

BRYN MAWR COLLEGE
EMERGENCY RESPONSE PLAN
Revised 3/17/08
(abridged)

This document is a synopsis of the planning and preparation the College has undertaken to handle emergencies in a professional, efficient, thoughtful and supportive way. The Emergency Response Plan (ERP) identifies the College personnel assigned for immediate response to and recovery from campus emergencies, as well as the scope of their responsibilities. Numerous departmental plans support the College's ERP and, coupled with regular drills, ensure that College personnel are knowledgeable about their roles and prepared to respond appropriately.

LEVELS OF EMERGENCY RESPONSE

Level 1 – A minor department or building incident that can be resolved by the responding service unit. Examples: Facilities Services responds to a broken water pipe; Public Safety responds to a minor student injury at the gym and transports student to Health Center; Environmental Health & Safety (EHS) cleans up a small chemical spill.

Level 2 – A department or building incident that can be resolved with College resources or limited outside help. A Level 2 incident is usually a one-dimensional event of limited duration and little impact on the campus community beyond those using the space/building in which it occurred. Examples: Oil spill requiring specialty contractor to clean it up; loss of power to a building for several hours; a minor fire; a workplace accident requiring ambulance transport to hospital.

Level 3 – Crisis affecting people primarily, rather than property or systems. Examples: Assault; sexual assault; hate crime; bomb threat; contagious-disease outbreak; suicide; homicide. In these situations, specific operational department plans may be implemented, but response is primarily from the Policy Group.

Level 4 – A major emergency that affects a sizable portion of the campus and/or outside community. Level 4 emergencies may be single- or multi-hazard situations, and often require considerable and timely coordination both within and outside the College. Level 4 emergencies include imminent events (or the threat of such events) on campus or in the general community that may develop into a major College crisis or disaster. Examples: Heating plant failure; extended power outage; severe storm; major fire; domestic water contamination; airplane crash. Level 4 emergencies may include personal injury, illness, trauma or death.

Level 5 – A catastrophe affecting the entire campus and surrounding community. Immediate resolution of the disaster, usually multi-hazard, is beyond the response capabilities of the College and local emergency response agencies (police, firefighters,

etc.). State and federal assistance would be necessary for recovery. Examples: Major hurricane; act of war; large-scale terrorist action.

The College routinely deals with Level 1 and 2 emergencies, following internal procedures established by the departments that respond to such situations in the course of their normal duties. Level 3 and Level 4 emergencies benefit from formal emergency preparedness planning, and are the primary focus of this plan. In a Level 5 disaster, state and federal agencies take control. However, even in a Level 5 disaster, the College would endeavor to carry out crisis communications and to support affected members of its community and their families.

EMERGENCY MANAGEMENT TEAM

Level 3, 4, and 5 emergencies call for the deployment of an Emergency Management Team (EMT) consisting of a Policy Group and an Operations Group. The specific activities and responsibilities of the team are highly dynamic, changing with the circumstances of the emergency and diminishing as the recovery process takes hold. The Policy Group is the primary management team for a Level 3 emergency, supported by a limited Operations role. In a Level 4 or 5 situation, both groups are critical.

Command Staff Group

Role

Approves overall priorities and strategies
Communicates with the College's constituencies
Provides liaison with governmental and other external organizations

Membership

President
Provost
Dean of the Undergraduate College
Chief Administrative Officer
Chief Advancement Officer
Chief Financial Officer
Chief Information Officer
College Counsel
Dean of Admissions and Financial Aid
Director of Public Affairs
Environmental Health and Safety Officer
Executive Assistant to the President
Dean of the Graduate School of Arts and Sciences (as required)
Dean of the Graduate School of Social Work (as required)

Additional administrators of the College may be asked to join or support the Policy Group as the situation dictates.

General Staff Group

Role

Gathers, confirms and evaluates incident information
Defines and implements actions to resolve/mitigate situations
Identifies resource needs and shortfalls
Reassigns/deploys individuals and departments in support of critical needs
Links to outside emergency responders
Documents situation status and tracks resource use
Coordinates equipment and special installations
Serves as information resource to the Incident Commander

Membership (Operations, Planning, Logistics and Finance)

Chief Administrative Officer
Comptroller
Director of Public Safety and Transportation and there designee
Director of Facilities Services and there designee
Director of Residential Life and there designee
Director of Computing Services and there designee
Director of Human Resources
Director of Conferences and Events and there designee
Director of Library Collections and there designee
Director of Purchasing
Director of Post Office
Medical Director and there designee
Public Safety Operations Officer
Transportation Supervisors

Other campus personnel may be asked to join or support the Operations Group as the situation dictates. The departmental directors who make up the EMT will call upon their staffs as needed to implement actions within their area of responsibility.

DECLARATION OF AN EMERGENCY

Notification

Predicted Emergency

When a significant emergency is predicted (e.g., a major snowstorm, ice storm or hurricane), the Director of Public Safety and Transportation will assemble the notify the Emergency Response Team and establish a plan of action. When such a plan exceeds the scope of existing policies and procedures, such as the College's bad-weather policy, the plan will be presented to the Incident Commander/Command Staff, as time permits.

Unpredicted Emergency

College students, faculty and staff are instructed to notify Public Safety and Transportation of all emergencies on campus by calling extension 7911.

When an emergency is reported to Public Safety and Transportation, the dispatcher responds in accordance with internal procedures to advise the caller, mobilize officers, and request outside assistance from police, fire, ambulance, or other external emergency services.

For all conditions appearing to exceed a Level 2 emergency, the dispatcher notifies the Director of Public Safety and Transportation, who declares the level of emergency. For Level 3, 4, or 5 emergencies, the Director of Public Safety and Transportation notifies the Chief Administrative Officer and oversees contacting the Operations Group. The Chief Administrative Officer or designee notifies the rest of the Policy Group. Because circumstances and severity of emergencies vary enormously, notifications to individual team members and the order in which they are made will vary considerably.

For Level 4 and 5 emergencies, on-scene responders are authorized to make necessary operational decisions and to commit resources to mitigate and control the crisis prior to the assembly of the EMT. Public Safety and Transportation may also request help from other departments.

Emergency Communications

Public Safety and the Emergency Team Members

The telephone is the primary means for contacting Emergency Team Members. Public Safety and Transportation is responsible for maintaining an up-to-date notification list for contacting administrators on and off campus, outside emergency services and agencies, specialty contractors, utilities, and other critical emergency response resources.

Members of the Emergency Management Team are required to keep their home and cellular telephone numbers up to date on the notification list maintained by Public Safety. When traveling, members shall designate an alternate or on-campus contact and leave temporary contact numbers with that person.

Once the Operations Group is assembled, communication between the Emergency Response Center and field staff engaged in response will take place through use of the College's portable radios, cellular phones, Nextel radios or other means, as conditions dictate. The "housekeeping" channel will be the designated channel for use of College portable radios during an emergency.

Campus Community

Timely and accurate communication with the on-campus population during a Level 4 or 5 emergency is critical. Depending on the nature and circumstances of

the emergency, the campus will be alerted through the use of the broadcast capabilities of the e2Campus, voice-mail and e-mail systems. Public Safety and Transportation maintains 24-hour broadcast capabilities through these media. Public Safety and Transportation will also record a message on the 7310 line, which can handle many callers at once.

If the phone and data network is unavailable, or if the communication is urgent, Public Safety and/or Emergency Operations staff will be dispatched to alert the occupants of affected buildings, using portable bullhorns, activating fire alarms, or by alerting key personnel in the building, who will be expected to inform others in the building.

Periodic updates will follow the initial alert. Updates and other emergency-related communications with the community will be coordinated through the PIO (Public Information Officer) or their designee. See *Bryn Mawr College Crisis Communications Plan* for additional information.

Outside Responders

The College telephone system is the primary means for requesting outside assistance. Telephone lines independent of the College's central telephone switch located at Public Safety and Transportation will be used if the central switch is inoperable. Cellular telephones will be used if all land lines are inoperable. Public Safety and Transportation or Emergency Operations staff will be dispatched by vehicle to reach emergency responders if all telephone service is inoperable.

The Emergency Operations Center (EOC)

In Level 4 and 5 emergencies, the Director of Public Safety will activate an Emergency Operations Center that will serve as the work space/command center during the event.

ROLES AND RESPONSIBILITIES OF EMT MEMBERS

The following summaries, listed alphabetically, briefly describe the College's emergency response expectations from selected administrative departments and members of the EMT that may be called upon in an emergency. Additional descriptions of the roles of Policy Group members and selected departments are presented in the *Crisis Communications Plan*. In a particular emergency, any College department or employee may be called upon for assistance or expertise.

Chief Administrative Officer – Liaison Officer

Coordinates flow of information between the Policy and Operations Groups. Serves as liaison with insurance carriers and brokers. Coordinates implementation of the Business Continuity Plan. Supports and assists EMT as needed.

College Counsel – Advisor

Assesses legal and liability implications of emergencies and advises Emergency Management Team accordingly. Supports Public Affairs to ensure that public communications reflect appropriate legal and policy implications.

Conferences and Events – Operations and Planning

Serves as primary liaison with summer programs and outside groups on campus who are affected by an emergency. Finds alternate locations for activities when intended locations are rendered unusable. Works with Registrar’s Office to find appropriate alternate locations for classes if necessary.

Copy Center/ Post Office - Logistics

Provides courier services to Policy and Operations groups when regular communication methods are compromised. Posts signs and notices. Provides and distributes printed material as directed.

Dean’s Office – Planning and Command

Provides support for the emotional needs of students and their families, and coordinates communications with them. Arranges counseling for students affected by an incident. Alerts faculty to possible after-effects of incidents on student performance. Notifies faculty about students who will miss classes because of an incident. See *College Crisis Communications Plan*.

Dining Services – Planning and Logistics

Develops alternatives for feeding students and others should major food service facilities be destroyed or disabled. Provides food services and shelter during activation of “Crisis Center.” Assists in providing clothing and personal items for students affected by damage/destruction of residence hall. Coordinates with local American Red Cross chapter for assistance. See the *Auxiliary Services’ Emergency Preparedness and Response Plan* and *Foodborne Illness Response Plan* for additional information.

Environmental Health and Safety – Safety Officer

Evaluates and contains spill or other releases of hazardous materials, such as fuels, laboratory chemicals, and maintenance products. Assesses the likelihood of public health dangers and hazardous exposures related to an incident. Supports Facilities Services in habitability evaluations. Identifies cause and scope of loss. Assists and supports Operations Group as needed. Serves as liaison with state and federal environmental and safety authorities. See *Hazardous Materials Release Plan*.

Facilities Services – Operations and Planning

Mitigates facilities and grounds damages and restores site to functional level. Oversees repair and reconstruction; provides emergency response/shut-off of utilities and systems. Evaluates habitability of damaged buildings. Procures emergency generators, portable toilets, and similar services. Assists Public Safety in establishing a safety perimeter/controlling access at the site of an emergency.

Health Center - Planning

Provides medical treatment for students with minor injuries. Provides expertise, emergency guidance, and medical instructions in the event of a disaster, epidemic or malfunction that presents public health dangers. Provides liaison to hospitals treating students and to external public health agencies. Provides mental health counseling services for victims of emergencies. May be called upon to provide first aid, medical treatment and triage to campus occupants in the event of a Level 4 or 5 emergency.

Human Resources - Planning

Provides contact information about College employees and coordinates its release to emergency personnel and families as appropriate. Establishes policies for compensation of employees displaced by or working unusual hours in response to emergencies.

Information Services – Operations and Planning

Assesses damaged telecommunications, computer and network services; manages the restoration of such services in coordination with other members of the Operations Group. Arranges for a remote "hot site" from which critical academic and administrative computing systems may be operated in the event of damage to the Computing Center. See *Business Continuity Plan* and *College Crisis Communications Plan* for further information.

Provost's Office - Command

Makes arrangements for the delivery of the academic program and provides support for faculty members whose academic responsibilities or research are affected by an incident. Works with faculty to rearrange the academic schedule, as needed. Determines alterations in the class schedule to accommodate memorial services and similar events.

Public Affairs – Public Information Officer

Oversees crisis communications. Assures accurate, consistent and regular communication with the College's many constituencies. Handles media relations; makes provisions for media facilities. See the *Crisis Communication Plan* for further information.

Public Safety and Transportation – Security Lead / Operations

Provides immediate first response to reported emergencies, mobilizes Emergency Management Team, and serves as liaison with emergency responders (police, fire departments). Assists in building evacuations, providing emergency instructions to community. Provides first aid and transport to treatment facilities for injured persons not requiring an ambulance. Provides bus/van transportation as required.

Purchasing – Logistics

Obtains emergency goods and services, arranges delivery of supplies to site(s).

Residential Life – Operations and Planning

Arranges housing for displaced students in the event that a residence hall (or portion thereof) is rendered uninhabitable. See the *Emergency Dorm-Evacuation and Housing Plan*.