

# UNCW All Hazards Emergency Operations Plan

## Base Plan

### Emergency Support Functions

- ESF #1 – Transportation and Roadways
- ESF #2 – Communications
- ESF #3 – Public Works and Utilities
- ESF #4 – Emergency Support Services
- ESF #5 – Emergency Management
- ESF #6 – Mass Care and Shelter
- ESF #7 – Finance and Resource Management
- ESF #8 – Health, Mental Health and Medical Services
- ESF #9 – Research and Animal Care
- ESF #10 – Hazardous Materials
- ESF #11 – Food and Water
- ESF #12 – Technology Systems
- ESF #13 – Law Enforcement
- ESF #14 – Media Relations and Community Outreach
- ESF #15 – Damage Assessment and Recovery

### Hazard Specific Annexes

- Hurricane Operations Plan
- Power Outage Annex
- Pandemic Flu Annex
- Fire Annex
- Severe Winter Weather Annex
- Public Health Emergency Annex
- Tornado Annex
- Terrorism Annex
- Nuclear Power Plant Annex
- Flood Annex
- Earthquake Annex

### Situational Annexes

- Evacuation Annex
- Special Events Annex

## Highlights

- National Incident Management System (NIMS) compliant, uses Incident Command System (ICS)
- Applicable to and flexible enough for all hazards response
- Follows the federal format

- A living document: easily changed and adapted to fit evolving needs
- Involves a broad spectrum of UNCW divisions and departments

## NIMS Compliance

The UNCW EOP complies with the National Incident Management System (NIMS), as required by FEMA. The NIMS provides a nationwide template enabling federal, state, local, and tribal governments and private sector nongovernmental organizations to work together effectively and efficiently to prevent, prepare for, respond to, and recover from domestic incidents regardless of cause, size or complexity. Use of the NIMS at UNCW facilitates the university's ability to communicate and coordinate response actions with other jurisdictions and external emergency response agencies. The key principles of NIMS are as follows:

- Modular response model based on activating only those organizational elements required to meet current objectives.
- Common terminology applied to organizational elements, position titles, facility designations, and resources.
- Unified command structure so that organizational elements are linked to form a single overall structure with appropriate span-of-control limits.
- Comprehensive resource management for coordinating and inventorying resources for field responses.
- Integrated communication so that information systems operate smoothly among all response agencies involved.
- Generic positions whereby individuals are trained for each emergency response role and follow prepared action checklists.
- Consolidated action plans that contain strategies to meet objectives at both the field response and EOC levels.

Under NIMS compliance, UNCW will respond to emergencies using the Incident Command System (ICS). ICS is the model tool for command, control, and coordination of a response and provides a means to coordinate the efforts of individual departments and agencies as they work towards the common goal of stabilizing an incident and protecting life, property, and the environment. For UNCW emergencies, an Incident Command Post will be set up at the scene of the emergency or disaster, which will be run by the Incident Commander. The highest ranking official from the primary responding agency or department on scene will act as the Incident Commander. For particularly large incidents affecting the entire campus, the Incident Command Post may be set up within the EOC.

The Incident Commander will direct emergency management on scene and will report directly to the UNCW EOC. Within the EOC, representatives from UNCW departments will provide support and coordination, identify resource shortages and issues, gather and

provide information, and implement multi-departmental coordination entity decisions. The UNCW EOC will in turn report to the New Hanover County EOC, which will report to the State EOC (Figure 4).

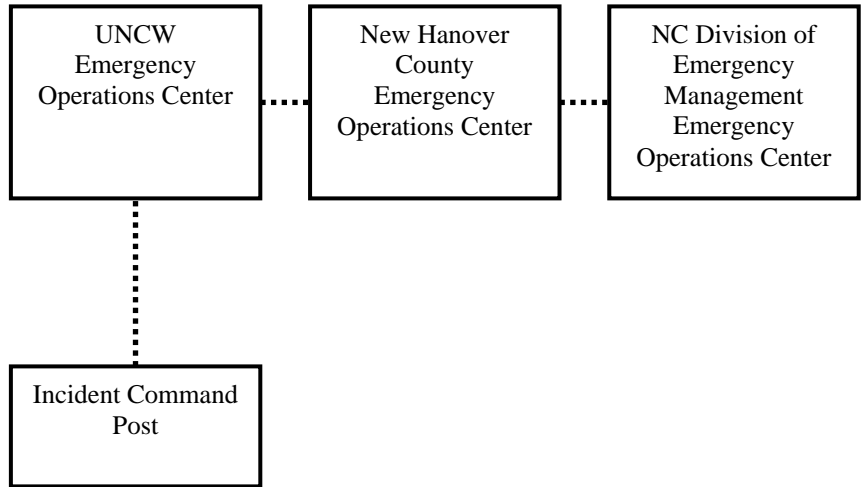
Figure 5. UNCW EOP Coordination under the NIMS Framework

EOCs

- Support and Coordination
- Identifying resource shortages and issues
- Gathering and providing information
- Implementing multi-agency coordination entity decisions

Incident Command

- Directing on-scene management



# UNCW All Hazards Emergency Operations Plan Format and Organization

## **Base Plan**

*The Basic Plan describes the purpose and structure of the all hazards Emergency Operations Plan (EOP) and gives an overview of emergency operations.*

### **I. Introduction**

- A. Purpose
- B. Scope
- C. Authorities

### **II. Situation and Assumptions**

- A. Situation
- B. Assumptions

### **III. Concept of Operations**

- A. General
- B. Organization Structure
- C. NIMS Compliance

### **IV. Roles and Responsibilities**

- A. Individuals
- B. Departments

### **V. Incident Management Actions**

- A. Notification and Assessment
- B. Activation
- C. Preparedness Actions
- D. Response Actions
- E. Recovery Actions
- F. Mitigation Actions
- G. Remedial Actions
- I. After Action Reports

### **VI. Ongoing Plan Management and Maintenance**

### **VII. Appendices**

- A. Glossary of Key Terms
- B. List of Acronyms
- C. Authorities and References

## **Emergency Support Functions**

*These annexes organize the university departments into groups according to the categories of response a disaster or emergency may require. Each ESF has one lead department, which will lead the specific type of response, and one or more supporting departments, which will coordinate with the lead department to respond to the portion of the response operations the ESF specifies.*

### **ESF #1: Transportation and Roadways**

*This ESF will explain what transportation actions may take place in an emergency, when these actions will take place, and who is responsible for these actions. This ESF includes tasks such as directing traffic, closing entrances, and blocking roadways, parking lots, or intersections during an emergency or disaster. This ESF also contains pertinent transportation and roadways information concerning the I-40 lane reversal plan.*

Lead Department: University Police  
Supporting Departments: Physical Plant  
Auxiliary Services  
External Supporting Departments: North Carolina Department of Transportation  
Wilmington Police Department  
Wilmington Transit Authority  
New Hanover County Transportation Services

### **ESF #2: Communications**

*This ESF describes all telecommunications activities during an emergency or disaster, such as setting up and dismantling the EOC, ensuring communications during an emergency or disaster (such as setting up Nextel phones), and providing telecommunications support during the emergency or disaster.*

Lead Department: ITSD – Telecommunications  
Supporting Departments: Marketing and Communications Department  
ITSD – Computing and Network Services  
Office of Facilities  
University Police  
Environmental Health & Safety  
External Supporting Departments: New Hanover County Department of Emergency  
Management  
New Hanover County 911  
Nextel/Sprint  
Alltel  
Bell South  
Avaya  
Strategic Product Services (SPS)

### **ESF #3: Public Works and Utilities**

*This ESF explains emergency duties associated with the Physical Plant and its tasks during emergencies and disasters that support UNCW's utilities during an emergency*

*and repair them following an emergency if necessary. This ESF encompasses water, sewer, natural gas, and electrical functions of the university, as well as preparations and repairs for individual buildings on campus.*

Lead Department: Physical Plant  
Supporting Departments: Office of Facilities  
EH&S  
Telecommunications  
ITSD  
University Police  
External Supporting Departments: Progress Energy Electric  
Progress Energy Gas  
City of Wilmington Public Works  
City of Wilmington Storm Water Services  
Private Contractors

**ESF #4: Emergency Support Services**

*This ESF explains UNCW's interaction with and need for emergency services support, such as Fire Fighting, EMS services, Search and Rescue services, etc, during a major emergency or disaster.*

Lead Department: University Police  
Supporting Departments: EH&S  
Telecommunications  
Office of Facilities  
External Supporting Departments: Wilmington Fire Department  
Wilmington Police Department  
New Hanover County Fire Services  
New Hanover Health Network  
PHRST  
New Hanover County Department of Emergency Management (SAR Teams)  
New Hanover County Sheriff's Department

**ESF #5: Emergency Management**

*This ESF explains information flow and management during an emergency or disaster, specifically how and when the EOC is activated and activities that go on in the EOC. This ESF also explains the organization and role of emergency management at UNCW in general.*

Lead Department: EH&S  
Supporting Departments: University Police  
Telecommunications  
Student Affairs  
Office of Facilities  
Human Resources

Marketing and Communications  
Computing Services  
External Supporting Departments: New Hanover County Department of Emergency Management  
National Weather Service  
UNC Office of the President  
North Carolina Division of Emergency Management

**ESF #6: Mass Care and Shelter**

*This ESF describes processes and procedures needed for mass care of the UNCW community and emergency personnel, if there is a need for them to stay on campus for an extended period of time. This ESF addresses shelter-in-place procedures and emergency personnel care and placement during an emergency.*

Lead Department: Housing and Residence Life

Supporting Departments: EH&S  
Dean of Students  
Student Health  
Counseling Services  
Disability Services  
Campus Recreation  
University Union  
Auxiliary Services  
University Police  
Purchasing  
Human Resources  
Athletics

External Supporting Departments: American Red Cross  
New Hanover County Department of Social Services  
New Hanover County Department of Social Services

**ESF #7: Finance and Resource Management**

*This ESF explains how resources are obtained and distributed, both within the university and outside the university through New Hanover County Emergency Management and the NC Division of Emergency Management. This ESF will also describe how finances are managed during and following an emergency or disaster, including how to handle FEMA reimbursement.*

Lead Department: Business Affairs  
Supporting Departments: Human Resources  
Accounting  
Purchasing  
Risk Management

External Supporting Departments: Office of Facilities  
New Hanover County Department of Emergency  
Management  
NC Division of Emergency Management

**ESF #8: Health, Mental Health, and Medical Services**

*This ESF describes the actions taken by student health services, including mental health services, in a disaster or emergency. It also describes actions taken on campus for a major medical emergency and information regarding Critical Incident Stress Debriefings for emergency personnel and the UNCW community.*

Lead Department: Student Development Services

Supporting Departments: Dean of Students  
Housing and Residence Life  
Campus Recreation  
Psychology  
Randall Library  
Nursing  
Human Resources

External Supporting Departments: New Hanover County Health Department  
New Hanover Health Network  
New Hanover County Department of Emergency  
Management  
PHRST  
American Red Cross

**ESF #9: Research and Animal Care**

*This ESF will describe what actions need to be taken to support all research animals on campus during an emergency or disaster and steps to protect all research on campus during a disaster or emergency.*

Lead Department: Office of Sponsored Programs

Supporting Departments: Institutional Animal Care and Use Committee  
Physical Plant  
Biological Sciences  
Psychology  
Center for Marine Science  
EH&S  
University Police

External Supporting Departments: PHRST  
Human Society  
Local veterinarians  
New Hanover County Health Department – Animal  
Control Division

**ESF #10: Hazardous Materials**

*This ESF describes how to handle hazardous materials on campus during a disaster or emergency and also how the campus will respond to a hazardous materials incident.*

- Lead Department: EH&S
- Supporting Departments: University Police  
Physical Plant  
Academic Departments  
Student Health  
Purchasing Services
- External Supporting Departments: New Hanover County Department of Emergency Management  
City of Wilmington Fire Department Regional Response Team  
PHRST  
NC Radiation Protection Section  
CHEMTREC  
Private Contractors

**ESF #11: Food and Water**

*This ESF describes how food services and water distribution are handled during a disaster or emergency, for both students and emergency personnel, and the UNCW community if necessary.*

- Lead Department: Auxiliary Services
- Supporting Departments: EH&S  
Office of Facilities
- External Supporting Departments: Aramark  
New Hanover County Emergency Management  
American Red Cross

**ESF #12: Technology Systems**

*This ESF will describe how computer systems are cared for during an emergency or disaster and how they are restored once the disaster is over.*

- Lead Department: ITSD
- Supporting Departments: Office of Facilities  
Auxiliary Services  
Business Applications  
Marketing and Communications
- External Supporting Departments: UNC Office of the President

**ESF #13: Law Enforcement**

*This ESF describes how law enforcement is handled during a disaster or emergency, especially if the emergency deals with an event requiring immediate law enforcement.*

Lead Department: University Police  
Supporting Departments: Dean of Students  
Marketing and Communications  
External Supporting Departments: Wilmington Police Department  
New Hanover County Sheriff's Department  
State Bureau of Investigation  
Bureau of Alcohol, Tobacco, and Fire Arms  
North Carolina Alcohol Law Enforcement  
Federal Bureau of Investigation  
North Carolina Highway Patrol  
New Hanover County Divisions of Emergency  
Management

**ESF #14: Media Relations and Community Outreach**

*This ESF describes how media relations are handled during a disaster or emergency and also how the UNCW community is notified of events and kept up to date of developments during the disaster or emergency. This ESF also describes how disaster preparedness is distributed throughout the year.*

Lead Department: Marketing and Communications  
Supporting Departments: Business Affairs  
EH&S  
ITSD  
Dean of Students  
Human Resources  
University Union  
UNCW TV  
External Supporting Departments: New Hanover County Public Information Officer  
Local Radio and TV stations  
Daily and weekly newspapers  
Cable and Government Cable Access  
UNC Office of the President

**ESF #15: Damage Assessment and Recovery**

*This ESF describes damage assessment and recovery procedures that will take place following a major event.*

Lead Department: Office of Facilities  
Supporting Departments: EH&S  
Center for Marine Science  
University Police  
Human Resources  
Housing and Residence Life  
Athletics  
Risk Management

External Supporting Departments: Private Contractors  
New Hanover County Building Inspections  
State Construction Office  
North Carolina Department of Insurance

## **Support Annexes**

### ***Situation Specific:***

#### **Emergency Evacuation Annex**

*This support annex will describe campus evacuation procedures for both sudden events and those that can be planned for.*

#### **Special Events Annex**

*This incident annex will detail how UNCW will respond to an emergency or disaster dealing with a special event taking place on campus.*

### ***Incident/Hazard Specific:***

*(in order of priority)*

#### **Hurricane Operations Plan Annex**

*This incident annex will detail how UNCW will respond to a hurricane event.*

#### **Pandemic Flu Annex**

*This incident annex will detail how UNCW will respond to a pandemic flu outbreak.*

#### **Severe Winter Weather Annex**

*This incident annex will detail how UNCW will respond to a severe winter weather event.*

#### **Nuclear Power Plant Incident Annex**

*This incident annex will detail how UNCW will respond to an event at the Brunswick Nuclear Power Plant.*

#### **Flood Annex**

*This incident annex will detail how UNCW will respond to a flash flood event.*

#### **Terrorism Annex**

*This incident annex will detail how UNCW will respond to a terrorism event.*

#### **Disease Outbreak Annex**

*This incident annex will detail how UNCW will respond to a disease outbreak on campus that is not terrorism related.*

#### **Tornado Annex**

*This incident annex will detail how UNCW will respond to a tornado event.*

**Fire Annex**

*This incident annex will detail how UNCW will respond to a wild fire or building fire event.*

**Earthquake Annex**

*This incident annex will detail how UNCW will respond to an earthquake event.*