



CAMPUS EMERGENCY RESPONSE PLAN (CERP)

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PURPOSE AND RESPONSIBILITY

The purpose of this plan is to establish organizational structure, roles, and procedures for campus emergencies and critical incidents. The safety and well-being of faculty, staff, students, and visitors is of critical importance to the University.

The Critical Incident Response Executive Team (CIRT) is responsible for overseeing this plan and will direct and authorize strategies and overall response in the event of an emergency or critical incident. See Appendix A for Membership List.

Each unique event or situation may call for a modified response and these procedures may need to be adjusted to meet the needs of campus.

All students, faculty, and staff should familiarize themselves with the procedures in case of an emergency.

EMERGENCY AND CRITICAL INCIDENT PROCEDURES

I. Categories of Emergencies or Incidents

Emergencies and incidents are categorized as Type I or II, depending on the nature of the incident. The Type of incident may change as more information is obtained.

Type I: A catastrophic or major emergency or incident that impacts the entire campus. Examples include, but are not limited to: bioterrorism, nuclear disaster, pandemic, active shooter, mass casualty, intentional death or serious bodily injury that takes place on or near campus. (When working with outside agencies, these will be considered Level 1 as defined by FEMA.)

Type II: An emergency or incident that affects a sizable portion of campus. Examples include, but are not limited to: major fire, extensive technology failure, heating plant failure, extended power outage, severe storms, contagious disease outbreak, domestic water contamination. (When working with outside agencies, these will be considered Level 2 and 3 as defined by FEMA.)

II. Establishment of Incident Command

Every event or incident will have a designated Campus Incident Commander (IC), who will work with local first responder ICs under a Unified Command structure, when relevant.

A. Establishment of a Campus Incident Commander

The initial Campus IC will be the first responding supervisor to the scene who has received Incident Command training. This role will be reassigned based on the nature of the event or incident as soon as one of the following individuals is informed and available:

Associate Vice President for Facilities Management or designee: Facilities-Related Incidents (e.g., gas leak, fire, flood, power outage)

Chief Risk Officer, Risk Management Services or designee: Environmental Incidents (e.g., chemical spill, bioterrorism emergency, radiation)

Assistant Vice President and Chief of Police or designee: Criminal Incidents (e.g., active shooter or threat, bomb threat, hostage situation)

Executive Director, Campus Health or designee: Public Health Incidents (e.g., disease outbreaks or epidemics)

Chief Information Security Officer or designee: Information Security Incidents (e.g., cyber-attack or security breach)

Executive Director, Administrative Technologies: Technology Incidents (e.g., system-wide technology failure or campus-wide WiFi outage)

B. Incident Commander Duties

- Provide overall management and coordination for incident response.
- Ensure incident and responder safety.
- Establish Command and an Incident Command Post. This may be a Unified Command with other first responder agency IC or use of a Liaison, if necessary.
- Develop the appropriate organizational structure as needed.
- Set incident priorities and determine incident objectives and strategies.
- Provide regular updates to the CIRT Executive Team and Working Group.
- Develop and implement an Incident Action Plan.
- Request resource assistance from University departments or external agencies, if needed.
- Request financial resources, if needed.
- Monitor and evaluate the response and its effectiveness.

- Demobilize incident response when appropriate.
- Ensure after-action reports are completed.

III. Notification of CIRT Executive Team and Working Group

The IC will make the initial determination of whether a critical incident is Type I or Type II. The IC or designee will immediately inform the CIRT Executive Team Members and Working Group Command and General Staff (CGS) of all Type I and Type II events and incidents. UAPD dispatch will maintain an up-to-date list of contact information. The Emergency Management Coordinator will ensure the email and text contact information is up-to-date and available to potential ICs. See Appendices A and B for Membership Lists.

For Type I incidents, the CIRT Executive Team and Working Group CGS will be convened as soon as possible after notification from the IC. For Type II incidents, the IC or any member of the CIRT Executive Team has the discretion to convene the Executive Team or Working Group, depending on the potential impact to the University community. The Vice President for the Executive Office of the President will coordinate the meeting for the CIRT Executive Team. If the Vice President is out of the office, the Vice President will designate someone to perform this role.

The Emergency Management Coordinator will coordinate meetings for the Working Group CGS. If the Emergency Management Coordinator is out of the office, the Emergency Management Coordinator will designate someone to perform this role. The Working Group CGS will convene the Emergency Operations Center (EOC). An Emergency Operations Center, or EOC, is a central command and control facility responsible for carrying out emergency management and ensuring continuity of operations. The campus EOC is responsible for implementation of the incident response. Subject Matter Experts will be invited to join the groups, as appropriate.

IV. Duties and Roles of CIRT Executive Team (See Appendix A for Membership List)

The CIRT Executive Team will direct and authorize strategies, resources, and overall response in the event of an emergency or critical incident. The CIRT Executive Team may change the IC's designation of an event as Type I or Type II, if warranted.

The President receives recommendations from the CIRT Executive Team and IC and has ultimate authority for decisions related to the strategies, resources, and overall response in an emergency or critical incident.

The CIRT Executive Team will consider issues including, but not limited to, the following:

- Cancellation of classes.
- Suspension of business operations.
- Alterations of University hours.
- Suspension or postponement of major events.
- Content of major campus communications, not including UAlert.
- Authorization of large expenditures.

CIRT Executive Team roles:

The **Vice Provost and Dean of Students** or designee will provide recommendations for how to support impacted students and oversee the implementation of approved recommendations.

The **Senior Vice President and Chief Human Resources Officer** or designee will provide recommendations for how to support impacted employees and oversee the implementation of approved recommendations.

The **Vice President for Government and Community Relations** or designee will be the liaison for elected officials and external partners, provide recommendations for how to support impacted external campus community members and oversee implementation of approved recommendations.

The **Senior Vice President for Business Affairs and Chief Financial Officer** or designee will ensure there is an expedient and effective process for considering resource requests.

The **Vice President for Marketing and Communications** or designee will:

- Monitor news coverage and share with the CIRT Executive Team.
- Communicate with the media.
- Identify spokespersons based on expertise.
- Draft and coordinate communications from various University channels (e.g. social media, websites, email messages).
- Ensure communications are accurate, clear, and prompt.
- Partner with the Office of the General Counsel to ensure communications comply with legal requirements regarding release of information.
- Schedule and coordinate any press conferences to include ASL Interpreters and/or Captioning Services on contract with Disability Resource Center.

The CIRT Executive Committee will assign tasks to University leaders and units, including members of the CIRT Working Group. The Vice President for the Executive Office will maintain meeting notes. The IC or designee will ensure that CIRT Executive Team decisions and assigned tasks are communicated to the CIRT Working Group and University leaders and units.

See Appendix C, Travel of CIRT Executive Team Members.

V. CIRT Working Group (See Appendix B for Membership List)

The CIRT Working Group consists of key University personnel who, if needed, are called upon to form an Emergency Operations Center (EOC) to assist with a University-wide response to a critical incident or event. The EOC is led by the EOC Director. The CIRT Working Group is trained in Incident Command and their roles and responsibilities. Meetings will be facilitated by the EOC Director or the IC.

Duties of the CIRT Working Group include, but are not limited to:

- Implement decisions made by the CIRT Executive Team, as appropriate.
- Assist with campus emergency response efforts.
- Identify and address unique needs or challenges of particular populations.
- As appropriate, collect feedback from campus constituencies to inform emergency response.

VI. Communication

The University strives to provide information and guidance about emergencies and critical incidents to the University community as quickly as possible and to ensure communications are accurate, consistent, and accessible across all University channels.

The University of Arizona Police Department (UAPD) and University Marketing and Communications (MarComm) will provide information and updates through the following channels:

- UAlert (UAPD) and other authorized individuals
- Campus email messages (MarComm)
- University websites (MarComm)
- University social media platforms (MarComm)

Primary Purpose of Communications

- To provide accurate and effective information and guidance to students, employees, units, and the public.
- To ensure that official communications from the UA are uninterrupted, regardless of circumstances.

UAlert Emergency Notification Protocol

The UAlert messaging system is a critical text and email notification system for all University of Arizona students, employees, and DCCs. Family, friends, and community members may also register for UAlerts.

UAlert messages will be issued by an authorized individual when they have confirmed a significant emergency or dangerous situation involving an immediate threat to the health or safety of the university community.

Authorized Individuals

The following individuals are authorized to issue campus-wide UAlerts:

UAPD

- Chief of Police
- Deputy Chief
- Assistant Chief
- Lieutenant
- Dispatch Supervisor
- Emergency Management Coordinator

UITS

- Designated University Information Technology Services (UITS) personnel at the direction of the other authorized personnel

Determining Whether a UAlert Should be Issued

A UAlert will be issued when authorized individuals have confirmed, based on reliable information, the existence of an immediate threat to students, employees, and/or visitors. Factors considered when deciding if a UAlert is warranted include:

- Whether a significant continuing danger to members of the campus community exists.
- Whether meaningful information and direction can be provided to the campus community which will help preserve the health and safety of the campus community.

- Whether a risk of compromising safety, rescue, or law enforcement efforts exists if a UAlert is issued.
- Any unique additional factors due to the circumstances of the specific emergency.
- When a UAlert is warranted, notification will be made as soon as possible to appropriate members of the campus community.

The following types of emergencies on or near campus are examples of situations that will usually be appropriate for a UAlert:

- In-progress serious or violent crime
- Active shooter on campus
- Hostage/barricade situation
- Riot/civil unrest
- Suspicious package with evidence of an explosive or harmful device
- Fire/explosion, with serious impact to life/safety
- Homicide or suspicious death
- Significant damage to a structure
- Biological threat
- Significant flooding or extraordinary weather
- Gas leak
- Hazardous material spill (e.g., chemical, biological, radiological, nuclear)
- Illness outbreak
- Other events presenting an immediate threat to health or safety

Procedure

1. Confirm Significant Emergency

- a. Confirmation of significant emergencies will require direct investigation by appropriate University personnel.
- b. For all campus law enforcement issues, UAPD will be primarily responsible for confirming a significant emergency or dangerous public safety situation on campus through victim, witness, and/or officer observations.
- c. For non-law enforcement emergencies (e.g., hazardous materials releases, utility failures, computer systems/telecommunications failures, and hazardous weather affecting the UA campus), other departments at the UA (e.g., Risk Management and Safety, Facilities Management, and University Information Technology Services) may confirm a significant emergency.

2. Prepare and Issue UAlert

- a. Confirming departments will report non-law enforcement emergencies to UAPD.
- b. Upon confirmation of a significant emergency, the UAPD supervisor will contact a Lieutenant, Assistant Chief, Deputy Chief, or Chief of Police.
- c. A Lieutenant, Assistant Chief, Deputy Chief, or Chief of Police will have the primary responsibility to prepare and issue UAlert notifications.

UAlert Message Content

Because text messages are limited to 160 characters (including spaces), care should be taken to ensure that messages are short and concise. Additional UAlerts will be sent if more than 160 characters are needed for the message.

The following items will be included in the first UAlert message, if available:

- Type and brief description of emergency
- Location
- Action to take (e.g., stay away from a dangerous area, stay sheltered in place, follow evacuation plan)
- Suspect description if a crime has been committed
- Link to the Incident page: <https://www.arizona.edu/incident>

Follow-Up Messages

UAlerts will also provide updates about an emergency and give additional instructions. Those messages may be authorized in the manner described above, or from the CIRT, if activated.

Follow-up messages will include:

- Update number, such as Update 2, Update 3, etc.
- Concise update, such as: “Armed subject still at large”
- What actions individuals should take
- Any other pertinent information
- Link to the Incident page: <https://www.arizona.edu/incident>

Closure Message

When the emergency has been resolved and/or it is considered safe to resume operations, an “All Clear” message will be sent. This will indicate that members of the campus community may resume their routine activities.

Testing of the UAlert System

The UAlert system may be tested each semester on a small population to affirm its functionality.

Communications Regarding Employee and Student Support

A. Communication Coordination

Following an incident, the Office of Public Safety **Public Information Officer** and the **University Marketing & Communications** will coordinate together on all university communications discussing and providing outreach for employee and student support to ensure communications are accurate and appropriate. They will consult regularly with CAPS and other direct service providing units, as appropriate. The **Public Information Officer** will coordinate regular check-ins among service-providing units to ensure they are receiving central support, listen to any feedback, and provide them with key information. If a crisis communications advisory group is created, this group will also advise on communication strategy.

In addition, the **University Marketing & Communications** will identify trusted sources within impacted departments or units that can help communicate directly with employees and students. This may include Deans, Department Heads, Directors, Communications Managers, Advisors, or others. University Marketing & Communications will provide these individuals with messaging they can use to share information about resources and encourage these leaders to personalize the information, with the aim of accurate, sincere, and helpful communication.

B. Communication Timelines and Advance Notification

Communications about student and employee support should be sent to campus as soon as possible after the incident and at regular intervals afterward, particularly when news is communicated to campus that may be impactful.

When possible, the **University Marketing & Communications** and **Public Information Officer** will strive to provide early notification of communications to impacted departments and individuals about incident developments.

C. Communication Content

Communications about employee and student support should follow these guiding principles:

- When possible, communications should be differentiated by audience type (undergraduate student, graduate student, faculty, staff, Main Campus, online, etc.) so they are receiving information pertinent to them.
- Communications should be thorough, with links to more detailed information.
- Communications should include reminders about existing sources of information like the [incident webpage](#), [UAlerts](#), and the [Public Safety website](#).
- Communications should be trauma-informed and respect individual privacy.
- Communications should encourage employees and students to familiarize themselves with support services, make use of the available services as needed, and assist their colleagues and friends with getting the support they need.
- When specific details regarding an incident cannot be shared, communications should explain how the University is following appropriate procedures.
- When appropriate, communications should address topics such as: changes in class schedules or business functions, which buildings are closed or have limited hours or access, alternative/temporary space options, alternative technology options, options for retrieving personal items, alternative options for mental health, and other support services if units have hit capacity.

More Communications Information

For more communications information, see Appendix D Maintenance of Communication Documents, Appendix E Emergency Hotline, and Appendix F Joint Information Center or Joint Information System.

VII. Student, Employee and External Campus Community Support

Student Support

The purpose of this section is to establish organizational structure, roles, and procedures for providing support to students following a crisis.

These steps are activated in the event of a Type I emergency and may be activated for a Type II emergency at the discretion of the Incident Commander or any member of the CIRT Executive Team. Each unique event or situation may call for a modified response and these procedures may need to be adjusted to meet the needs of campus.

The **Vice Provost and Dean of Students** or designee will provide recommendations for how to support impacted students and oversee the implementation of approved recommendations.

A. Establish and Maintain Contact with Impacted Students

In the aftermath of a Type I or Type II emergency, it is important to provide information and support to those who are affected. To that end, the **Vice Provost and Dean of Students**, or their designee, will work to identify directly impacted students as soon as possible. Depending on the nature of the emergency, impacted students may include:

- Students who are a part of an impacted academic department or unit, including students who are majors or minors within the academic department or unit, or who are taking classes from the department may be requested from the **Office of the Registrar**.
- Students with classes in an impacted building may be requested via course rosters from the **Office of the Registrar**.
- Students present at a crime scene or at the scene of an incident may be requested from **UAPD**.
- Members of impacted student clubs/orgs may be requested from **ASUA**.
- Student workers and graduate assistants/associates in an impacted unit may be requested from unit/department leadership, the building manager, and/or supervisors.
- Other impacted students may be obtained from academic advisors, graduate coordinators, student support professionals, and/or Greek Life.

In addition to the methods listed above, the **Vice Provost and Dean of Students** will consider providing a way for students to self-identify as needing help, such as on a website that can be shared by email, social media, and/or other channels.

Once a comprehensive list of impacted students has been assembled, the **Vice Provost and Dean of Students**, or their designee, will share customized lists with the appropriate campus service providers in order to facilitate outreach, ensuring that only relevant students are included on each list (e.g., the Graduate College only receives a list of impacted graduate students). Partial lists may be shared as they become available in order to ensure timely communication with impacted individuals. They will also notify

appropriate campus service providers of their responsibilities, expectations for outreach, and relevant timelines, including prioritizing these students for assistance. Depending on the nature of the crisis, campus service providers may include any of the following:

- Counseling & Psych Services (CAPS)
- Cultural & Resource Centers
- Graduate College
- Housing & Residential Life (HRL)
- International Student Services (ISS)
- Office of Scholarships & Financial Aid (OSFA)
- Risk Management (for Workers' Compensation benefits)
- Student Success & Retention Innovation (SSRI)

The **Vice Provost and Dean of Students**, or their designee, will also engage with community partners who are uniquely positioned to provide support following a crisis. This includes, but is not limited to, the University Religious Council in order to provide spiritual care to students of varying faith backgrounds.

In addition to outreach immediately following the crisis, the **Dean of Students Office** and **CAPS care coordinators** will coordinate check-ins with impacted students at regular intervals, such as two weeks post-crisis, one month post-crisis, two months post-crisis, and four months post-crisis or at the beginning of the following academic term, based on best practices and student needs. Follow-up check-ins are conducted in recognition of how common it is for individuals to not be ready to engage with support services until well after a crisis. The frequency of these check-ins may be adjusted based on how each individual student is doing and the level of ongoing care they need. Additionally, students may opt out of continued follow-up at any time.

In addition to individualized, direct outreach, **University Marketing & Communications** and the **Office of Public Safety** will create/maintain a centralized webpage that is continually updated with relevant information and resources, including but not limited to, mental health, academics, financial needs, and other relevant updates and services for students. This page should serve as a central hub of information and provide links to relevant campus and community service providers for more details.

B. Provide Faculty & Staff with Information on Student Resources

As soon as possible following a Type I or Type II emergency, the **University Center for Assessment, Teaching, & Technology** and the **Advising Resource Center** will provide direct outreach to faculty and student support professionals (e.g., Academic Advisors) to share resources and any relevant preexisting training(s) in order to bolster their ability to support students during and following a crisis.

C. Student Mental Health Support

As soon as possible following a Type I or Type II emergency, **Counseling and Psych Services (CAPS)** will develop a plan to support student mental health. The plan may include, but is not limited to, the following:

- Suspension of regular operations in order to address post-crisis needs
- Creation of additional service delivery locations
- Adjustment of available services to provide timely, appropriate interventions (e.g. drop-in sessions vs. scheduled therapy)
- Prioritization process for impacted individuals and waitlist management
- Partnership with local or state entities to add counseling capacity, including mental health services provided by United Educators.
- Process of waiving copays in the immediate aftermath of a crisis
- Communication with impacted unit, department, and college leadership regarding planned CAPS outreach and mental health support services available to students

D. Academic Support

The **Office of the Provost** and/or **College or Department Leadership** of the impacted college(s) or departments will determine whether classes will be canceled and for what period of time.

The **Dean of Students Office** will share the list of impacted students with College/Department leadership, and College/Department leadership will direct instructors, academic advisors, and graduate coordinators to work with impacted students to ensure that urgent academic needs are met, including deadline extensions, withdrawals, leaves of absence, and other processes for flexibility.

The **Office of the Provost**, with the **Graduate College, Undergraduate Education**, and others as appropriate, will share policies regarding academic extensions or flexibility. The **Office of the Provost**, with the **Graduate College, Undergraduate Education**, and

others as appropriate, will also share best practices with instructors regarding course flexibility. The **Office of the Provost** and **Dean of Students Office** will work with **University Marketing & Communications** to share resources with all students regarding how and when to request academic-related flexibility and examples of flexibility, as well as reminders about the importance of academic integrity.

E. Financial Support

As soon as possible after the designation of a Type I or Type II Emergency, the **Dean of Students Office** and the **Office of Scholarships & Financial Aid** will ensure there are communications to undergraduate students that direct them to the appropriate financial support resources. The **Graduate College** will disseminate financial support information to graduate students.

F. Student Workers and Graduate Assistants/Associates

As soon as possible after the designation of a Type I or Type II Emergency, **Human Resources** will share best practices regarding flexibility in the workplace with supervisors of student workers and graduate assistants/associates. **Human Resources** will work with **University Marketing & Communications** to share resources with student workers and graduate assistants/associates regarding how and when to ask for flexibility from an on-campus employer, as well as examples of what kind of flexibility can be discussed.

G. Additional Support

In the immediate aftermath of a Type I or Type II emergency, the **Dean of Students Office** will connect students with resources to help them meet their basic needs, including access to housing, food, water, and safe spaces.

The **Dean of Students Office** will communicate with impacted unit, department, and college leadership regarding the academic, financial, and other support and resources offered to impacted students.

H. Special Considerations for Sub-Populations

All outreach and communications to impacted students, and the broader campus community, should take into consideration the unique needs of student populations who may be at higher risk during and following an incident. Examples include but are

not limited to, international students, people with disabilities, low-SES students, students of color, students for whom English is a second language, and others who may need additional assistance accessing available resources.

In particular, outreach and communications should take into account cultural beliefs regarding mental health and counseling, as well as unique concerns about safety and violence. For example, gun violence may not be as prevalent in other countries, which can cause unique feelings of stress and confusion for international students.

The **Dean of Students Office** will provide a list of impacted students to **International Student Services** and ask them to provide support. **International Student Services** will conduct tailored outreach to impacted international students and provide them with resources and guidance to help them navigate visa and financial issues when they need to consider dropping courses or changing course modality.

I. Student Surveys

To determine if support resources are effective and if additional support is needed, at an appropriate interval the **Dean of Students Office** and/or **CAPS** will survey the impacted individuals. This feedback will assist the university in making sure that the support offerings are sufficient or can expand as needs are identified, both for the current and future incidents.

Employee Support

The purpose of this section is to establish organizational structure, roles, and procedures for providing support to employees following a crisis.

These steps are activated in the event of a Type I emergency and may be activated for a Type II emergency at the discretion of the Incident Commander or any member of the CIRT Executive Team. Each unique event or situation may call for a modified response and these procedures may need to be adjusted to meet the needs of campus.

The **Senior Vice President and Chief Human Resources Officer** or their designee will provide recommendations for how to support impacted employees and oversee the implementation of approved recommendations.

A. Employee Resources

The **Senior Vice President and Chief Human Resources Officer** or their designee will develop a plan to support employee mental health and wellbeing during and after the crisis. The plan may include:

- Prioritization processes for impacted employees and waitlist management, if applicable
- Contracting with additional service providers or creating additional service delivery locations

B. Identifying Impacted Employees

The **Senior Vice President and Chief Human Resources Officer** or their designee will work to identify directly impacted employees. Depending on the nature of the crisis, impacted employees may include:

- Employees directly involved in the incident (Request from **UAPD**)
- Employees who work or have labs in the building where the incident took place (Request from **Building Managers, Directors, and Department Heads**)
- Employees who belong to the department(s) who are connected to the incident/crisis (Request from **Department Heads**)
- Depending on the nature of the incident, employees who work in locations adjacent to the incident location (Request from **Building Managers, Directors, and Department Heads**)
- Employees who self-identify as being impacted by the incident

The names of impacted employees will be collected as outlined above and a contact list of impacted employees will be maintained by Human Resources.

C. Outreach & Communication to Impacted Employees

As soon as possible after the designation of a Type I or Type II incident, the **Senior Vice President and Chief Human Resources Officer** or their designee will approve communications for outreach to impacted employees. The communications will include:

- How to speak with an employee mental health counselor
- The university's post-crisis information hotline number (if deployed)
- A website with information on how to access all employee support resources, including mental health resources and Workers' Compensation

The **Senior Vice President and Chief Human Resources Officer** or a designated HR representative(s) will share the employee communications through various methods, as appropriate, including:

- Email
- Individual phone calls
- Attending department or unit meetings
- Individual in-person meetings

Following the initial outreach, a designated HR representative(s) will follow-up with identified employees by email or phone (taking employee preference into consideration) at phased time intervals (e.g., 2 weeks, 1 month, 2 months, and 4 months post-crisis) that are determined to be appropriate based on the nature of the incident. Follow-up check-ins are conducted in recognition of how common it is for individuals to not be ready to engage with support services until well after a crisis. The frequency of these check-ins may be adjusted based on how each individual employee is doing or until the Vice President and Chief Human Resources Officer or their designee determines it is appropriate to cease outreach. As part of each follow-up communication, individual employees will be given the opportunity to “opt out” of future follow-up contact.

D. Outreach and Education to Supervisors of Impacted Employees

Within one week of the designation of a Type I or Type II incident, **Human Resources** will provide supervisors of impacted employees with pertinent information to share with their employees about individual decision points like Worker’s Compensation, Leave of Absence, Temporary Work Duty, Flexible Work Arrangements, or other workplace decisions.

E. Employee Surveys

To determine if support resources are effective or if additional support is needed, at an appropriate interval **Human Resources** will survey the impacted individuals to see if their needs are being met or if they need additional support. This feedback will assist the university in making sure that the support offerings are sufficient or can expand as needs are identified, both for the current and future incidents.

External Campus Community Support

The purpose of this section is to establish organizational structure, roles, and procedures for providing support to external campus community members, such families of students and employees, campus area neighbors, and community members following a crisis.

These steps are activated in the event of a Type I emergency and may be activated for a Type II emergency at the discretion of the Incident Commander or any member of the CIRT Executive Team. Each unique event or situation may call for a modified response and these procedures may need to be adjusted to meet the needs of campus.

The **Assistant Vice President, Local and Community Relations** or their designee will provide recommendations for how to support impacted external campus community members and oversee the implementation of approved recommendations.

Depending on the nature of the crisis, this may include referrals to the appropriate campus resources, such as referring parents and families of students to Parent and Family Programs, coordinating with impacted campus area neighborhood associations, off-campus property managers, and working with local leaders from municipal, business, and non-profit communities.

VIII. Disability Access

CIRT works closely with the Disability Resource Center and ADA/504 Compliance Officer to ensure accessible processes and procedures. For more information, contact DRC at (520) 621-3268 or disability@arizona.edu.

IX. Requests for Resources

Requests for resources for emergencies or critical incidents should be submitted to the CIRT Executive Team. See Appendix G CIRT Financial Policy and Appendix H Emergency Procurements.

X. Role of Building Managers

Facilities Management (FM) oversees the Building Manager program for campus. Building Managers assist with emergency and incident planning, training, coordination, response and recovery for their buildings. During emergencies or incidents, they help coordinate with first responders and occupants as appropriate. Duties include:

- Having extensive knowledge of every area in the building, including restrooms, offices, storage areas.
- Knowing the closest exit routes in each area.
- Knowing accessible routes and options in each area.

- Knowing the quickest routes to the building's agreed upon evacuation point, depending on the type of emergency.
- Knowing the location of emergency phones, AEDs, and medical kits in the building.
- Following any instructions from the University related to the emergency or critical incident.
- Assisting individuals with evacuation, if needed.
- Creating a list of everyone who meets at the designated evacuation point and those who are not present.
- Communicating information from the University to building occupants.

FM will ensure unit leaders in each building appoint a Building Manager and maintain the list of Building Managers. Unit leaders will ensure all employees in their units are provided with the names and contact information of their building managers, including cell phone numbers for after-hours concerns.

Building Managers will receive training at least annually in this plan and emergency management.

Each Building Manager will be issued a vest that will be worn in emergencies or incidents that impact their buildings so they can be identified by first responders and occupants for assistance.

XI. Building Emergency Plans

Building Managers are responsible for using the University's template to develop emergency plans for their buildings, in partnership with building leadership and with assistance from UAPD and University security consultants. Building Managers will ensure plans are reviewed and updated as appropriate on an annual basis. Building plans should be consistent with this Emergency Plan.

Building Plans will include, but are not limited to, the following:

- Controlled points of entry.
- The location of all building exits.
- The location of panic buttons.
- Any secure or panic room locations.
- Location of any security cameras.
- The location of medical kits.
- Agreed upon emergency evacuation points.

- External lighting for safety purposes.
- Identification of essential personnel who are critical to the operation of the unit or whose absence from duty could endanger the operations, safety, and well-being of campus. Designations of employees can be changed to essential personnel at any time.

Building Emergency Plan Template

Template document is located at <https://cirt.arizona.edu/resources/campus-emergency-response-plan-cerp>.

XII. Unit Continuity of Operations Plans

The University has a Business Continuity and Disaster Recovery Management Plan (see Appendix Q). In addition, all UA departments and units are required to develop and maintain on an annual basis a Continuity of Operations Plan (COOP). This plan will describe how each department and unit will operate during an emergency or critical incident and then recover from and be fully functional following the emergency or incident.

COOPS are submitted to the Emergency Management Coordinator.

See Appendix I Continuity of Operations Plans (COOP).

See Appendix J COOP Template.

See Appendix Q Business Continuity and Disaster Recovery Plan.

XIII. Training and Exercises

On an annual basis, the Emergency Management Coordinator will coordinate training for the CIRT Executive Team and CIRT Working Group on emergency and critical incident response, which will include exercises on potential emergencies and critical incidents.

Upon completion of the training, the Emergency Management Coordinator will draft and distribute an after-action report with lessons learned.

XIV. Review and Updates to Plan

The Campus Emergency Response Plan will be reviewed each year by the CIRT Executive Team and CIRT Working Group and appropriate updates will be made.

The Plan will be posted on the CIRT web page, excluding portions that are deemed security sensitive.

XV. Foundations and Frameworks for Emergency Response

The University's Emergency Response draws from well-established frameworks for emergency management. See Appendices K Four Phases of Emergency Management; L National Incident Management System; M Seven Critical Tasks (BowMac) for IC; and N FEMA 5-Step Problem Solving Model

XVI. Outside Resources

When needed, the IC or CIRT Executive Team or Working Group may coordinate University efforts with other governmental agencies. See Appendix O Outside Resources.