

# AMERICAN UNIVERSITY

## Emergency Management Operations Plan



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## PURPOSE OF THE PLAN

The purpose of the American University's Emergency Management Operations Plan ("EMOP") is to establish an organizational structure and procedures for response to major emergencies that disrupt normal campus operations including but not limited to, fires, storms, hazardous materials incidents, and terrorist threats.

## POLICY STATEMENT

The purpose of this policy is to formalize American University's emergency management and continuity of operations planning process and provide guidelines for developing, maintaining, and exercising its EMOP. This policy provides for:

- The response to emergency scenarios and disasters;
- Creation of an operational framework to allow efficient coordination with internal and external responders; and
- Facilitate transfer of response efforts to recovery activities described in the Business Continuity Plan.

## SCOPE OF THE PLAN

This plan is a university-level plan that guides the response of university personnel and resources during an emergency or crisis event. It is the official Emergency Management Plan for AU and supersedes previous plans. Nothing in this Plan shall be construed as limiting the use of good judgment and common sense in matters not foreseen or covered by components of the EMOP or its appendices.

The Plan and organizational structure shall be subordinate to Federal or District plans during a disaster declared by those authorities.

This section identifies assumptions made by American University's Emergency Management Plan. The type of disaster (fire, civil unrest, natural disaster, terrorist attack, chemical spill, etc.) and the impact of the disaster will

## **TRAINING AND AWARENESS**

Emergency management and continuity training will focus on preparing the emergency response team and the recovery teams to execute the Plan and to recover critical processes within the stated objective.

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such as the Metropolitan Police Department (MPD) or the District of Columbia Fire and



Operational Objectives (major areas that must be addressed in a specified operational period to achieve the goals);

Response Strategies (priorities and the general approach to accomplish the objectives);

Response Tactics (methods developed to achieve the objectives);

Assignment Lists with Specific Tasks;

Critical Situation Updates and Assessments;

Resource Status Updates;

Health and Safety Plan (to prevent responder injury or illness);

Communications Plan (how functional areas can exchange information);

Logistics Plan (e.g., procedures to support operations with equipment, supplies, etc.); and

Additional component plans, as indicated by the incident.

## **ANNEX A: MASS CARE ANNEX**

Mass care services include but are not limited to, providing shelter, food, and emergency first aid assistance to members of the AU community—and possibly some of our neighbors—following a disaster severe enough that temporary shelter is necessary. This assumes that the disaster would be of such magnitude that roads may be impassable

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Current contracts with food service providers require the capacity for food preparation and service for several days. Contractors are required to provide staff for food service in any conditions, but facility impairment may



Frequency Apartments	40 <sup>th</sup> & Brandywine St. NW Grassy area	WCL-Warren Building
Financial Aid Office	McKinley Grassy Area	Bender Library
Gray Hall	Main Quad	Bender Library
Katzen Arts Center	Grass near Nebraska Hall	
Kay Spiritual Life Center		

If an alarm activates in Nebraska Hall, the students will be directed to Katzen (access will be made via the Welcome Center side door). During inclement weather conditions, from 7:00 am to 11:00 pm, students in residence halls will be directed to MGC or the Library.

\*\*\* If an alarm activates in East Campus, their evacuation location will be the East Campus Commons event/meeting space facility. During inclement weather conditions, from 7:00 am to 11:00 pm, students in residence halls will be directed to MGC or the Library.

## **ANNEX D: PLAN STORAGE**

A copy of the EMOP and technology recovery plans will be stored securely off-site with other reserve supplies. Plans will be maintained electronically and at each command center. Personnel who leave American University and have a copy of the EMOP must return the copy and all attachments as part of the exit process. Each ERT member will maintain a current copy of the EMOP, which must be immediately accessible at home or work.

## **ANNEX E: PLAN TERMINOLOGY**

Business Continuity — A comprehensive managed effort to prioritize key business processes, identify significant threats to normal operation, and plan mitigation strategies to ensure effective and efficient organizational response to the challenges that surface during and after a crisis.

Crisis — Any global, regional, or local natural or human-caused event or business interruption that runs the risk of (1) escalating in intensity, (2) adversely impacting the university's financial position, (3) causing harm to people or damage to property or the environment, (4) falling under close media or government scrutiny, (5) interfering with normal operations and wasting significant management time and or financial resources, (6) adversely affecting employee morale, or (7) jeopardizing the university's reputation, products, or officers, and therefore negatively impacting its future.

Crisis Management — Intervention and coordination by individuals or teams before, during, and after an event to resolve the crisis, minimize loss, and otherwise protect the university. Crisis management is a component of business continuity planning.

Command Center(s) — Specific room(s) or facilities staffed by personnel charged with commanding, controlling, and coordinating the use of resources and personnel in response to a crisis.

Critical Function — Activity or process that cannot be interrupted or unavailable for several days without having a significant negative impact on the university.

Critical Records — Records or documents that, if damaged, destroyed, or lost, would cause considerable inconvenience to the university and or would require replacement or recreation at a considerable expense to the university.

Damage Assessment — The process used to appraise or determine the number of injuries and human loss, damage to public and private property, and the status of key facilities and services resulting from a natural or human-caused disaster or emergency.

Disaster — An unanticipated incident or event, including natural catastrophes, technological accidents, or human-caused events, causing widespread destruction, loss, or distress to an organization that may result in significant property damage, multiple injuries, or deaths.

Disaster Recovery — An ongoing process supported by senior management and funded to ensure that the necessary steps are taken to identify the impact of potential losses, define the university's immediate intervention to minimize further loss from a disaster and to begin recovery, maintain viable recovery strategies and plans, and ensure the continuity of operations through personnel training, plan testing, and maintenance.

Emergency — An unforeseen incident or event that happens unexpectedly and demands immediate action and intervention to minimize potential losses to people, property, or revenue.

Emergency Response Team — A group of individuals with responsibility to oversee the recovery and restoration process being executed by the response teams.

Evaluation and Maintenance — Process by which a plan is reviewed in accordance with a predetermined schedule and modified in light of such factors as new legal or regulatory requirements, changes to external environments, technological changes, and test/exercise results.

Exercise — An activity performed for the purpose of training and conditioning team members and personnel in appropriate crisis responses with the goal of achieving maximum performance.

Incident Action Plan – Formal documentation of incident goals, objectives, and strategies for mitigation.

Incident Commander – Member of the AUPD staff who will remain at the incident scene to manage, coordinate, schedule and deploy appropriate personnel and

support avoidance, deterrence, and detection.

Recovery/Resumption — Plans and processes to bring the university out of a crisis that resulted in an interruption. Recovery/resumption steps should include damage and impact assessments, prioritization of critical processes to be resumed, and the return to normal operations or to reconstitute operations to a new location.

Response Team — A group directed by the emergency response team to lead incident response comprised of personnel from functions like human resources, facilities, information technology, risk management, media relations, finance, etc.

Risk Assessment — Process of identifying internal and external threats and vulnerabilities, identifying the likelihood of a crisis arising from such threats or vulnerabilities, defining the critical functions necessary to continue university operations, defining the controls in place to prevent, detect, and respond to a crisis. (b) (5) - D, II (ii) - E, (d) - 750

