addresses and fax numbers. List of home telephone numbers of key University personnel.
- Computer disks containing important departmental information that will be needed during an emergency (i.e. media phone numbers). The disks must be compatible with the computer software in use at the Emergency Operations Centers (EOC).
- Telephone and/or other contact numbers for area neighborhood association presidents and facility managers.

**Emergency Management Teams**

**President's Executive Council & CSUDPS Chief of Police**. This group will assess and establish emergency strategies. This group assumes the role of implementing the emergency management policies.

**Emergency Response Team (ERT).** This group will evaluate the incident and employ the appropriate tactics to resolve the situation. They will gather the data and monitor the situation until it is declared ended.

This group is comprised of:

1. CSUDPS Chief of Police
2. Vice President of Student Affairs
3. Vice President of Administration and Finance
4. Director of University Relations

5. Director of Facilities
6. Director of Academic Affairs

**Emergency Management Team (EMT).** This group is comprised of representatives from various offices. EMT members are chosen based on their expertise. This group will meet once a year to update the Emergency Plan. They will be notified when their expertise is needed in an emergency situation. The offices with representation on the EMT include:

- Office of the Coppin State University Department of Public Safety
- Office of University Relations
- Office of the Provost
- Division of Student Affairs
- Office of Facilities
- Office of Residence Life
- The Counseling Center
- Office of Information Technology

The **Emergency Response Team** and **Emergency Management Team** shall work together to ensure:

- Aftermath support to the campus community
- Continuing support, as needed, for victims
- Arrangements with local authorities, utility representatives and emergency representatives
- Complete investigation of incidents
- Preparation of media releases
- Provide campus educational and training sessions

**Building Coordinators.** This group is responsible for assisting the Coppin State University Department of Public Safety with site evacuation and containment plans.

**Preparedness Programs and Activities:**

**Emergency Announcements**

Timely warning messages will be used to keep the University community informed of emergency situations. During an emergency, information may be obtained from the following sources:

- Text messages via cell phone – Registration for this service is required. For information, or to register, go to the Coppin State University Website: http://www.coppin.edu/TextAlert/
- Messages posted on the Homepage of the Coppin State University Website: www.coppin.edu
- The University's e-mail system to students, faculty and staff
- The University's Electronic Marquis/Messenger Boards
- The University's Main Information Line: (410) 951-3000
- Outside media to be contacted by University Relations

# Emergency Operations Plan

The audible and light alarms will only be activated in the event of an immediate emergency. For other emergencies, such as weather emergencies or class cancellations, the above sources will be used. The Office of University Relations will also communicate information regarding University closings, class cancellations, and delayed openings to local radio and television stations for broadcast and posting on their websites. The announcement will be conveyed no later than 6:00 a.m. Decisions regarding evening classes will generally be broadcasted by 1:00 p.m. Reporting of events with the local media will be coordinated by the Office of University Relations.

Anyone with information warranting a safety warning should immediately report the circumstances to the Coppin State University Department of Public Safety by calling (410) 951-3900. Such reports can also be conducted in-person at the Coppin State University Department of Public Safety, which is located on the 2nd floor of the Physical Education Complex. Safety warnings can also be reported by activating one of the University's Code Blue E-Phones, which are located conveniently throughout the campus.

## *Prevention – Mitigation*

## Emergency Declaration

The President or his/her designee shall declare a State of Emergency upon the recommendation of the CSUPD Chief of Police. At that time, the President or designee will set into motion the emergency procedures and will determine if the University should be partially or completely closed.

The following is the order of succession or authority for directing an emergency situation.

1. President
2. Chief of Staff
3. Provost, Vice President of Academic Affairs
4. Vice President Administration and Finance
5. Vice President of Institutional Advancement
6. Vice President of Student Affairs
7. Vice President of Information Technology

In an emergency situation, the decision-making meeting, if possible, will take place in the President's Office located on the 2nd Floor of the Parlette L. Moore Library. If inaccessible, the meeting will take place in the Vice President of Finance and Administration's conference room, located on the 2nd Floor of the Miles W. Connor Administration Building, third option is the CSUDPS, Chief of Police conference room.

## Section 7:    Order of Succession

Specifics by position title who will automatically fill a vacancy if a position holder is unavailable during a COOP even or in its aftermath.  Order of succession maintains the University's functionality with minimal interruption.

### A.        Public Safety

V.P. Administration and Finance
        Chief of Coppin State University Department of Public Safety
                CSU Deputy Chief of Police, Operations Bureau

### B.        Facilities Management

V.P. Administration and Finance
        Director of Facilities Management
                Assistant Director of Facilities Management

### C.        Information Technology

Director of Information Technology
        Director of Telecommunications

### D.        Academic Affairs

V.P. of Academic Affairs (Provost)
        Director of Research and Evaluation

### E.        Student Affairs

V.P. of Student Affairs
        Associate V.P.

### F.        Office of University Relations

Director
        Associate Director of Office and Project Management

### G.        Controller's Office

V.P. Administration and Finance
        Controller

## Section 8: Vital Records and Systems and Equipment

Vital records are electronic or paper records, which if damaged or destroyed would:

- Disrupt organization, operation and information flow
- Cause considerable inconvenience and
- Require replacement or re-creation at considerable expense

All University data: personnel, financial, student records, grant applications, research project and contacts are on the University's PeopleSoft network. The network is backed up daily. All information is downloaded and transported twice a week to an alternative site within the Maryland University System. The network is safe-guarded with individual passwords which are changed every 60 – 90 days. The Director of Information Technology is charged with this responsibility.

Vital systems and equipment are those systems and equipment necessary for supporting critical processes within essential functions

Vital system – open lab security, critical office security, PBX room security, and telecom rooms security, web office security, attendant console

Vital equipment – protective gear for public safety and facility personnel, generators

## Section 9: Alternate Facilities

An alternate facility is a location where key personnel carry out essential functions when the primary facility is unavailable. The Director of Information Technology has identified and worked out arrangements with a fellow Maryland System University as an alternative facility.

## Section 10: Communications

Coppin State University Department of Public Safety have interoperability via radio communication with the Baltimore Police Department.

The University's alert and notification is a vital component of Coppin's COOP plan. The plan is based on redundancy to include:

- Text messages via cell phone;
- Messages posted on the homepage of the Coppin State University website;
- University's email system to students and faculty and staff;
- The University's Electronic Marquis / Messenger Boards;
- The University's Main Information Line (410) 951-3000;
- Messages on Facebook website;

## Section 11:  Tests, Training and Exercises

The purpose of testing, training and exercises is to:

- Teach employees their roles
- Verify that COOP plan works
- Clarify where COOP plan needs revision and deployment procedures
- Ensure that employees are able to perform essential functions during COOP event

## Section 12:  Special Considerations

- Academic Program

    If classes are delayed as a result of a COOP event, the Provost may direct classes to be taken online.

- Student Needs

    o Food – Auxiliary services will plan for food for student and staff who are unable to leave campus
    o Shelter – Student Affairs will plan to contract with local hotels to provide needed shelter and also utilize facilities of the Universities in the area.

## Section 13:  Post Incident Exercises and Training

**Post-Incident or Event:**

The Emergency Response Director will schedule an after action review as soon as possible after a major incident or event and include all appropriate participants. The meeting will focus on lessons learned and will be documented by a written report of findings and an improvement plan if determined to be necessary.

**Exercises:**

Exercises and drills are a key part of the University's emergency response management program.  The Emergency Response Director will be responsible for scheduling and oversight of emergency exercises. Exercises will be developed based on an assessment of which areas of emergency response capability need testing and will include appropriate internal and external groups needed to effectively test the University's response.

**Training:**

All University departments are responsible for ensuring that their employees are trained on the emergency response procedures required of their position. In addition, emergency response personnel will be trained to the level required for the role(s) they will serve in an emergency. Training for emergency response personnel will be based on that recommended by National Incident Management System (NIMS). Students are provided information on emergency management during orientation, through periodic emails and as part of the University's annual Clery Reporting requirements.

## Section 14: Plan Maintenance and Distribution

The Emergency Management Director shall ensure that the EMP is updated at least annually and distributed to appropriate members of the campus community and local emergency response agencies.

### Section 15:   Telephone Bomb Threat Checklist

## TELEPHONE BOMB THREAT CHECKLIST

INSTRUCTIONS:
- BE CALM
- BE COURTEOUS
- LISTEN
- DO NOT INTERRUPT
- DO NOT HANG UP

**Questions to Ask:**

When is the bomb going to explode? _____

Where is the bomb right now? _____

What kind of bomb is it? _____

What will cause the bomb to explode? _____

Did you place the bomb? _____

Why? _____

What is your name? _____

**Exact Wording of Bomb Threat**

_____

_____

_____

| **VOICE CHARACTERISTICS** | | **SPEECH** | | **LANGUAGE** | |
|---|---|---|---|---|---|
| ☐ Loud | ☐ Soft | ☐ Fast | ☐ Slow | ☐ Excellent | ☐ Good |
| ☐ High Pitch | ☐ Deep | ☐ Distinct | ☐ Distorted | ☐ Fair | ☐ Poor |
| ☐ Raspy | ☐ Pleasant | ☐ Stutter | ☐ Nasal | ☐ Foul | ☐ Other |
| ☐ Intoxicated | ☐ Other | ☐ Slurred | ☐ Other | | |

| **ACCENT** | | **MANNER** | | **BACKGROUND SOUNDS** | |
|---|---|---|---|---|---|
| ☐ Local | ☐ Not Local | ☐ Calm | ☐ Angry | ☐ Factory | ☐ Trains |
| ☐ Foreign | ☐ Region | ☐ Rational | ☐ Irrational | ☐ Machines | ☐ Animals |
| ☐ Race | | ☐ Coherent | ☐ Incoherent | ☐ Music | ☐ Quiet |
| | | ☐ Deliberate | ☐ Emotional | ☐ Office | ☐ Voices |
| | | ☐ Righteous | ☐ Laughing | ☐ Machines | ☐ Airplanes |
| | | | | ☐ Street | ☐ Party |
| | | | | ☐ Traffic | ☐ Atmosphere |

**OTHER**

Sex of Caller: _____          Race: _____          Estimated Age_____

Telephone number at which call was received: _____Time call was received: _____

Caller ID number: on your display: _____ Duration of call: _____

**Recipient:**

Name: _____

Telephone Number: _____          Date: _____

## Section 16: ICS Form(s) File Attributes Description Prepared By

**ICS Form(s) File Attributes Description Prepared By**

| Form 201 | Incident Briefing | Section Chief |
|---|---|---|
| Form 202 | Response Objectives | Section Chief |
| Form 203 | Organization Assignment List | Resources Unit |
| Form 204 | Assignment List | Section Chief, Staff |
| Form 205 | Incident Radio Communications Plan | Communications Unit |
| Form 206 | Medical Plan | Medical Unit |
| Form 208 | Site Safety and Control Plan | Safety Officer, Staff |
| Form 209 | Incident Status Summary | Resources Unit |
| Form 210 | Status Change Card | Staff |
| Form 211 | Check-In List | Staff |
| Form 213 | General Message | Staff |
| Form 214 | Unit Log | Staff |
| Form 215 | Operational Planning Worksheet | Staff |
| Form 215a | Incident Action Plan Safety Analysis | Safety Officer, Staff |
| Form 215aI | Incident Action Plan Safety Analysis Instructions | Safety Officer, Staff |
| Form 217 | Radio Frequency Assignment Worksheet | Resources Unit |
| Form 218 | Support Vehicle Inventory | Ground Support Unit |
| Form 219 | Resource Status Card (Crew) | Staff |
| Form 219 | Resource Status Card (Helicopter) | Staff |
| Form 219 | Resource Status Card (Aircraft) | Staff |
| Form 219 | Resource Status Card (Dozers) | Staff |
| Form 220 | Air Operations Summary Worksheet | Air Operations Unit |
| Form 221 | Demobilization Checkout | Resources Unit |

## Section 17:   Important Telephone Numbers

**Important Telephone Numbers**

| Coppin State University Department of Public Safety | |
|---|---|
| Main Number | 410.951.3900 |
| Website | www.coppin.edu/publicsafety |
| Chief of Police | 410.951.3906 |
| **Offices of the Crisis Management Team** | |
| Office of the President | 410.951.3838 |
| Coppin State University Department of Public Safety | 410.951.3900 |
| Student Affairs | 410.951.3933 |
| Facilities Management | 410.951.3780 |
| Work Control | 410.951.1234 |
| University Relations | 410.951.4200 |
| Academic Affairs | 410.951.3010 |
| Administration and Finance | 410.951.3575 |
| **Campus Offices for Crisis Management** | |
| CSU Community Health Center | 410.951.4188 |
| Counseling and Psychological Services | 410.951.3939 |
| Housing and Residence Life | 410.951.6399 |
| Information Technology Division | 410.951.3877 |

**Emergency Operations Plan**

| Baltimore Police Department | |
|---|---|
| Baltimore Police Department Emergency | 911 |
| Baltimore Police Department Non-Emergency | 311 |
| Central District | 410.396.2411 |
| Northern District | 410.396.2455 |
| Northwest District | 410.396.2466 |
| Western District | 410.396.2477 |
| Southwestern District | 410.396.2488 |
| Metro Crime Stoppers | 410.276.8888 |
| Baltimore City Fire Department – 3130 W. North Avenue (Engine 20, Truck 18, Medic 8) | 410.396.0420 |
| Baltimore City Fire Department – 2249 Edmondson Avenue (Engine 36) | 410.396.0436 |
| Baltimore City Fire Department – 3525 Woodbrook Avenue (Engine 52) | 410.396.0452 |
| Sheriff - Baltimore City | 410.396.1155 |
| MTA Police | 410.454.7720 |
| CSX Police | 1.800.232.0144 |
| University of Baltimore Police | 410.837.5520 |
| University of Maryland at Baltimore Police | 410.706.3333 |
| Morgan State University Police | 443.885.3100 |
| Baltimore City Community College Police | 410.462.7700 |

## Emergency Operations Plan

| Local Resources | |
|---|---|
| CSU Emergency | 9911 or 410.951.3900 |
| Poison Control Center | 800.222.1222 |
| Baltimore City Emergency Management Services | 410.396.6182 |
| Maryland Emergency Management | 410.517.3600 |
| Environmental Protection Agency | 800.424.9346 |
| Sexual Assault Hotline (Turnaround, Inc.) | 443.279.0379 |
| **Local Health Facilities** | |
| Greater Baltimore Medical Center (GBMC) | 443.849.2000 |
| Johns Hopkins Hospital | 410.955.5000 |
| St. Agnes Hospital | 410.368.6000 |
| University of Maryland Medical Center (Mid-town) | 410.225.8000 |
| Mercy Medical Center | 410.332.9000 |
| Sinai Hospital | 410.601.9000 |
| University of Maryland Medical Center (UMMC) | 410.328.8667 |
| **Federal Government Resources** | |
| Federal Bureau of Investigation | 410.265.8080 |
| Homeland Security | 202.282.8000 |

**Selected Emergency Websites**

| | |
|---|---|
| Federal Emergency Management Agency | www.fema.gov/ |
| Maryland Emergency Management Agency | mema.maryland.gov/ |
| Emergency Preparedness for Families | http://www.familyfirst.md/ |
| Baltimore Police Department | https://www.baltimorepolice.org/ |
| Baltimore Fire Department | www.baltimorecity.gov/.../AgenciesDepartments/Fire.aspx |
| Center for Disease Control and Prevention | www.cdc.gov/ |
| American Red Cross | www.redcross.org/ |
| Baltimore City Health Department | health.baltimorecity.gov/ |
| American Red Cross Family Preparedness | www.prepare.org |
| The Weather Channel | weatherchannel.com |
| National Oceanic and Atmospheric Administration (NOAA) | http://www.noaa.gov/ |