

University of Delaware Emergency Management Frequently Asked Questions

Does the University have a Plan to manage a variety of incidents?

Yes. The University has an Emergency Operations Plan (EOP). The University is vulnerable to a number of natural and human-caused hazards that can affect University property and faculty, staff, students, and visitors that are present on campus. To effectively respond to these natural and human-caused crisis and/or disaster events, the University has adopted this Plan to guide response efforts. The priorities for this plan are to:

1. protect lives,
2. stabilize the incident,
3. minimize environmental and property damage, and
4. continue critical services to customers.

This plan also strives to meet National Incident Management System-Incident Command System (NIMS ICS) requirements as established by the Federal Emergency Management Agency (FEMA). The use of NIMS and ICS enables this response plan to coordinate effectively with other jurisdictions involved in a response, such as the Newark Police Department, Aetna Hose, Hook and Ladder Volunteer Fire Department, New Castle County and the State of Delaware.

Where can I find the Emergency Operations Plan and other Plans that are important for me to understand in my role as an employee at the University?

The EOP and various other plans (such as the All-Hazards Mitigation Plan and the Communicable Disease Plan) can be found on the Campus & Public Safety website. Follow this link: <http://www1.udel.edu/safety/plan/>

Who is responsible for managing an incident on the campus?

Depending upon the nature and severity of the incident an Incident Commander is designated. Typically, the Incident Commander is the Chief of Police. The Chief would work closely with the Executive Director of Campus & Public Safety in assessing the situation, ensuring the safety and security of the campus community and managing the incident from start to finish. The Incident Commander has overall responsibility for managing the incident and takes policy direction from the executive leadership of the University. The Incident Commander is often situationally dependent. For example, if there was a fire on campus, the local fire chief would assume the role of the Incident Commander.

What is the role of the Executive Director of Campus & Public Safety?

The Executive Director serves as the Emergency Manager for the University during all emergencies. The Executive Director will liaise with the Incident Commander, senior university leadership, those staffing the Emergency Operations Center and federal, state and local officials during the incident. He/she will also report all operations to the Executive Vice President and Provost who serve on the EOP Policy Group. More specific information is available in the EOP.

What are the National Incident Management System (NIMS) and the Incident Command System (ICS)?

NIMS is a comprehensive, national approach to managing an incident.

ICS is a proven, on-scene, all hazard system for responding to an incident. ICS is interdisciplinary and flexible and can be used in any incident regardless of the size or type.

How is the University ensuring that NIMS concepts are more widely adopted across all disciplines?

The training being offered today is just one example. Other activities include updating our plans to include NIMS concepts; providing training and all-hazards exercises based on NIMS concepts and adopting national best practices. For additional details, also see the handout “*Checklist: NIMS Implementation Activities for Schools and Higher Education Institutions (HEIs)*”

Is there a formal incident response process that the university will follow?

- Yes. Step 1: Assess the situation
 Step 2: Determine incident response objectives
 Step 3: Identify needed resources
 Step 4: Build an incident action plan and management structure
 Step 5: Take action

What is an Emergency Operations Center (EOC), who would staff the EOC and where is it located?

During an incident, the EOC serves as a centralized location from which emergency operations are directed and coordinated. The EOC provides interagency and interdepartmental coordination and executive decision making in support of the incident response. The EOC also provides a critical role in support of the on-scene response. Following ICS and NIMS principles, various university representatives may be called upon to staff the EOC so information and resources may be coordinated across disciplines. The primary EOC for the University is located within the University Police Department at 413 Academy Street.

I work in Residence Life & Housing and am not familiar with how my department might be called upon in an emergency? Can you provide some examples?

In an emergency i.e. threat of a hurricane, Residence Life & Housing may be called upon to provide temporary housing and provide information on special populations so that resources and plans can be developed to address specific needs. These are just examples.

How does Campus & Public Safety identify gaps in preparedness and develop action plans where necessary?

The Emergency Management Director is responsible for updating the EOP and related plans. Additionally, both functional and table-top exercises are conducted to ensure that our plans are meeting the needs of the University and the campus community. An example of recent exercises include a mass casualty table top which simulated a major crash of an Amtrak train on the rail lines near the STAR campus and a simulated Ebola virus outbreak on campus. These exercises provide an opportunity for the federal, state and local resources to test existing plans and develop after-action steps to enhance our preparedness and response to all types of incidents. Additionally, the training that you are receiving today is another step in ensuring that we are all trained on incident response best practices that have been adopted on a national level.

How will the University communicate emergency information and updates to students, faculty, staff and visitors during an emergency?

The University of Delaware's primary emergency notification tool is UD Alert. UD Alert allows UD to send emergency messages within minutes. UD Alert is activated only during major emergencies, situations where there is an imminent danger to the safety and welfare of students, faculty and staff, or if a state of emergency is declared. Additional information on UD Alert including how to sign up for the alerts or customize your alert notification modes can be found at: <http://www1.udel.edu/alert/>

Alternative communication tools that will be used during an emergency include university email; university home page posting; broadcast messaging using the Live Safe App; use of the outdoor public address system; social media and local media outlets (print, television and radio).

How can I receive additional training on emergency preparedness and related topics?

FEMA offers a host of courses on this website: <https://training.fema.gov/> . There are online courses, independent study courses as well as classroom trainings that are often offered at no cost. The Delaware Emergency Management Agency (<http://dema.delaware.gov/index.shtml>) sponsors all-hazards training courses and exercises that are designed to cover Mitigation, Preparedness, Response and Recovery. A mix of courses, seminars, workshops and conferences can be tailored and offered at DEMA or your location. If you are interested in learning about the FEMA or DEMA trainings, please contact Mark Seifert in Campus & Public Safety at (302) 831-7394.