



CAMPUS EMERGENCY RESPONSE PLAN (CERP)

Revision Date: January 17, 2023

TABLE OF CONTENTS

Purpose and Responsibility.....	2
Emergency and Critical Incident Procedures.....	2
I. Categories of Emergencies or Incidents.....	2
II. Establishment of Incident Command.....	3
A. Establishment of a Campus Incident Commander.....	3
B. Incident Commander Duties.....	3
III. Notification of CIRT Executive Team and Working Group.....	4
IV. Duties and Roles of CIRT Executive Team.....	4
V. CIRT Working Group.....	6
VI. Communication.....	6
UAlert Emergency Notification Protocol.....	6
VII. Requests for Resources.....	9
VIII. Role of Building Managers.....	9
IX. Building Emergency Plans.....	10
X. Unit Continuity of Operations Plans.....	15
XI. Training and Exercises.....	15
XII. Review and Updates to Plans.....	16
XIII. Foundations and Frameworks for Emergency Response.....	16
XIV. Outside Resources.....	16

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)

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 General Staff 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. Meetings will take place in the Old Main Board room, if possible, or will be held over Zoom in the alternative.

The Emergency Management Coordinator will coordinate the meeting 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. 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 establish an Emergency Operations Center (EOC) and direct and authorize strategies, resources, and overall response in the event of an emergency or critical incident. An EOC is a central command responsible for strategic direction and operational decisions. 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 **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 **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.

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 assist with a University-wide response to a critical incident or event. Meetings will be facilitated by the CIRT Working Group Chairs 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 and consistent 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)
- 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.

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. 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.

VIII. 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 the quickest routes to the building's agreed upon staging area, 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 staging area 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.

IX. 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 assembly areas or 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>.

Building Name:

Building Address:

Building Manager Name:

Date Completed:

GENERAL GUIDELINES

This document is intended to serve as a guide to be used in conjunction with the University's [Campus Emergency Response Plan \(CERP\)](#) for employees, students, and DCCs in emergency situations. Employees should familiarize themselves with these procedures before an emergency occurs and review the document annually. New employees must be instructed to read the procedures during their onboarding process.

UAlert is the primary source of information during any type of emergency. **When a potential emergency exists, UAPD should be notified immediately by calling 9-1-1.** UAPD will notify everyone within the University and provide information and instructions through the UAlert system.

During an emergency when people need to be directed to another area within the building or evacuated from the building, certain duties need to be performed by each department:

- Familiarize yourself with all emergency exits in ALL areas where you work. If you are away from your department, follow the appropriate emergency procedures for exiting the building. Do not return to your department and/or office.
- Employees will not be responsible for removal of everyone in the building, only for making sure everyone knows the evacuation route and emergency exit locations.
- Departments will issue their own procedures for securing valuable items.

- Departments will be responsible within office areas for notifying everyone to evacuate and directing them to the closest emergency exit.
- Assist people with disabilities.
- Only if able to do so quickly, take personal belongings (keys, purses, wallets, phone, etc.).
- DO NOT use elevators. If you are on an elevator, get off at the next floor immediately.
- Go to the emergency assembly areas or points, listed below.
- DO NOT re-enter the building until directed to do so by appropriate personnel.
- Keep calm, do not show panic or agitation.
- In all cases, personal safety is the primary concern.

There are many types of emergencies detailed in the University of Arizona's [Emergency Procedures](#). The directions for medical emergency, evacuation, lock-down, and shelter-in-place during an emergency are below.

MEDICAL EMERGENCY

- CALL 9-1-1
- Unless trained, do not render assistance above basic first aid.
 - Determine the welfare of the ill or injured person by asking, "Are you okay?" and "What is wrong?"
 - If the ill or injured person is unconscious, check pulse and breathing and perform CPR if necessary.
 - Control serious bleeding by direct pressure and elevation of the wound.
 - Keep the ill or injured person still and comfortable; have them lie down if necessary.
- Do not attempt to move the injured person unless they are in immediate danger.
- Clear the area of unnecessary people.
- Have someone meet and escort the medical team to the victim
- Limit your communications with the ill or injured person to quiet reassurances.
- After the person's immediate needs have been met, remain to assist the investigating officer with pertinent information about the incident.
- If the victim is an employee, notify their supervisor.
- The locations of the automated external defibrillators (AED) and trauma first aid kit are listed below.

EVACUATION

Circumstances that may require evacuation include, but are not limited to:

- Power failure
- Criminal activity

- Discovery of a suspicious object
- Fire
- Unexpected release of a hazardous material

Notification for building evacuation will come through the building's fire alarm system and/or UAlert.

If evacuation of part of or all the campus is necessary, monitor UAlert, email, and the University Incident page <https://www.arizona.edu/incident> for additional information.

Always remain calm and follow the directions given by emergency responders (police and fire) as they arrive.

LOCKDOWN

A lockdown will be ordered when a particular human threat exists, and a building or buildings needs to have exterior doors/entrances locked, to prevent an unauthorized person or persons from entering the building.

The authority to issue a lockdown will come from designated individuals within UAPD. UAPD will notify Amer-X to initiate a lock down of one or more buildings within the University of Arizona.

It is important to understand if a building is placed on lockdown, employees should discourage, but not physically prevent any person from exiting the building. The building will remain on lockdown until the appropriate authorities have communicated the threat no longer exists.

The goal of a lockdown is to limit exposure to danger by preventing persons from entering campus buildings. If a lockdown is ordered:

- Stay inside. Do not leave the building unless an imminently dangerous situation arises inside. If outside, seek shelter in the nearest open building.
- Choose a room with a sturdy door and lock.
- Close windows, shades, and blinds
- Be out of view of the hazard. Stay away from glass windows or doors.
- Be cognizant of which way the door opens
- In addition to locking the door, fortify doors with heavy items such as furniture.
- Stay low and hide behind large items that may provide full or partial cover.
- Avoid detection by turning cell phones on silent and room lights off.
- Monitor UAlert, email, and the University Incident Page <https://www.arizona.edu/incident> for updates and further instructions.

- Once in a secure location, do not leave until receiving the “all clear” notification from law enforcement or UAlert.

SHELTER-IN-PLACE

Shelter-in-place is designed to keep you safe while indoors. Reasons for a shelter-in-place order may vary but will most commonly be given for a natural disaster or weather condition. Notification for shelter-in-place will be given through UAlert or through your chain of command. The exterior doors of the building will remain at their normal operating level.

If a shelter-in-place is ordered:

- If outside, seek shelter in the nearest building, preferably in an interior room with few windows.
- Allow access to others seeking shelter.
- Close all exterior doors, windows, and any other openings to the outside.
- Avoid overcrowding by selecting several rooms if necessary.
- When considering what rooms or spaces in a building could be used for a shelter-in-place, think about potential restroom needs, water access, etc.
- Monitor UAlerts over email and text message for further instructions.
- Report any emergency or unusual condition by calling 9-1-1.
- Do not leave the building until receiving the “all clear” from a law enforcement officer or UAlert.

Significant Building Information: The following information should be placed on its own page and printed for posting throughout the building.

SIGNIFICANT BUILDING INFORMATION

BUILDING NAME:

BUILDING ADDRESS:

CONTROLLED POINT OF ENTRY FOR THIS BUILDING:

BUILDING EXITS:

PANIC BUTTON LOCATIONS:

SECURE ROOM LOCATION:

THIS BUILDING IS EQUIPPED WITH SECURITY CAMERAS:

AED LOCATIONS:

TRAUMA MEDICAL KIT LOCATIONS:

EMERGENCY ASSEMBLY AREA/POINT FOR EMERGENCIES, SUCH AS FIRE:

EMERGENCY ASSEMBLY AREA/POINT FOR ACTIVE THREAT:

EVACUATION ROUTE:

X. 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.

XI. 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.

XII. 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.

XIII. 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

XIV. 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.