

2.0 Emergency Support Functions

2.1 ESF #1 – Transportation

NIMS Category: LOGISTICS
Primary Agency: 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 (primarily on land) 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 & 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, put into place contracts with transportation services 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 & Responsibilities

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

Primary Department or Agency

Act as the Team Leader as well as the team's representative in policy discussions, negotiations with other ESF, 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 of their organizations available for public works operations.

Provide supplemental staff to support the team.

Track the use of resources from their organizations and share that information with the team leader.

2.1.5 Administration & 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 & References

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

Authority and references are outlined within the Basic Plan at 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.

2.1.8 Training & 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 at Section 1.12.

2.1.9 Maintenance

Information in this section applies to all ESFs and will not be repeated. The primary agency is responsible for the review and maintenance of the plan.

2.2 ESF #2 – Communication & Warning

NIMS Category: LOGISTICS
Primary Agencies: MU Information Technology
University Police Department
Support Agencies: Lancaster County Emergency Services/9-1-1 Center

2.2.1 Introduction

Purpose

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

Scope

Communications support includes providing text and email alert messages, 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 equipment exists that enables 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 & 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 & Safety unit.

Lancaster County, via PEMA, has the ability to 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 1.6).

2.3 ESF #3 – Public Works and Engineering

NIMS Category: LOGISTICS
 Primary Agency: MU Facilities Management
 Support Agencies: Borough Township and County Facilities Departments

2.3.1 Introduction

Purpose

ESF #3 – Public Works & 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 & 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 Agency: EAT
 Support Agencies: Lancaster County Emergency Management Agency
 Local Emergency Management Agency

2.5.1 Introduction

Purpose

ESF #5 – Emergency Management 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 ESF.
- Producing status reports.
- Coordinating the creation of an Incident Action Plan
- Creating strategic operations plans.

2.5.2 Situations & Assumptions

The extent of damage to both the communication infrastructure of the affected area will influence the strategy or pattern of data collection practiced by the ESF. The ESF team will rely on local reports and damage assessments, as well as information from other ESF 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.
- Social, physical, economic, and political impacts of the disaster.
- Status of populations, especially any vulnerable populations

- Status of communications in the affected area.
- Access/entry points to the affected area.
- Hazard-specific data and information regarding the disaster.
- Current and forecast weather conditions for the affected area.
- Status of critical facilities in the affected area.
- Major concerns, activities, and deployments of all ESF.
- 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, 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 Agency: MU Housing and Residential Programs
Support Agencies: MU Food Services Office
MU Health Services
MU Purchasing
MU Counseling Center
MU Facilities
American Red Cross
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 and their families, as well as assisting families in their efforts to reunite. 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 and their families.
- Managing temporary shelters and keeping shelter records.
- Serving meals to displaced students.
- Collecting damage assessment information.

2.6.2 Situations & 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, food, drink and other basic human 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, pre-identified 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. A family assistance center (FAC) may need to be set up to provide support for victim’s families, with reunification. Shelter shall only be established within approved guidelines to include security, care of special needs populations, and proper tracking of all admitted individuals. Where possible, sheltering shall be left to a non-government agency such as the American Red Cross.

2.6.3 Family Assistance Center (FAC) Concept of Operations

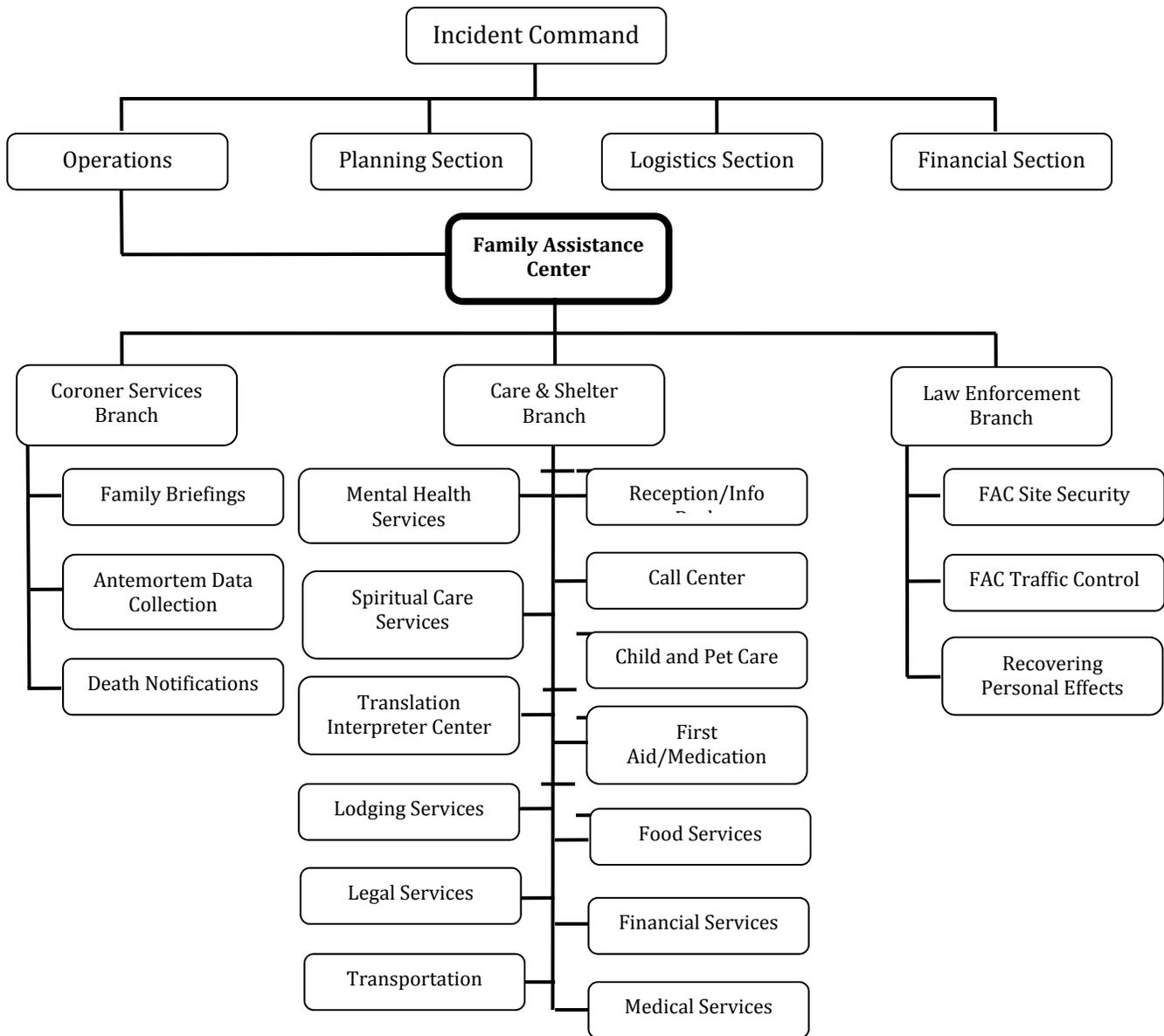
In the event of a disaster that affects the region surrounding Millersville University, the University may be called upon to act as evacuation center and temporary shelter/mass care facility for the area populace. Furthermore during a Governor’s state of emergency, PASSHE facilities must be made available 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, the buildings listed in Section 3.2.4 may be used for emergency shelter. The EAD will authorize the use of specified buildings for mass care and shelter. Recent Federal Law requires the “housing” of pets. County and regional animal care facilities may need to be called upon to assist this function, if necessary. A key aspect of an FAC is the ability to scale it to meet the needs of the incident. While a large-scale emergency/disaster may utilize all of the functional units shown in Figure 2-1, a smaller emergency may only need to activate a few functions or units. The essential functions of the FAC include providing

the victims' families with basic physical and support needs, appropriate settings for emotional needs, and accurate information. Remember the key points of operating an FAC:

- Maintain a single focus – supporting the families. Convey this focus in all communications and actions, both internally and externally.
- Deliver only unequivocal, accurate information to families with honesty and empathy; although painful, the truth is always most supportive.
- Guide family member expectations from the beginning of the operation.
- Accommodate families' requests – group or individual situations – to the maximum extent possible and recognize that some requests cannot be met.
- Remain flexible, allowing room to adapt and evolve to meet new requirements and family needs.
- Provide every opportunity for family members to make decisions to regain control of their lives.
- Plan from the perspective of the bereaved. It is important to realize that the families seeking assistance may remember how they were dealt with after the disaster for years to come.

Figure 2-1. Typical Functional and Organizational Chart for an FAC



See Appendix A – Family Assistance Center for specific operations and information

2.7 ESF #7 – Logistics Management and Resource Support

NIMS Category: LOGISTICS
 Primary Agency: MU Purchasing Office
 Support Agencies: 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 Includes:

- 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 & 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.

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 Agency: MU Health Services
Support Agencies: 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 & 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.
- Bringing medicines, medical professionals, or supplies into the affected area.
- Offering crisis counseling.
- Organizing disaster assistance teams.
- Attending to victims' rights issues.

2.8.2 Situations & Assumptions

A disaster event may cause injuries to a considerable number of 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 medicines and 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

NIMS Category: OPERATIONS
Primary Agency: MU Environmental Health and Safety
Support Agencies: 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 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 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 material.

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 & 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

Information regarding the extent of the incident will be collected to enable the team to develop an appropriate response strategy.

Weather forecasting information will be obtained and disseminated to municipalities to aid in local planning or response operations for airborne releases.

Re-entry decisions and actions will be coordinated with the affected area.

Individuals subject to exposure will be decontaminated or otherwise treated with appropriate medical care.

Proper documentation will be developed, and submitted to proper agencies as required.

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 & Security

NIMS Category: OPERATIONS
Primary Agency: University Police Department
Support Agencies: Municipal Police Departments
Pennsylvania State Police

2.13.1 Introduction

Purpose

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

Scope

Public Safety & Security support includes coordination and deployment of uniformed personnel in field operations to ensure security, maintain stability and order within

MU and the surrounding community, and otherwise provide public safety. Potential operations include:

- Establishing perimeter security at the incident site.
- Patrolling the area.
- Implementing protective action orders.
- Apprehending offenders.

2.13.2 Situations & 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
- Riot and looting prevention
- 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 share mutual aid agreements and will cooperate according to parameters set forth in such documents in the event of a Level 2 Emergency.

During emergencies, police services must be expanded to provide the increased protection required by disaster conditions. Adequate public safety & security resources and services will often be available through existing mutual aid agreements and, if the incident exceeds 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.

Immediately following an emergency there may be a heavy demand for police service. Anticipated demand for police service requires a coordinating agency to effectively allocate resources. During emergency operations, law enforcement resources may be in short supply.

2.13.3 Concept of Operations

Emergency law enforcement operations may be expanded beyond normal 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 effected through the MU CECC.

2.14 ESF #14 – Disaster Recovery & Mitigation

NIMS Category: FINANCE & ADMINISTRATION
Primary Agency: EAT
Support Agencies: MU Finance and Administrative Affairs
LEMA

2.14.1 Introduction

Purpose

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

Scope

Long-term recovery entails the development of initial disaster situation reports, 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 are 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 & Assumptions

MU has primary response and recovery obligations, and the Borough can provide supplemental support when requested. The Borough may determine that additional resources are needed and may request assistance from the 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.

The resources and services available from private disaster relief organizations often are offered in conjunction with similar relief efforts by local, county, state, and federal governments but such aid also is provided interdependently by its sponsors.

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.

The CECC will remain activated until such time as it no longer is necessary to coordinate emergency response and recovery operations formally or actively.

2.15 ESF #15– External Affairs

NIMS Category: OPERATIONS
 Primary Agency: MU Communications & Marketing
 Support Agencies: 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 & Marketing includes providing accurate information to the media sources regarding the location, severity, and magnitude of the emergency or disaster. Potential operations include:

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

2.15.2 Situations & Assumptions

The Public Information Officer (PIO) will coordinate information releases and provide accurate information to the public during emergencies so that the University public can take appropriate precautionary or protective actions.

MU emergency management personnel and 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.

During periods of emergencies, there may be a heavy demand for public information.

2.15.3 Concept of Operations

All information released to the media will be through the PIO after clearance with the Incident Commander. Emergency information will be released from a secure site designated by the EAD (usually the Joint Information Center [JIC] when it is activated). Media resources will likely be staged near this area. Whenever possible and time permitting, information will be coordinated with the PIO of MU and potentially other involved municipalities/agencies through Unified Command at the JIC. Timely briefings will be held to report information concerning emergency response efforts to reassure the public that the situation is under control. Rumor control and monitoring of media coverage are part of the External Affairs function. 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. A key aspect of a JIC is the ability to scale it to meet the specific needs of the incident. While a large-scale emergency may utilize all of the functional units shown in Figure 2-2, a smaller emergency may only need to activate a few functions or units.

When planning a JIC:

- Consider the nature and size of the incident.
- Identify the key audiences who need information (e.g., victim families, media, general public, key partners [responding agencies], employees, students).
- Determine which JIC functions should be activated and how the JIC will be organized.
- For smaller-scale emergencies, consider if the various JIC functions or units necessarily need to be physically co-located, or if they can function virtually from existing offices or different locations via phone, email, or other means of coordination, a Joint Information System (JIS).

The PIO will have the overall responsibility for the JIC and report directly to the Incident Commander. If needed, the PIO should:

- Appoint a JIC Manager to provide direct operational management and oversight of the JIC, assure that information is shared between the JIC functional units, and provide resources to operate the JIC effectively.
- Designate lead staff for the three main functional units of the JIC – Media Relations, Research & Writing, and Special Projects units.

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 PIO at the designated number.

The PIO should make every effort to keep the media fully and accurately informed of the 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.

Figure 2-2. Typical Organization Chart for a JIC

