University of Delaware

ADA Emergency Assistance Plan

Developed June 2011

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ADA Emergency Assistance Plan

Section 1: Plan Fundamentals

I. Purpose

The purpose of this document is to provide a framework for the University Of Delaware Department of Public Safety, the Aetna Fire Company, UDECU and the New Castle County Paramedic Service that work with members of the UD community who may need additional assistance in times of emergency. For the purposes of this Emergency Plan, the University is committed to working with any individual with a physical or mental impairment or condition that requires assistance to relocate within or evacuate a University building, facility, or campus area in an emergency situation. Members of the UD community with limited English proficiency may also have unique considerations. This document also lists steps and resources to help prepare those in the UD community who may need assistance in an emergency situation. Our mission is to assure access to emergency preparedness, response, and recovery services for all campus populations.

II. Scope

This annex is targeting anyone who may need assistance during a building or campus emergency. The University recognizes that persons with physical or mental impairments or conditions, temporary and permanent, may require special assistance with emergency notification, evacuation, sheltering, and transportation. It is the responsibility of the University to provide for people with a physical or mental impairment or condition the same level of safety afforded to all.

III. Laws and Authorities:

A) Accordingly, federal and state laws and policies help mandate and form an impact on planning and response to emergencies particular to this document. Laws and authorities that form an impact on UD's planning and response are listed below.

1) Rehabilitation Act of 1973, as amended
2) Americans with Disabilities Act of 1990, (as amended March 15, 2011)
3) Fair Housing Act of 1968, as amended
4) Architectural Barriers Act of 1968
5) Communications Act of 1934
6) Individuals with Disabilities Education Act (IDEA) of 1975
7) Robert T. Stafford Disaster Relief and Emergency Assistance Act of 1988
8) Executive Order 13347
9) ADA Amendments Act of 2008
10) American Recovery and Reinvestment Act of 2009
11) Americans with Disabilities Act Standards for Accessible Design, 2010

IV. Situation and Assumptions

A) **Situation**

1) Emergency responders and other rescue personnel may experience communication barriers while assisting certain members of the UD community.

2) Types of impairments and conditions that may affect communication which must be considered include, but are not limited to:

- Cognitive/intellectual impairments or conditions
- Mental illnesses
- Physical impairments or conditions
- Hearing impairments or conditions
- Visual impairments or conditions
- Limited English proficiency

These impairments or conditions may be permanent or temporary, visible or not readily identified, chronic, episodic, physical, or mental.

3) Major needs of our campus populations may include assistance with the following activities associated with emergency or disaster response and recovery, including but not limited to:
- Preparation
- Notification
- Evacuation and transportation
- Sheltering
- First aid and medical services
- Temporary lodging and housing
- Transition back to the community
- Debris removal and other types of clean up
- Other emergency- and disaster- related programs, services, and activities

4) Some people with special considerations will identify the need for assistance during emergency situations; others will not.

5) Some people may utilize service animals, which are trained to do work or perform tasks for the benefit of an individual with a disability. Accommodations for these animals should be considered when developing evacuation and sheltering plans.

NOTE: Service animals need to be under handler's control (i.e. harness, leash, voice control, signals, or other effective means) and housebroken. A

handler also needs to take effective action or control of a service animal when they are out of control. Additionally, in order to be permitted into a shelter with their owner and or handler, the service animal cannot pose a direct threat to other animals or individuals residing in the shelter.

B) **Situation Facts**

1) The University of Delaware has 443 academic and service buildings, 21 residence halls, two UD-run on-campus apartment complexes and three athletic facilities, with the majority of them being accessible. Refer to the Campus Accessibility Guide, http://www.udel.edu/DSS/accessibility.html for updated information and maps.

2) The University of Delaware has many on-campus organizations to assist persons with disabilities:

   (i)   Office of Disability Support Services: http://www.udel.edu/DSS/index.html
   (ii) Office of Human Resources: http://www.udel.edu/hr/
   (iii) Office of Equity and Inclusion: http://www.udel.edu/oei/
   (iv) Dean of Students: **www.udel.edu/studentlife/dean**ofstudents/
   (v) **Housing Assignment Services: www.udel.edu/has/**

3) UD has transportation capabilities to assist persons with physical or mental impairments or conditions, including:

   (i) UD Buses
   (ii) DART buses (local public transit partnership with Delaware Department of Transportation)

4) UD has its own Police Department and ambulance unit (UDECU) who are aware of campus capabilities and emergency procedures

C) **Assumptions**

1) The intent of Title II of the ADA will be followed to ensure that emergency management programs, services, and activities will be accessible to and usable by individuals with disabilities without causing undue financial or administrative hardship to the entities providing the emergency- and disaster-related response and recovery operations and services. Responsibilities and requirements outlined in Title II of the ADA will be prioritized and instituted in order to provide for immediate, lifesaving needs during response operations. The ultimate goal is to the return and transition the community back to its pre-disaster condition.

2) The University of Delaware Office of Campus and Public Safety relies on the Director of the Office of Disability Support Services (DSS) to provide guidance on and interpretation of matters regarding all aspects of the ADA. The UD Emergency Preparedness Manager is encouraged to work with the Director of DSS to ensure compliance with the intent, purpose, and

requirements of the ADA as the statute applies to emergency management during all phases of emergency or disaster operations

3) Campus and Local Partners should include opportunities for meetings, communications, and input by at risk population members in their emergency management planning process so that issues may be raised and potentially addressed before the emergency management plan is submitted for approval and promulgated

4) Community resources such as interpreters, health care personnel, and housing managers will provide assistance to members of the community and emergency response personnel who require their assistance

5) Many community members with special considerations have support networks that provide needed assistance for the individuals in the event of an emergency/disaster

6) Some members of the UD community have created personal emergency plans and disaster supply kits to care for themselves in the event of a disaster/emergency. It is imperative that all students, staff, and faculty understand that it is each individual's responsibility to properly plan and prepare for potential emergencies or disasters

7) Emergency response personnel may need guidance from the community when working with those individuals who have a hearing impairment or condition, a cognitive/intellectual impairment or condition, a physical impairment or condition, and those with limited English proficiency who require special assistance

8) Some members of the UD community requiring specialized services will have access to family member support or direct care from service provides; most will NOT have access to their normal resources

9) Some members of the UD community may have to be evacuated without durable medical supplies and specialized equipment they need (i.e., wheelchairs, walkers, telephones, etc.). Every reasonable effort should be made by emergency managers and shelter providers to ensure these durable medical supplies are made available or are rejoined with the community member

D) **Assumption Facts**
   1) Members of the UD community who have physical or mental impairments or conditions may not self-identify

2) Many physical or mental impairments or conditions may not be visible to community members and first responders

3) Traditional emergency notification systems may not address the needs of persons with physical or mental impairments or conditions

4) Persons with physical or mental impairments or conditions face a variety of challenges in evacuating a building during an emergency, including:
   - Individuals with visual impairments or conditions may no longer be able to independently navigate a building and may be reluctant to leave into unfamiliar surroundings
   - Individuals with hearing impairments or conditions may be located somewhere on campus unable to receive traditional warnings and unable to communicate with voice dependent devices
   - Individuals with physical impairments or conditions may need assistance shelter in place or evacuating a building without a working elevator
   - Individuals with cognitive impairments or conditions may need help responding or evacuating in stressful situations
   - Individuals with mental health impairments or conditions may become disoriented and confused or overly stressed and need help evacuating to a quiet place

5) Many individuals in the UD community may not know what to do if called on to assist a person with a physical or mental impairment or condition in the case of an emergency

Section 2: Four Phases of At-Risk Populations Emergency Management

I.   **Prevention & Mitigation**

A) **Identification:** Urge those with physical or mental impairments or conditions, both temporary and permanent, to self-identify. Self-identification will allow responders, building managers, and classroom leaders to prepare themselves to assist all populations in an emergency.

B) **Emergency Plan:** Once someone has identified, develop an Individual Emergency Plan with the individual. Giving individuals resources to help establish proper notification channels, evacuation routes, and shelter in place plans will allow them to prepare themselves and best be prepared for an emergency.

C) **Areas and Routes:** Identify proper areas of refuge and evacuation routes that meet safety specifications and are common knowledge to first responders and at-risk populations.

D) **Assistance Education:** First responders may not be the first individuals asked to assist someone with a physical or mental impairment or condition in an emergency. Professors, staff, or peers may be called on to assist someone in the case of a mobility, sensory, or cognitive impairment or condition during an emergency. Preparing these individuals with education tools and necessary steps to take in assisting during an emergency will benefit all.

II. **Preparation**

A) **First Responders:** Continue to work with the UD Police Department and the Aetna Fire Department regarding evacuation procedures and individual assistance. Dialing 911 may still be the best action to take in any emergency.

B) **Residence Hall Evacuation Plans:** Continue to work RAs to develop evacuation routes and sheltering protocols for individual needs.

C) **Emergency Notification:** Continue to work with individuals to identify the proper communication channels for emergency warnings and needs notification.

D) **Disability Resources:** Continue to work with UD and the surrounding community's resources and services to prepare UD community members.

III. Response

A) One must assess the situation and identify the needs for themselves and others during times of emergency. Depending on the impairment or condition of each individual, response actions and needs may differ. For each type of impairment or condition, be prepared to assist in any emergency response. Emergency responders should be notified of the details of a situation that includes individuals with the following types of disabilities:

1) Mobility
2) Sensory
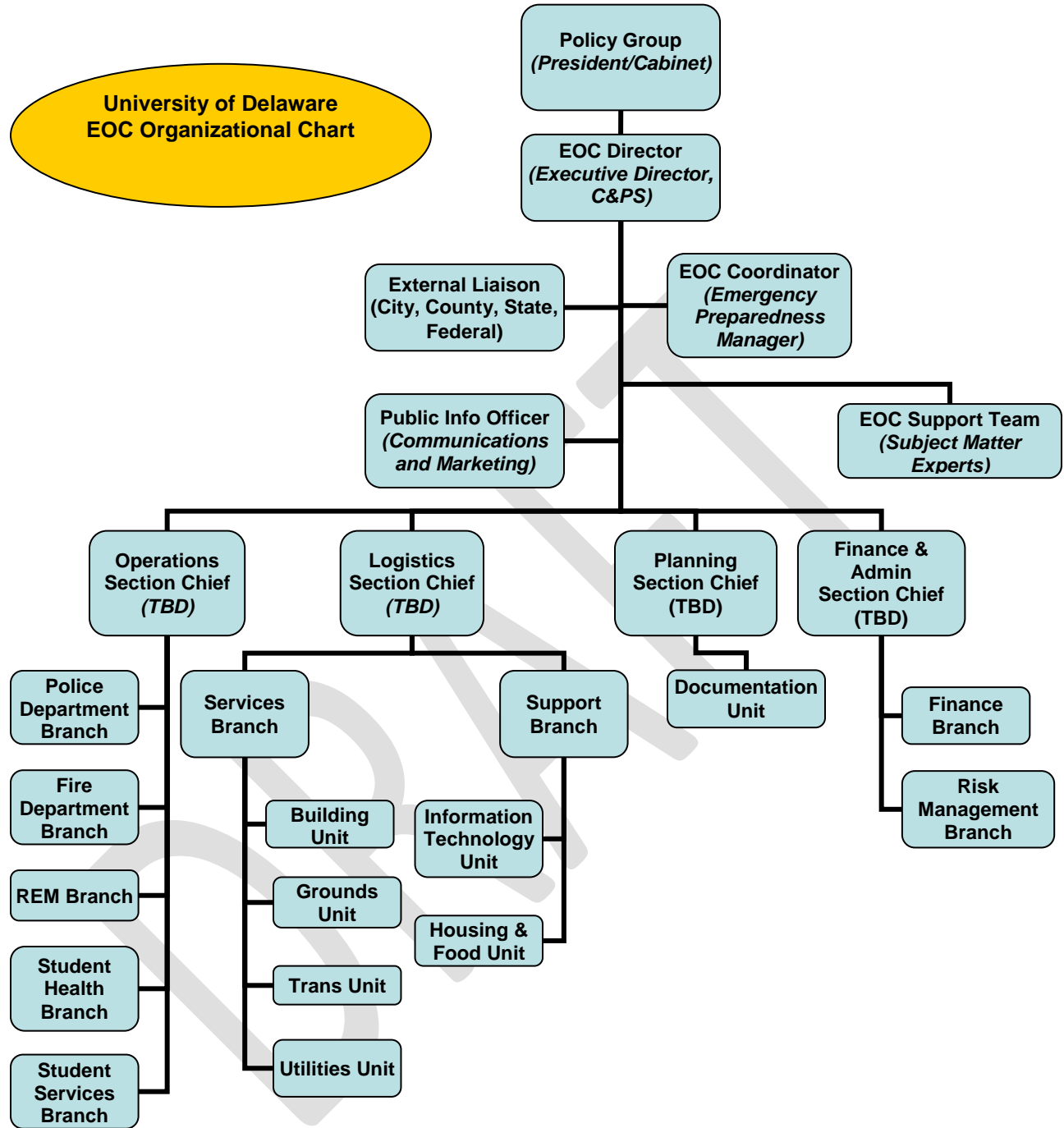3) Cognitive
4) Temporary
5) Mental Illness

IV. Recover

A) Addressing long-term needs of the individuals should be the main concern. There may be individuals that, due to their impairment or condition, may have unique long-term needs. Work with campus resources to address long-term support and assistance.

Section 3: Concept of Operations

I.   Support Functions

The Office of Campus and Public Safety, which includes Emergency Preparedness, Environmental Health and Safety and the Police Department, utilizes the National Incident Management System (NIMS) when managing all emergencies. The University of Delaware Emergency Operations Plan has been designed based on the NIMS model utilizing the Incident Command System (ICS). The Command Staff includes a Public Information Officer, Liaison Officer, and Safety Officer. The General Staff includes the Operations Section Chief, Planning Section Chief, Logistics Section Chief, and Finance and Administration Section Chief. The Command and General Staff all report to the Emergency Operations Center Director. The Emergency Operations Center Director is the Executive Director of Campus and Public Safety. In addition to the Command and General Staff positions, there may be Branch Directors and Unit Leaders subordinate to the Section Chiefs, as well as Lead Representatives of the fifteen (15) Emergency Support Functions (ESFs). A fully activated and manned ICS Command and General Staff are shown on the organization chart below.

University of Delaware EOC Organizational Chart

Policy Group
(President/Cabinet)

EOC Director
(Executive Director, C&PS)

External Liaison
(City, County, State, Federal)

EOC Coordinator
(Emergency Preparedness Manager)

Public Info Officer
(Communications and Marketing)

EOC Support Team
(Subject Matter Experts)

Operations Section Chief
(TBD)

Logistics Section Chief
(TBD)

Planning Section Chief
(TBD)

Finance & Admin Section Chief
(TBD)

Police Department Branch

Services Branch

Support Branch

Documentation Unit

Finance Branch

Fire Department Branch

Building Unit

Information Technology Unit

Risk Management Branch

REM Branch

Grounds Unit

Housing & Food Unit

Student Health Branch

Trans Unit

Student Services Branch

Utilities Unit

Figure

II. Self-identification

A) <u>Voluntary Registry Program</u>: The University of Delaware is instituting a "Voluntary Registry for Persons Requesting Additional Assistance" in an effort to collect emergency response-centric information. This registry allows students, staff and faculty who might need aid in an emergency to identify their specific type of assistance requirements. This information will allow campus emergency response agencies to better plan to serve the registrants in times of disaster or other emergencies. The "Voluntary Registry for Persons Requesting Additional Assistance" Form can be found at www.udel.edu/dss/.

B) University staff, students and faculty should refer to the following for further guidance:
1) University Police Department: responsible for collection and storage of the "Voluntary Registry for Persons Requesting Additional Assistance" Form – www.udel.edu/publicsafety or 831-2222
2) Office of Campus and Public Safety: responsible for the education of the "ADA Emergency Assistance Plan" and the "Voluntary Registry for Persons Requesting Additional Assistance" – www.udel.edu/emergency or 831-0383
3) Disability Support Services: assists in passing out "Voluntary Registry for Persons Requesting Additional Assistance" Form – www.udel.edu/dss/

C) The University is required by law to keep all medical information confidential. However, emergency and safety personnel and other University representatives may be informed if an individual with a physical or mental impairment or condition identifies themselves and might require help with alerting, evacuating, or sheltering during an emergency. The information shared with such personnel shall be limited to information necessary to help alert, evacuate, or shelter the individual during an emergency.

III. Residence Hall Evacuation Plans

A) By recognizing that members of our University community may require special assistance in an emergency, the University asks that all persons become familiar with the evacuation plans for your residence hall. Also, it is suggested that in addition to completing a Voluntary Registry Form, one should create an Individual Emergency Plan. This planning will allow for the individual, RAs, and responders to prepare for an evacuation or shelter-in-place emergency. Individual Emergency Plans should include:

1) **Evacuation Procedure.** Together with their personal support persons (friends, RAs, roommates), individuals needing assistance will develop a path of travel that leads to an exit point or an area to shelter-in-place that may or may not be designated by pre-existing University building maps.

2) **Shelter in place.** Unless the emergency is life threatening, it may be advisable for a person who requires additional assistance to move to a secure area or stay in place until proper evacuation can be facilitated by responders. Each floor above the ground floor may have a proper safety area known to RAs and first responders.

3) **Designated means of communications.** Together with personal support persons, individuals needing assistance will outline the procedures of emergency notification, as well as design methods for the individual to notify emergency response personnel should an emergency occur. This process can be facilitated by a DSS staff person.

IV. Emergency Notification

A) University of Delaware uses "UD Alert," a multi-layered approach in emergency warning systems to advise students, staff, faculty and visitors of impending danger. In these situations, UD employs a text, voice and email notification system, use of their website, emergency messages on the UD TV circuit and the classroom projectors, plus voice messages over the Carillon system. In addition, local TV and radio stations are notified to institute open captioning and public notice announcements, in accordance with the UDEOP. If technology is not available, law enforcement and fire departments may be tasked to conduct loud speaker announcements, vehicular siren notifications, and door-to-door alerts. Emergency management may use the "Voluntary Registry for Persons Requesting Additional Assistance" to identify the concentration areas in order to prepare contingency planning.

V. Emergency Evacuation for Persons with Physical or Mental Impairments or Conditions

A) In order to better prepare for an emergency requiring an evacuation, it is advised that individuals familiarize themselves with building maps, evacuation plans, and manual fire alarm pull stations. Most of UD's buildings have accessible exits at the ground level floor that can be used during an emergency. In an emergency situation, persons will need to use stairways to reach building exits; elevators should not be used because they may be unsafe and are normally automatically disabled during a fire emergency.

B) Persons using wheelchairs or other similar mobility aids should stay in place, or move to a safe area, during an emergency requiring a building evacuation. If the person requiring additional assistance is alone, s/he should phone emergency services at 911 before leaving her/his location to tell emergency services which safe area s/he is going to use. All members of the UD community are also encouraged to immediately notify first responders and emergency personnel the location of any individual sheltering-in-place.

VI. Emergency Evacuation Assistance

A) University faculty, staff, and/or students may be utilized for helping direct the evacuation from academic classrooms, work locations, and other campus areas. As members of the UD community, we all may be called upon to assist other members or visitors with a range of impairments or conditions, permanent or temporary, in the case of an emergency. Persons may have physical or mental impairments or conditions or needs unseen to others, and it is encouraged that others assisting in an evacuation take those needs into account. In order to better prepare for providing assistance in the case of an emergency evacuation, members of the UD community are encouraged to visit the Emergency Preparedness website for tips and education (www.udel.edu/emergency).

VII. Sheltering

A) Depending on the scope and severity of an emergency or disaster, the American Red Cross, in collaboration withUD, may provide students, staff, faculty and visitors with safe, temporary refuge in shelters on and off campus.

VIII. First Aid and Medical Services

A) Despite advance planning, some people with physical or mental impairments or conditions could find themselves in shelters without a supply of necessary medications or medical equipment. For example, some medical insurance plans prohibit people from purchasing medication until their existing supply is almost gone. Other people may be required to evacuate without medication or medical equipment or be inadvertently separated from medication or medical equipment during evacuation. Emergency managers and shelter operators need to plan and make arrangements in advance so persons with physical or mental impairments or conditions can obtain emergency supplies of medications and equipment.

IX. Temporary Lodging and Housing

A) It is possible that temporary lodging or housing programs may not be accessible to people with physical or mental impairments or conditions. People with physical or mental impairments or conditions may be unable to utilize certain temporary lodging or housing programs and may require assistance in locating a hotel room or alternate housing that meets their special needs. They may also require assistance in obtaining accessible transportation. To prepare for the potential need for temporary housing, the Disability Support Service office should identify available and physically accessible short-term housing, as well as housing with appropriate communication devices, such as TTY's. Temporary accessible housing (such as nearby accessible hotel rooms) may be used if

people with physical or mental impairments or conditions cannot immediately return home after a disaster.

X. Recovery

During disasters, government facilities can be damaged or destroyed. When altering or rebuilding after a disaster, UD Facilities Management should ensure all alterations to facilities and the design and construction of new or replacement facilities comply with all applicable federal accessibility requirements.

XI. Other Emergency- and Disaster- Related Programs, Services, and Activities

State and local governments often provide social services and other benefit programs to assist people harmed by emergencies and disasters. These programs need to be accessible to all, including people with physical or mental impairments or conditions. People with hearing or visual impairments or conditions may not receive information about these programs unless television broadcasts have open captions, materials describing the programs are posted on websites, or public announcements are translated by a sign language interpreter or posted on shelter bulletin boards. It is the responsibility of the UD community to notify the availability of these opportunities and assist students, faculty and staff in participation.

XII. Transportation Resources

A) Individuals who cannot drive, do not have a vehicle, or who do not have the capability of accessing a vehicle, may require transportation support for successful evacuation of a campus emergency. The University will normally provide support in the form of accessible vehicles and information on how and where to access University vehicles or mass transportation during an evacuation. This may include but is not limited to the transportation of a person with a physical or mental impairments or condition from any part of campus affected by an emergency to a safe area that is not affected by the emergency.

B) In order to better prepare for an emergency that would require mass evacuation, resources and contact information have been listed in order to assist the evacuation of persons with physical or mental impairments or conditions. The following vehicle resources are listed considering their classification as accessible.

    1) UD Fleet
       (i) Total Buses owned by Transportation:15 (all wheelchair accessible)
       (ii) Total Buses owned by Public Safety: 1 (wheelchair accessible)

2) City of Newark buses: The City has many buses with wheelchair lifts, and it operates a fleet of "Access" buses in its ADA Para-transit Service, which services persons who are unable to utilize standard city buses.

3) Emergency Contacts:
   (i) Contact Public Safety at 831-2222 if emergency transportation is needed

Section 4: Organization and Assignment of Responsibilities

I.   University of Delaware Emergency Preparedness Manager

A) The Campus Emergency Preparedness Manager is responsible for carrying out the emergency management program for the University of Delaware**.** The Emergency Preparedness Manager will coordinate the activities of all organizations for emergency management on campus and with additional emergency management agencies/organizations throughout the City of Newark, New Castle County and State of Delaware. The Emergency Preparedness Manager will assume responsibility as the Emergency Operations Center Director upon activation of the EOC and will establish response and recovery priorities through the EOC and in conjunction with the Executive Director of Campus and Public Safety. The Emergency Preparedness Manager should always consider the requirements and priorities of those with physical or mental impairments or conditions during all decision making cycles of emergency- and disaster-related operations, regardless of the scope and severity of the emergency or disaster.

II.   University of Delaware Director of Disability Support Services
A) Should work to address the needs of those students, staff and faculty members of the UD community with physical or mental impairments or conditions, and those with limited English proficiency, all of whom may require special assistance following an emergency or disaster.

B) Should provide guidance to ensure access to emergency response and recovery services for the vulnerable and hardest-to-reach populations.

C) May use information contained in the UD "Voluntary Registry for Persons Requesting Additional Assistance" but must ensure that all information contained therein is protected in accordance with the provisions of HIPPA and the ADA.

III.   Office of Communications and Marketing
A) Provide official information and instructions to the community, utilizing all available means of communications before, during, and after an emergency or disaster situation, including but not limited to: television, radio, websites, text, voice, closed captioning, large print materials, Braille.

IV. Director of Transportation Services
A) When carrying out emergency transportation activities, immediate needs must be considered first, followed by continuing requirements. Immediate transportation needs normally involve the evacuation of people. Continuing

transportation needs typically involve the movement of relief supplies, equipment and emergency workers during response and recovery efforts. Consideration must be given to transporting service animals along with their owners and to special resources needed to transport those with physical or mental impairments or conditions (i.e., transportation with wheelchair lifts).

V. Director of Student Health Services

    A) Those with physical or mental impairments or conditions may have unique medical needs. Consideration must be given to ensuring they have their durable medical supplies, prescriptions, medical attendants, and other specialized medical equipment and services.

VI. Personal Care Attendant

    A) Students at UD may have a situation where they employ a personal care attendant (PCA), daily or hourly, to assist with the student's daily care.

    B) Students may want to discuss with their PCA the following:

        1) Pre-Disaster Actions

            (i)   Review Student's Personal Care Plan

            (ii) Develop a Disaster Supply Kit with items Student needs that might not be available at a Shelter (medications, supplies, equipment, clothing, dietary items)

            (iii) Have Student sign up PCA Agency for UD Alert (voice, text and email emergency messaging)

            (iv) Determine

                (a) The Student's wishes for care on and off campus

                (b) The Student's emergency communications plan (who needs to be contacted in an emergency)

                (c) If PCA Agency has special provisions for emergencies, such as providing services at another location

                (d) Meeting locations in the event that the Student and the PCA are separated

        2) Response During Disaster

            (i)   Follow the recommendations of Police, Fire or other emergency responders

            (ii) If asked to Evacuate/Shelter in Place

                (a) Comply with order

                (b) Let a responder know if Student needs special accommodation or other needs

        3) Post-Disaster Actions

            (i)   Determine if damage occurred to any PCA equipment

            (ii) Determine if living space is accessible to Student, and if not, have PCA enter facility and retrieve personal items

Section 5: Training and Plan Maintenance

I. **Training and Exercises**
   A) Personnel who are designated to staff the EOC should receive appropriate training focused on emergency response and support for at-risk populations during emergency or disaster operations. This training should be arranged by the Emergency Preparedness Manager.

   B) Emergency exercises should periodically include a scenario that provides for the coordination of resources and support for those with physical or mental impairments or conditions. People with physical or mental impairments or conditions and organizations with expertise on with physical or mental impairments or conditions issues should be included as participants and role players during these exercises to ensure that emergency planning and preparedness meets their access needs.

   C) Educational Tools
      1) For further education for those with physical or mental impairments or conditions, or for those who would like to learn more, the below material is suggested.
         (i) Web-based training – IS-197.EM Special Needs Planning Considerations for Emergency Management. http://emilms.fema.gov/IS197em/index.htm
         (ii) Brochures and Pamphlets:
            (a) "What Should I Do in an Emergency?" A Disability Resource Guide for Students" can be obtained from the Office of Campus and Public Safety (www.udel.edu/safety/ or 302-831-7285) or the Disability Support Services Office (www.udel.edu/dss/ or 302-831-4643)
            (b) "Campus Accessibility Guide: "http://www.udel.edu/DSS/accessibility.html

II. **Plan Maintenance and Records/Contracts**
   A) The University of Delaware Emergency Operations Plan, including the Basic Plan and Annexes, are updated on an annual basis. The overall responsibility for revising the University of Delaware Emergency Operations Plan rests with the Emergency Preparedness Manager.

   B) Preservation of Records
      1) All vital records produced or obtained by the Director of Disability Support Services should be protected from the effects of disasters to the maximum extent feasible. Should records be damaged during an emergency situation, professional assistance in preserving and restoring those records should be obtained as soon as possible.

Section 6: Resources

I.   Resources:
A) Voluntary Registry for Persons Requesting Additional Assistance, Campus Emergency Preparedness and Planning
B) Local resources are described in the sections above
C) Emergency Management under Title II of the ADA, www.ada.gov/pcatoolkit/chap7emergencymgmt.pdf

II.   Transportation Resources:

UD Transportation Services
403 Wyoming Road
Newark, DE 19716
Phone: (302) 831-1187
Website: www.udel.edu/transportation/

DART First State
Customer Relations: 800-355-8080
TTY: 800-252-1600
Reservations: 800-553-3278
Website: www.dartfirststate.com

UNICITY Bus Service
http://www.cityofnewarkde.us/index.aspx?NID=78

III.   Student Resources:

Office of the Dean of Students
101 Hullihen Hall
Newark, DE 19716
Email: deanofstudents@udel.edu
Phone: (302) 831-8939
http://www.udel.edu/studentlife/

Disability Support Services
119 Alison Hall
240 Academy Street
Newark, DE 19716
Website: www.udel.edu/dss/
Phone: (320) 831-4643

IV. Employee Resources:

Human Resources
413 Academy Street
Newark, DE 19716
Phone: (302) 831-2171
Website: www.udel.edu/hr/

Office of Equity and Inclusion
302 Hullihen Hall
Newark, DE 19716

Phone: (302) 831-8063
Web: www.udel.edu/oei

V. Other Resources:

A) Assistive Technology Center, Disability Support Services
119 Alison Hall
240 Academy Street
Newark, DE 19716
Phone: (302) 831-4643
TDD: (302) 831-4563
Email: dssoffice@udel.edu
Website:www.udel.edu/DSS/assistive_technology.html

B) Office of Campus and Public Safety, Emergency Preparedness Unit
413 Academy Street, Room 221A
Newark, DE 19716
Phone: (302) 831-0383
Website: www.udel.edu/emergency/