

University System of Maryland at Hagerstown

Emergency Preparedness Plan

October 2009
Revised October 2023

Table of Contents

Preface 3

I. Organization and Coordination 5
Level of Emergency 5
Emergency Preparedness Committee 7
Emergency Management Team 7
Coordination with local and state responders 7
Multi-disciplinary behavioral assessment team 7

II. Risk Assessment and Planning 8
Annual risk assessment 8
Plan for appropriate mitigation actions 9
Plan for continuation of services 10

III. Emergency Preparedness and Prevention 10
Regular testing of the EPP 10
Regular and appropriate training for staff 10
Comprehensive communication plan 10

IV. Response and Recovery 11
Redundant and varied systems of warning and communication 11

V. Appendices 13
List of Media Outlet
USMH Contact Information

Preface

INTRODUCTION

The University System of Maryland at Hagerstown Emergency Preparedness Plan (EPP) identifies USMH's emergency planning, organization, and response policies and procedures. The plan also addresses the integration and coordination with other governmental levels when required.

This plan is based on the functions and principles of the Incident Command System (ICS) which is based on the National Incident Management System (NIMS) and identifies how USMH fits in the overall ICS structure.

The plan addresses how USMH will respond to extraordinary events or disasters from preparation through recovery. In addition, the plan will contain policies and procedures governing a variety of occurrences.

USMH is a regional higher education center that provides non-traditional educational opportunities for its students. This non-traditional approach must also be applied to its Emergency Operations Plans. USMH does not have the traditional infrastructure and services offered by most university campuses such as environmental safety, police, resident housing, dining services, etc. USMH must rely on services provided by the City of Hagerstown and Washington County, Maryland, to allow flexibility in its application, frequently asking staff members to be multifaceted in their responsibilities during a crisis. The executive director will be responsible for maintaining the EPP and a record of all revisions.

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

CONCEPT OF OPERATIONS

USMH's response(s) to an emergency is based on three phases:

- Increased readiness
- Initial response and coordination with outside agencies, and
- Recovery operations

During each phase, specific actions are taken to reduce and/or eliminate the threat of specific emergency situations. It is the responsibility of the executive director to act as liaison with other agencies who have responded to USMH for an emergency. They will use USMH resources to support the mission and goal of the responding agency(ies) while simultaneously coordinating efforts from USMH personnel.

Increased Readiness

Upon receipt of a warning or the observation that an emergency situation is imminent or likely to occur soon, USMH will initiate actions to increase its readiness. Events that may trigger increased readiness activities include:

- Issuance of a credible long-term tornado prediction
- Receipt of a flood advisory or other special weather statement
- Receipt of a potential severe snowstorm
- Conditions conducive to fires such as the combination of high heat, strong winds, and low humidity
- An expansive hazardous materials incident; and
- Information of circumstances indicating the potential for acts of violence or civil disobedience

Increased readiness activities may include, but are not limited to, the following:

- Briefing of executive director and key USMH staff on the situation
- Reviewing and updated the Emergency Operations Plan and related policies and procedures
- Increasing public information efforts
- Inspecting critical facilities and equipment and communications systems
- Warning threatened elements of the population
- Conducting precautionary evacuations in the potentially impacted area(s)
- Mobilizing personnel and pre-positioning resources and equipment
- Establishing or activating staging areas.

Initial response and coordination

USMH's initial response activities are primarily performed at the field response level, initially by the contracted security officers and USMH personnel. Emphasis is placed on minimizing the effects of the emergency or disaster. Field responders will first activate emergency services by calling 911. **Under no circumstances during an emergency situation should this step be delayed.** Attempts can then be made to minimize the effect of the emergency while awaiting response from emergency services.

Examples of initial response activities include:

- Making all necessary notifications to USMH administrators as soon as practical
- Disseminating warnings, emergency public information, and instructions to USMH staff and faculty
- Conducting evacuations
- Caring for displaced persons and treating the injured
- Restricting movement of traffic/individuals and unnecessary access to affected areas

Extended Response
Extended emergency operations involve the coordination and management of personnel and resources to mitigate an emergency and facilitate the transition to recovery operations. USMH will use whatever resources are necessary to support outside agencies during this period.

Examples of extended response activities include:

- Preparing detailed damage assessments
- Procuring required resources to sustain operations
- Documenting situation status
- Protecting, controlling, and allocating vital resources
- Restoring vital utility services
- Tracking resource allocations
- Conducting advance planning activities
- Documenting expenditures
- Disseminating emergency public information
- Prioritizing resource allocation
- Inter/multi-agency coordination.

Recovery
As the immediate threat to life, property, and the environment subsides, the rebuilding of USMH 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 USMH.

Examples of recovery activities include:

- Restoration of all utilities
- Applying to state and federal assistance programs
- Identifying residual hazards
- Determining and recovering costs associated with response and recovery.

I. ORGANIZATION AND COORDINATION

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

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

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

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

Level of Emergency

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

Level 1 – Critical Incident (Minor Emergency) (Yellow)
A critical incident is any event whose initial impact is limited to a specific segment or subgroup of USMH. These incidents cause significant
disruption to the subgroups which they affect, but do not disrupt overall operations.

Level 2 – Crisis (Major Emergency) (Orange)
A crisis is any event that disrupts the orderly operations of USMH. Such an event affects all facets of USMH and often raises a question or
concern of closing or shutting down the facility for a period of time. Outside emergency resources will probably be required, as well as a major effort from all USM and USMH resources.

Level 3 – Disaster (Severe Emergency) (Red)
A disaster is an event whose nature and impact extends beyond USMH and disrupts not only operations and functions of USMH, but also those of the surrounding community. During such events, resources that USMH might typically rely on may be delayed or unavailable because they are being employed within the broader community. In some instances, mass casualties or severe property damage may have been sustained. A coordinated effort of all USMH resources is required to effectively control the situation and outside emergency services and resources will be essential.

Emergency Preparedness Committee

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

Emergency Management Team

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

Coordination With Local and State Responders

The executive director or designee will coordinate emergency services with local and state responders.

- Level 1 Emergency (Yellow): USMH may coordinate with the Hagerstown Police Department, Fire department, and Emergency Rescue Service
- Level 2 Emergency (Orange): USMH may request assistance from the Washington County Sheriff Department and the Maryland State Police.
- Level 3 Emergency (Red): The Maryland Emergency Management Agency (MEMA) will provide the overall coordination of agencies.

Multi-disciplinary Behavioral Assessment Team

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

USMH does not have qualified staff available to create a permanent multi-disciplinary behavioral assessment team, the likes of which can be found on a university campus. USMH does not have mental health service providers, counselors, or health center staff. What USMH will create is a team of professionals to coordinate behavioral assessment concerns. These individuals will meet to assess the behavior of any member of the USMH community as needed.

II. RISK ASSESSMENT AND PLANNING

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

Annual risk assessment

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

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

Plan for appropriate mitigation actions

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

- Close in the Baldwin staircase — Completed
- ID badges for staff — Completed
- ID badges for visitors — Completed
- Develop crisis management team — Completed

● Develop 3 threat levels of operation	Completed
● Add additional security cameras	Completed
● Install monitor screens for emer. comm.	Completed
● Place evac. chairs in stairwells	Completed
● Relocate and mount security equipment and defib. under the security counter	Completed
● Install panic buttons in classrooms	Still Evaluating
● Install hotel style locks and master opener for classrooms	Not Compliant with Fire Code
● Get radios on the same frequency desk as the HPD downtown squad	Completed
● Protect the conduit in the rear	Completed

Plan for Continuation of Library Services

In the event of an emergency or disaster, the USMH director of library services will make strategic decisions about library operations regarding patron service and maintaining necessary support functions. They will communicate with the executive director and information technology specialist to arrange for changes in work, locations of workspaces, and access to resources. The USMH Library will make every effort to continue to provide access to information resources needed by students and faculty. To this end, they have developed strategies for maintaining access to core services from an off-site location.

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

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

Access to online library resources
Students who normally access Research Port from the USMH Library computer workstations also have remote access at http://researchport.umd.edu from other distance locations using their barcode number and password.

Printing and copying services
Students who attend classes at USMH are entitled to printing and copying services free of charge for a period of time. In the event of an emergency, printing services may be unavailable.

Patron-placed holds (PPH) and Interlibrary Loan (ILL) services
All USM students are able to place holds on materials from any USM library using the online catalog at http://catalog.umd.edu. USMH Library staff then

process these holds using the integrated library system software (ALEPH) which is installed on the library reference desk computer. If this computer is not operational, PPHs will need to be processed remotely and shipped to an alternate location for pickup. In addition, these holds may be processed at FSU's library and shipped to the alternate location for pickup. Interlibrary loans are processed online and may also be shipped for pickup.

Access to USMH print collection

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

III. EMERGENCY PREPAREDNESS AND PREVENTION

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

Regular testing of the EPP

The executive director shall be the person responsible for conducting regular testing of the Emergency Preparedness Plan. A coordinated drill shall be conducted on a schedule determined by USMH that includes participation from Hagerstown Police Department and the Washington County Sheriff's Office.

Regular and appropriate training for staff

Regular and appropriate training on emergency response plans shall be provided for key emergency response staff and other members of the USMH community. USMH staff may participate in FSU's "Shots Fired" active shooter training and other training seminars if desired, though not mandated.

Comprehensive communication plan

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

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

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

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

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

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

The USMH Executive Director or the USMH Director of Advancement and Outreach at the request of the executive director, will notify the USM Office and BOR concerning emergency situations at USMH.

IV. RESPONSE AND RECOVERY

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

Redundant and varied systems of warning and communication

- E-mail messages to students, faculty and staff or subsets of those groups
- Voicemail messages, including the establishment of an "emergency message" voicemail box to provide a status update message for phone inquiries
- Web-based messages

- Establishment of a phone center with a special hotline number that would be staffed during emergencies
- Emergency signage
- News releases to the media
- News conferences for the media

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

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

Additional guidelines:

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

Appendices

I. Media Contacts for emergency announcements.
(All contact to be made by the director of advancement and outreach.)

WJEJ/WWMD	301-739-2326
WHAG-AM	717-263-0813
WYII	304-263-8868, ext. 121
WCRH	301-582-0285
WFMD/WFRE	301-293-6340, ext. 143
WAYZ	717-597-9200
MIX95	800-622-0495 (record in box #100)
WHAG TV25	301-797-4400
Antietam Cable	240-420-2075 (leave message for Dave Dull)

II. USMH contact information

Name	Office	Cell	Email@hagerstown.usmd.edu
Hannah Hope	240-527-2062		hhope@
Ashby, Jacob	240-527-2727	240-522-7260	jashby@
Harman, Erin	240-527-2728	301-988-7269	eharman@
Francis, Pamela	240-527-2712		pfrancis@
McCulloh, Lisa	240-527-2729	240-291-0195	lmcculloh@
Sexton, James	240-527-2760	240-609-8292	jsexton@
Thomas, Scott	240-527-2758	301-667-0103	scthomas@
Security	240-527-2718		
HPD Office	240-527-2762		