Emergency Response Plan
Emergency Response Plan

Environmental, Health and Safety Services
Health and Safety Building
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Blacksburg, VA 24061
Phone 540-231-5985  Fax (540) 231-3944

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Revision 5.0 March 26, 2008
## Revision Status

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<th>Revision Number</th>
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## Record of Distribution

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Purpose

Virginia Tech’s Emergency Response Plan (ERP) outlines procedures for managing major emergencies that may threaten the health and safety of the campus community or disrupt business operations on the local campus. The ‘local campus’ is, for the purposes of this Plan, defined as the Blacksburg main campus and all Virginia Tech facilities located within Montgomery County; facilities located outside of this area must develop and implement an ERP that addresses the specifics of that facility and the response capabilities within their locale. The Virginia Tech Director of Emergency Management is responsible for assuring the development of emergency plans for offsite locations.


The ERP identifies individuals and departments that have a direct or supporting role in emergency response, and it provides a management structure for coordinating and deploying university resources. The Emergency Response Coordinator (ERC) organizes and directs the actions of the Emergency Response Resources Group (ERRG), which convenes at the Emergency Operations Center (EOC). The Vice President-in-Charge serves as liaison to the Policy Group, which is composed of the upper administration of the university and which establishes policies and procedures as needed in response to the emergency. Satellite Operations Centers are established by Deans, Vice Presidents and Vice Provosts to assure communication between their constituent departments and the EOC, gather impact data, and to determine business continuity and recovery priorities for their areas.

This Emergency Response Plan is designed to outline a plan of action so that emergencies can be dealt with immediately in a logical and coherent manner. The intent of this plan is to create a framework that will allow an immediate response to an emergency without impeding the initial response or requiring policy decisions to first be made. This plan consists of the basic plan, the appendices, and the emergency support function and incident annexes. The basic plan provides an overview of Virginia Tech’s approach to emergency response and operations. It explains the policies, organization and tasks that would be involved with the response to an emergency. The annexes and appendices give definition to the terms and acronyms used throughout the basic plan, and are the location for any supporting figures, maps, and forms. The emergency support function appendices focus on detailing the specific responsibilities, tasks and operational actions to complete a specific emergency operations function, while the incident annexes focus on any additional special planning or response needs beyond the basic response plan for particular event scenarios.

Scope

This plan and all of its contents apply to all of Virginia Tech’s students, facility, staff and visitors. Major emergencies may impact the surrounding community in addition to the campus. If this occurs, Virginia Tech will make every effort to cooperate with local, state, and federal officials in their delivery of emergency services.
Situation

The main campus of Virginia Tech is located in Blacksburg, Virginia, which is part of Montgomery County. Founded in 1872 as a land-grant college named Virginia Agricultural and Mechanical College, Virginia Tech is now a comprehensive, innovative research university with the largest full-time student population in Virginia.

The Blacksburg campus of Virginia Tech encompasses 2,600 acres and more than 100 buildings totaling more than nine million square feet. The university is situated in an urban/rural area.

The total enrollment for Virginia Tech in the 2007 fall semester exceeded 27,000 students. Of that number, the undergraduate enrollment was 23,350. The university has over 2,900 full-time faculty and 3,600 staff. Virginia Tech’s facilities can provide housing for about 9,100 students.

Based on a hazard identification and risk assessment that was completed for Virginia Tech within the university Disaster Resistant University Plan., the hazards that were determined as most likely to impact the college/university are:

<table>
<thead>
<tr>
<th>Hazard</th>
<th>Significance Ranking</th>
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<tbody>
<tr>
<td><strong>Natural</strong></td>
<td></td>
</tr>
<tr>
<td>Hurricane</td>
<td>Limited</td>
</tr>
<tr>
<td>Tornado</td>
<td>Limited</td>
</tr>
<tr>
<td>Severe Weather</td>
<td>Significant</td>
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<tr>
<td>Wildfire</td>
<td>Limited</td>
</tr>
<tr>
<td>Conflagration</td>
<td>Moderate</td>
</tr>
<tr>
<td>Resource Shortage</td>
<td>Limited</td>
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<tr>
<td>Earthquake</td>
<td>Limited</td>
</tr>
<tr>
<td>Flood</td>
<td>Significant</td>
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<tr>
<td><strong>Human-Caused</strong></td>
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</tr>
<tr>
<td>Terrorism</td>
<td>Limited</td>
</tr>
<tr>
<td>Criminal Activity</td>
<td>Moderate</td>
</tr>
<tr>
<td>Pandemic</td>
<td>Significant</td>
</tr>
<tr>
<td>Mass Casualty</td>
<td>Significant</td>
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<tr>
<td>Civil Unrest</td>
<td>Moderate</td>
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<tr>
<td>Chemical Incident</td>
<td>Significant</td>
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<td>Radiological Incident</td>
<td>Limited</td>
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<tr>
<td>Biological Incident</td>
<td>Moderate</td>
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<tr>
<td>Explosive Incident</td>
<td>Limited</td>
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<tr>
<td>Nuclear Incident</td>
<td>None</td>
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Hazard indices and vulnerability assessments for moderate and significant risk events were developed for the buildings on the local campus. The hazard indices evaluated the extent to which the buildings were at risk from a particular hazard. The vulnerability assessments estimated the potential impacts if a particular building were affected by a specific hazard. These assessments can be found within the Virginia Tech Hazard Mitigation Plan.
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<td>Blacksburg Fire Department</td>
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<td>BRS</td>
<td>Blacksburg Rescue Squad</td>
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<td>CNS</td>
<td>Communications Network Services</td>
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<td>DEM</td>
<td>Director of Emergency Management</td>
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<td>Environmental Protection Agency</td>
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<td>Emergency Response Coordinator</td>
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<td>Emergency Response Plan</td>
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<td>Emergency Response Resource Group</td>
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<td>IC</td>
<td>Incident Commander</td>
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<td>ICC</td>
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<td>Office of Student Programs</td>
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<td>State Fire Marshal's Office</td>
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<td>Satellite Operations Center</td>
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<td>VDEM</td>
<td>Virginia Department of Emergency Management</td>
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<td>Vice President of Administrative Services</td>
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<td>VPIC</td>
<td>Vice President in Charge</td>
</tr>
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<td>VTPD</td>
<td>Virginia Tech Police Department</td>
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<td>VTRS</td>
<td>Virginia Tech Rescue Squad</td>
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An emergency situation can arise at Virginia Tech at any time and from many causes. Potential emergencies can range from chemical spills, fires, explosions, natural disasters, and criminal incidents.

Virginia Tech’s Emergency Response Plan (ERP) is a procedural document for organizing, coordinating and directing available resources toward the control of an emergency. The plan includes a chain of command establishing the authority and responsibility of various individuals. In emergencies, procedures sometimes must be changed at an instant’s notice; therefore, responsible and knowledgeable persons who know the procedures must have the authority to make necessary modifications.

Virginia Tech’s emergency response priorities are:

- Protect life safety.
- Secure our critical infrastructure and facilities which are, in priority order:
  - buildings used by dependent populations,
  - buildings critical to health and safety,
  - facilities that sustain the emergency response,
  - classroom and research buildings, and
  - administrative buildings.
- Resume teaching and research programs.

University response to a disaster or emergency will generally involve the following phases:

- **Planning and Mitigation** – The process of evaluating exposures and developing or refining response plans that will assure an orderly and effective response to an emergency, and for identifying and mitigating areas of vulnerability. After every activation of the ERP, an after-action review will be performed to determine if the response was effective or if the plan should be modified and improved. Structural (e.g., facilities, systems and land-related) mitigation priorities are identified in Virginia Tech’s Hazard Mitigation Plan.

- **Response** – The reaction(s) to an incident or emergency in order to assess the level of containment and control activities that may be necessary. During this phase, generally only preliminary forecasts of the impact will be available, and university priorities will be to assure the public welfare, protect critical infrastructure, and provide support to emergency response organizations/operations.

- **Resumption** – The process of planning for and/or implementing the resumption of critical business operations immediately following an interruption or disaster. During this phase, more in-depth forecasts of the impact will be available, and university-wide priorities for program resumption will be determined. All response activities indicated above will continue as necessary. The support requirements/needs of Satellite Operations Centers (SOCs) will be addressed on a prioritized basis.

- **Recovery/Restoration** – The process of planning for and/or implementing recovery of non-critical business processes and functions after critical business process functions have been resumed, and for implementing projects/operations that will allow the university to return to a normal service level.
SITUATION LEVEL DEFINITIONS

This plan identifies four emergencies levels as follows:

- **Level 0** covers a short-term internal "routine" emergency involving only university facilities and employees. Limited outside agency involvement may be required.
- **Level I** includes an emergency with a predictable duration at a single site involving the university and a single outside agency such as the fire department.
- **Level II** involves an emergency with an unpredictable duration with a multi-agency response.
- **Level III** relates to a widespread emergency impacting a large segment of the university with long-term implications.

The following level definitions should be used as a guide to defining the magnitude of an emergency incident and the potential impact on Virginia Tech.

**Level 0**

**Definition:** An unplanned event of short duration that is not likely to adversely impact or threaten life, health or property. Control of the incident is within the capabilities of university employees and the response is made in accordance with departmental emergency plans. The university ERP is not activated for Level 0 events.

**Criteria:** The incident can be resolved by university employees with assistance or advice from Environmental, Health and Safety Services, the VTPD, Risk Management and/or Facilities.
- An outside agency may be involved as a precaution or as part of standard university procedures.
- A written report is filed with the VTPD and other appropriate university departments as deemed necessary.
- No outside medical assistance needed.
- Little involvement of university insurance is required.
- Establishment of an Incident Command Center is optional, and the ERP would not typically be activated.

**Examples:** Automatic fire alarm, small chemical spill, localized water pipe break affecting a portion of a building, a localized undetermined odor problem, minor flooding from excessive rain, a criminal incident, labor disruption, or student demonstration.

**Level I**

**Definition:** An unplanned event that may adversely impact or threaten life, health or property within a single area. Control of the incident may be beyond the capabilities of university employees. Outside agency assistance may be necessary. Departments are to follow the procedures outlined in their departmental emergency plan when responding. The ERP would not typically be activated for Level I emergencies.

**Criteria:** Resolution of incident involves both university and/or outside agency personnel.
- Evacuation is short term and affects the immediate localized area only.
- The incident is of short duration (e.g. 2 hours or less).
- Security procedures will need to be established to protect occupants, evacuees, and/or property.
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- Medical response may be required.
- Some involvement of university insurance may be required.
- An Incident Command Center is established at or near the scene of the emergency.
- A written report, including a narrative, damage estimates, injury report, and agencies involved is prepared.
- Members of the university who participated in the response may hold an incident debriefing/critique.

Examples: A localized fire or explosion in a residence hall or academic building, a chemical spill that causes a disruption of services and a hazardous materials response, a suicide, a water main break involving most of a building or one which threatens critical services, a trench cave-in, an odor requiring evacuation, or loss of heat or power to a building.

Level II

Definition: An unplanned event of unpredictable duration that may adversely impact or threaten life, health or property on a large scale at one or more locations within the university. Control of the incident will require specialists in addition to university and outside agency personnel. Long-term implications may result.

Criteria: Resolution of the incident involves both university and outside agency personnel.
- Evacuation is long-term and affects an entire building, a group of buildings and/or a significant number of employees or students.
- The incident response may require an extended period of time before it is completely resolved.
- Security procedures will need to be established to protect occupants, evacuees and/or property.
- Significant involvement of university insurance may be necessary.
- Large-scale medical response may be required.
- An Incident Command Center is established at or near the scene of the emergency.
- The Emergency Operations Center is established and the ERP is activated.
- Members of the university that participated in the response will hold an incident debriefing/critique.

Examples: A criminal incident, a water main break involving service to multiple buildings or a break affecting an entire academic or residential building, loss of heat or power to multiple buildings, a fire affecting an entire residential or academic building, a chemical release causing the evacuation of one or more buildings, large scale civil unrest on university property, threatened acts of terrorism, or acts of violence on or near campus that have broad implications for university operations.

Level III

Definition: An incident occurring at the university that adversely impacts or threatens life, health or property at the university on a large scale. Control of the incident will require multiple agencies and multiple university departments working together. Long-term implications are expected.

Criteria: Resolution of the incident requires multi-agency response and long-term business disruption is expected.
- Serious hazard or severe threat to life, health and property.
- Resolution of incident involves community multi-jurisdictional and university multi-departmental involvement.
- Major evacuation involving implementation of the university relocation plan, interfacing with community plans.
- Significant and long-term involvement of university insurance will be necessary.
- Duration of event is unpredictable.
- Security procedures established to protect evacuees and property.
- Large-scale medical response implemented using both university and community resources.
- An Incident Command Center is established at or near the scene of the emergency.
- The Emergency Operations Center is established and the ERP is activated.
- Communications center established to coordinate media and university related communications.
- Long-term recovery plan established.
- Written report is prepared.
- All agencies that participated in the response will hold an incident debriefing/critique.

**Examples:** A criminal incident, a flood from Stroubles Creek that involves the Drillfield and surrounding buildings, large-scale chemical release affecting a significant portion of the university, earthquake, tornado, major power outage, and building collapse.
The university coordinates its emergency preparedness planning with the Towns of Blacksburg and Christiansburg, Montgomery County, and other adjacent localities, agencies and organizations to ensure that the campus procedures are consistent with current government practices, and that Virginia Tech is able to maintain effective emergency communications and coordination during an incident.

Virginia Tech’s ERP partitions emergency decision-makers into functional groups to maximize efficiency. These groups are as follows:

- **The Policy Group**, composed of lead administrators, establishes policies and procedures as needed to support emergency operations, and determines business recovery and resumption priorities. See the next section and Annex A for additional information.

- **The Emergency Response Resource Group** (ERRG) directs resources in support of emergency response operations, assures the continuity of critical business functions, and implements business recovery and resumption activities. The ERRG is composed of lead administrators and support personnel from departments that have an emergency response and/or business continuity or business recovery role. See Annex A for functional role assignments for members of the ERRG. The ERRG convenes at the Emergency Operations Center (EOC).

- **Satellite Operations Centers** (SOCs), located in the administrative headquarters Deans, Vice Presidents and Vice Provosts, gather emergency impact data from their constituent departments, account for their personnel, transmit reports to the EOC, disseminate emergency instructions to constituents, and develop and implement business continuity, resumption, and recovery plans.

In addition to functional groups, three specific roles are assigned as follows:

- The Director of Emergency Management or designee is the **Emergency Response Coordinator** (ERC) and serves as the single point of contact within the ERRG. Requests for personnel, equipment, supplies, information and assistance from the Incident Command Center are coordinated with the ERC. The ERC role may be designated as outlined in Annex A of the plan.

- The **Vice President in Charge** will normally be the Vice President of Administrative Services (or designee), and will provide the communications interface between the ERRG and the Policy Group.

- The **Incident Commander** (IC) is the individual directing immediate response efforts at the scene of the emergency. The IC role may be established by Virginia law, for example, the Fire Chief will serve as the IC for emergencies involving fire response. Note that for smaller scale emergencies, the IC may also serve as the ERC.

**POLICY GROUP**

The **Policy Group** will convene to coordinate policy and procedure issues specific to response and recovery activities necessitated by the nature of the event. Policy Group members shall remain accessible to the EOC for updates and guidance as necessary. Communication with their liaison at the EOC shall be maintained by telephone if possible or by radio, cell phone or other means as necessary. When necessary, the Policy Group will convene at the EOC.
Purpose of the Policy Group
The Policy Group provides centralized direction and control of any or all of the following functions as they pertain to Virginia Tech:

- Evaluate the institutional effects of the emergency;
- If necessary, authorize a temporary suspension of classes, or a campus closure or evacuation.
- Frame emergency-specific policies as needed. Examples: Emergency personnel policies, special financial assistance for employees or students, etc.
- Assure that functions critical to the continuity of university business operations are maintained;
- Address legal issues associated with the emergency;
- Collect and analyze information provided by SOCs and the EOC on the impact of the event on departmental and university operations;
- Determine and convey business resumption priorities and business recovery plans to the EOC and via the EOC to SOCs.

Key Members of the Policy Group
- President
- Associate Vice President, University Relations
- University Provost and Vice President for Academic Affairs
- Vice Provost, Academic Affairs
- Vice President, Administrative Services
- Vice President, Finance and Chief Finance Officer
- Vice President, Information Technology
- Vice President, Student Affairs
- General Counsel
- Chief of Police (or designee)
- Other members as directed by the President of the university

EMERGENCY RESPONSE RESOURCE GROUP
The Emergency Response Resource Group (ERRG) will convene to provide support for emergency operations, address the safety and welfare of students, employees and visitors, and assure, as best possible, the continuity and timely resumption of university operations. The ERRG consists of the directors and/or lead administration of those departments and areas that are involved in responding to the emergency. Additional personnel may be assembled as necessary to address specific emergency conditions and as needed to support EOC operations.

Purpose of the ERRG
The ERRG shall be used to provide centralized direction and control of any or all of the following functions as they pertain to Virginia Tech:
EMERGENCY RESPONSE PLAN

COMMAND STRUCTURE

- Determine the scope and impact of the incident;
- Prioritize emergency actions;
- Deploy and coordinate resources and equipment;
- Adjudicate conflicting claims and/or requests for emergency personnel, equipment and other resources;
- Designate responsibilities and duties as necessary to maintain the integrity of the university and its primary mission;
- Provide support to emergency operations at the Incident Command Center;
- Issue communications and warnings through University Relations;
- Request additional resources from outside agencies and implement mutual aid agreements;
- Coordinate with local, state and other governmental agencies.
- Monitor and continually evaluate conditions;
- Analyze damage assessment data, identify business recovery priorities and associated resource needs, and convey this information to the university administration, the Incident Command Center and SOCs.
- Implement university business continuity and resumption plans.

Key Members of the ERRG
- Vice President in Charge (VPIC)
- Director of Emergency Management
- Virginia Tech Police Department (VTPD)
- Environmental, Health and Safety Services (EHSS)
- Facilities
- University Relations
- Risk Management
- General Counsel
- Office of Student Programs (OSP)
- Registrar
- Communication Network Services (CNS)
- Human Resources
- Purchasing
- University Unions and Student Activities
- Athletics (for sheltering and large assembly events)
- Recreational Sports (for sheltering and large assembly events)
- Support Staff (Administrative/Clerical)
- Technology and Computer Support

EOC FUNCTIONAL WORKING GROUPS

The organization of Virginia Tech’s ERRG at the EOC is based on the Incident Command System used by the Virginia Department of Emergency Management and regional emergency response...
agencies. Under this model, members of the ERRG are assigned to functional working groups (Sections) to maximize efficiency as follows:

- **Planning Section** – initiates, collects and verifies field reports, assesses reconnaissance and other data, prioritizes situation reports and plans, and develops Incident Action Plans.
- **Operations Section** – directs and coordinates all operations; receives and implements Incident Action Plans.
- **Logistics Section** – obtains and stages resources in support of emergency operations.
- **Finance/Administration Section** - tracks all incident costs, and tracks and manages the university claims process.

The ERC will appoint a Section Chief for each Section as appropriate for the type and scale of emergency. Note that all Sections may not be activated for every emergency.

The Emergency Response Coordinator may be supported by Command Staff consisting of:

- **Public Information and Media Relations** – manages internal campus status reports and external staff briefings. Assigns a liaison public information officer to the locality’s EOC if the disaster extends beyond the boundaries of the Virginia Tech campus.
- **Safety Officer** – a representative from Environmental, Health and Services that monitors safety conditions and develops measures for ensuring the safety of assigned personnel.
- **Liaison Officer** – is the on-scene contact for other agencies/localities assigned to the incident.

**ESSENTIAL PERSONNEL**

All Virginia Tech managers (Senior Administrative Officers, Deans, Chairs, Directors, Laboratory and Facility Managers) are considered “essential personnel” during Level II and III events. Their roles and responsibilities are to be specified in their respective departmental emergency operations plans. Similarly, personnel from departments that have an emergency response and/or support function (e.g., sheltering and mass care, debris clearance, damage assessments, critical facility/system restoration) may be designated as “essential personnel” as needed or required when a Local Emergency has been declared (see Annex A).
Plan Activation

In most situations, the Virginia Tech Police Department (VTPD) will serve as the initial contact for reporting all emergency situations (as defined by this plan) and as the central point of communication during the response and resolution of all emergencies on the local campus. Outbreaks of contagious disease, a utility outage that impacts business operations, and weather events are examples of emergencies where the plan may be activated by someone other than the VTPD.

Upon being contacted, the Police Officer in Charge will make an initial judgment about the level of response necessary and communicate with personnel as outlined in the plan. As appropriate, the roles of Incident Commander, Vice President in Charge, and Emergency Response Coordinator will be assigned as outlined in Annex A. The ERC will confirm the level of response needed and situation level of the emergency. The ERC will make the appropriate contacts within the Administration as outlined in the ERP and notify the VTPD to begin staging for the emergency.

If an emergency situation begins to escalate, the ERC will notify any additional internal and external personnel and will take appropriate action as outlined in the ERP to respond to the changing conditions.

The Chief of Police (or designee) has the authority to send messages and alerts to the university community via multiple means. See Annex C, Emergency Support Functions (ESF) 13 and 15. These notifications may be utilized during an emergency to protect, evacuate, and/or avoid a specific location.

The Vice President for Administrative Services, in consultation with the Senior Vice President and University Provost, has the authority to close the university as outlined in Virginia Polytechnic Institute and State University Policy 4305.

Plan De-Activation

When emergency conditions are stabilized and normal university operations can resume, the Emergency Response Plan will be de-activated by the ERC with the concurrence of the university President and Provost. A formal announcement will be disseminated, using all emergency information and notification systems.

If the nature of the incident requires an extension of some emergency services, special work groups may be appointed to coordinate those continuing activities among selected SOCs. Continuing issues may include:

- Ongoing repairs and their staging.
- Academic or administrative space adjustments.
- Support services for impacted students, faculty, or staff.
- Community relief efforts.
EMERGENCY RESPONSE PLAN

ACTIVATING THE PLAN

Incident

Call to VTPD

VTPD assesses level of incident and responds accordingly

Level 0

Contact Fire Dept., Rescue Squad, EHSS, Facilities Human Resources, Risk Management and/or other departments as appropriate for the emergency

Designate the ERC and, if appropriate, an EOC

Establish ICC

Level I

Contact Fire Dept., Rescue Squad, EHSS, Facilities Human Resources, Risk Management and/or other departments as appropriate for the emergency

Designate the ERC and, if appropriate, an EOC

Establish ICC

If Situation Escalates to Level II

Notify Vice President in Charge

Notify University Relations

Determine need for Media Center

Communicate location of EOC to ERRG, VPIC and all responding departments *

Notify ERRG and establish EOC

Level II

Contact Fire Dept., Rescue Squad, EHSS, Facilities Human Resources, Risk Management and/or other departments as appropriate for the emergency

Designate the ERC and an EOC

Establish ICC

If Situation Escalates to Level II

Convene Policy Group as necessary

Convene ERRG at EOC as necessary

Establish Media Center

Level III

Contact Fire Dept., Rescue Squad, EHSS, Facilities Human Resources, Risk Management and/or other departments as appropriate for the emergency

Designate the ERC and an EOC

Establish ICC

If Situation Escalates to Level II

Convene Policy Group as necessary

Convene ERRG at EOC as necessary

Establish Media Center

*See Annex A and B for a list of Area Coordinators and defined roles and responsibilities for emergency response.

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**Business Recovery**

Even when emergency response activities are nearing completion, business recovery activities may continue for weeks or months after the event. Business recovery activities include re-establishing complete services and functions following a major incident and recovering extraordinary costs caused by the event. The Policy Group coordinates policy and procedure issues specific to recovery activities necessitated by the nature of the event, determines business recovery priorities, and develops post-incident business recovery plans. One of the final EOC actions will be to appoint members of the ERRG to continue working with the Policy Group in support of business recovery activities. The composition of this Work Group will be determined by the nature and magnitude of the event.
The **Incident Command Center (ICC)** is the location from which immediate response efforts are coordinated and directed at or near the scene of the emergency. There will typically be only one incident command center, although there may be other satellite support areas such as a staging area for personnel and equipment. The **Incident Commander (IC)** will oversee the immediate actions taken at the scene of the response. If the IC requires the support or involvement of Virginia Tech departments or personnel, an Emergency Response Coordinator must be assigned as outlined in this plan.

The **Emergency Operations Center (EOC)** is established when the ERRG is activated during the initial stages of a large-scale (e.g., Level II or III) campus emergency to ensure the integrity of the administration of Virginia Tech’s resources and assets.

The location of the EOC will be determined after reviewing telecommunications and power requirements (including the need for emergency back-up power systems) and the location, scale and type of emergency. Identified EOC locations are detailed in Annex A of this plan.

**Satellite Operations Centers (SOC’s)** are located in the administrative headquarters of Deans, Vice Provosts and Vice Presidents, and serve as the pivotal communications interface between the EOC and the campus community before, during and after a major emergency or disaster. SOCs gather emergency impact data from their areas and account for their personnel, transmit reports to the EOC, and disseminate emergency instructions to constituents. SOCs communicate the location of Emergency Assembly Points used during emergency evacuations in areas, recruit volunteers to assist with response and recovery operations, and participate in campus exercises to practice using these resources. SOCs play a critical role in assuring department preparedness, response, and recovery planning and training. Finally, SOCs coordinate the planning and implementation of business continuity, resumption, and recovery activities in their respective areas.

Virginia Tech depends on university Deans, Vice Presidents, and Vice Provosts to:

- Assure and oversee the development of effective hazard mitigation and emergency preparedness plans at both the SOC and departmental level.
- Develop continuity of operations (COOP) plans, and determine business resumption and recovery priorities for their constituent departments.
- Create an executive Satellite Operations Center that will communicate information to and from the university EOC during major emergencies or disasters.
- Provide emergency operations leadership and coordination for your areas.
- Gather documentation on the impacts of an emergency upon departmental operations.
- Develop post-incident business recovery plans, involving appropriate academic, administrative, and financial managers, and coordinate corresponding program resumption activities in your constituent departments.

For additional information, see the *Satellite Operations Centers Emergency Planning Guidelines*, which may be downloaded from [www.ehss.vt.edu](http://www.ehss.vt.edu).
Continuity of Operations Planning (COOP)

Advance prioritization of critical operations and services is essential to assuring that the university’s response to an emergency is in the best interests of the organization as a whole and to the community it serves, and that critical functions are maintained throughout the course of an incident. SOCs play a key role in defining and communicating area-specific response priorities to the EOC; university priorities, however, will likely supersede SOC priorities if a major disaster occurs. If SOC functions and services have not been prioritized, then it is the role of the Policy Group to determine recovery priorities. The Policy Group will also determine broad university priorities for restoration of operations and services and communicate these priorities to the EOC. Recovery priorities should be established as follows:

- Immediate recovery (true continuity) is essential
- Recovery required within 24 hours
- Recovery required between 24 and 72 hours
- Recovery not required within 72 hours

Continuity of operations planning encompasses three areas of focus: planning and organizing the emergency response; identifying and mitigating areas of vulnerability; and, advance prioritization of business continuity and business recovery concerns.

It is recommended that SOCs periodically review and update emergency response and business continuity and recovery plans. It is also recommended that SOCs periodically test these plans to assure they adequately address the critical functions and services of the departments covered by the plan. Testing could include performing a desktop review, tabletop, or simulation. EHSS personnel will assist with conducting these exercises upon request.

**COOP Guidelines**

All Virginia Tech SOCs and their constituent departments are expected to develop continuity of operations plans to safeguard their essential programs and records, and to involve appropriate academic, administrative and/or financial personnel in the planning process.
The Director of Emergency Management is responsible for coordinating the preparation and continuous updating of the ERP, and for assuring the compatibility of the plan with similar Federal, State, and local (county and municipal) plans. In addition, some departments, such as Facilities, EHSS, VTPD, AIS, and the Office of Student Programs, are tasked with the development and maintenance of certain Emergency Support Functions or associated standard operating guidelines of the ERP.

Each department, agency or individual specified in the ERP, and each department/area that will play an active role in responding to a campus emergency (see Annex A), is expected to prepare and continuously update their area plans as needed to ensure the timely and effective delivery of disaster response and recovery services by that organization during a disaster. When an area plan is updated, a copy shall be submitted to the Director of Emergency Management.

The ERP and each area plan are to be updated as soon as practicable after changes in organizational structure or resources occur. As a minimum, this plan and each area plan shall be reviewed annually.

Each identified area coordinator will sign and date their respective area plan and/or Annex after the annual review to certify that it is accurate, current and comprehensive.

The plan will be exercised periodically. The test may involve all or part of the plan as necessary. Results of exercises will be evaluated and changes to the plan made as deemed appropriate to keep the plan current and effective.

REVISIONS

Revisions to the basic plan will be distributed by the Director of Emergency Management to all parties that hold controlled copies. Revisions will be dated. A record of revisions shall be maintained by the Director of Emergency Management. The basic plan will be made available via electronic access at http://www.ehss.vt.edu/. Area Coordinators are responsible for revisions to area plans, assigned Annexes or Emergency Support Functions (if applicable), specific response protocols and standard operating procedures. Updates, as made, are to be forwarded to the Director of Emergency Management.

PLAN ORGANIZATION AND FORMAT

The Annexes of the ERP shall be organized in the following sections:

1. MISSION - short statement of purpose.
2. ORGANIZATION - disaster organizational structure with detailed statements telling how, when, and by whom tasks are accomplished.
3. CONCEPT OF OPERATION - short, concise statement of operational concept, particularly state if normal organization is used, or how modified, for disaster operations.
4. DIRECTION AND CONTROL - short, concise statement explaining chain of command, organizationally and in relation to the EOC.
5. AUTHENTICATION – the signature of the department or agency head is required on all area plans.
SUPPORTING PLANS AND PROCEDURES

The Emergency Response Plan provides the framework for response and recovery including general task assignments. SOGs (Standard Operating Guidelines) are based on this framework, but detail specific response and recovery procedures and actions.

Area plans are prepared by campus departments to detail response to disaster events affecting the campus. These departments are responsible for developing SOPs necessary to support the basic plan and for reviewing and updating their plans annually as needed.

The Director of Emergency Management, with assistance from Area Coordinators, is responsible for developing mutual aid agreements or other support methods with agencies outside of the university for disaster resources.

PROGRAM ADMINISTRATION

Virginia Tech’s Board of Visitors has overall responsibility for policy decisions affecting pre-disaster activities, emergency operations and recovery operations of all divisions, as well as the coordination of emergency support provided by other Federal, State and local agencies.

The President of the University is responsible to the Board of Visitors as their representative, and represents the Board while directing and supervising all activities of the university during pre-disaster and recovery phase operations. The President is responsible for assuring that an adequate Emergency Response Plan is maintained.

DEPARTMENTAL PLANNING

Departmental Emergency Action Plans are prepared by the individual campus departments to detail response by on-site personnel to such localized events as fires, bomb threats, hazardous materials incidents, etc., on the premises. A template to assist departments with the development of these plans can be downloaded from http://www.ehss.vt.edu/. Training to support department emergency action planning will be coordinated by EHSS.

EXERCISES AND TRAINING

Trained and knowledgeable personnel are essential for the prompt and proper execution of Virginia Tech’s Emergency Response Plan and sub-plans. Virginia Tech will ensure that all response personnel have a thorough understanding of their assigned responsibilities in a disaster situation, as well as how their role and responsibilities interface with the other response components of the ERP. All personnel will be provided with the necessary training to execute those responsibilities in an effective and responsible manner. Training on university-level emergency response roles and the incident command system will generally be coordinated by the Director of Emergency Management.

Exercises will be conducted as needed to allow all persons involved in emergency response to practice their roles and to better understand emergency operations and their responsibilities under emergency conditions. University-wide exercises will be held at least once per year, and will consist of tabletop, practical and full-scale staged events as deemed appropriate. Such exercises will be coordinated by the Director of Emergency Management. Smaller-scale exercises will also be held as needed to allow defined work groups to practice their functional roles under emergency conditions.
LIST OF ANNEXES AND RESOURCES

ANNEX A DIRECTION AND CONTROL (Reserved)
   Emergency Services Organization
   Succession of Authority
   EOC Procedures
   Emergency Declarations
   Matrix of Responsibilities
   Resource Telephone Listing
   EOC Forms
   Roles and Checklists

ANNEX B EVACUATION AND SHELTER-IN-PLACE

ANNEX C EMERGENCY SUPPORT FUNCTIONS
   ESF #1 – TRANSPORTATION
   ESF #2 – COMMUNICATIONS
   ESF #3 – FACILITIES SERVICES
   ESF #4 – EMERGENCY SUPPORT SERVICES
   ESF #5 – EMERGENCY MANAGEMENT
   ESF #6 – MASS CARE, HOUSING SERVICES
   ESF #7 – FINANCE AND RESOURCE MANAGEMENT
   ESF #8 – HEALTH, MENTAL HEALTH AND MEDICAL SERVICES
   ESF #9 – ACADEMICS
   ESF #10 – HAZARDOUS MATERIALS
   ESF #11 – FOOD AND WATER
   ESF #12 – TECHNOLOGY SYSTEMS
   ESF #13 – LAW ENFORCEMENT
   ESF #14 – DAMAGE ASSESSMENT
   ESF #15 – MEDIA RELATIONS AND COMMUNITY OUTREACH