Emergency Operations Plan

Revised April 2020
November 9, 2017

TO: All UHWO faculty, staff, and students

FROM: Maenette Benham, Chancellor
        University of Hawai‘i - West O‘ahu

SUBJECT: Notice of Approval and Promulgation

UHWO 2017 Emergency Operations Plan

The University of Hawai‘i - West O‘ahu (UHWO) has developed an emergency operations plan (EOP) for the campus community. The UHWO EOP sets forth guidelines relating to organizational and individual responsibilities associated with preparing for, mitigating, responding to, and recovering from critical incidents that may threaten the health and safety of the UHWO students, faculty and staff, disrupt UHWO operations, or damage UHWO facilities.

This plan is a comprehensive, all-hazards approach to managing critical incidents that occur on the West O‘ahu campus. Through the guidance offered in this plan, it seeks to lessen the impact of critical incidents that occur on campus, raise our campus community’s resilience to future critical incidents, and protect the lives, property, and environment of the UHWO community.

The UHWO EOP complies with the University of Hawai‘i Executive Policy E2.203 Emergency Management, which requires each campus develop and implement their own specific comprehensive emergency operations plan. The UHWO Emergency Operations Plan is also consistent with the concepts and principles of the National Incident Management System (NIMS) and State and Local guidance pertaining to emergency management.

Together, we, the UHWO campus community can take part in our own preparedness, mitigation, response, and recovery from critical incidents as we seek to become a more resilient community.

Upon signing of this promulgation, the implementation of the UHWO EOP will be in effect.

Mahalo Nui! E nālama ka no!

Maenette K.P. Ah Nee - Benham
Chancellor
University of Hawai‘i - West O‘ahu
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Section I: General Provisions of the Emergency Operations Plan

A. Introduction

The University of Hawai‘i System is comprised of 10 campuses spread across the entire State of Hawai‘i. Each campus has their own unique strengths and educational focus. West Oahu is one of those unique campuses within the University of Hawai‘i System.

The University of Hawai‘i - West O‘ahu (UHWO) is located on the west side of the island of Oahu situated in a low lying area in a large open field. It is a public, four-year, student centered, indigenous-serving institution. UHWO is comprised of five buildings with another building currently under construction. UHWO supports an estimated enrollment of approximately 3,000 students (which includes on-line enrollment), and 242 employees (of which 123 are faculty members).

Due to UHWO’s unique location and small but growing size, it faces unique challenges when considering its vulnerability and susceptibility to disasters and critical incidents. Critical incidents pose a threat to, and can ultimately disrupt the University’s mission, operations, and reputation.

Taking into consideration the unique elements of UHWO, the Emergency Operations Plan (EOP) was developed to provide guidance, on and address UHWO’s emergency preparedness through the five mission areas of prevention, protection, mitigation, response, and recovery. This plan is a comprehensive approach to address each of the mission areas to ensure the entire campus community is adequately prepared for and able to respond to critical incidents that occur on campus.

B. Purpose

The UHWO EOP sets forth guidelines relating to organizational and individual responsibilities associated with preparing for, mitigating, responding to, and recovering from critical incidents that may threaten the health and safety of the UHWO students, faculty and staff, disrupt UHWO operations, or damage UHWO facilities.

The UHWO EOP is meant to serve as a comprehensive, all hazards approach to effectively and efficiently handle critical incidents that pose a threat to the campus community. It establishes policies and procedures and organizational structure and responsibilities.

The UHWO EOP does not supersede or replace pre-existing plans and procedures already employed at the University. It is to be used in conjunction with, and complements these existing plans and procedures.
C. Scope

The UHWO EOP has been designed specifically for the UHWO campus. It is a flexible and scalable framework that encompasses all hazards. It serves as a guide for the management of an array of incidents that may adversely impact UHWO to include, but not limited to, hurricanes, severe weather, fires, traffic accidents, sick/injured individuals, and mass casualty incidents, and serves as a tool for communication and coordination with the UH System and other UH campuses.

The UHWO EOP may also be activated during incidents which affect our surrounding community but do not directly impact our physical facilities. During these situations, the University will coordinate with the local community and response agencies.

The UHWO EOP is based on the UH System Emergency Management Plan and aligns with UH Executive Policy E2.203: Emergency Management. Further, it has been designed to provide a management organization consistent with the Incident Command System (ICS) and National Incident Management System (NIMS).

D. Situation Overview

UHWO has unique attributes that have been considered when developing this EOP. As such, emergency preparedness and response have become part of the university’s culture.

UHWO’s EOP is a comprehensive, all hazards approach and considers all phases of an emergency. Included in this approach is conducting and maintaining a Threat and Hazard Identification and Risk Assessment (THIRA), and a capabilities assessment.

In addition to the aforementioned, UHWO has furnished campus maps, building diagrams and this EOP to the Honolulu Police Department for law enforcement purposes in the event of a critical incident. The Honolulu Fire Department has been furnished with building diagrams and campus diagrams. Further, a copy of this EOP has been furnished to the City and County of Honolulu Department of Emergency Management and the State of Hawaii Emergency Management Agency.

1. THIRA

Due to UHWO’s unique location on the island of Oahu, the campus is vulnerable to, and has been effected by different types of critical incidents requiring emergency response efforts. Depending on the critical incident, UHWO may experience minimal to extreme levels of operational disruption, loss of life, destruction of property, and/or environmental damage. The THIRA, although not required by federal mandate for Institutions of Higher Education, is a way to capture the threats and hazards that UHWO is most vulnerable to, and how minimal or extreme the impacts of those threats and
hazards would be on the university. Analysis of the THIRA provides an overall picture of UHWO’s risk and can be used as a guide to implement changes to policies, plans and procedures, and improve campus capabilities. The THIRA will be held as a separate document and updated annually.

As of September 8, 2017, a THIRA (DHS Risk and Threat Assessment for Active Shooter) was conducted by Roger Strecker, CEO of Ternion Risk Management Group. Mr. Strecker is a Certified DHS Risk and Threat Assessor.

2. Capabilities Assessment

Every college campus has varying degrees of capabilities regarding emergency response and UHWO is no different. Assessing current capabilities identifies where gaps exist in and among the campus community.

UHWO seeks to align its emergency management practices with the five mission areas outlined in the National Preparedness Goal (NPG) (Prevention, Protection, Mitigation, Response, Recovery), and also the four phases of emergency management (Preparedness, Mitigation, Response, and Recovery). Contained within the National Preparedness Goal’s five mission areas are thirty-two (32) core capabilities which are distinct critical elements needed to achieve a goal. Using the NPG as a reference, UHWO can assess whether or not gaps exist in its current capabilities.

A capabilities assessment can be conducted methodically and at a specified time, or through training and exercising. An after action report is one way to accurately capture strengths, weaknesses, and gaps in current capabilities. Once the assessment is completed, it can be used to improve current university practices, improve/update plans and procedures, and/or acquire additional resources to fill in the identified capability gaps.

Whenever an assessment is completed, whether it be through training and exercises, an after action report, or an annual review, the report(s) will be held as separate documents which can be referenced at any time.

E. Planning Assumptions

Emergency planning consists of certain assumptions used for the development of a plan. These assumptions provide the foundation of UHWO’s operational procedures and conditions, and cover a wide range of critical incidents that have a potential to impact UHWO.
The UHWO EOP is based on the following planning assumptions and considerations:

- Critical incidents can occur with or without warning, quickly overwhelm UHWO’s resources and capabilities, and may require the assistance of external resources from both the public and private sector.
- UHWO EOP is based on critical incidents most likely to impact the campus community.
- UHWO EOP must be scalable and flexible to account for, and function during an array of unanticipated, complex, and unique situations.
- For all critical incidents, the Incident Command System (ICS) and the National Incident Management System (NIMS) will serve as the foundation for emergency response activities at UHWO.
- UHWO’s EOP considers the unique requirements of emergency response for access and functional needs individuals.
- Utility services such as water, electric, telecommunications, and other critical resources UHWO depends on may be impacted and/or interrupted.
- Infrastructure damage.
- Delivery of goods may be suspended.
- Access to and from UHWO may be compromised.
- Local, state and federal assistance may not be available.
- Proper implementation of this EOP through training and exercising will aid in reducing the impacts of critical incidents and increase UHWO’s resilience.
- Departments tasked with specific responsibilities are aware of their roles and will fulfill these requirements during critical incidents utilizing their current capabilities according to their own policies and procedures.

F. Limitations

Although the UHWO EOP is a comprehensive, all hazards approach to managing critical incidents, it is not intended to deal with every possible scenario that may occur during these types of incidents. Rather, it is intended to provide guidance on processes and outlines responsibilities for specific individuals within the campus community.

It is also noteworthy to mention that UHWO depends on external response agencies to assist in handling and managing critical incidents that occur on campus. However, UHWO must recognize that during critical incidents that effect our campus and the surrounding community, these external resources may be severely overwhelmed.
Response to critical incidents at UHWO may be limited due to:

- Lack of resources such as staff, equipment, food, water, medical supplies and shelter.
- Damage to facilities, buildings and roads.
- Damage to radio communications and other telecommunications capabilities.
- Lack of cellular telecommunication bandwidth servicing the area of UHWO as the campus lacks a cellular telecommunications repeater tower to provide 4GLTE and/or data service by cellular providers.
A. General

UHWO’s EOP allows for an organized management system to be implemented during critical incidents. Further, the plan is flexible, allowing for partial or full activation of its parts depending on the size, scope, and complexity of the specific emergency or critical incident.

UHWO’s EOP is designed to incorporate the four phases of emergency management (preparedness, mitigation, response, and recovery). Through these phases, UHWO can develop and maintain a comprehensive approach to critical incidents that have the potential to occur on campus. (Reference Figure 1)

Figure 1: Emergency Management Phase

Emergency Management Phases:

**Mitigation (and Prevention)** – Mitigation refers to proactive measures and strategies that reduce risk and vulnerability, lessen the impact of a critical incident, and increase the resiliency of our campus community.
Key mitigation strategies at UHWO consist of:

- Conducting and maintaining a Campus THIRA.
- Continuous education of faculty, staff, and students in the areas of emergency preparedness and response.
- Maintaining and updating Building Emergency Plans.
- Conducting Security Assessments of UHWO buildings, departments, and offices.
- Incorporating Crime Prevention Through Environmental Design (CPTED) into security assessments and other crime prevention measures.

**Preparedness** – Preparedness refers to “a continuous cycle of planning, organizing, training, equipping, exercising, evaluating, and taking corrective action in an effort to ensure effective coordination during incident response” (DHS/FEMA).

Preparedness at UHWO consists of:

- Developing and conducting exercises (table tops, drills, limited scale and full scale).
- Emergency planning, to include planning for special events such as graduation.
- Maintaining and revising the UHWO EOP.
- Establishing and maintaining partnerships with external stakeholders who assist UHWO during critical incidents.

**Response** – UHWO will respond to critical incidents in an effective and efficient manner. Response operations are intended to resolve and manage critical incidents as quickly as possible while minimizing the threat to life, property and the environment.

**Recovery** – Recovery involves returning the effected community back to normal operating conditions. Recovery efforts consist of developing short and long term goals. Short term recovery efforts focus on restoring critical services to UHWO such as water, electric, and other basic needs of students, faculty, and staff. Long term recovery efforts seek to restore UHWO to normal conditions.

B. **Priorities/Objectives**

It is the mission of UHWO to respond to critical incidents in an organized, safe, effective, and timely manner. UHWO shall provide direction, control, and coordination and liaise with any and all outside agencies/entities, as is appropriate, and provide emergency information and direction to the occupants of the campus during and after any critical incident. University personnel and equipment will be utilized to accomplish the following priorities:

**Priority I:** Protect life and safety

**Priority II:** Assess critical infrastructure and facilities
**Priority III:** Maintain/restore safe campus operations and educational/research programs.

UHWO will provide strong leadership, quick and efficient response to critical incidents and effective management throughout the critical incident lifecycle. UHWO will ensure it meets this objective through its comprehensive emergency management approach, partnering with local, state, federal, and private sector entities, continued education of the campus community on the EOP, and periodically exercising the EOP.

**C. Access and Functional Needs Population**

UHWO recognizes that there are individuals on campus at any given time with access and functional needs. These needs are exacerbated during a critical incident. Those individuals within the campus community, including visitors to campus, who may have access and functional needs include:

- Individuals with a disability
- Children
- Elderly
- Diverse cultures
- Limited or non-English speaking
- Limited or no transportation means
- Community members with service animals

Comprehensive emergency management is a process by which UHWO can ensure that this population is prepared and considered throughout all phases of emergency management; mitigation, preparedness, response, and recovery.

**D. Emergency Response Levels and Activation**

In order to remain consistent with our partnering agencies and create a more effective response to critical incidents, UHWO adopts the State of Hawai‘i emergency response levels and activation criteria. (Reference Figure 2).
Figure 2: Emergency Response Levels

1. **Level 1: Full Activation**
   - DOC fully activated; incident that severely impacts the entire campus community to include the surrounding community, campus operations, and buildings.
   - Requires extensive external resource assistance and coordination.
   - Extends into multiple operational periods.
   - Examples: Hurricanes, Tsunamis, Active Shooter/Terrorist, Active Threat, pandemic, severe flooding (affects entire campus), fire affecting multiple buildings.

2. **Level 2: Partial Activation to Full Activation**
   - DOC partially/fully activated; incident or threat develops that requires continued response and monitoring extending beyond the normal workday and requires multiple operational periods; requires additional/extended support from external response agencies.
   - Effects multiple campus operations and buildings and has the potential to affect the surrounding community.
   - Examples: Building fire, utility failure/outage lasting more than a few hours, HAZMAT incident, bomb threats, civil disturbance, explosion, serious health/medical incident affecting the UWO campus community, student/faculty/staff death or near fatal incident, attempted suicide on campus.

3. **Level 3: Enhanced Steady State**
   - DOC on alert. Emergency Management personnel provide updates to DOC Team. Crisis Management Team may be activated.
   - Incident or threat developing that requires enhanced and active monitoring; requires enhanced coordination between university personnel and external response agencies. Two or more departments affected.
   - Examples: Brush fire in close proximity to the campus, controversial events, threats to a faculty/staff member or student, incident affecting surrounding community but not directly affecting campus, small, contained fire, localized flooding.

4. **Level 4: Routine Operations**
   - Day to day operations; steady state. Minimal coordination between University departments is required. Incident could be handled through Campus Security and/or minimal coordination with external response agencies or department affected can handle incident and is responsible for decision making to properly resolve the incident.
   - Examples: Sick/Injured Person, theft, burglary, minor traffic crash, minor facilities disruption (broken water pipe or isolated electrical outage not lasting more than a few hours).
E. Plan Activation

This EOP is activated whenever an incident occurs in which normal operations are or will be severely impacted and immediate attention is required. UHWO’s immediate goals and objectives are to:

- Protect life and safety
- Assess critical infrastructure and facilities
- Maintain/restore safe campus operations and educational/research programs
- Follow the standardized principles of the Incident Command System, when appropriate
- Activate and staff the DOC, where appropriate

F. Emergency Authority

Emergency authority rests with the UHWO Chancellor to take all necessary and appropriate actions during a critical incident that effects or has the potential to effect the UHWO campus. Appropriate actions include lockdown, shelter-in-place, or evacuation orders. The Chancellor serves as the head of the Policy Group which may activate in person or virtually for a Level 2 or Level 1 DOC activation.

In the event the Chancellor is absent or unavailable, authority is hereby delegated to the following University personnel in the order listed below:

- Vice Chancellor for Administrative Affairs
- Vice Chancellor for Academic Affairs
- Vice Chancellor for Student Affairs
- Emergency Management Coordinator
- Director of Auxiliary Services
- Campus Security Sergeant
- Environmental Health and Safety Specialist
- Director of Information Technology
Section III: Organization and Assignment of Responsibilities

UHWO’s EOP is based on an organizational structure comprised of several components which include the policy group, emergency operations team (EOT), Crisis Management Team (CMT), Emergency Planning Committee, support groups, and external partners.

A. Policy Group

UHWO’s Policy Group is comprised of selected university executive leadership whose primary role is to provide policy guidance during a critical incident. When activated, UHWO’s policy group will discuss the economic, legal, and administrative implications of both the critical incident and the ensuing response in order to determine the best possible approach. The policy group supports the EOT and advises the EOT on policy matters and legal issues.

UHWO’s Policy Group is comprised of the following individuals:

- Chancellor
- Vice Chancellor for Administrative Affairs
- Vice Chancellor for Academic Affairs
- Vice Chancellor for Student Affairs
- UH System General Counsel (remote)
- UH System PIO (remote)

B. Emergency Operations Team (EOT)

UHWO’s EOT will report to and staff the department operations center (DOC) when activated. The EOT is responsible for coordination of response and recovery efforts above the field level. Further, the EOT will prioritize critical and competing resource demands in order to more effectively assist field level operations.

The EOT is led by the Emergency Management Coordinator and the Director of Auxiliary Services. The remaining members of the EOT comprise other command staff and general staff positions within the DOC (reference Figure 3).

It is important to note that not all components of the DOC organizational structure will be, or must be activated. Activation of each component will be dependent on the size, scope, and complexity of the critical incident. Component activation will be decided by the DOC Manager in consultation with the Policy Group.
Figure 3: UHWO EOT/DOC Organizational Chart
C. Crisis Management Team (CMT)

UHWO’s CMT is a critical component of emergency planning and preparedness. It was formed to address potentially volatile and threatening incidents that would adversely affect the campus. The CMT comes together to formulate and execute relevant plans to address the incident effecting the campus.

The CMT is comprised of key university personnel who meet quarterly to discuss and assess any upcoming events and/or emergency planning issues or concerns. The CMT will also be activated on an ad hoc basis when circumstances warrant their attention, i.e. a threatening event or an event that could overwhelm campus resources.

The CMT is comprised of the following campus personnel:

- Chancellor
- Vice Chancellor for Administrative Affairs
- Vice Chancellor for Academic Affairs
- Vice Chancellor for Student Affairs
- Emergency Management Coordinator
- Director of Auxiliary Services
- Campus Security Sergeant
- Environmental Health and Safety Specialist
- Director of Communications
- Director of Human Resources
- Director of Information Technology
- Campus Psychologist

D. Emergency Planning Committee (EPC)

The UHWO’s EPC was formed to discuss issues and concerns related to UHWO’s emergency preparedness, protection, mitigation, response, and recovery efforts. It is comprised of a small group of campus personnel whose primary roles and responsibilities are related to emergency planning and preparedness. The EPC meets regularly to address any concerns or issues related to emergency management.

The following individuals comprise the EPC:

- Emergency Management Coordinator
- Director of Communications
- Director of Auxiliary Services
• Environmental Health and Safety Specialist
• Campus Security

E. Support Groups

1. UHWO Behavioral Intervention Team (BIT)

UHWO BIT is a vital part of the campus community. It was formed to address issues and concerns with individuals on campus. Depending on the critical incident, the BIT would be activated to serve as a support group offering their unique capability at assessing risks and threats to the campus community.

Members of the UHWO BIT may also be members of the EOT. The following functional areas comprise the UHWO BIT:

• Student Conduct
• Human Resources
• Counseling
• Campus Security
• Academics
• PR
• Information Technology
• Emergency Management

F. External Partners

UHWO maintains coordination and communication with external partners. During a critical incident, UHWO may rely on our external partners for emergency response. External partners will be contacted as necessary during a critical incident.

UHWO’s external partners include, but not limited to:

• State of Hawai’i Emergency Management Agency
• City and County of Honolulu Department of Emergency Management
• State of Hawai’i Fusion Center
• Department of Homeland Security – Protective Security Advisors (PSAs)
• Threat Team Oahu
• FBI Campus Liaisons
• Honolulu Police Department (Major Events Division)
• Honolulu Police Department
• Hawai’i State Sheriff’s Department
- Honolulu Fire Department
- Hawai‘i State Department of Education
- Local Emergency Planning Committee (LEPC)
Section IV: Direction, Control, and Coordination

Critical incidents that effect UHWO must be managed in an effective and efficient manner. Ensuring that clear direction, control, and coordination are established prior to critical incidents will significantly reduce the impact that these incidents have on the campus community and increase our resilience. Critical incidents at UHWO will be managed through coordinated efforts by Incident Command (IC), the Department Operations Center (DOC), and multiagency coordination.

A. Incident Command

When an incident occurs on campus, an incident command post (ICP) will be established. The Incident Command Post (ICP) will be located near the critical incident, taking into account the safety and security of responding personnel. UHWO emergency responders will follow the standardized principles of the Incident Command System (ICS). Personnel will be assigned, as needed, to the various ICS functions to include the following:

- Command Staff (Incident Commander, Safety Officer, Liaison Officer, and Public Information Officer)
- General Staff (Operations Section, Planning Section, Logistics Section, Intelligence/Investigation Section, and Finance/Administration Section)
- Branches and/or Units under the General Staff Sections

The incident will be managed from the ICP. All operations will be directed and controlled from the ICP in accordance with the established incident command system. The following are some of the responsibilities of the ICP:

- Manage, direct, and control on-scene operations of the critical incident
- Assigns Command and General Staff positions as deemed appropriate
- Maintains communication with the UHWO DOC and provides incident updates
- Maintains tactical and operational control of resources

It is important to recognize that UHWO emergency responders may set up the initial IC but due to the campus’s non-sworn status, transfer of command to local law enforcement may be required. In this instance, a campus representative will remain at the IC and become part of the Unified Command (see C. Multiagency Coordination).

B. UHWO Department Operations Center (DOC)

When a critical incident occurs and overwhelms the capabilities of the incident command post, or increases in size and complexity, the UHWO DOC will be activated. Activation of the DOC can be made by a request of the UHWO Chancellor, Vice Chancellor for Administrative Affairs, Vice Chancellor for Academic Affairs, Vice Chancellor for Student Affairs, Incident
Commander, Emergency Management Coordinator, the Director of Auxiliary Services, or Campus Security.

The UHWO DOC is a physical location used as a centralized location to coordinate information and resources during a critical incident. Upon activation of the DOC, the EOT will assemble at the DOC.

The primary location of the UHWO DOC is located in B157 (Library, exterior access) to include the adjacent rooms B156 and B155 (reference Figure 4).

The secondary location of the UHWO DOC is located in C225 (Campus Center) with a separate location for the Policy Group down the hallway in C212 (Chancellor’s Dining Room) (reference Figure 5).
Figure 4: UHWO Primary DOC
Section IV: Direction, Control, and Coordination

Figure 5: UHWO Secondary DOC

UHWO Secondary Department Operations Center (DOC)
C. Multi-Agency Coordination

It is incumbent upon the UHWO campus community to acknowledge that our Campus Security is not a sworn entity and will rely on the Honolulu Police Department (HPD) for a law enforcement response. Other critical incidents will require the assistance from various other emergency responders, such as the Honolulu Fire Department (HFD), and City and County Emergency Medical Services (EMS). The majority of critical incidents that occur at UHWO will involve a multiagency response and coordination.

Multiagency coordination involves establishment of a Unified Command (UC). The unified command structure allows for multiple agencies with incident jurisdiction to work collaboratively and effectively together to manage an incident. Within the UC there is a common set of objectives established which are disseminated to the resources handling the incident.
A. Information/Intelligence Collection and Analysis

Information collection and analysis before, during, and after a critical incident plays a vital role in the successful implementation of response and recovery actions. Information collected can provide critical details which will guide our institution’s decisions and actions before, during, and after a critical incident.

Information/Intelligence is available from an array of sources such as local law enforcement, other emergency response agencies, stakeholders and support groups, media outlets, and other local, state, and federal subject matter experts.

The following are examples of the types of intelligence information most likely to be used by UHWO:

- Crime reports
- Student of Concern
- Employee of Concern
- Security threats
- Weather reports
- Public health information, announcement, or warnings

B. Dissemination

After collection, intelligence information must be analyzed and passed to the appropriate university personnel such as the EOT and policy group as well as external stakeholders. Dissemination of this information occurs through communications and other briefings, which is then utilized to prepare for, respond to, and recover from critical incidents.

Depending on the type or potentially sensitive nature of the intelligence/information collected, extreme caution shall be taken when determining which internal and external entities it will be shared with.
A. Primary Communications Capabilities

1. UH Alert

UHWO is part of the UH Alert emergency notification system. When a critical incident occurs on campus, UHWO communications department will issue a UH Alert providing guidance and instructions to the campus community (who have opted-in to UH Alert) on how to respond during the incident. Procedures for emergency notification are outlined in the Communications and Emergency Notification Annex (currently IN PROGRESS). UHWO employs a variety of methods to communicate to the campus community such as Twitter, Facebook, and the website.

UHWO emergency notifications are consistent with policies found in the Higher Education Opportunity Act of 2008, the federal Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act (Clery Act).

2. Campus Radios

Campus Security utilizes Kenwood radios. Other UHWO departments and personnel, such as Grounds, Custodial, Library staff, Information Technology, Environmental Health and Safety, and Special Events, utilize the same type of radios as Campus Security. In the event of a critical incident, Campus Security has the capability to go “all channels” to broadcast a message.

B. External Communications

UHWO does not have interoperable capability with external response agencies. In the event of a critical incident, if a unified command were established, a representative from UHWO campus will become part of the unified command and be able to provide vital information to the UHWO DOC, utilizing campus radios, requesting radios from HPD, or through conventional telecommunications methods.
A. Administration

1. Documentation

UHWO will document the response to and recovery from any critical incident that occurs on campus. Accurate documentation is an essential component of emergency operations and is the responsibility of the EOT. Documentation is essential for creating historical records, developing mitigation strategies, cost recovery, and addressing insurance needs.

Documentation will consist of, but not limited to, on-scene response and recovery actions, resource tracking, expenditure logs, activity logs, and EOT actions within the DOC using standardized forms, WebEOC, or other appropriate means.

2. After Action Report (AAR)

Once the critical incident has been resolved, it will be the responsibility of the Emergency Management Coordinator to complete an after action report (AAR). AARs are completed by utilizing the information contained in the incident documentation, and the information gathered during the incident debrief. AARs are required in order to review actions taken, highlight strengths, improve UHWO’s operational readiness, identify organizational shortcomings, and capability gaps.

Included in the after action reports:

- Strengths and weaknesses of the incident response and recovery
- Identified gaps in UHWO capabilities
- Recommendations on how to address identified gaps
- Proposed policy, plan and/or procedural changes
- Proposed mitigation strategies
- Improvement plan with corrective actions

Original, signed AARs will be retained in the Emergency Management Office and copies will be provided to key university personnel, such as the Policy Group.

B. Finance

1. Incident Costs

A critical incident can incur extraordinary costs and overwhelm UHWO’s fiscal condition. The UHWO Business Office is responsible for collecting, analyzing, and reporting the costs associated with response operations and with damages incurred during the incident.
The State of Hawai‘i, through the Department of Accounting and General Services (DAGS), administers the State Risk Management Revolving Fund. This fund provides coverage for loss of, or damage to State property during fires, theft, or other casualties (Administrative Procedure A8.400 Risk Management). As such, proper documentation and expenditure accountability are required when filing insurance claims and seeking State or Federal assistance.

2. Emergency Procurement

Fiscal administrators abide by the Administrative Procedure A8.260 Emergency Procurement. This procedure provides guidance and allows for procurement of goods and services during critical incidents.

3. Employee Hours

Human resources is responsible for collecting and recording time (regular and overtime) for all personnel working on incident activities. In the field or in the UHWO DOC, all time worked in preparation for, and in response to, a critical incident needs to be documented.

4. Record Retention

For record retention, the UHWO Business Office abides by the University Administrative Procedures section A8.450 which aligns with the State of Hawai‘i Department of Accounting and General Services (DAGS) requirements. Hard copy documents are also maintained.

C. Logistics

Due to its current state, UHWO relies heavily on external response agencies and their capabilities to manage a critical incident. In the event an individual on the UHWO campus contacts 911, the appropriate agency or agencies will respond, such as the Honolulu Police Department, Honolulu Fire Department, or Emergency Medical Services. If an individual contacts Campus Security, Campus Security will contact 911 if deemed necessary.

For internal UHWO logistics:

1. Resource Coordination and Management

In the event of a critical incident, supplies and equipment will be provided from current campus inventories. Departments across the university have the responsibility for managing, coordinating, and allocating their current resources during a critical incident. Part of this responsibility is maintaining accurate logs of current resource capabilities, which resources will be needed during and after the critical incident, tracking the deployed resources, and where resources can be obtained.
2. Donations and Volunteer Management

There may be occasions where spontaneous volunteers and donations arrive on campus during a critical incident. The Volunteer Group under the Student/Staff Services Branch in Operations will be responsible for donations and volunteer management.

The Logistics Management and Resource Support Annex provides further information on resource coordination and management (Currently under revision and in draft form).
Section VIII: Plan Development and Maintenance

The Emergency Management Coordinator will lead the development, coordination, and revision of the UHWO EOP.

A. Plan Development

The following positions are required to participate in plan development and maintenance activities as part of the planning team:

- Chancellor
- Vice Chancellors
- Emergency Management Coordinator
- Director of Auxiliary Services
- Director of Communications
- Campus Security
- Environmental Health and Safety Specialist

Other university personnel may be invited to serve on the planning committee as required in addition to those positions listed above.

B. Plan Maintenance

The UHWO EOP is designed to be continually updated and revised as needed to reflect the current structure and operations of the campus. The completion of trainings, exercises, after action reports, development of improvement plans, implementation or activation of this plan can all be factors in determining the need for changes or enhancements to this EOP. It is the responsibility of the Emergency Management Coordinator to ensure that maintenance of the EOP is taking place. Changes to the UHWO EOP will be documented on the Record of Changes on page V.

Additional plan maintenance responsibilities include:

- Maintaining a plan review and revision schedule
- Reviewing all plan components and proposed changes for consistency
- Obtaining approvals for changes from the appropriate approving authority
- Ensuring notifications of approved changes are made and disseminated
- Maintaining an accurate record of changes
C. Plan Updates

A plan update is the inspection of a plan to identify and make minor revisions without the need for input from the larger stakeholder group or an extended review process.

Plan updates are coordinated and conducted annually by the Emergency Management Coordinator and may include input from each of the command and general staff section positions. Plan updates can also be made prior to the annual review of the EOP depending on the needed change or update.

Plan updates may involve the following:

- Administrative changes, such as position title changes, personnel changes, which does not impact the plan or change the responsibilities for actions within the plan.
- Addressing changes in departmental or university policies, procedures, or directives relevant to emergency planning and response, and ensuring those changes have not resulted in inconsistencies or conflicts within the UHWO EOP.
- Incorporation of lessons learned from exercises or actual events.
- In the event the plan review finds a significant policy conflict or changes to the operational environment has made the plan obsolete, a more detailed revision of the plan may be required.

Any update to the plan will be documented on the Record of Changes on page V. The Emergency Management Coordinator is authorized to make edits and enhancements to the UHWO EOP as needed.

D. Plan Revisions

A revision is a thorough and systematic examination of a plan to determine the degree to which stated policies and procedures need to be re-written.

The revision process attempts to:

- Ensure risk and vulnerability analysis, planning assumptions and situation reflect current realities.
- Address relevant changes in federal or state laws, university policies, procedures, or directives, and/or changes to structures, capabilities or other emergency management standards or best practices.
- Incorporate substantive lessons learned from exercises, incident analysis or program evaluations.

Input from stakeholders will be sought as part of the revision process. A typical revision process includes preplanning and review meetings with stakeholder groups.
Plan revisions are approved and promulgated by the UHWO Chancellor.

Major changes or full updates to the plan will be sent to the Director of Auxiliary Services, Director of Communications, Campus Security, and Environmental Health and Safety Specialist for review and concurrence prior to submitting the final revision of the plan to the UHWO Chancellor.

E. Plan Distribution and Availability

The current UHWO EOP and associated annexes will be maintained in the emergency management office and posted on the UHWO website for public access. The UHWO EOP will also be made available to our external partners which will be documented on the Distribution List on page IV.
Section IX: Training and Exercises

A. Training and Exercising the Plan

UHWO will conduct periodic training and exercising of its EOP consistent with the requirements of the Homeland Security Exercise and Evaluation Program (HSEEP). The Emergency Management Coordinator will lead the UHWO training and exercise program for the campus.

Training and exercises at UHWO will consist of the following:

<table>
<thead>
<tr>
<th>Discussion Based Exercises</th>
<th>Operations Based Exercises</th>
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<tbody>
<tr>
<td>Seminars</td>
<td>Drills</td>
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<tr>
<td>Tabletops</td>
<td>Full Scale</td>
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</table>

After the conclusion of the training and/or exercise, a debrief/hot wash will be conducted in which comments will be captured to be used in the After Action Report. The Emergency Management Coordinator will complete an AAR for every exercise conducted at UHWO.

B. Training University Personnel

In order to maintain compliance with NIMS, key university personnel must be trained in specific courses. It will be the responsibility of the identified university personnel to ensure that they are adequately trained in the incident command structure, the national incident management system, and position specific roles and responsibilities. University personnel will be assigned to either Training Level I, Level II, or Level III, depending on their functional area and level of responsibility during a critical incident:

1. **Executive Leaders/Policy Group (Training Level III)** – University personnel responsible for making financial, administrative, and managerial decisions supporting the campus’s emergency management program; have high-level responsibilities before and after a critical incident.
   - Chancellor
   - Vice Chancellor for Administration
   - Vice Chancellor for Academic Affairs
   - Vice Chancellor for Student Affairs

2. **General Personnel (Training Level III)** – University personnel with any role in emergency preparedness, incident management, or response.
   - Emergency Operations Team members
• Psychologist, Counselors
• Behavioral Intervention Team members
• Campus Security
• Administrators
• Faculty
• Auxiliary Services personnel
• Buildings and Grounds personnel
• Information Technology Specialists
• Human Resources personnel

3. **Command Staff (Training Level II)** – University personnel assigned to lead any key campus emergency management effort; have specific roles within the ICS and DOC structure.

- Public Information Office
- Safety Officer
- Liaison Officer
- Any university personnel who have a designated role/position within the operations section, planning section, logistics section, finance/administration, or intelligence/information section of the ICS or DOC structure.

4. **Incident Managers (Training Level I)** – University personnel who have a leadership role in command; personnel who are typically obligated to command and manage incidents that occur on campus in the absence of traditional incident response personnel (local law enforcement or fire); personnel who would likely be integrated into an advanced ICS role (i.e. unified command).

- Campus Security Sergeant
- Director of Auxiliary Services
- Director of Communications
- Emergency Management Coordinator

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<thead>
<tr>
<th>Courses</th>
<th>Level I</th>
<th>Level II</th>
<th>Level III</th>
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<td>X</td>
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<td>ICS 200</td>
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<td>ICS 800</td>
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Additional recommended courses that are not required for compliance with NIMS, but would be beneficial to those assigned roles within the EOT are listed in the table below:

(Command Staff – Safety Officer, Liaison Officer, PIO)(General Staff – Operations, Logistics, Planning, and Finance/Administration)

<table>
<thead>
<tr>
<th>Course</th>
<th>EOC Manager</th>
<th>Command Staff</th>
<th>PIO</th>
<th>General Staff</th>
<th>Policy Group</th>
<th>Campus Security</th>
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<tr>
<td>IS 5.a An Introduction to Hazardous Materials</td>
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<td>IS 15.b Special Events Contingency Planning, Training for Public Safety Agencies</td>
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<td>IS 702.a NIMS Public Information Systems</td>
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<td>IS 775 EOC Management and Operations</td>
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Note: Other independent study (IS) courses can be found at https://training.fema.gov/is/

If there are questions regarding available trainings, university personnel can contact the UHWO Emergency Management Coordinator.
Section X: Authorities and References

A. Authorities

The UHWO EOP is developed and implemented under the authority of the President of the University of Hawai‘i, the UHWO Chancellor, and UH Executive Policy E2.203: Emergency Management.

This EOP further aligns with and adheres to:

- The National Preparedness Goal
- The Disaster Mitigation Act of 2000
- American Disabilities Act (ADA) of 1990
- Jeanne Clery Act

B. References

- National Response Framework
- National Incident Management System
- State of Hawai‘i Emergency Operations Plan
- City and County of Honolulu Emergency Operations plan
- University of Hawai‘i System Emergency Management Plan
Section XI: Glossary and Acronyms

A. Glossary

**Active Shooter**: Individual(s) actively engaging in a random or systematic attack equipped with firearms. The individual(s) demonstrate a specific intent to inflict serious bodily injury or death with firearms or in combination with any other deadly weapon (i.e., knife, club, bow and arrow, explosives, etc.). Generally, there is no pattern or method to their selection of victims.

**Active Threat**: Any on-going act of violence which threatens the life and safety of a population and/or results in mass causalities/fatalities. Perpetrator(s) use firearms, knives, clubs, pipe bombs, improvised explosive device(s), vehicle(s), or other associated deadly weapon with the intent to cause serious bodily injury or death of an individual, group, or population.

**After Action Report (AAR)**: Report documenting the timeline of an incident, strengths and weaknesses of actions taken during an incident and a capabilities assessment which addresses observed gaps. This report may also include an improvement plan (exercises). AARs should be completed for critical incidents, events, and exercises.

**All Hazards**: A threat or an incident, natural or manmade, that warrants action to protect life, property, the environment, and public health or safety, and to minimize disruptions of government, social, or economic activities. It includes natural disasters, cyber incidents, industrial accidents, pandemics, acts of terrorism, sabotage, and destructive criminal activity targeting critical infrastructure. This also includes the effects climate change has on the threats and hazards. *(National Preparedness Goal, September 2015)*

**Behavioral Intervention Team (BIT)**: Consists of cross-campus representatives in the areas of Student Affairs (Mental Health Services/Clinical Psychologist), Administrative Affairs (Environmental, Health, and Safety; Campus Security; and Human Resources), and Communications, who meet regularly to discuss, create, and execute proactive strategies to support students who may display or experience behavioral concerns.

**Biological Weapon**: Infectious agents or toxins which are pathogenic to man, animal, or plants. These may include numerous naturally occurring viruses, bacteria, or genetically engineered organisms.

**Branch**: The organizational level of ICS having functional or geographical responsibility for major aspects of incident operations. A branch is organizationally situated between the section and the division or group in the Operations Section, and between the section and units in the Logistics Section. Branches are identified by Roman numerals or by functional area.
Building Emergency Plan: A plan developed for a specific building on campus. Plan that addresses special requirements vital to a particular building’s preparedness and mitigation efforts, as well as response actions. Further, it provides a detailed description of a building’s capabilities, departments within, and contact information.

Civil Disturbance: An unlawful assembly that constitutes a breach of the peace or any assembly of persons where there is imminent danger of collective violence, destruction of property or other unlawful acts.

Command Staff: Part of the Incident Command System (ICS). Positions include the Safety Officer, Liaison Officer, and the Public Information Officer. These positions report directly to the Incident Commander (on-scene operations), or the EOC Manager (EOC operations).

Continuity of Operations Plan (COOP): A plan that addresses the continuity of critical business functions during operational disruptions and plans for restoration of normal operations.

Crisis Management Team (CMT): Comprised of key university personnel who meet quarterly to discuss and assess any upcoming events and/or emergency planning issues or concerns. Formed to address potentially volatile and threatening incidents that would adversely affect the campus. The CMT comes together to formulate and execute relevant plans to address the incident effecting the campus.

Critical Incident: An unusual, distressing and/or traumatic event which disrupts normal operations, evokes feelings of intense fear, anxiety and/or helplessness, and causes a great deal of inconvenience, damage, and or loss of life; has the potential to quickly overwhelm local response capabilities and requires immediate action (i.e. Hurricanes, tsunamis, floods, active shooter/threat, explosion, fire, HAZMAT incident, utility failure).

Department Operations Center (DOC): A physical location on campus from which centralized management of the UHWO campus’s emergency response is conducted. It is a pre-designated location on campus where members of the Campus Emergency Operations Team will meet during its activation.

Department Operations Center Manager: An individual assigned by the UHWO Executive Policy Group/Executive Management Team to serve as the single highest authority in the DOC during times of operation. Responsible for the operational readiness of the DOC, staffing of the DOC, approving DOC documentation, displaying objectives in DOC and recommending resource priorities.

Disaster: An event (natural, human-caused, or technological) that may cause loss of life, human suffering, property damage, and severe economic and social disruption. May require
response by all levels of government (federal, state, and local), industries, and volunteers to save lives and protect property.

**Emergency Evacuation:** The immediate and rapid movement of individuals away from the threat of or on-going critical incident. Examples include a single building evacuation, multiple building evacuations to campus wide evacuation. UHWO’s evacuation plan can be found in UHWO’s Emergency and Safety Procedures Guide.

**Emergency Operations Team (EOT):** A group of campus representatives who coordinate and provide recommendations regarding emergency operations/management policies and practices. The Emergency Operations Team convenes at the Department Operations Center, depending on the emergency response level designation. May also be referred to as the Emergency Management Team in other publications.

**Emergency Operations Center (EOC):** A central command and control facility designed to support emergency response and business continuity. Area from which key campus officials can gather information, make decisions and direct and coordinate response and recovery efforts. The University of Hawai’i System EOC is located on the Manoa campus.

**Emergency Operations Plan (EOP):** A comprehensive, all-hazards functional plan that describes UHWO’s emergency organization and the means of coordination with other entities. It assigns functional responsibilities and details tasks to be carried out as accurately as permitted by the situation. The plan shall be modeled on the concepts and processes of the National Incident Management System (NIMS).

**Emergency Operations Center Manager:** An individual assigned by the UHWO Executive Policy Group/Executive Management Team to serve as the single highest authority in the EOC during times of operation. Responsible for the operational readiness of the EOC, staffing of the EOC, approving EOC documentation, displaying objectives in EOC and recommending resource priorities.

**Emergency Planning Committee:** A group of campus individuals (Director of Auxiliary Services, Campus Security, Emergency Management Coordinator, Director of Communications, and Environmental Health and Safety Specialist), who meet regularly to discuss issues and concerns related to UHWO’s emergency preparedness, protection, mitigation, response, and recovery efforts.

**Emergency Procurement:** The need for the immediate purchase of materials, services or construction that cannot be met through normal procurement methods, the lack of which seriously threaten public health or safety, the preservation of property or the functioning of the organization.
**Emergency Response Levels (ERL):** Levels which define the appropriate degree of emergency response and EOP activation during an incident effecting UHWO.

**Executive Policy Group:** The UHWO Executive Policy Group (Chancellor, Vice Chancellor of Administration, Vice Chancellor of Student Affairs, Vice Chancellor of Academic Affairs, and UH System General Counsel) provides policy guidance on priorities and objectives based on situational needs and the Emergency Operations Plan but do not assume a command role over the on-scene incident operation. By virtue of their positions, these individuals have the authority to make decisions, commit resources, obligate funds, and command the resources necessary to protect the students, faculty, staff, and facilities.

**Exercise:** A planned event that is developed for the purpose of assessing a group’s capabilities in preparation for, protection from, response to, mitigation of, and/or recovery from a scenario based on a realistic incident. The exercise provides a platform for intra-agency and/or interagency collaboration and coordination to demonstrate training and exercise plans in a risk-free environment.

**Finance/Administration Section:** Part of the incident command general staff. Responsible for time keeping, cost analysis, documentation for reimbursement, and other financial management issues associated with the incident.

**General Staff:** Part of the Incident Command System (ICS). Positions include the Operations Section, Planning Section, Logistics Section, Administration/Finance Section, and Intelligence/Information Section. These sections have functional responsibilities and report directly to the incident commander. The designated individual in charge of each section is called a Chief.

**Group:** Modular level within the incident command structure which describes a functional area of operation. Groups are assigned within the Operations Section. The individual in charge of a group is designated as a Supervisor. Examples, for purposes of this EOP, include Counseling/Mental Health Group, Volunteer Group, Faculty/Staff Group, and Student Accountability Group.

**Hazardous Materials:** Substances or materials that, because of their chemical, physical, or biological nature, pose a potential risk to life, health, or property if they are released. Explosive substances, flammable or combustible substances, poison, and radioactive materials are all classified as hazardous materials.

**Homeland Security Exercise and Evaluation Program (HSEEP):** A capabilities and performance-based exercise program that provides a standardized policy,
methodology, and language for designing, developing, conducting, and evaluating all exercises.

**Incident Action Plan (IAP):** Oral or written plan which outlines the objectives and strategies that will be employed to effectively manage an incident during a specified timeframe or operational period.

**Incident Command Post (ICP):** The physical location of tactical-level, on-scene operations. It is located at or in the immediate vicinity of the incident site and is the focus for the conduct of direct, on-scene control of tactical operations.

**Incident Command System (ICS):** A standardized, on-scene management construct designed to efficiently and effectively manage incidents through adoption of a modular organizational structure which allows for flexibility depending on the size, complexity, and scope of an incident. The incident command system includes personnel, facilities, resources, equipment, policies and procedures, and communications operating under a coordinated and integrated organizational structure.

**Incident Commander (IC):** The Incident Commander has overall responsibility for on-scene incident management through the development of objectives, strategies and tactics, and has the authority to order and release resources. The Incident Commander is the only position that is always staffed in Incident Command System (ICS) applications. Depending on the size and scope of the incident, the Incident Commander will assume the role of the Command and General Staff positions until he/she deems appropriate to delegate the various functions. In addition to incident management, he/she must keep the EOC informed and up to date on all important matters pertaining to the incident.

**Intelligence/Information Section:** Part of the incident command general staff. Responsible for collecting, analyzing and disseminating intelligence or information provided to the incident command or EOC during an incident. Serves as a conduit to provide vital information and support life safety operations, including the safety and security of all response personnel. Depending on the incident, this section may not be activated.

**Joint Information Center (JIC):** A central location that facilitates operation of the Joint Information System. It is a location where personnel with public information responsibilities perform critical emergency information functions and crisis communications. If possible, it is advised to have location(s) identified that could be used as a JIC before an incident occurs; ideally, in close proximity to the EOC/DOC. It is important that these locations meet the working needs of the PIO function and allow easy access for the media. Once a JIC has been identified, it is recommended to have appropriate equipment and other resources available and operational. The Director of Communications/Public Information Officer
should develop standard operating procedures on the actual use of the JIC and the equipment and staff that may be needed.

**Joint Information System (JIS):** Integrates incident information and public affairs into a cohesive organization designed to provide consistent, coordinated, accurate, accessible, timely, and complete information during crisis or incident operations. The mission of the JIS is to provide a structure and system for developing and delivering coordinated interagency messages; developing, recommending, and executing public information plans and strategies on behalf of the Incident Command; advising the Incident Commander concerning public affairs issues that could affect a response effort; and controlling rumors and inaccurate information that could undermine public confidence in the incident response effort.

**Lockdown:** Procedure put into effect to minimize accessibility to campus facilities, offices, and classrooms for the purpose of mitigating injury and/or danger to students, faculty, staff, and visitors.

**Logistics Section:** Part of the incident command general staff. Responsible for acquiring and deploying requested resources, setting up and maintaining incident facilities, providing support and services to incident personnel such as food, water, transportation, and medical services.

**Mass Casualty Incident (MCI):** Incident which overwhelms local first responder capabilities and resources, and culminates in the death and/or serious bodily injury of a large mass of individuals.

**Mitigation:** Any combination of activities and efforts in support of reducing loss of life and property by lessening the impact of critical incidents on a population and enhancing the resiliency of that population. Mitigation efforts may include proper maintenance and/or improvement of critical infrastructure, improvements to physical security, acquiring additional resources such as equipment or personnel.

**National Incident Management System (NIMS):** A comprehensive incident response system developed by Homeland Security. NIMS provides a systematic, proactive approach to guide departments and agencies at all levels of government, nongovernmental organizations, and the private sector to work together seamlessly and manage incidents involving all threats and hazards in order to reduce loss of life, property and harm to the environment. Mandated by Homeland Security Presidential Directive-5.

**National Preparedness Goal (NPG):** Defines what it means for the whole community to be prepared for all types of disasters and emergencies: “A secure and resilient nation with the
capabilities required across the whole community to prevent, protect against, mitigate, respond to, and recover from the threats and hazards that pose the greatest risk.”

**National Response Framework (NRF):** A guide to how the Nation conducts all hazards incident management intended to capture specific authorities and best practices for managing incidents that range from the serious but purely local, to large-scale terrorist attacks or catastrophic natural disasters.

**Operational Period:** A designated timeframe for executing a specific set of operation actions, as specified in the incident action plan. Operational periods can be varied in length, but usually not more than 24 hours.

**Operations Section:** Part of the incident command general staff. Is responsible for all tactical level response operations during an incident.

**Planning Section:** Part of the incident command general staff. Is responsible for maintaining, collecting, evaluating and disseminating operational information related to the incident, developing the incident action plan, resource tracking, and developing the demobilization plan.

**Preparedness:** Actions taken in advance of a critical incident to develop operational capabilities and facilitate an effective response in the event a critical incident occurs. Preparedness measures include but are not limited to: continuity of operations plans, emergency alert systems, emergency communications, emergency operations centers, emergency operations plans, exercise of plans, mutual aid agreements, resource management, and training university personnel.

**Prevention:** The capabilities necessary to avoid, deter, or stop a threat or act of terrorism. As defined by President’s Policy Directive/PPD-8: National Preparedness, the term “prevention” refers to preventing imminent threats.

**Protection:** The capabilities necessary to secure the homeland/campus against acts of terrorism and human-caused or natural disasters.

**Public Information Officer (PIO):** A member of the command staff responsible for interfacing with the public and media during a critical incident. Provides incident-related information.

**Recovery:** The capabilities necessary to assist the UHWO community to recover from a critical incident effectively. Includes efforts utilized to return the campus community to normal, pre-incident conditions.
**Resilience:** The ability to adapt to changing conditions and withstand and rapidly recover from disruption due to critical incidents *(National Preparedness Goal, September 2015).*

**Resources:** A term used to define personnel, equipment, facilities, and supplies available for assignment to incident operations.

**Response:** Capabilities necessary to respond quickly and effectively to save lives, protect property and the environment, and meet basic human needs in the aftermath of a critical incident.

**Risk Assessment:** A product or process that collects information and assigns a value to risks for the purpose of informing priorities, developing or comparing courses of action, and informing decision making *(National Preparedness Goal, September 2015).*

**Section:** ICS organizational level with responsibility for a major functional area, e.g., Operations, Planning, Logistics, Finance/Administration, and Intelligence (if established).

**Shelter-in-place:** Process employed by UHWO to ensure immediate and rapid securing of faculty, students, staff, and visitors during a critical incident. Depending on the incident, the campus community will be instructed to seek shelter and remain in that location until advised that the affected area is safe.

**Span of Control:** The number of individuals a supervisor is responsible for, usually expressed as the ratio of supervisors to individuals. (Under NIMS, an appropriate span of control is between 1:3 and 1:7.)

**Staging Area:** Location established where resources can be placed while awaiting a tactical assignment. The Operations Section manages Staging Areas.

**Suspicious Package:** Any package, object or device that has indications of containing an explosive device.

**Terrorism:** Any activity that involves an act dangerous to human life or potentially destructive of critical infrastructure or key resources and is a violation of the criminal laws of the United States or of any state or other subdivision of the United States; and appears to be intended to intimidate or coerce a civilian population, or influence or affect the policy or conduct of a government by mass destruction, assassination, or kidnapping *(Homeland Security Act of 2002).*

**Threat and Hazard Identification and Risk Assessment (THIRA):** A tool completed annually by the UHWO emergency planning committee that allows the campus to understand its threats and hazards and how the impacts may vary according to time of occurrence, season, location, and other community factors.
Unified Command (UC): A single incident command structure that utilizes a multi-jurisdictional or multi-agency approach. The need for a Unified Command occurs when an incident affects the statutory responsibility of more than one agency or jurisdiction. It provides guidelines to enable agencies with different legal, geographic, and functional responsibilities to coordinate, plan, and interact effectively.

Unit: The organizational element having functional responsibility for a specific incident planning, logistics, or finance/administration activity.

Utility Failure: A loss of an essential utility such as power, water, natural gas, or heat that has the potential to create a significant impact on university operations.

Vulnerability: Susceptibility of life, property, or the environment to damage in the event of a critical incident.

Warning: Announcement that threatening conditions (thunderstorm high winds, tornado, flooding, dam or levee failure) are occurring or are imminent, and are expected to have a harmful effect upon the area alerted. Persons within the area must take immediate steps to protect themselves.

Watch: Severe weather or flash flood Watch means that conditions are such that a storm or flood of significant magnitude is likely to occur. Persons within the area alerted should take precautionary steps.

Weapons of Mass Destructons (WMD): Any destructive device defined as explosive, incendiary, or poison gas, bomb, grenade, rocket having a propellant charge of more than four ounces, or missiles having an explosive or incendiary charge of more than one quarter ounce. Designed or intended to cause death or serious bodily injury through the release, dissemination, or impact of toxic or poisonous chemical or their precursors; weapon involving a biological agent or toxin; weapon designed to release radioactive material or radiation at levels dangerous to human life (Title 18 U.S.C. § 2332a).

WebEOC: Web-based crisis management system designed to aid organizations in incident management. Supports organizations in emergency response by providing a platform to send and receive information and track incident progress.


Emergency Communicator: The designated campus or System public information officer with overall responsibility for communication from the campus or System, including internal messages to faculty, staff, students, etc., media and external communication.
**Emergency Coordinator:** The designated person with responsibility for campus or System-wide emergency management activities.

**Emergency Management Program:** A management framework for responding to and recovering from emergencies that may threaten the health and safety of the campus community or disrupt its programs and operations.

**Emergency Worker:** All state and county officials, officers, and employees are considered emergency workers and shall perform functions as determined by their respective state or county department director during emergencies or disasters.

**System-level Emergency:** An emergency involving more than one campus or that has the potential to impact more than one campus, including but not limited to: natural disaster, cyber-attack, pandemic, widespread power failure, ongoing threat of violence.

### B. Acronyms

<table>
<thead>
<tr>
<th>Acronym</th>
<th>Meaning</th>
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<tbody>
<tr>
<td>AAR</td>
<td>After action report</td>
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<tr>
<td>ADA</td>
<td>American Disabilities Act</td>
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<td>BEP</td>
<td>Building Emergency Plan</td>
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<td>BIT</td>
<td>Behavioral Intervention Team</td>
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<td>CMT</td>
<td>Crisis Management Team</td>
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<tr>
<td>COOP</td>
<td>Continuity of Operations Plan</td>
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<tr>
<td>DAGS</td>
<td>Department of Accounting and General Services</td>
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<tr>
<td>DEM</td>
<td>Department of Emergency Management (City &amp; County of Honolulu)</td>
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<tr>
<td>DHS</td>
<td>Department of Homeland Security</td>
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<tr>
<td>DOC</td>
<td>Department Operations Center</td>
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<td>EAA</td>
<td>Evacuation Assembly Area</td>
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<td>EHSO</td>
<td>Environmental Health and Safety Office</td>
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<td>EM</td>
<td>Emergency Management</td>
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<td>EOC</td>
<td>Emergency Operations Center</td>
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<td>EOP</td>
<td>Emergency Operations Plan</td>
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<td>EOT</td>
<td>Emergency Operations Team</td>
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<td>Emergency Planning Committee</td>
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<td>ERL</td>
<td>Emergency Response Level</td>
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<td>FBI</td>
<td>Federal Bureau of Investigations</td>
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<td>FEMA</td>
<td>Federal Emergency Management Agency</td>
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<td>HAZMAT</td>
<td>Hazardous Materials</td>
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<td>HFD</td>
<td>Honolulu Fire Department</td>
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<td>HI-EMA</td>
<td>Hawaii Emergency Management Agency</td>
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<td>HPD</td>
<td>Honolulu Police Department</td>
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<td>HSEEP</td>
<td>Homeland Security Exercise and Evaluation Program</td>
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<tr>
<td>Acronym</td>
<td>Description</td>
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<td>HSFC</td>
<td>Hawaii State Fusion Center</td>
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<td>HSPD</td>
<td>Homeland Security Presidential Directive</td>
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<td>IAP</td>
<td>Incident Action Plan</td>
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<td>IC</td>
<td>Incident Commander</td>
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<td>ICP</td>
<td>Incident Command Post</td>
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<td>ICS</td>
<td>Incident Command System</td>
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<td>Joint Information Center</td>
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<td>JIS</td>
<td>Joint Information System</td>
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<td>LEPC</td>
<td>Local Emergency Planning Committee</td>
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<td>LNO</td>
<td>Liaison Officer</td>
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<td>MCI</td>
<td>Mass Casualty Incident</td>
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<td>MOU</td>
<td>Memorandum of Understanding</td>
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<td>NFPA</td>
<td>National Fire Protection Agency</td>
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<td>NIMS</td>
<td>National Incident Management System</td>
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<td>NOAA</td>
<td>National Oceanic &amp; Atmospheric Administration</td>
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<td>NPG</td>
<td>National Preparedness Goal</td>
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<td>NRF</td>
<td>National Response Framework</td>
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<td>PIO</td>
<td>Public Information Officer</td>
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<td>PPD</td>
<td>Presidential Policy Directive</td>
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<td>THIRA</td>
<td>Threat and Hazard Identification and Risk Assessment</td>
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<tr>
<td>UC</td>
<td>Unified Command</td>
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<td>UHWO</td>
<td>University of Hawai‘i West Oahu</td>
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<tr>
<td>WMD</td>
<td>Weapons of Mass Destruction</td>
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Human Caused Incident Annexes
Overview

Contained within the following annexes are incidents and threats caused by humans that have a potential to negatively impact the University of Hawai‘i West O‘ahu (UHWO). These annexes include detailed procedures of how the campus community is to prepare for, mitigate the effects of, respond to, and recover from critical incidents.

Annexes

- Active Shooter/Active Threat Bomb Threat/Explosion
- Civil Unrest
- Hazardous Materials Spill
- Fire
- Utility Failure/Power Outage
- Airplane/Helicopter Crash
- Nuclear/Radiation Incident
- Influenza Pandemics
**Active Shooter/Active Threat**

**Objective**

The objective of this annex is to define the actions, roles, and responsibilities of the campus community in order to coordinate a safe and effective emergency response in the event of an active shooter/active threat. This specific annex provides a general concept of emergency procedures before, during, and after the occurrence of an active shooter/active threat incident.

**Situational Overview**

The potential for an active shooter on campus exists and the risk should be treated in a serious manner. The nature of the threat will dictate the response by the UHWO campus community and determine the actions which will have the highest likelihood of success (i.e. lockdown, evacuation, etc.).

It is important to remember that active shooter/active threat incidents can occur without warning, are unpredictable, and evolve quickly. It is incumbent upon the entire UHWO campus community to understand how they can best prepare for and respond during an active shooter/active threat incident in order to minimize the effect this type of incident has on our campus.

**Definitions**

**Active Shooter:** Individual(s) who are actively engaging in a random or systematic shooting incident. The individual(s) demonstrate a specific intent to inflict serious bodily injury or death with firearms, or with any other deadly weapon (i.e., knife, club, bow and arrow, explosives, etc.). Generally, there is no pattern or method to their selection of victims.

**Active Terrorist:** Similar to an active shooter due to the violence they intend to commit. However, an active terrorist is motivated by belief in a cause and is likely to have had advanced training.

**Active Threat:** Any on-going act of violence which threatens the life and safety of a population and/or results in mass casualities/fatalities. Perpetrator(s) use firearms, knives, clubs, pipe bombs, improvised explosive device(s), vehicle(s), or other associated deadly weapon with the intent to cause serious bodily injury or death of an individual, group, or population.
**Lockdown**: Emergency procedure put into effect to minimize accessibility to campus facilities, offices, and classrooms for the purpose of mitigating injury and/or danger to students, faculty, staff, and visitors.

**Preparedness and Mitigation**

In order to reduce the effects of a critical incident such as an active shooter/active threat, the UHWO campus community can actively take part in preparedness and mitigation strategies by:

- Staying informed and preplan; enroll in UH Alert Emergency Notification
- Developing a plan for your work space, office, and/or classroom and practicing the plan
- Studying building evacuation maps posted throughout campus and walking the exit routes for familiarization
- If you see something, say something; report suspicious behavior or activity to the UHWO Campus Security Department (808) 689-2911
- Being aware of and recognizing indicators of potentially violent behavior; and report these behaviors to UHWO Campus Security (808) 689-2536
- Participating in trainings regarding active shooter/active threat scenarios offered on campus or in the community
- Know the Department of Homeland Security’s Run, Hide, Fight principles; UHWO has adopted these principles as the plan of action in the event of an active shooter/active threat incident

Remember, each and every one within the UHWO campus community can make a difference.

**Response Actions for the UHWO Campus Community**

In the event of an active shooter/active threat, faculty, staff, and students should respond according to the information provided by UHWO Campus Security, first responders, and any of the emergency notification systems.

If an employee or student comes into contact with an active shooter/active threat incident:

- Call 911 immediately and contact UHWO Campus Security (808) 689-2911 to report the incident
- DO NOT pull the fire alarm, as this may put others in danger
- Take precautions and actions to protect yourself
When an Active Shooter is in your vicinity follow the campus-wide practice of RUN, HIDE, FIGHT: (Adopted from the Department of Homeland Security’s Active Shooter: How to Respond)
(https://www.dhs.gov/xlibrary/assets/active_shooter_booklet.pdf)
RUN:

(If there is an accessible escape path, attempt to evacuate the premises)

- Have an escape route and plan in mind
- Evacuate regardless of whether others agree to follow
- Leave your belongings behind
- Help others escape, if possible
- Prevent individuals from entering an area where the active shooter may be located
- Keep your hands visible
- Follow the instructions of any police or UHWO Campus Security officers
- DO NOT attempt to move wounded people
- Call 911 and UHWO Campus Security at (808) 689-2911 when you are safe

HIDE:

(“Lockdown” means take any measures to prevent someone from entering your hiding place)

If evacuation is not possible, find a place to hide where the active shooter is less likely to find you

Your hiding place should:

- Be out of the active shooter’s view
- Provide protection if shots are fired in your direction (i.e., an office/room with a closed and locked door)
- Not trap you or restrict your options for movement

To prevent an active shooter from entering your hiding place:

- Lock the door, if possible; faculty and staff are encouraged to know how the door to their office or classroom can be locked/secured; if possible have keys at the ready
- Blockade the door or entrance with heavy furniture; know if your doors open inward or outward and have a plan in mind for preventing someone from accessing your space
- If you are in a room with no lock on the door, or a door that opens outward, use whatever is available to you and wrap it around the arms of the scissor action door closure device located at the top of the door to render it inoperable
If the active shooter is nearby:

- Lock or barricade the door
- If you are in a room with no lock on the door, or a door that opens outward, use whatever is available to you and wrap it around the arms of the scissor action door closure device located at the top of the door to render it inoperable
- Close all blinds, shades, and/or curtains; faculty and staff are encouraged to learn how to close any blinds/shades/curtains in their area
- Silence cellphones
- Turn off the lights; stay still so as not to activate the lights by motion
- Turn off any source of noise (i.e., radios, televisions)
- Hide behind large items (i.e., cabinets, desks)
- Remain quiet
- Remember the shooter/threat may attempt to lure you out of hiding; DO NOT leave your hiding place or unlock/open the door until UHWO Campus Security and/or the Honolulu Police Department announce themselves and manually key the door open
- Call 911 if you are unsure whether it is safe to leave your hiding place

If evacuation and hiding are not possible:

- Remain calm
- Call 911, if possible, to alert police to the active shooter/threat location (see below for information to provide when you call 911)
- If you cannot speak, leave the line open and allow the dispatcher to listen

FIGHT:

As a last resort, and only when your life is in imminent danger, attempt to disrupt and/or incapacitate the active shooter/threat by:

- Acting as aggressively as possible against the threat
- Throwing objects and improvising weapons
- Yelling and screaming
- Acting in concert with others in the room to incapacitate the active shooter/threat
- Fully commit to your actions to incapacitate the active shooter/threat

How to react when law enforcement arrives:

- Remain calm and follow the officer’s instructions
- Put down any items in your hands (bags, jackets, etc.)
- Immediately raise hands and spread fingers
- Keep hands visible at all times
- Avoid making quick movements toward officers such as holding on to them for safety
- Avoid pointing, screaming, and/or yelling
- DO NOT stop to ask officers for help or direction when evacuating, just proceed in the direction from which the officers are entering the premises

*Remember that when the Honolulu Police Department arrives, they will initially focus on stopping the active shooter/threat and proceed directly to the area where the shots or threat was reported. They will not stop to help the injured; their job is to immediately incapacitate the shooter/threat.*

**Information to provide to police or 911 operator:**

- State there is an active shooter/threat and ask for police (the police will coordinate emergency medical services)
- Location of the active shooter/threat
- Number of shooters or individuals involved, if more than one
- Physical description of shooter(s)/individual(s)
- Number and type of weapons held by shooter(s)/individual(s)
- Number of potential victims at the location
- If you do not know, say you do not know; providing false or misleading information will only hinder the response efforts

*Subsequent Procedures/Information*

Once you are evacuated and in a safe location or designated assembly area, remain there until the situation is under control. An accounting of all individuals at the evacuation assembly areas must be completed to determine if anyone is missing or potentially injured.

Witnesses will be identified and questioned. DO NOT leave until law enforcement authorities have instructed you to do so.

The UHWO campus community will be kept informed of the incident and its progression through UH Alert and other communication means such as the UHWO website. Please follow instructions provided through these communication methods.

Any information relating to the incident will be updated as quickly as possible in accordance with the Clery Act requirements.
Response by UHWO Campus Security

UHWO Campus Security is responsible for:

- Alerting police (HPD) and other emergency responders.
- Facilitating the arrival of law enforcement and additional emergency responders to the incident.
- Assisting emergency responders with perimeter and access control, evacuations, and post-incident actions as warranted.

Recovery/Post Incident

The decision to resume normal activities on campus will be made jointly by the Dir. of Auxiliary Services, Campus Security and/or his/her designee in consultation with the appropriate individuals in UHWO administration and law enforcement authorities.

The campus community will be notified, through the emergency notification system and other forms of communication as warranted, once the decision has been made to resume operations.

Bomb Threat/Explosion

Objective

The objective of this annex is to define the actions, roles, and responsibilities of the UHWO campus community in order to coordinate a safe and effective emergency response in the event of a bomb threat/explosion. This specific annex provides a general concept of emergency procedures before, during, and after a bomb threat/explosion.

Situational Overview

A bomb threat may come to the attention of the receiver in a variety of ways, such as email, phone calls, text messaging, social media avenues, and written communication. It is important to compile and save as much information as possible. The majority of bomb threats are false and are largely meant to elicit a response from the intended target/receiver. However, bomb threats are to be taken seriously and the proper course of action will be determined through considering a variety of factors. Safety of the UHWO campus community is paramount and will guide decision making by UHWO Campus Security, UHWO Administration, and first responders.

Definitions
**Unattended Package:** A package or item of unknown content and/or unknown origin.

**Suspicious Package:** Any unattended or out of place package, object or device that, due to circumstances under which it was discovered, information or threat received, suggests that it may contain explosives or other potentially hazardous material.

**Improvised Explosive Device (IED):** Any object that contains explosive materials or an explosive device that has been constructed for the sole purpose of causing serious bodily injury, death and/or destruction of property, i.e. coffee cup, backpack, pressure cooker, animal carcass, vehicle, toys, etc.

**Hazardous Device:** Any package or device that contains explosives. This includes military ordnance (ex: grenades, artillery rounds), explosive materials (ex: black powder, dynamite, blasting caps, ½” or ¾” sticks, super M-80s), any substance suspected to be explosive material, and any object which may contain explosives and a source to detonate same.

**Weapons of Mass Destruction (WMD):** Any object that can be explosive, chemical, nuclear or biological or a combination of any of these. WMDs, chemical, nuclear or biohazard devices may also contain a small explosive dispersal charge or a mechanical dispersal method that may operate with similar mechanisms as a bomb.

**Preparedness and Mitigation**

In order to reduce the effects of a critical incident such as a bomb threat/explosion, the UHWO campus community can actively take part in preparedness and mitigation strategies by:

- Pre-planning
- Studying building evacuation maps posted throughout the campus and walking the exit routes to familiarize yourself with the routes
- Reporting any suspicious behavior or activity to the UHWO Campus Security Department (808)-689-2911
- Downloading and placing a copy of the Bomb Threat Checklist by each phone in your office and/or classroom. A Bomb Threat Checklist is available under the resources tab on the UHWO Campus Security Department webpage.

**Response Actions for the UHWO Campus Community**

In the event of a bomb threat, faculty, staff, and students should respond according to the information provided by UHWO Campus Security Department, first responders, and any of the emergency notification systems.
If an employee or student receives the actual bomb threat, he/she should respond as follows:

- Immediately notify UHWO Campus Security (808) 689-2911 to report the incident.
- Notify your professor, supervisor, or building coordinator at the building where you are located.
- Evacuate the building when instructed by a university official (such as building coordinators or UHWO Campus Security) or first responders (such as Honolulu Police Department or Honolulu Fire Department). Refer to Evacuation Annex for evacuation procedures.

If a bomb threat is received via telephone:

- DO NOT hang up, even if the caller does. Try to keep the caller on the line as long as possible.
- Have someone else contact UHWO Campus Security (808) 689-2911 from another line.
- Stay calm and attempt to gain as much information from the caller as possible (use the Bomb Threat Checklist as your guide).
- DO NOT anger the caller.
- Listen carefully, be polite, and show interest
- If your phone has a display, copy the number and/or letters that appear in the display.
- Pay attention to specific details such as background noises (traffic, machinery, other voices, music, television, PA announcements).
- While speaking with the caller, take note of their specific voice characteristics (gender, age, accent, speech, emotional state, and choice of words), and try to write down exact words.
- Attempt to obtain information on the location of the device (building, floor, room, etc.).
- Attempt to obtain information on the time of detonation and type of detonator.
- Advise the caller that the building is occupied and the detonation of the bomb could result in death or serious injury to innocent people.
- Immediately after the call has ended, DO NOT hang up. From a different phone, notify UHWO Campus Security (if you were alone when taking the call, otherwise, someone else should have already notified UHWO Campus Security). Provide all information you gathered during the call and await instructions.
- If the bomb threat was left on a voicemail, DO NOT erase.
- Refer to the Bomb Threat Checklist at the end of this annex.
If a bomb threat is received by handwritten note:

- Immediately contact UHWO Campus Security at (808) 689-2911
- Handle the note as minimally as possible

If a bomb threat is received via e-mail:

- Immediately contact UHWO Campus Security Department at (808) 689-2911.
- DO NOT delete the message.

If a bomb threat is received via social media:

- Immediately contact UHWO Campus Security Department at (808) 689-2911.
- Take a “screen shot” of the social media posting, image, or message.

Discovery of a Suspicious Package

- DO NOT handle or touch the object, it may be a bomb or explosive
- DO NOT open the item or package. If you have opened it, gently place the item or package down and DO NOT touch it or move it.
- If you came into contact with the item or package, DO NOT touch your face, DO NOT touch others, and DO NOT let others touch you; wash your hands and arms with soap and water.
- DO NOT operate any power switch
- DO NOT activate the fire alarm
- DO NOT utilize any walkie-talkie type radios
- Back away from the suspicious item alerting others to stay away from the vicinity of the suspicious item
- Immediately contact UHWO Campus Security Department at 808-689-2911

In the event of an explosion:

- Dial 911
- Contact UHWO Campus Security 808-689-2911
- Only use the stairs; DO NOT use elevators
- Be aware of, and look for secondary devices
- Move to a safe location, far from the site of the hazard (buildings should already have in place a designated evacuation assembly areas)
- If being evacuated by first responders, follow their instructions carefully. They may advise you to move further away from your designated evacuation assembly area depending on the severity of the explosion or hazard.
• Evacuate the building immediately, unless there is greater threat by moving people outside.
• Be aware of, and look for secondary devices.
• Move to a safe location, far from the site of the hazard (buildings should already have in place a designated evacuation area). If your designated evacuation assembly area has been compromised, follow the instructions of first responders.
• Only use the stairs; DO NOT use elevators.

Evacuation

If the decision to evacuate is made, remain calm and avoid panic. Walk to the nearest exit and move to the designated primary or secondary evacuation assembly area or as instructed by the UHWO Campus Security or other first responders.

Evacuate exactly as you are instructed. If you observe a suspicious item or a bomb, DO NOT move, jar, or touch the object or anything attached to it.

Notify UHWO Campus Security immediately if you observe something suspicious.

Building Searches

Faculty and staff may be asked to assist first responders with a search of a building or particular area after a bomb threat is received. Faculty and staff are more familiar with their workspaces and classrooms than first responders and would easily be able to identify any suspicious package or item out of place.

Subsequent Procedures/Information

• If a suspicious package or bomb is discovered, UHWO Campus Security will notify the Honolulu Police Department and await their instructions.
• If you are evacuated, account for and assess all individuals within your office, department, or classroom.
• Remain in your evacuation assembly area until released by first responders or UHWO Campus Security Department. First responders may want to speak with you; you may have critical information that can assist first responders with investigating the incident.
• Any information relating to the incident will be updated as quickly as possible in accordance with the Clery Act requirements.

Response by UHWO Campus Security
UHWO Campus Security is responsible for:

- Alerting first responders such as the Honolulu Police Department, Honolulu Fire Department, and Emergency Medical Services.
- Facilitating the arrival of emergency responders to the incident.
- Assisting emergency responders with perimeter security, building searches, and evacuations as warranted.

**Recovery/Post Incident**

The decision to resume normal activities in the facility will be made jointly by the Dir. of Auxiliary Services, Campus Security and/or his/her designee in consultation with the appropriate individuals in UHWO administration and local first responders such as the Honolulu Police Department and Honolulu Fire Department.

UHWO Campus Security will remain on scene and assist with returning location back to normal operations.

UHWO Campus Security will assist emergency responders with post-incident actions as warranted in the area of scene management and victim/witness documentation.

The campus community will be notified, through the emergency notification system and other forms of communication as warranted, once the decision has been made to resume operations.
BOMB THREAT PROCEDURES

Most bomb threats are received by phone. Bomb threats are serious until proven otherwise. Act quickly, but remain calm and obtain information with the checklist on the opposite side.

If a bomb threat is received by phone:

1. DO NOT HANG UP, even if the caller does. Have someone else contact 911 and UHWO Campus Security from another line.
2. DO NOT anger the caller. Stay calm and gather as much information as possible.
3. Listen carefully. Be polite and show interest.
4. Pay attention to specific details such as background noises and specific voice characteristics.
5. Attempt to obtain information on location of the bomb, type of detonator, and time of detonation.
6. Complete the Bomb Threat Checklist (opposite side) immediately. Write down as much detail as you can remember. Try to get exact words.
7. If your phone has a display, copy the number and/or letters on the window display.
8. Immediately upon termination of the call, do not hang up. From a different phone, contact UHWO Campus Security immediately, if you have not done so already, with information and await instructions.

If a bomb threat is received by handwritten note:
- Call UHWO Campus Security 808-689-2911
- Handle note as minimally as possible

If a bomb threat is received by email:
- Call UHWO Campus Security 808-689-2911
- Do not delete the message

If a bomb threat is received via social media:
- Call UHWO Campus Security 808-689-2911
- Take a “screen shot” of the image or message

Signs of a suspicious package:
- No return address
- Excessive postage
- Stains
- Strange odor
- Strange sounds
- Unexpected delivery
- Poorly handwritten
- Misspelled words
- Incorrect titles
- Foreign postage
- Restrictive notes

Follow instructions from UHWO Campus Security and first responders regarding evacuation.

DO NOT:
- Use two-way radios or cellphones due to their potential to detonate a bomb.
- Touch or move a suspicious package

WHO TO CONTACT:
- UHWO Campus Security (808) 689-2911
- 911
Civil Unrest

Objective

The objective of this annex is to define the actions, roles, and responsibilities of the UHWO campus community in order to coordinate a safe and effective emergency response in the event of civil unrest occurring on campus. This specific annex provides a general concept of emergency procedures before, during, and after the occurrence of civil unrest on campus.

Situational Overview

Protests, demonstrations, rallies, and marches are organized for a myriad of reasons. The majority of these events are peaceful gatherings which seek to exercise their freedom of speech. However, there are individuals who convene on protests, demonstrations, rallies, or marches to cause harm or incite violence. Many of these individuals are involved in activities such as disruption of activities, resistance, and rejection of all forms of control and authority.

It is important for students to exercise their right to protest. The danger lies in those that become part of a group for ulterior motives, individuals coming to campus with malicious intent, or individuals who allow emotions to cloud their judgement. It is in these situations that the UHWO campus community must be cognizant of the potential for violence to erupt.

Definitions

Civil Unrest: Any unlawful assembly constituting breach of the peace or any assembly of individuals where there is imminent danger of collective violence, destruction of property, or other unlawful acts.

Preparedness and Mitigation

In order to reduce the effects of a critical incident such as civil unrest, the UHWO campus community can actively take part in preparedness and mitigation strategies by:

- Paying attention to current events and issues at other university campuses
- Alerting UHWO Campus Security Department at 808-689-2536 if they receive any flyers depicting hate or offensive rhetoric.
- Understanding that even peaceful protests and rallies organized with good intentions may attract dissenters or those with their own agenda and violent tendencies. Always be alert and aware of your surroundings when participating in protests and/or rallies. Contact UHWO Campus Security Department at 808-689-2536 at the earliest sign of trouble or if you are in fear for your safety.
Response Actions for the UHWO Campus Community

Any protest, demonstration, rally, or march planned for, or organized on, the UHWO campus should be made known to the UHWO Campus Security Department. By notifying the UHWO Campus Security Department, a determination can be made on appropriate measures to put in place to protect the organizers, those who may be in conflict with the organizers, and the overall safety of the campus community. Depending on the circumstances, the Emergency Management Coordinator will contact some or all members of the crisis management team.

Protests, demonstrations, rallies, or marches organized on the UHWO campus will not be disrupted unless the following conditions exist:

- Protest, demonstration, rally, or march violates the University of Hawaiʻi’s Executive Policy 10.206, “Free Expression on University Campuses”
- Protest, demonstration, rally, or march violates the University of Hawaiʻi West O’ahu Student Code of Conduct

If you are a participant in a protest or rally that is becoming violent:

- Leave immediately for your safety and contact the UHWO Campus Security Department 808-689-2911; provide campus security with as much detail as possible about the individual(s) causing alarm or inciting violence
- Seek out UHWO Campus Security Department if they are on scene
- Aid others, who may have an access or functional need, who wish to leave the protest or rally
- Find a safe location far away from the area and remain there until the protest or rally has been dispersed.
- Be advised that UHWO Campus Security Department will contact the Honolulu Police Department (HPD) to assist with the incident; follow all instructions of HPD for your safety.
In the event a protest, demonstration, rally, or march becomes violent and you are *Outside*:

- Leave the area immediately if able, and seek safety inside a building
- Consider individuals with access and functional needs who want to leave the area
- Call UHWO Campus Security immediately and provide as much detail as possible about the event:
  - Who is involved?
  - Are there any weapons involved? (to include improvised weapons such as sticks)
  - Number of individuals involved?
  - Any injuries?
- DO NOT attempt to break up the civil unrest
- Follow instructions of UHWO Campus Security or the Honolulu Police Department

**Subsequent Procedures/Information**

Those involved, whether directly or indirectly, with the civil unrest will be asked to remain on scene to provide witness accounts of the event. If you have left the area and have information on the event, contact UHWO Campus Security to assist with the investigation process.

Please cooperate fully with HPD and UHWO Campus Security Department instructions and requests.

Stay informed through UH Alert and other communication methods such as the UHWO website. Any information relating to the incident will be updated as quickly as possible in accordance with the Clery Act requirements.

**Response by UHWO Campus Security**

UHWO Campus Security is responsible for:

- Alerting first responders such as the Honolulu Police Department, Honolulu Fire Department, and Emergency Medical Services.
- Facilitating the arrival of emergency responders to the incident.
- Assisting emergency responders with perimeter security and evacuations as warranted.

**Recovery/Post Incident**
The decision to resume normal activities will be made jointly by the Dir. Of Auxiliary Services, Campus Security and/or his/her designee in consultation with the appropriate individuals in UHWO administration and local first responders such as the Honolulu Police Department and Honolulu Fire Department.

UHWO Campus Security will remain on scene and assist with returning location back to normal operations.

UHWO Campus Security will assist emergency responders with post-incident actions as warranted in the area of scene management and victim/witness documentation.

The campus community will be notified, through the emergency notification system and other forms of communication as warranted, once the decision has been made to resume operations.

**Hazardous Materials Spill/Release**

**Objective**

The objective of this annex is to define the actions, roles, and responsibilities of the UHWO campus community in order to coordinate a safe and effective emergency response in the event of a hazardous materials spill/release on campus. This specific annex provides a general concept of emergency procedures before, during, and after the occurrence of a hazardous materials spill/release.

**Situational Overview**

Hazardous materials can present a significant risk to the health and safety of UHWO students, faculty and staff if they are spilled or released, whether the release or spill is accidental or intentional. Depending on the hazardous material, those effected will succumb to varying degrees of signs and symptoms. Recognizing what to do in the event of a spill or release is crucial to mitigating the effects of this type of incident.

**Definitions**

**Hazardous Material**: Any substance or material that is capable of posing an unreasonable risk to health, safety, or property when transported in commerce (49 CFR 172.8).

**Hazardous Substance**: Any substance that, when exposed to it may result in adverse effects on the health and safety of the exposed individual. Any biologic agent and other disease causing agent which after release into the environment and upon exposure, ingestion, inhalation, or assimilation into any person, either directly from the environment or
indirectly by ingestion through food chains, will or may reasonably be anticipated to cause death, disease, behavioral abnormalities, cancer, genetic mutation, physiological malfunctions (including malfunctions in reproduction) or physical deformations in such persons or their offspring; hazardous waste; any substance listed as a hazardous material under 49 CFR 172.101 (29 CFR 1910.120(a)(3)).

**Preparedness and Mitigation**

In order to reduce the effects of a critical incident such as a hazardous materials spill/release, the UHWO campus community can actively take part in preparedness and mitigation strategies by:

- Identifying what hazardous materials are in your workspace
- Creating and maintaining a hazardous material inventory
- Maintaining current safety data sheets for all hazardous materials
- Ensuring that hazardous materials are securely and properly stored according to hazard class
- Studying building evacuation maps posted throughout campus and walking the exit routes for familiarization
- If working with and/or around hazardous materials, ensure that you are wearing proper personal protective equipment (PPE)
- When working in laboratories that contain hazardous materials, know and train for proper procedures for a spill/release; location of eye wash/shower stations
- Conducting drills or exercises of your laboratory plan
- Being observant while on campus; pay attention to any odd smells, smoke, vapor, and/or liquids and report to UHWO Campus Security Department immediately

**Response Actions for the UHWO Campus Community**

In the event of a hazardous materials spill/release, faculty, staff, and students should respond according to the information provided by UHWO Campus Security Department, first responders, and any of the emergency notification systems.

If a student, faculty, or staff is involved with, or present during a hazardous materials spill/release:

- Notify others of the spill/release, leave the area immediately, and prevent others from entering the area
- Contact UHWO Campus Security at 808-689-2911 immediately to report the spill/release
• Provide the following information to UHWO Campus Security Department:
  o Location of the hazardous material spilled/released
  o Type of hazardous material spilled/released (if known)
  o Physical state of hazardous material spilled/released (liquid, solid, gas)
  o Hazardous characteristics of the material spilled/released (toxic, flammable, corrosive, infectious)
  o Quantity of the material spilled/released, and if the material is continuing to spill/release
  o Is someone hurt and in need of medical assistance

• If the hazardous material poses an immediate threat to people, property, or the environment, and cannot be safely managed internally through established laboratory spill/release procedures or protocols, quickly evacuate area and immediately contact the UHWO Campus Security Department at 808-689-2911.

Subsequent Procedures/Information

Any information relating to the incident will be updated as quickly as possible in accordance with the Clery Act requirements.

Response by UHWO Campus Security

UHWO Campus Security is responsible for:

• Alerting first responders such as the Honolulu Police Department, Honolulu Fire Department, and Emergency Medical Services.
• Facilitating the arrival of emergency responders to the incident.
• Assisting emergency responders with perimeter security and evacuations as warranted.

Recovery/Post Incident

The decision to resume normal activities within the facility or effected area will be made jointly by the Dir. of Auxiliary Services, EHSO, and Campus Security and/or his/her designee in consultation with the appropriate individuals in UHWO administration and local first responders such as the Honolulu Fire Department.

UHWO Campus Security will remain on scene and assist with returning location back to normal operations.

UHWO Campus Security will assist emergency responders with post-incident actions as warranted in the area of scene management and victim/witness documentation.
The campus community will be notified, through the emergency notification system and other forms of communication as warranted, once the decision has been made to resume normal operations for the effected facility and/or area.

Fire

**Objective**

The objective of this annex is to define the actions, roles, and responsibilities of the UHWO campus community in order to coordinate a safe and effective emergency response in the event of a fire on or near campus. This specific annex provides a general concept of emergency procedures before, during, and after the occurrence of a fire on or near the UHWO Campus property.

**Situational Overview**

Fires have the potential to severely impact the UHWO campus community to include, loss of life, injury, damage to UHWO property and assets, and disruption of normal operations. Fires must be dealt with appropriately to mitigate these potential effects.

Fires not only can occur on the developed portion of the UHWO campus, but also in the undeveloped acreage that surrounds the facilities to include neighboring lands.

**Definitions**

N/A

**Preparedness and Mitigation**

In order to reduce the effects of a critical incident such as a fire, the UHWO campus community can actively take part in preparedness and mitigation strategies by:

- Staying informed and preplan
- Ensuring that audible/visual fire indicating devices are unobstructed
- Keeping an (18) eighteen-inch clearance under fire sprinklers
- Studying building evacuation maps posted throughout campus and walking the exit routes for familiarization
- Knowing where the fire alarm pull stations and fire extinguishers are in your building
- Staying alert for any signs or smells of smoke
- Actively participate in fire drills
- Participating in general fire safety and fire extinguisher training
- Knowing your department’s, classroom’s, or office’s evacuation assembly area
• Establishing accountability procedures

Response Actions for the UHWO Campus Community

In the event of a fire within a UHWO building or grounds, faculty, staff, and students should respond according to the information provided by UHWO Campus Security Department, first responders, and any of the emergency notification systems.

Building Fire:

• Activate the fire alarm pull station to initiate evacuation of the building
• Call 911 immediately and notify UHWO Campus Security at 808-689-2911
• Provide as much information as possible about the fire: building, location (if known) of fire, smoke, or area where you smelled the fire/smoke
• Take your personal belongings (purse, wallet, keys, etc.) ONLY if safe to do so
• Secure any hazardous or sensitive materials, ONLY if safe to do so
• Close all doors behind you to confine smoke and fire
• Proceed to the nearest emergency exit
• DO NOT use elevators
• If there is smoke, crawl low near the ground toward the nearest exit
• Help those individuals who may need assistance to move to a safe area, without endangering yourself or others further
• Once away from the building, gather at your department’s, office’s, or classroom’s designated evacuation assembly area for accountability
• Notify the building coordinator(s) or UHWO Campus Security if you believe someone may be missing or of anyone who needs assistance still in the building
• DO NOT reenter the building until authorized to do so by UHWO Campus Security or the Honolulu Fire Department

Fire (surrounding brush area):

UHWO Campus Security consistently monitors the brush surrounding the UHWO campus facilities for any signs of fire or smoke.

If UHWO Campus Security and/or the Honolulu Fire Department feel that the health and safety of the UHWO campus community is at risk, appropriate notifications will be made to the students, faculty, and staff through UH Alert and other media avenues such as the UHWO website.

Evacuation of the UHWO campus will be determined by the Honolulu Fire Department in conjunction with UHWO Campus Security. Refer to the Evacuation Annex for further detail about evacuating the campus.
Subsequent Procedures/Information

If advised to evacuate the building or campus, follow the instructions of UHWO Campus Security and the Honolulu Fire Department.

Any information relating to the incident will be updated as quickly as possible in accordance with the Clery Act requirements.

Response by UHWO Campus Security

UHWO Campus Security is responsible for:

- Alerting first responders such as the Honolulu Police Department, Honolulu Fire Department, and Emergency Medical Services.
- Facilitating the arrival of emergency responders to the incident.
- Assisting emergency responders with perimeter security and evacuations as warranted.

Recovery/Post Incident

The decision to resume normal activities within the facility or effected area will be made jointly by the Dir. of Auxiliary Services, EHSO, Campus Security and/or his/her designee in consultation with the appropriate individuals in UHWO administration and local first responders such as the Honolulu Fire Department.

UHWO Campus Security will remain on scene and assist with returning location back to normal operations.

UHWO Campus Security will assist emergency responders with post-incident actions such as scene management and documentation.

The campus community will be notified, through the emergency notification system and other forms of communication as warranted, once the decision has been made to resume normal operations for the effected facility and/or area. Other important information such as rescheduling of classes or building closures due to fire damage will be broadcasted to the UHWO campus community through UH Alert and other media avenues such as the UHWO website.

Utility Failure/Power Outage

Objective
The objective of this annex is to define the actions, roles, and responsibilities of students, faculty, and staff in order to coordinate a safe and effective emergency response in the event of a utility failure or power outage on campus. This specific annex provides a general concept of emergency procedures before, during, and after the occurrence of a utility failure or power outage at the UHWO Campus.

Situational Overview

A utility failure is a loss of an essential utility such as power, water, natural gas, and heat that has the potential to create a significant impact on university operations. Utility failures and power outages can happen without warning, except for planned outages. Other outages result from human error, or they may be the result of natural disasters such as hurricanes, earthquakes, or fires.

Types of Utility Failures:

Power:

- No lighting (except emergency lighting)
- No ventilation fans
- Loss of Air Conditioning
- Potential inability to occupy spaces
- No elevators
- No food service/preparation
- No computers/IT network access
- Potential for loss of research in laboratories
- Critical services may be on battery backup (i.e., fire alarm systems)

Water:

- Loss of potable drinking water
- Disruption of food service/preparation
- Loss of sanitation (i.e., restrooms, hand washing)
- Loss of emergency laboratory showers/eye wash stations

Natural Gas:

- Building heat impacted
- Disruption to food preparation

Definitions
**Utility Failure**: A loss of an essential utility such as power, water, natural gas, and heat. Has the potential to severely disrupt normal operations.

**Preparedness and Mitigation**

In order to reduce the effects of a critical incident such as a utility failure or power outage, the UHWO campus community can actively take part in preparedness and mitigation strategies by:

- Knowing who to report a power outage or utility failure to
- Staying informed of any planned outages in the community that may affect the UHWO campus
- Keeping flashlights or emergency light sticks (i.e. ChemLight) readily available, such as in an emergency kit in your workspace; DO NOT use candles, lanterns, or burners(labs)

**Response Actions for the UHWO Campus Community**

In the event you encounter or identify a utility failure, respond as follows:

**Power/Electrical Outage:**

- Report all outages to the Work Coordination Center (WCC) at (808) 689-2535 or uhwo-wcc-l@lists.hawaii.edu during normal business hours (Monday – Friday 8:00am – 4:00pm), or to UHWO Campus Security Department at (808) 689-2911 after hours.
- If the campus telephones are not working, refer to the Telecommunications Outage protocol within this annex.
- Remain calm and follow directions from university officials.
- DO NOT use elevators.
- If someone is trapped in the elevator, notify UHWO Campus Security Department and reassure the trapped individual(s) that help is on the way.
- DO NOT attempt to pry open the elevator doors.
- Disconnect all equipment that could be damaged by a power surge before electricity is restored.
- Turn off lights, appliances, window air conditioners, and other devices to reduce the power requirements for restoration.
- WCC will take action to turn off large electrical equipment at all the facilities on the UHWO campus.
• Evacuate the building when and if instructed by a university official (such as building coordinators or UHWO Campus Security) or first responders (such as Honolulu Police Department or Honolulu Fire Department).

**Water Outage/Leak/Flooding:**

• Report all water outages or pipe breaches to the Work Coordination Center (WCC) at (808) 689-2535 or uhwo-wcc-l@lists.hawaii.edu during normal business hours (Monday–Friday 8:00am – 4:00pm), or to UHWO Campus Security Department at (808) 689-2911 after hours.
• WCC will send their maintenance personnel to investigate the problem and will fix any problem within their capability.
• WCC will report major line breaks to the city and coordinate the repairs.
• DO NOT turn on lights or any electrical equipment.
• If safe to do so, turn the local water source off (i.e., water faucets, taps).
• If safe to do so, cover or move objects that could be damaged by water.
• WCC may restrict the use of restrooms in affected building. Individuals will be directed to the closest building where restrooms are operational.
• If there is a water leak and the potential for extensive flooding, evacuate the area.
• Should the water outage affect large sections of campus or the entire campus, classes and operations, except for essential personnel, may be suspended.

**Gas Outage/Leak:**

• Indicators of a gas leak: the smell of “rotten eggs” or when you hear a blowing or hissing noise.
• Evacuate the building immediately, alerting others in the building as you leave.
• Immediately report the issue to the Work Coordination Center (WCC) at (808) 689-2535 or uhwo-wcc-l@lists.hawaii.edu during normal business hours (Monday–Friday 8:00am- 4:00pm), or to UHWO Campus Security Department at (808) 689-2911 after hours.
• DO NOT use any phone inside the building.
• DO NOT turn on or off any electric lights or appliance.
• DO NOT open or close windows.
• DO NOT try to shut off gas.
• DO NOT light candles or other types of flames.
• DO NOT re-enter the building until authorized to do so by university officials or responding authorities.
For more information on detecting gas leaks and additional safety tips, go to http://www.hawaiigas.com/safety/detecting-a-leak/

**Telecommunications Outage:**

- Should telephones and computers go down, contact the Information and Technology Service Center at (808) 689-2411 or uhwohelp@hawaii.edu
- If all forms of electronic communications are down, prepare to send messages via personnel who are able to walk or drive from office to office.
- If necessary, you may contact UHWO Campus Security (808-689-2911) during a phone outage from your mobile phone.

**Subsequent Procedures/Information**

The decision to resume normal activities in the facility will be made jointly by the Dir. of Auxiliary Services, Campus Security and/or his/her designee in consultation with the appropriate individuals in UHWO administration and local first responders such as the Honolulu Fire Department.

**Response by UHWO Campus Security**

Responding personnel shall use extreme caution. Unique hazards to a utility failure can include downed power lines, damaged gas lines, and ruptured water lines. Only personnel with the knowledge, skills, and abilities to properly manage damaged utilities shall approach a location with potentially damaged utilities.

The scene of a utility failure shall be secured and isolated to prevent bystanders from potential harm or hazards.

**Recovery/Post Incident**

Depending on the severity of the utility failure effecting the UHWO campus, post incident information will be communicated through UH Alert or other media avenues such as the UHWO website.

**Airplane/Helicopter Crash**

**Objective**

The objective of this annex is to define the actions, roles, and responsibilities of the UHWO campus community in order to coordinate a safe and effective emergency response in the event of an airplane/helicopter crash on campus property. This specific annex provides a
general concept of emergency procedures before, during, and after the occurrence of an airplane/helicopter crash.

Situational Overview

The UHWO campus property is situated near the flight path of all air traffic from the Honolulu Airport and the nearby Kalaeloa airport. Campus property is also directly in the flight path of smaller aircraft, and commercial and military helicopters. Throughout the day, there are numerous flights near and over the UHWO campus property.

The UHWO campus community should remain vigilant and be aware of the constant air traffic near and over the campus property. An airplane or helicopter crash on campus property could pose significant risks to the health and safety of this campus.

Definitions

N/A

Preparedness and Mitigation

In order to reduce the effects of a critical incident such as an airplane or helicopter crash, the UHWO campus community can actively take part in preparedness and mitigation strategies by:

- Pre-planning
- Being observant not only of ground transport and activities but also what aircraft are flying over the campus and reporting anything that appears out of the ordinary

Response Actions for the UHWO Campus Community

In the event you witness or are in the vicinity of a plane or helicopter crash:

- Contact UHWO Campus Security Department immediately at 808-689-2911
- Provide UHWO Campus Security Department with as much detail as possible about what you witnessed or heard
- DO NOT approach the crash site
- Stay away from the crash site and tell others to get as far back as possible for their safety:
  - Aircraft contain certain amounts of fuel which could cause a fire or explosion
Materials the aircraft are constructed from have the potential to produce noxious fumes when ignited

If you are in a building where the crash occurred:

- Evacuate the building as quickly as possible telling others to evacuate as you leave
- DO NOT use the elevators
- Be careful and mindful of possible structural damage, falling debris, and building collapse
- Get as far away from the building and crash site as possible:
- Even though you may have a designated evacuation assembly area, it may be compromised
- Follow the directions of the UHWO Campus Security Department and other first responders
- You may be questioned by first responders about what you observed; provide them with as much detail as possible (i.e. any individuals that may be trapped inside the building)

If you are trapped inside the building:

- Remain calm
- Contact 911 immediately if you have access to a phone
- If you do not have access to a phone, begin calling out for help to alert first responders of your location or use whatever is available to make noise that will alert first responders of your location (i.e. tapping noises)

Subsequent Procedures/Information

In the event of a plane or helicopter crash on campus, a building(s) may be severely impacted. The decision to resume normal activities in the affected facility will be made jointly by the Dir. of Auxiliary Services, Campus Security and/or his/her designee in consultation with the appropriate individuals in UHWO administration and local first responders such as the Honolulu Fire Department.

Response by UHWO Campus Security

UHWO Campus Security is responsible for:

- Alerting first responders such as the Honolulu Police Department, Honolulu Fire Department, and Emergency Medical Services.
- Facilitating the arrival of emergency responders to the incident.
• Assisting emergency responders with perimeter security and evacuations as warranted.

**Recovery/Post Incident**

Depending on the section(s) of campus affected, recovery may be extended over a period of several days or weeks. Post incident information will be communicated through UH Alert or other media avenues such as the UHWO website.

**Nuclear/Radiation Incident**

**Objective**

The objective of this annex is to define the actions, roles, and responsibilities of the UHWO campus community in order to coordinate a safe and effective emergency response in the unlikely event of a ballistic missile attack on the island of O‘ahu which has the potential to severely impact the West O‘ahu campus. This specific annex provides a general concept of emergency procedures before, during, and after the occurrence of a ballistic missile attack.

**Situational Overview**

The current and ever evolving ballistic missile attack threat from the North Korean regime is cause for concern for residents of the Hawaiian Islands and the UHWO campus.

UHWO administrators are monitoring the situation and will continue to seek guidance from the State of Hawai‘i Emergency Management Agency (Hi-EMA). It is extremely important that all campus community members understand that our time to find a safe place is very limited. We have approximately (10) ten minutes to find a safe place once we receive the State’s emergency message via cellphone and/or hear the Nuclear Attack Warning Siren.

Although the risk of this incident remains extremely low, our campus community must acknowledge this threat and prepare for it.

**Definitions**

**Fallout:** Material that has been vaporized by a nuclear weapon and carried upward; this material cools and falls back to earth as dust-like particles. Fallout is radioactive and can be carried miles away from the site of the explosion, contaminating everything it touches (http://emergency.cdc.gov/radiation).

**Nuclear Weapon:** Device, either a missile or bomb, that uses a nuclear reaction to create an extremely powerful explosion which gives off four types of energy (blast wave, light, heat, and radiation) (http://emergency.cdc.gov/radiation).
**Acute Radiation Syndrome (ARS):** Also known as radiation sickness. Occurs when an individual is exposed to a very high dose of penetrating radiation in a short amount of time. Symptoms include nausea, vomiting, fatigue, fever, skin damage. Other effects of ARS include multisystem organ failure, sepsis, and anemia (Jane’s CBRN Response Handbook).

**Preparedness and Mitigation**

In order to reduce the effects of a critical incident such as a ballistic missile attack, the UHWO campus community can actively take part in preparedness and mitigation strategies by:

- Pre-planning; know which areas are the safest to go to in your building and follow the guidance from Hi-EMA and the CDC:
  - [https://emergency.cdc.gov/radiation/](https://emergency.cdc.gov/radiation/)
  - Knowing what the State Nuclear Attack Warning siren sounds like.

**Response Actions for the UHWO Campus Community**

In the event you receive an emergency alert from the State of Hawai‘i on your cellphone and/or hear the State Nuclear Attack Warning siren:

- **GET INSIDE**
  - If indoors, stay indoors and away from windows.
  - If outdoors, find a building (preferably concrete construction) and get inside.
  - The safest places in a building are those areas that are the most interior of the building and away from windows.
  - If driving, pull over and find a nearby building or lie flat on the ground.
  - DO NOT look at the flash of light.
  - Cover vents that are in your safe area to prevent HVAC systems from drawing in fallout, or shut off HVAC systems if able to.

- **STAY INSIDE**
  - Depending on the site of the explosion, your proximity to the site of the explosion, winds and other variables, radiation and fallout will dictate how long one must stay in their safe place.
  - DO NOT leave your safe area until told to do so, OR 14 days have passed, whichever comes first.
  - The State will assess radiation levels and advise when it is clear for you to leave your safe area.

- **STAY TUNED**
Subsequent Procedures/Information

In the unlikely event of a nuclear attack, it is incumbent upon the entire UHWO campus community to do their part in making themselves safe. DO NOT wait for campus administrators or UHWO CSD to tell you where to go, they will not be able to reach everyone; pre-plan and know where you should go to be safe. Please remember that we will all be limited in what we can do in such a short amount of time; this is a reality and must be understood by all of us at the UHWO campus. However, if the UHWO campus community works together, we can mitigate the effects and impact this event will have on the campus.

The decision to resume normal activities on the UHWO campus will be made jointly by the Dir. of Auxiliary Services, EHFO, Campus Security and/or his/her designee in consultation with the appropriate individuals in UHWO administration and local first responders such as the Honolulu Fire Department.

Response by UHWO Campus Security

UHWO Campus Security is responsible for:

- Assisting as many campus community members as possible and ushering them into buildings.

Recovery/Post Incident

Depending on the explosion site and its proximity to campus, community members may be advised to remain in their safe areas up to (14) fourteen days.

Recovery may be extended over a period of several weeks to months, depending on the damage to, and impact on the UHWO campus. Please remember that telecommunications may be disrupted or unavailable and our UH Alert system and UH Announce may not be accessible. Post incident information will be communicated through whatever means necessary to provide information and guidance to our campus community.

Influenza Pandemics

Objective
The objective of this annex is to define the actions, roles, and responsibilities of the UHWO campus community in coordination with the Governor of the State of Hawaii, other State agencies, and the UH System in order to coordinate a safe and effective emergency response in the event of a pandemic in the State or on campus. This specific annex provides a general concept of emergency procedures before, during, and after the occurrence of a pandemic.

**Situational Overview**

Influenza Pandemics can present a significant risk to the health and safety to everyone, but particularly to UHWO students, faculty and staff. There are many steps that can be put in place to potentially mitigate the extent and spread of the virus. Depending on the type of virus, those affected will succumb to varying degrees of signs and symptoms or do not register any symptoms at all.

Recognizing what to do in the event of a statewide pandemic is crucial to mitigating the effects of this type of incident.

**Definitions**

**Pandemic**: A pandemic is a global outbreak of disease. Pandemics happen when a new virus emerges to infect people and can spread between people sustainably. Because there is little to no pre-existing immunity against the new virus, it spreads worldwide.

**Covid - 19 Coronavirus**: On March 11, 2020 the COVID-19 outbreak was characterized as a pandemic by the WHO. This is the first pandemic known to be caused by the emergence of a new coronavirus. In the past century, there have been four pandemics caused by the emergence of novel influenza viruses. Covid – 19 Coronavirus is spread from person – to – person.

Between people who are in close contact with one another

**Close contact**: less than 6 ft and more than 10 minutes through respiratory droplets produced when an infected person coughs or sneezes. (These droplets can land in the mouth or noses of people who are nearby or possibly be inhaled into the lungs.

**How to prevent the spread of Covid – 19:**

- Avoid close contact with people (social distancing):
- Try to keep your distance from other people (at least 6ft or 2 arms lengths)
- This is especially important for people who are at higher risk of getting very sick and experiencing severe disease.
Wash your hands often:

- **Use soap and water for at least 20 seconds**, especially after going to the bathroom; before eating; and after blowing your nose, coughing, or sneezing.
- If soap and water are not readily available, use an alcohol-based hand sanitizer with at least 60% alcohol. If your hands are visibly dirty, then make sure to use soap and running water since sanitizing products will not remove the dirt.

Clean and disinfect:

- Clean frequently touched objects and surfaces using a household cleaning spray or wipe.
- Everyone can pitch in by practicing routine cleaning of frequently touched surfaces (for example: tables, doorknobs, light switches, handles, desks, toilets, faucets, sinks) with household cleaners. Use EPA-registered disinfectants that are appropriate for the surface and follow the label instructions.

Avoid touching your eyes, nose, and mouth:

- Avoid touching your eyes, nose, and mouth with unwashed hands.

Cover your coughs and sneezes:

- Use a tissue, then throw the tissue in the trash. If you don’t have a tissue, use your elbow.
- **Cover your mouth and nose** with a tissue when you cough or sneeze or use the inside of your elbow.
- Throw used tissues in the trash.
- Immediately **wash your hands with soap and water for at least 20 seconds**. If soap and water are not readily available, clean your hands with a hand sanitizer that contains at least 60% alcohol.

Get the flu shot:

- People with seasonal influenza will exhibit similar signs and symptoms as COVID-19 (fever and cough). If more people are protected against influenza, this will reduce confusion and the burden on our healthcare system.

If you become sick:

- Stay Home
- Do not go to work or school and do not use public transportation
• Stay in a separate room or area in your home and away from other people as much as possible
• Use a separate bathroom, if available.
• Most people with Covid – 19 have mild symptoms and can isolate at home during their illness.
• Unless you are going out to seek medical attention, stay at home if you are feeling sick especially if you have symptoms of fever or cough.

**Preparedness and Mitigation:**

In order to reduce the effects of a critical incident such as a coronavirus release, the UHWO campus community can actively take part in preparedness and mitigation strategies by:

• Identifying what regular supplies and especially antibacterial cleaners are in your workspace.
• Discuss with Administration and order an initial 6 months supply of supplies.
• Order personal protection equipment and supplies for 6 months to start. (masks, gloves, antibacterial spray/wipes, face shields, safety glasses, etc.)
• Create and maintain an inventory for the supplies and update it each week with administration.
• Maintaining current safety data sheets for all hazardous materials and add additional antibacterial cleaners and supplies that may be added.
• Ensuring that hazardous materials and all equipment and supplies are securely and properly stored according to hazard class and area.

**Response Actions for the UHWO Campus Community**

In the event of a coronavirus release, faculty, staff, and students should respond according to the information provided by UH System, UHWO Chancellor, or UHWO Covid – 19 Response Team (not part of EOP) Campus Security, and first responders, and any of the emergency notification systems.

**Notifications Regarding an Immediate Threat to Health or Safety (§ 668.46)**

The Clery Act and its implementing regulations require institutions to notify the campus community upon the confirmation of a significant emergency or dangerous situation involving an immediate threat to the health or safety of students or staff occurring on campus. The Department does not interpret the statutory language as requiring institutions to give regular, on-going updates on COVID-19 or to proactively identify positive COVID-19 cases within the campus community. The Department also does not interpret the statutory
language to apply to positive COVID-19 cases among individuals who are not attending classes, working, or residing on campus or to require notifications to such individuals.

An institution may satisfy the emergency notification requirements of the Clery Act and § 668.46 as follows: (1) provide students and employees a single notification through the regular means of communicating emergency notifications informing them about COVID-19 and necessary health and safety precautions, as well as encouraging them to obtain information from health care providers, state health authorities, and the CDC’s COVID-19 website; or (2) create a banner at the top of the institution’s homepage containing that same information, including a statement about the global pandemic and a link to the CDC’s website.

If a student, faculty, or staff is involved with, or present during a coronavirus release:

- Notify others of the potential release, leave the area immediately, and prevent others from entering the area
- Contact UHWO Campus Security at 808-689-2911 immediately to report the potential release
- Provide the following information to UHWO Campus Security Department:
  - Location of the potential released
  - Hazardous characteristics of the potential released
  - Identify the person who may be in need of medical assistance

**Response by UHWO Campus Security**

UHWO Campus Security is responsible for:

- Taking direction from UH System, UHWO Chancellor and/or UHWO Covid – 19 Response Team in alerting first responders such as the Honolulu Police Department, Honolulu Fire Department, Emergency Medical Services, Dir. Of Auxiliary Services.
- Isolate and containing area of potential release
- Facilitating the arrival of emergency responders to the incident.
- Assisting emergency responders with perimeter security and evacuations as warranted.
- UHWO Campus Security will notify potential incident to Dir. of Auxiliary Services, who will in turn notify, Vice Chancellor of Administration and Dir. Of Communication. UHWO Chancellor will notify UH System, UH System may notify DOH, and Governor

**Recovery/Post Incident**
The decision to resume normal activities within the facility or effected area will be made jointly by the UH System, UHWO Chancellor, and/or UHWO Covid – 19 Response Team in consultation with the appropriate individuals and local first responders such as the Honolulu Fire Department.

UHWO Campus Security will remain on scene and assist with returning location back to normal operations.

UHWO Campus Security will assist emergency responders with post-incident actions as warranted in the area of scene management and victim/witness documentation.

The campus community will be notified, through the emergency notification system and other forms of communication as warranted, once the decision has been made to resume normal operations for the effected facility and/or area.

For a more specific plan and procedures, please see:

- [https://www.hawaii.edu/covid19-guidelines](https://www.hawaii.edu/covid19-guidelines)
- [https://westoahu.hawaii.edu/covid-19/guidelines](https://westoahu.hawaii.edu/covid-19/guidelines)
- [https://westoahu.hawaii.edu/covid-19/safe-return](https://westoahu.hawaii.edu/covid-19/safe-return)
Natural Disaster
Incident Annexes
Natural Disaster Incident Annexes

Overview

Contained within the following annexes are incidents and threats caused by naturally occurring disasters that have a potential to negatively impact the University of Hawai‘i West O‘ahu (UHWO). These annexes include detailed procedures of how the campus community is to prepare for, mitigate the effects of, respond to, and recover from critical incidents.

Annexes

- Hurricane
- Flood
- Wildfire
- Earthquake
- Tsunami
Hurricane

Objective

The objective of this annex is to define the actions, roles, and responsibilities of the campus community in order to coordinate a safe and effective emergency response in the event of a hurricane. This specific annex provides a general concept of emergency procedures before, during, and after a hurricane makes landfall.

Situational Overview

The State of Hawai‘i’s hurricane season is from June 1st to November 30th of each calendar year. The State of Hawai‘i is situated in the middle of the Pacific Ocean and because of this location, faces some unique challenges when preparing for and managing a hurricane event.

Hurricanes have the potential to severely impact the UHWO campus community to include, loss of life, injury, damage to UHWO property and assets, and disruption of normal operations.

UH West Oahu, as part of the larger UH System, does maintain situational awareness on developing hurricane and tropical storm conditions through our partnership with the State of Hawai‘i Emergency Management Agency (Hi-EMA). Guidance and information provided by Hi-EMA will be passed down to each department at UH West Oahu. Our campus community will be kept up to date on developing conditions.

However, although there is significant warning time prior to a hurricane making landfall, it does not negate the importance of properly preparing for these types of events. The UHWO campus community plays a vital role in hurricane preparedness and response.

Definitions

Hurricane Watch: An announcement that hurricane conditions (sustained winds of 74mph or higher) are possible within specified coastal area. A hurricane watch is issued 48 hours in advance of the anticipated onset of tropical-storm-force winds (noaa.gov).

Hurricane Warning: An announcement that Hurricane conditions (sustained winds of 74mph or higher) are expected. A hurricane warning is issued 36 hours in advance of the anticipated onset of tropical-storm-force winds (noaa.gov).

Preparedness and Mitigation

In order to reduce the effects of a critical incident such as a hurricane, the UHWO campus community can actively take part in preparedness and mitigation strategies by:
• Updating your emergency contact information and signing up for UH Alert in order to receive campus notifications such as a campus closure.
• Staying informed and preplan.
• Knowing the different tones of the outdoor warning system or the sirens that sound during an emergency.
• Having a kit in your office/workspace containing small tarps that could cover and protect expensive or irreplaceable items in your area from water damage or windows breaking during a hurricane/tropical storm.
• Storing personal items of value in a secure location.
• Preparing office/workspace for possible flooding. (See Flood Annex)

Response Actions for the UHWO Campus Community

In the event of a hurricane/tropical storm making landfall, stay up to date with current information by checking uhwo.hawaii.edu/emergency. For more information on hurricanes, go to https://www.ready.gov/hurricanes or http://www.nws.noaa.gov/om/hurricane/index.shtml.

Depending on the information received from Hi-EMA, campus authorities will make decisions and notify the campus community regarding suspended operations, campus closures, etc.

If campus administrators decide to suspend operations or close campus, please ensure you:

• Back-up critical computer files
• Have unplugged electronic devices in your office/workspace
• DO NOT return to campus to check on your office/workspace until campus administrators have given authorization to return to normal operations; this is for your safety due to the potential for debris on campus grounds and damage to facilities.

Subsequent Procedures/Information

If campus operations are suspended or the campus is closed, stay up to date on the developing hurricane/tropical storm through local media outlets and through the Hi-EMA or City & County Department of Emergency Management websites: http://dod.hawaii.gov/hiema/ & http://www.honolulu.gov/dem

Recovery/Post Incident

The decision to resume normal activities on campus will be made by the Dir. of Auxiliary Services, Campus Security and/or his/her designee in consultation with the appropriate
individuals in UHWO administration and local first responders such as the Honolulu Fire Department.

The campus community will be notified through the UHWO website and UH Alert messages (email and/or SMS Text), and other forms of communication as warranted, once the decision has been made to resume operations.

Flood

Objective

The objective of this annex is to define the actions, roles, and responsibilities of the UHWO campus community in order to coordinate a safe and effective emergency response in the event of flooding. This specific annex provides a general concept of emergency procedures before, during, and after the occurrence of a flood event effecting the campus.

Situational Overview

Hawai‘i’s wet season is typically between October and March. However, heavy rains can be produced at any time especially during Hurricane season. It is important to remember that heavy rains coupled with the location of the UHWO campus creates the potential for flooding on campus grounds.

Although there is significant warning time prior to heavy rains causing flooding, it does not negate the importance of properly preparing for these types of events.

Definitions

Flood Advisory: Forecasted weather event that is likely to produce a nuisance and if caution is not exercised, it could lead to situations that may threaten life and/or property (noaa.gov).

Flood Watch: Conditions are favorable for flooding; it does not mean that flooding will occur, but it is possible (noaa.gov).

Flood Warning: Flooding is imminent or occurring (noaa.gov).

Flash Flood Warning: Flash flood is imminent or occurring; a sudden violent flood that can take minutes to hours to develop; if you are in a flood prone area, move to higher ground immediately (noaa.gov).

Preparedness and Mitigation
In order to reduce the effects of a critical incident such as flooding, the UHWO campus community can actively take part in preparedness and mitigation strategies by:

- Pre-planning; familiarize yourself with area(s) in workspace/office that is/are prone to flooding.
- Securing items; if your office/workspace is located on the ground floor, move objects (if able to) off the floor to prevent them from being damaged.
- Being conscious of the location of streams, drainage channels, roads and other areas on and off campus that are prone to flooding.

**Response Actions for the UHWO Campus Community**

If campus administrators decide to suspend operations or close campus, please ensure:

- You have unplugged electronic devices in your office/workspace and lift the cords off the ground.
- You elevate items off the ground, if possible.
- If you are wet or standing in water, or electrical equipment is already wet, DO NOT touch the electrical equipment but evacuate your workspace, office, or classroom.
- You DO NOT return to campus to check on your office/workspace until campus administrators have given authorization to return to normal operations; this is for your safety due to the potential for debris, or unsanitary standing water on campus grounds and damage to facilities.

**Subsequent Procedures/Information**

If campus operations are suspended or the campus is closed, stay up to date on the developing flooding event via the UHWO website and UH Alert messages (email and/or SMS Text).

**Recovery/Post Incident**

The decision to resume normal activities on campus will be made by the Dir. of Auxiliary Services, Campus Security and/or his/her designee in consultation with the appropriate individuals in UHWO administration and local first responders such as the Honolulu Fire Department.

The campus community will be notified through the UHWO website and UH Alert messages (email and/or SMS Text), and other forms of communication as warranted, once the decision has been made to resume operations.
DO NOT enter any building that may still be surrounded by receding flood waters due to possible structural damage to the foundation.

Be mindful of the serious health hazards posed by floods; DO NOT touch anything that is wet from the flood waters; water and mud left behind may contain sewage and/or chemicals.

Be sure to disinfect any items that have come into contact with the floodwaters.

Ensure that all items have been thoroughly dried out to avoid moisture buildup and the potential to grow mold.

Wildfire

Objective

The objective of this annex is to define the actions, roles, and responsibilities of the UHWO campus community in order to coordinate a safe and effective emergency response in the event of a wildfire near campus property. This specific annex provides a general concept of emergency procedures before, during, and after the occurrence of a wildfire effecting the campus.

Situational Overview

Wildfires can quickly burn brush, grass, trees and other foliage leaving only ashes in their place. Often times, wildfires can be difficult to contain or even extinguish.

The UHWO campus is surrounded by thick brush and grass which could easily and quickly burn if ignited. A cause for concern is the intense heat in the UHWO area and the dryness of the brush and grass surrounding the campus. There are many occasions of reported wildfires in the vicinity of the UHWO campus. The UHWO campus community must recognize the danger wildfires present to the campus community and act accordingly.

Definitions

N/A

Preparedness and Mitigation

In order to reduce the effects of a critical incident such as a wildfire, the UHWO campus community can actively take part in preparedness and mitigation strategies by:

- Pre-planning
• Being observant while walking around campus, monitor off campus and surrounding areas for any signs of smoke or flames

Response Actions for the UHWO Campus Community

Wildfires have occurred near the highway (H1) on several occasions. Most of the time, these wildfires are not a threat to the campus community. These fires are however monitored by our UHWO Campus Security Department who maintains communication with the Honolulu Fire Department during these instances. If any wildfire has the potential to threaten the UHWO campus community, you will be notified of appropriate emergency procedures to follow through the UH Alert/Announce emergency notification system (text/email).

Other Campus Community Response Actions Include:

• If you see or smell something burning, contact UHWO Campus Security Department immediately 808-689-2911.
• If given an evacuation order by campus administrators or UHWO Campus Security Department, please follow their directions as quickly and safely as possible.

Subsequent Procedures/Information

Wildfires have the potential to spread very quickly. Even the smoke produced by the wildfire can be hazardous to your health. Campus administrators in consultation with the Honolulu Fire Department will ensure that our campus takes the proper precautions and adequate notification is sent out to the campus community.

If campus operations are suspended or the campus is closed, stay up to date on the developing incident via the UHWO website.

Recovery/Post Incident

Depending on the severity and scale of the wildfire, and if any portion of campus is affected, the decision to resume normal activities on campus will be made by the Dir. of Auxiliary Services, EHSO, Campus Security and/or his/her designee in consultation with the appropriate individuals in UHWO administration and local first responders such as the Honolulu Fire Department.

The campus community will be notified through the UHWO website and UH Alert messages (email and/or SMS Text), and other forms of communication as warranted, once the decision has been made to resume operations.

Earthquake
Objective

The objective of this annex is to define the actions, roles, and responsibilities of the UHWO campus community in order to coordinate a safe and effective emergency response in the event of an earthquake effecting the campus. This specific annex provides a general concept of emergency procedures before, during, and after the occurrence of an earthquake.

Situational Overview

Earthquakes have the potential to cause catastrophic damage to property and significant loss of life. Earthquakes, depending on the magnitude and point of origin, can cause building collapses, shatter windows, shake items off shelves, down power lines and split open the ground. These effects present significant dangers to human life such as trapping individuals underneath debris or crushing individuals.

While earthquakes occur numerous times a day in the state of Hawai‘i, most of them are too small to be felt. However, earthquakes still present a danger and should be addressed in the areas of preparedness, mitigation, response and recovery.

Definitions

Earthquake: A sudden, sometimes violent movement of the earth’s surface from the release of energy in the earth’s crust (Hawaii Emergency Management Agency).

Aftershocks: Earthquakes that follow the largest shock of a main earthquake. They are smaller than the main earthquake and can continue over a period of weeks, months, and even years. The larger the main earthquake, the larger and more continuous the aftershocks will be (https://earthquake.usgs.gov).

Preparedness and Mitigation

In order to reduce the effects of a critical incident such as an earthquake, the UHWO campus community can actively take part in preparedness and mitigation strategies by:

- Pre-planning
- Locating and designating safe places inside your classroom or office
- Participating in earthquake emergency preparedness drills such as the Great Hawai‘i ShakeOut (https://www.shakeout.org/hawaii/).

Response Actions for the UHWO Campus Community

If you are outside when an earthquake occurs:

- Get as far away from buildings, power lines, and trees as possible
• Lay down flat on the ground
• Cover your head, if possible

The UHWO campus is situated in an area designated as a “Safe Zone.” However, if you’re at or near the beach and the ground starts shaking

• Drop! Cover! Hold on! Until the strong shaking stops.
• Quickly walk to higher ground or inland until you are at least 30 m (100 ft.) above sea level.
• Avoid steep cliffs and watch for falling rocks.

If you are driving in a vehicle when an earthquake occurs:

• Slow down and pull over to a clear area away from power lines, trees, and buildings
• Remain in your vehicle until the shaking has stopped and it is safe to continue driving

If you are inside of a building when an earthquake occurs:

• Get underneath something hard and sturdy (i.e. desk or table) and do not come out until the shaking has stopped
• Stay away from windows, heavy equipment or appliances
• Fire alarms and sprinklers may activate during an earthquake

Subsequent Procedures/Information

DO NOT enter campus buildings after the occurrence of an earthquake; await instructions from the UHWO Campus Security Department or other campus administrators. Even if you do not see visible damage to a building, there may be hidden structural damage that could lead to building collapse.

If you were inside a building when an earthquake occurred, once the shaking has subsided and you feel it is safe, evacuate the building and await instructions from the UHWO Campus Security Department or other campus administrators. If you are stuck or trapped inside of a building, call for help using your phone, yelling or using items available to make noise and attract attention to your location.

Even though the shaking has stopped, there may be structural damage. Be mindful that there may be broken water/gas pipes and subsequent leaks. When evacuating, DO NOT use the elevators and stay away from exposed wiring.

If you were outside when an earthquake occurred, once the shaking has subsided and you begin to walk around, stay away from dangling power lines, exposed wiring, and buildings.

Recovery/Post Incident
Depending on the severity and scale of an earthquake, and if any portion of campus is affected, the decision to resume normal activities on campus will be made by the Dir. of Auxiliary Services, EHSO, Campus Security and/or his/her designee in consultation with the appropriate individuals in UHWO administration and local first responders such as the Honolulu Fire Department.

The campus community will be notified through the UHWO website and UH Alert messages (email and/or SMS Text), and other forms of communication as warranted, once the decision has been made to resume operations.

**Tsunami**

**Objective**

The objective of this annex is to define the actions, roles, and responsibilities of the UHWO campus community in order to coordinate a safe and effective emergency response in the event of a Tsunami. This specific annex provides a general concept of emergency procedures before, during, and after the occurrence of a Tsunami.

**Situational Overview**

Tsunamis have the potential to cause catastrophic damage to low lying and/or coastal areas. They can strike without warning and can occur at any time during the year, day or night.

The UHWO campus is not in a Tsunami inundation/evacuation zone which means there is no need to evacuate to higher ground if there is a Tsunami warning. However, the UHWO campus community should be aware that if there is a Tsunami warning, our surrounding community members may seek refuge and evacuate onto our campus property due to its location. Campus administrators and the UHWO Campus Security Department are aware of this possibility and will ensure that there is minimal to no disruption to campus operations.

**Definitions**

**Tsunami**: Ocean waves produced by earthquakes or underwater landslides. Series of waves that can travel at speeds averaging 450 (and up to 600) miles per hour in the open ocean [http://www.tsunami.noaa.gov/terminology.html](http://www.tsunami.noaa.gov/terminology.html).

**Watch**: Alert issued depending on the magnitude of the earthquake and projected arrival time of a tsunami [http://www.tsunami.noaa.gov/terminology.html](http://www.tsunami.noaa.gov/terminology.html).

**Warning**: Tsunami is imminent. Coastal locations in the warned area should prepare for flooding [http://www.tsunami.noaa.gov/terminology.html](http://www.tsunami.noaa.gov/terminology.html).
Preparedness and Mitigation

In order to reduce the effects of a critical incident such as a Tsunami, the UHWO campus community can actively take part in preparedness and mitigation strategies by:

- Pre-planning
- Knowing where the safe zones or refuge centers are in your community
- Knowing if you live in a Tsunami evacuation zone; to find out visit the following website: http://dod.hawaii.gov/hiema/public-resources/tsunami-evacuation-zone/

Response Actions for the UHWO Campus Community

If a tsunami warning is issued:

- Heed the instructions and information provided by campus administrators, UHWO Campus Security Department, and first responders

Subsequent Procedures/Information

During a tsunami, campus operations may be suspended or you may be asked to shelter-in-place.

Recovery/Post Incident

Be mindful that tsunami events can last several hours; there may be a succession of multiple waves. DO NOT go near the ocean or coastal areas until the State of Hawai‘i Emergency Management Agency or the Department of Emergency Management have declared those areas safe.

Return home only after appropriate authorities have deemed effected areas safe. There could be hazards and debris in effected areas. More information about tsunamis can be found on the HI-EMA website (http://dod.hawaii.gov/hiema/); click on the Get Ready tab for natural disaster information.

Depending on the severity and scale of a Tsunami, the decision to resume normal activities on campus will be made by the Dir. of Auxiliary Services, EHSO, Campus Security and/or his/her designee in consultation with the appropriate individuals in UHWO administration and local first responders such as the Honolulu Fire Department.

The campus community will be notified through the UHWO website and UH Alert messages (email and/or SMS Text), and other forms of communication as warranted, once the decision has been made to resume operations.
Communications and Emergency Notifications Annex
Overview

Goal:

Identify the processes, procedures, and responsibilities necessary for the rapid and efficient notification of communications personnel before, during, or after a crisis situation.

Objective:

To provide emergency notifications to University of Hawai‘i – West O‘ahu (UHWO) students, faculty, staff, and visitors, informing them of an emergency or dangerous situation that is occurring or imminently threatening the campus.

Courses of Action

There will be times when the UHWO campus needs to deal with an emergency situation. When this occurs, UHWO will need to send out emergency notifications to the campus community.

The safety of the students, employees and visitors is our number one priority. An emergency notification will provide information on the nature of emergency or threat and instructions to be followed. Depending on the type of incident, the person receiving the notification should take appropriate steps to evacuate, or lockdown in a safe location if leaving is not possible, and await further instructions.

Emergency Notifications

In accordance with the Higher Education Opportunity Act (HEOA) (Public Law 110-315), UHWO will immediately notify the campus community upon confirmation of a significant emergency or dangerous situation on campus. If an emergency notification is deemed to be appropriate, members of the UHWO campus community are trained and authorized to compose a warning notice and distribute it to appropriate recipients within the University system. These alerts can be used to notify the campus community of emergencies or dangerous situations that have occurred, and may necessitate caution, evacuation or other action on the part of the recipient.

Per Department of Education Clery Act regulations, a timely warning is not required to be issued when an institution is following emergency notifications procedures based on the same circumstances; however, the institution must provide adequate follow-up information.
Timely Warnings

Timely warnings are issued to alert the campus community of Clery Act crimes that have been reported to campus security authorities or the police department which are deemed to pose a serious or continuing threat to students and employees. Timely warning notices are not required for crimes reported to clergy or professional counselors. There are also situations when competent authority may direct that a timely warning not be sent. For instance, timely warnings may not be issued if it will compromise an ongoing investigation or efforts to alleviate the emergency. UHWO will use discretion when sending timely warnings to ensure victims’ confidentiality is protected and yet aid in the prevention of similar occurrences.

If a Timely Warning Notice is deemed to be appropriate, members of the UHWO Communications Department are trained and authorized to compose a warning notice and distribute it to appropriate recipients within the University system.

Communication Methods Overview

The following are the communication methods that UHWO uses to disseminate emergency notifications and timely warnings:

<table>
<thead>
<tr>
<th>Primary Method</th>
<th>Secondary Method</th>
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<tbody>
<tr>
<td>UH Alert SMS/text messages</td>
<td>Media release</td>
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<tr>
<td>UHWO website</td>
<td>Press conference</td>
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<tr>
<td>Social media (Twitter, Facebook)</td>
<td>UH system notification</td>
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<tr>
<td>Digital signage monitors in campus buildings</td>
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</tbody>
</table>
**UH Alert Notifications:** The UH Alert emergency notification system alerts the university community in the event of a natural, health or civil emergency. Contact information provided by students and employees will only be used in the event of an emergency that impacts the health and safety of the UH community or closures of whole campuses. It will not be shared with others or used for routine UH communications or announcements. The UH Alert messaging system is tested twice annually during the fall and spring semesters. There are two types of emergency messaging options with the UH Alert emergency notification system, which alerts the university community in the event of a natural, health or civil emergency. It is only used in the event of an emergency that impacts the health and safety of the UH community or closures of whole campuses. It is not used for routine UH communications or announcements.

- **SMS/Text Messages:** UH Alert is an opt-in system that requires users to subscribe their cell phone information before they can receive alerts via SMS/text messages.
- **UH Alert Emails:** All hawaii.edu email addresses are automatically subscribed to UH Alert emergency notification system.

**UHWO Website Banner:** When activated, a banner containing the emergency message is prominently displayed at the top of the UHWO website. Information will also be featured/archived on westoahu.hawaii.edu/emergency.

**Social Media:** Emergency messages are posted on the UHWO Facebook and Twitter accounts.

**Digital Monitors:** In emergency situations, digital display monitors in the Library, D Building, and Dining Hall are capable of displaying emergency notification messages.

**Media Release:** Campus officials may send out a news release to the news media for the purpose of announcing something newsworthy.

**Press Conference:** Campus officials may sometimes grant an interview to journalists for the purpose of making an announcement or answering questions.

**UH System Notification:** Sometimes an incident is so grand in scale, or involves multiple campuses, that it comes under the management of the UH System.

**Procedures**

Upon becoming aware of or receiving a report of a significant emergency or dangerous situation, Campus Security will contact emergency responders as necessary, and take immediate action to mitigate the situation. Campus Security will determine if the situation
does in fact pose a threat to the campus community. Once Campus Security confirms that there is an emergency or dangerous situation that poses an immediate threat to the health and safety of all or some members of the campus community, Campus Security will send out an emergency notification.

1. In the event of an imminent emergency (i.e. Active Threat, Evacuation), compose initial UH Alert (https://www.hawaii.edu/alert/) Notification. See templates in Appendix A.
   a. Message should be sent via text and email and distributed to all UH West O’ahu students, faculty and staff.
      1. Direct users to emergency website: westoahu.hawaii.edu/emergency
      2. As of December 2019, the following UHWO employees have access and are trained to utilize the UH Alert System
         a. Director of Communications, Leila Wai Shimokawa
         b. Public Information Officer, Zenaida Serrano Arvman
         c. Graphic Designer, Brian Miyamoto
         d. Director of Auxiliary Services, John Murakami

Duties and Responsibilities

Director of Communications

The Director of Communications, as a member of the Emergency Operations Team, will instruct the Communications Department on what actions should be taken, including but not limited to the following (Please note: If this is an event that involves more than one campus, the main source of communication becomes the UH System Communications Team. Communications strategy will then be determined by the UH System and shared with the campuses).

1. In the event of an emergency notification scenario that is NOT an active threat, compose initial UH Alert (https://www.hawaii.edu/alert/) Notification.
   a. Determine if message should be sent via text and/or email and distribute to all UH West O’ahu students, faculty and staff.
      1. Direct users to emergency website: westoahu.hawaii.edu/emergency
      2. Inform Public Information Officer of event in progress
      3. Inform Graphic Designer of event in progress
      4. If appropriate, notify UH System Media Relations team of emergency actions taken by UH West O’ahu to ensure all communication related to UH West O’ahu is correctly identified on UH System website emergency page and other media.
5. Notifying Key Constituencies: The Communications Team shall determine which groups need to be informed first. Potential groups include:
   a. Students
   b. Faculty
   c. Staff
   d. Parents of students
   e. Board of Regents
   f. UH System Leadership
   g. Public officials (i.e. Governor, Legislators, Mayors)
   h. Alumni
   i. Neighbors
   j. General Public

6. Once the Emergency Operations Manager determines that an emergency has been adequately managed and the University can return to normal operations, the Chancellor, or his/her designee, will authorize an “all clear” notification.

7. The Communications Department will relay the “all clear” information using the same methods by which it informed the UH West O‘ahu community about the event.

8. Following the event, UH West O’ahu will undergo an assessment of its response to the situation and make the appropriate changes to its procedures.

Public Information Officer

1. If appropriate, compose UH Alert (https://www.hawaii.edu/alert/) notification.
2. Update UH West O’ahu social media pages (Facebook and Twitter) with emergency information as needed.

Graphic Designer

1. Update the website home page (westoahu.hawaii.edu). Direct traffic to emergency webpage (westoahu.hawaii.edu/emergency)
2. Update UH West O’ahu emergency webpage (westoahu.hawaii.edu/emergency)
3. If appropriate, update digital signage (in D building, Dining Hall, Library, and other digital signage locations) with emergency information.

Media outreach

Timeliness is critical when in communicating crucial information to the community and the news media. Keep in mind that people will seek information from other sources in the absence of official communication and that it is imperative that UH West O‘ahu serves as the official voice. The Director of Communications/Public information Officer will field and respond quickly to as many media requests as possible and may make key knowledgeable
individuals available to the media if appropriate. Communication must occur early and often but be confined to the facts.

The Director of Communications serves as the initial campus spokesperson in the event of an emergency or crisis. The Chancellor may deliver messages of compassion and response efforts on behalf of the campus. The spokesperson shall have a great understanding of the events surrounding the emergency or crisis. Public Information Officers may fill in for these individuals if the crisis is prolonged, but they should not be the initial responders to the general public, the media or the university community.

1. Draft news release
2. Determine whether a media briefing should occur
   a. Determine location, time, and identify key individuals
   b. Develop key talking points/fact sheet to media
3. In the event of a prolonged or complex situation, consideration should be given to appropriate media staging locations that can accommodate vehicles such as satellite trucks. In the event that the media should need space on the UH West O‘ahu campus, they will be situated in the student/visitor parking lot.
4. Monitor news coverage for inaccuracies and correct significant errors.

Other considerations:

☐ Identify potential campus subject matter experts. Options of UHWO key individuals/subject matter experts to research situations may be:

   Academic Affairs
   1 Vice Chancellor for Academic Affairs
   2 Associate Vice Chancellor for Academic Affairs

   Administrative Affairs
   3 Vice Chancellor for Administration
   4 Director of Emergency Management/Security
   5 Director of Planning and Facilities
   6 Budget Director
   7 Human Resources Director
   8 IT Director
   9 Environmental and Health Safety Officer
   10 Security Sergeant
Student Affairs

1. Vice Chancellor for Student Affairs
2. Director of Compliance
3. Director of Student Development
4. Director of Enrollment Management

1. Consider recording message on main UHWO phone line (808) 689-2800
2. Assign personnel to man main phone line (808) 689-2800. Provide talking points
3. Consider opening Joint Information Center, a central location that facilitates operation of the Joint Information System. It is a location where personnel with public information responsibilities perform critical emergency information functions and crisis communications.
4. Create work schedule for Joint Information Center
5. Continue to monitor news coverage

Checklist

**Key Activities**

- □ Organize a public relations response and issue an initial statement, when possible, within 60 minutes of the event. Otherwise, prepare a statement for use upon media inquiry
- □ Continue monitoring print/TV/radio websites, TV, radio, and social media
- □ Discuss and evaluate the situation to ensure our response is neither inadequate nor excessive: Is the situation a local emergency? Regional? National? The level of response should match the level of the emergency.
- □ Set up Google Alert
- □ Collect and maintain a file/binder of all media inquiry log sheets and all drafts and final versions of news releases and statements
- □ Collect and maintain a file/binder of all media coverage

**Continuing/Ongoing Coverage**

- □ Develop an event summary that focuses on what happened (facts), myths that need dispelling, action steps, outcome and impact statements and facts, next steps, etc.
- □ Identify solutions to any potential problem.
- □ Develop opportunities to place positive stories with the media and consider long-term initiatives (e.g. public or employee education programs) as warranted by the emergency.
☐ Look for positive news stories (i.e. response efforts, impact on specific individuals)

**Key Activities**

☐ Consider actions appropriate to the emergency that put a human face on your institution and demonstrate responsible citizenship
☐ Sympathize with affected people
☐ Provide expressions of gratitude to community groups
☐ Establish appropriate funds?
☐ Expand hours of service to address problems or concerns of those who are affected by the incident, such as a toll-free telephone number or a special website
☐ Disseminate Counseling Services information

**Media Communications**

Address the media publicly only when new information is available and provide facts that have been verified. If incorrect information is broadcast, provide correct information as soon as possible.

☐ The Director of Communications or Chancellor shall serve as the spokesperson for the campus. The Director of Communications will issue updates and response efforts. The Chancellor will convey messages of compassion and response efforts.
  o UH System Media Relations team should be contacted and may serve as the key spokesperson depending on severity of the situation
☐ Prepare first news release or response statement for use upon inquiry
  o Include only confirmed facts
  o Position UHWO as responsible and responsive to situation
  o Activate holding statement for media calls
☐ Begin compiling background information relevant to the event
☐ Secure news release or statement approvals by Chancellor
☐ Coordinate media briefing set-up, if needed
  o Location: behind the library? Depends on access road and emergency response vehicles
  o Area should be big enough for 25 people plus equipment
  o Ideally in a location with electrical outlets for cameras and computers
  o Parking?
  o Ideal but not critical:
    ▪ One microphone with multi-box for TV and radio microphones
    ▪ Toilets
    ▪ Access to water
☐ Conducting a media briefing and joint briefing with response partners
☐ Provide periodic updates and/or interviews with the media
☐ Respond to incoming media inquiries in priority order as follows:
  o Local broadcast and print
  o Wire services
  o National news agencies

Media Briefing

Guidelines for deciding whether to have a media briefing: Media briefings are an effective and efficient way to give one set of answers to many questions and many reporters at one time; a briefing also conveys openness and accountability. In general, we should consider holding a briefing when:

1. There has been significant loss of life, serious injuries, or significant property damage
2. There has been significant inconvenience to or endangerment of the public, employees, etc.
3. There are damaging accusations or questions about the institution’s integrity, workplace, practices or citizenship, especially with respect to responding to the situation
4. The situation depends on in-person response
5. The designated spokesperson has the skills and demeanor to conduct a briefing

Conducting a Media Briefing

The Director of Communications should open the briefing and:

1. Bring the room or conference call to order
2. Give the speaker’s name, spelling, and title
3. Set any ground rules (length of briefing, time for Q&A, etc.)
4. Give TV crews time to prepare (ask if everyone is ready and wait for them)
5. Introduce the speaker
6. Supervise the briefing and bring it to a close
7. Be available to take questions following the closing of the briefing
8. The spokesperson should begin with a prepared statement containing key messages.

☐ Identify new information and key messages
  o Message of empathy/compassion
    ▪ Check with legal team on language
  o Plan of action
  o Corrective steps
  o Next steps

☐ Establish a time (allow appropriate time for the media to travel and set up).
☐ Consider alternate location at Bachman Hall?
☐ Prepare media advisory regarding initial briefing
☐ Prepare talking points and messages for opening statement
☐ Prepare brief for likely Q&A period and remember or rehearse media interview techniques
☐ Open, supervise, and end the media briefing
☐ Record on audio recorder

Preparation

Emergency Kit Materials

☐ Multiple copies of this manual
☐ Pens/pencils
☐ Notepads
☐ Clipboards
☐ Flashlights/batteries
☐ Media contact information: Hard copy/ies and on thumb drive
☐ All contact information (Faculty/staff directory)
☐ Campus maps
☐ Small collection of toiletries
☐ University Fact Sheet
☐ Inventory of kit contents

After the Emergency

Key Activities

☐ Document the role of the Emergency Management Team, the communications efforts, and others during the event in protecting the community’s reputation and operations
☐ Share valuable information and insights into handling the public information requirements of the incident
☐ Conduct a debriefing of emergency participants
  ☐ Prepare a written report on the emergency for use by senior management and other public relations offices that contains:
    ▪ Quality and nature of news coverage
    ▪ Quantity and nature of communications activities and responses
    ▪ Copies of media coverage
    ▪ Lessons learned
      ● What worked?
      ● What did not work?
      ● Tips, tactics, and advice, future modifications and recommendations
- Contract video monitoring services
- Modify the Emergency Communication Plan as necessary