



UNIVERSITY OF  
MARYLAND

# Emergency Operations Plan

March 1, 2022

## Statement on Emergency Preparedness

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This Emergency Operations Plan describes how the University of Maryland (UMD) prepares for, responds to, and recovers from incidents. It provides a framework to effectively organize, coordinate, and direct resources toward emergency response and recovery. Emergencies that affect university operations may occur at any time so this plan should be viewed as a flexible framework that is in effect at all times.

All members of the UMD community should prepare for emergencies and understand their roles in emergency situations. Students, faculty, and staff should familiarize themselves with the information and preparedness resources available from the Office of Emergency Management & Business Continuity (OEMBC)'s website at [prepare.umd.edu](http://prepare.umd.edu).

This plan supersedes all previous plans and is effective immediately upon the President's approval. It has been made available to individuals with incident responsibilities as well as other stakeholders upon request.

PREPARED BY

/s/	August 15, 2022
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CONCURRENCE

/s/	August 15, 2022
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APPROVED FOR IMPLEMENTATION

/s/	August 17, 2022
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## Record of Changes

Change Number	Date	Changed By	Change Location	Description of Change
1.0	03/01/2022	Erin Meyer, Director, Emergency Management and Business Continuity	All sections	Updated incident management structure approved by President (2/2022); streamlined and reorganized document sections to improve clarity and functionality

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# 1 Introduction

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This section presents the purpose and scope of this plan, describes the university and its special populations relevant to emergency planning, and summarizes the planning assumptions used in this document.

This plan is based on the *Guide for Developing High Quality Emergency Operations Plans for Institutions of Higher Education* (2013) issued by the Federal Emergency Management Agency (FEMA). The plan fulfills the University System of Maryland (USM) Policy VI-13.00 requirement to develop and maintain an emergency preparedness plan.

## 1.1 Purpose

The purpose of the University of Maryland (UMD) Emergency Operations Plan (EOP) is to outline how the university plans for, responds to, and recovers from incidents. The EOP is the basis for operating procedures across campus departments, offices, and units.

The goals of the EOP are to:

- Contribute to the protection of the health and safety of students, faculty, staff, and visitors on campus
- Mitigate impacts to university property and the environment
- Provide effective and well-coordinated responses to emergencies
- Minimize disruptions to university operations, and
- Restore normal operations as quickly as possible

## 1.2 Scope

The EOP addresses coordination of emergency preparedness, response, recovery, and mitigation for a comprehensive range of natural and human-caused hazards that could impact the safety, security, or health of the campus community including students, employees, and visitors. The EOP is the basis for how the university responds to a disaster.

The EOP applies to all divisions, schools, departments, offices, and units at the UMD College Park campus. It is an all-hazards plan containing general concepts that can be applied to a variety of institution-level incidents. Divisions, schools, departments, offices, and units should develop their own emergency plans detailing their tailored procedures for incident management.

This plan has been developed for use during unplanned emergencies that cannot be rescheduled or canceled (“incidents”). A different management structure is in place during planned activities that require greater than usual staffing (“events” such as football games or Commencement).

UMD’s response to infectious disease outbreaks is presented in the Campus Outbreak Response Plan, which is summarized in Annex A.

### **1.3 Office of Emergency Management & Business Continuity**

The University of Maryland's Office of Emergency Management & Business Continuity (OEMBC) is charged with maintaining a comprehensive university-level emergency management program to ensure an efficient and adequate response to and recovery from emergencies and incidents. OEMBC provides day-to-day coordination of planning, mitigation, response and recovery efforts.

OEMBC uses the tenets found in the Federal Emergency Management Agency's (FEMA) National Incident Management System (NIMS) and the Incident Command System (ICS) as required by USM Policy VI-13.00, Section 2. A. 1. j). See Appendix B for additional information.

### **1.4 Department Continuity and Emergency Operations Plans**

This campus-level EOP provides the foundation on which university departments develop and maintain their own continuity and emergency operations plans. OEMBC provides plan templates and support to departments in the creation of plans. Once developed, departments should submit a copy of their plan to OEMBC. Departments should review their plan(s) on an annual basis and resubmit the plan to OEMBC following any major changes.

### **1.5 University Overview**

A wide variety of human-caused and natural hazards have the potential to disrupt some or all university operations. Factors specific to UMD, including population distribution, campus infrastructure, building conditions, weather patterns, and proximity to Washington, DC, influence how the university prepares for and responds to incidents.

#### **1.5.1 Campus**

UMD is located in the City of College Park, in Prince George's County, Maryland, and is the flagship campus of the University System of Maryland (USM). The 1,345-acre campus is approximately four miles northeast of Washington, D.C. and home to approximately 40,000 students and 10,000 faculty and staff. The university ranks among the top research institutions in the country.

There are over 250 buildings on campus, including specialized research centers such as the Space Systems Laboratory and the Maryland University Training Reactor. Construction of the Purple Line light rail system that will connect the UMD campus with suburban communities in the greater DC area is ongoing.

The number of faculty, staff, and students on campus varies depending on the day and events taking place on campus. For sports, UMD is a member of the Big Ten Conference and draws large crowds for football games, basketball games, and other special events. The largest venues on campus are the Maryland Stadium with a capacity of 54,000, the Xfinity Center with a capacity of 17,950, and Ludwig Field with a capacity of 7,000. The campus map is at [maps.umd.edu](https://maps.umd.edu).

## **1.5.2 Special Populations**

### ***1.5.2.1 Community Members with Access and Functional Needs***

Some members of the campus community have access and functional needs, including disabilities or limited English proficiency, and may require accommodations.

### ***1.5.2.2 Minors***

UMD operates the Center for Young Children (CYC) on campus which serves preschool and kindergarten age children. UMD also hosts numerous activities and events for youth including campus tours, camps, conferences, and other programs. Special accommodations may be needed for minors on the UMD campus.

## **1.5.3 Risk Assessment**

The Threat and Hazard Identification and Risk Assessment (THIRA) is a foundational best practice in emergency preparedness and required by USM Policy VI-13.00 Policy on Campus Planning, Preparedness, and Response. The university uses the risk assessment methodology recommended for higher education by FEMA; the focus of this risk assessment is physical hazards that threaten the stability and safety of the campus community.

The THIRA process is distinguished from UMD's Enterprise Risk Management (ERM) program, required by USM Policy VIII-20.00. ERM focuses on strategic business risks whereas THIRA focuses on risks that result in operational disruption.

Additional information on IT systems failure mitigation strategies can be provided by the Division of Information Technology (DIT).

## **1.6 Planning Assumptions**

This plan is based on the assumptions listed below:

- Emergencies or disasters may occur at any time, with or without notice.
- Emergencies or disasters, and the management of emergencies or disasters, may have economic, physical, social, and reputational impacts.
- The university has capabilities including personnel, equipment and supplies, facilities, and other resources to ensure the preservation of lives and property in the event of an emergency or disaster.
- The university will dedicate the resources necessary to develop, implement, and disseminate emergency plans and procedures.
- The university will assess and address hazards, vulnerabilities, and risks through mitigation efforts.
- OEMBC administers this plan.
- The university will utilize its resources and capabilities before requesting additional resources from the county or higher level agencies.



- The university may enter into mutual aid agreements and memorandums of understanding with other entities to support emergency management activities.
- The university follows relevant state and federal guidance in developing emergency management plans.

## 2 Concept of Operations

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This section briefly describes how UMD prepares for, responds to, and recovers from incidents.

### 2.1 Preparedness Activities

Activities such as planning, training, and conducting exercises are critical for ensuring UMD is ready to respond when an incident arises. All faculty, staff and students should be familiar with possible risks and plan how to respond when an emergency occurs. OEMBC and other units with incident responsibilities help to familiarize members of the campus community with possible risks and appropriate preparation and response activities. OEMBC maintains UMD's emergency plans, and conducts training and periodic exercises to support effective incident response.

### 2.2 Incident Response Priorities

Response operations are immediate activities taken during an emergency to protect lives, property, and the environment. Examples of response activities include evacuation or shelter in place, dissemination of public alerts, law enforcement activities, and administering emergency medical services. Once it's safe to do so, campus-level coordination described in the next section will begin.

The university's priorities for campus-level incident response activities are listed below in order of importance. These priorities guide the allocation of resources in the event of an emergency.

1. Protect life: reduce the risk of injury or death to emergency responders and community members
2. Stabilize the incident: prevent the incident from increasing in scale
3. Protect the environment: minimize negative environmental impacts
4. Preserve university property: minimize damage to and loss of university property
5. Restore mission critical operations: restore services critical to emergency response, the wellbeing of students, and the integrity of educational and research programs

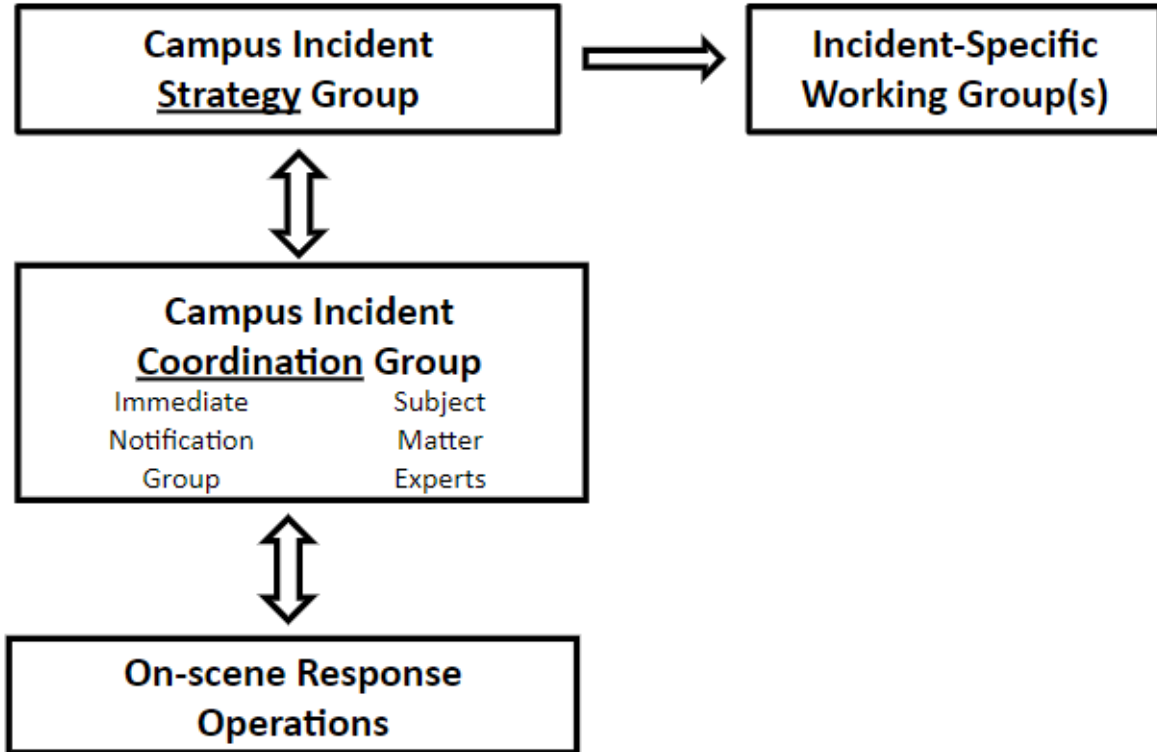
### 2.3 Campus Incident Management Structure

The majority of incidents that occur on campus are of limited scope and are fairly routine in nature (e.g., winter and other weather closures, brief localized power outages, law enforcement apprehensions). These incidents are effectively addressed by individual departments working closely with their frequent partners. Each department should create and maintain their own internal emergency response procedures.

When an incident requires involvement beyond the primary department(s) or significantly affects the university's ability to perform mission critical activities (e.g., an extended infrastructure outage affecting numerous buildings, a tornado touchdown on campus, an outbreak of a serious infectious disease), additional coordination is needed to align operational

and strategic considerations. Note that sensitive investigations and similar response activities are managed at the discretion of leadership.

UMD’s campus incident management structure is summarized as follows:



This incident management structure incorporates tenets of the Federal Emergency Management Agency’s Incident Command System (ICS) and the National Incident Management System (NIMS), as well as best practices from peer institutions. More information can be found in Appendix B.

**2.3.1 Campus Incident Strategy Group**

The Campus Incident Strategy Group provides strategic direction and decisions to ensure an effective response and recovery for major incidents. It is comprised of the President and cabinet-level advisors and is staffed by the OEMBC Director.

The Strategy Group is convened to make timely strategic decisions as needed during a large-impact incident. For example, this group may make decisions to request assistance from the State of Maryland, approve funding for incident response activities, or serve as a liaison with local elected officials.

Members of this team receive incident notifications and briefings updates from the OEMBC Director.

### **2.3.1.1 Incident-Specific Working Group(s)**

Depending upon the nature of an incident, members of the Campus Incident Strategy Group may convene an Incident-Specific Working Group. The purpose of the Working Group is to execute projects that require extensive collaboration across various organizations and functions (e.g., developing and implementing new campus processes for compliance with COVID-19 vaccination and testing requirements).

### **2.3.2 Campus Incident Coordination Group**

The Campus Incident Coordination Group consists of functional leads who are convened to share information during a campus-level incident (e.g., a power outage affecting multiple buildings, a gas leak requiring evacuation of multiple buildings). Throughout the incident, this group receives timely information through short, periodic incident briefings intended to keep independent incident activities coordinated. The department with the most information regarding the developing incident begins the briefing, and OEMBC facilitates report outs from other functional teams. This group is convened during daytime hours on weekdays and weekends.

Each department should have processes in place to gather critical information from internal and external sources. For example, Facilities Management (FM) uses a network of moisture sensors to receive immediate notifications of campus flooding and monitors the weather to take proactive steps when significant rainfall is expected.

Members of the Coordination Group may also participate on one or more of the following smaller teams:

- The Immediate Notification Group, which receives incident notifications outside of business hours;
- Subject matter experts whose functions are not typically needed in incident response but, depending on the nature of a specific incident, may be called upon to assist or participate.

At UMD, the activation of the Campus Incident Coordination Group is understood to be synonymous with the activation of an Emergency Operations Center (EOC). Please see Appendix B for additional information.

### **2.3.3 On-Scene Response Operations**

On-scene response operations at UMD follow FEMA ICS and NIMS. The first responder to arrive on scene assumes the role of Incident Commander (IC) until relieved by a more senior or more qualified individual. The IC establishes the Incident Command Post (ICP) and assumes overall responsibility for the incident. During an incident briefing, the ICP is charged with communicating updates to the Campus Incident Coordination Group.

Incident Command is replaced by Unified Command (UC) when multiple Incident Commanders representing two or more responding agencies are involved in the response. It is used by the

Department of Public Safety (DPS) to coordinate activities with external responders. Multiple responding agencies may be required due to functional responsibilities (e.g., firefighting, public safety), governmental levels (e.g., county, state), or geographic boundaries (e.g., multiple municipalities). UC is responsible for overall management of incident response.

## **2.4 Recovery**

As the immediate threat, hazard, or emergency subsides, the restoration of university operations begins through recovery activities of varying durations. Activities may range from restoration of essential utilities such as water and power, to mitigation measures designed to prevent future occurrences of a given threat, hazard, or emergency facing the university.

Additional information on UMD institution-level recovery is contained in the UMD Continuity of Operations (COOP) and Recovery Plan (Annex C).

### **2.4.1 Recovery Activities**

Recovery activities are conducted by affected departments. Recovery typically begins with the following activities:

- Assess damage (an appraisal or determination of the effects of the disaster on human, physical, economic, and natural resources)
- Identify and prioritize recovery needs and tasks
- Determine costs associated with response and recovery
- Apply for state and federal assistance (if warranted)
- Conduct hazard mitigation analyses
- Identify residual hazards

### **2.4.2 After-Action Reviews and Reports**

The purpose of an after-action review (AAR) is to allow participants an opportunity to examine the strengths and areas for improvement of a response to an exercise scenario or emergency. OEMBC coordinates after-action reviews for major exercises and emergencies and summarizes the conversation in an after-action report (also referred to as an AAR). These reports are shared with incident participants and their respective leaders.

Periodically, OEMBC follows up with functional teams to discuss progress on their assigned areas of improvement, tracking the identified lessons learned through to completion.

## 3 Communications

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This section describes the ways in which emergency information is shared with various campus populations.

### 3.1 Emergency Personnel Communications

University personnel use a variety of communications tools and systems in an emergency. Examples of communication platforms include radios, email distribution lists, manual call trees, mass notification systems, and audio and video conferencing (e.g., Zoom). Government Emergency Telecommunications Service (GETS) and Wireless Priority Service (WPS) cards are also used to facilitate telephone and mobile phone communications, respectively, for select individuals.

### 3.2 Warnings and Mass Notification

UMD issues accurate and timely warnings and information to the campus community by using the UMD Alerts system. UMD Alerts is a mass notification system that uses a variety of communication channels to notify students, faculty, and staff during an active, major campus emergency, including:

- Text messages (short message service [SMS]) to mobile devices
- Alert beacons located in select buildings
- Early warning sirens
- Email

UMD Alerts is managed and operated by the Department of Public Safety (DPS). When DPS determines there is an active emergency in which the physical safety of the campus community may be at risk, a notification is initiated. Examples of when UMD Alerts would be activated include:

- A person actively shooting a weapon on campus
- A tornado predicted to strike the campus area
- A major hazardous material spill affecting campus

Localized incidents (such as a small fire, hazardous material spill in a lab, isolated criminal offense) likely would not require a mass notification.

Sirens are activated to notify the UMD community of an imminent threat, such as a tornado, where there is short advance notice of occurrence.

The UMD Alert system is tested monthly.

### 3.3 Incident Communication

For a major incident, the institutional response and communications strategy is led by the Office of Strategic Communications. This office provides timely synthesis of information for ongoing incidents from the DPS, the President's Office, and operational responders. This centralized approach is in place to prevent misinformation, rumor-spreading, and inconsistent messaging.

When needed, the Office of Strategic Communications provides issue briefs to campus communicators that include suggested social media content, talking points, key messages, etc. During an incident, campus communicators are asked to refrain from posting on social media sites, unless re-posting from the university's primary, authenticated channels or using content provided in an issue brief.

For incidents that affect the institution but which are less severe (e.g., power outages, IT system outages), individual departments are authorized to communicate time-sensitive guidance to their constituencies using pre-scripted messaging developed in consultation with the Office of Strategic Communications. As appropriate, departments tailor and amplify this messaging to their target populations (e.g., students living in residence halls).

### **3.3.1 Public Messaging**

The Office of Strategic Communications employs an appropriate mix of communications channels to transmit information and updates for ongoing incidents (Annex C).

### **3.3.2 Media Relations**

The Office of Strategic Communications manages all media inquiries and approves the release of official statements and comments during a crisis. The university Chief Communication Officer is the official spokesperson for the university and must approve any information released to the media.

Public Information Officers (PIOs), with approval from the Chief Communication Officer, provide official statements or comments during a crisis and serve as official spokespeople on behalf of the university.

## **4 Plan Maintenance and Training**

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This section summarizes the maintenance and exercise schedule for this plan.

### **4.1 Plan Maintenance**

OEMBC is responsible for the overall preparation and coordination of the EOP. As required by USM policy, this plan is reviewed every two years by OEMBC, OEMBC Program Advisors, and the Campus Incident Coordination Group. Changes are logged on the Record of Changes table at the beginning of the document.

### **4.2 Training and Exercises**

Training is a critical component of a successful emergency management program. OEMBC coordinates regular training on this plan for functional teams, training on specific hazards, and supports departmental exercises and training.

Exercises refer to activities used to test plans, protocols, and/or procedures intended to validate the planning and training process. OEMBC maintains a multiyear training and exercise tracker. The types of exercises are determined based on real incidents and events, assessments of risk, and industry trends.



## Appendix A: Definitions

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This document uses the following emergency management terms:

- All Hazards: Natural, technological, or human-caused incidents that warrant action to protect life, property, environment, and public health or safety, and to minimize disruptions of campus activities.
- Campus Community: Students, faculty, staff, visitors, vendors, and contractors on, or in, UMD campus property.
- Continuity of Operations Plan: A plan of action to continue business functions of a department/unit/organization after a disaster threatens to prevent them from resuming and/or continuing.
- Crisis, Emergency, or Incident: An occurrence—natural, technological, or human-caused—that requires a response to protect life, property, or the environment. For the purposes of this document, these terms are interchangeable, although the term “incident” is preferred. These concepts contrast with activities related to pre-planned events that can be rescheduled or canceled.
- Emergency Management: The process of coordinating available resources to effectively manage emergencies or disasters that threaten UMD, thereby saving lives, preventing injury, and minimizing economic loss. This involves four phases: mitigation, preparedness, response, and recovery.
  - Mitigation: Activities to reduce the loss of life and property from natural and/or human-caused disasters.
  - Preparedness: Actions that involve a combination of planning, resources, training, exercising, and organizing to build, sustain, and improve operational capabilities.
  - Response: Immediate actions to save and sustain lives, protect property and the environment, and meet basic human needs. Response also includes the execution of plans and actions to support short-term recovery.
  - Recovery: The development, coordination, and execution of activities to stabilize critical functions after an incident has occurred.

## **Appendix B: Use of ICS and NIMS in UMD's Response Model**

This section is required by USM policy VI-13.00, Section 2. A. 1. j).

UMD's incident management structure is based on the tenets outlined in the Federal Emergency Management Agency (FEMA)'s National Incident Management System (NIMS) and Incident Command System (ICS).

### **NIMS**

NIMS is a systematic, proactive, and common approach that allows organizations and agencies to work together to manage incidents regardless of the cause, size, location or complexity in an effort to reduce loss of life, property and harm to the environment. The Campus Incident Coordination Group is structured according to the NIMS Departmental EOC Structure described on Page 122 of the NIMS document found here:

[https://www.fema.gov/sites/default/files/2020-07/fema\\_nims\\_doctrine-2017.pdf](https://www.fema.gov/sites/default/files/2020-07/fema_nims_doctrine-2017.pdf).

### **ICS**

ICS is a nationally used, standardized, on-scene emergency management concept that can be scaled depending upon the incident. UMD's on-scene response teams (e.g., UMPD, FM, DRF) utilize concepts of ICS during all-hazards response activities. ICS characteristics that have been integrated into the UMD emergency response structure include:

- Incident action planning
- Chain and unity of command
- Accountability and coordination of resources

### **ESFs**

Emergency Support Functions (ESFs), outlined in FEMA's National Response Framework, align categories of resources and provide strategic objectives for their use. The UMD community has a variety of capabilities that align with most of FEMA's ESFs, as summarized below, although the ESF construct is not explicitly used in UMD's incident management structure.

UMD EMERGENCY OPERATIONS PLAN

<b>Emergency Support Function</b>	<b>Responsibilities</b>	<b>Primary UMD Unit</b>	<b>UMD Support Unit(s)</b>
1. Transportation	Coordinate transportation resources, including resources from external sources	Transportation Services (DOTS)	DPS
2. Communication	Ensures voice and data communications are provided to support emergency response and facilitates restoration of the IT infrastructure	DIT	None
3. Public Works & Engineering	Protects, assesses, and restores campus infrastructure and coordinate debris management operations	FM	Department of Residential Facilities, Dining Services
4. Firefighting	Coordinate and plan with, and supports, outside fire and rescue service providers	Office of the Fire Marshal	DPS
5. Information and Planning	Provides public information and protective actions guidance; coordinates media and community relations	Office of Strategic Communications	DPS
6. Mass Care, Emergency Assistance, Temporary Housing, and Human Services Sheltering	Coordinate emergency mass care including sheltering, feeding, distribution of emergency supplies, and long-term housing needs	Department of Resident Life and Dining Services	OEMBC

UMD EMERGENCY OPERATIONS PLAN

7. Logistics	Obtain required resources including equipment, supplies, and services	Determined by nature of incident	OEMBC
8. Public Health	Assess public health needs Coordinate public health response Provide health services Coordinate with external health and medical providers	University Health Center (UHC)	
9. Oil and Hazardous Materials Response	Coordinate spill response and cleanup	Department of Environmental Safety, Sustainability & Risk (ESSR)	DPS and OEMBC
10. Public Safety and Security	Provides law enforcement activities and security during emergency response. Manages the UMD Alerts mass notification system and Public Safety Radio system	DPS	OEMBC and DIT

## **EOCs**

USM policy VI–13.00 Section 4 requires UMD to have an EOC capability to “collect and analyze data, coordinate resources, and to have situational awareness for specified emergencies and incidents.” Activation of the response structure described in this plan enables UMD departments to collaboratively fulfill the role of a traditional EOC in supporting on-scene incident response activities.

Key activities performed by the Campus Incident Coordination Group during an incident include working together to plan and execute next steps in their areas of responsibility and attending periodic briefings to receive incident updates and coordinate resources and activities. The Campus Incident Coordination Group may meet virtually or in person depending on the needs of the incident; this will be determined by OEMBC with support from the UMD Department of Public Safety (DPS).

To avoid jargon and acronyms in the revised structure, the term “EOC” will not be used; activation of the revised structure (Campus Incident Coordination Group) is understood to be synonymous with the activation of an EOC.

## **Appendix C: Administration, Finance and Logistics**

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This section is required by USM policy VI-13.00, Section 2. B. 1. a).

University departments that participate in emergency response must maintain careful and complete records of expenditures. The university may be eligible for reimbursement of expenses or losses from the state or federal government, so accurate and thorough records are essential and required.

For incidents likely to involve the FEMA or the Maryland Emergency Management Agency (MEMA) assistance, departments should track their human and property resource use. Tracking is usually through Excel or other methods determined suitable by the department. The Department of Environmental Safety, Sustainability and Risk will provide guidance at the time of the event.

## Appendix D: Behavior Evaluation and Threat Assessment/Fitness for Duty

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This section pertains to the requirements of USM policy VIII-21.00, Section 1. B. 3.

The BETA (Behavior Evaluation and Threat Assessment) Team evaluates reports about University of Maryland students who are concerning, disruptive, or threatening. The team brings expertise from various functional areas: public safety (policing), mental health (psychiatry and social work), counseling (psychology), student conduct, and student affairs to assess concerning behavior and to develop strategies to support the well-being and academic success of all students.

It is rare for UMD students to be disruptive, threatening, or violent; however, sometimes students behave (whether in or out of the classroom) in ways that faculty, staff, other students, or parents/families may consider concerning or alarming. Examples may include:

- Being disorderly, disruptive, or verbally aggressive – expressing uncontrollable anger, hostility, or frustration
- Acting bizarrely, disturbed, or odd for that person
- Threatening physical harm – in person, on the phone, or electronically
- Being a threat to oneself – suicidal ideation
- Possessing a weapon, being violent, or damaging property

The BETA Team is composed of representatives from the Counseling Center, the University Health Center's Mental Health Services, the Office of Student Conduct, the Department of Public Safety, and the Office of the Vice President for Student Affairs. The BETA Team may consult with other University units when appropriate.

In accordance with UMD's Fitness for Duty policy (VI-8.00 (F)), the University Health Center will partner with units as appropriate to review reports of concerning behavior from staff and faculty.

## **Appendix E: Third-Party Emergency Surge Support**

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Departments are encouraged to develop their own mechanism to handle surges in telephone or email inquiries resulting from incidents. The UMD Call Center is available to provide operational expertise for departments responding to a temporary influx of phone calls. Departments should work with DIT to include surge support procedures into their Departmental Continuity of Operations plan.

In the event that the UMD Call Center can no longer support the volume of calls it receives or needs phone operators trained to respond to callers in crisis, a third-party vendor is under contract to supplement or replace the UMD Call Center.

In addition to call center support, this vendor has the capability to provide a variety of emergency services to the UMD community, to include:

- Licensed counselors
- Family Assistance Center mobilization and staffing (provides centralized support to affected individuals needing a compassionate environment, such as bereaved families or displaced residence hall students)

Authorized individuals are regularly trained on the process for activating resources including vendor support for the UMD call center, licensed counselors, and the Family Assistance Center.



## **Appendix F: Major Identified Threats and Hazards**

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This section is required by USM policy VI–13.00, Section 3. A. 3.

A number of physical threats and hazards that threaten the stability and safety of the campus community have been identified through the university's risk assessment methodology. Mitigation actions for specific threats are summarized below.

### **Utility Outage Procedures**

Facilities Management (FM) is responsible for ensuring disruptions to UMD's utilities (e.g., steam, gas, power, water) are promptly detected and addressed. Outages resulting in significant or prolonged disruption to campus operations require extensive coordination with stakeholders throughout the UMD community. FM maintains internal procedures as well as higher-level coordination protocols describing the ways in which UMD departments work together to restore utility operations and mitigate the impacts of outages. These plans are reviewed regularly by FM leadership.

If a utility outage results in significant damage or disruption to the campus, the Campus Incident Coordination and Campus Incident Strategy Groups are convened to coordinate appropriate operational actions.

### **Severe Weather Procedures**

Severe weather events have the potential to disrupt business operations and damage critical infrastructure within the UMD community. These events include a snow storm/ice, tornado, hurricane, and flash flooding, which could occur with limited notice. Impacts of severe weather events on campus could include a power outage, infrastructure collapse or damage (e.g., burst pipe, flooded roadways), structural damage to UMD buildings, environmental damage (e.g., downed trees), and injury to members of the UMD community.

Departments are responsible for ensuring they have mechanisms in place to receive advance notifications issued by the National Weather Service. Individual departments are responsible for responding to severe weather warnings and conducting damage assessments according to their internal procedures. For example:

- When a tornado warning is issued, the UMD Department of Public Safety (DPS) sounds the campus sirens and sends a notification to the campus community via UMD Alerts.
- When inclement weather threatens the safe operations of campus activities (e.g., a winter storm or ice event), Facilities Management meets with the Provost to assess necessary changes to the following day's activities (e.g., campus closure, telework, cancelation of classes). These operational status changes are relayed to the campus community via UMD Alerts, Social Media outlets and the Snow Line (301-405-SNOW).

- When a hurricane seems likely to affect the campus area, OEMBC will convene the Campus Incident Coordination and Campus Incident Strategy Groups to ensure functional departments are aware of the threat.

When a severe weather warning is issued, employees with incident management responsibilities (and the entire campus community) should take immediate protective actions to ensure their safety. If severe weather results in significant damage or disruption to the campus, the Campus Incident Coordination and Campus Incident Strategy Groups are convened to coordinate appropriate operational actions.

### **Incidents Requiring Shelter-in-Place or Evacuation**

Members of the UMD community may need to evacuate or shelter-in-place to ensure their safety during an emergency. Information about how to respond to an emergency will be included in UMD Alerts distributed to campus.

OEMBC collaborates with campus partners to ensure that all UMD buildings have appropriate signage directing students, faculty, and staff to evacuation routes and shelter-in-place locations. Building-specific emergency preparedness and response protocols can be found on emergency signage.

## **Annex A: Campus Outbreak Response Plan**

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This section is required by USM policy VI–13.00, Section 3. A. 3.

Cases and outbreaks of new and emerging infections or existing infections are an ongoing potential hazard to the health and safety of the university community and operations as an institution of higher education.

The Campus Outbreak Response Plan provides a framework for how key units at UMD will work together internally and with local, regional and national public health authorities to manage the incidence of infectious disease on our campus.

The plan addresses basic steps that will be implemented under the direction of the University Health Center to care for ill individuals, communicate about disease situations with the community, and prevent the spread of an infection. The Campus Outbreak Response Plan is reviewed at least annually with key stakeholders and is a living document, which is continually updated based on new information and experience.

Authorized individuals may request a full copy of the latest plan.

## **Annex B: Incident Communications Plan**

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This section pertains to a document required by USM policy VIII-21.00, Section II.

The Incident Communications Plan outlines the roles, responsibilities, and processes that guide the university in ensuring timely, accurate, and transparent information is disseminated to the campus community and external stakeholders before, during, and after an incident.

The plan is reviewed at least annually by the Office of Strategic Communications and its stakeholders. Authorized individuals may request a full copy of the latest Incident Communications Plan.

## **Annex C: Continuity of Operations (COOP) and Recovery Plan**

In accordance with USM VI-13.00 Policy On Campus Emergency Planning, Preparedness, and Response, OEMBC collaborated to develop UMD's Continuity of Operations (COOP) and Recovery Plan. This plan is usually activated in conjunction with the UMD EOP and can be activated by the OEMBC Director or their designee.

Authorized individuals may request a full copy of the latest COOP and Recovery Plan.