

The Ohio State University

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**[Enter Your Department Name Here]**  
**DEPARTMENT EMERGENCY**  
**OPERATIONS PLAN**

**Department of Public Safety**  
Division of  
Emergency Management & Fire Prevention

# DEPARTMENT EMERGENCY PLANNING GUIDELINES

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# INTRODUCTION

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Emergencies and disasters can happen at any moment - and, they usually occur without warning. When an emergency strikes, our immediate safety and prompt recovery will depend on the existing levels of preparedness among faculty, staff, and students.

Each department at The Ohio State University (OSU) has an important role to play in maintaining the University's emergency preparedness and safety.

During a major emergency or disaster, OSU Public Safety will rely on effective communication between the OSU "Emergency Operations Center (EOC)" and corresponding "Department Operations Centers (D-EOCs)" in individual campus departments.

Clearly, Department Emergency Plans are an essential building block of the University's emergency response. They are also part of every unit's basic health and safety responsibilities and business continuity planning. Department Emergency Plans outline how an organization will

- ✓ Protect the safety of students, faculty, staff and visitors in the department,
- ✓ Safeguard vital records and resources related to the department's mission, and
- ✓ Coordinate with the University's emergency response and recovery procedures

Your Department Emergency Plan should contain comprehensive, yet simple and flexible, procedures that units can apply to a variety of emergency incidents that may occur, including

- ◆ Earthquakes
- ◆ Fires or Explosions
- ◆ Hazardous Materials Releases
- ◆ Extended Power or Utility Outages
- ◆ Floods
- ◆ Mass Casualty Events

Materials in this Handbook provide guidance for any emergency level. The guidelines will help department managers identify key emergency roles and responsibilities, plan ahead for safe building evacuations and effective emergency communications, and develop strategies for resuming normal functions after emergency conditions subside.

# INTRODUCTION

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The manual is divided into three sections:

- A. PREPAREDNESS
- B. RESPONSE
- C. RECOVERY

Each section contains information, checklists and forms that outline the basic components of these three critical areas. The materials can serve as templates to create a new Department Emergency Plan, or they can be incorporated directly into existing Department D-EOCuments. By keeping emergency preparedness plans in a loose-leaf binder, departments can easily customize or update the contents

The enclosed forms should be adapted or augmented to fit an organization's mission, staffing, relative location(s), or other unique circumstances. For example, an emergency plan in a laboratory science department will address hazardous materials concerns; while an administrative service unit will address client issues.

Whatever form a Department Emergency Plan takes, it should include the unit's policies relating to the emergency "chain of command," a definition of essential personnel and mission-critical functions, staff release-time policies, and internal emergency communications procedures.

The Emergency Plan must be known and understood before an emergency occurs. Department heads should take immediate steps to:

- ◆ Share this important safety information with all faculty, staff, researchers and students annually
- ◆ Brief all new personnel as they join the department
- ◆ Keep multiple copies of the Plan in accessible locations throughout the organization
- ◆ Ensure that managers keep a copy of the Department Plan at home

Emergency Management & Fire Prevention provides planning consultations, hazard assessments, and safety training to support department emergency preparedness programs. Call 247-4911 for more information.

## REVIEW AND EXERCISE OF PLAN

Everyone listed in this plan will be contacted annually to make sure all contact information is correct.

Yearly, the plan will be reviewed to assure that the appropriate individuals and unit representatives are included; additional individuals and units will be added and/or deleted based upon this review.

A rehearsal of the plan ("tabletop exercise") will be conducted every three years, and the plan will be updated if needed. OSU Emergency Management will assist with this exercise. (247-4911)

The details of this plan should be communicated through faculty/staff meetings, professional development workshops, as well as through messages from the director/dean/chair.

# A) PREPAREDNESS

## GETTING ORGANIZED

The first step in building department preparedness is to assemble appropriate human and physical resources to do the job.

Every OSU Department should have an “Emergency Coordinator” to help develop and implement their Department Emergency Plan. An Emergency Coordinator must be familiar with the Department’s programs and physical facilities, and should be a person with the management experience and financial authority to:

- ◆ Collaborate with the Department head to develop and maintain the information in the Department Emergency Plan
- ◆ Recruit a core “Emergency Preparedness Committee” that represents staff, faculty, and principal investigators from the department’s major divisions or locations
- ◆ Arrange related staff safety education and training
- ◆ Purchase department emergency supplies and equipment
- ◆ Be ready to support the Department head and business manager during an emergency incident (and be called back to campus if necessary).
- ◆ Be ready to help prepare post-disaster impact summaries and insurance claims

Emergency Preparedness Committees should consider dividing their members into an Emergency Response Team and an Emergency Recovery Group to handle those specialized activities.

- ✓ The “Emergency Response Team” should be trained to help disseminate emergency instructions, assist evacuations and security, and provide first aid if necessary.
- ✓ The “Emergency Recovery Team” should be prepared to D-EOCument the effects of the emergency and coordinate facility and program restoration, according to priorities identified by the Department executive.

# A) PREPAREDNESS

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## SUPPLIES AND EQUIPMENT

Departments will need basic emergency supplies and equipment to be as self-sufficient as possible after an emergency. Department emergency kits will vary in size and composition according to an organization's structure and function, but all departments should have the following essentials in an accessible location:

- ✓ First aid supplies, with instructions
- ✓ Flashlights/batteries, approved power strips and extension cords
- ✓ Portable AM/FM radios/batteries
- ✓ Laboratory spill kits
- ✓ Portable emergency water
- ✓ Employee rosters

Other resources departments may consider to add to their emergency supplies include such items as megaphones, two-way radios, rescue tools, stretchers, cots, and packaged emergency rations.

Every supervisor should encourage employees to keep a personal emergency kit in their work area. These kits should contain the employee's flashlight, back-up eyeglasses and medications, sturdy shoes, a sweater, a wrapped snack and water packet, and personal emergency contact numbers.

## ESTABLISHING EMERGENCY COMMUNICATIONS SYSTEMS

During an emergency, department heads

- ◆ Ensure that life-safety emergencies are reported to OSU Public Safety (9-1-1)
- ◆ Account for the safety of department personnel
- ◆ Contact appropriate campus emergency response departments for safety or repairs assistance
- ◆ Deliver critical University information and instructions to their constituents
- ◆ Forward disaster impact reports to the OSU Emergency Operations Center (EOC) and disseminate EOC disaster instructions

Be certain that your Emergency Plan includes procedures for making critical notifications during business hours and during after hours emergencies.

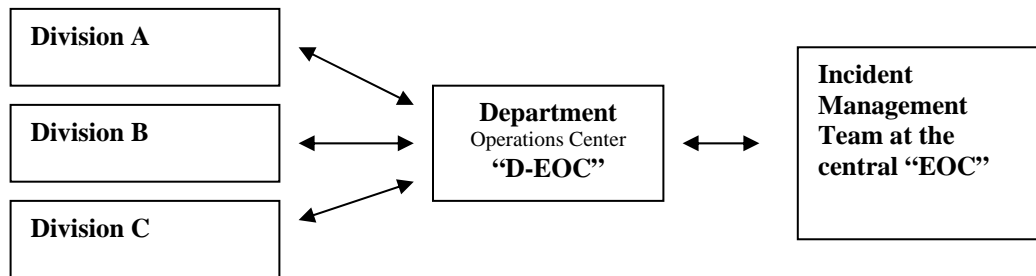
- ✓ Establish "telephone trees" and "distribution" voicemail and email lists to initiate rapid emergency notifications. (Be ready to use your web page for making updates during extended incidents)
- ✓ Create a department "Emergency Hotline" so that faculty, staff, and students can call into your department to hear recorded announcements and instructions about emergency effects on your program
  - All departments equipped with voicemail can designate one of their phone lines as an "emergency hotline" (an announcement service). If you have a large department or division, you may wish to contact Telecommunication Services, either at 8-HELP for more information on how to establish an emergency hotline that will allow multiple persons to phone in at the same time to hear a departmental recorded message, or to send a recorded message to multiple departmental phones.

# A) PREPAREDNESS

## DISASTER COMMUNICATIONS AT THE OHIO STATE UNIVERSITY (OSU)

During a disaster, departments with large divisions should have their divisions send emergency impact reports to their departmental Department Operations Center (D-EOC). Department heads or emergency coordinators will then send prioritized emergency impact reports to the OSU Emergency Operations Center (EOC). The EOC serves as a central coordination point for deploying resources and information to campus locations.

The flow of information in a disaster is shown below:



## PLANNING AHEAD FOR EVACUATIONS

A building evacuation is mandatory whenever a fire alarm sounds, and building occupants should exit immediately. Building evacuations also follow severe earthquakes, after the shaking stops. After a building has been evacuated, occupants must wait for a safety inspection before re-entry.

If a complete campus evacuation and closure is necessary during a disaster, it will be announced and coordinated from the Emergency Operations Center.

Note that it may or may not be necessary to vacate buildings during minor emergency incidents, or even during some major events. Occupants in the area may simply be directed to remain on-site and shut down systems, or they may be asked to move to other sectors of their floor or building. In some events (such as extended power outages), evacuations are not necessary unless the incident has generated a hazardous materials incident or immediate health and safety risk. In limited emergencies, wait for evacuation instructions and engage your Emergency Response Team to communicate the information throughout the department.

Please refer to your buildings Emergency Operations and Evacuation Plan (EOEP) for more information on building evacuation procedures.

## A) PREPAREDNESS

### PREPAREDNESS FOR BUILDING EVACUATIONS

#### **Review evacuation information and responsibilities with faculty, staff and students.**

Conduct evacuation drills annually. Plan evacuation needs with disabled personnel.

#### **Plan where to go during an evacuation, and know the routes to get there**

Building evacuees should consult your building's Emergency Operations And Evacuation Plan (EOEP) for more information

- ✓ Contact EH&S at 292-1284 for information on your EOEP.

#### **Know how to announce and implement evacuation**

A sample script is: We have a \_\_\_\_\_ emergency.

Evacuate to \_\_\_\_\_

Take your belongings, do not use the elevators.

Use your Emergency Response Team to assist the evacuation.

#### **Know what to do next**

- Be prepared to account for your personnel.
- Know how to obtain and disseminate emergency information and instructions.



# A) PREPAREDNESS

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## REDUCING EXPOSURE TO RISKS AND HAZARDS

The following tips can prevent emergencies from happening in your department, and will certainly mitigate their effects when they do occur.

### FIRE PREVENTION

- ◆ Know the location of alarm stations and extinguishers. Know how to use them
- ◆ Leave fire doors closed at all times
- ◆ Clear obstructed corridors, aisles and room exits
- ◆ Use only grounded electrical plugs
- ◆ Limit use of extension cords and multiple outlets
- ◆ Do not use mechanical rooms or utility rooms for storage

### LABORATORY SAFETY & PREPAREDNESS

- ◆ Maintain a clean work environment
- ◆ Post lab safety work rules, train all personnel
- ◆ Inventory and label chemicals. Do not purchase excess quantities of chemicals
- ◆ Segregate incompatible chemicals. Keep flammables in flammable storage cabinets
- ◆ Keep copies of Material Safety Data Sheets
- ◆ Back up cultures and data off-site
- ◆ Investigate emergency power options
- ◆ Install seismic restraints on chemical storage shelves. Latch cabinet doors
- ◆ Anchor equipment, animal containers, and furniture. Avoid high storage of heavy items
- ◆ Chain compressed gas cylinders at 1/3 and 2/3 points
- ◆ Do not store hazardous materials on mobile carts
- ◆ Dispose of chemical waste properly

### BEFORE A POWER EMERGENCY

- ◆ Identify and prioritize vital power-dependent functions, operations, and equipment
- ◆ Determine whether you have emergency power outlets in your area. Plan to use them for priority functions only
- ◆ Determine if there is emergency lighting in your area. Keep flashlights available in all work areas
- ◆ Do not overload power strips. Extension cords are for emergency use only
- ◆ Keep offsite duplicates of critical data and cultures

# A) PREPAREDNESS

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## EARTHQUAKE PREPAREDNESS

- ◆ Know how and where to take cover during a quake
- ◆ Anchor bookcases, cabinets, and files over 42 inches. Do not stack furniture
- ◆ Move tall furniture away from exits. Do not use tall furniture as room dividers
- ◆ Secure computers, equipment, and display cases. Store heavy items at floor level
- ◆ Back-up data and sensitive information, store duplicates off-site

Communicate these important preparedness measures to your students, faculty, researchers and staff. Your department's level of readiness for an emergency situation depends not only on having an up-to-date plan D-EOCument, but also on keeping your constituents aware of their personal responsibility for safety at OSU.

## IDENTIFYING POTENTIAL CRISIS

One aspect of crisis planning is to be aware of the types of crises that may strike the organization and understand the impact such crises could have on the ability of the organization to accomplish short- and long-term goals/objectives. For the purpose of this plan, crises can be generally classified in one of four areas:

### 1. Property

Crises involving property could result in loss of life or injury, damage to our organization's credibility and reputation, or prevention of our organization from carrying out its normal functions. Examples include loss of work location due to natural disaster or man-made disaster (not following lab procedures; disgruntled employee sabotages research plots; arson; tornado); severe damage to owned facilities (not necessarily offices) such as barns, lab space, camp facilities; inaccessible fire exits preventing orderly exit from a building in an emergency; lack of accessibility to buildings and property; prolonged loss of computer network.

### 2. People

Crises involving people could result in loss of life or injury and/or damage to our organization's credibility and reputation. Examples include employees/participants/volunteers making inappropriate, unethical, or illegal decisions or similar actions (cheating, stealing, putting children/others at risk); or large-scale illness or severe injury or death at organization-sponsored events or facilities.

### 3. Good will

Crises involving good will could involve a situation or a decision that potentially damages our organization's reputation or standing in the community, and could damage our organization's credibility both internally and externally, potentially reducing student interest/enrollment, volunteer numbers, participation, donations, funding, etc. As a result, individuals or groups may not look as favorably on the organization. Examples include: campus food service managers decide to sell only cage-free eggs, harming our relationship with the poultry industry; college's work with large-scale livestock facilities causes neighborhood groups to focus anger on our organization, harming our relationship with concerned citizens and our reputation with their representatives in local and state government; biohazardous substances are brought to a campus facility for research purposes without the community or the campus being made aware of the security procedures in place to protect them from harm; decisions made by youth program

administrators that appear to be discriminatory.

#### **4. Finance**

Crises related to the financial assets of the organization could damage the organization's reputation, disrupt normal activities, and affect the college's programs and research functions. Examples include reduced funding from any source; improper handling of current cash on hand or of management of budgets; severe loss of state or county funding; loss of a large grant; theft of money by an employee or a volunteer; mismanagement of funds by an employee; large-scale retirement (loss of employees).

### **NOTIFICATION OF UNIVERSITY SENIOR LEADERSHIP**

The effective management of risk requires that significant events are reported quickly and accurately to the University's senior leadership. In conjunction with the University's risk management and emergency management programs, a rapid notification protocol has been established to ensure the President and his leadership team is appropriately informed.

#### **Notification of the President's Office**

The President is the senior University administrative official. Therefore, it is critical that he/she be kept informed as appropriate. That responsibility rests with the Vice Presidents and with the President's staff.

The President, in consultation with the Secretary of the Board of Trustees, will decide how best to inform the Board, as needed.

The following events should trigger automatic notification of the President:

- Homicide on campus
- Terrorist or suspected terrorist incident
- Events resulting in extreme property damage or excessive interruption of campus operations
  - Major accident or building evacuation
  - Warning of a major weather emergency
  - Major fire or environmental threat
  - Recommended closing for any reason

The following events may trigger notification, based on size (several individuals affected, involved, injured or dead) and scope (extreme property damage; excessive interruption in operations; employment related; generates public or parental interest):

- Death of an OSU employee or student on campus
- Arrest of an OSU employee or student on campus
- Data breach
- Systems failure
- Demonstrations
- Troubled employee or student
- Threats
- Bomb threat

Prominent visitor(s)

Public health problem

Regulatory mandated reporting that involves research, public safety or could result in significant fines or sanctions

In all cases, the reporting Vice President should also notify these offices:

Provost

Board Secretary

Legal Counsel

University Relations

Business and Finance

Other Vice Presidents should be contacted as appropriate. For example, the Vice President for Student Affairs on anything involving a student; the Vice President for Research on anything involving research, etc.

#### **Notification of Vice Presidents and Equivalents**

It is the responsibility of key managers in various unites to notify their respective vice presidents of significant events that may reach the level of reporting under these guidelines. If the vice president or his designee is unavailable, then the Office of Emergency Management should be notified at 247-4276. Within each Cabinet area, a protocol shall be in place to notify the respective Vice President from within the college or unit. In addition, the appropriate university office with responsibility in that area should be notified. For example, EHS should be notified in the event of a chemical spill.

To assist with the notification of the President, Emergency Management will maintain a current listing of all members of the President's Cabinet with contact information including e-mail, general phone, direct dial phone, home phone, and confidential electronic list-serve of all Cabinet members. Upon learning of a potential or actual occurrence of one of the above identified events, Emergency Management will encourage a caller to contact the respective Vice President who will then notify the President. If an event occurs after business hours which requires notification, such notification shall be made through the office of Emergency Management by calling 247-4276. This phone simultaneously rings with a designated cell phone or is forwarded to the Police Dispatch. If answered by Police Dispatch, request to speak to the senior officer.

Notification directly to the President may occur if in the judgment of Emergency Management or Enterprise Risk Management, such notification is warranted. Actions in these guidelines are intended to be in conjunction with the university wide Emergency Management Program, the CAT teams operations, and other emergency notification and response procedures already in place.

## **CAT Teams**

In addition to the events identified as requiring rapid notification to President's Cabinet, two university wide teams are in place to provide early intervention in situations that may potentially lead to a threat to the University population or cause physical damage. It is not the purpose of this protocol to alter either function or to require that all CAT team interventions be reported to the President's Cabinet. The CAT team operation is described below.

The university currently has a model program that provides early detection of problem behaviors and early intervention with students as well as employees. There are two main teams: the Crisis Assessment Team (address faculty and staff issues) and the Consultation and Assessment Team (address student issues) (CAT). These informal consultation teams report to the Vice President for Student Affairs and the Associate Vice President for Human Resources, respectively.

The Consultation and Assessment Team has the main purpose of assessing situations involving students who pose a potential risk of harm to persons or property in the university community or of substantial disruption of university activities. The Team develops and recommends a coordinated plan of action to manage the situation that accounts for community safety, individual and student rights, as well as the preservation of the campus learning, living and work environment.

The Crisis Assessment Team is designed to assess and manage incidents involving imminent danger or violence in the employment setting. The Team determines appropriate action to assist the affected unit and develops an action plan to be implemented to prevent re-occurrence.

## B) RESPONSE

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### OVERVIEW

Everyone in a University facility - students, faculty, staff, and visitors - must take appropriate and deliberate action when an emergency strikes a building, a portion of the campus, or the entire campus community. Any response to a crisis should reflect the values of Ohio State and the college. Remember: We are here to serve the best interests of students, faculty, staff, alumni, partners, and Ohio residents. Any communications regarding a crisis should emphasize our concern for the people involved.

Key objectives for the response include:

- Demonstrate the university's responsibility to its students, faculty, staff, and visitors.
- Maintain and enhance the college's reputation and relationships with alumni, friends, and partners.
- Maintain and enhance the reputation of the department/college/school. Decisive leadership is essential.

Follow these important steps when there is an emergency:

- ✓ Confirm and evaluate conditions
- ✓ Report the incident immediately
- ✓ Follow instructions from emergency personnel precisely
- ✓ Depending on the nature and severity of the event, activate the
  - ◆ Department Emergency Response Team
  - ◆ Department Emergency Recovery Team
  - ◆ Division Managers
  - ◆ All area staff and occupants
- ✓ Issue clear and consistent emergency notifications. Use all available communications tools
  - ◆ If there is no power or telephone systems are not functioning, emergency communications will be profoundly restricted
  - ◆ OSU will use messengers, radios, cellular phones, fax and email
- ✓ Coordinate with your department head at the D-EOC during major emergencies or disasters

If you are recalled to campus, be certain that your household safety is assured and that your route to campus is safe and functional. Bring your personal emergency kit and a copy of the department plan to campus.

## B) RESPONSE

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### EMERGENCY RESPONSE ACTIONS

The following are basic instructions for various emergency incidents:

#### Call and report emergencies to 9-1-1

##### ACCIDENT **Call 9-1-1 and report emergency**

- Administer first aid if you are trained to do so
- Do not attempt to move a seriously injured person

##### FIRE **Call 9-1-1 and report emergency**

- **Activate nearest alarm**
- Notify Supervisor and staff
- Feel doors for heat
- If cool, exit carefully
- If hot, do not open the door. Stay where you are
- If you see smoke, crouch near floor as you exit
- If you see fire, confine it by closing doors and windows
- Use extinguishers on small fires only if safe to do so
- Pull the pin in the handle
- Aim at the base of the fire
- Squeeze nozzle, sweep back and forth
- Evacuate DOWN stairs, go upstairs or to roof as last resort only
- Never use an elevator during a fire evacuation
- Go to the emergency assembly point

##### HAZMAT SPILL

###### **MINOR release in the lab**

- Follow lab eyewash, rinse or shower procedures
- Flush affected area continuously for 15 minutes
- Vacate persons in immediate area if necessary
- Clean spill if you have suitable training **or call 9-1-1 and report emergency**
- Wear protective equipment
- Use appropriate kit to contain, neutralize and absorb
- Collect, containerize, and label waste

###### **MAJOR release in the department**

- **Call 9-1-1 and report emergency**
- Report your name, location, phone number, the material spilled, possible injuries
- Assist injured persons.
- Isolate contaminated persons
- Avoid contamination or chemical exposure
- Close doors or control access to spill site
- Alert Supervisor, Department head
- Communicate critical spill information to responders
- Follow evacuation instructions precisely

## B) RESPONSE

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### POWER OUTAGE

- Assess the extent of the outage in your area
- Report the outage to the Service Desk at 2-HELP
- Help co-workers in darkened work areas move to safe locations
- If practical, secure current experimental work, then move it to a safe location.
- If you move chemicals on carts between floors, get assistance.
- Hazardous spills are a significant risk during transport
- Keep lab refrigerators or freezers closed throughout the outage
- Unplug personal computers, non-essential electrical equipment and appliances
- Open windows for additional light and ventilation
- If you are asked to evacuate, secure any hazardous materials and leave the building
- Release of personnel after an extended outage is determined by the department head

### EARTHQUAKE

- Take cover immediately, direct others around you
- Under a desk, table, or chair
- Between seating rows in lecture halls
- Against a corridor wall (cover head and neck)
- Outdoors--in open area, away from buildings
- Be alert for aftershocks, avoid potential falling hazards

#### MINOR QUAKE (brief rolling motion)

- Restore calm. Examine your area for damage
- Report damage/hazardous materials releases
- Review safety procedures and kits
- Await instructions, evacuations are unlikely

#### MAJOR QUAKE (violent shaking)

- Restore calm. Assist others
- Report injuries to OSU Police, 9-1-1
- Report damage to Department head
- Evacuate carefully, be alert for aftershocks
- Take emergency supplies
- Do not use elevators
- Meet at Emergency Assembly Point
- Do not enter buildings until they are examined
- Report status to Emergency Operations Center
- Await instructions, be patient, help others



## **B) RESPONSE**

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### **TO IMPLEMENT AN EVACUATION**

These directions will help to make the process effective and safe for you and your staff.

- ◆ **Keep calm. Evaluate the situation carefully.**
- ◆ **Alert Department Emergency Response Team to assist with the evacuation**
- ◆ **Use communications tools that are appropriate for the type of incident and the time of occurrence:**
  - Alarms
  - Phone trees or voicemail broadcast
  - Messengers
- ◆ **Communicate clearly and succinctly**
  - “We have a \_\_\_\_\_ emergency.
  - Evacuate to \_\_\_\_\_
  - Take your belongings, do not use the elevators.”
- ◆ **Check offices, classrooms, laboratories, restrooms**
- ◆ **Turn equipment off, if possible**
- ◆ **Take emergency supplies and staff rosters, if possible**
- ◆ **Keep exiting groups together**
- ◆ **Account for personnel – Assist disabled individuals**
- ◆ **WAIT AT THE EAP FOR FURTHER INSTRUCTIONS**

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## B) RESPONSE

### HOW TO ASSIST PEOPLE WITH DISABILITIES DURING AN EVACUATION

#### ◆ TO ALERT VISUALLY IMPAIRED PERSONS

- Announce the type of emergency
- Offer your arm for guidance
- Tell person where you are going, obstacles you encounter
- When you reach safety, ask if further help is needed

#### ◆ TO ALERT PEOPLE WITH HEARING LIMITATIONS

- Turn lights on/off to gain person's attention, or
- Indicate directions with gestures, or
- Write a note with evacuation directions

#### ◆ TO EVACUATE PEOPLE USING CRUTCHES, CANES, OR WALKERS

- Evacuate these individuals as injured persons
- Assist and accompany to evacuation site if possible, or
- Use a sturdy chair (or one with wheels) to move person, or
- Help carry individual to safety

#### ◆ TO EVACUATE PEOPLE USING WHEELCHAIRS

- Non-ambulatory persons' needs and preferences vary
- Individuals at ground floor locations may exit without help
- Others have minimal ability to move--lifting may be dangerous
- Some non-ambulatory persons have respiratory complications
- Remove them from smoke and vapors immediately
- Wheelchair users with electrical respirators get priority assistance
- Most wheelchairs are too heavy to take down stairs
- Consult with person to determine best carry options
- Reunite person with the chair as soon as it safe to do so

**EMERGENCY RESPONSE TEMPLATES ARE LOCATED AT THE END OF THIS DOCUMENT.**



## C) RECOVERY

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### D-EOC DOCUMENTING EMERGENCY OUTCOMES

Once the safety and status of your staff has been assured, and emergency conditions have abated, assemble your Department Emergency Recovery Team to support the OSU Incident Management Team and the Facilities Departments in the restoration of the department's programs. Your Team's earlier work on defining critical mission-critical operations and staffing will be a starting point for the recovery process.

It will be important to begin a timely and comprehensive assessment of the emergency's physical and operational effects. Plan ahead for how you will collect this important impact information. Be aware that

- ◆ Your Department and the Dean will need ongoing status reports from your unit during the emergency to estimate when your program can be fully operational and to identify special facility, equipment, and personnel issues or resources that will speed business resumption
- ◆ The University may need detailed facilities data for the area to estimate temporary space reallocation needs and strategies
- ◆ Most insurance and FEMA assistance claims will require extensive D-EOC documentation of damaged facilities, lost equipment and resources, and special personnel expenses. Workers' Compensation claims may arise if there are injuries in your department.

All of your D-EOC documentation on emergency impacts should be coordinated with your Department head and the OSU Incident Management Team. The following forms provide formats for summarizing this crucial information.

- ✓ Take note that you should also plan to photograph or videotape facility or equipment damage in your department to provide a visual supplement for the written impact data.
- ✓ It is very important that you record the emergency's physical effects before you clean your area or make repairs.

## **D) Department Operational Plans**

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**\*\*\*\*Attach your department operational plans, policies and procedures here.\*\*\*\*\***

## **D) Department Operational Plans**

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**\*\*\* Attach any checklists for response\*\*\***

## **D) Department Operational Plans**

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**\*\*\*\* Attach internal call trees and contact lists here \*\*\*\***

## **D) Department Operational Plans**

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**\*\*\*\* Attach external call trees and contact lists here \*\*\*\***



***Several templates are attached below.***

***Not all may be useful for your area.***

***Pick and choose the ones that work best for your Department.***

***Make any changes necessary to customize these to your areas needs.***

**The Ohio State University**

**SUMMARY: DEPARTMENT EMERGENCY STATUS**

Date/time \_\_\_\_\_

# of pages in this report \_\_\_\_\_

To: OSU Incident Management Team EOC FAX:  
Department head: FAX:  
D-EOC site FAX:  
From: Div.Head/Dept. Head: \_\_\_\_\_ FAX:  
Dept/Bldg \_\_\_\_\_

**CURRENT OPERATIONAL SITUATION**

*Immediate facility and space needs:*

*Urgent equipment requirements to become operational:*

*Critical personnel issues:*

# RECOVERY: DETAILED SPACE ASSESSMENT

Use this form to describe damage to utilities, fixtures, ceilings, walls, floors, windows, etc. on each floor of your Department's building(s). Send the information to your Department head/D-EOC Emergency Coordinator. The Department head or Department Emergency Coordinator should then send a prioritized list to the OSU Emergency Operations Center with a signed cover memo.

DEPT/BLDG \_\_\_\_\_ ROOM \_\_\_\_\_

DAMAGE \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

DEPT/BLDG \_\_\_\_\_ ROOM \_\_\_\_\_

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\_\_\_\_\_

DEPT/BLDG \_\_\_\_\_ ROOM \_\_\_\_\_

DAMAGE \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

page \_\_\_\_ of \_\_\_\_

# RECOVERY: DETAILED EQUIPMENT ASSESSMENT

Use this form to describe all damaged furnishings, office-laboratory-research equipment, and materials expended during the emergency. Send the information to the OSU Emergency Management Team, with the Department head's signed cover memo.

DEPT/BLDG \_\_\_\_\_ ROOM \_\_\_\_\_

Item \_\_\_\_\_ Manufacturer \_\_\_\_\_

Model# \_\_\_\_\_ OSU Inventory# \_\_\_\_\_ Original Cost \_\_\_\_\_

Damage description \_\_\_\_\_

Est. repair\$ \_\_\_\_\_ Est. replacement\$ \_\_\_\_\_

DEPT/BLDG \_\_\_\_\_ ROOM \_\_\_\_\_

Item \_\_\_\_\_ Manufacturer \_\_\_\_\_

Model# \_\_\_\_\_ OSU Inventory# \_\_\_\_\_ Original Cost \_\_\_\_\_

Damage description \_\_\_\_\_

Est. repair\$ \_\_\_\_\_ Est. replacement\$ \_\_\_\_\_

DEPT/BLDG \_\_\_\_\_ ROOM \_\_\_\_\_

Item \_\_\_\_\_ Manufacturer \_\_\_\_\_

Model# \_\_\_\_\_ OSU Inventory# \_\_\_\_\_ Original Cost \_\_\_\_\_

Damage description \_\_\_\_\_

Est. repair \_\_\_\_\_ Est. replacement \_\_\_\_\_

DEPT/BLDG \_\_\_\_\_ ROOM \_\_\_\_\_

Item \_\_\_\_\_ Manufacturer \_\_\_\_\_

Model# \_\_\_\_\_ OSU Inventory# \_\_\_\_\_ Original Cost \_\_\_\_\_

Damage description \_\_\_\_\_

Est. repair \_\_\_\_\_ Est. replacement \_\_\_\_\_

page \_\_\_\_ of \_\_\_\_

DEPARTMENT OF \_\_\_\_\_

# EMERGENCY ANNOUNCEMENT

From the D-EOC Headquarters to Divisions

DATE \_\_\_\_\_

# OF PAGES IN THIS REPORT \_\_\_\_\_

TIME \_\_\_\_\_ ( a.m. p.m. )

TO: \_\_\_\_\_ DEPT HEAD

\_\_\_\_\_ Department

Fax: \_\_\_\_\_ Phone: \_\_\_\_\_

FROM: \_\_\_\_\_ NAME/TITLE

\_\_\_\_\_ D-EOC HQ

Fax: \_\_\_\_\_ Phone: \_\_\_\_\_

**INSTRUCTIONS:**    ρ Confidential   ρ Send Reply   ρ Circulate & Post

-----D-EOC EMERGENCY UPDATE TO DEPARTMENTS-----

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DEPARTMENT OF \_\_\_\_\_

# EMERGENCY REPORT

## D-EOC to University EOC

DATE \_\_\_\_\_  
\_\_\_\_\_

# OF PAGES IN THIS REPORT

TIME \_\_\_\_\_ ( a.m. p.m. )

TO: THE OHIO STATE UNIVERSITY EMERGENCY OPERATIONS CENTER (EOC)

FAX:  
PH:

FROM: \_\_\_\_\_ Name and Title

\_\_\_\_\_ D-EOC HQ

FAX: \_\_\_\_\_ Phone: \_\_\_\_\_

### -----D-EOC STATUS REPORT TO EOC-----

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**[INSERT DEPARTMENT NAME HERE]  
EMERGENCY ORGANIZATION:  
TEAM ROSTERS**

(SEND A COPY TO YOUR DEPARTMENT EMERGENCY COORDINATOR AND OSU EMERGENCY  
MANAGEMENT ([emergencymanagement@dps.ohio-state.edu](mailto:emergencymanagement@dps.ohio-state.edu) Fax: 614-247-4430)

**EMERGENCY RESPONSE TEAM**

	Room & Building	Office Phone	Home Phone
Emergency Coordinator			
Team Members			

**EMERGENCY RECOVERY TEAM**

	Room & Building	Office Phone	Home Phone
Division or Department head			
Emergency Coordinator			
Team Members			

**[INSERT DIVISION & DEPARTMENT NAME HERE]  
EMERGENCY ORGANIZATION:  
HEADQUARTERS AND SUPPLY LOCATIONS**

form last revised on: \_\_\_\_\_

**DIVISION EMERGENCY HEADQUARTERS & Alternate site**

**Building & Room:**

**Phone:**

**Fax:**

**EM:**

**CHAIRPERSON'S DEPARTMENT EMERGENCY OPERATIONS CENTER (D-EOC) & Alternate site**

**Building & Room:**

**Phone:**

**Fax:**

**EM:**

**D-EOC Hotline:**

**DEPARTMENT EMERGENCY SUPPLY LOCATIONS**

Room

Building

Other

**First Aid Kit(s)**

**Lab Spill Kit(s)**

**Communications Equipment  
(megaphones, radios)**

**Other supplies**



# EMERGENCY TEAM WALLET CARD TEMPLATE (edit as needed)

*front panel*

OSU DEPT EMERGENCY TEAM GUIDE	
Business Hours	Report emergency conditions Alert & instruct Emergency Team Evacuate area is necessary Disseminate instructions Account for personnel Advise emergency responders Update D-EOC & EOC personnel
After hours	Contact D-EOC or EOC for status report Record Department hotline bulletin Alert & instruct Emergency Team

*back panel*

TO REPORT AN EMERGENCY	
Police, Fire, Medical	9-1-1

*interior folding panel*

CRITICAL CONTACTS			
DEPARTMENT OPERATIONS CENTER (D-EOC)			
DEPT EMERGENCY TEAM			
Name	Pager	Phone	Home
DEPT RECOVERY TEAM			

# EMERGENCY COMMUNICATIONS: ESTABLISHING NOTIFICATION SYSTEMS

## TO CREATE AN EMERGENCY NOTIFICATION LIST (or “distribution list”) USING VOICEMAIL

You can use an existing phone line with voicemail announcement service to record an emergency message for your departmental staff. Notify your staff of the number to call to hear recorded update messages from your department head or emergency designee.

Large departments may want to create a separate “Hotline” phone number that can handle a large volume of calls in to hear recorded messages. A separate feature can send a recorded message to multiple departmental phones. Emergency Telephone Notification Lists and “Hotline” (or announcement service) phone lines must be set up through OSU Telecommunications, 8-HELP. There is an installation fee and monthly service fee for this service. If your department is interested in using this service, please contact OSU Telecommunications at 8-HELP.

[Record here the instructions on how to create an emergency notification list using voicemail, if your department purchases this service from Telecommunications.]

## TO RECORD AN EMERGENCY BULLETIN ON A DEPARTMENT EMERGENCY INFORMATION HOTLINE *Hotline# =*

**Note:**

When you plan your Department Emergency Information Hotline, consider whether you will use an existing phone line, or whether you will install a designated line. Understand that the phone number will play the Emergency Bulletin until it is returned to normal business use.

### **INSTRUCTIONS - if you are using an existing mailbox as a Hotline (\*)**

[Record instructions here on how to use this Hotline, if the service is purchased by your department.]

# EVACUATION PLANNING FOR PERSONS WITH DISABILITIES

form last revised on: \_\_\_\_\_

**List self-identified disabled persons who request evacuation assistance during an emergency. Designate evacuation assistants to wheelchair users to assist them during an emergency.**

NAME:                      Room/Bldg.:                      Phone:                      Disability & Instructions:

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# TO REPORT AN EMERGENCY INCIDENT

FIRE---POLICE---MEDICAL

9-1-1

Service Desk      2-HELP (4357)

## ***WHEN YOU CALL TO REPORT AN EMERGENCY:***

**Tell the Operator**

1. The type of emergency
2. If there are victims
3. The location of the emergency
4. Your name, location, and phone number

**Stay on the phone until the Operator ends the call**



During a major emergency or disaster, use the provided DEPARTMENT EMERGENCY REPORT/FAX FORM to update your Department's D-EOC and the University's EOC.

### **1. Receive bulletins from your Department head**

D-EOC Phone#  
D-EOC Hotline#

### **2. Read emergency announcements and updates posted on the OSU Home**

Page <http://www.OSU.edu/>

### **3. Listen to WOSU 820 AM for OSU emergency bulletins**

### **4. Follow televised reports**

# DEPARTMENT EMERGENCY OPERATIONS CENTER (D-EOC) ORGANIZATION

Update this information annually, note last revision date\_\_\_\_\_

1. **D-EOC JURISDICTION (all units)** \_\_\_\_\_

\_\_\_\_\_  
**Primary D-EOC headquarters:** \_\_\_\_\_  
**Alternate D-EOC locations:** \_\_\_\_\_  
room/bldg  
room/bldg/outdoor location

2. **D-EOC SENIOR MANAGER** \_\_\_\_\_

**Designated D-EOC Coordinator** \_\_\_\_\_

**Alternate D-EOC Coordinator** \_\_\_\_\_

3. **EMERGENCY COMMUNICATIONS SYSTEMS**

**D-EOC Phone #s** (Include cell phones) \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**D-EOC Fax #** \_\_\_\_\_

**Email address for D-EOC** \_\_\_\_\_

**Voicemail Notification Groups** (for D-EOC to activate key staff)  
\_\_\_\_\_  
\_\_\_\_\_ (list name)  
\_\_\_\_\_ (list name)

**D-EOC Hotline** (recorded bulletins to constituents from EOC VP/Directors)  
\_\_\_\_\_

(\*) The Ohio State University OIT(8-HELP) can help you determine appropriate telephone services and system protection features for D-EOC phones

4. **D-EOC Radio or Ham Resources**

**Inventoried equipment/storage location** \_\_\_\_\_

**Trained Operators' names, department, room, building, and home phone#:**

\_\_\_\_\_  
\_\_\_\_\_

# D-EOC EMERGENCY RESPONSE PERSONNEL

Modify this form to suit your D-EOC organization

Information last revised on \_\_\_\_\_

D-EOC Managers	Phone/fax#	Email	Cell/Home#	Home address

Emergency Response Team	Phone/fax#	Email	Cell/Home#	Home address

Emergency Recovery Team	Phone/fax#	Email	Cell/Home#	Home address

Damage Assessment (DAT) Team Personnel	Phone/fax#	Email	Cell/Home#	Home address

# ROSTER OF DEPARTMENT EMERGENCY CONTACTS

(REPRODUCE THIS FORM TO RECORD CONTACT INFORMATION FOR ALL DEPARTMENTS)

Information last revised on \_\_\_\_\_

**DEPARTMENT:**

**DEPARTMENT FAX#:**

	OFFICE#	EMAIL	HOME PHONE#	PAGER/CELLULAR#
CHAIR:				
EMER COORD:				

**DEPARTMENT:**

**DEPARTMENT FAX#:**

	OFFICE#	EMAIL	HOME PHONE#	PAGER/CELLULAR#
CHAIR:				
EMER COORD:				

**DEPARTMENT:**

**DEPARTMENT FAX#:**

	OFFICE#	EMAIL	HOME PHONE#	PAGER/CELLULAR#
CHAIR:				
EMER COORD:				

**DEPARTMENT:**

**DEPARTMENT FAX#:**

	OFFICE#	EMAIL	HOME PHONE#	PAGER/CELLULAR#
CHAIR:				
EMER COORD:				

**DEPARTMENT:**

**DEPARTMENT FAX#:**

	OFFICE#	EMAIL	HOME PHONE#	PAGER/CELLULAR#
CHAIR:				
EMER COORD:				

**The Ohio State University  
DIVISION EMERGENCY MESSAGE**

DATE \_\_\_\_\_ # OF PAGES IN THIS REPORT \_\_\_\_\_

TIME \_\_\_\_\_ ( a.m. p.m. )

**TO: DEPARTMENT EMERGENCY OPERATIONS CENTER (D-EOC)**

**FAX:**  
**PH:**

**FROM:** \_\_\_\_\_ name & title  
\_\_\_\_\_ dept & bldg

**FAX:** \_\_\_\_\_  
**PH:** \_\_\_\_\_

**Division's Emergency Message**

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## DEPARTMENT EVACUATION ROUTES

INSERT A COPY OF YOUR EVACUATION MAP HERE

This department's Emergency Assembly Point is at: \_\_\_\_\_

Building/Department / Chair \_\_\_\_\_

