



EMERGENCY OPERATIONS PLAN and ANNEXES

Approved by:
Strategic Communication and Marketing

Last Update:
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Letter of Promulgation

The purpose of Western Oregon University's Emergency Operations Plan is to provide a management framework for responding to human-caused or natural disaster events, including response operations and recovery management. This plan will help guide Western Oregon University's response to incidents that may threaten the health and safety of the university community or disrupt its programs and operations. The Emergency Operations Plan uses the National Incident Management System and Incident Command System as a basis for response. The use of NIMS and ICS enables WOU and other response agencies to effectively coordinate with each other.

Jurisdictions involved include the Monmouth Police Department, Polk County Fire and Rescue, and other city and county agencies. In addition, this plan incorporates the National Response Framework and the university's collaborative response efforts with our local community during an event.

WOU views emergency management planning as a continuous process that is linked closely with training and exercise to establish a comprehensive culture and response. This EOP is a dynamic plan, which is maintained by the Emergency Planning Team and is a continuous quality-improvement practice. It will be reviewed annually with any updates or changes made as needed. The president's staff will review and approve the plan yearly.

Dr. Rex Fuller, president

A handwritten signature in black ink, appearing to read "Rex Fuller", with a long horizontal flourish extending to the right.

Western Oregon University

The Emergency Operations Plan goes through ongoing changes/updates based on recommendations arising from actual events, post-exercise drills and input from reviews.

1. Introduction

1.1. General

Disasters or emergencies can happen suddenly, creating a situation where the normal support services for the university can become overwhelmed. During these times the university will utilize this Emergency Operations Plan to assist in response and recovery. While no plan can replace common sense and good judgment of emergency response personnel, department heads, and other decision makers, this EOP provides guidance for Western Oregon University during a response and for the short-term recovery from significant emergencies or disasters. Specifically, this EOP describes the roles and responsibilities of those individuals involved in the response and the roles and responsibilities of the campus community. It provides high level guidance that supports the implementation of the National Incident Management System and includes utilization of the concepts and principles of the Incident Command System. This plan will assist WOU's efforts to prepare for, mitigate, respond to, and recover from a disaster.

1.2. Purpose

Western Oregon University is committed to supporting the welfare of the campus community. The WOU EOP documents the framework, process, management structure, communication roles and responsibilities required to help facilitate a successful response and recovery from an emergency incident. It is not intended for use in response to typical day-to-day incidents.

The objectives of the WOU EOP are:

- Help the university's faculty, staff and students respond successfully to an emergency situation to help protect life and reduce injuries.
- Clearly define roles, responsibilities and authorities for those involved in managing emergencies.
- Have clear pre-established modes of internal and external communication.

- Utilize the National Incident Management Systems Incident Command Structure for effective coordination, and interoperability between WOU, local, state and federal agencies.
- Minimize a disruption, continue to provide essential services and operations, and manage WOU resources effectively in the emergency response.
- Employ the recovery plan in order to return to normal operations.

The EOP consists of the basic plan in this document, annexes, appendices and a glossary. The basic plan can be accessed online by employees through their Portal; however, due to confidential information, some annexes/appendices may not be available to the general public.

- Basic plan provides an overview of WOU response priorities, procedures, roles and responsibilities.
- Annexes provide additional response procedures for critical support functions or specific hazards response. These are to be used in conjunction with the basic plan. They do not repeat information from the basic plan.
- Appendices contain the working documents the incident commander and general staff will use to assist them during an incident.

1.3. Scope

This EOP includes procedures for responding to a range of emergencies that could affect the university or any other off campus sites. The primary responsibility of the plan is to the university community though, when appropriate, it addresses aiding our local community. This plan is intended to be invoked whenever WOU must respond to an unforeseen incident that cannot be handled by normal day-to-day operations.

The EOP is a part of WOU's larger integrated Emergency Management Plan, which addresses planning, preparedness, response and recovery in conjunction with the cities of Monmouth and Independence, Central School District, Polk County, Polk County Public Health, Polk County Fire District 1, and other partner agencies to help facilitate a coordinated strategy and response.

1.4. Partner Agencies

The following are considered WOU partner agencies during an emergency. This list may change based on the emergency event:

- City of Monmouth Police Department
- Polk County Fire and EMS
- City of Monmouth Emergency Operations Center
- Polk County Emergency Operations Center
- City of Independence Police Department
- City of Independence Emergency Operations Center
- Oregon Emergency Management
- Oregon National Guard
- Central School District
- Polk County Public Health
- Oregon Health Authority
- City of Salem Police Department

Legal Authorities

WOU's EOP is developed and published in accordance with Oregon Revised Statutes (ORS) Chapter 401.

Table 1-1 sets forth the federal, state, and local legal authorities upon which the organizational and operational concepts of this EOP are based.

Table 1

Legal Authorities

Federal

- Federal Civil Defense Act of 1950, PL 81-950 as amended
- The Disaster Relief Act of 1974, PL 93-288 as amended
- Robert T. Stafford Disaster Relief and Emergency Assistance Act, PL 93-288 as amended by PL 100-707
- Title III, of the Superfund Amendments and Reauthorization Act of 1986, PL 99-499 as amended
- Code of Federal Regulations (CFR), Title 44. Emergency Management Assistance
- Executive Order 12148 of July 20, 1979 as amended
- Federal Management - EO 12656, Assignment of Emergency Preparedness Responsibilities, of November 18, 1988
- Executive Order 12472 of April 13, Assignment of Emergency Preparedness Responsibilities
- Federal Preparedness Circular 8, June 22, 1989, Public Affairs in Emergencies State of Oregon
- ORS Chapter 401, Emergency Management and Services
- ORS Chapter 403, Public Communication Systems
- OAR 573, Student Health Center

Polk County

Polk County Ordinance #91-3

1.5.a State of Oregon Emergency Management Plan. The Oregon EMP is developed, revised, and published by the director of Oregon Emergency Management under the provisions of Oregon Revised Statutes 401.052. It is designed to coordinate the activities of all public and private organizations that provide emergency services within the state, and to provide for and staff a State Emergency Coordination Center to aid the governor.

1.5. Disaster Coordination with Federal, State and Legal Agencies

Western Oregon University is a state agency. The campus is located in Monmouth, Ore., in Polk County. An alternate site exists in Salem, Ore., in Marion County. During a localized or regional event, WOU will coordinate with the City of Monmouth EOC, which will coordinate with the county EOC and advise the Office of Emergency Management (503-373-7833 OEM fax). During large-scale regional emergencies, WOU will coordinate with the local city EOC, which will coordinate with the county EOC.

1.6. WOU Authorities

This plan is promulgated under the authority of the university president. When an incident commander is required to manage an emergency, the university president or their designee delegates command authority to the Incident Commander. This authority may occur in writing or verbally by activation of an incident commander.

This delegation will grant the incident commander the authority to assume command to effectively manage the incident. A delegation of authority does not relieve the president or designee of the ultimate responsibility for the incident; rather it allows the incident commander to manage the personnel and resources in order to respond to the emergency.

1.7. WOU Presidential Succession of Order

To maintain emergency management functions and an orderly continuation of leadership in an emergency situation, the following is the standard succession of authority if the university president is unavailable (unless other arrangements are established):

1. Provost and vice president for Academic Affairs
2. Vice president for Finance and Administration
3. Vice president and General Counsel
4. Vice president for Student Affairs

Those in positions of authority must identify their lines of succession during their absence.

2. Situation and Planning Assumptions

2.1. Situation

WOU is exposed to many hazards that have the potential for disrupting the campus and surrounding community, causing damage and creating injuries. Possible natural hazards include floods, severe weather, wildfire and earthquakes. There is also the threat of man-made events including active killer, civil unrest, health related incidents, hazardous material events or acts of terrorism. The number of individuals on campus varies throughout the day, as does the location of these individuals. In addition, McArthur Field, Peter Courtney Health & Wellness Center, Werner University Center, theatre and musical arts draw large crowds to sporting and cultural events.

2.2. Hazard Vulnerabilities

The WOU EOP is based on an analysis of the hazards both natural and man-made, and potential emergencies, which could affect the campus. WOU utilized information from the City of Monmouth, Polk County Hazard Vulnerability Analysis, and Northwest Oregon's Regional Profile to create their HVA. The campus is most vulnerable to these natural disasters of earthquake and severe weather (snow, rain, wind and local flooding). WOU is most vulnerable to the human-caused disasters of an active killer(s) and public health emergency.

2.3. Planning Assumptions

Emergency planning requires a commonly accepted set of assumed operational conditions that provide a foundation for establishing protocols and procedures. Standard practice is to base planning on the worst-case conditions.

WOU's campuses reside in a high seismic region. Therefore, worst-case conditions are represented by an earthquake. The planning assumptions incorporated into this plan include:

- A disaster may occur at any time with little or no warning. There may be times when alerting the campus and taking pre-emptive actions may not be possible.
- Critical lifeline utilities may be interrupted including water delivery, electrical power, natural gas, telephone

communications, microwave and repeater-based radio systems, cellular telephones, information systems, and the inter/intranet system.

- Regional and local services may not be available, requiring WOU to be self-sustaining for 72-96 hours.
- To manage the event, WOU will need to conduct its own rapid damage assessment, situation analysis and deployment of on-site resources.
- Major roads, overpasses, bridges and local streets may be closed or unusable. Normal suppliers may not be able to deliver materials.
- Buildings and structures including residence halls and private homes may be damaged, causing injury and displacement of people.
- Contact with family and the ability to return to homes may be interrupted.
- People may become stranded at the university.
- WOU may become a sheltering area for those evacuating other parts of the county or the region affected by the disaster.

2.4. Resource Requests

If the event is university specific, WOU will be responsible for obtaining, controlling and paying for requested resources. In situations where the event is also affecting the city and/or the county, WOU will submit resource requests to the city's EOC. If the city's EOC is not open, requests will be sent to the county's EOC. Although WOU will be requesting resources from local EOCs, as a state funded organization, WOU will still advise the OEM of resource requests.

2.5. Financial Management

In case of university specific events, WOU will be responsible for financial expenditures for the event. The university may find it necessary to redirect funds to effectively respond to the incident. The authority to adjust department budgets and funding priorities rests with the vice president for Finance and Administration. If an incident requires major redirecting of WOU fiscal resources, the Emergency Policy Group will decide how to address the emergency funding issue.

In the event of a city or county-wide emergency, resource requests are to be submitted to the city/county, and expenses will fall under the city/county purview. If supplies such as food/water are acquired directly by WOU, the university will be responsible for these expenses.

WOU's Finance Section of the EOC will document and track all resources, payroll, and other expenses. Appropriate documentation will then be submitted for available state or federal reimbursement.

2.6. Mutual Aid Agreements

State law, ORS Chapter 402, authorizes local governments to enter into cooperative assistance agreements with public and private agencies in accordance with their needs. Personnel, supplies, and services may be used by a requesting agency if the granting agency cooperates and extends such services. However, without a mutual aid agreement, both parties must be aware that state statutes do not provide umbrella protection.

WOU has or may enter into mutual aid agreements to provide support for university response and recovery activities. These agreements do not provide for the assumption of control over non WOU personnel, equipment or resources.

3. Roles and Responsibilities

3.1. General

Due to the unpredictability of disasters, it is important that the command structure is activated to support response and recovery efforts and is able to maintain a significant amount of flexibility to expand and contract as the situation changes. During activation of the EOC, normal day-to-day reporting structures will be altered. During declared emergencies, individuals shall follow the ICS chain of command.

At the direction of the WOU president, departments shall conduct emergency management activities in addition to their normal duties. These include participating in emergency management planning and training, establishing emergency procedures for their departments, reviewing emergency procedures and responding to

emergencies as a designated responder.

3.2. Emergency Policy Group

During an emergency or campus crisis, the president (or the designee) has ultimate responsibility and authority for assigning an incident commander and activating and deactivating the campus response. In large-scale events, they will set the direction as to how the emergency will be managed, provide delegation of authority, and make key executive decisions. They will be assisted and advised by the Emergency Policy Group.

The EPG is responsible for making major policy, strategic or resource decisions when the academic programs are interrupted or normal business cannot be conducted. The incident commander reports to the EPG. As the emergency is contained or it lessens, the EOC may appoint one person to be the 24-hour contact for the EOC. The full group can be convened again as needed. This team is chaired by the president (or designee in their absence) and is made up of the following members of the President's Cabinet:

- President
- Provost and vice president for Academic Affairs
- Vice president for Finance and Administration
- Vice president for General Counsel and Administration
- Vice president for Student Affairs
- Executive director of Strategic Communications and Marketing
- Executive director of Athletics
- Executive director of the WOU Foundation

The EPG will activate for all level red emergencies. Response levels yellow or orange may not require full EPG activation.

3.3. EPG Planning and Preparedness Responsibilities

- Lead and encourage staff, faculty, and students to focus on preparedness through participation in planning, training and exercises.
- Support campus mitigation activities and, as appropriate, mitigation activities within the local community.
- Understand and implement laws and regulations that support emergency management and response.

- Establish strong working relationships with local jurisdictional leaders and community response partners.

3.4. EPG Response and Recovery Responsibilities

- Make critical strategic decisions for the university.
- Notify, inform and update key university constituents and stakeholders:
 - Board of Trustees
 - Governor's office
 - University Senates
- Confer with local/state/federal officials, as needed.
- Change the university's color response level.
- Decide if events are to be canceled or postponed.
- Provide direction and coordination with directors.
- Decide if university is to alter hours (delayed start), cancel classes or close completely.
- Ensure policy decisions are communicated to students, faculty and staff.
- Authorize funding of emergency projects exceeding current funding levels.
- Provide direction and vision for program recovery and post event restoration.
- Conduct post-disaster briefing.

3.5. Establishing an Incident Commander

Emergency response activities for Western Oregon University are directed by the WOU Incident Commander. The president authorizes the IC to manage the campus response. At times, different emergencies may utilize a unified command with responding emergency agency(s). In an active shooter event, Campus Public Safety may begin as the initial IC, but the first responding police agency will assume command. Based on its request, WOU can use a unified command or provide a liaison to assist. WOU would still continue to use the ICS model in the EOC.

The IC frequently is not the highest ranking individual with WOU, but an individual with the specific skills, knowledge base and training needed to respond to the particular situation.

Emergencies that occur after hours will initially be managed by on duty personnel who will assume the role as IC until the position is

handed off.

3.6. Emergency Operations Center

The primary role of the EOC is to bring together all relevant information about the emergency in one place, organize that information in a useful manner for the Emergency Policy Group, facilitate the coordination of resources needed to mitigate the effects of the emergency, and implement the recovery process. The EOC functions under the ICS. Command and general staff have completed ICS training following ICS principles. Command and general roles will be filled to maintain the span of control.

3.7. EOC Planning and Preparedness Responsibilities

- Coordinate all phases of emergency planning management.
- Assist all departments with emergency planning.
- Conduct disaster training and exercises.
- Provide education to the campus on disaster preparedness, mitigation, response and recovery.
- Test, review and update EOP.

3.8. EOC Response and Recovery Responsibilities

- Direct overall operations.
- Organize staff and operate the EOC.
- Provide information and guidance to the campus community, including the use of the WOU Alert system.
- Communicate regularly with media to inform the public.
- Maintain information on the status of resources, services and operation.
- Obtain support for the campus and provide support to the City of Monmouth as requested.
- Analyze hazards and recommend appropriate safety measures.
- Collect, evaluate and disseminate damage assessment and other essential information.
- Interfacing with the City of Monmouth and/or County Emergency Operations Center.
- Coordinate and oversee recovery efforts as directed by EPG.
- Provide essential services to resident hall students.
- Keep EPG informed of response and recovery progress.

3.9. Campus Community Roles and Responsibilities

This section outlines the roles and responsibilities of students, building managers, faculty, staff and department heads in regard to general preparedness and emergency response. Campus emergency procedures can be found in the WOU Emergency Services Guide or online at:

<http://www.wou.edu/safety/files/2015/06/Emergency-Services-Guide.pdf>.

Students General Responsibilities

Students are responsible for being aware of their surroundings and being familiar with building exits and evacuation procedures. They should also understand WOU's emergency procedures for varying emergencies. These can be found at:

<http://www.wou.edu/safety/files/2015/06/Emergency-Services-Guide.pdf> or in the WOU Emergency Services Guide. In the event of an emergency, students are responsible for listening and following directions provided by an emergency responder and/or university staff. Students also need to update and maintain their notification information in WOU Alert at:

<http://www.wou.edu/safety/emergency-preparedness/wou-alert/>.

Responsibilities During an Emergency

Students directly involved in an emergency should quickly and thoroughly assess the situation, contact CPS or 911 as soon as possible. Upon arrival of emergency responders, they should give direction to where the incident occurred and provide any requested information. They need to follow the directions from university or emergency response officials.

Building Manager General Responsibilities

Building managers are responsible for coordinating the repairs and maintenance of campus buildings with Facilities Services and monitoring the building for public safety threats. Building managers are responsible for understanding the department and WOU's emergency procedures, including evacuation protocols. These can be found at: <http://www.wou.edu/safety/files/2015/06/Emergency-Services-Guide.pdf>.

Building managers also need to update the WOU Alert information at: <http://www.wou.edu/safety/emergency-preparedness/wou-alert/>.

Responsibilities During an Emergency

Building managers need to assess the emergency quickly and thoroughly. They must follow department and university procedures for the emergency occurring. Every situation is different and emergency procedures don't preclude using common sense when responding. Activate CPS and 911 as needed for assistance.

The building manager must adhere to the directions of university or emergency response officials. When a campus emergency is declared, building managers will assess the status and needs of the areas. This information will be reported to the EOC.

Faculty and Staff General Responsibilities

University faculty and staff are seen as leaders by students, especially during an emergency, and must be prepared to provide leadership. It is important for faculty and staff to be knowledgeable about this plan and the appropriate responses to emergency operations. They should understand building evacuation procedures for areas where they work and teach. In addition, faculty and staff need to be knowledgeable of other emergency procedures. These can be found at

<http://www.wou.edu/safety/files/2015/06/Emergency-Services-Guide.pdf>. They also need to update and maintain their notification information in WOU Alert at <http://www.wou.edu/safety/emergency-preparedness/wou-alert/>.

Responsibilities During an Emergency

Faculty and staff need to assess the emergency quickly and thoroughly. They need to abide by department and university procedures for the emergency occurring. Every situation is different and emergency procedures don't preclude using common sense when responding. Activate CPS and 911 as needed for assistance. They will follow directions from university or emergency response officials.

Essential Personnel

Essential personnel are staff who, because of their specific expertise and skills, will be expected to continue to work during emergency events to ensure that critical campus operations are maintained. Essential personnel will have advance instructions

issued by their supervisor outlining their response and role during an emergency. In the event that campus operations are suspended and all non-essential personnel are sent home, essential personnel will implement procedures to maintain critical campus operations. These individuals will work with their assigned supervisor to coordinate their hours along with rest periods. Supervisors will work with the EOC in arranging times to work on campus to promote social distancing, if required.

Working From Home

Various circumstances such as illness, weather closures or other campus emergencies may result in employees being unable to come to work. Essential employees may be asked by a supervisor to work from home or another designated location. Being unable to predict a disaster or the ability of an employee to return to his or her campus work site following a disaster, it is advisable for the employee and supervisor to establish if the employee has the capability to perform his or her essential job from another location.

4. Concept of Operations

4.1. General

This section provides an overview of the emergency management structure and procedures for activating and opening the EOC and the university's emergency levels.

Due to the unpredictable nature of disasters or emergency situations, this plan has been designed to act as a guide. It is intended to be sufficiently flexible to accommodate emergencies of all types, magnitudes and durations. WOU will need to adapt to the situation as the event unfolds, using parts or all components of the plan to respond to the emergency. This plan should not limit the use of good judgment and common sense in matters not foreseen or covered by this EOP or its annexes and appendices.

4.2. Emergency Response Priorities

The response priorities of the WOU Emergency Management Plan are as follows:

- Minimize loss of life and property
- Care for injured persons and maintain public health

- Maintain law and order
- Provide food and shelter for students and stranded staff
- Restore essential services and provide vital resources to affected area
- Provide frequent up to date communication to the Emergency Policy Group
- Provide the basis for subsequent campus recovery

4.3. Activation of the Emergency Operation Plan

This plan should be activated whenever an emergency exists in which immediate action is required to:

- Save and protect lives
- Prevent damage to the environment and property
- Coordinate communication
- Operate under a Unified Command
- Provide essential services
- Temporarily assign university staff to perform emergency work
- Invoke emergency authorization to procure and allocate resources

This plan serves as an emergency manual setting forth the authority to direct operations, direct staff assignments, procure and allocate resources, and take measures to restore normal services and operations.

Annexes

Although the EOP is used as an all-hazard plan, there are certain instances where additional information is required. These annexes may be used with the EOP or function as a standalone document.

4.4. Activation of EOC

The EOC will be in a continuous state of readiness. All EOC members have registered with WOU Alert. The recommendation to activate the EOC can be made by any campus department.

The first university office to hear of a developing emergency shall notify Campus Public Safety at 503-838-9000. Immediately upon assessing the situation, the first CPS officer will notify the CPS director who will advise the vice president for Finance and

Administration. Based on the initial information, the vice president for Finance and Administration or their designee can activate the EOC before consulting with the president or the president's designee. A message stating the EOC has been activated and where to report will be sent via WOU Alert.

4.5. Demobilization of EOC

Following ICS principles, the EOC can be downsized in stages. The IC will work with command and general staff to begin demobilization of the EOC. As branches, units or groups are demobilized the supervisor whom they report to will assume their duties. Refer to Communication Annex for university communication procedures and guidelines.

4.6. Communication, Notification, and Warning

Prompt, clear, concise communication is especially important during an emergency. WOU will use multiple media outlets to reach as many people as possible. Refer to Communication Annex for full procedures.

WOU Alert and Timely Warnings

Frequently, emergencies occur without prior notice. The university utilizes WOU Alert, a web-based emergency notification system, to provide up to date emergency information to the campus community via email, SMS text and phone calls. Refer to Mass and Timely Notification Procedures Annex for complete procedure.

Social Networking

During emergency events, WOU will also provide information to the campus via Twitter and Facebook accounts along with posting information on the WOU website.

Mobile Communications

In addition to the normal telephone services, WOU has portable radios that will be used, as needed, during an event to help facilitate communication among campus responders. Campus Public Safety is responsible for checking the batteries for the radios stored in the EOC.

Evacuation Situations

A situation may arise where a part or the entire campus may need

to evacuate. These situations include building fire, earthquakes and a threatening wildfire. The campus will be notified of an evacuation order based on the event. For a building fire the internal alarms will be used. A WOU Alert will be sent for an earthquake evacuation, with staff and faculty trained to evacuate after the shaking stops. A WOU Alert will be used for wildfire evacuation, with the addition of building walk through and possibly bullhorns. Refer to Building Evacuation Annex for more information.

4.7. Level 1 Evacuation

The evacuation of one specific area of the campus to another area, with the ability to return for supplies (e.g., water damage to Admissions).

4.8. Level 2 Evacuation

Evacuation of one specific area of the campus to another area of campus without the ability to return for supplies (e.g., fire in Todd Hall second and third floors).

4.9. Level 3 Evacuation

Complete evacuation of the campus without the ability to return. Evacuation is further defined as follows:

- Immediate: All personnel must leave premises immediately (e.g., building fire).
- Limited time: There is a brief period of time (20 to 30 minutes) to gather personal items before an evacuation (e.g., wildland fire).

5. Command and Control

5.1. The Incident Command System

Incident Command System falls under the National Incident Management System. The ICS is a comprehensive national approach to incident management applicable to all jurisdictional levels and across functional disciplines. ICS is a standardized, flexible, and scalable all hazard incident management system. ICS allows agencies to communicate using common terminology and operating procedures.

The ICS organization is built around an Incident Commander (IC),

the command, and general staff positions. The command staff consists of IC, Safety Officer, Liaison, and Public Information Officer. The general staff consists of Operations Section Chief, Planning Section Chief, Finance Section Chief, and Logistics Section Chief.

WOU's EPT has trained in these positions and established an ICS structure. Because of the potential for limited personnel availability during a disaster, EPT staff have been trained in multiple positions. Current training and operational requirements set forth under NIMS have been adopted by WOU.

5.2. Unified Command

When an emergency requires multiple incident commanders, WOU will utilize a unified command. This will allow agencies with different legal, geographic and functional authorities to work together effectively. These commanders will supervise a single command and general staff. They will use one Incident Action Plan, and speak as one voice.

5.3. Command Staff

The following information provides a brief summary of the command and general staff positions.

Incident commander is responsible for the overall operation of the incident including:

- Approving and supporting implementation of the Incident Action Plan
- Coordinating the release of information through the PIO
- Coordinating activities supporting the incident
- Overseeing Command and general staff
- Performing duties of any unfilled command positions (Safety, PIO and Liaison)

5.4. Public Information Officer

- Develops, coordinates, and oversees the release of information regarding the event to faculty, staff, students, and media. Refer to Communications Plan Annex.
- Coordinates information sharing with other PIOs using the Joint Information System.

- Responds to Joint Information Center, if activated.

5.5. Safety Officer Responsibilities

- Identifying initial hazards and determining personal protective equipment requirements.
- Monitoring and assessing safety/health of response personnel.
- Advising IC of any safety concerns.
- Exercising emergency authority to prevent or stop any unsafe acts.

5.6. General Staff

Operations Section Chief

Is responsible for developing and coordinating tactical operations, requesting resources to carry out the IAP and managing response activities organized into functional units that assist with tactical operations.

The following report to Operations Section Chief:

- Facilities Branch
- Student Affairs Branch
- Technology Branch
- Public Safety Branch
- Medical Branch

Planning Section Chief

Is responsible for forecasting future needs along with documenting the event, maintaining resources status, providing event status updates and disseminating the IAP.

The following report to the Planning Section Chief:

- Situation Unit
- Resource Unit
- Documentation Unit
- Demobilization Unit

Logistics Section Chief

Is responsible for providing and managing resources to meet the needs of an incident including food, medical and housing needs for

WOU response personnel. The logistics chief assists in planning with the development and preparations of the IAP.

The following report to the Logistic Section chief:

- Communication Unit
- Responder Welfare Unit
- Supply Unit
- Volunteer Coordinator

Finance Section Chief

Is responsible for tracking and monitoring the costs of an incident. He/she maintains accounting procurement, personnel time, records, and conducts cost analysis.

The following report to the Finance Section Chief:

- Time/Payroll Unit
- Compensation/Claim Unit
- Emergency Accounting
- Procurement Unit

5.7. Emergency Operations Center

The WOU Emergency Operations Center is activated when any event, emergency, or disaster overwhelms the day-to-day ability of the campus to manage its response and subsequent recovery. The EOC provides a central location for the management of the incident and allows face-to-face communication among team members. The EOC must have adequate work space and be equipped to support the coordination of the response and recovery operations for an extended period of time.

The primary site is the Green Room (ITC 014) in University Computing Services, which will serve as the EOC during emergency operations. The phone number is 503-838-9101.

The secondary site is a room to be determined in the Richard Woodcock Education Center.

Equipment/Supplies for the EOC

The following supplies need to be in or within close proximity of the EOC.

General supplies

- Paper copies of Emergency Operations Plan
- Television
- Capacity to record news stories
- White board/flipcharts
- Campus wall map
- City and county maps
- AM/FM radio with batteries and backup batteries
- 2-way radios
- Cell phone with charger
- Telephones with multiple lines
- Computer with internet and printer
- Laptop
- Printer with toner and ink cartridges
- Flashlights with backup batteries
- Digital camera
- Copy machine
- Calculator (in finance box)
- Duct tape
- Police scanner with preprogrammed frequencies
- Radio connectivity to West Valley Communication Center
- Fax machine

Office supplies

- Paper
- Pens/pencils/permanent markers/highlighters
- Stapler
- Paper clips
- Dry erase pens
- Scotch tape
- Masking tape
- Scissors

Sanitary supplies

- Hand soap and sanitizer
- Hand wipes

- Paper towels
- Hygiene products

Medical supplies/First Aid

- Masks
- Bandages in multiple sizes
- Gloves
- Blankets
- Tylenol and Advil

Food

- Food
- Can opener
- Utensils
- Dishes
- Microwave
- Refrigerator
- Water

6. Recovery Operations

6.1. Concept of Operations

WOU will be involved in recovery operations after a disaster. Typically there will be a need for such services as:

- Assessment of the extent and severity of damages to university property and infrastructure
- Repair of damaged infrastructure and property
- Restoration of services generally available before the disaster.
- Recovery occurs in two phases: short-term and long-term. Short-term recovery operations will begin during the response phase of the emergency.

6.2. Short-Term Recovery

The goal of short-term recovery is to restore the university to at least a minimal functioning capacity. Short-term recovery includes:

- Infrastructure restoration
- Re-establishment of the university's administrative responsibilities
- Debris removal
- Cleanup operations
- Abatement and demolition of hazardous structures
- Restoring critical business functions

6.3. Continuity of Operations Plans

Departments providing essential infrastructure services have completed business continuity worksheets to address the following requirements:

- Essential tasks
- Number of personnel required
- Names of trained personnel
- Alternate locations able to perform essential work tasks
- Equipment, supplies and computer programs required
- Required frequency of task

6.4. Long-Term Recovery

The goal of long-term recovery is to restore facilities to pre-disaster

condition. Long-term recovery includes hazard mitigation activities, restoration or reconstruction of facilities, and disaster response cost recovery. The major objectives of long-term recovery operations include:

- Returning university business to pre-disaster levels
- Improving the university's Emergency Operations Plan
- Reimbursement for qualifying disaster costs
- Effective integration of mitigation strategies into recovery planning and operations

6.5. Recovery Operations Organization

Although the EOC may be demobilized, recovery operations will continue under an IC mode. The recovery manager for the university will be the vice president for Finance and Administration. Other positions can be utilized as needed. The recovery manager will function as the IC and is responsible for the overall recovery.

6.6. Recovery Damage/Safety Assessment

This is the basis for determining the type and amount of federal financial assistance necessary for recovery. During the emergency response phase and utilizing the Building Damage Assessment forms, an Initial Damage Assessment is developed under the University Operating Plan.

During the recovery phase, this assessment is developed to a more detailed level with the input from structural engineers and financial analysts. This detailed assessment is needed to apply for various disasters financial assistance programs.

This information will be shared with appropriate agencies including, Oregon Emergency Management, and/or Federal Emergency Management Agency.

Documentation is the key to recovering eligible emergency response and recovery costs. Damage assessment documentation will be critical in establishing the basis for eligibility of disaster assistance programs.

Under federal disaster assistance programs, documentation must be obtained regarding damages sustained to:

- Roads
- Water control facilities
- Public buildings and related equipment
- Public utilities
- Facilities under construction
- Recreational and park facilities
- Educational institutions
- Certain private non-profit facilities

Debris removal and emergency response costs incurred by the affected entities should also be documented for cost recovery purposes under the federal programs.

The documenting information should include the location, extent of damage and estimates of costs for the following:

- Debris removal
- Emergency work
- Repairing or replacing damaged facilities to a non-vulnerable and mitigated condition
- Photography and video may be necessary to assist in documentation of damages

7. Plan Development and Maintenance

7.1. General

Western Oregon University's EOP is a living document that grows and develops with WOU. Updates and changes are based on lessons learned from drills or real events coupled with changes to the campus community.

7.2. Oversight

The president is responsible for ensuring the EOP is developed and maintained. The president works with the EPT to ensure the plan remains current.

The EPT provides guidance in development of all emergency management plans, policies and training.

7.3. Plan Testing

To assess the EOP capabilities and provide practical experience for

responders, the EOP will be activated at least annually in a formal simulated exercise. This exercise may be in the form of a table top drill, functional drill or full-scale exercise.

These drills will be scheduled in advance. They will include certain written objectives and measurable goals. They will be followed with a debriefing that will ascertain if the drill met its objectives, explore areas for improvements, and recommend any changes to the EOP.

Appendices

Appendix 1

Annex Index

Functional Annexes

- Building Evacuation
- Communication
- Health Services
- Mass Care
- Mass and Timely Notification Procedures
- Search and Rescue
- Transportation
- Volunteers and Donations

Specific Annexes

- Active Killer
- Civil Unrest/Protest
- Earthquake
- Hazardous Materials
- Infectious Disease
- Major Fire
- Power Outage
- Severe Weather
- Terrorism
- Volcanic Eruption

WESTERN OREGON UNIVERSITY
ACTIVE KILLER
ANNEX

Approved By:

Last Update:

1. Introduction

There is no single method to respond to an active killer incident. Prior planning will allow employees and students to choose the best option during an active killer situation, with the goal of maximizing lives saved. The objective of this annex is to help WOU prepare its personnel for active killer scenarios.

1.1. Purpose

The intent of this annex is to provide specific guidance during an active killer situation. This is an annex to support the Emergency Operations Plan. This plan is not to supersede the EOP. This annex is to help the university remain operational if possible or establish a quick recovery plan.

1.2. Scope

This annex is to offer specific information on how to prepare students and employees in immediate response and recovery. This plan covers University Housing and Campus Dining, visitors, Athletics, regular classes and contractors. This annex is for WOU campus use only.

2. Situation and Planning Assumptions

2.1. Planning Considerations

- WOU offers Alert, Lockdown, Inform, Counter, Evacuate (ALICE) training to the community. Participants are given

options to consider should they ever be in an active killer situation.

- Communication and planning with law enforcement, fire and EMS officials allows them to rapidly move through the facility during an emergency, to ensure areas are safe and to tend to people in need.
- There are first-aid kits, automatic external defibrillators, trauma kits and emergency supplies with life-saving equipment in each building on campus. Building managers know what is in their building and how to operate it in an emergency.

2.2. Issues and Challenges

- Child Development Center
 - The CDC is located on the north end of campus by the Campus Public Safety building.
 - If the incident is at the south end of campus, CDC will begin to act to protect the children.
 - If the event is at the north end of campus, the Emergency Operations Center may instruct the CDC to move to a safer location.
 - Keeping the children together as a class will be difficult and may require extra volunteers.
 - CDC has a system in place to ensure the children are released to their parent or approved guardian.

2.3. Evacuation and Reunification

Conferences, athletic events and regular classes must have evacuation plans with a location to guide people to. The reunification site will be determined where people will be accounted for and reunited with groups or families.

2.4. University Sponsored International Programs and Exchange Students

- Extra translators may be needed.
- Victim(s) home countries may need to be alerted by International Student and Scholar Services.
- If people are required to stay and make a report, housing may need to be provided.

3. Limitations

- 3.1.** WOU only has one or two officers on shift at a time.
- 3.2.** Monmouth Police Department may only be staffed with 1-2 officers.
- 3.3.** Independence Police Department is two miles away.
- 3.4.** Polk County is large with only a few deputies on shift. Deputies' response time is unpredictable.
- 3.5.** Other agencies, including Oregon State Police, may be 10 or more minutes away.
- 3.6.** Polk County Fire District has only two ambulances in town. Other means of medical transport will be used.
- 3.7.** Housing
 - See the Mass Care Annex for more information.

4. Notification Process

- 4.1.** See the Mass and Timely Notification Procedures Annex for more information.

5. Assessment of Damage

- 5.1.** The damage will be assessed by the ranking police agency.
- 5.2.** WOU will assist and cooperate with the responding professionals.

6. Procedures

6.1. For a Closure

- See the HR webpage:
<http://www.wou.edu/hr/resources/policies/campus-inclement-weather-notice/>

6.2. Dispatching Essential Personnel or Designated Responders

- Extra personnel will be needed if the ranking agency requests more help with getting around campus, unlocking doors, directing traffic, handling media, etc.

7. Monitoring

- 7.1. Escape routes should be kept clear of debris, furniture, etc.

8. Concept of Operations

8.1. Emergency Operation Center

- The EOC will self-deploy in a major event. The incident commander will assume command of the situation and work in the EOC and with local law enforcement in a joint command.
- The EOC will set up in the south wing of the Instructional Technology Center (or other location if needed) and formulate an IAP.
- Communication in/out will be done with radios or cellphones.
 - See the Communication Annex for more information.

- 8.2. WOU Campus Public Safety may need to move with the armed first responders to unlock doors and show them building and tunnel layouts.

- 8.3. Verify that the hazard perimeter and hazard zone security have been established.

8.4. Dispatch Teams to Start Setting up a Triage Station

- The triage station should be in a location that's close to the initial crime scene but not so close that the investigators can't start their work.
- Traffic may need to be diverted around campus with warnings on Hwy 99 about congestion and emergency vehicles.

8.5. Operational Roles and Responsibilities

- 8.6.** Shift change briefings should be at a location approved by the EOC. The briefings may need to have a mental health counselor involved and monitoring the responders before they leave the campus.

8.7. Call Out for More Resources

- Look to community partners and the American Red Cross for assistance.
- Request local religious leaders speak with individuals of their same faith/belief.

8.8. Plan for Demobilization

- Ensure an orderly demobilization of emergency operations in accordance with current demobilization in the EOP.
- Demobilize partners as soon as possible.

9. Communication During the Event

- 9.1.** See Communication Annex for more information.

10. Recovery

- 10.1.** The WOU Emergency Planning Team will conduct an After-Action Review after all operations are restored. The WOU Emergency Planning Team is responsible for initiating and completing the AAR. The AAR will address the effectiveness of the continuity plans and procedures. The AAR will identify areas for improvement in all aspects of the document. The WOU Emergency Planning Team will then develop a remedial action plan as soon as possible.

10.2. Set Up Long-Term Recovery Plan

- Assess the damage. How long will there be an investigation? How long will it take for the building(s) to recover?
- This assessment may also include individuals and their mental health. How long or will they be able to re-enter the work space after a tragic event?

- This may include a memorial. People may just start a memorial, but it should be at a location that coincides with the long-term plan.
- Memorial service: location, funding, event details, planning committee.

WESTERN OREGON UNIVERSITY CIVIL UNREST/PROTEST ANNEX

Approved by:

Last Update:

1. Introduction

Civil disturbances, including sports and public event disturbances are human caused incidents with potential for causing damage to WOU. This plan outlines basic steps that will be used to respond to such disturbances. The purpose of this plan is to:

- Protect the well-being of students, staff, faculty and visitors to campus
- Promote order
- Protect WOU property
- Maintain continuity of operations

1.1. Scope

This policy covers all events or crowd situations, including but not limited to sporting events, concerts and on-campus speakers. Any public assembly or gathering, whether for lawful or unlawful purposes, may require the response of law enforcement. The response can range from observation to engaging in various crowd management strategies.

Most campus demonstrations such as marches, meetings, picketing and rallies will be peaceful and non-obstructive. Student demonstrations will not be disrupted unless one or more of the following conditions exists and threatens the health and safety of the overall community:

- Threat of physical harm to persons and/or damage to WOU facilities
- Prevention of access to offices, buildings and/or other WOU facilities
- Interference with the normal operations of WOU

There are various types of behaviors associated with crowds that may result in activation of this plan. These behaviors can vary from lawful assembly to individual criminal acts to civil disobedience to rioting. They include, but are not limited to:

- Campus celebrations
- Protests at crime scenes
- Disasters
- Labor disputes
- Media events

- Protests of controversial speakers and events
- Mobile crowds
- Flash mobs
- Parades
- Parties/social gatherings
- Political events
- Social agenda-driven events (e.g., abortion rights, animal rights, jury decisions, environmental issues, religion issues, etc.)
- Traffic collisions

1.2. Situation and Assumptions

Not all crowd situations involve unlawful behavior. This plan is intended to aid in objectively discerning the point at which a disturbance becomes a threat to health and safety of the WOU community. The goal of interventions is generally to protect lawful activity while identifying and isolating unlawful behavior.

2. Concept of Operations

2.1. Pre-planning will be done for large or controversial events in order to determine needed security levels, to coordinate campus departments, and to develop tactical operational plans.

2.2. Gathering and analyzing information about an event can dramatically increase the effectiveness of WOU's planning and response to incidents involving crowd management. When estimating the impact of an anticipated event, WOU must consider the need to:

- Protect the rights of persons to lawfully assemble and express their opinions
- Preserve the peace
- Deploy officers for crowd and traffic control

2.3. Most public events will not require activation of this plan.

2.4. Inform protesters, in advance of registered events, of the availability of alternative avenues for communication of their concerns or proposals and establish lines for communication.

3. Responses

3.1. General Response

Most campus demonstrations will be peaceful. However, if a disturbance occurs, employees or students should:

- Notify WOU Campus Public Safety by calling 8-9000 from a campus phone or 503-838-8481 from a cell phone
- Notify supervisor and alert others in area
- Do not attempt to intervene. Avoid provoking or obstructing demonstrators
- Secure vital information and research
- Lock and stay away from windows and doors, if possible
- Continue a normal routine unless otherwise instructed
- Follow directions of WOU CPS

3.2. Functional Response—Types of Demonstrations

Peaceful, non-obstructive, registered demonstrations

Generally, demonstrations of this kind will not be interrupted. Demonstration should not be obstructed or provoked, and efforts should be made to conduct WOU business as normally as possible. CPS presence may be required.

Non-violent, disruptive or unregistered demonstrations

A demonstration that blocks access to WOU facilities, interferes with the operation of WOU or is not registered.

Violent, disruptive demonstrations

In the event that a violent demonstration, in which injury to persons or property occurs or appears imminent, CPS will notify MPD, and the director of CPS will notify the president. EOC may be activated at this point.

3.3. Crowd Management, Intervention, and Control Strategies

Every event should be independently assessed to determine the tactics that will effectively support and facilitate First Amendment activity and provide for public safety. The intervention strategies that agencies use will depend upon available resources and the totality of the circumstances. Crowds and criminal acts committed by participants within the crowd require a flexible response. Strategies include containment, control, communication, tactical

information, coordination and response. Planning for crowd management incidents should include consideration of contingencies. Crowd management, intervention, control strategies and tactical considerations may include (not in priority order):

- Establishing contact with the crowd
- Gaining verbal compliance
- Supporting and facilitating First Amendment activities
- Developing a traffic management and/or control plan
- Using crowd control and dispersal methods
- Protecting critical facilities
- Providing a high-visibility law enforcement presence

4. Long-Term Recovery and After Action

- 4.1.** Ensure an orderly demobilization of emergency operations in accordance with current demobilization plans.
- 4.2.** Debrief the responders
- 4.3.** The WOU Emergency Planning Team will conduct an After-Action Review when all operations are restored. The WOU Emergency Planning Team is responsible for initiating and completing the AAR. The AAR will address the effectiveness of the continuity plans and procedures. The AAR will identify areas for improvement in all aspects of the document. The WOU Emergency Planning Team will then develop a remedial action plan as soon as possible.

WESTERN OREGON UNIVERSITY EARTHQUAKE ANNEX

Approved by:

Last Update:

1. Introduction

1.1. Purpose

This annex is to address the earthquake response on the WOU campus.

1.2. Scope

This plan is for WOU campus use only. The response efforts will be executed by WOU essential personnel or designated responders. Initially, the lead agencies for earthquake response will be WOU and local county agencies. As the initial assessment to determine the extent of damage, injury and loss of life has been accomplished, the ICS/Operations Section chief may transition to the fire service. Facilities Services shall work closely with Monmouth Public Works in this response and early recovery phase of the disaster and will concentrate on re-establishment of public infrastructure facilities.

1.3. Situation and Assumptions

On the WOU campus there are a few old brick buildings that will likely completely fail during an earthquake, including the Lieuallen Administration building, where both the president's office and the communications department are housed. Some buildings have seismic upgrades. Many of the buildings have HVAC equipment on the roof or in the attic, thus adding stress to the structure.

The WOU campus is also home to mature trees. Although the trees are well-established, an earthquake could topple them.

WOU will identify evacuation routes and conduct pre-incident planning and training.

2. Concept of Operations

2.1. Activate EOC.

2.2. Begin setup and planning for transportation, mass care and medical services.

2.3. After the safety evaluation is complete, recommendations will be made by the safety officer to the EOC. After the EOC gives approval, the response effort shall begin.

- 2.4.** In a major emergency event, designated responders at WOU may be the only team able to remove people who are injured or in danger.
- 2.5.** Request help from partner agencies. Set up communication paths, (e.g., ham radio, carillon bells).
- 2.6.** Coordinate resource access, deployment and storage in the operational area. Resources to coordinate include equipment, personnel, facilities (including University Housing and Campus Dining), supplies, procedures and communications. Track resources as they are dispatched and/or used.
- 2.7.** Ensure that all reports of injuries, deaths and major equipment damage accrued during response activities are communicated to the incident commander and/or safety officer. See Polk County Emergency Operations Plan IA 9. Earthquake.

3. Long-Term Recovery and After Action

- 3.1.** The WOU Emergency Planning Team will conduct an After-Action Review after all operations are restored. The WOU Emergency Planning Team is responsible for initiating and completing the AAR. The AAR will address the effectiveness of the continuity plans and procedures. The AAR will identify areas for improvement in all aspects of the document. The WOU Emergency Planning Team will then develop a remedial action plan as soon as possible.

WESTERN OREGON UNIVERSITY HAZARDOUS MATERIALS ANNEX

Approved by:

Last Update:

1. Introduction

1.1. Purpose

This annex is to address a hazardous materials incident on the WOU campus.

1.2. Scope

This plan is for WOU campus use only. The response efforts will be executed by WOU essential personnel or designated responders. Oregon Health Authority is the lead state agency for all radiological incidents except transportation incidents and occurrences at in-state and Hanford nuclear reactors and nuclear fuel storage facilities, which are managed by the Oregon Department of Energy.

2. Situation and Assumptions

- 2.1.** On the WOU campus there are a number of hazards that may require hazardous materials support.
- 2.2.** Hazardous material incidents can threaten public health and safety, as well as the environment. It is important to assess the characteristics of the hazard, acquire the necessary resources and develop a site-specific emergency response plan.
- 2.3.** The commencement of emergency response operations for hazardous materials incidents may require multi-agency and multidisciplinary responses.
- 2.4.** Some incidents may not have immediately obvious impacts on life, property and the environment but may still have long-term consequences for human health and the environment that will require further remediation.
- 2.5.** Emergency exemptions may be needed for disposal of contaminated materials.

3. Concept of Operations

- 3.1.** In a hazardous materials event, the Environmental Health and Safety officer at WOU may respond to initially assess the situation. The local fire district would then respond and assess the emergency situation, then request activation of the regional hazardous materials team (Salem office of State Fire Marshall Regional Hazardous Materials Response Team - HAZMAT 13) for carrying out field response operations.
- 3.2.** Activate the EOC. Determine if there are any injuries, and respond accordingly.
- 3.3.** Facilities Services personnel have minimal training or equipment to support cleanup and remediation activities after a hazardous materials incident, and contracts with environmental clean-up companies currently managed through the state would be activated through county emergency management if necessary. Local responders respond initially by providing containment methods for spill sites until hazardous materials response teams arrive on scene.
- 3.4.** See Polk County Emergency Operations Plan ESF 10-Hazardous Materials.

4. Long Term Recovery and After Action

- 4.1.** Demobilize response activities.
- 4.2.** The WOU Emergency Planning Team will conduct an After-Action Review after all operations are restored. The WOU Emergency Planning Team is responsible for initiating and completing the AAR. The AAR will address the effectiveness of the continuity plans and procedures. The AAR will identify areas for improvement in all aspects of the document. The WOU Emergency Planning Team will then develop a remedial action plan as soon as possible.

WESTERN OREGON UNIVERSITY INFECTIOUS DISEASE ANNEX

Approved by:

Last Update:

1. Introduction

This plan is a hazard-specific annex of the Western Oregon University Emergency Operations Plan. Management of this plan uses the Incident Command System to facilitate a coordinated university response and is designed to be scalable based on each event.

1.1. General

A pandemic is a disease that has spread worldwide. These diseases may be passed via blood or body fluid (such as HIV) or may be airborne (examples include H1N1, smallpox, or SARS). The most likely pandemic will be an influenza that occurs with the emergence of a novel (new) virus. The World Health Organization is responsible for announcing a pandemic outbreak. If the new virus spreads easily from person to person and leads to significant illness, a significant pandemic is likely to occur. A severe pandemic may lead to a public health emergency with high rates of infection, hospitalizations, and deaths. This has the potential of overwhelming federal, state and local infrastructures.

1.2. Purpose

The Infectious Disease Annex describes departmental and individual actions, roles and decisions that may be required to reduce, control and respond to the effects of an illness on the students, staff and operations of WOU. The plan has been developed for an influenza pandemic but may be modified and implemented for other contagious infectious disease events such as measles or large-scale food poisoning.

1.3. Scope

While WOU recognizes there will be many unknown variables, the intent of this plan is to best prepare the university to have systems and procedures in place that allow an organized, coordinated and scalable response.

1.4. Partner Agencies

The following are considered WOU partner agencies during an outbreak. Communication may be via phone, email or fax. This list may change based on university, community, state and regional response needs during a pandemic.

- Polk County Public Health Department
- Oregon Health Authority
- Polk County Emergency Management
- City of Monmouth
- Local hospitals

1.5. Authorizations for Isolation and Quarantine

States and localities have primary responsibility for public health matters within their borders, including isolation and quarantine, under the authority of ORS 433.121 to 433.138, and 433.466.

2. Situation and Planning Assumptions

2.1. Planning Considerations

An Incident Command System will be established to ensure that appropriate decisions will be made centrally and by an approved chain of command.

The university's planning efforts have been guided by the following principles:

- Protect and support the health, safety and welfare of the students, faculty, staff and visitors as well as the assets and property of the university.
- Identify infectious disease-related events that prompt progressively higher levels of university response.
- Identify and implement practices and actions to limit the spread of the disease at WOU.
- Identify key departments and personnel that perform mission-critical/essential functions.
- Effective communication and information sharing among the campus (i.e., students, faculty, staff and families) and the community responders (e.g., Polk County Public Health) using a variety of communication media.

2.2. Issues and Challenges

WOU has a strong commitment to learning and service locally, regionally and internationally. The university has the following unique issues and challenges related to its role as a regional university:

- Students in residence halls have a higher potential of attack rate.
- Students and faculty with families may have sick children and/or child care issues due to school closures.
- International students are unable to return home easily and there may be language barriers. Students and employees with chronic illness are at a higher risk of severe illness and complications.

- On-site child care facilities may have a different infection rate.
- Students and faculty abroad may encounter different World Health Organization and Centers for Disease Control guidelines than those in Oregon.
- Housing of on-site groups, conferences and other activities frequently occur on campus.

Child care Facilities

WOU operates child care facilities on the campus property. These facilities provide care for the children of students, employees and the community. Infants and young children may be more susceptible to infection and are at higher risk for complications. In addition, these facilities can serve as infection points for the spread of illness to the community.

- **Screening:** WOU childcare will report the number of absences to the Student Health and Counseling Center hotline when requested by the Crisis Incident Management Team.
- **Communication:** Both child care leads will be placed on the infectious disease email distribution list.
- **Closure:** If the health department closes Central School District public schools, child care should close even if the adult component of the campus is remaining open.

Students and Conferences

Throughout the year, WOU hosts conferences in which outside groups are housed in the residence halls. These conferences host adults and minors. These visitors fall under University Housing for the purpose of developing a plan for the outbreak. If the campus is closing, University Housing will work with the Crisis Management Team to develop a plan for outside groups, WOU students and others who will not be able to go home during the closure.

University Sponsored International Programs and Exchange Students

WOU promotes a broad array of international educational programs as part of its academic programs. During a pandemic, international travelers may be at an increased risk of exposure due to traveling in affected areas or

passing through international airports. The WOU response plan includes actions for this group of students and faculty.

WOU participates in the National Student Exchange, overseen by Student Affairs, through which students are placed within the U.S., Guam, Puerto Rico, the Virgin Islands, and Canada. Although these students are enrolled in another university, WOU still will provide them with information regarding an outbreak via email.

Identification

During the initial outbreak, International Education and Development will be contacted by the SHCC to determine whether there are any faculty, staff and/or students studying and/or teaching abroad. This information will be included on the Outbreak Briefing Template, Appendix 2.

During the initial outbreak, Student Affairs will be contacted by the SHCC to ascertain how many students are in National Student Exchange and the number, if any, who are outside of the U.S. This information will be included on an Outbreak Briefing Template.

Communication

IED will work with SHCC and the Public Information Officer to create an email notifying students, faculty, and staff of the outbreak and include links to the WHO and Center for Disease Control and Prevention websites: www.who.int and www.cdc.gov

Travel Restrictions

To limit the spread of the illness, the CDC may recommend restricting travel to or from certain destinations. IED will advise students, faculty and staff currently abroad or those planning to study abroad of the guidelines and restrictions.

Screening

The CDC may recommend that travelers returning to the United States from affected international locations be screened for the illness. IED will work with SHCC and possibly the Polk County Health Department to help students obtain the recommended screening. Faculty and staff will need to work with their primary

care provider to obtain necessary screening before returning to work.

3. Roles and Responsibilities

3.1. Faculty and Staff

It is important for faculty and staff to be knowledgeable about this plan, to be informed of the university's current pandemic response stage, and to know the appropriate response to any emergency situation. Professional and personal planning is important in order to be able to provide assistance and support to the university as it deals with a pandemic emergency.

3.2. Modified Attendance

Based on recommendations from public health agencies and the SHCC, the provost's office may help curtail the spread of the disease by setting new attendance guidelines that prevent ill students from attending class.

The provost will communicate the interim attendance policy with faculty via email. This communication will include the faculty's responsibilities. Students will also be given information on whom to contact if they are having issues with their attendance and instructor(s). WOU students have the responsibility to follow the modified attendance plan.

3.3. Faculty and Staff Illness

Faculty and staff are also encouraged to remain home if they are ill. Individuals need to follow their department's sick call policy regarding notification. For a prolonged illness the individual and Human Resources can work together to evaluate if federal or Oregon medical leaves apply.

3.4. Supervisors

During an outbreak (phase orange or red), the administration may ask that supervisors report sick calls to a centralized number in order to monitor absenteeism rates. Academic Affairs, in consultation with the faculty, will provide the Emergency Policy Group with recommendations regarding the handling of a potential school closure. Other appropriate segments of the university

community may share this responsibility and the efforts to support the academic continuity plan.

3.5. Students

Providing safety and security for students is the primary concern for WOU. Students also have a responsibility to participate in their own safety and security by staying informed of current events and taking precautions when necessary. As a potential infectious disease outbreak develops, students are expected to follow all recommendations issued by various departments within the university.

Alerts and recommendations from the university should be followed to help students stay healthy.

3.6. Essential Personnel

Essential personnel are staff with specific expertise and skills who will be expected to continue to work during emergency events to ensure that critical campus operations are maintained. Essential personnel will have advance instructions issued by their supervisor outlining their response and role during an emergency. In the event that campus operations are suspended and all non-essential personnel are sent home, essential personnel will implement procedures to maintain critical campus operations. These individuals will work with their assigned supervisors to coordinate their hours along with rest periods. Supervisors will work with the Crisis Management Team in arranging times to work on campus to promote social distancing. See Appendix 5.

Telecommuting

Certain essential personnel may not be required to work on campus and will perform their job from home. These individuals will work with their assigned supervisor to coordinate their hours along with rest periods. See Appendix 7.

3.7. Operational Roles and Responsibilities

With the activation of a new infectious disease alert level (example: green to yellow), this plan outlines group, department and unit responsibilities and the appropriate actions in response to each level of alert. Response levels in this plan will allow administrators,

planners, departments and responders to more accurately define key decision points and appropriate actions for each tier. For example, a response to phase yellow may primarily focus on communication sharing along with personal infection control practices; whereas, a response level red may trigger proactive preparations to implement highly disruptive social distancing practices. Roles and responsibilities are found in Appendix 1.

4. Concept of Operations

4.1. Infectious Disease Alert Levels

The WOU infectious disease levels help to define what planning, preparedness, response and recovery steps should be taken before, during and after a disease outbreak. This is based on the severity, virulence and spread of the disease. The system is specific to WOU, but has links to the WHO system. See Appendix 8.

- **Green** – Operating under normal status. WOU will monitor the world for disease outbreaks that may affect the university at some future time. (WHO phases 0-3)
- **Yellow** – A current disease outbreak is occurring that is transmitted from person to person and is spreading around the globe. There may be confirmed cases in the U.S. (WHO phases 4-5)
- **Orange** – A pandemic has been declared by the WHO or the current disease outbreak has confirmed cases in the Northwest Region (Washington, Oregon, Idaho or Northern California). (WHO phase 5)
- **Red** – The disease is common locally and is affecting the WOU community with the potential for significant impacts to academic functions and administrative operations throughout the university. (WHO phase 6)
- **Blue** – Recovery: WOU transitions to normal academic and operational status as the effects of the infectious disease outbreak subside. (WHO post period)

- 4.2. A recommendation will be made to the Emergency Policy Group by the incident commander of the Emergency Operations Team for changing the current WOU infectious

disease level. This recommendation will be based on the color level guidelines along with the evaluation of CMT:

- Number and severity of cases among faculty, staff and students
- Capacity to provide student care
- Capacity to provide services
- Rate of absenteeism
- Information from Public Health Departments

4.3. Although the changes will usually follow the guidelines above, the WOU EOT can recommend changing the color response level earlier. This may occur when cases are confirmed in Polk or Marion counties or suspected/confirmed cases are occurring on campus.

4.4. For local isolated infectious disease outbreaks, the campus status level will be determined based on the severity, virulence and spread of disease and the number of people exposed.

5. Activation

Activation of this response plan should be the initial notice of an infectious disease outbreak that has the potential to affect WOU. It will be up to the incident commander when and if to activate the entire EOT and initiate the Emergency Operation Plan.

5.1. WOU Responders

The following are considered initial responders during an infectious disease event. The list may be modified based on university needs during an outbreak.

- *Emergency Policy Group:* This group is responsible for overall strategic direction and policy decisions. The incident commander reports to them.
- *Incident commander:* The IC is appointed by the president and is responsible for managing all aspects of the university's response.
- *Emergency Operations Team:* This team is trained in Incident Command System and WOU's Emergency Operations Plan. The team members serve as command and general staff.

5.2. Communication

Effective communication with the EPG, EOT, faculty, staff, students and partner agencies will be crucial. This infectious disease plan utilizes an Incident Command System to help facilitate the sharing of information and to coordinate a response to an outbreak.

5.3. Communication with Faculty, Staff and Students

The nature of pandemics usually allows for a tiered response and enough time for advanced discussions and notifications. In the event that classes would need to be suspended rapidly (for example, a highly contagious WOU isolated infectious disease), WOU would/will use a multimodal emergency notification system for students, faculty and staff. See Communications Annex.

5.4. Continuity of Operations

The following departments have been identified as having mission-critical and essential duties during a long-term closure (greater than two weeks) and will need to remain operational during an infectious disease event:

- Campus Public Safety
- Payroll
- Facilities Services
- University Housing
- Campus Dining
- Information Technology
- Finance
- Admissions
- Business Services
- Student Health and Counseling Center – may ask staff to remain and assist

The EPG has the departmental business continuity plans and will coordinate their modified operations in the event of an infectious disease outbreak.

5.5. Social Distancing

The university president, in consultation with the senior staff, will determine when to implement social distancing measures in administrative offices, cancel campus events or modify campus operations, see Appendix 8. Local Public Health Authorities,

such as Polk County Health Department, also have statutory authority to implement social distancing.

5.6. Campus Closure/Class Suspension

To reduce the number of cases of pandemic illness or to slow the spread of illness during a serious public health emergency, WOU may need to collaborate with Polk County Public Health officials and legal counsel in regards to suspension of classes and/or a campus closure. Pursuant to ORS.431.264, the State Public Health Director may direct school closures with governor approval. The university, possibly acting in concert with other universities or regional schools, may also take such actions prior to a public health recommendation. The following are indicators that will factor into a campus closure decision:

- Falling class attendance
- Rising employee absenteeism
- Closing of local K-12 public schools
- Number of cases seen at SHCC and emergency departments
- Timing in academic year
- Actions of other universities and colleges in Oregon
- Mortality rate
- Morbidity rates
- Transmissibility

5.7. The decision to close campus will be made by the university president or the established designee. Timing will be crucial in the decision to cancel classes or to close the university. The university may have a narrow window to implement a closure. Premature closures could lead to unnecessary disruption, while late implementation may render such actions ineffective. Refer to Appendix 6 for Pre-Closure Checklist.

Appendices

Appendix 1

University Operational Roles and Response Actions: Levels Green, Yellow, Orange and Red

Infectious Disease Level Green

There are no known novel viruses or infectious disease outbreaks. WOU will review the current pandemic plan and perform staff education and drills. The university will continue to make plan improvements based on new knowledge, best practices, and the results of post-exercise review.

Initial Announcement of Potential Infectious Outbreak

To be proactive and provide a heightened awareness, as soon as the CDC announces there is a novel virus, the following happens:

SHCC (Medical Services Director/Designee):

- Creates an infectious disease email distribution list that includes:
 - President and President's Cabinet
 - Assistant vice president for International Education & Development
 - Director of University Housing
 - Child Development Center director
- Completes disease outbreak template and sends an email of the template to the infectious disease distribution list.
- Communicates with the Polk County Health Department.
- Monitors CDC and WHO reports and provides email updates to the infectious disease email distribution group.
- Recommends that the president change the infectious disease response level.

Infectious Disease Level Yellow

A current disease outbreak is occurring. The disease is transmitted easily and is spreading around the globe. There may be confirmed cases in the U.S. (WHO phase 4).

Emergency Policy Group

- Change the response level from green to yellow
- Selects the incident commander
- Reviews the infectious disease response plan and is briefed on the current status of the outbreak

- Considers whether to have Academic Affairs draft attendance guidelines based on current length of the illness
- Ensures adequate communication channels between the EPG, IC, deans, directors and department heads
- Asks HR to draft a FAQ sheet regarding sick policy, FMLA, etc.
- Reviews and approves press releases
- Reviews outbreak information from the SHCC
- Establishes communication and coordinates strategies with Oregon public university peer institutions
- Creates email for staff and faculty advising them of the change in the infectious disease status and asking them to review the response plan
- Drafts letter to parents advising them of WOU's actions

Incident Commander

- Evaluates the need for deputy IC
- Begins filling the general staff roles as needed

International Education and Development

- Works with Strategic Communications and Marketing in creating an informational email to the students, faculty and staff who are abroad. The email will include the CDC and WHO websites.
- Monitors the CDC and WHO websites for travel restrictions or re-entry requirements

Emergency Operations Team

- Sends out email requesting information on upcoming events that departments are sponsoring or participating in, see Appendix 3 for Event Assessment
- Meets as requested by IC
- Advises the president when to change to response level orange
- Works with Academic Affairs assisting with drafting or modifying attendance guidelines
- Activates communication links with Monmouth and Polk County
- Assists the SHCC with public health communications and meetings
- Prepares situation reports

Strategic Communications and Marketing

- Notifies staff, faculty, students and parents that WOU is at infectious disease response level yellow
- Works with the SHCC to create information on the disease, the status of disease spread, self-protection, and signs and symptoms of infection

- See Communications Annex.

Child Care Center

- Disseminates the center's sick children policy to parents
- Reviews the center's cleaning sanitization protocols with staff
- Evaluates substitute staff availability
- Evaluates and monitors levels of sick calls for children and staff
- Actively enforces sick child policy

University Housing

- Places information on hand washing throughout the residence halls and family housing
- Makes hand and equipment sanitation stations available in residence halls, food service areas, computer areas and other common areas
- Assesses what open rooms and/or halls are available for housing ill students
- Briefs the resident directors and the resident assistants of disease signs and symptoms
- Has the resident directors and the resident assistants advise the SHCC of ill students
- Sends email to students reviewing how to order a sick tray and what to do if ill
- Creates staffing plan in case of residence hall outbreak
- Works with SHCC to coordinate Personal Protection Equipment training for University Housing staff
- Reviews the University Housing Plan. See Appendix 4

Disability Services

- Works with SHCC to establish communication with high-risk students on email distribution list

Academic Affairs

- Reviews draft of modified attendance policy and prepares to make recommendations to EPG

Campus Dining

- Reviews the WOU Infectious Disease Annex
- Inventories disposable utensils and plates
- Orders supplies as needed
- Reviews sick tray ordering policy with staff

Student Health and Counseling Center

- Monitors local, state, regional, national and international reports of pandemic spread, including the severity of illness, recommended means of preventing spread, and other information regarding an outbreak and provides regular updates to EPG, etc.
- Assesses level of medical supply inventory and orders as needed, especially PPE
- Assesses level of antiviral or appropriate medications for outbreaks and orders medications as needed
- Reinforces precautions with SHCC staff to prevent spread of illness.
- Updates information on web page
- Works with University Housing in reviewing student isolation procedures.
- Consults with PIO in creating infectious disease FAQs
- Distributes information in multiple formats to students and faculty regarding prevention, symptom recognition, treatment, isolation, and proper procedures for accessing medical care if they develop symptoms of illness
- Assesses availability of activation of the “flu hotline” phone
- Develops procedures for meeting the medical needs of students who are in quarantine and/or in isolation
- Develops protocols for clinic flow to minimize the exposure to staff and patients during evaluation and treatment of students with possible infectious illness
- Provides SHCC staff in-services, training, education, and talking points on pandemic illness. Places additional personal protective equipment in SHCC lobby and other campus sites if necessary
- Prepares to track number of patients with influenza like-illness
- Networks to obtain antiviral medications and vaccines
- Implements the “flu hotline” or infectious disease information hotline.
- Tracks the following:
 - Number of patients with infectious outbreak signs and/or symptoms
 - Number of ill students in the residence halls
 - Number of calls due to infectious disease signs and symptoms
 - Works with Polk County Health Department to implement recommendations for treatment and isolation of suspected cases
 - Plans vaccination clinics, if available
 - Reviews CDC/WHO N-95 recommendations and reviews usage with staff if appropriate
 - Updates information on web page
 - Creates potential extended clinic hours or triage nurse hours/schedules

Infectious Disease Level Orange

A pandemic has been declared by the WHO or the current disease outbreak has confirmed cases in the Northwest Region (Washington, Oregon, Idaho, or Northern California). (WHO phase 5).

Emergency Policy Group

- Evaluates recommended social distancing strategies and recommends when to implement as needed
- Evaluates upcoming events and considers cancellation of WOU-sponsored events
- Approves letter to be posted on website summarizing WOU's actions
- Evaluates scheduled conferences, meetings, classes and activities and considers the need to cancel
- Implements infectious disease attendance guidelines
- Works with legal counsel on issues such as the prohibition of mass gatherings, event, quarantine and isolation requirements, and campus closure
- Ensures the response level has been changed to orange

Human Resources

- Distributes Infectious Disease FAQ sheet regarding sick leave, FMLA, etc.
- Reviews union contracts regarding closures and creates fact sheet for the EPG advising of the requirements
- Reviews Emergency Infectious Disease Telecommuting Agreement. See Appendix 7.
- Sends email of telecommuting agreement to directors of all essential departments to have on hand if requested
- Drafts email advising employees with children to begin to think about alternative child care if public schools were to close
- Works with its vice president to consider changing employee sick policy to a temporarily more liberal one
- Drafts policies for employees who have to stay home to care for ill household members, such as allowing them to work from home if possible
- Reviews and shares with the President's Cabinet the state and federal laws regarding leave for workers who need to care for an ill family member
- Sends email to directors, managers and supervisors to call the "flu hotline" at SHCC daily with the number of employees who are calling in sick

Academic Affairs

- Facilitates issues with faculty and staff related to outbreak and students; serves as communication conduit
- Upholds approved attendance policy
- Evaluates the possibility of changing to online teaching to allow for social distancing
- Distributes infectious disease attendance procedures to all faculty and students

Strategic Communications and Marketing

- Works with SHCC and University Housing to create material regarding how to recognize signs and symptoms of disease, when to seek medical care, prevention strategies, how to obtain a private room, and any medical services available to students.
- See Communications Annex for more information.

University Housing

- Prepares identified facilities and staff to receive quarantined or isolated students
- Provides PPE for residential staff who may be delivering meal trays to ill students
- Reports the number of ill residents daily to SHCC
- Obtains daily meal data from Campus Dining

Emergency Operation Team

- Considers activating the full Emergency Operation Team
- Requests that child care reports the number of illnesses every day to SHCC flu hotline
- Obtains schedule of upcoming events and assesses number of attendees, location and individual proximity
- Makes recommendations to EPG of events to consider canceling classes or closing campus
- Creates Incident Action Plan
- Activates tracking of financial impact

Student Affairs

- Works with Academic Affairs on attendance procedures due to an infectious disease and plans distribution of these procedures; follows up on issues
- Assists in posting prevention flyers and ensuring the information is correct

Infectious Disease Level Red

The disease is common locally and is affecting WOU and the university community with the potential for significant impacts to academic functions and administrative operations. (WHO phase 6).

If WOU reaches level red, there is a real possibility that social distancing protocols or even the potential of a campus closure will arise.

Emergency Policy Group

- Assesses trends in illness data from SHCC
- Makes decisions regarding the activation of social distancing procedures such as canceling events, implementing alternative work schedules or telecommuting. Refer to Appendix 8 for key decision factors.
- Continues to plan for possible school closure
- Activates the Emergency Operations Team if not already fully deployed
- Finalizes the announcement of event cancellation with PIO if not already up and running

Emergency Operations Team

- Fills EOT positions as needed
- Sets up scheduled briefing times
- Reviews campus closing check sheet, Appendix 6

Strategic Communications and Marketing

- See Communication Annex for more information.

University Housing

- Monitors residence hall illness and assesses the need for restricting access to a hall or halls
- Continues reporting the number of illnesses to the SHCC daily
- Works with SHCC in establishing a schedule for the medical staff to do rounds if hall is in isolation
- Evaluates which residence halls are available to house students unable to return home

Academic Affairs, Student Affairs, Human Resources

- Advises that children will not be allowed to be brought to work
- Consults with the department directors/managers as needed to create alternate work schedules if K-12 schools close

Appendix 2

WOU Outbreak Briefing Template

This information will need to be communicated to the Emergency Policy Council, faculty, staff and university community. As new information is disseminated from CDC or public health, a new briefing sheet should be completed and shared with the appropriate people.

Date: _____ Time: _____

Person completing briefing: _____

(Print)

Source of Information:

_____ CDC _____ State Health Dept. _____ Polk Co. Health
_____ Other (specify: _____)

Causative agent:

How is it transmitted:

Incubation period:

Duration of illness:

Isolation requirements:

Affected age groups:

Signs and symptoms:

Meds available for treatment: _____ Yes _____ No

If so, accessible to students/staff: _____ Yes _____ No

How are other schools responding:

Do we have any faculty/students abroad or traveling for university purposes?

_____ Yes _____ No

- If so, how many and where?

WHO level:

_____ Pre-pandemic – Not in the U.S.

_____ Pre-pandemic – In the U.S.

_____ Pandemic

If pandemic, what is the severity level? 1 2 3 4 5 (circle one)

Appendix 3

Event Assessment

Use one sheet per event.

Upcoming scheduled event information for the following eight (8) weeks:

Department involved:

_____ Hosting _____ Participating

Contact Person:

Primary Phone Number: _____

Alternate Phone Number: _____

Email Address: _____

Date(s) of Event: _____ to _____ Time of
Event: _____

Location of

Event: _____

Number of People Attending the Event: _____

Is There a Registration Fee? _____ Yes (Amount: _____) _____ No

Are the attendees mostly from Western Oregon or out of the region?

Are there contractual implications for the canceling of the event? _____ Yes
_____ No

If yes, explain:

Completed by:

Appendix 4

University Housing Plan

Stage Orange confirmed:

If a case is confirmed for a residence hall student, the student will be housed in a private room. Anticipating the need for more private rooms, a hall with multiple open rooms will be considered. University Housing will work with the student to develop a care plan that includes delivery of food, custodial needs, laundry care, etc. The student may order a sick tray via telephone and either a friend or a RA will be coordinated to pick up and deliver the tray. This may involve contracting with an outside agency. University Housing will work closely with the SHCC and report the number of ill residents daily. SHCC and University Housing also will establish “all clear” guidelines when a student may return to his or her previous living quarters. Whoever is taking meals and/or other supplies to a student in isolation due to a contagious illness will be required to take precautionary measures, such as wearing a mask and gloves.

If a student is ill and placed in a private room, housing will email this information to Student Affairs, who will advise the student’s professors of upcoming absences.

Stage Red - Multiple cases confirmed in one complex or area:

In the event that there is a significant number of students with confirmed symptoms, a decision may be made to restrict access to and from the specific complex or area. This may involve restricting access in and out of the building, providing medical care, custodial care, and food service separately from the rest of the campus, etc. The SHCC will facilitate having a medical professional available for University Housing to respond to or assess patients in the hall or complex.

School closed (unsure if it’s reopening this term):

We will work with students to transition them to a home address off campus. There will be some people who cannot go home. University Housing will work with the Emergency Operations Team to establish a plan for those students who are unable to go home. These may include international students or residents who reside here year-round.

Depending on the number of residents and length of time for school closure, the following options may be considered:

- Housing students with host families in the area. Placing students in local hotels with a food stipend.
- Using a skeleton crew on modified hours, keep one residence hall open and serving meals.
- Keeping one residence hall open but giving students a food stipend.
- Keeping a residence hall open and contracting with a vendor for delivery of meals.

Appendix 5

Essential Personnel

You, _____, work in a position that has been deemed an essential role in the event of a disaster/emergency. These disasters/emergencies can include long-term power or utility outages, pandemic outbreaks or other disasters.

If you are not on the campus at the onset of a large scale emergency event, contact your supervisor to determine the nature and severity of the incident and obtain instructions. If you are unable to reach your supervisor, call the Western Oregon University EOC at _____ to obtain directions. We understand that emergency events can be stressful, and we want you to make sure your family is safe and settled in before you report to work.

Based on your job responsibilities, you will need to plan on:

- Reporting to campus for work
- Telecommuting
- Either one, depending on the event

If you are requested to come to work, you will be told where to go and where to check in upon arrival.

The Western Oregon University Emergency Operations Team and Emergency Policy Group would like to thank you for your dedication to keeping these essential jobs and functions running during an emergency.

There may be situations during which it is safer for you to remain on campus (e.g., ice storms). In those events Western Oregon University will provide sleeping quarters for you. Although we can provide linens and toiletries, we cannot provide you with prescription medications. You are encouraged to consider keeping 48 to 72 hours' worth of your prescription medication at work or on your person.

Appendix 6

Pre-Closure Checklist To be completed by the Planning Section

- ☐ Classified staff have been given _____hour(s) of advance notice as per contract.
- ☐ Faculty have been given_____hour(s) of advance notice as per contract.
- ☐ Unclassified staff have been notified.
- ☐ Human Resources has distributed the FAQ sheet regarding pay practices, vacation use, etc., during closure with contact number(s) for questions.
- ☐ Essential employees have been notified of their shifts and responsibilities by their supervisors (given to Planning Chief for IAPs).
- ☐ Written plan is in place for residents unable to go home, include housing and meals (plan to be given to Operations Chief).
- ☐ Logistics has developed a plan to feed essential staff, the EOT, and the EPG.
- ☐ Departments have been asked to suspend any standing order deliveries if they are closing or evaluate if they are an essential delivery.
- ☐ Essential employees who are to telecommute have confirmed with supervisor that they have appropriate programs, computers and/or equipment at home to perform tasks.
- ☐ Deposits have been made to financial institutions.
- ☐ Conference call information has been shared with EOT.
- ☐ Staff has been contacted reminding them to cancel any future scheduled appointments or meetings with non-WOU individuals.
- ☐ Guidelines have been created for faculty regarding suspension of classes and assignments.
- ☐ University Housing is working with the EOT to establish a plan for those students who are unable to go home.
- ☐ Media announcements have been created; news conference have been coordinated.
- ☐ President has developed a letter to campus community and parents advising of closure.
- ☐ Utility plan for buildings.
- ☐ Cancel conferences, athletic events, music recitals, etc.

Appendix 7

Emergency Telecommuting Agreement by and Between Western Oregon University (WOU) and

_____(Employee) from/to

(Inclusive dates of agreement)

This agreement establishes telecommuting terms and conditions to be instituted during a campus declared disaster. The above named is considered an essential employee who performs an essential job that is necessary to maintain even during a declared disaster. Part or all of their duties can be completed via telecommuting. This agreement will commence when this employee's supervisor or the Emergency Operations Team has stated the employee may return to work at the campus.

Basic Terms and Conditions of Employment

Duration. This agreement is valid until canceled by WOU or the Emergency Operations Team.

Work Hours. Work hours will be agreed upon at the activation of the agreement

Pay and Attendance. All pay and leave is based on employee's official WOU position. Employee time and attendance is recorded as if performing official duties at the campus.

Leave. Employee must obtain supervisor's approval before taking leave in accordance with established department and WOU procedures.

Overtime. It is possible that overtime may occur during a disaster. The employee must get overtime approved in advance and will be compensated in accordance with applicable laws, rules, and the Collective Bargaining Agreement.

Liability. WOU is not liable for damages to employee property resulting from participation in this telecommuting agreement.

Cost. WOU is not responsible for operating costs, home maintenance or any other incidental costs (e.g., utilities) associated with the use of the

Employee's residence. Employee will be reimbursed for authorized expenses incurred while conducting official duties at the telecommuting location, with copies of expenses submitted for approval.

Workers' Compensation. Employee is covered by Workers' Compensation if injured in the course of performing official duties at the telecommuting location. If employee incurs a work-related injury while telecommuting, Workers' Compensation laws and rules apply just as they would if such an injury occurs at the campus office. Employee must notify supervisor immediately and complete all necessary documents regarding the injury.

This agreement will be effective starting _____,
20_____

Employee Name (print)	Employee Signature	Date
Supervisor Name (print)	Supervisor Signature	Date

Appendix 8

Pandemic Severity Index

The Pandemic Severity Index provides U.S. communities a tool for scenario-based contingency planning to guide pandemic planning efforts. Upon declaration by the WHO of having entered Pandemic Period (Phase 6), the CDC director shall designate the Pandemic Severity Index category of the emerging pandemic based on multiple parameters. The age-specific and total illness and mortality rates, reproductive number, intergeneration time, and incubation period, as well as population structure and healthcare infrastructure, are important factors in determining pandemic impact.

This Pandemic Severity Rating Index will help guide decisions around social distancing and school closures for WOU.

SEE FOLLOWING PAGE FOR INDEX.

	PANDEMIC SEVERITY INDEX		
Intervention by Setting			
HOME	1	2 & 3	4 & 5
Voluntary isolation of ill at home (adults and children), combined with use of antiviral treatment as available and indicated	Recommend	Recommend	Recommend
Voluntary quarantine of household members in homes with ill persons (adults and children), consider combining with antiviral prophylaxis if effective and feasible and quantities sufficient	Generally Not Recommended	Consider	Recommend
SCHOOL			
Child social distancing <ul style="list-style-type: none"> - dismissal of students from schools and school-based activities and closure of child care programs - reduce out-of-school social contacts and community mixing 	Generally Not Recommended	Consider 4 Weeks	Recommend 12 Weeks
WORKPLACE/COMMUNITY			
Adult social distancing <ul style="list-style-type: none"> - decrease number of social contacts (i.e., encourage teleconferences, alternatives to face-to-face meetings) - increase distance between persons (i.e., reduce density in public transit, workplace) 	Generally Not Recommended	Consider	Recommend

<ul style="list-style-type: none"> - modify, postpone, or cancel selected public gatherings to promote social distance (e.g., stadium events, theater performances) - modify workplace schedules and practices (e.g. telework, staggered shifts) 			
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[Recommended interventions based on declared Pandemic Severity Index by the CDC]

WESTERN OREGON UNIVERSITY MAJOR FIRE ANNEX

Approved by:

Last Update:

1. Introduction

The Major Fire Annex describes how the university will coordinate needs during a time of emergency.

1.1. Purpose

The purpose of this annex is to provide a framework for coordination of WOU resources to help ensure the safety of life and property during and after a major fire.

1.2. Scope

This plan only provides guidance in regards to major fire. This document is for WOU campus use only.

2. Situation and Assumptions

2.1. WOU is at risk for a major fire or rescue incident that could significantly impact the health, safety and property of those living in on campus.

2.2. Existing fire personnel and equipment will be able to handle most emergency situations. When additional support is required, assistance can be obtained from state and federal agencies.

3. Concept of Operations

3.1. Activation

Activation of the Emergency Operations Plan is executed by the incident commander. Once the incident commander declares a state of emergency, the EOC will be activated. The incident commander will assume responsibility.

3.2. Need-Based Response

- The incident commander and Logistics Section chief will evaluate the transportation needs of the university based on the event.
- The Logistics Section chief will conduct an inventory of the available vehicles, drivers and fuel on campus. If the available inventory meets the needs of the event, the

required resources will be deployed. Establish a vehicle log, indicating driver, purpose and hours of use.

- If additional transportation resources are required, the Logistics Section chief will contact external vendors to obtain additional vehicles.
- In the event of a campus evacuation, the EOC will contact the city of Monmouth to identify approved evacuation routes.

3.3. Communication

See the Communication Annex for more information.

4. Recovery

- 4.1.** The WOU Emergency Planning Team will conduct an After-Action Review after all operations are restored. The WOU Emergency Planning Team is responsible for initiating and completing the AAR. The AAR will address the effectiveness of the continuity plans and procedures. The AAR will identify areas for improvement in all aspects of the document. The WOU Emergency Planning Team will then develop a remedial action plan as soon as possible.

WESTERN OREGON UNIVERSITY POWER OUTAGE ANNEX

Approved by:

Last Update:

1. Introduction

This is a specific annex for a university-wide power outage. When all power is lost for an extended period, the university will develop a plan of action to get all functions and departments back to operational.

1.1. Purpose

The intent of this annex is to provide guidance during a university-wide power outage. This is an annex to support the general Emergency Operations Plan. This annex is also to keep the university operational or establish a quick recovery plan.

1.2. Scope

This plan only provides guidance in regard to power outages. This document is for WOU campus use only. This plan covers protecting University Housing, Campus Dining, visitors, Athletics, regular class schedules and utilities.

1.3. Partner

Monmouth Power and Light

2. Situation and Planning

2.1. Planning Considerations

- WOU Facilities Services tests and operates backup generators every month.
- The university's planning efforts have been guided by the following principles:
 - Protect and support the health, safety and welfare of the students, faculty, staff and visitors as well as the assets and property of the university.
 - Identify and implement practices and actions to limit the disruption of daily functions at WOU. Identify key departments and personnel that perform mission-critical/essential functions. Effective communication and information sharing among the campus (students, faculty, staff, and families) and the community responders (Monmouth Power and Light) using a variety of communication media.
- An Incident Command System will be established to ensure that appropriate decisions will be made centrally and by an approved chain of command.

2.2. Issues and Challenges

- There are freezers and coolers at Werner University Center, Valsetz Dining Hall and Natural Sciences that will need to be monitored. These currently do not have generator back up.
- Some buildings have an air compressor that serves the HVAC systems
- Without power to the HVAC systems, exhaust fans that serve the kitchens will not work.
- WOU has approximately 1,200 students on campus that it is responsible for during the school year.
- WOU has many events during the summer months and is responsible for the well-being of the participants.
- WOU has many construction projects that are time sensitive, and power is expected to be provided.
- Building sump pumps will need to be checked as some of the buildings rely on sump pumps to pump out groundwater and rainwater.

2.3. Generator Backup Power

Campus buildings with generators

- Lieuallen Administration
- Instructional Technology Center
- Hamersly Library
- DeVolder
- Bellamy Hall
- Peter Courtney Health and Wellness Center
- Facilities Services
- Public Safety
- Werner University Center
- Valsetz Dining Hall
- Richard Woodcock Education Center
- Natural Science
- Student Health and Counseling

Critical equipment with available backup power

- Critical server room systems and their environmental air control
 - RVEC
 - ITC
 - DeVolder
- Most of the buildings have a fire and smoke alert system backed up by a generator.

- Sub 0 freezers
 - Natural Science
 - Devolder
- SHCC medical refrigerator
- Physical plant steam and fuel
- Public safety security monitoring equipment

2.4. Child care Facilities

Child care will moved as necessary to a building that is supported by a backup generator with lighting and heating. In the event that WOU closes, the Campus Closure Policy will be implemented. For more information on *Campus Closure Policy*, see the HR web page: <http://www.wou.edu/hr/resources/policies/campus-inclement-weather-notice/>

2.5. Student Activities, Conferences, Sporting Events

All events will be postponed until commercial power can be restored.

2.6. University Sponsored International Programs, Exchange Students

All students or visitors that have made previous plans to stay at the university overnight will be allowed to stay if the conditions are suitable. If the housing department decides the predetermined rooms are not usable; arrangements will be made to house the guest(s) in another building. If there are not enough rooms on campus, arrangements will be made at a facility off campus.

See the Mass Care Annex for more information on housing and dining.

See the Transportation Annex for more information on transportation.

3. Concept of Operations

3.1. Alerts

All alerts will be approved first by the EOC and EPG and then released. See the Mass Notification Annex for more information.

3.2. Activation

Activation of the Emergency Operations Plan is executed by the incident commander. After the incident commander declares a state of emergency; the EOC will be activated. The incident commander will assume responsibility.

3.3. Responders

Only personnel who have certain skills to help the university get back to normal operations will be allowed to work on campus if there is a campus closure:

- Essential personnel
- Designated responders
- C.E.R.T.

3.4. Communication

See the Communication Annex for more information.

3.5. Continuity of Operations

- If campus is shut down, only essential personnel or designated responders may respond.
- Operations for University Housing and Campus Dining must remain as scheduled
- Facilities Services will work with responding partners to get campus back on commercial power.
- Facilities Services will also work with and report to the EOC on the status of the campus.
- The entire Physical Plant building is backed up by generator. Boilers and trash pickup will be able to operate. Buildings with steam heat exchangers will have hot water

3.6. Child Care for Those Responding to a Power Outage

- WOU will not provide child or pet care for workers during an emergency or post-emergency cleanup
 - During an emergency WOU workers are asked to seek and care for their family first, if it's safe.
 - Workers need to find alternate care if their primary child care is closed.

4. Extended Response and Recovery

- 4.1.** Recovery will commence when the university president with recommendation from the incident commander, his or her designee, the unit director, department head, dean, vice president/provost, most senior administrative official or other authorized person ascertains that the emergency situation has ended and is unlikely to reoccur. These plans are viable regardless of the level of disruption that originally prompted implementation of the continuity plan. When the decision to resume operations has been reached, the authorities for each department must determine the facility to use for long-term operations.
- 4.2.** Upon a decision by the university president or other authorized person that the affected facilities can be reoccupied or that operations will be reestablished in a different facility:
- WOU Facilities Services will develop space allocation and facility requirements.
 - The EOC will notify all personnel that the emergency or threat of emergency has passed and actions required of personnel in the reconstitution process using WOU Alert and WOU web page.
 - Facilities Services will coordinate with units to obtain office space for reconstitution, if the primary operating facility is uninhabitable.
 - Each unit is responsible for developing procedures, as necessary, for restructuring staff based on its own continuity plan.
 - Facilities Services will provide coordinating support and record keeping of reconstitution activities.
- 4.3.** The WOU Emergency Planning Team will conduct an After-Action Review after all operations are restored. The WOU Emergency Planning Team is responsible for initiating and completing the AAR. The AAR will address the effectiveness of the continuity plans and procedures. The AAR will identify areas for improvement in all aspects of the document. The WOU Emergency Planning Team will then develop a remedial action plan as soon as possible.

WESTERN OREGON UNIVERSITY SEVERE WEATHER ANNEX

Approved by:

Last Update:

1. Introduction

1.1. Purpose

This annex is to address severe weather response on the WOU campus. This annex is to provide specific guidance on preparation, response and recovery for severe weather.

1.2. Scope

This plan is for WOU campus use only. The response efforts will be executed by WOU essential personnel or designated responders. Facilities Services shall work with Monmouth Public Works in this response and early recovery phase of the disaster and will concentrate on re-establishment of public infrastructure facilities.

2. Situation and Assumptions

2.1. Issues and Challenges

- On the WOU campus there will likely not be any major flooding or any landslides. There are other areas that are vulnerable to severe weather (wind, rain, sleet, snow, ice) such as utilities and grounds.
- Some buildings have groundwater constantly entering the basement and getting pumped by a sump pump. This could flood the basement or weaken the foundation if the sump pumps lose power.
- WOU has more than 1,200 students living on campus during the school year.
- The WOU campus is also home to many large trees. Although the trees are well-maintained, severe weather could topple these trees as well as break off limbs.
- WOU stores a very limited amount of medication for emergencies. WOU suggests students and employees to keep an extra supply of their medication with them in case of an emergency.
- WOU will not provide child or pet care for workers during an emergency or post emergency cleanup.

- During an emergency WOU workers are asked to seek and care for their family first, if it's safe.

2.2. Planning Assumptions

- WOU will identify evacuation routes and conduct pre-incident planning and training.
- WOU offers C.E.R.T. classes to help the community prepare and plan for a major storm and/or disaster.
- WOU offers and/or hosts disaster preparedness classes by the American Red Cross.
- WOU has an inclement weather protocol in place. See the HR web page for Inclement Weather.
- WOU has a plan in place for relocating students if their normal residence is unsuitable for living. See the Mass Care Annex for more information.
- If campus is unsafe WOU may need to move individuals off campus. See the Transportation Annex for more information.

2.3. During a severe weather storm campus may lose power. See the Power Outage Annex for more information.

2.4. WOU has a small supply of:

- Generators
- Alternate lighting
- Gas and diesel storage tanks
- Tractors, RTVs, pickups
- Chainsaws, wood chipper
- Alternate water source
- A small supply of stored food
- Trash Dumpsters, hazardous waste disposal plan
- Personal hygiene and sanitation supplies
- Buckets and bags for human waste
- The Physical Plant building is backed up by a generator.
 - The trash compactor and the boilers will be operable.

3. Concept of Operations

3.1. In a major severe weather event, essential employees at WOU may be called out or kept on duty to provide response and clean up.

- 3.2.** Activate EOC if needed
- 3.3.** Determine if there are injuries, and respond accordingly.
- 3.4.** Send out the safety officer to inspect the damage to infrastructure
- 3.5.** The first responders will need to focus on trying to minimize damage to infrastructure and injuries to personnel.
- 3.6.** Ensure that all reports of injuries, deaths, and major equipment damage occurring during response activities are communicated to the incident commander and/or safety officer. See *Polk County Emergency Operations Plan IA 1 Severe Weather*.
- 3.7.** Set up an Incident Action Plan to clean the campus grounds or repair damaged buildings. There must be a clear plan in place for good organization of resources as well as tracking expenditures.
- 3.8.** If the damage is massive and roads cannot be traveled, plan for housing responders. There may also be students that live off campus who need housing as well. See *the Mass Care Annex for more information*.
- 3.9.** Decide which buildings need to be repaired first to get campus operational.
 - This could be housing buildings or academic buildings.
 - Make sure there is enough housing first.
 - Then get the academic buildings operational.
- 3.10.** Establish a command flow chart using the ICS.
- 3.11.** Setup communication paths with campus community. See *the Communication Annex for more information*.
- 3.12.** Send out notifications with closure information. See *the Notification Annex for more information*.
- 3.13.** Coordinate resource access, deployment and storage in the operational area. Resources to coordinate include equipment, personnel, facilities, supplies, procedures and communications. Track resources as they are dispatched.
 - Set up a sign in station for employees and volunteers.

- Employees and volunteers should use the buddy system. This will help keep everyone safe and the team of two can share a radio.
- 3.14.** There needs to be a clear path of communication between the workers out in the field to the EOC. The liaison and safety officer should make rounds and check on personnel. Timely updates from managers in the field will ensure the mission is still on track and in line with IAP.
- 3.15.** Identify the limitations of the employees and resources.
- Set up a shift schedule to prevent employee exhaustion.
- 3.16.** Outside contractors or vendors on the state contract may need to be hired to help restore campus operations.
- Make sure all preliminary paperwork/forms are filled out and contracts are signed before any work is started.
- 3.17.** Campus needs to be cleared of all debris before any reconstruction starts. This will eliminate traffic congestion and confusion.
- 3.18.** For an extended response lasting more than a week, WOU will need to ask for assistance from the Red Cross and other partners.
- 3.19. Plan for Demobilization and the Debriefing of Personnel**
- Ensure an orderly demobilization of emergency operations in accordance with current demobilization plans.
 - Debrief the responders
 - Set a location where personnel can debrief.
 - Discuss the IAP and any improvements that need to be made.
 - Discuss the actions and events of the day (good and bad). Look for improvements.
 - Talk about mental health. A counselor should be present to evaluate personnel before they leave.

4. Long-Term Recovery and After Action

- 4.1.** The WOU Emergency Planning Team will conduct an After-Action Review after all operations are restored. The WOU Emergency Planning Team is responsible for initiating and completing the AAR.

The AAR will address the effectiveness of the continuity plans and procedures. The AAR will identify areas for improvement in all aspects of the document. The WOU Emergency Planning Team will then develop a remedial action plan as soon as possible.

WESTERN OREGON UNIVERSITY TERRORISM ANNEX

Approved by:

1. Introduction

Last Update:

1.1. Purpose

This annex is to address terrorism incidents on the WOU campus. This annex is to provide specific guidance on preparation, response and recovery for terrorism incidents.

1.2. Scope

This plan is for WOU campus use only. This annex can be applied to incidents involving weapons of mass destruction and chemical, biological, radiological, nuclear, and explosive materials. The lead agencies for the state and federal government are the Oregon State Police and the Federal Bureau of Investigation. The County Emergency Operations Center typically will be activated and have the lead role in terrorism consequence management for most types of terrorist incidents, but the Polk County Public Health Department will be assigned the lead local role in terrorism consequence management for incidents involving biological agents.

2. Situation and Assumptions

2.1. Issues and Challenges

- On the WOU campus there may be threats of terrorism made.
- Some buildings have people constantly entering and leaving, and it will be difficult to account for everyone.
- WOU has more than 1,200 students living on campus during the school year.
- Sometimes shelter in place may be necessary or full or partial evacuation.
- Encourage people to take personal items with them when evacuating.

2.2. Planning Assumptions

- WOU will identify evacuation routes and conduct pre-incident planning and training. See *Evacuation Annex for more information*.
- WOU offers C.E.R.T. classes to help the community prepare and plan for a major incident.

- If campus is unsafe WOU may need to move individuals off campus. See *Transportation Annex for more information*.

3. Concept of Operations

- 3.1.** In a major terrorism event, essential employees at WOU may be called out or kept on duty to provide response and clean up.
- 3.2.** Assess the situation and confirm the WMD/CBRNE incident. Gather all available data regarding the status of the incident. Record the information using established forms, log sheets and templates. Use of standard ICS forms may be necessary.
- 3.3.** Activate EOC if needed. Determine if there are injuries and respond accordingly.
- 3.4.** Activate public notification procedures. Contact agency and partner emergency personnel to ensure they are aware of the incident's status and are available and staffed to respond.
- 3.5.** Control the scene. Alert the public and consider shelter-in-place needs, relocation of people/animals, and special needs. This task should be coordinated with law enforcement.
- 3.6.** Ensure that all reports of injuries, deaths and major equipment damage accrued during response activities are communicated to the incident commander and/or safety officer. See *Polk County Emergency Operations Plan IA 5 Terrorism*.
- 3.7.** Set up an Incident Action Plan to clean the campus grounds or repair damaged buildings. A clear plan must be in place for good organization of resources as well as tracking expenditures.
- 3.8.** If a residence hall is affected, resident students may need to be relocated. See *the Mass Care Annex for more information*.
 - Establish a command flow chart using the ICS.
- 3.9.** Setup communication paths with campus community. See *the Communication Annex for more information*.
- 3.10.** Send out notifications with closure information. See *the Notification Annex for more information*.

- 3.11.** Coordinate resource access, deployment and storage in the operational area. Resources to coordinate include equipment, personnel, facilities, supplies, procedures and communications. Track resources as they are dispatched.
 - Set up a shift schedule to prevent employee exhaustion
- 3.12.** Determine the need for additional resources and request them as necessary through appropriate channels

4. Long-Term Recovery and After Action

- 4.1.** The WOU Emergency Planning Team will conduct an After-Action Review after all operations are restored. The WOU Emergency Planning Team is responsible for initiating and completing the AAR. The AAR will address the effectiveness of the continuity plans and procedures. The AAR will identify areas for improvement in all aspects of the document. The WOU Emergency Planning Team will then develop a remedial action plan as soon as possible.

WESTERN OREGON UNIVERSITY VOLCANIC ERUPTION ANNEX

Approved by:

Last Update:

1. Introduction

The Volcanic Eruption Annex describes how the university will coordinate needs during a time of emergency.

1.1. Purpose

The purpose of this annex is to provide a framework for coordination of WOU resources to help ensure the safety of life and property after a volcanic eruption or event.

1.2. Scope

This plan only provides guidance in regards to volcanic eruptions. This document is for WOU campus use only.

2. Situation and Assumptions

- 2.1.** There are seven major volcanoes in the Cascade region that are in relative proximity and pose a potential threat to Polk County (see Exhibit A). The following are the major volcanoes and their last known major volcanic activity: Mount Jefferson (950 A.D.), Mount St. Helens (1980), Mount Hood (1907), Mount Rainier (1894), the Middle and South Sisters (15 A.D.), and Broken Top (100,000 years ago). Of the seven, all are known or suspected to be active and most have geological records that indicate histories of explosive eruptions with large ash releases. Mount Hood is the only volcano that has no geological evidence of large explosive events, though it still poses a threat of ash releases.
- 2.2.** Oregon can also experience impacts of volcanic activity from California volcanoes including Mount Shasta (1786 A.D.), Lassen Volcanic Park (1917), and Medicine Lake Volcano (1080 A.D.).
- 2.3.** Volcanic eruption is not an immediate threat to the residents of Polk County, as there are no active volcanoes within the county. Nevertheless, the presence of a few geologically young volcanic structures near Polk County and the secondary threats caused by volcanoes in the Cascade region must be considered. Volcanic ash can contaminate water supplies, cause electrical storms, create health problems, and collapse roofs.
- 2.4.** Three main natural hazards occur as a result of volcanic eruption: ash fall, lava flows, and pyroclastic flows and surges.

- 2.5.** This plan assumes a hazardous geologic occurred that has unleashed one or more volcanic hazards (pyroclastic flow, lahar, ash cloud, lava flow and/or debris avalanche).
- 2.6.** A volcanic eruption can trigger a number of other events, such as earthquakes, landslides, hazardous material releases and spills, and conflagration fires.
- 2.7.** Public utilities and private infrastructure (such as power, water, sewer, natural gas networks, phone lines and cellular towers) may be damaged and unusable immediately following a volcanic event.
- 2.8.** Roads, bridges and highways may become impassable after a significant volcanic event.

3. Concept of Operations

3.1. Activation

Activation of the Emergency Operations Plan is executed by the incident commander. After the incident commander declares a state of emergency, the Emergency Operations Center will be activated. The IC will assume responsibility.

3.2. Need-Based Response

- The incident commander and Logistics Section Chief will evaluate the transportation needs of the university based on the event.
- The Logistics Section Chief will conduct an inventory of the available vehicles, drivers and fuel on campus. If the available inventory meets the needs of the event, the required resources will be deployed.
 - Establish a vehicle log, indicating driver, purpose and hours of use.
- If additional transportation resources are required, the Logistics Section chief will contact external vendors to obtain additional vehicles.
- In the event of a campus evacuation, the EOC will contact Polk County to identify approved evacuation routes.

The need-based response above addresses only evacuation.

Other needs to consider due to ash fallout (most common concern): shelter in place, care and feeding (water source protection), infrastructure concerns (equipment, facilities, etc.) and transportation.

See Polk County Emergency Operations Plan IA 10 Volcanic Activity.

3.3. Communication

See the Communication Annex if the EOC is required to communicate with the campus community.

4. Recovery

- 4.1.** The WOU Emergency Planning Team will conduct an After-Action Review after all operations are restored. The WOU Emergency Planning Team is responsible for initiating and completing the AAR. The AAR will address the effectiveness of the continuity plans and procedures. The AAR will identify areas for improvement in all aspects of the document. The WOU Emergency Planning Team will then develop a remedial action plan as soon as possible.

Exhibit A



WESTERN OREGON UNIVERSITY BUILDING EVACUATION ANNEX

Approved By:

Last Update:

1. Introduction

In the event of an emergency, the goal is to get to a “safe place” as soon as possible. The safe place may not be the same location for every emergency. The safe place may not be on campus. The next action is to take roll. Everyone must be accounted for.

1.1. Purpose

This is a functional annex that is meant to support the WOU Emergency Operations Plan. This annex is not to supersede the WOU EOP. This annex is for campus use only. This annex is to help guide the WOU community to make a safe exit during an emergency.

1.2. Scope

This annex is to provide guidance on emergency evacuations. This annex is to help building managers with their evacuation plans and routes. This annex also indicates where to post the location of the evacuation plans and maps of their individual buildings. Every building is different with its own set of challenges. This annex is just to provide assistance and a standard for building evacuation plans.

2. Situation and Planning Assumptions

2.1. Planning Assumptions

- All building managers and persons responsible for hosting must be trained on the evacuation plan for the building they are working in.
- Building managers should host annual or biannual emergency evacuation drills or discussions with their building occupants and departments.
- There should be a designated place to meet outside each building during an emergency as well as a backup location.
- Each meeting spot should be a safe distance from the building to avoid flames, explosions, falling debris, emergency responders, traffic, etc.
- The building manager will have evacuation route plans posted.
- The evacuation plan is something that should be taught to everyone with an office or a classroom in the building.

- All managers must ensure that the instructors, office workers, student employees and any other personnel working in their building understand their evacuation plan.
- ADA ramps must be indicated on evacuation plans and clearly labeled.
- During an emergency evacuation, elevators should not be used. Elevators will shut down if a fire alarm is set off or if the power goes out.
- The north stairwell of each building is an area of rescue assistance for people in wheelchairs and others who need assistance down the stairwell.
- Offices must be cleared if the situation is safe enough for the building manager to do so. If it is not safe to search the building, the fire and rescue teams should be notified.
- Emergency “go bags” and all personal belongings containing medication or other required items should be kept within easy to reach in case of an emergency.

2.2. Issues and Challenges

- Most of the buildings on campus are old and may need a seismic upgrade
- Child care facilities
 - The Child Development Center is located on the north end of campus by the Campus Public Safety building.
 - Keeping all the children together as a class will be difficult and may require extra volunteers.
 - The child care will need to be moved with personnel approved by the CDC. They will need a climate-controlled space with a secure way to house the children. Children will be released to their parent or approved guardian. During an emergency the parents may decide to send a family member to pick up their children.
- Student events and conferences
 - Conferences, athletic events and regular classes must have evacuation plans in place with a location indicated where organizers can account for individuals and to reunite groups and families.

3. Notification Process

3.1. How the announcements go out

- WOU Alert
- Email

3.2. See the “Mass and Timely Notification Procedures Annex” for more information.

4. Assessment of Damage

The damage assessment will be done by the safety officer or responsible person picked by the incident commander. If fire and rescue is called, they will do the assessment of the damage and decide if the building is safe enough to clear and/or do a rescue if necessary.

5. Concept of Operations

5.1. During an evacuation

- The building should be circulated and cleared by the building manager or a responsible person on each floor if it is safe to do so.
- When clearing a building, if a person decides not to obey the mandatory evacuation order, the building manager should note that person's name and office number, then alert their supervisor and the emergency responders.
- If time and conditions permit, employees should secure their workplace and take items such as car keys, purse, medication, glasses.
- Employees are advised to follow instructions from emergency personnel without pushing or crowding. They should stay as quiet as possible in order to hear emergency instructions. They should also help people with disabilities get to the assembly point.

5.2. If relocating outside the building

- Roadways and walkways must be kept clear for emergency vehicles.
- No one should return to the building until notified by the alert system or Campus Public Safety that it is safe to do so.

- When the fire alarms/strobes are activated, occupants must evacuate the building immediately and gather at the designated assembly point. Occupants on floors above the ground floor must use emergency exit stairwells to leave the building.
- For certain emergencies such as a bomb threat or a natural gas leak, the fire alarms/strobes may not be activated. Instead, building managers shall move through the building and ensure the occupants to evacuate.
- Emergency evacuation signage is posted in buildings so that occupants can become familiar with the evacuation routes and assembly points for their area.

5.3. Operational Roles

The building manager takes the lead in an emergency.

5.4. Resources

- The building manager or backup manager may call 911 or Campus Public Safety at any time to ask for help or more resources (e.g., fire extinguishers or extra people to help others).
- People with mobility concerns (e.g., wheelchair users, scooter users) require special care and attention during evacuation. The north stairwell of every building is designated as an area of rescue assistance. First-responders will check these areas first if the evacuation of a building is required. If immediate evacuation is necessary, person(s) may need to be moved by:
 - In the wheelchair
 - Another chair (e.g., evac+chair)
 - Two-person/firefighter carry
- Individuals who are blind or are vision-impaired may benefit from extra assistance. In an emergency situation, describe the nature of the emergency and offer to act as a “sighted guide.”
- Individuals who are deaf and hard of hearing may not hear emergency alarms; alternative warning techniques are required.

6. Assessment and Recovery

- 6.1.** The WOU Emergency Planning Team will conduct an After-Action Review after all operations are restored. The WOU Emergency Planning Team is responsible for initiating and completing the AAR. The AAR will address the effectiveness of the continuity plans and procedures. The AAR will identify areas for improvement in all aspects of the document. The WOU Emergency Planning Team will then develop a remedial action plan as soon as possible.

WESTERN OREGON UNIVERSITY COMMUNICATION PLAN ANNEX

Approved by:

Last Update:

1. Introduction

1.1. Purpose and Scope

In the event of an emergency, crisis or newsworthy event, the procedures in this document will assist Western Oregon University in providing accurate, timely, appropriate and easily understood information to internal and external audiences. This plan will be activated in conjunction with the Emergency Operations Plan, or as a standalone plan by a member of the President's Cabinet or public information officer.

This plan should act as a guide for dissemination of information for any campus crisis or event with a major impact on the campus community (e.g., Commencement, a visit from a high profile speaker). Crises may include:

- Natural or manmade disasters
- Actual or threatened physical violence to members of campus community
- Campus community member accused of a high-profile crime
- Severe accident on campus
- Technological attack
- Scandal

1.2. General Strategy and Approach

In the first hours and days of an emergency, prompt response and communication is critical. WOU values a proactive communication approach and quick/brief communication in a crisis rather than holding information for a later, more thorough announcement.

- It is best practice to be fast in information release. People will forgive accidental misinformation if you are quick with sharing information (and corrections).
- Use social media as a tool of first response and to issue important updates. The WOU website and email are additional important tools (appendix 1 lists communication tools available to WOU). It's preferred to release information on numerous channels to reach as many people as possible.
- Be as accurate as possible. Be honest and responsive. Be caring.
- When you don't know the answer to a question, respond that

you don't know but are looking into it. That's preferred instead of ignoring the question until you have an answer.

- Consider both the emotional and physical impacts of a crisis on the campus and greater community.
- Refer all media inquiries to the PIO within Strategic Communications and Marketing (MarCom).
- Although WOU cannot control information shared by the media and individuals on social media, it can control the information and messaging it distributes from campus.

2. Situation and Planning

2.1. Situation

Each crisis or emergency situation will require a tailored public and internal response. The extent of the response will depend upon the nature of the event. MarCom's contacts include print, broadcast and online media.

2.2. Planning Assumptions

Emergency planning requires a commonly accepted set of operational assumptions that create a foundation for establishing protocols and procedures. The assumptions relevant to this plan include:

- Crises and newsworthy events may occur at any time with little to no notice.
- Critical utilities such as electrical power, cell phones and the internet may be interrupted.
- No one communication method will reach everyone. Multiple communication channels must be used to share information.
- A 100 percent delivery can never be guaranteed.
- It may take time to obtain accurate information in a crisis.
- Rumors and misinformation spread quickly through digital technologies such as social media. Official information must be shared as quickly and accurately as possible.

2.3. Audiences

WOU must consider several audiences when communicating crisis or newsworthy events and issues unique to these groups. The acting PIO can ask himself or herself these questions:

Alumni

- Can the Registrar's office respond to transcript requests?

Board of Trustees

- Have we provided governance board members with talking points in case they get contacted by the media (or given them directions of where to send media requests)?

Community

- Will campus events and services be closed or affected?
- Are there campus road closures affecting how the community navigates through Monmouth?

Current Students

- Will class time need to be made up if it's an extended crisis?
- Will students be given tuition reductions or refunds if classes are canceled for an extended period of time?
- How will students register for classes if that timeline is impacted?
- For those living on campus, will dining and housing be impacted?
- Will services for mental health, physical health, sexual assault, etc. be available (e.g., Student Health and Counseling Center, Abby's House, etc.)?
- Will transportation be available to students who need to get to or from campus? What about Wolf Ride to local sites?

Emergency Services

- Does WOU need support from external agencies in terms of medical aid, supplies, security, etc.?

Employees

- Can faculty teach their classes (i.e., are classrooms and required technology available)?
- Are offices open for staff to work? Is the required technology available?
- Is payroll affected?

General Public

- Will people be able to visit campus?

- Are events closed?
- Will roads through campus be open?
- Are people visiting campus affected (e.g., high school tours, external events on campus)?

Media

- Should local media outlets be notified/updated?
- Are individuals from outside our immediate area affected (e.g. a visiting high school student from Umatilla)?
- What kind of access will we provide to campus?
- Will we provide electronic and/or in-person press conferences?

Prospective Students

- Are Admissions, Financial Aid, and Housing application processes and timelines affected?
- Can students visit campus?

Conference and Event Services Groups

- Will venue reservations be affected for off-campus or on-campus groups?
- Will any services for events be affected (e.g., catering, facilities clean-up, parking space)?

2.4. Joint Information Center

For large-scale disasters affecting more than WOU, a JIC enables PIOs from multiple agencies to work together in sharing information, dispelling rumors, and developing unified communications. A JIC functions as a centralized location for the media and key agency representatives. A JIC creates a flow of information between agencies, enabling them to work in a cohesive manner.

3. Roles and Responsibilities

3.1. Chief University Official

In a crisis, the university president or other high-ranking campus official should take the lead in sharing WOU's response and messaging. This official will work with the PIO to create official WOU messages and may be required to speak at a press conference(s). This official will be determined based on the type of crisis. The PIO will work with the president and/or President's Cabinet to determine who the chief university official will be.

Additional officials may be selected depending on the crisis.

3.2. Public Information Officer and Assistant PIOs

During a crisis or newsworthy event, the media relations and social media manager from MarCom will serve as PIO in the Emergency Operations Center. The executive director of Strategic Communications and Marketing will represent communications needs on the Emergency Policy Group. The PIO is responsible for the formation and release of timely accurate information to the campus, its constituents, the public and the media. In smaller events, the PIO may serve as the university spokesperson.

A team of assistant PIOs are selected to support the PIO during an emergency and allow for taking shifts, enabling acting PIOs to take breaks. Assistant PIOs should be those comfortable communicating via WOU's flagship social media channels, talking with the media and preparing messaging.

Ideally there should be at least two PIOs working in a major crisis at once. The lead PIO will lead messaging development, communicate regularly with members of the EOC and Emergency Policy Group, and delegate tasks to the assistant PIO(s). The assistant PIO(s) will focus on monitoring social media and press mentions about the crisis, correcting misinformation and reporting anything necessary to the lead PIO.

Each PIO should have a "go bag" prepared in case of emergency:

- Technical equipment: laptop, cell phone, power strip, chargers, extension cord and USB flash drive.
- Office supplies: paper/notepads, writing utensils and sticky notes.
- Personal supplies: snacks, toiletries and medication.
- Emergency planning: a copy of this plan, a copy of the campus emergency plan and any additional resources provided by the PIO.

Log in credentials for flagship social media accounts and other communication tools will be in the MarCom office as well as the Green Room within the University Computing Services offices (i.e., the EOC home base).

3.3. Major Controversy

If there is a major newsworthy event that does not require activation of the EOC, the PIO or executive director of MarCom can activate necessary individuals to meet regarding the event. Unless otherwise stated, the meeting will take place in the President's Conference Room in the Lieullen Administration building.

4. Communication in Action

4.1. General

Each crisis and emergency is unique and will require customized actions. This plan serves as a guide to those actions, and the following subsections offer suggestions of steps to take.

4.2. Communicating with the Media

Our goal is to build trust and a strong relationship with the media through respect and honesty. If new information is received and vetted, share it with the media. Keep notes of outlets and reporters who are requesting information most often and reach out to them personally with new information. When talking with the media, remember to give credit to other agencies or internal departments/individuals. Appendix 2 provides a template for recording communication with members of the media.

In a major crisis situation, members of the media may physically come to campus. The PIO must work with other leaders in the EOC to determine a safe space for them to congregate in a makeshift media center. The PIO must communicate that to the media and volunteers should help direct them to that location and check for media credentials. If possible, provide an indoor space for media to set up their laptops, with plenty of parking nearby for television trucks. Obtain login credentials for internet access if the internet is still functional. Depending on the emergency, potential locations include the Pacific Room of Werner University Center, the Pastega Room in the Richard Woodcock Education Center, or room 107 in Hamersly Library.

4.3. Key Messages

The PIO will work with the incident commander and EPG to develop key messages for the crisis/event. These messages should be reflected in all official communication from the university. Crisis key messages should address what's happened, steps being taken

to mitigate the risk and plans to recover.

4.4. News Releases

News releases are the best way to convey initial important details in a crisis to the media, and help to establish a framework of how the media should interact with WOU and where they can go for updates. Appendix 3 provides a news release template.

4.5. Press Conferences and Briefings

The PIO and EPG may determine that a press conference is necessary to communicate important facts about the crisis and answer questions. The PIO will work to identify who will speak at the press conference. A press conference should be held as soon as possible after an event, after facts and action are determined.

Press briefings are a less formal version of a press conference used to provide quick updates to a situation. They are used to notify the media of important updates, time of the next press conference, etc. The PIO or a designee will often provide these briefings.

Refer to Appendices 4 and 5 for a press conference preparation checklist and script, respectively, and Appendix 6 for a list of potential questions from the media.

4.6. Initial Actions to Consider

As soon as the EOC is assembled or other newsworthy event is determined, the PIO should:

- Call in assistant PIO(s)
- Determine the basic facts of the situation and confirm them with the incident commander and EPG (if necessary)
- Send out WOU Alert and/or campus email
- Post initial details to flagship social media accounts
- Add information to the WOU homepage (either in banner space or by activating the blog that takes over the entire WOU site)
- Prepare and distribute a news release
- Determine if a media center will be necessary on campus, and identify the location

4.7. Ongoing Actions to Consider

After initial information has been disseminated, the PIO should:

- Monitor press coverage and social media conversations to answer questions and address misinformation
- Determine if a press conference is necessary; schedule if it is
- Open media center
- Determine if a JIC is necessary; if so, send WOU representative
- Try and document the damages through photos and video, which may be helpful for potential claims and litigation
- Assign someone to accompany the media and determine where they may go on campus (including where they may take photos or video)
- Begin to draft materials such as letters from the president, talking points and other material

Appendices

Appendix 1: Communication Tools Available to WOU

Communication tool	Application	Characteristics
WOU Alert	Short emergency messages directly to campus community	<ul style="list-style-type: none"> • Goes through participants' selected communication methods (SMS, email, phone) in their order of preference. • To be used when the crisis will immediately disrupt major service(s) or is a health/safety threat. • Not to be used for non-urgent matters. • Refer to Mass and Timely Notification Procedures Annex.
Alertus	Takes over desktops of computers connected to campus network.	<ul style="list-style-type: none"> • Used to convey important information to employees and students in classes/meetings. • Can be used campus-wide or can target specific machines. • Especially useful in evacuation/stay inside situations. • Refer to Mass and Timely Notification Procedures Annex.
WOU website banner	A banner to appear across the top of all pages on the WOU website listing what the emergency is.	<ul style="list-style-type: none"> • Functions as an app within the Portal. • Used for only a few words to convey the immediate crisis. • Links to emergency blog.
WOU emergency blog	A blog to house the official information and updates about the crisis.	<ul style="list-style-type: none"> • Serves as the official communication source for the crisis. • Sorts information in reverse-chronological order. • Use the link to this blog in official communications on other media channels.
Flagship social media accounts	Facebook, Twitter and Instagram.	<ul style="list-style-type: none"> • Used to convey initial information as well as updates. • Opportunity to correct misinformation and monitor conversation about the crisis. • Use link to emergency blog to direct traffic there.

		<ul style="list-style-type: none"> ● Choose one platform (preferably Facebook) for the main communication platform. Post on others (including Instagram stories) to at least direct traffic elsewhere. ● It's OK to post a screenshot of a Facebook or Twitter post to Instagram to save time and avoid having to create a graphic.
Email	<p>WOUmail Portal hub to employees, campus-safety-alert@wou.edu</p> <p>WOU-Notice@wou.edu</p> <p>currentstudent@wou.edu</p>	<ul style="list-style-type: none"> ● Campus safety alert list should be the first used to share initial information about a crisis during the first 48-hours or so. ● WOU Notice would be any broad messages that need to come from Rex. ● WOUmail/Internal Communications Hub should be used for ongoing communication about a crisis with information specific to employees. ● Current students list should be used to send information specific to currently enrolled students.
FlashAlert	Wire service to reach print and broadcast media across the state.	<ul style="list-style-type: none"> ● Best way to send a news release out directly to many media outlets, though it is at their discretion whether they run the news. ● Can choose geographic areas of recipients if targeting is necessary. ● Includes a feature to announce campus closures.

Appendix 2: Record of Media Inquiry

WOU Record of Media Request

Incident:

PIO (each PIO should maintain their own record):

Date: _____ **Time:** _____ a.m. / p.m. **Newspaper / radio / TV / magazine / other** (circle one)

Media outlet: _____ **Reporter:**

Phone/email: _____ **Story deadline:**

Their question(s):

Your response (be specific):

Date: _____ **Time:** _____ a.m. / p.m. **Newspaper / radio / TV / magazine / other** (circle one)

Media outlet: _____ **Reporter:**

Phone/email: _____ **Story deadline:**

Their question(s):

Your response (be specific):

Date: _____ **Time:** _____ a.m. / p.m. **Newspaper / radio / TV / magazine /**
other (circle one)

Media outlet: _____ **Reporter:**

Phone/email: _____ **Story deadline:**

Their question(s):

Your response (be specific):

Appendix 3: News Release Template



Western Oregon
UNIVERSITY

Official news release

For immediate release: (insert date)

Headline addressing major point of release

MONMOUTH, Ore. – Opening paragraph (i.e. lede) should address the main who/what/where/when/why/how. No more than a few sentences.

The next paragraphs should provide more detail of the brief points in the opening paragraph. There is no prescribed length for a news release. It depends on the amount of information that needs to be shared.

Consider including a quote from a relevant university representative on the matter. In many cases it's the president, but another member of campus may be more appropriate depending on the crisis. While text in a news release is meant to be factual and direct so a media outlet could run it without changes, a quote allows for more persuasive and emotional language. Include the full name and job title of the quote's speaker.

About Western Oregon University

Western Oregon University, founded in 1856 and located in Monmouth, is Oregon's oldest public university. The university has received national recognition for excellence for its focus on student learning and success by the Education Trust, US. News and World Report, American Association of State Colleges and Universities, National Association of Academic Advisors, and Parade Magazine. WOU is fully accredited by the Northwest Commission on Colleges and Universities.

###

Interview contact

List the person(s) the media should contact for an interview. If media should only contact the PIO, leave this blank.

Note: Add the PIO contact in the footer of the news release.

Appendix 4: Press Conference Checklist

- Determine the room where press conference will be held. Consider the following:
 - Ample size
 - Near parking lot and road space for TV trucks
 - Space for media check-in
 - Number of electrical outlets
- Determine time it will be held. Be considerate of news deadlines (i.e., noon broadcast, 5 or 6 p.m. broadcast, 10 or 11 p.m. broadcast). Try to hold the press conference at least two hours before the next news deadline.
 -
- Announce date and time of press conference.
-
- Identify speakers and order of presentation. Coordinate each speaker's key messages.
 - If possible, hold a practice session with potential media questions.
 - Identify who will address questions on specific matters so the press conference flows quickly during Q&A.
 - Decide if some in attendance are there solely for Q&A or if everyone will speak.
 -
- Determine whether the press conference will be streamed live (e.g., WOU's live stream functionality, Facebook live, Periscope, etc.). At the least assign someone to record the press conference for internal use (on a mobile device is fine) and take photos.
 -
- Set up the space with:
 - Microphones and sound system
 - Podium
 - Chairs
 - Tables for check-in (in room or in lobby/hallway)
 - WOU logo (e.g., backdrops, pull-up banner, posters)
 - Note: many outlets may want to place a microphone or recording device at or near the podium.
- Create media packets with:
 - Any news releases released on the subject, or at least the most recent one
 - A new news release, if applicable
 - FAQ sheets to help address anticipated media questions
 - Relevant visuals (maps, photos, etc.)

- Any other helpful handouts
- Appoint someone to manage media check-in. This is a great role for the assistant PIO on duty. Have that person deliver the check-in list just before start-time to the acting PIO. This helps the PIO and speakers know who is in attendance.
 - Check credentials of each person attending the press conference
 - Take down their name, media outlet and contact information
 - Provide each person (or outlet) with a media packet
- Appoint someone to take notes of each question asked, who asked it (name and media outlet) and the answer given. This would be a good role for the person managing check-in.
- Begin the press conference.
 - PIO will greet the assembly and discuss the format and purpose of press conference.
 - PIO will introduce the speakers.
 - Try to call on the local reporters first.
- After the press conference, follow up with reporters in attendance with any updates and monitor coverage for misinformation.

Appendix 5: Press Conference Script Template

Welcome to today's (this morning's/tonight's) press conference. My name is _____ (PIO) and I'm the _____ at Western Oregon University.

We will present information on _____ (briefly describe crisis/event).

You'll hear from _____ (list speakers' names, roles and what they're talking about).

After our statement(s) we will open the floor to your questions. Please hold all questions until all statements have been given. Due to ongoing response needs, we will be available for _____ minutes today.

I'd like to introduce _____ (spell names if necessary).

(PIO to introduce each speaker)

We'll now open for questions. We have about _____ minutes (PIO will call on reporters).

Thank you for joining us today (if another press conference is scheduled, announce the time).

Appendix 6: Common Media Questions

Introductory info

- What is your name and title?
- What are your job responsibilities?
- What are your qualifications?

Who

- Who was harmed?
- How many people were harmed, injured or killed?
- Are those that were harmed getting help?
- How are those who were harmed getting help?
- What are the names of those that were harmed?
- Can we talk to them?
- Who else is involved in the response?
- Who caused this to happen?
- Who is to blame?
- Do you think those involved handled the situation well enough?
- Who is conducting the investigation?
- Are all those involved in agreement?
- Are people overreacting?
- Who else will pay the costs?

What

- Can you tell us what happened?
- What can others do to help?
- Is the situation under control?
- Is there anything positive that you can tell us?
- Is there any immediate danger?
- What is being done in response to what happened?
- Who is in charge?
- What can we expect next?
- What are you advising people to do?
- How long will it be before the situation returns to normal?
- What help has been requested or offered from others?
- What responses have you received?
- Can you be specific about the types of harm that occurred?
- How much damage occurred?
- What other damage may have occurred?
- How certain are you about damage?
- How much damage do you expect?
- What are you doing now?

- What was the cause?
- Did you have any warning this might happen?
- What else can go wrong?
- If you are not sure of the cause, what is your best guess?
- Could this have been avoided?
- What are you going to do after the investigation?
- What have you found out so far?
- What is your personal opinion?
- What are you telling your own family?
- Which laws are applicable?
- Has anyone broken the law?
- What challenges are you facing?
- Has anyone made mistakes?
- What mistakes have been made?
- Have you told us everything you know?
- What are you not telling us?
- What effects will this have on the people involved?
- What precautionary measures were taken?
- Do you accept responsibility for what happened?
- Has this ever happened before?
- Can this happen elsewhere?
- What is the worst-case scenario?
- What lessons were learned?
- Were those lessons implemented?
- What can be done to prevent this from happening again?
- What would you like to say to those that have been harmed and to their families?
- Is there any continuing the danger?
- Are people out of danger? Are people safe?
- Will there be inconvenience to employees or to the public?
- How much will all this cost?
- Are you able and willing to pay the costs?
- What steps need to be taken to avoid a similar event?
- Have these steps already been taken? If not, why not?
- What does this all mean? Is there anything else you want to tell us?

When

- When did it happen?
- When did your response to this begin?
- When were you notified that something had happened?
- When will we find out more?

Where

- Where did it happen?

Why

- Why did this happen?
- Why wasn't this prevented from happening?
- Why was more not done to prevent this from happening?

Pulled from: Covello, V.T., "Risk Communication," p. in Environmental Health: From Local to Global. Howard Frumkin, M.D., Dr.P.H. (editor). New York: Jossey Bass/John Wiley and Sons, Inc. (2005)

WESTERN OREGON UNIVERSITY HEALTH SERVICES ANNEX

Approved by:

Last Update:

1. Introduction

The Health Services Annex describes how the university will work to protect and promote the mental and physical health of the campus population during a time of emergency.

1.1. Purpose

The intent of this annex is to provide guidance during a university-wide emergency that requires coordinating plans, procedures and resources to support mental health and medical care. This plan supports the general Emergency Operations Plan to keep the university operational.

1.2. Scope

This plan only provides guidance in regard to health services. This document is for WOU Campus use only. The following activities are within the scope of this annex:

- Support local assessment and identification of public health and medical needs in impacted areas and implement plans to address those needs.
- Coordinate and support stabilization of the public health and medical system in impacted areas.
- Support sheltering of persons with medical needs.
- Monitor and coordinate resources to support care and movement of persons with medical needs in impacted areas.
- Support monitoring, investigating and controlling potential or known threats and impacts to human health through surveillance, delivery of medical countermeasures, and non-medical interventions.
- Support monitoring, investigating and controlling potential or known threats to human health of environmental origin.
- Develop, disseminate and coordinate accurate and timely public health and medical information.
- Monitor the need for, and coordinate resources to support, fatality management services.
- Monitor the need for, and coordinate resources to support, disaster behavioral health services.
- Support responder safety and health needs.

1.3. Planning Considerations

The university's planning efforts have been guided by the following principles:

- Protect and support the health, safety, and welfare of the students, faculty, staff and visitors as well as the assets and property of the university.
- Identify emergency related events that serve as action prompts for progressively higher levels of university response.
- Identify and implement practices and actions to limit the disruption of daily functions at WOU. Identify key departments and personnel that perform mission-critical/essential functions as designated responders. Effective communication and information sharing utilizing a variety of communication media.
- An Incident Command System will be established to ensure that appropriate decisions will be made centrally and by an approved chain of command.
- A large-scale emergency is likely to overwhelm the local health system and severely impact the availability of staff, bed capacity, medical supplies and equipment. Some emergencies may require hospitals to set up alternate care sites or mobile hospitals.
- Uninjured persons who require frequent medications such as insulin and anti-hypertensive drugs, or regular medical treatment such as dialysis, may have difficulty obtaining these medications and treatments in the aftermath of an emergency situation due to damage to pharmacies and treatment facilities and disruptions caused by loss of utilities and damage to transportation systems

1.4. Partners

- Polk County EMS
- Dallas Hospital
- Polk County Emergency Management
- Oregon Health Authority

2. Situation and Planning

2.1. Planning Considerations

The WOU CERT team can be deployed as an initial response unit when emergency medical services are required.

- Emergencies and disasters may occur without warning at any time of day or night and may cause mass casualties.
- Disaster and mass-casualty incidents take many forms. Proper emergency medical response must be structured to provide optimum resource application without total abandonment of day-to-day responsibilities.
- A large-scale emergency is likely to overwhelm the local health system and severely impact the availability of staff, bed capacity, medical supplies and equipment. Some emergencies may require hospitals to set up alternate care sites or mobile hospitals.
- Hospitals, nursing homes, ambulatory care centers, pharmacies, and other facilities for medical/health care and access and functional needs populations may be damaged or destroyed in major emergency situations.
- In a major catastrophic event (including, but not limited to, epidemics, pandemics and bioterrorism attacks), medical resources may be insufficient to meet demand, specialized equipment and/or treatment materials may be unavailable, and transportation assets may be restricted due to contamination. No emergency plan can ensure the provision of adequate resources in such circumstances.
- The damage and destruction caused by a natural or technological event may produce urgent needs for mental health crisis counseling for victims and emergency responders.
- Emergency responders, victims and others affected by emergency situations may experience stress, anxiety and other physical and psychological symptoms that may adversely affect their daily lives. In some cases, disaster mental health services may be needed during response operations.

2.2. Issues and Challenges

- Medical and health care facilities that remain in operation and have the necessary utilities and staff could be overwhelmed by the “walking wounded” and seriously injured victims transported to facilities in the aftermath of a disaster.
- Uninjured persons who require frequent medications such as insulin and anti-hypertensive drugs, or regular medical treatment such as dialysis, may have difficulty obtaining these medications and treatments in the aftermath of an emergency situation due to damage to pharmacies and treatment facilities and disruptions caused by loss of utilities and damage to transportation systems.
- Regarding mental health care, SHCC counselors work nine months and therefore there may be limited mental health response for disasters occurring mid-June to mid-September.

3. Concept of Operations

3.1. Activation

Activation of the Emergency Operations Plan is executed by the incident commander. After the incident commander declares a state of emergency, the EOC will be activated. The incident commander will assume responsibility.

3.2. Need-Based Response

- The incident commander and Logistics Section chief will evaluate the transportation needs of the university based on the event.
- The Logistics Section chief will conduct an inventory of the available vehicles, drivers and fuel on campus. If the available inventory meets the needs of the event, the required resources will be deployed.
- Establish a vehicle log, indicating driver, purpose and hours of use.
- If additional transportation resources are required, the Logistics Section chief will contact external vendors to obtain additional vehicles.

- In the event of a campus evacuation, the EOC will contact Polk County to identify approved evacuation routes.

3.3. Communication

See the Communication Annex if the EOC is required to communicate with the campus community.

4. Recovery

- 4.1.** The WOU Emergency Planning Team will conduct an After-Action Review after all operations are restored. The WOU Emergency Planning Team is responsible for initiating and completing the AAR. The AAR will address the effectiveness of the continuity plans and procedures. The AAR will identify areas for improvement in all aspects of the document. The WOU Emergency Planning Team will then develop a remedial action plan as soon as possible.

WESTERN OREGON UNIVERSITY MASS CARE ANNEX

Approved by:

Last Update:

1. Introduction

The Mass Care Annex describes how the university will address the mass care, temporary housing and human services needs of WOU students, faculty and staff affected by disasters on campus.

1.1. Purpose

The intent of this annex is to provide guidance during a university wide emergency that requires sheltering and feeding WOU students, faculty and staff. This is a plan to support the general Emergency Operations Plan to keep the university operational.

1.2. Scope

This plan only provides guidance in regard to mass care needs. This document is for WOU campus use only.

1.3. Planning Considerations

The university's planning efforts have been guided by the following principles:

- Protect and support the health, safety and welfare of the students, faculty, staff and visitors as well as the assets and property of the university.
- Identify emergency related events that serve as action prompts for progressively higher levels of university response.
- Identify and implement practices and actions to limit the disruption of daily functions at WOU. Identify key departments and personnel that perform mission-critical/essential functions. Effective communication and information sharing using a variety of communication media.
- An Incident Command System will be established to ensure that appropriate decisions will be made centrally and by an approved chain of command.

1.4. Partners

- American Red Cross

2. Situation and Planning

2.1. Planning Considerations

WOU maintains a small supply of emergency rations on campus. WOU has a water filtration system specifically for providing clean drinking water to our campus population.

2.2. Issues and Challenges

Depending on the nature of the emergency, some buildings on campus may not be structurally safe for housing people. If utilities are disrupted (e.g., water, electricity and natural gas), providing clean water, hot food and sanitation services may be challenging.

3. Concept of Operations

3.1. Activation

Activation of the Emergency Operations Plan is executed by the incident commander. Once the incident commander declares a state of emergency; the EOC will be activated. The incident commander will assume responsibility.

3.2. Shelters and Mass Care Facilities

- Mass care includes the registration of evacuees, the opening and management of temporary lodging facilities, and the feeding of evacuees and workers. Non-governmental organizations such as the American Red Cross may assist in registering evacuees and, as applicable, will coordinate information with appropriate government agencies regarding evacuees housed in shelters. The Oregon Department of Human Services Regional Office for Social Services can provide additional support for sheltering and mass care.
- Protective shelters are life preserving; they are designed to afford protection from the direct effects of hazard events and may or may not include the life supporting features associated with mass care facilities. In contrast, mass care facilities are life-supporting; they provide protection from the elements and basic life-sustaining services when hazard events result in evacuations. The latter category of facilities is the focus of this annex.
- The designation of specific lodging and feeding facilities will depend on the actual situation and the location of the hazard area. The Peter Courtney Health and Wellness

Center, New Physical Education, and the Werner University Center will be a prime consideration for use as emergency mass care facilities. Selected facilities will be located far enough from the hazard area to prevent the possibility of the threat extending to the mass care facility.

- Perishable food from Campus Dining will be prepared and distributed to evacuees while stores are fresh and fit for human consumption. After those supplies have been depleted, emergency rations will be distributed.
- A supply of bottled water is kept on campus and will be distributed to evacuees as needed. After that supply of water has been depleted, a water filtration system will be used to provide potable water by using the rainwater collection tank behind Ackerman Hall. The swimming pool in the HWC can be used as an alternate water source, if necessary.
- If utilities are disrupted (e.g., water and sewer), accommodations for temporary sanitation facilities will be arranged.

3.3. Communication

See the Communication Annex for more information if the EOC is required to communicate with the campus community.

4. Recovery

- 4.1.** The WOU Emergency Planning Team will conduct an After-Action Review after all operations are restored. The WOU Emergency Planning Team is responsible for initiating and completing the AAR. The AAR will address the effectiveness of the continuity plans and procedures. The AAR will identify areas for improvement in all aspects of the document. The WOU Emergency Planning Team will then develop a remedial action plan as soon as possible.

WESTERN OREGON UNIVERSITY
MASS AND TIMELY NOTIFICATION
PROCEDURES
ANNEX

Approved by:

Last Update:

1. Introduction

1.1. Purpose

The Higher Education Opportunity Act (Public Law 110-315) finalized in 2009 reauthorized and expanded the Higher Education Act of 1965 and amended the mandatory Clery Act reporting requirement. The federal law requires all colleges and universities to have a notification and warning plan in place to alert the campus community of an emergency.

Section 668.46 (e) of the Federal Register states: An emergency notification is required in the case of immediate threat to the health or safety of students or employees occurring on campus. A timely warning may be sent in response to specific crimes reported to campus security or the local police and considered by the institution to represent a threat to students and employees, including those occurring on public property surrounding the university.

1.2. Objective

To communicate with campus community a crime that occurred and is considered to represent a serious or continuing threat to the campus. To provide a timely mass notification warning/information to all students, faculty, and staff of a threat, occurring or imminent, that poses an **immediate** risk to their health, safety or general welfare while on campus.

Communicate with the campus advising of an event that occurred on or near campus property. These do not pose an immediate threat to life or safety, but are of a nature where a timely warning or instructions may directly affect the well-being of the recipient.

1.3. General Facts

Both students and employees are automatically registered for the WOU Alert system. Students will receive a message by email using their WOU student email account and a voice message to the phone number they provided at registration. Employees will receive a message to their WOU staff email account and a voice message to their work extension phone. In addition, they can update and customize their WOU Alert by adding additional email or phone numbers and/or signing up to receive text message alerts.

1.4. Scope

The authorization governing use of WOU Alert resides with Campus Public Safety or designee as delegated by the president. The use of WOU Alert is at their discretion during emergency events. Full activation WOU Alerts will be sent out to all individuals in the WOU Alert database including students, staff, faculty and individuals requesting notifications such as local police, local fire and private businesses on campus.

1.5. Reportable Crimes

The following categories are considered reportable crimes by the Clery Act: *Homicide, manslaughter, forcible and non-forcible sex offences, robbery, aggravated assault, burglary, motor vehicle theft, arson, liquor law violations, drug violation, illegal weapon possession, hate crimes, larceny-theft, simple assault, intimidation, destruction/vandalism of property and any other crime involving bodily injury*. Depending on the nature of the crime, they may be viewed as an immediate threat and reported via WOU Alert, sent as a timely warning, or reported in CPS crime log.

2. Situation and Assumptions

2.1. Alert and Timely Warning Situations

Emergency Situations are events, anticipated or unexpected, that threaten life or safety and require immediate action.

2.2. Immediate Threat

This is an event that poses a significant emergency or dangerous situation involving an imminent or impending threat to the health or safety of students or employees occurring on campus. This type of situation most likely will utilize the full WOU Alert activation.

2.3. Timely Warnings

These are notifications that are sent to the campus community advising of event(s) that have occurred on the campus property or advising of event(s) occurring near the campus. The event(s) do not pose an immediate threat to life or safety, but are of a nature where timely warnings or instructions may directly affect the well-being of the recipient. Timely warnings are meant to provide information to make WOU's community aware of an ongoing threat or risk, aid in the prevention of similar crimes, and provide safety tips. These

notifications usually occur as an all-campus email and should be issued as soon as the pertinent information is available.

2.4. Alert Levels

Depending on the nature, severity, location, and/or duration of an incident or threat, one of the following alert levels is selected:

- **Full Activation of WOU Alert:** A situation that requires the immediate activation of **ALL** primary delivery groups and via **ALL** modes of delivery. Example: confirmed armed intruder on campus.
- **Partial Activation of WOU Alert:** A situation that requires use of only certain, selected primary delivery groups via all modes of delivery. Example: Activation of the WOU CERT.
- **Safety Alert / Timely Warning:** A situation that is not a warning of an immediate threat but rather a dissemination of information in a timely manner. These are done via email/flyers and should include information around the safety alert and include safety tips, pertinent websites and phone numbers. Example: Sexual predator in the city.
- **Public Service Announcement:** The distribution of information that serves to promote safety and a culture of preparedness by raising awareness. These are done via email/flyers. Example: How to respond in an earthquake.
- **Post-Event Message:** Information summarizing previous alert or message. These may come from CPS or administration. Example: Email detailing findings of police investigation and safety tips.
- **All-Clear Message:** Announcing threat is over.

2.5. Assumptions

In order to plan for and consider the effectiveness of the WOU Alert emergency notification system, one must take into account several planning assumptions:

- Most emergencies requiring activation of the WOU Alert emergency notification system will be “no notice.” This means that there is a potential immediate threat to life safety.
- No one method of communication will reach everyone, everywhere or every time. Taking into account communication impairments, utilization of numerous and varied communication

methods is required.

- Even with numerous and various communication methods, you can never guarantee 100% delivery.
- Due to limitations beyond the university's control, a small portion of the intended audience will receive their emergency messages in a later time frame than desired.
- Despite best efforts, errant information may still be generated and distributed by alternate means of communication (e.g., word of mouth, social media). This requires WOU Alert messages to be clear, concise, succinct and accurate.
- Language barriers, such as with international students, can result in misunderstood messages.
- Emergency messages must be identifiable as "official" WOU Alert messages.
- An ongoing educational campaign is required to introduce the system to every person on campus.

3. Roles and Responsibilities

3.1. Access Control

WOU has a small group of administrators who are authorized to access and send alerts by the mass notification system WOU Alert.

- Director of Campus Public Safety
- Public information officer
- Chief information officer
- WOU Alert super user

3.2. Testing WOU Alert

Regular testing of the WOU Alert system is required to ensure functionality and to familiarize recipients with the system's features. All tests will be evaluated and corrective action recommendations developed, as necessary. This application will be tested one time each quarter, with the exception of summer. Testing of WOU Alert is usually announced. Each scripted test email message will include a link to add additional information to WOU Alert. Upon completion of testing, the result data is assessed. The WOU Alert super user will send out an email to recipients who had incorrect / invalid phone numbers. This email will ask the recipients to update their WOU Alert information and give them instructions on how to log on and update their information.

WOU will keep records of each test for seven years that include:

- A description of the test
- Date test was held
- Time the test started and ended
- If the test was announced or unannounced

3.3. User Training

All users of this system will attend quarterly training given by the WOU Alert super user. New employees who will have access to WOU Alert will receive initial training and a copy of this procedure.

4. Concepts of Operations

4.1. Procedures

Below is a summary of the steps taken to initiate a WOU Alert or Timely Warning. Appendix 1 in the Communications Annex shows scenarios and possible modes of information dissemination to the campus.

4.2. Immediate Threat

WOU Alert shall be activated by or at the request of CPS as soon as they have confirmed there is an immediate threat present. In the event of a public health emergency, SHCC will advise if we need to send out a full activation WOU Alert or a timely warning message. Possible unexpected emergencies which would activate WOU Alert include but are not limited to:

- Armed Intruder or hostage situations
- Bomb threats or other imminent violent threats
- Building evacuations or lockdown
- Natural disaster like earthquakes or severe storms
- Power utility failure
- Police activity on campus

CPS will take the following steps to verify an immediate threat exists in the absence of an obvious event (e.g., earthquake). In the event of a man-made event, CPS officers will respond to the area and investigate. They will immediately contact the CPS director and report their findings. If the CPS Director assesses there is an immediate threat to the health and safety of the Campus, a WOU Alert will be sent out to all recipients without delay.

If the CPS director is not immediately available, CPS will contact a member of the cabinet (vice president for Administration and Finance, Provost and vice president for Academic Affairs, vice president for Development, executive director, WOU Foundation.) This cabinet member will order a WOU Alert to be sent, if needed.

If during the event, the exact nature of the event is not known, but it is determined to be a potentially dangerous situation (e.g., police activity on campus), the police activity WOU Alert message may be initiated.

In order to facilitate WOU Alerts being sent without delay, the PIO has created messages for a variety of situations that have been pre-approved. See Communications Annex for more information.

- Choose one of the pre-written messages loaded into WOU Alert.
- If there is not a specific one, write one for the event.
- Review message to see if any information needs to be added (identified by [].)
- Record message for voicemail.
- Send message to all recipients in database by phone, email, text message and social networks.

Follow-up communications will be sent by the university as more information is obtained.

When the event is over an all-clear message will be sent via WOU Alert and then followed with an informational email summarizing the event including crime, specific safety tips and contact numbers/websites.

The following are exceptions where WOU may not provide immediate notification without delay: *“unless issuing a notification will, in the professional judgment of responsible authorities, compromise efforts to assist a victim or to contain, respond to, or otherwise mitigate an emergency”* FR 668.46(g)(3)

Upon receiving a WOU Alert, the Hamersly Library, the Student Health and Wellness Center and Werner University Center will then read the WOU Alert through the overhead speaker.

4.3. Timely Warnings

In order to keep the campus community informed about ongoing

safety and security issues, WOU will advise the campus community of reportable crimes that have occurred.

- Warnings are sent regarding the situation of a crime occurring on or near campus, usually as soon as pertinent information is available and confirmed.
- Situations that could initiate a timely warning include, but are not limited to:
 - Multiple burglaries on campus
 - Hate crimes
 - Aggravated assault, sexual assault
- CPS director and dean of students will collaborate to compose the safety alert including safety tips, additional contact numbers and information about crime(s) that triggered the timely warning.
- Send a message as an all-campus and all-student email.
- Follow up communications may be sent depending on the event.
- Safety alerts usually won't require an all-clear message.
- This information will mainly be sent by email as a Timely Warning. At times a specific situation may alter the way a crime is reported to the campus. Example: female immediately reports being groped by an unknown assailant. This situation would usually be sent out as a Safety alert in an all-campus email. If the crime is not reported to school officials for six weeks, this may be reported in the school newspaper's CPS section. In addition, WOU may send out safety alerts for other (non-Clery reportable) crimes that may pose a serious or continuing threat to the campus community (e.g., kidnapping).
- If a crime is reported solely to a counselor or pastor, a timely warning is not necessary.

WESTERN OREGON UNIVERSITY SEARCH AND RESCUE ANNEX

Approved by:

Last Update:

1. Introduction

1.1. Purpose

This annex is to address the search and rescue operations on the WOU campus.

1.2. Scope

This plan is for WOU campus use only. The search and rescue efforts will be executed by WOU essential personnel or designated responders. WOU will only respond to light duty SAR efforts. The more extensive SAR efforts will be managed through the Polk County Sheriff's Office and Emergency Management.

2. Situation and Assumptions

- 2.1.** On the WOU campus, there are old brick buildings. Some buildings need to have seismic upgrades. Many of the buildings have HVAC equipment on the roof or in the attic, thus adding stress to the structure.
- 2.2.** The WOU campus is also home to lots of large, mature trees. Although the trees are well-established, a major wind storm could topple these trees or at least damage heavy limbs.
- 2.3.** Some of the buildings are built on natural water springs or where a small creek used to pass through.
- 2.4.** WOU will only execute "light duty" SAR, the employees of WOU are not trained in high-elevation or confined-space rescue. This means that in a major event where there are multiple high-risk rescues across the county, there may not be a quick and timely response.

3. Concept of Operations

- 3.1.** In a major emergency event, designated responders at WOU may be the only team able to remove people who are injured or in danger.
- 3.2.** Before any rescue efforts commence, a safety evaluation of the situation will need to be completed. This is for the safety of the designated responders and the person who is trapped.

- 3.3.** After the safety evaluation is complete, a recommendation will be made by the safety officer to the EOC. This evaluation should be looked at from the trapped person's point of view and the rescuer's point of view.
- 3.4.** After the EOC gives approval, the rescue effort shall begin.
- 3.5.** After the rescue effort, the safety officer will need to give a report back to the EOC on the details of the rescue.
- 3.6.** Rescue effort reports shall include: pre-rescue inspection report, the rescue process, any changes or improvements needed for the next rescue effort.
- 3.7.** See Polk County Emergency Operations Plan ESF 9-Search and Rescue

4. Long-Term Recovery and After Action

4.1. Debriefing the Responders

- Mental health evaluation
- Physical health evaluation

- 4.2.** The WOU Emergency Planning Team will conduct an After-Action Review after all operations are restored. The WOU Emergency Planning Team is responsible for initiating and completing the AAR. The AAR will address the effectiveness of the continuity plans and procedures. The AAR will identify areas for improvement in all aspects of the document. The WOU Emergency Planning Team will then develop a remedial action plan as soon as possible.

WESTERN OREGON UNIVERSITY TRANSPORTATION ANNEX

Approved by:

Last Update:

1. Introduction

The Transportation Annex describes how the university will coordinate transportation needs during a time of emergency.

1.1. Purpose

The intent of this annex is to provide guidance during a university-wide emergency that requires transporting people, equipment and/or supplies. This plan supports the general Emergency Operations Plan to keep the university operational.

1.2. Scope

This plan only provides guidance in regard to transportation needs. This document is for WOU campus use only.

1.3. Planning Considerations

The university's planning efforts have been guided by the following principles:

- Protect and support the health, safety and welfare of the students, faculty, staff and visitors as well as the assets and property of the university.
- Identify emergency related events that serve as action prompts for progressively higher levels of university response.
- Identify and implement practices and actions to limit the disruption of daily functions at WOU. Identify key departments and personnel that perform mission-critical/essential functions. Effective communication and information sharing using various communication media.
- An Incident Command System will be established to ensure appropriate decisions will be made centrally and by an approved chain of command.

1.4. Partners

- Central School District, Mid-Columbia Bus Company, Dallas
- If more resources are needed, consider: Salem-Keizer Transportation Services, Cherriots Public Transit, or First Student Bus Transportation in Corvallis.

Situation and Planning

1.5. Planning Considerations

WOU maintains a small fleet of cargo and utility vehicles on campus. Identify partners/vendors to have a contract or MOU with to provide transportation services.

1.6. Issues and Challenges

- The available inventory of vehicles on campus and through aid agreements with external vendors may not be sufficient to evacuate the entire campus at once.
- Depending on the nature of the emergency, road conditions may not allow transportation by vehicle.

2. Concept of Operations

2.1. Activation

Activation of the Emergency Operations Plan is executed by the incident commander. After the incident commander declares a state of emergency, the EOC will be activated. The incident commander will assume responsibility.

2.2. Need-Based Response

- The Incident Commander and Logistics Section chief will evaluate the transportation needs of the university based on the event.
- The Logistics Section chief will conduct an inventory of the available vehicles, drivers and fuel on campus. If the available inventory meets the needs of the event, the required resources will be deployed.
- Establish a vehicle log indicating driver, purpose and hours of use.
- If additional transportation resources are required, the Logistics Section chief will contact external vendors to obtain additional vehicles.
- In the event of a campus evacuation, the EOC will contact Polk County to identify approved evacuation routes.

2.3. Communication

See the Communication Annex for more information.

3. Recovery

The WOU Emergency Planning Team will conduct an After-Action Review after all operations are restored. The WOU Emergency Planning Team is responsible for initiating and completing the AAR. The AAR will address the effectiveness of the continuity plans and procedures. The AAR will identify areas for improvement in all aspects of the document. The WOU Emergency Planning Team will then develop a remedial action plan as soon as possible.

WESTERN OREGON UNIVERSITY VOLUNTEERS AND DONATIONS ANNEX

Approved by:

Last Update:

1. Introduction

The Volunteers and Donations Annex describes how the university will coordinate and manage volunteers, financial contributions and in-kind donations provided in response to disasters on campus.

1.1. Purpose

The intent of this annex is to provide guidance during a university-wide emergency. This is a plan to support the general Emergency Operations Plan to keep the university operational.

1.2. Scope

The following activities are within the scope of this annex:

- Coordinate the disaster response activities of volunteers affiliated with federal, state, private and faith-based groups, alumni and the community.
- Coordinate and/or provide guidance on the management and/or use of solicited donations (financial and in-kind) received.
- Manage spontaneous/unaffiliated volunteers and unsolicited donations and refer those resources to the appropriate volunteer groups, if applicable.
- Provide guidance to groups engaged in the management of spontaneous/unaffiliated volunteers and/or unsolicited donations as requested.

This annex does not supersede the plans, policies or procedures of voluntary organizations, nor does it affect donations or voluntary assistance offered directly to volunteer agency partners. This annex also does not address organized volunteer resources that have been vetted to support a specific function.

1.3. Planning Considerations

The university's planning efforts have been guided by the following principles:

- Protect and support the health, safety and welfare of the students, faculty, staff and visitors as well as the assets and property of the university.
- Identify emergency-related events that serve as action prompts for progressively higher levels of university response.

- Identify and implement practices and actions to limit the disruption of daily functions at WOU. Identify key departments and personnel who perform mission-critical/essential functions.
- Effective communication and information sharing using a variety of communication methods.
- An Incident Command System will be established to ensure appropriate decisions will be made centrally and by an approved chain of command.

2. Situation and Planning

2.1. Planning Considerations

During large-scale incidents, a surge of spontaneous/unaffiliated volunteers and/or unsolicited donations may jam distribution channels, overwhelm university and volunteer agencies, and hamper EOC response operations. The timely release of information to the public regarding needs and collection points is essential to the management of donated goods and services. It is also critical to involve campus volunteer managers, WOU Foundation members and development staff in this process. Coordinating the efforts of multiple volunteer agencies, groups and individuals is necessary to avoid duplication of effort and redundancy in the provision of services.

3. Concept of Operations

3.1. Activation

Activation of the Emergency Operations Plan is executed by the incident commander. After the incident commander declares a state of emergency, the EOC will be activated. The incident commander will assume responsibility.

3.2. Emergency Operations Center Operations

The Logistics Section chief will be responsible for the following:

- Serve as a liaison with any supporting volunteer agencies and community partners.
- Serve as a liaison with campus volunteer managers, WOU Foundation and development staff.

- Provide a primary entry point for situational information related to volunteer and donations management.
- Share situation status updates related to volunteer and donations management to inform development of the situation report.
- Provide volunteer and donation-specific reports for EOC briefings.
- Assist in development and communication of volunteer and donation-related actions to tasked agencies.
- Monitor ongoing volunteer and donation actions.
- Share volunteer and donation-related information with the public information officer to ensure consistent public messaging. *See the Communication Annex for more information.*

3.3. Coordination with Other Annexes

The following emergency support functions support volunteer and donation-related activities:

- Transportation: Coordinate transportation of donated goods and volunteers to impacted areas.
- Mass Care: Identify unmet community needs and coordinate distribution of goods and services to impacted populations.
- Health Services: Coordinate healthcare volunteer support.
- Mass Care: Coordinate donations of food and water supplies.
- Communication: Inform the public how to effectively support response and recovery through volunteering and donations.

4. Volunteer Management

- 4.1.** Alumni and individuals who want to volunteer their time may reach out directly to the alumni relations coordinator in Alumni Relations (Advancement Division). The person in that role should be involved in this process as early as possible.

The alumni relations coordinator could help manage volunteers during an emergency. Potentially identify a few other campus individuals to support that role as well.

A background check will be conducted for any volunteer.

4.2. Items of Consideration and Questions to Answer

- What is the maximum number of volunteers needed at this time?
- Will we be feeding volunteers during their shifts?
- Will we provide transportation or housing to volunteers?
- Who will be paying for any food, transportation or other costs related to volunteer management?
- What skills and/or equipment are necessary for volunteers to have?

4.3. Sample text to use when creating a list of volunteers to help in a crisis: “We have a volunteer coordinator taking names and contact information. Please provide your phone number and email address. We’ll reach out to fill shifts.”

4.4. The alumni relations office and development staff have access to a database of alumni. Contact those departments for support in contacting alumni for help with volunteers, in-kind and financial donations.

5. Financial Donations

5.1. Role of the WOU Foundation

All financial donations in an emergency should be routed through the WOU Foundation, not the state/university budgets. The WOU Foundation is a separate entity from the university. The WOU Foundation executive director and chair of the WOU Foundation board are legally responsible for the foundation and its monies.

In the absence of available WOU Foundation staff in the Advancement Division, the WOU Foundation board chair should be consulted for financial donation issues and needs.

5.2. Ways to Donate Money to WOU

To ensure donations for an emergency are available for use, contact the business operations and finance manager in the Advancement Division to have a WOU Foundation fund created for the emergency.

Individuals and organizations can give to the WOU Foundation in a couple of ways:

- Visit wou.edu/give to make an online donation. The donor only needs to identify the emergency in the notes section of the donation form, and the money will be earmarked for that fund.
- Mail a check to campus that is made out to the WOU Foundation.
- Visit the Cottage on campus (if the building is open and staff are working during the emergency) to deliver a donation in person.
 - The following option is not to be advertised unless university staff members are not available to accept donations on campus: People can visit a US Bank branch to make a donation to the WOU Foundation.
 - This option is to be avoided if possible because it makes donor tracking and tax receipting difficult.

6. In-Kind Donations

- 6.1.** Any in-kind donations must follow policies of the WOU Foundation.

7. Recovery and Assessment

- 7.1.** The WOU Emergency Planning Team will conduct an After-Action Review after all operations are restored. The WOU Emergency Planning Team is responsible for initiating and completing the AAR. The AAR will address the effectiveness of the continuity plans and procedures. The AAR will identify areas for improvement in all aspects of the document. The WOU Emergency Planning Team will develop a remedial action plan as soon as possible.

Glossary of Terms

AAR – After-Action Review

AED - Automatic External Defibrillator

ALICE - Alert, Lockdown, Inform, Counter, Evacuate

CBRNE - Chemical, Biological, Radiological, Nuclear and Explosive

CDC - Centers for Disease Control and Prevention (determine based on context)

CDC – Child Development Center (determine based on context)

CERT - Community Emergency Response Team

CFR - Code of Federal Regulations

CMT - Crisis Incident Management Team

CPS - Campus Public Safety

CSD - Central School District

ECC - State Emergency Coordination Center

EMP - Emergency Management Plan

EMS – Emergency Medical Services

EPG - Emergency Policy Group

EPT - Emergency Planning Team

EOC –Emergency Operations Center

EOP - Emergency Operations Plan

EOT - Emergency Operations Team

FBI - Federal Bureau of Investigation

H1N1 - swine flu

HAZMAT - Hazardous Materials

HIV - Human Immunodeficiency Virus

HSS - Bellamy Hall

HVA - Hazard Vulnerability Analysis

HVAC - Heating, Ventilation, Air Conditioning

HWC – Peter Courtney Health and Wellness Center

IAP - Incident Action Plan

IC - Incident Commander

ICS - Incident Command System

IED - Office of International Education and Development

ITC – Instructional Technology Center

JIC - Joint Information Center
MOU – Memorandum of Understanding
MPD - Monmouth Police Department
NIMS - National Incident Management System
NPE - New Physical Education
NRF - National Response Framework
NS - Natural Science
OEM - Oregon Emergency Management
OHA - Oregon Health Authority
ORS - Oregon Revised Statutes
PCPH – Polk County Public Health
PIO - Public Information Officer
PPE – Personal Protection Equipment
RVEC - Richard Woodcock Education Center
SAR - Search and Rescue
SARS - Severe Acute Respiratory Syndrome
SHCC - Student Health and Counseling Center
UC – Unified Command
WHO - World Health Organization
WMD - Weapons of Mass Destruction
WOU - Western Oregon University
WUC - Werner University Center