

**THE UNIVERSITY OF SOUTH DAKOTA**

**EMERGENCY OPERATING PLAN  
(EOP)**

**June 30, 2010**

**Section 1 approved by EC 1/10/2008**

 **The University of South Dakota**

# The University of South Dakota

**Emergency Operating Plan:** This plan is a statement of policy regarding emergency management. It provides direction for the assignment of tasks and responsibilities to University administrators and specifies their roles during a disaster or emergency situation. The plan is designed to provide guidance applicable to all emergencies, but not all emergencies require implementation of all aspects of the plan. Minor emergencies may not require any implementation of this plan if they can be satisfactorily resolved utilizing normal operational procedures. The plan is established as a supplement to the administrative policies, procedures and practices followed during normal university operations. When implemented, it serves as The University of South Dakota Emergency Operating Plan (EOP).

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# Section I – Emergency Response Introduction and Basic Plan

## A. Introduction

This manual is a guideline which sets forth the staffing and functions of the **EMERGENCY OPERATIONS CENTER (EOC)**. It outlines relationships with local and state disaster services, describes warning systems, defines essential disaster services, and identifies responsibilities for various segments of the campus community. It provides The University of South Dakota with a systematic approach for solving problems created by the threat or occurrence of any type of disaster or emergency.

In any disaster situation, the University expects to make full utilization of its resources to meet its needs and to call upon outside agencies when University resources are or become inadequate.

The major goals of the Plan are the preservation of life, the protection of property and continuity of academic and business operations.

The overall objective is to ensure the effective management of emergency efforts involved in preparing for and responding to situations associated with emergencies. Specifically this will include:

- Manage the care of persons and their movement.
- Minimize the risk of property loss.
- Collecting, evaluating and disseminating damage information and other essential data.
- Establishing priorities and adjudicating conflicting demands for support.
- Activating and using communication systems.
- Disseminating community warnings and alerts.
- Managing the movement and reception of persons in the event an evacuation is ordered.
- Request and allocate resources.
- Responding to requests for resources and other support.
- Coordinate mutual aid.
- Prepare and release information to media outlets.
- Re-establish normal campus operations.

No amount of planning can provide for all contingencies. Because of the unpredictable nature of disasters, success cannot be guaranteed. The guidelines need flexibility. The unique nature of a disaster situation will determine what actions are ultimately taken; there will need to be ongoing planning and development.

## **B. Emergency Operations Center**

### **Basic Plan**

The EOC is the emergency operational headquarters during an emergency. The EOC will be responsible for the response and recovery efforts resulting from an emergency situation. This section provides the University administration with guidance for decision making and recovery efforts. This section is also intended to ensure the best use of existing resources by providing organization and direction to personnel who will be called upon to assist in the disaster.

### **EOC Location**

As outlined in this plan, the EOC will serve as the center for emergency management and response operations. The University of South Dakota EOC site shall be \_\_\_\_\_ (location only reflected in internal copies). \_\_\_\_\_ (location only reflected in internal copies) has been designated as the alternate EOC site. These sites were selected due to availability of telephones, offices and conference rooms.

### **EOC Activation**

When an emergency occurs, the Incident Commander will determine if the EOC is to be activated. Persons who are assigned as EOC staff should respond in person to Slagle Hall, Conference Room 104. Staff should be prepared to bring their own radios, cellular telephones and other items necessary to carry out emergency assignments. EOC members and their back ups are:

<b>EOC Members (Executive Committee)</b>	<b>Back-Up to EOC Member</b>
President of USD (Incident Commander)	Provost & VP Academic Affairs
VP Administration & Technology	Manager Technology Services
Provost & VP Academic Affairs	AVP Academic Affairs
VP Enrollment and Student Services	Dean of Students
VP Budget & Finance	Comptroller
VP of Research	Director of Research Development
Director of Human Resources	Asst. Director of Human Resources
Director of Athletics	Asst. Director of Athletics
<b>EOC Command Staff</b>	<b>Back-Up to EOC Command Staff</b>
Director of Marketing (Public Information Officer)	Manager of Media Relations
Webmaster (Webmaster)	Web Content Editor
Director of Environmental Health & Safety (Safety Officer)	
(Liaison Officer) TBD	
<b>EOC General Staff</b>	<b>Back-Up to EOC General Staff</b>
Director of Public Safety (Operations Section Chief)	Law Enforcement Supervisor
AVP Facilities Management (Planning Section Chief)	Dir. of Planning & Construction
Dean of Students (Logistics Section Chief)	Associate Dean of Students
VP Budget & Finance (Finance/Admin Section Chief)	Comptroller

## **Closure of the Emergency Operations Center**

Once opened, the Emergency Operations Center can only be closed on the authority of the Incident Commander. Decision to close the EOC will be made after consultation with EOC staff and it is determined that emergency operation procedures are no longer required.

The Incident Commander should conduct a de-briefing of EOC staff and other emergency workers to identify and discuss problems and make recommendations for future operations. The Emergency Operating Plan should be updated if appropriate.

## **EOC Staff and Assignments**

This plan is designed to be flexible. The size, staffing and equipping of the EOC will depend on the magnitude and complexity of the emergency. The Incident Commander will determine which positions are needed and notify the appropriate staff. All positions will report to and operate from the EOC during a full-scale activation, even though all may not be needed.

If one of the above personnel is unable to respond in an emergency, it is the primary person's responsibility to assign someone to replace them and fulfill their role in the EOC. This replacement person shall have the authority to act on behalf of the person they are replacing. Each of the above personnel shall submit their assigned replacements and their contact information to the remaining staff members.

## **EOC Responsibilities**

- Provide for medical assistance.
- Analyze field situation.
- Make EOC assignments.
- Activate callback procedures of essential personnel.
- Coordinate activities with local, state and/or federal officials.
- Coordinate EOC staff in developing an action plan.
- Ensure 24-hour staffing of the EOC.
- Implement campus closure procedure if necessary.
- Notify campus community and implement evacuation plans if necessary.
- Provide for safety and security during and after evacuation if necessary.
- Coordinate development of recovery plan.
- Coordinate record keeping: Information logs and emergency documentation.

The EOC is staffed by The University of South Dakota Executive Committee and certain other essential personnel. Certain members have specific responsibilities.

## **President**

The President of The University of South Dakota or his/her designee will serve as the Incident Commander in charge of the emergency situation, functioning as the highest level of authority during an emergency and will have the authority to:

- Activate the Emergency Operations Center.
- Establish the basic policies governing the Emergency Operations Center.
- Sets EOC directives of emergency plan.
- Declare an emergency and/or campus closure when required.

## **Orders of Succession for South Dakota Board of Regents – USD**

- **Leadership Succession for President**
- **Primary:** President
- The following positions, listed by title in order of precedence, are the designated successors to President for emergency operations.
  - 1) Provost and Vice President of Academic Affairs
  - 2) Vice President of Finance & Administration
  - 3) Vice President of Marketing, Enrollment and Student Services
  - 4) Vice President of Research
  - 5) AVP of Facilities Management
  - 6) AVP of Enrollment and Student Services

### **Provost and Vice President of Academic Affairs**

Provost and Vice President of Academic Affairs will serve as the Deputy Incident Commander and will have the following duties:

- Serve as the Incident Commander in the absence of the President.
- Ensure the EOC follows established policies and procedures.
- Establish policies and priorities as needed for the use of personnel and resources.
- Sets EOC directives.
- Overseeing operation of the emergency plan and authorizing deviations of procedures for implementing the plan.
- Adjudicating conflicting demands for support.
- Managing the recovery process.

### **Vice President of Finance and Administration**

Vice President of Finance and Administration will serve as the alternate Deputy Incident Commander and will have the following duties:

- Serve as the Incident Commander in the absence of the President and the Provost and Vice President of Academic Affairs.

### **Public Information Officer**

The Manager of Media Relations will serve as the Public Information Officer, will report directly to the Incident Commander and will have the following duties:

- The Public Information Officer will notify the Board of Regents whenever the EOC is activated.
- Make frequent status reports to the Incident Commander.
- Directs information and content on The University web-page.
- Receive briefings from EOC staff.

- Establish areas for news media to gather.
- Make contact with news media personnel and schedule updates.
- Prepare a post-incident summary release.
- Maintain a record of briefings from EOC staff and all releases.
- Maintain a 24-hour number to call for any disaster relief inquiry made to The University of South Dakota.

### **Safety Officer**

The Director of Environmental Health & Safety will serve as the Safety Officer, will report directly to the Incident Commander and will have the following duties:

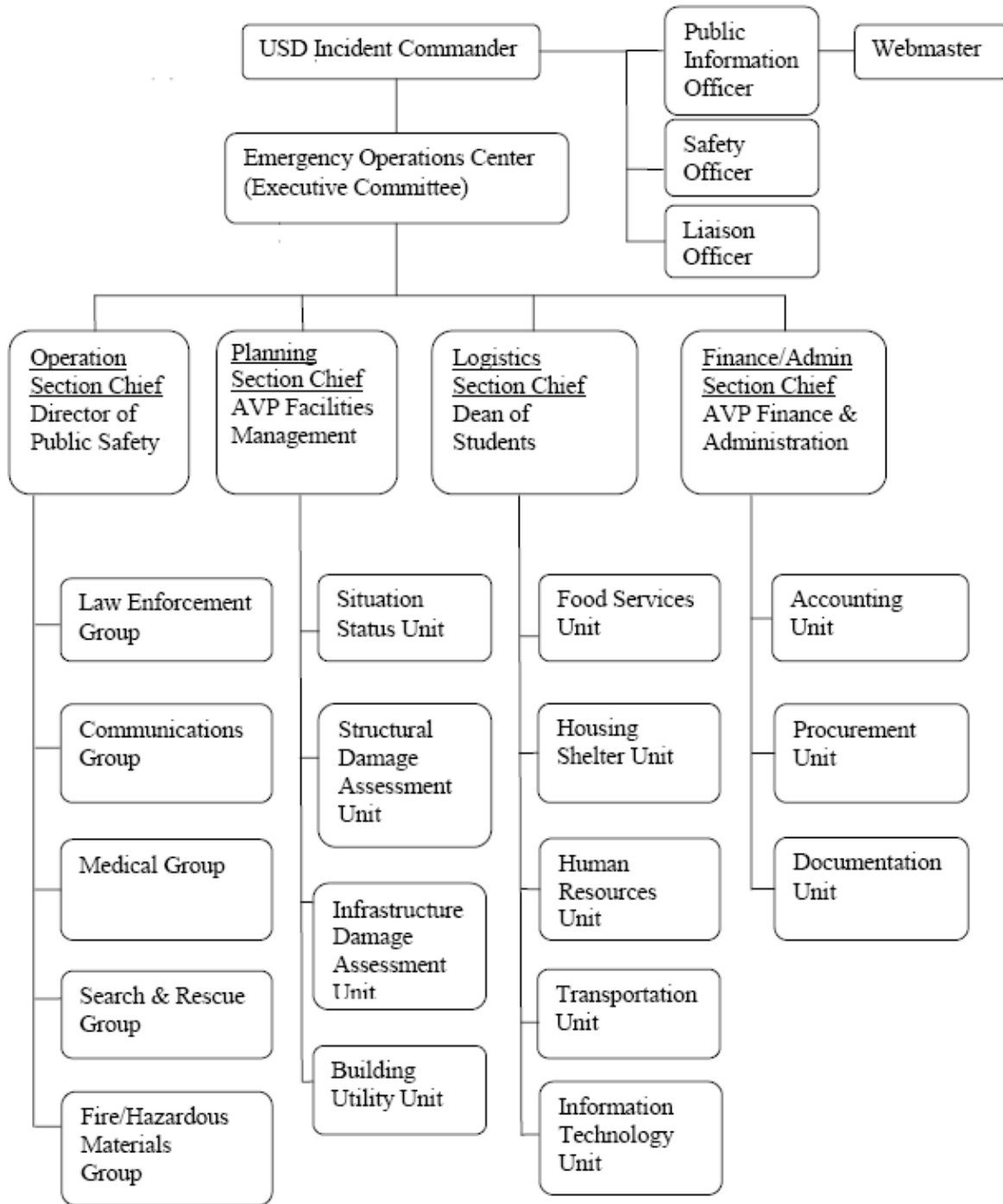
- Monitoring and assessing hazards and unsafe conditions and developing measures for assuring personnel safety.
- Make frequent status reports to the Incident Commander.

### **Liaison Officer**

The President will appoint a Liaison Officer (dependent on the situation) when he/she activates the EOC. The Liaison Officer will report directly to the Incident Commander and will have the following duties:

- The Liaison Officer should notify the Clay County Emergency Manager whenever the EOC is activated, to facilitate coordination and processes for requesting resources.
- Function as the supporting contact for all responding emergency agencies, including law enforcement, fire services, emergency medical providers, Red Cross, public works, coroner's office, health services, etc.
- Make frequent status reports to the Incident Commander.

**C. Emergency Operations Organizational Chart**



## **D. Operations Section**

The Director of Public Safety will serve as the Operations Section Chief and will report directly to the Incident Commander. The Operations Section Chief initiates intelligence gathering concerning casualties and damage, identifies immediate problems, and focuses on the highest priorities. The Operations Section Chief supervises field tactics with other staff members, handles the requests for or release of resources, makes situation changes as necessary and reports such changes to the EOC.

Based on the information obtained and resources available the Operations Section Chief will establish appropriate branches to deal with the emergency, such as law enforcement group, communications group, medical group, search and rescue group, and fire/hazardous material group. The Operations Section Chief will appoint personnel to supervise the following branches as the situation dictates.

### **D.1 Law Enforcement Group**

- Coordinate and provide assistance with first priority (life-threatening) tasks.
- Ensure immediate evacuation of hazardous areas and rescue.
- Monitor traffic control, access containment and property protection.
- Provide for traffic and crowd control in support of closure plans and protecting critical facilities and supplies.
- Provide support and assist with the search and closure of damaged buildings and the evacuation of the campus community.

### **D.2 Communications Group**

- Handles emergency radio traffic and makes priority emergency notifications.
- Responsible for managing, controlling and dispatching all tactical radio frequencies used in support of the emergency incident.
- Maintain a log of all requests for emergency personnel, supplies and other equipment.

### **D.3 Medical Group**

- Designate, set up and staff the First Aid Center.
- Assist the injured by providing first aid and arranging for hospital transportation.
- If required, establish a temporary morgue.

### **D.4 Search and Rescue Group**

- Immediate survey of the surface and surrounding areas of disaster debris.

- Move visible victims to ambulance triage area.
- Determine how many other people were in the area.
- Establish a reporting center for missing person's reports.
- Enter collapsed structure to remove those victims not visible from the outside.
- Remove areas of debris where survivors are most likely to exit based on rescue intelligence.
- Complete rubble clearing with systematic search from one edge to another when there is a possibility of trapped survivors.
- Casualty photographing and identification tagging of the deceased, including personal property adjacent to the victim.
- Use FBI disaster unit for identification assistance, if necessary.
- All recovered property will be tagged and secured in the DPS evidence room.

#### **D.5 Fire/Hazardous Material Group**

- Responsible for all fire fighting operations.
- Technical advisor to the EOC.
- Identify hazardous material problems that will or could impact the emergency response.
- Coordinate the containment and cleanup of hazardous materials.
- Provide warnings and developing measures for assuring personnel safety.

## **E. Planning Section**

The AVP of Facilities Management will serve as the Planning Section Chief and will report directly to the Incident Commander. The Planning Section Chief is responsible for planning, ongoing operations, supervising situation status and damage assessment (both structural and infrastructure). The Planning Section Chief provides information needed to understand the current situation, predicts probable course of incident events, assists in preparing alternative strategies and controls operations for the incident and coordinates with other staff members.

The Planning Section Chief directs the collection of information to determine the severity of damage caused by the disaster. The Planning Section Chief writes action plans for:

- Control and containment of the emergency.
- Surveys of facilities and structures and inspections.
- Shutdown and restoration of damaged structures.

The Planning Section Chief provides regular briefings to the Incident Commander and supervises the message flow. The Planning Section Chief supports the management of responding outside emergency agencies.

Based on the information obtained and resources available the Planning Section Chief will establish appropriate branches to deal with the emergency, such as situation status unit, structural damage assessment unit, infrastructure damage assessment unit, and buildings and utilities unit. The Planning Section Chief will appoint personnel to supervise the following branches as the situation dictates.

### **E.1 Situation Status Unit**

- Collect, verify and process all information and intelligence, evaluate and disseminate information to the EOC and other Sections.
- Prepare situation status reports as requested.
- Maintain the current status of all university buildings, facilities and operations.

### **E.2 Structural Damage Assessment Unit**

Coordinate with the Operations Section and the Building and Utility teams to:

- Make initial damage inspections.
- Assess and document damage to buildings and facilities.
- Prepare structural damage assessment reports.
- Post and secure unsafe buildings and mark hazardous areas.
- Recommend building emergency repairs.

### **E.3 Infrastructure Damage Assessment Unit**

Coordinate with the Operations Section and the Building and Utility teams to:

- Make initial damage inspections.
- Assess and document damage to telephone and computer systems.
- Ensure information systems and technology including business systems, technical support, networks, and communications are operational.
- Prepare infrastructure damage assessment reports.

- Recommend emergency repairs or replacement.
- Make plans for ongoing operations to include the expected duration and extent of the response effort and initiation of recovery activities and programs.

#### **E.4 Building and Utilities Unit**

- Focus on shutting off and/or restoring essential utilities reducing further hazards.
- Assist in closing off areas and streets.
- Clear debris from roadways and essential areas for emergency equipment and building inspection.
- Make safety inspections of all facilities that may have been damaged.
- Responsible for handling emergency construction or repairs.
- Verify that appropriate personnel such as electricians and plumbers are available to turn off utilities during a disaster. If necessary, these personnel may also be needed to assist in search and rescue efforts or their services may be needed in other essential areas such as traffic/crowd control.

## **F. Logistics Section**

The Dean of Students will serve as the Logistics Section Chief and will report directly to the Incident Commander. The Logistics Section Chief provides all resources and support for the response operation, including delivery arrangements, and deployment of the resources. Resources may include facilities, transportation supplies, food/water/shelter, staffing support, and any services and material in support of the incident.

The Logistics Section Chief ensures all emergency expenses are tracked, by site, and that complete and accurate records are kept, using the accounting system specified by the Finance Section Chief.

The Logistics Section Chief coordinates with the Public Information Officer regarding announcements of current status and plans.

Based on the information obtained and resources available the Logistics Section Chief will establish appropriate branches to deal with the emergency, such as food services, housing/shelter, human resources, and transportation. The Logistics Section Chief will appoint personnel to supervise the following branches as the situation dictates.

### **F.1 Food Services Unit**

- Provide food, water and other support for on-site workers and any shelters under the control of the university.
- Provide support for the EOC.
- Set up and manage a rest station for personnel and emergency workers.
- Coordinate with Housing/Shelter and provide emergency food and water to victims.

### **F.2 Housing/Shelter Unit**

- Assist the university in finding facilities for use as student residences, classrooms or administrative space.
- Set up and maintain campus operational facilities.
- Assist food services and transportation with sites for rest and shelter areas.
- Coordinate needs of students who are displaced due to the emergency or disaster.
- Coordinate with Food Services and provide emergency shelter to victims.
- Coordinate the use of facilities for sheltering victims from the adjacent community.
- Deactivate care centers as emergency diminishes or other temporary housing becomes available.

### **F.3 Human Resources Unit**

- Maintain and provide information to the Incident Commander regarding the status, location and availability of on and off duty personnel.
- Set up check-in and information stations.
- Coordinate with EOC to determine staff recall needs.
- Arrange for the recruitment and orientation of any temporary employees.

- Register and assign all volunteer workers and technical experts and specialists.
- Initiate and maintain records on use of volunteers.
- Receive and process injury reports, compensation claims and other personnel related matters.
- Coordinate the response and deployment of counseling and psychology personnel for critical incident stress management.
- Assist students in vital communications with family members.

#### **F.4 Transportation Unit**

- Provide transportation for emergency personnel, medical operations, and evacuation of the impaired.
- Provide support for the EOC.

#### **F.5 Information Technology Unit**

- Assist with enabling and provide support in maintaining the content of The University's "lite" home page.
- Maintain email systems so that alerts can be sent using the emergency@usd.edu email address.
- Maintain the web based alert system so that alerts can be posted to the USD web site and portal.
- Will provide a working network connection between the emergency command center and the equipment required to provide a home page, email system and web based alert system.

## **G. Finance/Admin Section**

The AVP of Finance and Administration will serve as the Finance/Admin Section Chief and will report directly to the Incident Commander. The Finance/Admin Section Chief sets up the accounting system to be used for the emergency and oversees all accounting and financial aspects of the disaster.

Based on the information obtained and resources available the Finance/Admin Section Chief will establish appropriate branches to deal with the emergency, such as accounting, procurement, and documentation. The Finance/Admin Section Chief will appoint personnel to supervise the following branches as the situation dictates.

### **G.1 Accounting Unit**

- Provide accounting documentation of all emergency expenses.
- Audits all expenditures and records.
- Keep time records for all personnel involved in the disaster response.
- Obtain and record all damage cost information by site.

### **G.2 Procurement Unit**

- Order, receive, store, process and allocate all disaster resources and supplies.
- Conduct the supply process to ensure reimbursement, keeping careful and complete records according to the specified accounting system.
- Assist with the deactivation process.

### **G.3 Documentation Unit**

- Initiate, prepare and maintain a documentation binder that contains the documentation files and records needed for finance.
- Ensure that an EOC Master Log is maintained to provide a record of all major events, decisions and messages. The Master Log shall be kept contemporaneously with events as they occur and shall include date, times, names, decisions, messages and copies of any documentation, etc.
- Prepare the After Action Report. The purpose of the After Action Report:
  - Document response activities.
  - Identify problems/successes during emergency operations.
  - Analyze effectiveness of the Emergency Operations Plan.
  - Detail an action plan for improvements.