



# MILLERSVILLE UNIVERSITY **EMERGENCY** **OPERATIONS PLAN**



MILLERSVILLE UNIVERSITY OF PENNSYLVANIA  
40 Dilworth Road, Millersville, PA 17551

# TABLE OF CONTENTS

List of Acronyms.....	4	1.12.2 Development and Maintenance Responsibilities .....	26
List of Definitions .....	5	1.12.3 Distribution.....	26
Introduction.....	7	<b>2.0 Emergency Support Functions .....</b>	<b>27</b>
Promulgation.....	8	2.1 ESF #1 – Transportation.....	27
Declaration of Disaster Emergency.....	9	2.1.2 Situations and Assumptions .....	28
Record of Changes.....	10	2.1.3 Concept of Operations.....	28
Certification of Periodic Review.....	11	2.1.4 Organization and Responsibilities .....	28
Distribution of EOP Copies.....	12	2.1.5 Administration and Logistics.....	28
<b>1.0 Basic Plan.....</b>	<b>13</b>	2.1.6 Authority and References.....	28
1.1 Purpose.....	13	2.1.7 Definition of Terms.....	28
1.2 This EOP establishes procedures to: .....	13	2.1.8 Training and Exercises .....	29
1.3 Scope .....	13	2.1.9 Maintenance .....	29
1.4 Implementation.....	13	2.2 ESF #2 – Communications and Warning .....	29
1.5 Situations and Assumptions.....	14	2.2.1 Introduction.....	29
1.5.1 University Location and Description .....	14	2.2.2 Situations and Assumptions.....	29
1.5.2 University Capabilities and Resources .....	14	2.2.3 Concept of Operations.....	29
1.5.3 University Hazard Vulnerability.....	14	2.3 ESF #3 – Public Works and Engineering .....	29
1.5.4 Planning Assumptions .....	14	2.3.1 Introduction.....	30
1.6 Concept of Operations.....	15	2.3.2 Situations and Assumptions.....	30
1.6.1 Local Emergency Response .....	15	2.3.3 Concept of Operations.....	30
1.6.2 County, State and Federal Emergency Response .....	15	2.4 ESF #4 – Fire Services (Municipal Function/Not Applicable) 30	
1.6.3 Direction and Control .....	15	2.5 ESF #5 – Emergency Management	
1.7 University Notification System .....	17	(Information and Planning).....	30
1.7.1 Emergency Communications .....	17	2.5.1 Introduction.....	30
1.7.2 University Police Officer on Duty .....	18	2.5.2 Situations and Assumptions.....	31
1.7.3 University Administrator Call List .....	18	2.5.3 Concept of Operations.....	31
1.7.4 Outdoor Emergency Campus Phones .....	18	2.6 ESF #6 – Mass Care, Shelter and Human Services .....	31
1.8 Incident Management.....	19	2.6.1 Introduction.....	31
1.8.1 Chain of Command.....	19	2.6.2 Situations and Assumptions.....	32
1.8.2 Emergency Administrative Team (EAT)		2.6.3 Family Assistance Center (FAC) Concept of Operations 32	
[Policy Group] .....	19	2.7 ESF #7 – Logistics Management and Resource Support.....	32
1.8.3 Levels of Critical Situations.....	19	2.7.1 Introduction.....	32
1.8.4 Campus State of Emergency.....	20	2.7.2 Situations and Assumptions.....	32
1.8.5 Campus Emergency Response Team (CERT).....	21	2.7.3 Concept of Operations.....	33
1.9 Organization and Responsibilities.....	21	2.8 ESF #8 – Health and Medical Services.....	33
1.9.1 Organization .....	21	2.8.1 Introduction.....	33
1.9.2 Responsibilities .....	21	2.8.2 Situations and Assumptions .....	33
1.10 Authority .....	25	2.8.3 Concept of Operations.....	33
1.10.1 Authority.....	25	2.9 ESF #9 – Search and Rescue	
1.11 Education, Training, Drills and Exercises .....	25	(Municipal Function/Not Applicable).....	34
1.12 Plan Requirements, Development, Maintenance		2.10 ESF #10 – Hazardous Materials Response	
and Distribution.....	26	(Municipal Function/Not Applicable).....	34
1.12.1 Requirements .....	26	2.10.1 Introduction.....	34
		2.10.2 Situations and Assumptions.....	34

## TABLE OF CONTENTS *continued*

2.10.3 Concept of Operations .....	34
2.11 ESF #11 – Agriculture and Natural Resources (Federal/State Function/Not Applicable).....	35
2.12 ESF #12 – Energy (County/State Function/Not Applicable) .....	35
2.13 ESF #13 – Public Safety and Security .....	35
2.13.1 Introduction .....	35
2.13.2 Situations and Assumptions.....	35
2.13.3 Concept of Operations .....	35
2.14 ESF #14 – Disaster Recovery and Mitigation.....	36
2.14.1 Introduction .....	36
2.14.2 Situations and Assumptions.....	36
2.14.3 Concept of Operations .....	36
2.15 ESF #15 – External Affairs.....	36
2.15.1 Introduction .....	36
2.15.2 Situations and Assumptions.....	37
2.15.3 Concept of Operations .....	37

# List of Acronyms

BIT	Behavior Intervention Team	LEMA	Lancaster County Emergency Management Agency
BRFR	Blue Rock Fire Rescue	LEMSA	Lancaster Emergency Medical Services Association
CCP	Crisis Communications Plan	LO	Liaison Officer
CDRE	Center for Disaster Research and Education	MCC	Mobile Command Center
CERT	Campus Emergency Response Team	MU	Millersville University (of Pennsylvania)
EOC	Emergency Operations Center (MU Campus)	MUEANS	Millersville University Emergency Alert Notification System
EC	Emergency Coordinator	MUPD	Millersville University Police Department
ECV	Emergency Command Vehicle	NIMS	National Incident Management System
EAD	Emergency Administrative Director	NOAA	National Oceanic and Atmospheric Association
EAT	Emergency Administrative Team	NRP	National Response Plan
EM	Emergency Manager	NWS	National Weather Service
EMA	Emergency Management Agency	OSC	Operations Sections Chief
EOC	Emergency Operations Center	PEIRS	Pennsylvania Emergency Incident Reporting System
EOP	Emergency Operation Plan	PEMA	Pennsylvania Emergency Management Agency
ERT	Emergency Response Team	PIO	Public Information Officer
ESF	Emergency Support Function	RTF	Regional Task Force
FAC	Family Assistance Center	SCTF	South Central Task Force
FEMA	Federal Emergency Management Agency	SERT	Lancaster County Special Emergency Response Team
HWP	Hazardous Weather Plan	SO	Safety Officer
ICP	Incident Command Post		
ICS	Incident Command System		
ICT	Incident Command Team		
IPAWS	Integrated Public Alert Warning System		

# List of Definitions

**Activate:** To start or place into action an activity or system.

**Alert:** Gaining public's attention by sirens or other means.

**Control:** To exercise authority with the ability to influence actions, compel or hold in restraint.

**Coordination:** Arranging, in order, activities of equal importance to harmonize in a joint effort. (For use in context with this document: authorizing and/or providing for coordination of activities relating to emergency disaster prevention, preparedness, response and recovery by state and local governments and federal agencies.)

**Deploy:** To move to the assigned location to start operations.

**Direction:** Providing authoritative guidance, supervision and management of activities/operations along a prescribed course to reach an attainable goal.

**Disaster:** A human-caused, natural or war-caused catastrophe.

**Human-Caused Disaster:** Any industrial, nuclear or transportation accident, explosion, conflagration, power failure, natural resource shortage or other condition, except enemy action, resulting from human-caused causes, such as oil spills and other injurious environmental contamination, which threatens or causes substantial damage to property, human suffering, hardship or loss of life.

**Natural Disaster:** Any hurricane, tornado, storm, flood, high water, wind-driven water, tidal wave, earthquake, landslide, mud slide, snowstorm, drought, fire, explosion or other catastrophe or high-impact event which can result in substantial damage to property, hardship, suffering or possible loss of life.

**Disaster Emergency:** Those conditions which upon investigation may be found actually or likely to:

**Affect Safety:** Affect seriously the safety, health or welfare of a substantial number of the MU community or preclude the operation or use of essential facilities.

**Require State Assistance:** Be of such magnitude or severity as to render essential state supplementation of county and municipal efforts or resources exerted or utilized in alleviating the danger, damage, suffering or hardship faced.

**Have Causes Not Covered by Law:** Have been caused by forces beyond the control of man, by reason of civil disorder, riot or disturbance, or by factors not foreseen.

**Emergency Management:** The judicious planning, assignment and coordination of all available resources in an integrated program of prevention, mitigation, preparedness, response and recovery for emergencies of all kinds, whether from enemy attack or human-caused or natural sources.

**Emergency Services:** The preparation for and the carrying out of functions to prevent, minimize and provide emergency repair of injury and damage resulting from disaster, together with all other activities necessary or incidental to the preparation for and carrying out of those functions. The functions include, without limitation, firefighting services, police services, medical and health services, rescue, engineering, disaster warning services, communications, radiological, shelter, evacuation of persons from stricken areas, emergency welfare services, emergency transportation, emergency resources management, temporary restoration of utility services and other related functions.

**Hazardous Substance:** A substance identified as hazardous and meeting certain other non-SARA federal reporting requirements.

**Hazardous Materials (HAZMAT):** Any substance or material in a quantity or form which may be harmful or injurious to humans, domestic animals, wildlife, economic crops or property when released into the environment. Hazardous materials are classified as chemical, biological, radiological and/or explosive.

**Mass Care Centers:** Fixed facilities suitable for providing emergency lodging for victims of disaster left temporarily homeless and capable of providing all essential social services. Feeding may be done within a mass care center (in suitable dining facilities) or nearby.

**Mobilize:** To augment staff and resources in order to accomplish the mission at an indicated location on a 24-hour/day basis.

**Notification:** To make known or inform. For use in context with this document: to transmit emergency information and instructions to the University public immediately.

**Notify:** To inform about a condition, event or situation.

**Operational:** Capable of accepting mission assignments at an indicated location with partial staff and resources.

**Protective Action:** Any action taken to eliminate or avoid a hazard or eliminate, avoid or reduce its risks.

**Psychological Crisis:** When an individual is threatening harm to themselves or others. A person who is out of touch with reality due to severe drug reactions or a psychotic break. A psychotic break (where one is out of touch with reality) may be manifested by hallucinations, uncontrollable behavior or the person could be a hospital walkaway. Examples may include a student with serious psychological problems, such as severe emotional or psychotic episodes, abuse of drugs and alcohol, and/or attempted suicide.

**Public Information Statements:** Public announcements made by official spokespersons via newspapers, radio or television to explain actions being taken in the event of an emergency. The purpose of the announcement is to provide accurate information, prevent panic and counteract misinformation and rumors.

**MU web page:** <https://www.millersville.edu/>

**MU Facebook:** <https://www.facebook.com/millersvilleu/>

**Reentry:** The return to normal operating sites by individuals and businesses once the evacuated area has been declared safe for occupancy.

**Reunification:** In the event of a mass casualty situation involving Millersville University students, staff or faculty, a plan that reunites family members with the individuals involved.

**Route Alerting:** Route alerting is a supplement to siren systems accomplished by predesignated teams traveling in vehicles along preassigned routes, delivering an alert/warning message.

**Shelter in Place:** Remain in building and stay away from windows. Depending on the nature of the event, get to the lowest possible level. If outside, seek shelter in the closest, safer building. Monitor communications for further instructions and updates. Close all windows and turn off the ventilation system if advised to do so.

**Standby:** To be ready to perform but waiting at home or other location for further instructions.

**Succession:** The process established to list the order, line or interim personnel entitled to succeed one another under emergency conditions.

**Support:** To act in a secondary or subordinate role to a primary activity by providing a means of maintenance or subsistence to keep the activity from failing under stress. (For use in context to this document: providing "unmet" needs, unforeseen requirements for supplies, equipment, services, training, etc.)

**Terrorism:** The threat or use of violence, often against the civilian population, to achieve political ends. Terrorism involves activities such as assassinations; bombings; use of nuclear, chemical or biological weapons of mass destruction, random killings; hijackings and skyjackings. Terrorism is used for political, not military, purposes. Terrorist acts can be committed by individuals acting alone, or by groups too weak or small to mount open assaults.

**Traffic Control Point:** Manned posts established at critical road junctions for the purpose of controlling or limiting traffic. TCPs are used to control evacuation movement when an emergency situation or security-related situation requires it.

**Vital Records:** Documents, electronic databases and files that are deemed essential to continuity of operations in a disaster situation. These records include, but are not limited to, the following: official proceedings, vital statistics, land and tax records, license registers, payroll records, utility system maps, locations of emergency supplies and equipment, emergency operations plans and procedures, lists of succession and other pertinent legal and financial records.

**Warning:** Notifying the public with a specific message regarding a threat and actions to be taken.

**Weather Warning:** Issued when the designated weather hazard is occurring or imminent.

**Weather Watch:** Gives advanced notice that conditions are favorable for hazardous weather.

# Introduction

Since an emergency is, by definition, an incident that may occur suddenly, without warning, at any time or any place, Millersville University of Pennsylvania (MU) has developed this Emergency Operations Plan (EOP). It is designed to provide the basic administrative structure and procedures necessary to cope with emergency situations.

MU's EOP was created to address emergencies that may happen on campus or at an MU facility. The EOP is designed to assist MU management with coordinating emergency response to minimize the effect on employees, students, visitors and facilities. MU is committed to providing continuous education and research opportunities to all its staff and students. This plan recognizes that any interruption of service to staff or students is a potential emergency and that MU will use all resources to mitigate the emergency quickly and safely.

MU and its operations are susceptible to emergencies such as natural disasters and human-caused hazards. Considering the broad range of crises and emergencies that may affect the University community, the EOP was designed to serve as a template for the range of appropriate responses. Procedures have been designed to comply with applicable regulations and guidelines provided by the Pennsylvania Emergency Management Agency (PEMA), Environmental Protection Agency (EPA) and other related agencies.

The EOP is the foundation for MU's Comprehensive Emergency Management Program. This program consists of plans, procedures, training, drills and exercises to acquire resources and equip facilities to be best prepared for a range of emergencies. The plan has been developed to coordinate with Lancaster County, Millersville Borough and Manor Township Emergency Operations Plans and to maintain emergency response capabilities. It is designed to interface with community response organizations and anticipate potential emergencies which may affect any operation or service.

This document will detail the key elements of the EOP of MU, with an emphasis on four goals:

- To protect life
- To protect property
- To stabilize the incident
- To resume normal operations

These four goals can only be achieved when MU administrators, faculty, maintenance personnel or staff, support staff, students, government entities and all other outside resources become involved in the development and implementation of the EOP. This meticulous preparation, through education and training, and the systematic implementation during an emergency, will allow MU to best handle an emergency or disaster and resume normal operations.

The four goals of the plan are strengthened by a framework of five fundamental areas of emergency management mission areas as defined by FEMA:

- Preparedness – planning for an emergency or disaster event.
- Protection/Prevention – planning for the prevention of terrorism events.
- Response - the planned response to an emergency or disaster event.
- Recovery - the process of returning to normal operations.
- Mitigation - steps taken to prevent the effects of an emergency or disaster.

Note that the five mission areas may occur simultaneously before, during and after an event. For instance, Recovery should be part of a predisaster plan and should begin as quickly as possible upon the onset of an event to try to restore to normal operations as soon as possible.

All key decision-makers and staff should be familiar with the contents of the EOP, their respective roles and responsibilities, as well as the functions outlined. Individuals with designated emergency leadership roles must know and understand their responsibilities.

## Promulgation

This plan is promulgated as the MU Emergency Operations Plan (EOP). This plan is an integral part of the comprehensive emergency management program at MU. It is designed to comply with all applicable federal, state and county regulations and provides the policies and procedures for handling emergencies and crises impacting the University.

This plan supersedes all previous plans.

Promulgated this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_

---

President, MU

# Declaration of Disaster Emergency

WHEREAS, on or about \_\_\_\_\_ a (disaster) caused or threatens to cause injury, damage and suffering to the persons and property of MU, and

WHEREAS the (disaster) has endangered the health, safety and welfare of a substantial number of persons residing on the MU campus and surrounding community, and threatens to create problems greater in scope than MU may be able to resolve through normal operating means; and

WHEREAS emergency management measures are required to reduce the severity of this disaster and to protect the health, safety and welfare of affected residents on the MU campus,

NOW, THEREFORE, pursuant to the provisions of Section 7501 of the Pennsylvania Emergency Management Services Code (35 PA CS), as amended, I do hereby declare the existence of a disaster emergency at MU.

FURTHER, I direct the MU Police Chief or designee to coordinate the activities of the emergency response, to take all appropriate actions needed to alleviate the effects of this disaster, to aid in the restoration of essential University and public services, and to take any other emergency response action deemed necessary to respond to this emergency.

STILL FURTHER, I authorize the appropriate officials at MU to act as necessary to meet the current exigencies of this emergency, namely: by the employment of temporary workers, by the rental of equipment, by the immediate purchase of supplies and materials, and by entering into such contracts and agreements for the performance of University and public work as may be required to meet the emergency, all without regard to those time-consuming procedures and formalities normally prescribed by state and federal law, mandatory constitutional requirements excepted.

This Declaration shall take effect immediately.

\_\_\_\_\_  
MU President

\_\_\_\_\_  
Date

Cc: Blue Rock Emergency Management Agency  
Lancaster County Emergency Management Agency

# Record of Changes

Change Number (Signature)	Date of Change	Nature of Change/Revision	Change Made By
001	11/11/2013	Update EOP – add items to plan to include HWP	
002	2/6/2014	Update EOP – revision of entire document	
003	10/21/2014	Update EOP – Add changes identified by CERT members after their review	
004	3/3/2015	Add Crisis Communication Plan	
005	3/3/2015	Document formatted and marked sections removed	
006	7/1/2015	Document formatted	
007	5/1/2022-3/20/2023	Full update and revision of the document by CDRE and MUPD	
008	4/29/24	EOP approved by Cabinet	



# Distribution of EOP Copies

Copy #	Recipient (Copies)	Copy #	Recipient (Copies)
1		29	
2		30	
3		31	
4		32	
5		33	
6		34	
7		35	
8		36	
9		37	
10		38	
11		39	
12		40	
13		41	
14		42	
15		43	
16		44	
17		45	
18		46	
19		47	
20		48	
21		49	
22		50	
23		51	
24		52	
25		53	
26		54	
27		55	
28		56	

## 1.0 Basic Plan

### 1.1 Purpose

The emergency procedures outlined in this guide are intended to enhance the protection of lives and property through effective response by the University and campus community. This Emergency Operations Plan (EOP) defines a response mechanism, assigns responsibilities and identifies actions to be taken prior to, during, and after emergency situations that may impact the University.

### 1.2 This EOP establishes procedures to:

- Prepare the University to respond to a wide range of potential emergency events.
- Alert University personnel to the pending emergency.
- Alert Millersville Borough and Manor Township (Blue Rock EMA) and Penn Manor School District emergency managers to the pending emergency.
- Coordinate emergency preparedness and response actions between and among MU and local (Millersville Borough/Manor Township/Penn Manor School District) activities.
- Coordinate the use of available University and/or Millersville Borough/Manor Township/Penn Manor School District resources (evacuation shelters, equipment, supplies, etc.)
- Coordinate emergency response procedures with local, state and federal emergency management agencies and other emergency responders.
- Evaluate preparedness activities and plans through training and exercises.

Whenever an emergency affecting the campus reaches proportions that cannot be handled by routine measures, the President or a designee may declare a state of emergency (known as a Level 2 Emergency), and these contingency guidelines may be implemented.

There are three types of incidents that may result in the implementation of this plan:

Crisis

Emergency

Disaster

Since an emergency or a disaster may be sudden and come without warning, these procedures are designed to be flexible to accommodate contingencies of several types and magnitudes.

### 1.3 Scope

The policies and procedures described in this document apply to all personnel, students and support staff of MU. These policies and procedures also apply to all on- and off-campus buildings and grounds owned and/or operated by MU.

**NOTE:** Any incident that has the potential for adverse publicity should be reported promptly to the President's Office, University Communications (ext. 3586), University Police (ext. 4357) and Environmental Health and Safety (ext. 7066). Outside of regular business hours, the appropriate individual(s) should be contacted by alternative means, such as a personal cell phone.

### 1.4 Implementation

This EOP is effective immediately and takes precedence over any EOP documents previously written and implemented by MU. This document is to be incorporated with and used to update all other existing documents.

## 1.5 Situations and Assumptions

### 1.5.1 University Location and Description

MU is in Millersville Borough, three miles from Lancaster City in the Commonwealth of Pennsylvania. The campus has over 250 acres in 87 buildings and is just 90 minutes from Philadelphia. The University has over 6,000 full- and part-time students supported by approximately 1,000 faculty and support staff during the regular fall and spring semesters.

### 1.5.2 University Capabilities and Resources

The University Police Department will provide the primary source of police services in emergencies on campus. The department is on campus in Boyer and can be reached at 911 for emergencies and 717-871-4357 for nonemergencies.

### 1.5.3 University Hazard Vulnerability

MU can be affected by several emergencies. The following includes a list of potential emergencies that are covered by this manual:

- Active shooter
- Bomb threat
- CBRNE events
- Communicable diseases and other medical emergencies
- Unsettled Demonstrations
- Explosions on or near campus
- Fire
- Hazardous materials release
- Hazardous weather
- Utility failure
- Violent or criminal behavior

### 1.5.4 Planning Assumptions

The University EOP is designed to include responses based on best practices to situations likely to develop due to different emergencies. The following are general considerations:

- An emergency or a disaster may occur at any time of the day or night, weekend, or holiday, with little or no warning.
- The succession of events in an emergency is not predictable; therefore, published support and operational plans will serve only as a guide and checklist.
- Based upon the size and scope of an emergency, areas surrounding the University may also be affected; therefore, assistance from Millersville Borough, Manor Township, Lancaster County and Pennsylvania State emergency services may not be immediately available to the University.
- The University, based on the above, may need to be self-contained for a while.

## 1.6 Concept of Operations

### 1.6.1 Local Emergency Response

Depending on the nature and scope of the emergency, MU staff will provide the appropriate response. MU has mutual aid agreements with adjacent townships and boroughs for reciprocal emergency assistance. The adjacent municipalities will provide assistance in accordance with the provisions of the agreements reached with the University. Therefore, this EOP has been designed to focus emergency response efforts at the Millersville Borough level. Towards that goal, MU has partnered with Millersville Borough, Manor Township and the Penn Manor School District to develop a local (Millersville area) emergency response effort, under the guidance of Blue Rock EMA and Blue Rock Fire Rescue.

### 1.6.2 County, State and Federal Emergency Response

When a disaster or emergency affects two or more counties within Pennsylvania, the Pennsylvania Emergency Management Agency (PEMA) will coordinate and communicate with local emergency management agencies, including Millersville Borough, through Blue Rock EMA. All emergency response efforts are designed to take place at the local level.

The Lancaster County Commissioners are empowered to exercise coordination and control of their response to any countywide emergency through the Lancaster County Emergency Management Agency (LEMA). In Lancaster County, if LEMA decides to communicate with MU regarding a countywide or statewide emergency, LEMA will do so through the Blue Rock emergency manager. As part of the Commonwealth PEMA delegates the actual emergency response activity to the lowest level of state government, in this case Millersville Borough.

PEMA and/or LEMA will contact the Millersville Borough Manager and Blue Rock EMA to declare states of emergency, evacuations, etc. At that point, the local (regional) EOP will be activated.

LEMA may be called upon to provide supplemental assistance and coordination whenever the consequences of a disaster or emergency exceed University and local capabilities and as identified within the Pennsylvania Emergency Management Code (Pa. C.S. 35 Sections 7101-7701). Additionally, as indicated in Act 2002-227 (The Counterterrorism Planning, Preparedness and Response Act), Lancaster County is a member of the Regional Task Force (RTF) and may obtain assistance in the form of specialized support teams, materials and equipment. If the disaster, emergency or terrorism incident exceeds the capabilities of LEMA resources, the RTF can provide assistance in the form of specialized response teams.

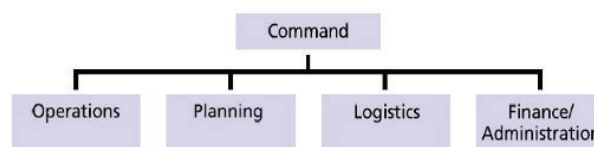
Additionally, PEMA may be requested by LEMA to provide assistance if LEMA cannot meet the needs of BR EMA and the University, creating unmet needs. If needed, the Commonwealth can mobilize an array of resources, including specialized response teams, support personnel and specialized equipment to support disaster or emergency affairs. The occurrence of a major disaster or emergency may result in the declaration of an emergency by the Governor. Such a declaration, depending upon the severity, may result in the declaration of an emergency by the President of the United States.

### 1.6.3 Direction and Control

In all emergencies, it is essential that there be a planned and predetermined command structure to take control of the scene, maintain control and direct emergency response operations. The Incident Command System (ICS) will be followed at the scene of the emergency.

The ICS is the tool for command, control and coordination during emergency response actions. ICS is used to coordinate the efforts of individual agencies as they work toward the common goal of stabilizing the incident, protecting life, property and the environment. The ICS organization is built around five major components:

- Command
- Planning
- Operations
- Logistics
- Finance/Administration



The focal point of the ICS is the Incident Commander. The ICS organization has the capability to expand or contract to meet the needs of the incident, but all emergency incidents, regardless of size or complexity, will have one Incident Commander. Initially, the Incident Commander will be the most qualified first responder to arrive at the scene (e.g., the local fire chief). The Incident Commander is responsible for on-scene management until command authority is transferred to another person, who then becomes the Incident Commander. Unified Command allows all agencies with responsibility for the incident, either geographical or functional, to manage an incident by establishing a common set of incident objectives and strategies. In most major incidents, a unified command under ICS will coordinate the response and recovery efforts.

MU has designated the Chief of University Police as the authorized Emergency Coordinator (EC). All emergency incidents are unique and based on the nature of the incident; the Incident Commander may be the MU EC. However, off-campus emergency responders (fire, police, HAZMAT, etc.) may arrive at the scene of the incident prior to the MU EC and assume the role of Incident Commander. The Incident Commander(s) will have operational control of the emergency until relieved by a higher qualified responder within the ICS. All other emergency responders (EAT members, University Police officers, Health Service workers, Facilities Management employees, etc.) will take directions from the Incident Commander.

The Incident Command Post (ICP) is where the primary command functions take place. The Incident Commander is located at the ICP, and there is only one ICP for each incident. The ICP should be located away from the general noise and confusion associated with the incident, and outside the area of present and potential hazards within view of the incident, when possible. If there are multiple locations requiring separate ICPs, they shall all come under the control of one area command, or the Emergency Operation Center.

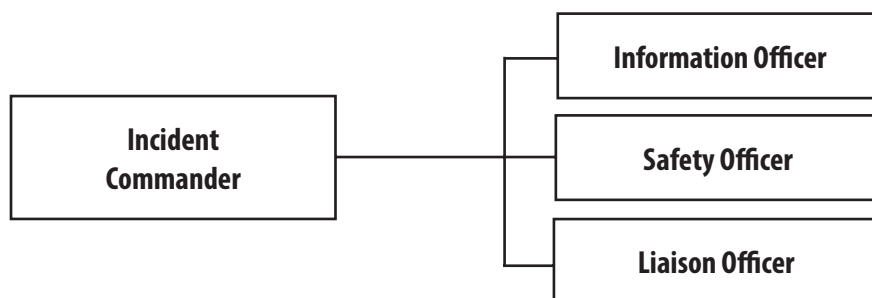
The initial ICP will be established using the MU Mobile Command Center vehicle as dictated by the emergency and by the decision of the Incident Commander. The Mobile Command Center is a vehicle that is to be operated solely for the purposes deemed necessary or appropriate by the University Police. The vehicle is to serve as a central command post or on-scene emergency operations center for responding emergency personnel. Onboard the MCC is a bank of supplies, communications technology and amenities to aid or assist those working directly within the unit itself. Before the vehicle is put into service, the user should conduct a walk-around inspection and do a thorough examination of the vehicle to ensure it is in proper operating condition. This should include checking the tires for proper inflation, ensuring all lights are working (including emergency lights), ensuring all fluids in the engine are at the proper levels, making sure all necessary equipment and supplies are onboard and adequately stocked/functioning, etc.

After their use, any items must be cleaned or restocked as needed. Use the Mobile Command Center checklist (a checklist located inside the vehicle) to inspect the entire vehicle to make sure any used supplies/equipment are replaced.

The Emergency Operations Center (EOC) is in the Palmer Building's conference room. EOC activation and utilization should be considered for large, complex, rapidly expanding and prolonged incidents requiring multiple operational periods, or at the discretion of the Incident Commander. MU Alert and individual phone calls should be used for notification of essential personnel regarding EOC status and further instruction on what actions to take.

### **Command Staff**

The Incident Commander has three primary aides to help control the emergency:



**Public Information Officer (PIO)** – The Director of Communications or designee is the PIO and acts as the go-between for the Incident Commander and the media. All information coming from the scene of the emergency goes through the Incident Commander to the PIO before it is disseminated to the public or the media.

**Safety Officer** – The Director of Environmental Health and Safety (EHS) is the Safety Officer and acts as a resource to provide the Incident Commander with health- and safety-related information pertaining to the emergency. The Safety Officer makes determinations as to whether it is safe to approach the scene of the emergency, whether emergency responders may be putting themselves at risk by responding to the emergency and offers recommendations on how to protect the health and safety of emergency responders during the response. The Safety Officer has authority over University employees but does not have authority over outside agencies.

**Liaison Officer** – This is a police officer, or other individual, who may (at the discretion of the Incident Commander) be chosen to act as the go-between for other emergency responders, various other outside agencies and the Incident Commander.

The President, or designee, will be the Emergency Administrative Director (EAD) and will be responsible for the direction of the University emergency administrative operations.

As of 2014, in the event of an emergency in the absence of the President, the chain of executive responsibility at Millersville University is as follows:

1. Senior Vice President for Academic Affairs and Provost
2. Vice President for Finance and Administration
3. Vice President for University Relations and Strategic Initiatives
4. Vice President for Advancement
5. Vice President for Student Affairs

Circumstances may arise wherein the succession of authority has been significantly degraded. The Chancellor of the Pennsylvania State System of Higher Education (PASSHE) or a designee will decide at what level control of the University reverts to the Office of the Chancellor. The Office of the Chancellor will then designate personnel to act temporarily as head of the institution until normal operations can be restored.

## 1.7 University Notification System

### 1.7.1 Emergency Communications

In an emergency, timely and accurate communication of information is critical. Effective emergency alerts should describe the emergency and provide specific guidance for the safety and protection of individuals. It is the requirement of the University, in the event of an emergency that has the potential to affect life and property on the campus or those people in the area, to have an effective means of communication to provide alerts to the campus and greater community members.



#### MU Alert

MU Alert is the primary means for disaster communications, using a campus cell phone text messaging and email alert system. If there is a campus emergency or a weather-related delay or cancellation, those who are signed up for this service will receive a text message on their phone and/or an email. Students and staff are encouraged to subscribe to MU Alert for situational awareness related to emergency or disaster operations. The MU Alert and other emergency notification systems will be used only for emergency communication and information on weather delays, postponements, cancellations and closings. Only authorized and trained MU personnel will draft and send out emergency-alert messages using the alert technologies described.



#### Web Page Alerts

When emergency communication systems are activated, the same alert message will be posted on the MU home page. More information about the emergency will be posted on the web page that can be sent via the other communication tools. The web page will also offer frequent updates. Only basic campus information and services will be accessible through the web portal if the emergency is in effect.

The University's emergency notification system utilizes many different and overlapping mechanisms to provide time-critical information to the Millersville community, as no single mechanism is sufficient to provide blanket notification. In addition to MU Alert and web alerts, the following may be used to push out emergency information to users and the community:

- Social media
- Mass emails to the campus community
- Electronic signs or message boards
- Bullhorns or police car public address systems
- Stadium or athletic facility public address systems

During an emergency, campus status pages will feature important information and updates about the campus status (e.g., class cancellations, delays, evacuations, etc.).

Most emergencies are unique, and scripted messages are not possible. Therefore, authorized users must be able to quickly and accurately draft emergency communication messages that focus on communicating three pieces of essential information:

- Nature of the emergency
- Location of the emergency and time if applicable
- Appropriate actions to ensure safety

University Administration delegates the task of creating and sending emergency communication, using the various emergency communication technologies, to authorized and trained MU personnel. Depending on the nature of the emergency and timing, emergency messages should be reviewed by University Communications and Marketing staff and/or the appropriate University Administration and approved by the IC and/or President.

### **1.7.2 University Police Officer on Duty**

The University Police Department is the focal point for two-way transmission of official emergency telephone communications with University administrators. The officer on duty will notify the University Police Chief, or designee, of any campus emergency, who will initiate the appropriate response level and determine the emergency level. If necessary, the ECs will notify the members of the Campus Emergency Response Team (CERT). In the absence of phone services, University Police will use two-way radios or provide runners for emergency notification.

### **1.7.3 University Administrator Call List**

Each University administrator, upon receiving notification of a campus emergency, shall pass the information along to those departments/offices under their direction.

### **1.7.4 Outdoor Emergency Campus Phones**

MU has over 40 emergency phones placed around the campus grounds for students, faculty and staff. In an emergency, the person should press the "Push for Help" button. This will activate the blue emergency light (strobe light that is on top of the emergency light pole) to let others know the emergency phone has been activated. At that time, the user will be connected directly to Lancaster County dispatch to notify them of the emergency. Once the emergency is described to the dispatcher, it will be sent to the appropriate emergency service and/or police.

## 1.8 Incident Management

### 1.8.1 Chain of Command

It is of the utmost importance to define the chain of command and decision-making process in an emergency incident. A chain of command should be established to minimize confusion. MU has altered the normal chain of command during an emergency to maximize the leadership's ability to manage a crisis and provide the campus community with a timely response. To clarify and reduce any confusion, the emergency chain of command will refer to positions rather than individuals to account for possible staff turnover or any absences from the post. It is important to detail agreements and understandings about the coordination of communication, movement, leadership and command with other agencies and governments. The functions and responsibilities of each staff member should be clearly defined.

The NIMS structure includes the categories of Command, Operations, Planning, Logistics and Finance along with command staff including Public Information, Safety and Liaison. The ICS structure delineated herein is consistent with the NIMS and the Pennsylvania Fire Academy training programs. The MU Emergency Management structure based on the NIMS configuration is presented in Figures 1-1 and 1-2 on pages 26 and 27.

### 1.8.2 Emergency Administrative Team (EAT) [Policy Group]

This group provides overall leadership and guidance to the University community during an emergency or disaster. They may meet as a separate entity or elect to assemble the CERT to assess the effect of the incident on the University. The EAT will meet at the Emergency Operations Center (EOC) on campus or an off-campus emergency command center (such as the Borough Fire Hall) to better assess the emergency and includes the following members:

- President
- Senior Vice President for Academic Affairs and Provost
- Vice President for Advancement
- Vice President for Finance and Administration
- Vice President for Student Affairs
- Vice President for University Relations and Strategic Initiatives
- Chief Diversity and Inclusion Officer
- Chief Technology Officer

If the emergency should close the campus and borough (i.e., the EAT members cannot meet on campus or at the off-campus command center), then the EAT will convene at the Manor Township Municipal Building (950 W. Fairway Drive) outside the borough limits. If one or more members of the EAT cannot physically attend the meeting, assuming internet service is active, they can utilize an online collaborative technology to meet virtually. This can be coordinated through Manor Township PD and Blue Rock EMA.

### 1.8.3 Levels of Critical Situations:

There are three levels of critical situations:

1. Crisis: A crisis is defined as an event or an issue that threatens to create an unusually elevated level of harshly negative media coverage and external criticism. It requires a quick, authoritative and reliable response to reduce the chance of harm to the institution's reputation and its resources. Once officials have been able to assess the situation and have determined the severity of the emergency and safety of those on campus, MU's Crisis Communications Plan should be put into effect. There are many examples of what constitutes a crisis, including, but not limited to:

- Severe acts of vandalism
- A computer-related security breach involving the possible revelation of Social Security numbers.
- A foodborne illness outbreak in a dining hall
- A sudden impending threat to important funding sources
- Extreme and ongoing negative social media situation
- Volatile personnel situation
- Death or serious injury to a student, faculty or staff member

2. **Emergency:** An emergency is defined as a serious, unexpected and often dangerous situation requiring immediate action. In these situations, personnel should first contact the appropriate emergency authorities. Examples of emergencies include, but are not limited to:
- Fire
  - High-impact weather event
  - Violent crime
  - Chemical spill or other accidental release of a toxin
3. **Disaster:** A disaster is a sudden, calamitous event that seriously disrupts the functioning of campus and causes human, material and economic or environmental losses that exceed the University's ability to cope using its own resources. Though often caused by nature, disasters can have human origins. Examples of disasters include, but are not limited to:
- Severe damage from a tornado
  - Extensive damage from fire or flooding to multiple buildings
  - Pandemic or another communicable disease

#### **1.8.4 Campus State of Emergency**

There are three levels of critical situations:

##### **Declaration**

Emergency operations will be conducted if an emergency or disaster is declared. Conditions under which an emergency or disaster may be declared include:

- The Governor or PEMA declares a state of emergency.
- The Lancaster County Commissioners or LEMA declares a countywide emergency.
- A localized emergency or disaster occurs in or near the University and/or Millersville Borough/Manor Township that will significantly impact campus operations.
- An emergency or disaster occurs at the University, endangering students, faculty, staff or property, requiring significant modifications of normal operating procedures or having the potential for significant disruptions in campus operations.

The authority to declare a campus state of emergency rests with the University President or a designee as follows:

- During any campus emergency, University Police should activate the appropriate procedures to manage the emergency, safeguard persons and property, and maintain educational facilities.
- University Police will immediately consult with the President, or designee, regarding the emergency and the possible need for a declaration of a campus state of emergency.

##### **Access Control During Emergency**

During a campus state of emergency, only approved students, faculty, staff and emergency responders are authorized to be present on campus. Those who cannot present proper identification (registration or employee identification card, or other legal ID) showing their legitimate business on campus may be asked to leave. Unauthorized persons remaining on campus may be subject to arrest in accordance with the Pennsylvania Crimes Code.

Only faculty and staff members assigned CERT duties or issued an emergency pass by the University Police can enter the immediate disaster site. Security and protection of the EOC must also be maintained, and only authorized CERT members or their designees shall be permitted entry into the EOC. All personnel must complete the sign in/sign out log.

## **Termination**

The authority to downgrade the state of emergency to nonemergency status rests with the University President or the EAT. In the absence of these officials, the decision will shift to the University Chief of Police. The EOC may remain open until the incident has been fully resolved or reduced. This determination will be by consensus of the EAT. The EOC may also serve as the headquarters for the recovery operations and any incident investigation needed.

### **1.8.5 Campus Emergency Response Team (CERT)**

In addition to establishing the emergency response, University Police will begin contacting all essential members of the CERT:

- Incident Commander: Chief of University Police
- Liaison Officer: University Police Officer
- PIO: Director of Communications
- Safety Officer: EHS Director
- Academic Affairs: Deans and Associate Provosts
- Damage Control: Director of Facilities Management
- Residence Life and On-Campus Housing: Vice President for Student Affairs and Director for Housing/Residential Programs
- Medical Services: Director of Health Services
- Food Services: Director of Dining and Conference Services
- Communication: Assistant Vice President – Information Technology
- Counseling: Director of Counseling and Human Development
- Human Resources and Payroll: Director of Human Resources
- Purchasing: Director of Purchasing and Procurement
- Student Services, Inc.: CEO/GM – Student Services, Inc.
- Trained faculty and staff of the Center for Disaster Research and Education (CDRE)
- Others as directed by the EAT

Team members will work with the EC to maintain or reestablish campus operations and will stay in communication with the EOC.

## **1.9 Organization and Responsibilities**

### **1.9.1 Organization**

This plan was developed based on the emergency management structure in the Commonwealth of Pennsylvania. This plan serves as an emergency management link between MU, the municipalities and the Commonwealth; it also coincides with the concepts of the National Response Framework. This framework employs a functional approach that groups the types of assistance that the University, Lancaster County and/or its municipalities are likely to need, based upon the 15 federal Emergency Support Functions (ESFs). The functional areas have been grouped according to the categories of NIMS. All the ESFs have been grouped within Section 2. Section 3 provides incident-specific plans, and Section 4 provides notification and resource lists. Standard operating checklists have been developed and grouped by NIMS category within Section 5.

### **1.9.2 Responsibilities**

#### ***Command***

#### **Emergency Director (President)**

- Works with the EC and others in assessing the emergency and preparing the University's specific response.
- Declares the beginning and ending of a campus state of emergency.

- Determines if a campus evacuation is required based on information provided by the EC.
- Moves to the EOC or an off-campus emergency command center to coordinate the emergency response efforts as part of the policy group.

### **Emergency Coordinator (University Chief of Police)**

- In charge of the emergency response at the scene of the emergency (i.e., Incident Commander) unless command is delegated or transferred.
- Coordinates daily updates to the Incident Action Plan as per ICS policies and procedures.
- Performs necessary command decisions to protect life, health and property.
- Controls necessary personnel, equipment and resources to respond to the emergency.
- Assigns tasks to the CERT members and other emergency responders as needed.
- Determines the type and magnitude of the emergency and establishes the EOC; provides and equips an alternate site for the EOC.
- If an evacuation is necessary, defines the location of the off-campus evacuation site and communicates this to the President, the CERT and other parties as necessary.
- Maintains the University Police control office in a state of constant readiness.
- Notifies (through dispatch) the EAT and CERT and provides updates.
- Coordinates traffic controls, access control, perimeter and internal security patrols, emergency medical services and fire prevention services as needed.
- In conjunction with appropriate persons, prepares and submits an after-action report to the President on the emergency.

### **Liaison Officer (University Police Officer or another designee)**

- Notifies and conducts liaison activities with appropriate outside organizations such as local fire, police, and Millersville Borough/Manor Township officials, LEMA officials and local emergency-response coordinators.
- Coordinates resources with Millersville Borough/Manor Township and/or other local agencies, upon specific request for these resources, as appropriate.
- Coordinates with all outside agencies (i.e., utility companies, specialized resources, government agencies).

### **Safety Officer (EHS Director or designee)**

- Monitors safety conditions and develops measures to ensure the safety of all emergency responders in coordination with emergency-response agencies.
- Develops daily safety plans in coordination with ICS policies and procedures for the Incident Action Plan.
- Ensures compliance with EHS standards.
- Keeps track of injuries, assesses the level of potential hazard, advises and files necessary EHS reports.
- Acts as the liaison for responding to campus hazardous-materials incidents.
- Takes appropriate precautions to safeguard the radioactive materials on campus.

### **Public Information Officer (Director of Communications)**

- Coordinates press releases and briefings with the EC and EAT.
- Establishes a designated location for all media events.
- Handles all media inquiries and coordinates all news releases to the media.
- Updates the status of the campus emergency on the MU website, MU social media and MU Alert.
- Requests additional resources and coordinates with any Assistant Public Information Officers.

### **Emergency Administrative Team**

- Ensures that appropriate notifications are shared with off-campus staff when necessary.
- Contacts the members of the CERT and utilizes their expertise and resources in the overall emergency response.
- Assists the EAD during an emergency.

### **Operations**

#### **University Police**

- Assist with traffic control and notification of threatened populations.
- Manage evacuation (when applicable), especially for those who are immobilized or injured.
- Assist with search and rescue operations where appropriate.
- Provide periodic updates and briefings to Incident Commander.
- Secure buildings (where possible).

#### **Health Services (Director of Health Services)**

- Implements a field health service team and equipment, if necessary.
- Coordinates efforts with outside emergency health services (hospitals, ambulances, etc.)
- Maintains the current health facilities to be fully operational whenever possible.
- Coordinates with local and state public health agencies as required.

#### **Counseling Services**

- Provide counseling services when required.

#### **Communications Services (AVP for Information Technologies)**

- Ensures communication systems remain operational during the emergency/disaster and are repaired and restored as soon as possible if communication is disrupted.
- Coordinates with local information companies and vendors (Verizon, D&E, etc.) to restore or repair systems as needed.
- Helps to set up and maintain communication equipment for the EOC.

#### **Administrators, Deans, Faculty and Supervisors**

- Inform students and/or staff of an emergency and initiate emergency procedures as outlined in the EOP.
- Inform response personnel of all labs needing immediate attention due to the research (an up-to-date list should always be maintained).

IMPORTANT: Inform all students, staff and faculty to conform to building evacuation, emergency, preventive lockdown, and shelter-in-place guidelines during an emergency as appropriate.

### **Planning**

#### **Vice President for Student Affairs**

- Oversees the collection and dissemination of critical information as it pertains to the students and their families.

#### **Provost/Senior Vice President for Academic Affairs**

- Analyzes information about restoration or continuation of academic functions.
- Conducts briefings of all situational status updates to the EAT and CERT at designated intervals.

### **Human Resources (Director of Human Resources)**

- Compiles information on all employees affected by the emergency or disaster incident when possible.
- Coordinates the labor force, overtime costs, and obtains any temporary labor force, etc. when possible.
- Continues payroll operations when possible.
- Maintains all incident and illness reports when received from the Safety Officer.

### **Logistics**

#### **Damage, Repair and Control (Director of Facilities Management)**

- Provides equipment and personnel to perform shutdown procedures, hazardous area control, barricades, debris clearance, emergency repairs and equipment protection (so long as these operations can be conducted safely).
- Provides vehicles, equipment and operators for movement of personnel and supplies.
- Provides assessment of all structural and nonstructural damage to affected building(s).
- Shuts off all utilities to damaged facilities; obtains the assistance of utility companies as required.
- Furnishes emergency power and lighting systems as required.

#### **Student Life (Assistant Vice President for Student Affairs)**

- Develops and maintains a student staff team to be available for tasks like running errands and driving shuttles.
- Ensures that managers are available to coordinate residence hall evacuations if necessary.
- Ensures that Residence Life staff are available to assist with staffing phones and speaking with concerned parents.
- Works with University counseling services to provide assistance as needed.

#### **Food and Water (Director of Dining and Conference Services)**

- Ensures essential food services remain operational during the emergency/disaster and are repaired and restored as soon as possible if disrupted.
- Provides sheltered University community members with essential food and water, possibly for extended time periods, at temporary shelters or other campus locations.
- Provides emergency responders with food and water if necessary.
- Coordinates with local food service companies and vendors to obtain emergency food supplies if necessary.
- Has contingency plans for food supplies if normal food providers are unable to supply MU.

#### **Housing (Assistant Vice President for Student Affairs and Residential Programs)**

- Locates off-campus or on-campus housing for affected students if required.
- Works with Facilities Management, ARC and LEMA to develop and maintain a list of resources for emergency personnel required to remain on campus to assist in the emergency/disaster if needed.

#### **Purchasing (Director of Purchasing)**

- Coordinates emergency repairs with Logistics to mitigate damage to the facility.
- Safely salvages capital assets (files and equipment) and relocates to a safe location.
- Makes emergency procurements as required.
- Prepares and submits necessary paperwork for insurance reimbursement or other risk management purposes.
- Secures the facility as best as the emergency or disaster will allow.

## **Finance**

### **Vice President for Finance and Administration**

- Assesses financial impacts.
- Facilitates, allocates, and releases funding for the emergency procurement of materials and supplies as needed.
- Develops and maintains a list of all state contracts needed in an emergency or disaster.
- Compiles cost figures for the conduct of emergency operations.

### **Administration and Logistics**

The University Administration may submit requests for assistance and damage assessment reports to LEMA either directly or through BREMA. LEMA will provide requested assistance or forward reports and requests for additional assistance to the appropriate PEMA regional office.

In an emergency, there may be significant loss of property, structures, equipment and materials. Therefore, a damage assessment may need to be conducted to determine the extent of the damage and the approximate dollar figure attached to that assessment. Damage assessments are necessary to provide LEMA with information needed to ask for state or federal disaster aid or assistance. Having baseline figures for all property and assets will expedite this process. All records should be kept in duplicate at an offsite location if the campus is not habitable or mass destruction has occurred.

When University resources are overwhelmed, BREMA and LEMA are available to coordinate additional assistance. Similarly, if the county requires additional assistance, it will call on mutual aid from adjacent counties, its RTF or from PEMA. Ultimately, PEMA will turn to the Federal Emergency Management Agency (FEMA) for assistance in dealing with a major emergency or disaster.

## **1.10 Authority**

### **1.10.1 Authority**

The authority for this plan and specific actions is the Pennsylvania Emergency Management Services Code 35 Pa CS Sections 7101-7707 and the Counterterrorism Planning, Preparedness and Response Act (Act 2002-227).

## **1.11 Education, Training, Drills and Exercises**

Millersville University recognizes that the best EOP is one which is practiced. Therefore, training and education of those taking part in emergency operations is critical to the success of the EOP. The University will provide ongoing training and education for the general campus population, and/or specified groups within the campus population, on emergency topics such as but not limited to:

- Active shooter drills.
- Bomb threat drills.
- Campuswide (preventive) emergency drills.
- Severe and high-impact weather guidance.
- Chemical and other hazardous material spills guidance.
- Tabletop emergency exercises.
- Fire and evacuation drills.

Members of the CERT will participate in tabletop exercises to be prepared for emergencies and the fast-changing nature of emergency operations. The CERT will conduct periodic mock disasters on campus to test their ability to respond to real-life emergencies in the field, based upon possible events that may occur on campus, and those with the greatest likelihood of occurring. Other training and exercises may include orientation seminars, tabletop exercises, drills (such as fire drills) and full-scale exercises.

# 1.12 Plan Requirements, Development, Maintenance and Distribution

## 1.12.1 Requirements

The Pennsylvania Emergency Management Services Code, 35 PA C.S. Sections 7701-7707, as amended, requires each publicly funded institution of higher learning to prepare, maintain and keep current an EOP.

## 1.12.2 Development and Maintenance Responsibilities

The University EAT will coordinate development and maintenance of the plan. Plan components will be reviewed and updated annually. Whenever portions of this plan are implemented in an emergency event or exercise, a review will be conducted to determine necessary changes.

## 1.12.3 Distribution

This plan is a controlled document and is not considered to be available for public review. Distribution is based upon a regulatory or functional “need to know” basis. Copies of this plan are distributed according to an approved control list. A record of distribution, by copy number, is maintained on file by EAT. Controlled copies of revisions will be distributed to designated plan holders. Revisions or changes are documented by means of the “Record of Changes” details in the Revision policy. A receipt system will be used to verify the process. A detailed distribution list is presented in the introduction to this plan.

Figure 1-1. MU Institutional Command Structure

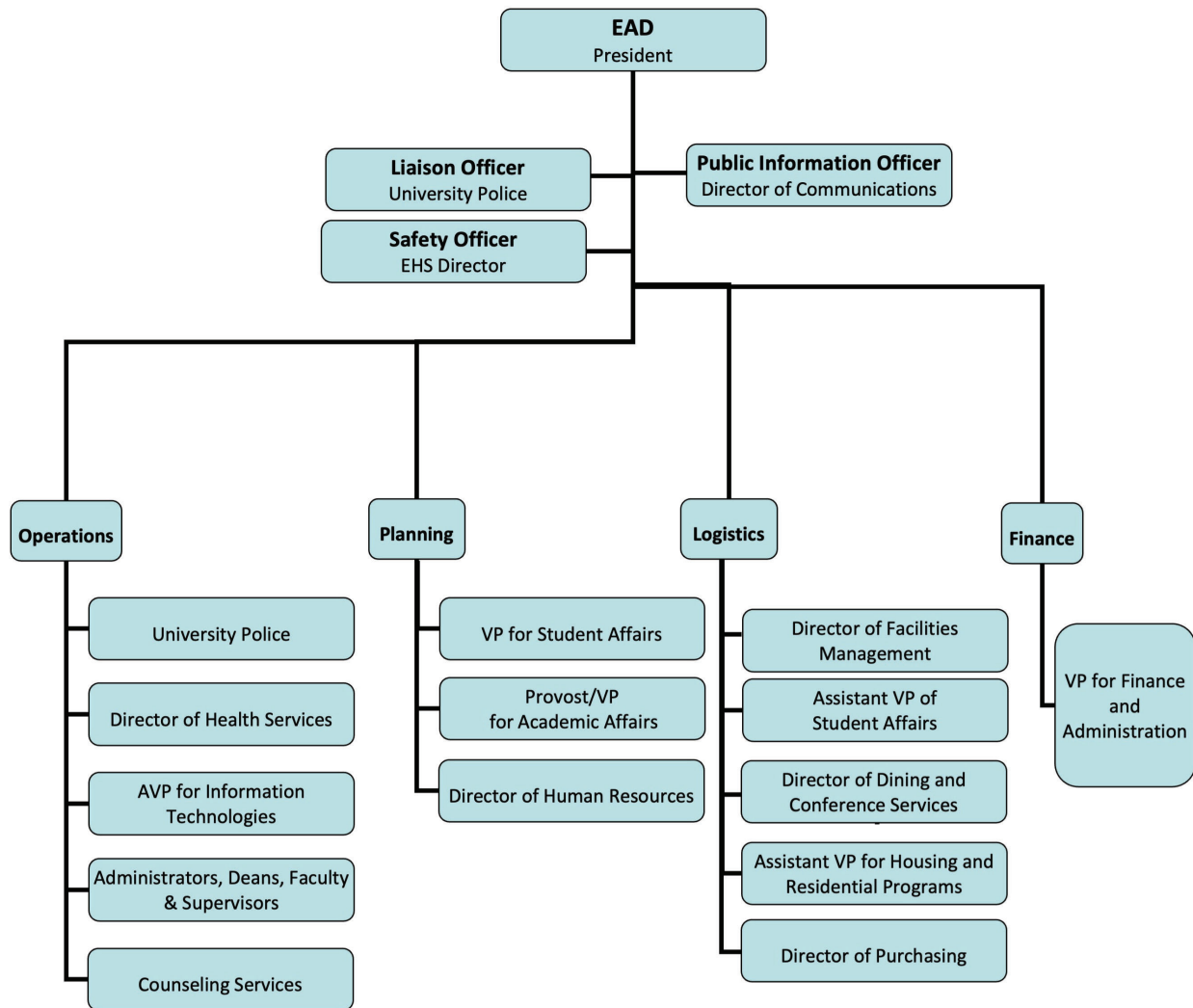
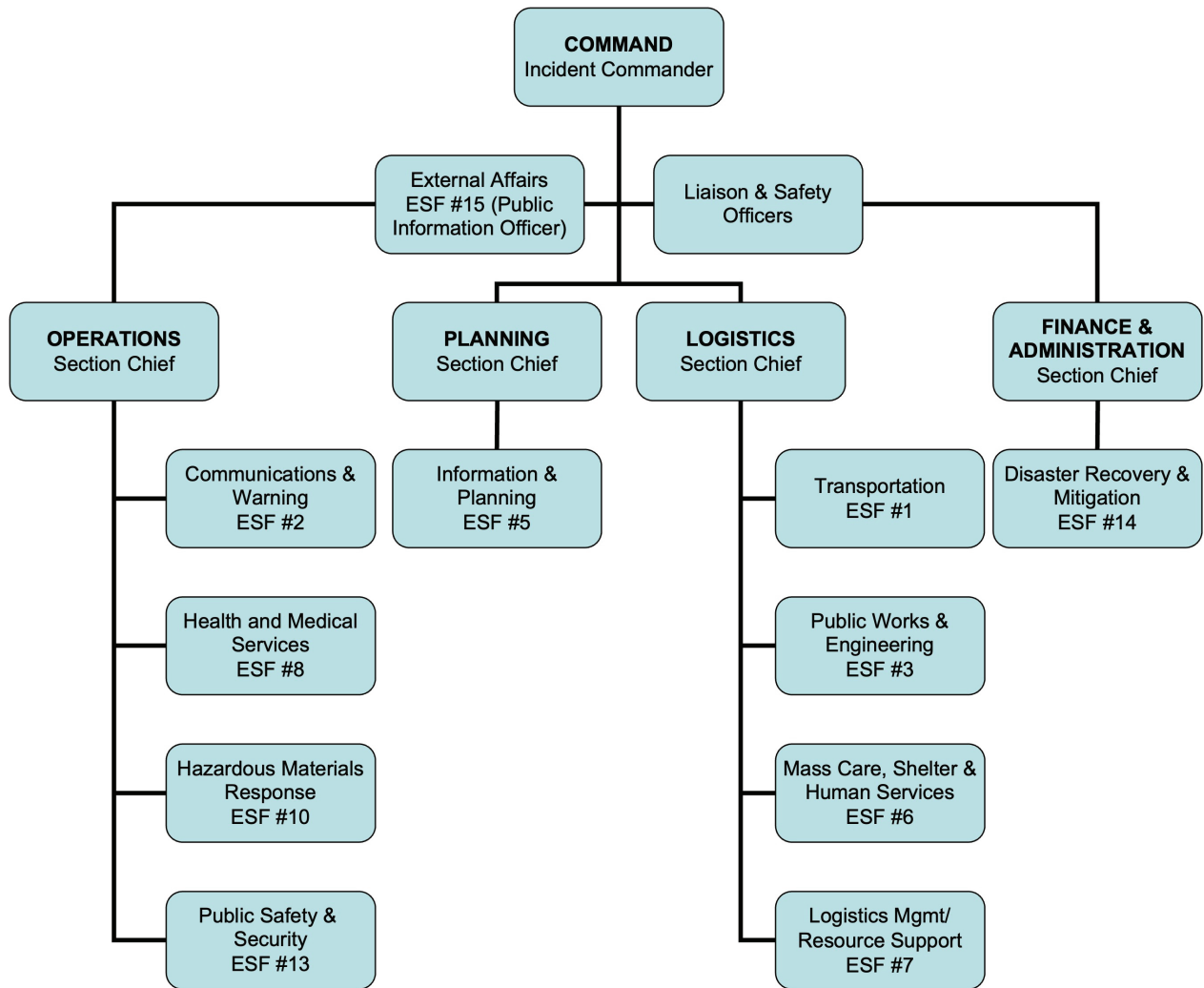


Figure 1-2. MU Incident Command Structure



## 2.0 Emergency Support Functions

### 2.1 ESF #1 – Transportation

NIMS Category: LOGISTICS

Primary MU Unit: MU Facilities Management

Support Agencies: Penn Manor School District

#### Introduction

#### Purpose

Emergency Support Function (ESF) #1 – Transportation assists MU with the ability to respond to disasters or emergencies.

#### Scope

Transportation support includes the provision or utilization of transportation methods/modes for emergency response operations. Potential operations include providing resources or personnel that aid in traffic control, relocation and evacuation efforts. During a governor's state of emergency, PASSHE transportation must be made available to assist in evacuating disaster areas.

### **2.1.2 Situations and Assumptions**

Immediately following an emergency, there may be a heavy demand for transportation to move people, supplies, records and equipment to minimize injuries and loss of property. During an emergency, transportation resources may be in short supply. Where possible, contracts with transportation services should be put in place prior to an emergency or disaster.

The ESF Team Leader may appoint a staff member as a Resource Coordinator to manage the deployment of one or more resources.  
**(Note: This item is common to all ESFs and will not be repeated.)**

### **2.1.3 Concept of Operations**

An assessment of MU transportation resources will be conducted.

Resource needs and requests will be obtained from MU departments and agencies, other ESFs, the Borough, Township, Penn Manor School District and LEMA. Requests will be prioritized, and resources will be allocated and deployed in mission assignments. Missions will be tracked, and resources will be reassigned as they become available for subsequent uses. All team members will monitor activities and deployment to ensure the core duties of their organizations can continue to be performed.

**(Note: This item is common to all ESFs and will not be repeated.)**

### **2.1.4 Organization and Responsibilities**

*Information in this section applies to all ESFs and will not be repeated.*

Primary Department or Agency

- Act as the team leader and the team's representative in policy discussions, negotiations with other ESFs and other matters.
- Develop team procedures and policies, as needed, in cooperation with team members.
- Act as the coordinating agent for all related resources; develop operations, assignments and direct deployment in cooperation with team members.
- Ensure team members receive shift relief from their organizations at appropriate intervals as additional personnel are available.
- Establish liaison with ESF #5 to facilitate the sharing of information and data.
- Collect, compile and report information and data, as appropriate.

Support Departments or Agencies

- Provide assistance to the team leader, as appropriate, and make resources available for public-works operations.
- Provide supplemental staff to support the team.
- Track the use of resources and share that information with the team leader.

### **2.1.5 Administration and Logistics**

*Information in this section applies to all ESFs and will not be repeated.*

- Resource Lists – MU maintains a current list of resources with contact information (see Section 4 of this plan).
- Records – MU maintains records of all emergency services' activities.

### **2.1.6 Authority and References**

*Information in this section applies to all ESFs and will not be repeated.*

Authority and references are outlined within the Basic Plan in Section 1.10.

### **2.1.7 Definition of Terms**

*Information in this section applies to all ESFs and will not be repeated.*

Definitions are available within the introduction section.

### **2.1.8 Training and Exercises**

*Information in this section applies to all ESFs and will not be repeated.*

Training and exercise authority, requirements and policies are described within the Basic Plan in Section 1.11.

### **2.1.9 Maintenance**

*Information in this section applies to all ESFs and will not be repeated.*

The University is responsible for the review and maintenance of the plan.

## **2.2 ESF #2 – Communications and Warning**

NIMS Category: LOGISTICS

Primary MU Unit: MU Facilities Management

Support Agencies: Penn Manor School District

### **2.2.1 Introduction**

Purpose

ESF #2 – Communications provides MU telecommunications resources and services necessary to support emergency response and recovery operations.

Scope

Communications support includes providing text and email alert messages and modem, cellular and radio resources for emergency response missions. Potential operations include:

- Receiving and transmitting messages.
- Issuing alerts and warning messages or notifications.
- Ensuring technical support.
- Ensuring functional communications systems.
- Implementing lease agreements for commercial services or equipment.
- Identifying sources that can render communications assistance from outside the affected area.

### **2.2.2 Situations and Assumptions**

MU maintains an open, reliable and redundant communication system. The campus warning system is the responsibility of the University Facilities Department, University Communications and Marketing Department, University Information Technology Department, University Police Department and the Environmental Health and Safety unit.

Lancaster County, via PEMA, can activate the Emergency Alert System for local, regional or countywide public announcements.

### **2.2.3 Concept of Operations**

An assessment of the MU communications network will be conducted to determine the available landline, cellular and electronic communications resources. Warnings and notifications will be made through the MU Alert system and/or alternate emergency information systems (see Section 1.7).

## **2.3 ESF #3 – Public Works and Engineering**

NIMS Category: LOGISTICS

Primary MU Unit: MU Facilities Management

Support Units: Borough, Township and County Facilities Departments

### **2.3.1 Introduction**

#### Purpose

ESF #3 – Public Works and Engineering provides technical advice and/or coordination for evaluation, engineering services, contracting for demolition/construction management and inspection, contracting for emergency repair of facilities and emergency power to assist MU in damage mitigation and recovery activities following an emergency.

#### Scope

Public Works and Engineering support includes providing engineering, construction management and building inspection services and providing contracting services. Potential operations include construction or restoration of buildings, repair or restoration of structures, repair or restoration of water supply and wastewater treatment facilities, emergency demolitions or stabilization of facilities or structures, and damage assessment or inspection of damaged buildings and facilities.

### **2.3.2 Situations and Assumptions**

The extent of the damage to the infrastructure of the affected area will influence the strategy for assessment and restoration operations.

### **2.3.3 Concept of Operations**

An assessment of the condition of the infrastructure will be conducted and the information analyzed to determine the need for immediate repair, restoration or demolition of any structure or facility.

Resource needs and requests will be obtained from MU departments.

## **2.4 ESF #4 – Fire Services (Municipal Function/Not Applicable)**

## **2.5 ESF #5 – Emergency Management (Information and Planning)**

NIMS Category: PLANNING

Primary MU unit: EAT

Support Agencies: Blue Rock Emergency Management Agency  
Center for Disaster Research and Education  
Lancaster County Emergency Management Agency

### **2.5.1 Introduction**

#### Purpose

ESF #5 – EAT coordinates the effort to collect, assemble, analyze and disseminate information about an emergency and the necessary response and recovery operations, particularly to facilitate the provisions of disaster assistance.

#### Scope

Emergency management support includes collecting, processing and disseminating information to MU, county, local and elected officials involved in emergency response and recovery operations, as well as the state and federal government when state and federal representatives are involved in response and recovery activities. Potential operations include:

- Obtaining damage assessments from affected areas.
- Gathering data and information and developing reports.
- Collecting deployment information from other ESFs.
- Producing status reports.
- Coordinating the creation of an Incident Action Plan.
- Creating strategic operations plans.

### 2.5.2 Situations and Assumptions

The extent of damage to both the communication infrastructure of the affected area will influence the strategy or pattern of data collection by the ESF. The ESF team will rely on local reports and damage assessments, as well as information from other ESFs to develop a summary of events, damages and response operations. The fundamental information the ESF will seek to gather includes:

- Geographic boundaries of the affected area.
- Physical impacts of the disaster.
- Status of affected populations.
- Status of communication systems.
- Access/entry points to the affected areas.
- Hazard-specific data and information regarding the disaster.
- Current conditions and future weather prediction for the affected area.
- Status of critical facilities in the affected area.
- Major concerns, activities and deployments of all ESFs.
- Resource needs and unmet “service” needs.
- Response and recovery priorities in specific areas.

Documents developed by the ESF will not be released to the public.

### 2.5.3 Concept of Operations

Data and information will be obtained from MU departments and other ESFs, and the findings will be summarized in reports that discuss the event, damages and operations.

All team members will monitor activities and deployment to ensure the core duties of their organizations can continue to be performed.

## 2.6 ESF #6 – Mass Care, Shelter and Human Services

NIMS Category: LOGISTICS  
Primary MU Units: MU Housing and Residential Programs  
Support: MU Food Services Office  
MU Health Services  
MU Purchasing  
MU Counseling Center  
MU Facilities  
Relief Organizations  
Local Fire/Emergency Medical Services

### 2.6.1 Introduction

#### Purpose

ESF #6 - Mass Care/Shelter coordinates the effort to meet the basic needs of victims following a disaster, as well as to collect, assemble and report information about victims and assist their families.

#### Scope

Mass Care and Sheltering support includes providing temporary shelter, basic medical care and food to victims, as well as assisting those that need to reunite with their families if applicable. Potential operations include:

- Providing food to responders and emergency workers.
- Administering basic medical care.
- Providing vouchers for books, clothes and certain other expenses.

- Offering counseling to victims.
- Managing temporary shelters and keeping shelter records.
- Serving meals to displaced students.
- Collecting damage assessment information.

### 2.6.2 Situations and Assumptions

A disaster event may deny student residents access to food and water, may spoil food and ruin clothing, and may displace students from their residence halls or apartments and create a widespread need for shelter and other basic needs. The extent of the damage to the University and the availability of shelter space in the area will influence the strategy for assistance. Shelter sites may consist of existing, preidentified facilities or temporary setups (e.g., cots and tents). Some individuals with special needs may require transportation assistance to enable them to reach a shelter facility. Shelter and feeding activities will continue as long as the need persists.

ESF #8 is responsible for emergency medical assistance. **Shelter shall only be established within approved federal guidelines** to include security, care of special-needs populations and proper tracking of all admitted individuals. Whenever possible, sheltering shall be left to relief organizations.

### 2.6.3 Family Assistance Center (FAC) Concept of Operations

In the event of a disaster that affects the region surrounding Millersville University, the University may be called upon to act as an evacuation center and temporary shelter/mass-care facility for the area populace. Furthermore, during a governor’s state of emergency, PASSHE facilities must be made available as evacuation centers to house non-MU victims displaced from their homes due to emergency conditions. In the event the University is called upon to act in such a capacity, these buildings need to be identified by the University and whether they meet the requirements.

## 2.7 ESF #7 – Logistics Management and Resource Support

NIMS Category: LOGISTICS  
 Primary MU Unit: MU Purchasing Office  
 Support: MU Facilities Management  
 Local Fire/Emergency Medical Services

### 2.7.1 Introduction

Purpose

ESF #7 – Resource Management provides operational assistance/coordination of supplemental resources and performs logistical operations necessary to support an emergency response and recovery effort.

Scope

Resource Management includes providing or obtaining goods or services and executing logistical or administrative activities for emergency response operations as well as coordinating the use of the resources.

Potential operations include:

- Procuring equipment or supplies.
- Leasing temporary office space or mobile office units.
- Performing printing or photographic reproduction services.
- Initiating contracting agreements.

### 2.7.2 Situations and Assumptions

Supplies and equipment will be provided from existing inventories whenever possible.

Procurement will be conducted in accordance with state laws and regulations, including provisions for emergency procurement.

### **2.7.3 Concept of Operations**

Resource needs and requests will be obtained from MU departments when available. Contracts with commercial vendors will be initiated to obtain supplies and equipment unavailable in existing inventories.

## **2.8 ESF #8 – Health and Medical Services**

NIMS Category: OPERATIONS

Primary MU Unit: MU Health Services

Support: County Coroner  
Local Emergency Medical Services  
MU Counseling Center

### **2.8.1 Introduction**

Purpose

ESF #8 – Health and Medical Services coordinates the provision of medical care and the dissemination of health information necessary to support an emergency response or recovery effort.

Scope

Health and Medical support includes coordinating health and medical professionals and their disposition of care and treatment, as well as managing medical supplies and resources.

Potential operations include:

- Identifying health hazards.
- Disseminating public health information.
- Facilitating and collaborating with external partners to bring in medicines, medical professionals or supplies into the affected area.
- Offering crisis counseling in coordination with the Center for Counseling and Human Development.

### **2.8.2 Situations and Assumptions**

A disaster event may cause injuries to many people, produce physical health hazards throughout the affected area and create widespread need for medical care and counseling. The extent of damage to medical, mental health and outside care facilities within the affected area will influence the strategy and ability to coordinate care and provide appropriate treatment. Medicines and supplies will be provided from existing inventories whenever possible. Procurement will be conducted in accordance with state laws and regulations, including provisions for emergency procurement.

### **2.8.3 Concept of Operations**

A continuous assessment will be conducted to determine the supply of essential and appropriate medical supplies as well as the level of need. Assessments will be conducted to determine the threat posed by health hazards, and actions will be taken to mitigate such threats.

## 2.9 ESF #9 – Search and Rescue (Municipal Function/Not Applicable)

## 2.10 ESF #10 – Hazardous Materials Response (Municipal Function/Not Applicable)

NIMS Category: OPERATIONS

Primary MU Unit: MU Environmental Health and Safety Liaison ONLY

Support: MU Facilities Management  
MU Police  
Local Fire Departments/Emergency Medical Services  
Lancaster County Emergency HAZMAT/9-1-1 Center.  
Department of Environmental Protection  
HAZMAT Response Contractors

### 2.10.1 Introduction

#### Purpose

ESF #10 – Hazardous Materials Response coordinates the resources and services necessary to support an emergency response or recovery effort essential to the remediation of conditions caused by toxic chemicals or hazardous materials release.

#### Scope

Hazardous Materials Response support includes confining or containing accidental releases of hazardous materials and hazardous waste and taking actions that mitigate the effects of the accidental releases of hazardous materials.

Potential operations include:

- Product identification.
- Suppressing chemical fires.
- Conducting soil tests or collecting air samples.
- Constructing stabilizing berms or other barriers.
- Applying retardant materials.
- Collecting concentrated supplies of hazardous materials.
- Removing contaminated soil.
- Decontaminating a site or individual.

### 2.10.2 Situations and Assumptions

Hazardous materials include oil, fuels, chemicals, toxic debris and waste, radioactive substances and other contaminants with properties capable of polluting soil, water tables or water bodies, or harming humans or animals. A disaster may precipitate simultaneous incidents, and coordination with local hazardous materials response teams will become critical.

### 2.10.3 Concept of Operations

Hazardous Material Response operations per the Commonwealth of Pennsylvania are ONLY to be performed by PEMA-certified teams, of which Lancaster County has an authorized team. Therefore, University personnel are to assist with information regarding the extent of the incident, which will be collected to enable the county team to develop an appropriate response strategy. Up-to-date weather predictions will be shared with municipalities to aid in local planning or response operations for airborne releases. Reentry decisions and actions will be coordinated with the local agencies in the affected area. Individuals subject to exposure will be transported to facilities for appropriate medical care. Proper documentation will be developed and submitted to proper agencies as required.

University employees are responsible for the day-to-day operations involving identified hazardous materials. Once a situation occurs requiring a hazardous materials response, it is beyond the legal capabilities of University personnel.

**2.11 ESF #11 – Agriculture and Natural Resources  
(Federal/State Function/Not Applicable)**

**2.12 ESF #12 – Energy (County/State Function/Not Applicable)**

**2.13 ESF #13 – Public Safety and Security**

NIMS Category: OPERATIONS

Primary MU Unit: University Police Department

Support: Municipal Police Departments  
Pennsylvania State Police

**2.13.1 Introduction**

**Purpose**

ESF #13 – Public Safety and Security assigns responsibilities and provides for coordination among law enforcement agencies during emergencies.

**Scope**

Public Safety and Security support includes coordination and deployment of appropriate personnel in field operations to ensure security and maintain stability and safety within MU and the surrounding community. Potential operations include:

- Establish perimeter security at the incident site.
- Patrolling the area.
- Implementing protective action orders.

**2.13.2 Situations and Assumptions**

The primary responsibility of the University Police Department is the security of students, faculty, staff and University property. Services that the University Police will provide in the event of emergencies on campus include:

- Maintenance of law and order
- Traffic and crowd control
- Communication assistance
- Liaison activities between members of the CERT and other authorities
- Search and rescue assistance

During campus emergencies, University Police will maintain radio contact with local (Millersville Borough) police. University Police and local law enforcement agencies, including but not limited to the Millersville Borough Police Department, share mutual aid agreements and will cooperate. During emergencies, police services may need to be expanded to provide increased protection as needed based on the impacts of the disasters. Adequate public safety, security resources and services will often be available through existing mutual aid agreements. If the incident exceeds internal capabilities, additional support will be provided by state and federal agencies. Upon the declaration of an emergency by the Governor, the Pennsylvania State Police and the National Guard may be available to augment University and municipal police forces.

**2.13.3 Concept of Operations**

Emergency law enforcement operations may be expanded beyond routine functions and responsibilities. University Police are responsible for coordinating law enforcement activities during emergency operations. Police service organizations are to keep MU and LEMA informed of changes in police resources available or police service requirements in their jurisdiction. Coordination among law enforcement units will be coordinated through the MU EOC.

## **2.14 ESF #14 – Disaster Recovery and Mitigation**

NIMS Category: FINANCE AND ADMINISTRATION  
Primary MU Unit: EAT  
Support: MU Finance and Administrative Affairs  
Blue Rock EMA  
LEMA

### **2.14.1 Introduction**

#### Purpose

ESF #14 – Disaster Recovery and Mitigation assigns responsibilities and provides for coordination during the recovery period following a disaster, including providing assistance to affected individuals.

#### Scope

Long-term recovery entails the development of initial disaster situation reports and the coordination and deployment of disaster-assessment teams.

Potential operations include:

- Identification of damaged property.
- Determination of the value of the damage.
- The Commonwealth and its political subdivisions have available various governmental and volunteer emergency services, organizations and facilities to cope with emergencies. The provision of the Robert T. Stafford Disaster Relief and Emergency Assistance Act is designed to supplement these efforts when the magnitude of the disaster is beyond the ability of the Commonwealth governments to meet these needs.

### **2.14.2 Situations and Assumptions**

MU has primary response and recovery obligations, and Millersville Borough can provide supplemental support when requested. The Borough may determine that additional resources are needed and may request assistance from Lancaster County. The county, in turn, may request assistance from the state government. Federal financial assistance is available through several grant programs, usually only after a federal emergency declaration. Federal assistance is available to an applicant only if established criteria are met and only within the parameters established for each program disaster event. Comprehensive damage assessment information is essential as the basis of a request by the Governor for federal assistance.

### **2.14.3 Concept of Operations**

A thorough assessment of damage will be conducted, and the information will be analyzed to determine the immediate needs of the University. A determination will be made whether to seek further assistance. Information will be shared with appropriate agencies and organizations to facilitate their ability to render aid.

## **2.15 ESF #15 – External Affairs**

NIMS Category: OPERATIONS  
Primary MU Unit: MU Communications and Marketing  
Support: Local/Regional News and Media Outlets

### **2.15.1 Introduction**

#### Purpose

ESF #15 – Ensures the coordination and dissemination of official MU information. It is to support emergency response/recovery operations and to assure appropriate information and instructions are released to the public.

## Scope

Communications and Marketing includes providing accurate information to media sources regarding the location, severity and magnitude of an emergency or disaster.

Potential operations include:

- Formulation of media statements.
- Scheduling and conducting of press briefings.
- Development of prescribed media statements.
- Preparation of press/media packages or the development of emergency public announcements.
- Coordination and release of information with other agencies involved.
- Transmission of timely messages to various media outlets.

### **2.15.2 Situations and Assumptions**

The Public Information Officer (PIO) will coordinate information releases and provide accurate information to the public during emergencies so that the University community can take appropriate precautionary or protective actions. MU emergency management personnel and the PIO monitor local and national media to be aware of current information and to determine the accuracy of statements related to the emergency/disaster.

The extent of damage to the communications infrastructure of the affected area, in addition to the requirements of the local and national media, will influence the strategy for information dissemination.

### **2.15.3 Concept of Operations**

All information released to the media will be through the PIO and in coordination with the Incident Commander. Timely briefings will be held to report information concerning emergency response efforts to reassure the public that the situation is under control. Public service announcements, including warnings for the hearing impaired or other special-needs populations, will be disseminated in the most appropriate and effective manner to reach the largest audience, consistent with the technology or resources available for use.

The University has two basic guidelines to observe in emergency situations:

- Only authorized spokespersons (President or PIO) will meet or talk with the media.
- All calls from the media are referred directly to the PIO at the designated number.

The PIO should make every effort to keep the media fully and accurately informed of emergency events as they occur. University Police and other emergency response agencies may have to limit access to some affected areas to protect the media representative and others from the associated hazards (chemical release, fire, etc.).

MU will seek the cooperation of all local media prior to and during emergencies.