

**[BUILDING NAME] – [College/Department Name]**

**Emergency Operations Plan (EOP)**

 **Department Coordinator Assigned**

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**Buildings/Facilities Occupied by This Department**

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 **Department Head:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 **Date:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**General Instructions**

Federal and state laws require that written emergency plans be provided for all university departments. This document is designed to assist emergency preparedness efforts on campus by helping coordinate department emergency plans. This document is a template available to all departments on campus and online at <https://embc.wwu.edu/emergency-planning>.

The following material contains templates for developing department Emergency Operations Plans (EOP), complete with instructions. This document describes the general emergency planning approach needed at the departmental level. The Department Head assigns a Department Coordinator to fill out the department EOP template. When the Department Coordinator fills out the template, it becomes the department EOP. The Department Coordinator may modify the template as needed.

The department EOP template should be completed or updated annually. An electronic copy of your completed department EOP is to be sent to Emergency Management & Business Continuity (EMBC) office (Emergency.Management@wwu.edu) for review and inclusion in your department's file.

**Using the Tool-Kit**

The emergency planning toolkit is a supplemental template available to help the Department Coordinator complete a department EOP. The toolkit is to be used in conjunction with this department EOP template and can be found online at <https://embc.wwu.edu/emergency-planning>. All sections filled out in the toolkit are printed and added or electronically copied and pasted to the department EOP. If you have questions or need assistance or training, call the EMBC office at 360-650-3622.

#### Definitions

**Building Assembly Point:** A safe location for occupants to gather outside after a building evacuation. (For example, occupants in a building meet outside by the red statue after a fire alarm sounds).

**Building Emergency Plan:** A plan that contains emergency evacuation information for a specific building. This includes floor warden contact information and emergency assembly points for building evacuation.

**Building Coordinator:** A person responsible for assisting building evacuations during an emergency. The building coordinator helps coordinate with floor wardens to maintain order after the evacuation of a building.

**Evacuation Assistance Locations/Areas of Refuge:** A location, most likely a stairwell, in a building designed to hold occupants during a fire or other emergency, when evacuation may not be safe or possible. Occupants can wait there until rescued by firefighters.

**Floor Warden:** A person designated to find and evacuate personnel from the office or area they work in. At least two per floor on any building are required, so that if one is away, the other will likely be present.

**Major Disaster Assembly Area:** A large campus gathering area for emergencies that impact a large portion or the entire campus. There are three major disaster assembly areas designated for Western’s main campus: North, Central, and South.

**Department Coordinator:** A person within a department that completes the department emergency plan, works within the department to identify essential tasks and functions for the department during an emergency, and coordinates the overall departmental response to an emergency or disaster.

**Department Emergency Operations Plan (EOP):** The plan that covers general emergency procedures for a specific department, including department functions during an emergency, department essential tasks and needs, department contacts and order of authority and succession, personal preparedness guidelines, security plans, and major disaster/violence plans.

**Emergency Management & Business Continuity (EMBC):** The Western office responsible for disaster preparedness .

**Department Coordinator Tasks:**

***Before an emergency:***

* **Complete or update** this EOP (template available online at the EMBC website) for your department and send to the EMBC office at Emergency.Management@wwu.edu.
* Optional- **Review** floor plans for your floors. Floor plans may be marked to show primary and backup evacuation routes and are available at the Facilities Development and Operations website under Links: <https://www.fm.wwu.edu/>.

These may be printed, marked with arrows to show evacuation routes, and posted.

* **Assign or update** Floor Wardens for each floor (at least 1 per area or section for large floor areas) and **contact** EMBC to request the appropriate number of orange vests for Floor Wardens.
* **Review** the Building Assembly point for your department - this is the outside emergency gathering location after an evacuation.
* **Determine** the major disaster assembly area for your department- this is one of 3 locations across campus in case of a large-scale disaster. (See enclosed map for locations.)
* **Assemble** the department emergency supplies in a portable bag or pack for easy access.
* **Attend or view** trainings offered by EMBC.
* **Know where** persons with disabilities are located in your area. For more information, refer to the Emergency Evacuation Guidelines for Persons with Disabilities at: <https://embc.wwu.edu/emergency-planning>.
* **Review and share** the completed plan with your department.

***During an Emergency:***

* **If** yourdepartment has emergency supplies, bring them when you evacuate (except for plastic sheeting for toxic releases).
* **Meet** all Floor Wardens at your Building Assembly point and ensure they’ve briefed the Building Coordinator on any relevant information from the floor.
* **Assist** emergency personnel with available information concerning the incident, its origin, and individuals involved.

***Procedure:****Review the* [*Building Assembly Point*](https://embc.wwu.edu/emergency-planning) *(outside emergency gathering location after an evacuation) for your building, and record below. Remind faculty they are responsible for getting their class out of the building safely during an emergency.*

**Building Assembly Point:**

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In a major disaster affecting ***multiple buildings***, there are three Major Disaster Assembly Areas:

|  |  |
| --- | --- |
| **North** | Old Main Lawn |
| **Central**  | South Campus Oval by Communications Facility |
| **South**  | Harrington Field |

\*\*Persons located along Highland Drive should proceed down High Street to the Old Main assembly area. In an earthquake, they should avoid accessing the steep Ridgeway hill.

***Procedure:*** *Using the following map, review the nearest Major Disaster Assembly Area and record below.*

**Nearest Major Disaster Assembly Area:**

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\*Some emergencies may require an alternate location for Building/Department Assembly Point and Major Disaster Assembly Areas. Inclement weather or hazardous material releases are instances that may prompt relocation. General criteria for assembly point relocation:

* + - * The area should be open, away from buildings, power lines, poles, and trees which can fall and injure people below.
* The area should be large enough to hold number of persons gathering.
* Area should be easily and safely accessible, near normal building exits, but a safe distance from buildings.
* Area should be accessible to emergency services personnel, but not located so as to block access to fire hydrants, ramps, etc.

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**Assignment of Floor Wardens**

Floor Wardens play an instrumental part in ensuring safe building evacuations. They are responsible for several tasks outlined below.

***At no time should a floor warden jeopardize his/her own personal safety.***

***Floor Warden Tasks:***

***Before an emergency:***

* **Review** the Building Assembly Point for your building. This is found at <https://embc.wwu.edu/emergency-planning>. Also be familiar Evacuation Assistance Locations/Areas of Refuge in your building.
* **Be familiar** with special hazards in the area or on the floor.
* **Know where** persons with disabilities are located in your area. For more information, refer to the Emergency Evacuation Guidelines for Persons with Disabilities at: <https://embc.wwu.edu/emergency-planning>.
* **Know where** fire alarm pull stations are and how to activate them.
* **Know how** the fire alarm system sounds and what it means.
* **Optional – Find** and reviewyour building emergency plan available from your Building Coordinator.

***During an emergency:***

* **Put on** orange vest.
* **Assist** persons in your floor or area on the way out of the building during an evacuation.
* **Sweep** the floor to make sure no one is left behind.
* **Report** missing or injured to the Building Coordinator (wearing red vests) at assembly locations.
* **Inform** responders of any person with a temporary or permanent disability who may need special assistance in emergency situations.
* **Assist** in keeping people out of the building until emergency responders (fire or police) release it for occupancy.
* **Assist** Building Coordinator and/or emergency personnel as requested.

***Procedure:*** *The Department Coordinator designates one Floor Warden and one Alternate Floor Warden for each floor or area that your department occupies. (This need not include miscellaneous classrooms used by department faculty in other buildings).*

**Floor Wardens for Department of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

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| --- | --- | --- | --- | --- |
| **Name** | **Office** | **Phone** | **Floor/Area** | **Building** |
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**Alternate Floor Wardens Floor Wardens for Department of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

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| --- | --- | --- | --- | --- |
| **Name** | **Office** | **Phone** | **Floor/Area** | **Building** |
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**Employees with Special Skills/Knowledge**

***Procedure:*** *List employees with special knowledge or skills which could be utilized during an emergency. For example, ham radio operator, first aid training, mechanical skills, etc.*

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| --- | --- | --- | --- |
| **Name**  | **Skills/Knowledge** | **Current Position** | **Contact Information** |
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**Department Phone Contacts**

**Confidential – May keep separate from the Safety Information Book. Use only in emergency.**

***Procedure:*** *Compile standard emergency contact information listed below, update it regularly, and keep copies with the department head, Department Coordinator or other contact persons. Feel free to use alternative formats, e.g., spreadsheets or other means. Consider use of radios, messengers, out-of-the-area emergency contacts, listening to emergency radio broadcasts, as well as phone communication. In emergency situations, avoid use of the telephone.*

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| --- | --- | --- | --- |
| **Name** | **Office****Location** | **Home, Mobile and Office Phone** | **Emergency Contact\*-****Name/Phone** |
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**Personal and Workplace Preparedness**

**Personal Preparedness**

Every member of the University community is encouraged to prepare personally for emergencies at home, in their cars, and at the work location. You can visit [Ready.gov](http://www.ready.gov/) to build an emergency kit or download the [Emergency Resource Guide](https://mil.wa.gov/uploads/pdf/Publications/emergencypreparednessguide2016.pdf) from the Washington State Division of Emergency Management. It contains information on preparing homes and families. It includes lists of supplies and equipment for home, car, and on-campus. Suggestions for a work mini-survival kit include:

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| --- | --- |
| [ ] Portable radio and spare batteries[ ] Flashlight with spare batteries[ ] Small first aid kit[ ] Bottled water[ ] Small supply of non-perishable food, snack type | [ ] Sturdy, comfortable shoes[ ] Extra clothes[ ] Space blanket[ ] Essential medication[ ] Zipper seal plastic bags, toilet tissue[ ] Heavy work gloves |

**Workplace Preparedness**

Preparation and maintenance of adequate supplies is crucial in the development of an emergency plan. It is quite possible that the University would be required to function without outside assistance for 72 hours following a widespread community emergency, such as an earthquake. In addition, if roads are damaged, it may be difficult to leave campus to return home.

There may be lesser emergency situations that result in faculty, staff and/or students being stranded at the University. Departments are encouraged to provide basic emergency supplies. While a 72-hour kit is the best response, a minimum includes the following:

**Department Emergency Equipment and Supplies**

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| --- | --- |
| [ ] Radios with spare batteries[ ] Flashlights with spare batteries[ ] First aid kits (kits in the area may be used)[ ] Other: | [ ] Plastic sheeting (for sheltering in place)[ ] Duct tape (for sheltering in place)[ ] Towels or cloths (for sheltering in place)[ ] Other |

***Procedure:*** *Place a check if these items are available in your department. List location(s) where these supplies are kept. See Section 1 of the toolkit for inspection and maintenance of emergency equipment.*

**Locations of Emergency Supplies and Equipment**

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**EMERGENCY PLANS**

Information regarding the following emergencies can be found in the **WWU** [**Emergency Response Guide**](https://embc.wwu.edu/files/2023-09/EmergencyResponseGuide.pdf) **(red spiral binding)**. This was given to employees for posting in their areas. Please ensure it is postedat public locations around the department. For copies of this flip chart document, please contact EMBC at 360-650-3622 or email at Emergency.Management@wwu.edu.

**Fire Plan**

**Pre-fire planning**:

1. Ensure all staff members are familiar with who are Floor Wardens on their floor.
2. Identify fire extinguisher locations in the department.
3. Inform department members that when the three temporal tones (or fire alarm in your building, as there is variation in sounds in different buildings) are heard, with or without any verbal instructions, you should immediately evacuate the building. Note that during a fire alarm/drill, the white or clear light only will flash. When the FCC tone is heard, follow the instructions provided that are specific to the incident. In those buildings so equipped, amber lights will flash.

*See Section 2 of the toolkit for supplemental fire-plan information*. *For information on planning with persons with disabilities, refer to ‘The Emergency Evacuation Guidelines for Persons with Disabilities at* [*https://embc.wwu.edu/emergency-planning*](https://embc.wwu.edu/emergency-planning)*.*

**Earthquake Plan**

**Before an Earthquake**:

1. Talk with department members to encourage discussion about earthquake procedures, example include drop, cover, and hold, meeting locations, and earthquake preparedness into regular staff meetings.
2. Encourage staff members to have a [**Family Preparedness Plan**](http://www.ready.gov/)**,** including a backpack of basic supplies (extra batteries, granola bars, walking shoes, etc.) kept under desk for each employee.

*See Section 3 of the toolkit for supplemental earthquake-plan information.*

**Hazardous Materials Release**

If your department has hazardous material present, complete Section 4 of the toolkit entitled “Hazardous Materials Plan Template.”

**Bomb Threat Plan**

See Section 6 of the toolkit, which includes a printable checklist that can be placed under a phone for reference in case of a bomb threat.

**Threat of Violence Plan**

*See Section 5 of the toolkit for information to help complete this section. Review the following mitigation measures and list possible measures for department activities below.*

***Summary of Violence Mitigation Measures***

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| Preventive measures generally fall into three categories, ***workplace design, administrative practices, and work practices.*** Workplace design considers factors such as workplace lay-out, use of signs, locks or physical barriers, lighting. Building security is one instance where workplace design issues are very important. For example, you may consider: [ ] Positioning the reception area or service counter so that it is visible to fellow employees or members of the public passing by.[ ] Position a counter or workstation as a barrier from visitors.[ ] Positioning office furniture so that the employee is closer to a door or exit than the client and so that the employee cannot be cornered.*The following items are beyond most department budgets and are generally not needed in most departments:*[ ] Using coded cards or keys to control access to the building or certain areas within the building.[ ] Consider electronic or combination door locks that can periodically be changed.[ ] Using adequate exterior lighting around the workplace and near entrances.[ ] Use of audible (visible) signal at entry doors.***Work practices*** include all the things you do while you are doing the job. For example, [ ] Office performs annual key checks.[ ] Office keeps track of all individuals who have keys and has a program to recover keys from employees that leave the office.[ ] Office requires combination numbers be kept confidential and require reporting of lost or missing keys/cards. [ ] Designated person to ensure that the office is locked for the night.[ ] Check the credentials of clients.[ ] DO NOT enter any situation or location where you feel threatened or unsafe. |
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***Procedure:*** *List possible mitigation activities that your department can take to lessen the threat of violence. Use the above summary of mitigation measures for suggestions.*

**Department Violence Mitigation Measures**

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**Injury or Illness Plan**

If someone is injured or becomes suddenly ill and requires emergency medical attention, call 911 for an ambulance and tell the dispatcher the location of the victim and the nature of the injury or illness.

Do not move the victim except to protect him/her from a dangerous situation. If the victim has been

contaminated by a hazardous material, tell 911 responders the name of the material involved and the potential hazards if known.

Call 360-650-3911 to have campus police officers dispatched to the scene to assist. The officers have been trained in emergency first aid and cardiopulmonary resuscitation.

***Procedure:*** *Provide the locations of all department first aid kits.*

**Department First Aid Kits**

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***Procedure:*** *Provide the location of the closest automatic external defibrillator. A list is available on the EHS website under* *[General Safety](http://www.wwu.edu/ehs/documents_webpages/infosheets.shtml).*

**Closest Automatic External Defibrillator**

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***Procedure:*** *List the names of persons in the department who are trained in first aid/CPR.*

**Department Personnel Trained in First Aid/CPR**

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| --- | --- | --- | --- |
| **Name** | **Office**  | **Campus Phone** | **Expiration****Date** |
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**Employee Training and Drills**

***Procedure:*** *It is the responsibility of the chair, department head or center director to provide regular training of personnel so that the department's emergency procedures and building evacuation procedures are well known and understood*. *See Section 8 of the toolkit* *for more information.*

*In addition, the chair, department head or center director should consider cross training of personnel in the department for essential tasks identified below.*

**Emergency Records and Expenses**

***Procedure:*** *Designate one individual (or position title) to be the department’s liaison with the University's "Applicant Agent" in the event the University is able to apply for financial disaster assistance. (In most cases, the Applicant Agent will be in the Fiscal Services office.)*

|  |  |
| --- | --- |
| Name of Liaison: |  |

If your department incurs damage or responds during an emergency, an individual from your department should collect the information listed below and maintain this information in a file separate from regular accounting records.

If Federal or State financial disaster assistance is available, each unit is responsible for providing a complete copy of this file to the Applicant Agent.

1. Identify the department, college, or organization by unit name and identification code.
2. Provide a brief description of the damaged facility/grounds or the protective measures taken.
3. Indicate the date(s) of the emergency.
4. Compile the following, as appropriate, for any time or expenses incurred:
* **Labor.** Employee time sheets, position titles, regular and overtime hours.
* **Equipment.** Rates, mileage costs, mileage percentages, invoices, if any.
* **Materials and Supplies.** Invoices, purchase orders, central stores orders, material transfers.
* **Contracts.** Invoices, purchase orders, other internal documentation of service provided, other agreements used to purchase services of outside contractor, vendor, installer, consultant, etc.
* **Pictures.** Damaged items
1. Submit the above information when requested to the Applicant Agent who will collect the documentation from all appropriate University departments, submit required information requesting financial disaster assistance, and coordinate with State and/or Federal agencies.

**Department Function during an Emergency**

***Procedure:*** *Determine the function your department performs under emergency conditions within the University and check appropriate responses to an emergency situation.*

[ ]  The department's responsibility is limited to considering the safety and security of faculty, staff, administrators, and students, plus equipment and materials which support its program.

[ ]  The department is also responsible for \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

[ ]  Other: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Delegation of Authority and Order of Succession**

***Procedure:*** *In the absence of the department head, assign authority to another person by checking the boxes below.*

[ ]  The persons named in the list below are designated to make decisions on behalf of this department during emergency situations in the order shown below.

[ ]  This person in charge is also designated to \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

***Procedure:*** *Clearly state an order of succession for decision making by listing names in order on the following table. Recognize that in emergencies, all members of a department may not be available. The chain of command should be hierarchical with good communication, so persons know with whom they must communicate and how that communication is to occur.*

 **Order of Succession for the Department**

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| --- |
| 1. |
| 2. |
| 3. |
| 4.  |
| 5.  |

**Job Descriptions**

***Procedure:*** *It is highly recommended that all positions maintain a job description of what they actually do, including some information on how they do it. This will assist in continuity should any person suddenly leave their position.*

**Laboratory data back up and continuity of operations**

***Procedure:*** *If your department has a laboratory, see Section 7 of the toolkit for data backup.*

**Critical Equipment**

***Procedure:*** *If your department has equipment that must be shut down prior to evacuation of the building, provide procedures and ensure they are posted, and personnel are trained on them.*

**Backing up Electronic Files/Data**

Damage to computers or utility shut-off after a disaster may cause loss of precious information, research and/or time. If electrical power is interrupted, computer systems in buildings will be shut down. Departments are responsible for automatic system shutdown procedures and data backup procedures. Electronic student records for your department, class syllabi and supporting documentation may not be accessible following an emergency. A general procedure is to back-up computer information periodically and send a copy off-campus. Advice about developing these procedures is available from Administrative Computing Services at X3502.

***Procedure:*** *Provide information below on the frequency and process for backing up your computer data and the contact for retrieving data where it will be kept or sent.*

**Frequency and Processes for Backing up and Retrieving Computer Data**

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**Continuity of Operations**

The concept of continuity of operations relates to how Western will continue with its mission of …*bringing together individuals of diverse backgrounds and perspectives in an inclusive, student-centered university that develops the potential of learners and the well-being of communities.* Each department on campus contributes to this mission and so need to consider what steps they can take to ensure their continuity following a disaster.

To assist departments in determining their continuity needs, this section helps to establish a list of your department’s essential tasks and needs to complete these tasks. Think about how your department might continue to provide these tasks following a major emergency or disaster.

A department essential task is one that the department needs to provide to the campus community. Associated with each identified essential task are things that are needed to deliver it. Examples of this are a science class requiring a laboratory to deliver curriculum, Mail Services requiring a list of mail stops and locations to deliver campus mail, or Facilities Management requiring the Steam Plant to work to provide heat to campus.

Contingency planning involves developing understandings of personnel, information systems, supplies and equipment needed, should a disaster interrupt normal delivery of departmental services.

Examples of things to think about include:

* Resources that are needed to continue a task.
* Possible dependencies with other Western units or outside vendors.
* Supplies, materials or equipment that might be useful to store to continue providing a task for some period of time.
* Whether multiple people might be capable of performing a particular task.
* Determining if any cross-training could prove useful.
* Considering if a maximum allowable downtime is relevant; and
* Data access for all employees in the event of restricted access to the normal workspace.

A department may use the chart on the following page to capture these contingency planning ideas, referring to the chart during its recovery and resumption process following a major emergency. Generally, there are multiple, appropriate ways to approach essential tasks and alternative methods of providing them.

***Procedure:*** *List the essential tasks that you believe are needed for the continuation of your department operations in the chart below. Include the needs for each essential task, and a backup “workaround” (an alternative method for performing a task). Consider what vulnerability you may have to being able to maintain performing that task, such as is there only one person that has the credentials to perform the task? Use additional lines, as necessary. Recognize that different types of emergencies may require different approaches to essential tasks.*

*Note that if your department provides core university services, continuity of operations is key. Such services include but are not limited to payroll, facilities operation, academic technology and user services, and business/financial services, etc.*

**Department Essential Tasks and Needs**

|  | **Essential Task** | **Impact of loss of Task (hi, med, low)** | **Time you can maintain without Task**  | **Vulnerability for ability to maintain Task** | **Persons Who Can Perform** | **Needs to Perform Essential Task:** |
| --- | --- | --- | --- | --- | --- | --- |
| **Electrical Power Y/N ?** | **Computer Y/N?** | **Banner/Aim/ p-drive Y/N?** | **Internet Y/N?** | **Personnel/****Equipment** |
| 1 |  |  |  |  |  |  |  |  |  |  |
| Workarounds: |
| 2 |  |  |  |  |  |  |  |  |  |  |
| Workarounds: |
| 3 |  |  |  |  |  |  |  |  |  |  |
| Workarounds: |
| 4 |  |  |  |  |  |  |  |  |  |  |
|  Workarounds: |
| 5 |  |  |  |  |  |  |  |  |  |  |
| Workarounds:  |