



## **Executive Summary**

The Mission of the University of Massachusetts Lowell Emergency Management Team is to prevent, prepare for, protect against, respond to, recover from and mitigate the effects of manmade or naturally occurring disasters on our campus. The University is engaged in providing a safe and healthy learning environment. The safety of students, staff and faculty are given the highest priority as well as maintaining a progressive educational atmosphere. The Team will accomplish this by planning, training and equipping in preparation of incidents which may occur on campus without warning.

## **Background**

In preparation of any and all hazards that may befall our University it is imperative that we prepare ourselves to protect our students, staff, faculty and the diverse infrastructure from harm. A major aspect of preparation is the process of developing plans that will address all potential emergencies, whether they are intentional, accidental or acts of nature. It is the intent of this University to fulfill that role.

## **I. Introduction**

### **A. Purpose of the Plan**

A crisis can erupt at any time and in any form. A fire, explosion, medical epidemic, water leak, power outage, hurricane, or bomb threat – the possibilities are infinite and unpredictable. Nonetheless, it is vital to plan for the unpredictable nature of “All Hazards”. Emergency Operations Centers, stockpiles of equipment and supplies, an integrated communications plan, a program of training and exercising are all developed in advance to help the University respond quickly and efficiently when a crisis strikes.

It is everyone’s wish that a comprehensive Emergency Operations Plan will never need to be implemented. But reality dictates that this University will be prepared should a serious crisis arise. Most large organizations and municipalities develop and maintain various emergency plans, host mock training scenarios and work to ensure that the entire community is involved and informed. The following is the University of Massachusetts Lowell’s Emergency

Operations Plan, which will be maintained and available on the campus website. All University staff, employees and students should become familiar with this plan.

## **B. Scope of the Plan**

As part of the National Preparedness effort and under the direction of the Presidential Policy Directive #8, it is the intent of this Plan to be consistent with the National Incident Management System (NIMS) as well as the Incident Command System. This will enable UMass Lowell to use a comparable system in the coordination and management of incidents with outside responders and communities.

To fulfill the intent on a national level of preparedness, this Plan has focused on the five planning areas to achieve its mission, including:

- ❖ *Prevention*- meaning the capabilities necessary to avoid, deter or stop an imminent crime or threat from occurring. Prevention is the action this University is taking to prevent an actual incident from occurring.
- ❖ *Protection*- is the capabilities to secure this institution against acts of terrorism and man-made or natural disasters. Protection focuses on ongoing actions that protect students, staff, faculty and visitors from a threat or hazard.
- ❖ *Mitigation*- is the capabilities necessary to stabilize and emergency once it has already occurred or is certain to happen in an unpreventable way. Mitigation actions eliminate or reduce the possibility of loss of life or injury and protect the property, by lessening the impact or an occurrence.
- ❖ *Response*- is the actions necessary to stabilize and emergency after it has already happened. It is intended to establish a safe and secure environment, save lives and property and facilitate the transition to recovery.
- ❖ *Recovery*- is the capabilities needed to assist the University affected by an event or incident in restoring the learning environment.

It is recognized that the University is mandated to meet the U. S. Department of Education requirements concerning timely notification of certain events as described in 20 U.S.C.s. 1092(f), known as the “Jean Cleary Disclosure of Campus Security Policy” as well as the Higher Education Reauthorization Act (2008). This Plan is intended to fulfill part of these requirements by providing the means and policies of Emergency Notification.

This Emergency Operations Plan outlines the expectations of staff and faculty; roles and responsibilities; direction and control systems; internal and external communications; training and sustainability plans; authority and delegation; common and specialized procedures; and specific hazard vulnerabilities and response/recovery actions. It was developed following a “Hazard and Vulnerability” evaluation performed in the spring of 2013.

## **C. Situation Overview/Hazard Analysis**

1. School population: The University of Massachusetts Lowell has a current enrollment of approximately 16,300 students and a faculty and staff of nearly 1,300. The University has grown to participate in Division I athletics and is recognized across the nation and the world as one of the top Universities. UMass Lowell is known as a leader in the research field.

2. Building Information: The UMass Lowell was actually founded in 1894 as a teaching institution: the Lowell Normal School, it has evolved through the Lowell Textile School, Lowell State, Lowell Technological Institute ultimately entering the University of Massachusetts system as the University of Massachusetts Lowell in 1975. It currently consists of 57 various buildings. The campus variety includes 11 dormitories housing students from all over the world. It also has a 6,000 seat Tsongas Center providing a venue for concerts and sporting events, a high rise Inn and Conference Center, several libraries, laboratory and research buildings, parking garages, athletic fields and facilities. The University is constantly growing and is emerging as a lead institution in Massachusetts.

3. Hazard Analysis Summary; All universities are exposed to natural and man-made hazards, UMass Lowell is no different. Having completed a Threat and Hazard Vulnerability survey in the spring of 2013, a hazard ranking was created. The top naturally occurring hazard ranking included fires, ice storms, winter storm and blizzards, flooding, tornadoes and hurricanes. Man-made hazards include hazardous materials spills, utility interruptions and intentional acts of violence.

## **D. Planning Assumptions and Limitations**

In planning, certain assumptions are made that are based on past experiences, knowledge and training. This Emergency Operations Plan is based on those assumptions but the planning process must be flexible and adaptive to all situations, whether predictable or unexpected. UMass Lowell needs to be capable to deviate from this EOP if certain assumptions prove not to be true during any and all incidents. Thus University assumes:

### **1. Planning Assumptions**

- The University Campus will continue to be exposed to various hazards and types of incidents as identified in the Hazard and Vulnerability Assessment.
- A major disaster could occur at any time and at any location, many times with little or no warning.
- A localized incident, such as fire or act of violence could occur at any time without warning. Staff, faculty and employees should therefore be prepared to act prior to the arrival of emergency responders. All actions should be based upon saving lives and protecting property.

- Following a major or catastrophic incident, the University may have to rely upon its own resources and be self-sustained for up to 72 hours.
- Rapid response by the UMass Lowell Police and EMS will reduce the number and severity of injured individuals on campus.
- Outside assistance by the City of Lowell, State of Massachusetts, neighboring communities and state agencies and Universities should be available but possibly delayed.
- Proper prevention and mitigation actions will prevent or reduce incident related losses.
- Maintaining this UMass Lowell EOP and practicing the Plan will greatly improve the University's capabilities to respond.

## 2. Limitations

- It is the policy at UMass Lowell that no guarantee is implied by this plan for perfect incident management. The University can only endeavor to make every reasonable effort to manage the situation with the resources and information available.

## II. Concept of Operations

This Plan is based upon the concept that the incident management functions that must be performed by the University generally will parallel some of their day to day functions. When possible, the same personnel and material resources used for day-to-day activities will be employed during incidents. During an emergency the personnel, equipment, and supplies that would typically be required for those routine functions will be redirected to accomplish assigned incident management tasks.

The University will follow the National Incident Management System (NIMS) procedures whenever possible. NIMS provides the basis of all response actions across the country and is the framework for all responders to operate under one unified system.

UMass Lowell has adopted NIMS as their emergency operating system and will implement the Incident Command System when performing emergency operations.

### A. Emergency Management Team

#### Responsibilities

- Ensure the overall safety of students, staff and faculty
- Gather, confirm and evaluate incident information
- Establish overall priorities and critical needs
- Define the objectives to address the situation
- Implement tactics/actions
- Provide Emergency Notification Systems
- Issue public information reports and instructions

- Manage resources to resolve the specific situation
- Ensure that individuals are assigned to support critical needs
- Establish communications and coordinate response efforts with local, state, and federal emergency operation centers and agencies
- Coordinate equipment and special installations
- Document situation status and track resource use
- Meet in the event of a possible impending emergency for proactive planning
- Ensure proper and complete training of Emergency Management Team staff and test the response plans, procedures and equipment
- Debrief and review outcomes for plan, policy and procedural validation

### **Meeting schedule**

The Emergency Management Team, previously referred to as the “Crisis Management Team”, has met regularly over the past several years to devise this plan and obtain necessary training. It will continue to meet as needed, coordinate training and information programs, and update the plan annually.

## **Key Roles and Responsibilities in the EOC**

**Senior Executive:** is to provide policy guidance on priorities and objectives based on situational needs and the University EOP. This position is to oversee resource coordination and support to the Incident Commander. The Senior Executive is responsible to:

- Establish “priorities” for incidents.
- Identify and resolve issues common to all groups and departments effected by the incident.
- Develop procedures to implement decisions.
- Keep elected/appointed positions informed of the situation.
- Provide factual information, both internally and externally.

**Incident Commander(s) (IC):** role is to provide management and leadership inside the EOC. A Unified Command Structure will be utilized, when appropriate, consisting of more than one IC from Police, Environmental and Emergency Management, Facilities, or any department with a jurisdictional role during the specific incident. They are responsible to:

- Set the incident objectives.
- Develop incident strategies and priorities
- Have overall responsibility for the incident.
- Ensure safety for everyone.

**Public Information Officer(PIO):** will be filled by the Office of University Relations, the role is to serve as the conduit for information to internal and external stakeholders, including the University of Massachusetts President’s Office, media or other organizations seeking information directly from the University as well as issuing messages via the RAVE Emergency Notification System.

**Liaison Officer (LO):** serves as the primary contact for supporting agencies and organizations that are assisting with the incident.

**Safety Officer (SO):** monitors all safety conditions and develops measures for assuring the safety of all students, staff and faculty, visitors and business associates on the campus.

**Operations Section Chief (OSC):** establishes the tactics to meet the incident objectives as developed by the IC. The OSC may be at the scene and communicates directly with the IC inside the EOC.

**Planning Section Chief (PSC):** supports the incident action planning process by tracking all resources, collecting and analyzing information and maintaining all documentation.

**Logistics Section Chief (LSC):** provides all resources and needed services to support the incident and the incident objectives.

**Finance/Administration Section Chief (F/ASC):** monitors and tracks all expenses related to the incident while maintaining detailed records of all incident response costs. Also provides accounting, procurement and cost analysis.

## **C. Departmental Responsibilities**

In preparation of activation and response to incidents occurring on campus all University Departments are expected to assume various roles, as outlined in the plan, in an effort to provide a coordinated response to all emergencies. In some circumstances, it may be necessary to request faculty or staff to assume temporary roles outside the normal scope of their daily duties, taking into consideration their ability to carry out those assignments. If any department does not have specific roles for their personnel in addressing a current situation, then those personnel will become part of a "pool" of reserve personnel, available to be delegated to incident specific roles in providing assistance, as assigned by those in command of the emergency.

### **Departments Represented**

Comptroller

Dean of Students

Director of Environmental and Emergency Management

Director of Environmental Health and Safety

Director of Counseling Services  
Director of Health Services  
Director of Residence Life  
Director of Facility Services  
Director of Human Resources  
Director of Public Safety  
Executive Director of University Relations

## **D. Emergency Operation Centers**

### **Locations**

In cases of general widespread emergencies (Level 3, 4 or 5), the Chancellor or his designee, the University Police Chief or the Environmental and Emergency Management Director will activate an Emergency Operations Center (EOC) which shall serve as the location for operations of the Emergency Management Team.

The EOC will provide coordination in support of the response operations dealing with the emergency. It will act as the Policy Group under the controls of the Delegation of Authority from the University Chancellor.

The primary location of the EOC will be in Suite 150, Room 158B, of the University Crossing. The alternate locations include Southwick Hall Room 240 or in the Admissions Office in Dugan Hall, if necessary. Under certain conditions (including a widespread power outage) the EOC can be set-up in any facility which could provide the support needs of the incident management. The team may also meet in the Cumnock Auditorium or the Board of Trustees Room, while information is gathered and/or disseminated by members of the Public Affairs Office.

### **Equipment**

The EOC (regardless of location) shall have easy access to:

- Multi-line phone with access to all analog and digital telephone lines
- Phone line with UMass Lowell switch bypass capability
- Radio access via portable scanning radios for all campus frequencies (receive/transmit) and monitoring of local municipal frequencies (receive only)
- Computers and printer
- Campus computer network connection
- The Emergency Notification System
- Large scale campus maps
- Televisions with cable access
- Designated FAX machine
- Radio, cell phone and/or pager communication for group members (as needed)
- The EOC shall be on 24 hour per day emergency electrical backup
- Electronic and hard copies of all emergency, contingency and continuity plans.
- Satellite Phone Capabilities

## **Portable Resources**

Kits of items (stored in closets or brought in by responders), that may be useful in any given emergency, will be available in the University Crossing training facility, Southwick Hall on North Campus and in the Admissions Office on South Campus, containing:

- A laptop computer at the UCrossings Police Station (w/redundancy)
- External Hard drives, Discs or flash drives with emergency, contingency and continuity plans, floor plans of all buildings, the BeSafe facility record system and other pertinent information such as personnel phone numbers, blue prints, emergency and agency phone numbers, etc.
- Emergency Management, Police and EMS portable radios
- Satellite Telephone
- Battery packs
- Rapid radio and cell phone battery chargers
- Campus Maps
- Flashlights
- List of locations of first aid kits
- Office supplies
- Forms for incident command use

## **III. Organization and Assignment of Responsibilities**

This section establishes the operational organization that will be relied upon to manage the incident and includes:

- The levels of emergencies
- Response authorities, delegations and initial response notifications.
- Department specific roles and responsibilities
- The Incident Command System.

### **A. Levels of Emergencies**

An emergency is an unplanned event or incident that could range from minor to catastrophic. By assigning a level of response to various types of situations, a framework is created in which to respond. Life Safety, as always, is the primary concern in all emergencies. The following levels have been established for dealing with crisis situations. Note: these levels coincide with the NIMS levels of emergencies.

#### **Level 5**

A Level 5 incident is a minor department or building incident that can be resolved by the responding service unit in a short period of time. This may result in calling in designated personnel and notifying the department head where the problem occurred. (Example: Physical Plant responds to a broken water pipe.)



#### **Level 4**

A Level 4 incident is a department or building incident that can be resolved with existing University resources or limited outside assistance. A Level 4 incident is usually a one-dimensional event that has a limited duration and some impact on the campus beyond those using the space/building in which it occurred. (Example: Minor chemical or fuel oil spills, building loss of heat or electricity for several hours, or a minor fire confined to a room and not involving hazardous chemicals.)

#### **Level 3**

Level 3 incidents include situations primarily involving people, rather than infrastructure. In particular, many student issues can become quite complex because of varied institutional and student support responses that must be coordinated. (Examples: Isolated Evacuation or Relocation, Felony Assaults, Sexual Assaults, Building/Office Occupation, Bias and Hate Crimes, or Bomb Threats). In these situations, specific departmental plans may be implemented. The Emergency Management Team may be activated at the direction of the Chief of Police or his/her designee.

#### **Level 2**

A Level 2 incident is a major emergency that impacts a sizable portion of the campus and/or outside community. Level 2 emergencies may be single or multi-hazard situations, and often require considerable and timely coordination both within and outside the University. Level 2 emergencies also include imminent events on campus or in the general community that may develop into a major University crisis or a full disaster. The Emergency Management Team and the EOC should be staffed. (Examples: Heating plant failure, extended power outage, severe storms and flooding, major fire, significant chemical hazard, contagious disease outbreak or domestic water contamination.)

#### **Level 1**

A Level 1 incident is a catastrophic emergency event involving the entire campus and surrounding community. Immediate resolution of the crisis, which is usually multi-hazard, is beyond the emergency response capabilities of campus and local resources. State and Federal resources may be involved. This Level may take several days to resolve and the Emergency Management Team will be activated to staff the EOC. (Example: earthquake, major hurricane or act of terrorism, which would require state and federal assistance.)

### **B. Response**

#### **Declaration of an Emergency Condition**

The Chancellor, Provost, Chief of Police, or designee may declare a “University State of Emergency”, when he or she deems it necessary, to place into immediate effect appropriate emergency procedures and/or to close all or part of the University. The Chancellor, Provost or designee shall declare an end to the state of emergency when appropriate.

Once an emergency is declared, the Chief University Relations Officer will notify the appropriate persons: the Chancellor, Provost or his associates, Vice Chancellor for Facilities, area Dean, etc. The Crisis Management Team will be called upon to staff the

EOC in order to address the specific issues of the situation while providing support and coordination to the responders at the scene.

### **Initial Notification**

In the event of an emergency occurs, the UMass Lowell Police should be contacted at extension 4-4911 on the campus telephone system or 978-934-4911 if using cell or an outside telephone line. The non-emergency number to the UMass Lowell Police is 978-934-2398.

When notified, the UMass Lowell Police Dispatch Center will make appropriate notification of UMass Lowell Police, UMass Lowell Environmental and Emergency Management, the Lowell Fire Department, UMass Lowell Emergency Medical Service, the Ambulance transportation provider (currently Trinity Ambulance) to respond.

The UMass Lowell Police Shift Commander will determine whether or not to notify the Police Chief and/or Environmental and Emergency Management Director, or their designees, who will make a determination of the need for activation of the Emergency Management Team to respond to the EOC.

If the crisis is not an emergency, contact the Dean of Student Affairs at extension 2100 or the Chief Public Affairs Officer at extension 3238, both of whom are members of the Emergency Management Team and can make an initial determination.

### **Specific Responses**

#### **Level 5 Incidents**

Level 5 events are reported by the departments involved (Physical Plant for building issues, Telecommunications for telephone problems, etc.) and are handled based upon established departmental practices.

#### **Level 4 Incident**

A Level 4 incident will be handled in a similar way, but may necessitate several departments being involved in order to re-establish normal operations.

#### **Level 3 Incident**

Appropriate members of the Emergency Management Team will assess the situation to address the complex issues. They will then determine whether part of or the entire team should be called together. Examples include assaults, sexual assaults, building/office occupation or evacuation, hate crimes, bomb threats and controversial speakers.

#### **Level 2 or 1**

When a Level 2 or 1 Emergency has been declared, the Police Chief or EEM Director will immediately notify members of the Emergency Management Team and assemble them at the location of the EOC, as appropriate, to address the emergency. Prior to the assembling of the Emergency Management Team, on scene responders are authorized to make necessary operational decisions and to commit resources to control, stabilize and mitigate the crisis.

The Police Department or EEM office may also request help from other departments on an emergency basis, including asking that staff be pulled off less critical assignments to assist their officers.

## **B. Departmental Response Roles and Extensions**

The following departments may have responsibilities, detailed below, and others, depending on the crisis level. However, any department may be asked to participate, as warranted.

### **Academic Affairs (4-2219)**

Identify and resolve instructional and research issues. Coordinate necessary faculty resources. Inform internal and external audiences about cancelled events.

### **Advancement (4-2223)**

Arrange access to phone bank and assist as necessary.

### **Athletics (4-2310)**

Coordinate use of athletic facilities as a staging area, temporary shelter, and/or temporary morgue.

### **Chancellor (4-2201)**

May be required to declare a University State of Emergency; make other decisions and give direction as required.

### **Continuing Studies (4-2480)**

Coordinate rescheduling of classes and public events. Communicate information to CS students.

### **Controller's Office (4-3459)**

Provide financial management support. Provide tax compliance and controlling the proper use of funds in accordance with state federal and University policies.

### **Counseling Center (4-4331)**

Provide mental health counseling and assist employees and students in coping with trauma.

### **Dean of Students (4-2100)**

Provide support in transitioning the student life back to normal operations and maintaining a pulse on the student body

### **Economic Development Office (4-4891)**

Arrange for fit-up of temporary quarters for displaced units. Provide structural evaluations and repair estimates. Provide site and building information.

### **Environmental and Emergency Management (4-2618)**

Assess and mitigate emergency conditions and provide emergency equipment. Coordinate with municipal, state and federal agencies. Post signs and notices.

**Facilities, Office of (4-4890)**

Provide manpower, support of facilities, equipment and expertise to address the needs of the incident.

**Financial Services (4-3450)**

Provide financial documentation and approval of purchasing.

**Information Technology (4-2654)**

**Human Resources (4-3560)**

Provide support for payroll services and to act as liaison with Union Reps during the crisis period

**Mail Room/Duplicating (South, 4-2377; North, 4-2598)**

Provide courier services. Provide printed material as directed (letters to parents, posters, temporary procedures, etc.).

**Physical Plant (4-2601)**

Mitigate facility and grounds damages and restore to functional level. Assist Police with creating a safety perimeter at the site of the emergency.

**Police Department (Emergency 4-4911, Non-Emergency 4-2398)**

Handle law enforcement, crowd control, evacuation, site security, and mobile communications. Oversee EMS in treating immediate injuries and establishing a Medical Command in multi-injury situations. Serve as liaison with on-site fire and medical command personnel and EHS. Provide key access to buildings.

**Provost (4-2635)**

May be required to declare a University state of emergency; make other administrative decisions and provide direction as required.

**University Relations (4-3224)**

Handle media response. Distribute information to internal and external audiences via Web, phone, email, mail etc.

**Purchasing (4-3500)**

Assist with PeopleSoft overrides and other necessary administrative functions.

**Radiation Safety Office (4-3372)**

Assess radiation safety. If necessary, the Safety Officer will implement safety procedures in coordination with Radiation Safety Committee.

**Reactor Supervisor (4-3365)**

Coordinate all reactor issues. If necessary, the Safety Officer will implement safety procedures in coordination with Radiation Safety Committee.

**Registrar (4-2550)**

Reschedule and relocate classes as necessary.

**Residence Life (4-5160)**

Coordinate housing operations (including any temporary shelters). Broadcast information to residence students.

**Student Affairs (4-2100)**

Coordinate student notification and response. Inform students about cancelled events. Communicate with parents. Coordinate dining services for dislocated personnel, emergency workers and others as needed.

**Student Health Services (4-4991)**

Provide medical support. Assist in providing services to those with minor injuries and provide trauma support. Coordinate with UMASS Lowell EMS. Student Health Services may be asked to assist/provide onsite medical triage. Coordinate with CDC, DPH and other external agencies.

**Telecommunications/Information Technology (4-2680)**

Coordinate temporary telephone, fax, and computer hookups. Activate phone bank and the 800 number for necessary calls.

**UCAPS Card System (4-2682)**

Create temporary identification/access credentials as requested.

**Vice Chancellor for Administration and Finance (4-3450)**

Identify scope of loss and coordinate insurance adjustment.

**D. Emergency Communications**

Timely and accurate communications within the campus community is a vital aspect of managing an incident. Complete communications will enable the Crisis Management Team to have a full understanding of the situation and obtain accurate facts thus enabling proper decision making to fulfill their responsibilities. In addition, it may be necessary to communicate with off campus groups such as the media, family members or parents of students.

Communications include briefings, situation reports from the field Command Post and may utilize radio, telephone and face to face communications. Much of the emergency communications will be processed through the UMass Lowell Police Department Dispatch Center and forwarded on to the Crisis Management Team in the EOC.

Informational communications with the University of Massachusetts President's Office is vital. This can take the form of situational updates, the request for assistance or the sharing of information. This type of communication can be accomplished thru the previously developed "EMERGENCY NOTIFICATION PROCESS TO THE PRESIDENT'S OFFICE" form found as Appendix G.

## EMERGENCY NOTIFICATION SYSTEM

A key option for emergency communications throughout the campus includes the use of the Emergency Notification System (ENS): RAVE. The RAVE system was developed as a means to reach everyone via email or text message in a timely manner. The University also has access to WMUL radio to broadcast information.

**Emergency Notification** is the procedures in place to disclose emergency response, preparedness and evacuation information as well as procedures concerning significant emergency or dangerous situations involving immediate threat to the health and safety of students, faculty and staff occurring on the campus.

**Timely Warnings**, as required by the Clery Act, is the process to alert the campus community of certain crimes and situations that can represent a threat to students and employees. This warning must be done in a manner that will aid in the prevention of crimes.

EMERGENCY NOTIFICATION	TIMELY WARNING
<b>Scope:</b> focuses on any significant emergency or dangerous situation (e.g., crime, sever storm, chemical spill, disease outbreak)	<b>Scope:</b> Required for certain crimes
<b>Why:</b> Emergency notification is triggered by an event that is currently occurring on or imminently threatening the campus. Initiate emergency notification procedures for any significant emergency or dangerous situation involving an immediate threat to the health or safety of students or employees occurring on campus.	<b>Why:</b> Timely warnings are triggered by crimes that have already occurred (but may be continuing) but which represent an ongoing threat. UMass Lowell must issue a timely warning for certain crimes that are reported to its campus security or local law enforcement agency and is considered by UMass Lowell to represent a serious continuing threat to students and employees.
<b>Where:</b> Applies to situations that occur on campus.	<b>Where:</b> Applies to crimes that occur on campus in or non-campus buildings or property, and on public property.
<b>When:</b> Initiate procedures immediately upon confirmation that a dangerous situation or emergency exists or is a threat.	<b>When:</b> Issue a warning as soon as the pertinent information is available.
UMass Lowell will follow its emergency notification procedures and is not required to issue a timely warning based on the same circumstances; however, UMass Lowell will provide adequate follow-up information to the campus community as needed.	

## RADIO COMMUNICATIONS

The University currently has radio communications between the UMass Lowell Police Department, Emergency Management, UMass Lowell EMS and the Transportation Department. A representative from Emergency Management should be present at the incident site and communicate directly with the EOC with accurate and timely information and requests. See the ICS Form 205 Communications Plan in the Appendix.

## **SATELITE TELEPHONES**

UMass Lowell currently has three satellite telephones. One Satellite telephone will be accessible whenever the EOC has been activated. The Satellite phones are assigned to the Chancellor, Police Chief and Director of Environmental and Emergency Management.

The following communication procedures are in place:

- The Executive Director of Public Affairs, under the guidance of the Vice-Chancellor of University Relations, or his designee, will coordinate communications both on and off campus, including the media and general public.
- As necessary, broadcast emails and or broadcast phone messages will be sent out to faculty, staff and students. This is one potential option for the use of the RAVE ENS System.
- WUML will broadcast information.
- Information to be posted on the University Website.
- Should both telephone and data network be unavailable, staff will be dispatched from the EOC to alert key leaders in each building, who will be expected to alert others in the building.
- Telephones linked directly to Verizon are available in the EOCs for use in case the UML switch is unavailable. There will also be satellite telephones available to the Chancellor, UMass Lowell Police Chief and the Director of UMass Lowell Emergency Management.
- Special messages and updates may be recorded at the beginning of the voice mail message for those calling 978-934-4000 after hours. If the main UMass Lowell switch is unavailable, Verizon can block calls coming into 978-934-4000 with a message advising the caller to use the 800 number. The University is in possession of an 800 number, which Telecommunications can forward to any bank of phones for people calling in for information.
- The bank of telephones in Advancement can be used to accept calls from the outside when it is expected that there will be many calls. Or, they could be forwarded to 4-2100 (Student Affairs) or 4-3224 (University Relations). Student Affairs and University Relations personnel will staff the phone banks.
- As deemed appropriate a designee from UMass Lowell will complete the “University of Massachusetts Emergency Notification Process to the President’s Office” as demonstrated in the Appendixes. The primary contact at the University President’s Office is the Emergency Planning and Business Continuity Manager, Jeffrey Hesscock

## **E. University Relations**

The Office of University Relations, led by the Director of University Relations will handle all University public relations, develop all press releases, provide information to parents of students and coordinate with the news media. All releases of information will be approved by the Chancellor or his designee and/or the Incident Commander of the University’s Emergency Operations Center. During an emergency, University Relations will work closely with the Emergency Operations Center as a means of obtaining accurate and timely information that is appropriate for release.

## **F. Debriefing**

When the emergency has passed, the Emergency Management Team will convene to assess its performance and to determine ways in which the campus response could be improved. This process will include documentation of the event; include a narrative of events, emergency response actions, communications efforts, identification of all costs, etc. Notes of the Debriefing will be maintained by the Director of University Relations and the Office of Environmental and Emergency Management. Identified improvement points will be incorporated into this Emergency Operations Plan.

## **G. Training and Exercising the Plan**

UMass Lowell understands the importance of training, drills and exercises in maintaining and planning for an incident. In order to ensure that all University responders, as well as first responders from outside the campus, are familiar with the policies and procedures that will be followed during an incident the University has implemented an ongoing training and exercise program. The training programs include:

- The National Incident Management System (NIMS)
- The Incident Command System (ICS)
- Emergency Operations Center: Operations and Management
- Emergency Medical Services
- Table Top Exercise
- Full Scale Exercises
- Responding To Active Shooter Situations

The goal of the training and exercise program is to have ongoing NIMS/ICS and Responding to Active Shooter Situations awareness, and to facilitate and participate in at least one significant, campus wide exercise per year.

There are specific departments and facilities that are involved in crisis management training and exercises on an ongoing basis, they may include:

Environmental & Emergency Management  
UMass Lowell Police  
Facilities  
Student Affairs  
Residence Life  
Counseling Center  
Information Technology

Controller's Office  
University Relations  
Financial Services  
Human Relations  
Operations and Services  
Health Services  
Transportation