



# Emergency Management Plan

Adopted April 2017

**UNT | DALLAS**<sup>™</sup>  
UNIVERSITY OF NORTH TEXAS AT DALLAS

7300 UNIVERSITY HILLS BLVD., DALLAS, TEXAS 75241

# University of North Texas at Dallas Emergency Management Plan

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*Draft version dated July 12, 2017*

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## Letter of Promulgation

UNT Dallas is committed to fostering a learner-centered environment governed by the shared values of virtue, civility, reasoning and accountability and, like all universities, to protecting the health and well-being of its faculty, staff and students.

This Emergency Management Plan is constructed to mitigate, prepare for, and respond to emergencies, as well as to minimize the impact of natural and human-caused crises, should they occur. The management practices contained herein have the potential to speed recovery, as well.

The Emergency Management Plan contains descriptions of the Campus Emergency Management and Recovery Team (CEMART), hazard and threat summary, responses to various crises, and emergency notification procedures to be used in the event of a crisis. The plan also sets forth requirements for training employees and students and testing the plan regularly.

By working together to understand and implement this plan prior to an emergency, and through periodic testing of our emergency procedures, we will be better prepared to deal with the challenges emergency situations present to universities like ours. Emergency Management is responsible for communicating with employees to ensure their understanding of emergency procedures. Employees should also assume responsibility for seeking answers to questions related to emergency preparedness. The plan requires the designation of a Campus Emergency Response Team (CERT) who will be intimately familiar with the plan.

The timing of emergency situations is unpredictable, but members of the UNT Dallas learning community can better prepare for times of crisis by keeping their JAGUAR (JAG) ALERT contact information current at <https://my.unt.edu>. Additionally, faculty, staff and students should develop their own personal or family emergency plans and keep them up to date. Knowing how to respond in a time of crisis is important for both the University and individuals.

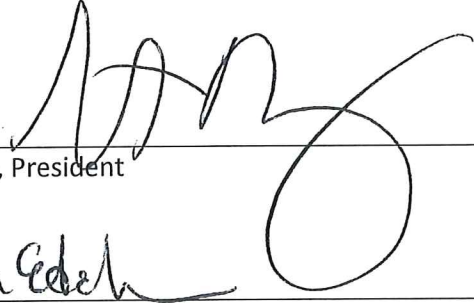
Your familiarity with this Emergency Management Plan will strengthen our University. I encourage you to remain informed and engaged.

Bob Mong  
President

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## Approval

The University of North Texas at Dallas Emergency Management Plan is hereby approved. This plan is effective immediately.

  
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Bob Mong, President

  
\_\_\_\_\_  
Date

  
\_\_\_\_\_  
Dan Edelman, Executive VP/CFO

  
\_\_\_\_\_  
Date

  
\_\_\_\_\_  
Christopher Shaw, Interim Chief of Police

  
\_\_\_\_\_  
Date

  
\_\_\_\_\_  
John Bullock, Risk Manager

  
\_\_\_\_\_  
Date

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Record of Changes

Date	Section(s) revised



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## Introduction

### General

Recent events around the country continue to make apparent the need for communities to be ready and able to respond when disaster strikes. The cost of being unprepared is simply too great. Emergencies have the potential to cause death and injury, destroy critical infrastructure, disrupt teaching and research, and damage the mental state of the campus community.

### Purpose and Scope

The University of North at Texas at Dallas (UNT Dallas) is committed to providing a safe environment where learning, research, and community engagement can take place. This Emergency Management Plan (EMP) outlines UNT Dallas' approach to emergency management, broadly defining the policies, procedures, and organizational arrangements that UNT Dallas will use to prepare for, mitigate, respond to, and recover from emergency situations.

### Priorities

During emergency situations, UNT Dallas' priorities will be to

- Protect and save lives
- Protect property and critical infrastructure
- Maintain or quickly resume normal operations

### Coordination

Emergency management is a group effort and requires the coordinated efforts of all campus units, members of the campus community, and external agencies and other organizations. Teamwork with these agencies will enhance the University's ability to respond to emergencies.

As discussed throughout this document, UNT Dallas readies the campus for emergency situations by working closely with the following groups: University of North Texas (Denton), University of North Texas at Dallas College of Law, City of Dallas Police Department, City of Dallas Fire-Rescue, City of Dallas Office of Emergency Management, Dallas County Department of Health & Human Services, Texas Department of State Health Services, Texas Division of Emergency Management, and other local, state, federal, and non-governmental agencies and organizations.

### Note

Emergencies present challenges for those in leadership positions as each situation is unique and presents many unknown variables. As such, nothing in this document should be construed as to prevent campus officials from acting prudently in taking immediate action to prevent damage and loss.

## Explanation of Terms

### Definitions

**Campus** – Any building or property owned or controlled by an institution within the same reasonably contiguous area and used by the institution in direct support of, or in a manner related to, the institution's education purposes, including residence halls; and any building or property that is within or reasonably contiguous to the area identified above that is owned by the institutions but controlled by another person, is frequently used by students, and supports institutional purposes (34 CFR 668.46).

**Campus Community** – The students and employees of the University, which includes both faculty and staff.

**Emergency** – Any situation which requires highly-coordinated responsive actions to protect and save lives, protect critical infrastructure, and enable normal operations to be maintained or resumed as quickly as possible.

**Incident Action Plan** – A verbal plan, written plan, or combination of both, that is updated throughout the incident and reflects the overall incident strategy, tactics, risk management, and member safety that are developed by the incident commander.

**Incident Commander** – The individual responsible for all incident activities, including the development of strategies and tactics and the ordering and release of all resources. The Incident Commander has overall authority and responsibility for conducting incident operations and is responsible for the management of all incident operations at the incident site.

**Incident Command Post** – The location from which on-scene incident operations are conducted.

**Jaguar (JAG) Alert** – A mass notification system used by UNT Dallas with the capability to send voice messages, text messages, and email. All students and employees are automatically enrolled in the system using the telephone numbers provided during the registration or hiring process.

**Regional Liaison Officer** – A member of the state of Texas emergency management organization who works closely with the State to facilitate the fulfillment of emergency resource requests from local governments and agencies, including universities.

**Test** – Regularly scheduled drills, exercises, and appropriate follow-through activities, designed for assessment and evaluation of emergency plans and capabilities (34 CFR 668.46). Each test must:

- Be scheduled. This means actual emergency situations or false emergency alarms do not serve as a test of the institution's procedures.
- Contain drills. A drill is an activity that tests a single procedural operation (e.g., a test of initiating the emergency notification system or evacuating a building).
- Contain exercises. An exercise is a test involving coordination efforts (e.g., a test of the coordination of campus leadership and/or emergency responders).
- Contain follow-through activities. A follow-through activity is an activity designed to review the test (e.g., a survey or interview to obtain feedback from participants).

- Be designed for assessment of emergency plans and capabilities. This means tests should have measurable goals (e.g., each participant will understand his or her roles and responsibilities)
- Be designed for evaluation of emergency plans and capabilities. Tests should be designed in such a way so that using the assessments, it can be judged whether or not the test met its goals (e.g., the evacuation process accounted for/did not account for the diverse needs of all members of the campus community).

**Unified Command** – Used when more than one agency has incident jurisdiction or when an incident crosses political jurisdictions. Agencies work together through the designated members of the Unified Command, often the senior persons from agencies and/or disciplines participating in the Unified Command, to establish a common set of objectives and strategies and a single plan of action.

**Unit** – Any subdivision of the University, whether academic, administrative, or other subdivision which includes but is not limited to: centers; colleges; committees; departments; divisions; groups; institutes; programs; projects; offices; units; and, schools.

## Acronyms

**Campus Emergency Management and Recovery Team (CEMART)**

**Campus Emergency Response Team (CERT)**

**Chief Financial Officer (CFO)**

**City of Dallas Fire-Rescue (Dallas FR)**

**City of Dallas Police Department (Dallas PD)**

**Dallas County Health and Human Services (Dallas County HHS)**

**Emergency Management Group (EMG)**

**Emergency Operations Center (EOC)**

**Health Crisis Team (HCT)**

**Texas Division of Emergency Management (TDEM)**

**Texas Division of State Health Services (DSHS)**

**Texas Rangers (Department of Public Safety)**

**University of North Texas Police Department (UNTPD)**

**University of North Texas Risk Management Services (RMS)**

## **Legal Authorities**

### **General**

The legal authority for the EMP is derived from a variety of sources, including Federal, State, and local laws and regulations. The following list presents the core laws and regulations which guide emergency planning at UNT Dallas.

### **Federal**

Robert T. Stafford Disaster Relief & Emergency Assistance Act, (as amended), 42 U.S.C. 5121

Emergency Planning and Community Right-To-Know Act, 42 U.S.C. Chapter 116

Emergency Management and Assistance, Chapter 44 of the CFR

Hazardous Waste Operations & Emergency Response, 29 CFR 1910.120

Homeland Security Presidential Directive 5 (Management of Domestic Incidents)

Homeland Security Presidential Directive 8 (National Preparedness)

National Response Framework

Higher Education Opportunity Act, 34 CFR 668.46

### **State**

Government Code, Chapter 418 (Emergency Management)

Government Code, Chapter 421 (Homeland Security)

Government Code, Chapter 433 (State of Emergency)

Government Code, Chapter 441 (Preservation and Management of State Records and Other Historical Resources)

Government Code, Chapter 791 (Inter-local Cooperation Contracts)

Government Code, Chapter 79 (Liability of Persons Assisting in Hazardous or Dangerous Situations)

Health and Safety Code, Chapter 778 (Emergency Management Assistance Compact)

Administrative Code, Title 37, Part 1, Chapter 7 (Division of Emergency Management)

Education Code 51 (Provisions Generally Applicable to Higher Education)

## **Hazard and Threat Summary**

### **General**

In conjunction with the development of the EMP, an analysis was performed to determine the risk of various hazards and threats to which UNT Dallas may be exposed. Hazards and threats were analyzed and ranked in terms of their likelihood of occurrence and estimated impact on safety, facilities, and the institution. The highest ranked hazards and threats served as the basis for development of the EMP. Each of these hazards and threats is described below. Examples of each hazard and threat are provided in Appendix A: Emergencies Affecting Peer Institutions.

### **Campus Violence**

Campus violence encompasses actions taken by an individual or group of individuals with the intent of injuring themselves or others. The prime example of campus violence is an active shooter. Instances of campus violence nationwide appear to be on the rise. Because the intent of a perpetrator of campus violence is to harm others, their actions typically result in a number of casualties. Damage to facilities from campus violence is rare, but institutional impact, including damage to the mental state of the community, is often severe.

### **Inclement Weather**

Inclement weather includes all hazardous meteorological conditions that pose a risk to safety and operations. UNT Dallas is located in a region of the country that is particularly vulnerable to many forms of inclement weather, including tornadoes and winter weather. Some types of inclement weather provide ample warning time for protective action to be taken in advance of impact, while others provide less.

A tornado is a destructive wind event, often coinciding with a strong thunderstorm. Tornadoes typically coincide with spring storms, although they can and do occur throughout the year. It is quite possible that the campus could experience casualties, damage to facilities, and prolonged interruption to campus operations.

Winter and other severe storms typically occur between the months of October and March and can bring extremely cold temperatures and precipitation to the region. This combination of cold weather and wet conditions often causes snow and ice accumulations and can result in slick roads and sidewalks, downed power lines, and road closures. Operational interruption is the most likely impact of winter weather.

### **Building Fire**

Building fires include all fires of any origin occurring in campus facilities. Fires typically occur as a result of unsafe practices, mechanical failure, or external conditions, such as a lightning strike. University campuses have seen a number of destructive fires in recent years resulting in varying degrees of damage to facilities. Casualties as a result of building fires are relatively rare. However, most casualties that do occur are the result of the inhalation of toxic gases.

## **Mail or Package Bomb**

Mail bombs are explosive or incendiary devices sent through the mail service intended to cause harm to recipients. Similarly, package bombs are often strategically placed or carried (via a suicide bomber) into buildings or common gathering areas where detonation can cause the most damage. Both mail and package bombs often coincide with a bomb threat, which is a threat, usually verbal or written, to detonate an explosive or incendiary device to cause property damage, death, or injuries. While mail and package bombs have become regular occurrences worldwide, they are relatively rare in the United States and even rarer at universities. Nonetheless, they have the potential to cause great loss of life, destruction to facilities, and institutional impact.

## **Public Health Emergency**

A public health emergency involves the rapid spread of an illness or communicable disease resulting from consumption of contaminated food or contact with contaminated people, animals, or surfaces. Examples include whooping cough, hepatitis A, e-coli, and meningitis. Numerous colleges and universities have experienced outbreaks of illness and disease in recent years. The potential for a public health emergency on a university campus is heightened due to the high volume of people living and working in close quarters. In addition to death and injury, public health emergencies have the potential to interrupt normal campus operations.



## Assumptions

### General

Emergency planning requires a commonly accepted set of assumed operational conditions that provide a foundation for establishing protocols and procedures. When an emergency occurs, assumptions are replaced by facts and form the basis for making decisions. The following assumptions provide the basis for emergency planning at UNT Dallas.

### Assumptions

All emergencies are unique occurrences.

Damage may cause injuries, death, and displacement of people.

Major roads, overpasses, bridges, and local streets may be damaged.

Conditions may be unsafe to travel off campus, and people may become stranded.

Special populations on campus, including children, those with disabilities, and non-fluent speakers of English, will require specialized attention in the event of an emergency.

Campus units will largely provide the same type of services during an emergency as those that are provided on a daily basis but in a limited capacity.

Campus units may be asked to expand the services they provide and/or perform functions that they do not ordinarily perform.

Due to the unique demands of a given emergency, any employee's presence may be required on campus at any time. As such, employees may be given little notice to report to work.

Emergency conditions that affect the UNT Dallas campus may affect the surrounding community.

Regional and local services, including those provided by the City of Dallas, may be unavailable for some period of time.

Public transportation may be disrupted limiting the ability of some faculty, staff, and/or students to travel to or from campus.

Critical lifeline utilities and services may be interrupted, including water delivery, electrical power, natural gas, telephone communications, microwave and repeater-based radio systems, cellular telephones, and information systems.

Normal suppliers may not be able to deliver materials or services.

## **Actions by Phase of Emergency Management**

### **General**

Emergency management is the managerial function charged with creating the framework within which communities reduce vulnerability to hazards and cope with disasters. The standard practice is to view emergency management activities in terms of four phases: preparedness, response, recovery, and mitigation. This document addresses the activities undertaken by UNT Dallas during all four phases in coordination with local, state, federal, and non-governmental agencies and organizations.

### **Preparedness**

Preparedness activities are the actions taken in advance of an emergency to ensure effective response and recovery. Preparedness activities include:

- Emergency planning, including maintaining this document
- Conducting or arranging appropriate employee training
- Identifying and acquiring emergency equipment, supplies, and other resources
- Conducting periodic drills and exercises to test plans and to prepare the campus community
- Performing post-incident review of operations following any exercise or emergency

### **Response**

Response refers to those actions taken immediately before and during an emergency to save lives and protect property. Response activities may include warning, public information, emergency medical services, firefighting, law enforcement, evacuation, search and rescue, as well as other associated functions.

### **Recovery**

Recovery refers to the actions and implementation of programs needed to help individuals and the campus community return to normal after an emergency. Recovery involves both short-term and long-term efforts. Short-term operations seek to restore vital services to the campus and provide for the basic needs of the community. Long-term recovery focuses on restoring the campus to its normal operating state. Examples of recovery programs include restoration of University services, debris removal, restoration of utilities, mental health services and grief counseling, and reconstruction of damaged roads and buildings.

### **Mitigation**

Hazard mitigation is sustained action taken to reduce or eliminate the risk to human life and property from hazards. Mitigation should be a pre-disaster activity, although mitigation may also occur in the aftermath of an emergency situation with the intent of avoiding repetition of the situation. Mitigation planning involves identifying hazards and risk, assessing the level of risk the community is willing to live with, and determining and implementing protective actions to reduce or eliminate risk the community is not willing to deal with. An example of a mitigation activity is the development and implementation of a behavioral consultation team to identify, intervene, and respond to students whose mental, emotional, or psychological health condition may directly threaten the safety of the campus community.

## Emergency Organization

### General

This section describes the roles and responsibilities of the groups and individuals involved in managing the response to emergencies affecting UNT Dallas.

### Campus Emergency Management and Recovery Team (CEMART)

The CEMART is the group of campus officials tasked with managing the overall campus response to emergency situations. It is responsible for coordinating with internal and external groups to ensure that the needs of emergency responders and the campus community have been met. While on-scene responders focus on saving lives and protecting critical infrastructure, the CEMART supports those activities by analyzing complex problems as they arise and devising strategies for responding to them. The CEMART conducts operations from within an EOC.

While additional members may be required to participate in response activities depending upon the demands of the situation, the CEMART is composed of the following campus officials:

- President
- Provost & Senior Vice President for Academic Excellence
- Chief Financial Officer & Executive VP for Finance & Administration
- Vice President for University Advancement
- Vice President for Student Access & Success
- Interim Police Chief or Senior Police Supervisor
- Assistant Vice President for Student Access & Success/Student Affairs
- Distinguished Leader in Residence
- Executive Assistant to the President
- Assistant Director of Facilities

During an emergency, the CEMART's tasks include, but are not limited to:

- Establishing strategic policy and direction for the response
- Supporting campus units
- Supporting response operations
- Determining alterations to campus operations
- Allocating resources
- Gathering, evaluating, and disseminating information to the public
- Coordinating with external agencies and organizations

### Campus Units

UNT Dallas is composed of a variety of administrative and academic units each of which contains collective knowledge, skills, and resources that may be brought to bear during an emergency to support the overall response effort. Due to the unique demands of a given emergency, various campus units may be required to expand the services they normally provide and/or perform functions that they do not ordinarily perform. As such, any employee may be required to report to work during an emergency.

During an emergency, campus units may be tasked with:

- Continuing to provide services during an emergency
- Supporting the CEMART and on-scene responders
- Providing situational updates to the CEMART as requested
- Maintaining accurate records of the use of all personnel, equipment, and supplies during an emergency<sup>1</sup>

## Incident Command

The first emergency responder to arrive at the scene of an incident will establish Incident Command, and will assume the position of Incident Commander. This person is responsible for the management of the on-scene response. As an incident continues and escalates, the position of Incident Commander may be transferred to another person. In situations involving multiple response organizations, such as UNT Dallas PD, Dallas PD, and Dallas Fire and Rescue, these organizations may form a Unified Command and manage the situation jointly. Depending on the situation, the Incident Commander may conduct operations from an on-scene Incident Command Post, the UNT Dallas EOC, or other location to be determined.

Incident command is responsible for the following tasks:

- Identifies the nature of the incident, the exact location, and the severity
- Isolates the scene by establishing a perimeter
- Develops an Incident Action Plan
- Warns the population in the area of the incident, providing emergency instructions to them
- Determines and implements protective measures (e.g., evacuation or shelter-in-place) for the population in the immediate area and for emergency responders at the scene
- Implements traffic control arrangements in and around the scene
- Documents major activities of response personnel and man-hours spent on the response
- Briefs in-coming Incident Commander if transfer of command occurs
- Requests activation of CEMART when necessary

*When CEMART is activated:*

- Provide the CEMART with an initial situation report
- Keep the CEMART informed of the current situation
- Request additional resources from the CEMART, as needed

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<sup>1</sup> These records may be used to recover costs from the responsible party or insurers or as a basis for requesting financial assistance for certain allowable response and recovery costs from the state and/or federal government.

## Concept of Operations

### General

This section describes the sequence and scope of the planned response and explains the overall approach to the emergency situation.

### Initial Response

The UNT Dallas Police Department (UNTDPD) is the primary provider of law enforcement services to the campus of UNT Dallas. In most cases, the highest ranking police officer on duty will serve as the initial point of contact for reporting most emergency situations. All reports of emergencies affecting the campus of UNT Dallas that are received by the City of Dallas will be relayed to the police officer(s) on duty. In some cases, reports of non-security related emergencies (e.g., outbreaks of contagious diseases, severe weather events, etc.) may initially be received by other campus units.

When the police officer(s) on duty or other campus unit receives an initial report of an event that is imminent or occurring which threatens life, critical infrastructure, and/or normal campus operations on or near the campus of UNT Dallas, the affected campus unit will confirm the report and initiate any necessary response actions.

### Activation of CEMART

If the affected campus unit determines that the event will require additional coordination across multiple campus units or agencies, the campus unit will contact the CFO or designee.

Upon discussing the situation with the affected campus unit, the CFO or designee will consider whether non-routine collaboration is required among campus officials. If so, s/he may initiate any of the following actions:

- Notify the President of the situation
- Notify the Chancellor of the situation
- Instruct appropriate members of the CEMART to report to the EOC or log in remotely
- Notify other campus units of the situation as appropriate

If the decision is made not to activate the CEMART, affected campus units will continue to monitor the situation for developments which may require activation in the future.

### Requesting Additional Resources

Some emergencies may be of such an extent that UNT Dallas' own resources will be inadequate to meet the demands of response and recovery activities. In such situations, UNT Dallas may request emergency assistance from outside jurisdictions, agencies, and organizations. All external assistance furnished to the University is intended to supplement University resources and not substitute for such resources, which include mutual aid resources, equipment purchases or leases, or resources covered by emergency service contracts.

UNTDPD has a mutual aid agreement with local law enforcement for the investigation of alleged criminal offenses and maintains liaison with state and federal law enforcement agencies in support of campus safety and security efforts.

Requests for resources from the Incident Commander may be routed to the UNT Dallas EOC, UNTPD (located in Denton, TX), the City of Dallas, Dallas County, or the Regional Liaison Officer for the State of Texas, depending on the situation. These groups will generally work together to resolve resource requests.

### **Deactivation of CEMART**

When the CFO or designee determines that a high level of coordination is no longer needed, members of the CEMART may return to their normal status. Note, however, that while the on-scene incident command operation is normally deactivated once the need for response has ended, continued activation of the CEMART may be necessary to coordinate recovery activities. During recovery, the EOC may compile damage assessments, assess long term needs, manage donations, monitor the restoration of utilities, oversee access to damaged areas, and other tasks.

## Emergency Notification

Independent of any decision to activate the CEMART, a determination will be made about the issuance of emergency notification messages to the campus community.

## Policy Statement

Upon confirmation of a significant emergency or dangerous situation involving an immediate threat to the life, safety, or security of the campus community occurring on campus, UNT Dallas will, without delay, and taking into account the safety of the community, determine the content of emergency notification messages and initiate the notification system, unless issuing a notification will, in the professional judgment of responsible authorities (including but not limited to: UNTDPD, Dallas PD, and/or Dallas FR), compromise efforts to assist a victim or to contain, respond to, or otherwise mitigate the emergency.

Some examples of significant emergencies and dangerous situations that could necessitate issuance of an emergency notification message include:

- Major building fire or approaching wildfire
- Public health crisis
- Approaching severe weather (e.g., tornado)
- Gas leak
- Terrorist incident
- Campus violence
- Bomb threat
- Civil unrest
- Explosion
- Nearby hazardous material spill

## Confirmation

Confirmation means that a UNT Dallas official(s) has verified that a legitimate emergency or dangerous situation exists. However, this does not necessarily mean that all of the pertinent details are known or are even available. Depending on the situation, confirmation may be achieved from one or more of the following sources:

- Investigation by police officer(s) on duty
- Investigation by Facilities and security staff
- Investigation by Dallas FR and/or Dallas PD
- Dallas County HHS and/or DSHS
- Media reports originating from the incident scene

If the police officer(s) on duty or other responding unit determines through their own investigation or through contact with another source that there exists a credible threat to the life, safety, or security of the campus community, s/he will contact an Authorized Official to inform him/her of the situation and may recommend issuing an emergency notification message to the campus community. In

circumstances of public health emergencies, confirmation will be achieved through consultation with Dallas County HHS and/or DSHS in accordance with the procedures described later in this document.

### **Authorized Officials**

The following UNT Dallas officials are authorized to approve message content and initiate the emergency notification system:

- President
- Provost & Senior Vice President for Academic Excellence
- Chief Financial Officer
- Vice President for Advancement
- Highest Ranking Police Officer on duty

However, if a clear and present danger is realized and Authorized Officials are not present or able to make such a decision, selected members of the Communications and Student Services staff may initiate notification.

### **Message Content**

The Authorized Official will determine how much information is appropriate to disseminate at different points in time. S/he may consult with the highest ranking police officer on duty, Communications department, and/or others as appropriate when making this determination.

Subject to the technological restrictions of the mass notification system being used, emergency notification messages should contain at a minimum the following information:

- Date and time of incident or threat
- Location of the incident or threat
- Nature of incident or threat
- Actions that should be taken by affected or potentially affected populations
- Additional details necessary to preserve safety and security
- Sources for additional information regarding the incident or threat

When new information is received that could further impact the life, safety, and security of the campus community, an Authorized Official may issue a “status update” message using the process noted above. Status update messages should contain at a minimum the following information:

- Date and time of status update
- Current situation status
- Continued actions(s) that should be taken by affected or potentially affected populations
- Sources for additional information regarding the incident or threat

When the situation has been contained and the life, safety, and security of the campus community is no longer at risk, an Authorized Official will issue an “all clear” message using the process noted above. All clear messages should contain at a minimum the following information:

- Date and time of “all clear” message
- Actions required to resume normal campus operations



- Explanation of the resolution/conclusion of the incident or threat
- Sources for additional information regarding the incident or threat

## Segment of Campus

Depending on the circumstances, UNT Dallas may send emergency notification messages to the entire campus community or only a segment of the population. If a confirmed emergency situation appears likely to affect a limited segment of the campus community, emergency notification messages may be limited to that group. If the potential exists for a very large segment of the campus community to be affected by a situation or when a situation threatens the operation of the campus as a whole, then the entire campus will be notified. In any case, there will be a continuing assessment of the situation and additional segments of the campus community may be notified if the situation warrants such action.

Additionally, unit supervisors are responsible for facilitating the communication of emergency notification messages within their units. The Assistant Director of Facilities will notify any third parties providing services at UNT Dallas of closures, delayed openings, or early dismissals or of other emergency situations as necessary and appropriate.

## Initiating the System

UNT Dallas has at its disposal a number of tools that may be used to disseminate emergency notification messages to the campus community. An appropriate tool(s) will be chosen for message dissemination depending on the specifics of the incident. Available tools include:

- Jaguar (JAG) Alert
- Official email
- University Web site
- Jaguar Information Network (JIN) monitors
- Television
- Radio
- Voiceover Fire alarm
- Press Release/Press Conference
- Social Media

The Authorized Official will choose an appropriate communication tool(s) and initiate the notification system or direct a trained user of the tool(s) to issue the message. S/he may consult with personnel from the communications department, information technology, and/or others as appropriate when making this determination. Following the initial emergency notification message, status update and/or all-clear messages will be issued when more specific information is available to provide additional details to the campus community.

Information will also be disseminated to individuals and/or organizations outside of the campus community. The procedures for issuing information to the larger community will mirror those used to issue emergency notification messages to the campus community. At the direction of an Authorized

Official, the Communications department will develop the information to be disclosed and disseminate it as appropriate to the local media and others as appropriate.

### **Timely Warning**

In accordance with UNT Dallas Policy 12.001 Timely Warning, UNT Dallas provides timely warning to the campus community of crimes that may represent a serious or continuing threat to the campus community in a manner that is timely and will aid in the prevention of similar crimes. Based on the situation, warnings will be issued using a combination of methods that allow for the prompt notification of the campus community. Methods may include, but are not limited to: sending campus e-mail, posting a message on the UNT Dallas website and on campus bulletin boards, sending a Jag Alert message, or informing the news media.

If an emergency notification message is issued using the above-noted emergency notification procedures, UNT Dallas is not required to issue a timely warning based on the same circumstances. However, UNT Dallas must provide adequate follow-up information to the campus community as needed.

## Emergency Operations Center

### General

During emergency situations which require a high level of coordination, the CEMART will be activated to manage UNT Dallas' response. The CEMART will work out of an EOC. The purpose of the campus EOC is to support emergency response and business resumption activities. The core functions of the EOC include:

- Coordination – matching the capabilities of campus units and external organizations to the demands of the emergency
- Policy making – making decisions pertaining to the University-wide response
- Operations – managing mission assignments to directly meet the demands of the emergency
- Information gathering – determining the nature and extent of emergency conditions
- Dispersal of public information – informing the campus community and news media

### Location

In general, an EOC should include ample space, available and alternate power outlets, functioning telephone system, and internet access. The following spaces have been identified as possible locations and may be converted into a functional EOC when conditions warrant:

- Building 1, 7300 University Hills Blvd, President's Conference Room
- Building 2, 7400 University Hills Blvd, Conference Room 127
- South Central Dallas Police Substation Community Center

During certain emergency situations, it may be not be possible or even necessary for members of the CEMART to conduct emergency operations from a physical EOC. In these situations, emergency operations may be conducted remotely through the internet, a conference call line, or some combination of the two. This decision will be made by the CFO or designee and will be based on the unique circumstances of the situation. Instructions for using the conference call system can be found in Appendix B: Conference Call Procedures.

### Notification

When the decision is made to activate the CEMART, the CFO or designee will facilitate the process of notifying all members of the CEMART. A message will be sent to members via phone, text, or email directing them to report to the EOC at a specified time, dial into an established conference call line, and/or log in to an internet-based information management system. For this reason, an up-to-date list of contact information for all CEMART members will be maintained by the CFO or designee.

### Set-up

When the decision is made for the CEMART to report to duty, the CFO or designee will facilitate set up of the EOC. A list of pre-identified equipment and supplies will be maintained by the CFO or designee to enable quick set up of the EOC during an emergency. See Appendix C: EOC Set-up List.

## Evacuation Procedures

### Coordination

During some emergency situations, it may be necessary for members of the campus community to evacuate campus facilities. When evacuation is necessary, campus officials will direct members of the campus community to take immediate protection action through the issuance of emergency notification messages. Emergency notification messages will be issued in accordance with the process outlined previously in this document.

UNT Dallas has designated University personnel in each building to assist in evacuating the facility during fires, bomb threats, and other emergency situations. A list of these individuals is maintained by the UNT Dallas PD. These individuals are referred to as and perform the following actions:

- **Campus Emergency Response Team (CERT)** are responsible for quickly checking each room and stairwell to ensure all building occupants have moved to the shelter-in-place location and will provide assistance as necessary to persons with special needs, such as those with mobility impairments. Each floor of each building has a sufficient number of persons assigned to perform these duties.
- **CERT Members will** direct, assist, aid, and report to on-scene emergency responders any pertinent information, such as persons who are still inside the building requiring assistance.

### Building occupants

When the fire alarm sounds or when a directive is issued to evacuate, members of the campus community should take the following actions:

1. **Secure sensitive areas.** If you work in a sensitive area, such as a research lab, kitchen, or work with cash, secure these areas before leaving if possible to help prevent fire damage and/or theft.
2. **Exit the building immediately.** Be sure to secure or take personal items with you. Do not use elevators. If the fire alarm has not already been activated, pull the alarm on your way out. Leave the building through the nearest exit. If the door handle is hot, don't open the door. Instead, go to a window and call for help.
3. **Call for help.** If emergency response personnel are not already on scene, dial 3000 on any campus phone or (972) 780-3000 from a non-campus phone once you have exited the building. Give the officer the following information:
  - Your name
  - Address of the building (e.g., 7300 University Hills Blvd), Building One
  - Address of the building (e.g., 7400 University Hills Blvd), Founders Hall, Building Two
  - Specifics on the situation
4. **Go to the designated assembly area.** Walk away from the building to the far side of the parking lot. Do not re-enter the building until instructed by UNTDPD. Obey the instructions of emergency response personnel at all times.

## Lockdown Procedures

### Coordination

During some emergency situations, it may be necessary for members of the campus community to go into lockdown, which is a procedure used to protect people inside a facility from a dangerous event, such as an active shooter. When lockdown is necessary, campus officials will direct members of the campus community to take immediate protection action through the issuance of emergency notification messages. Emergency notification messages will be issued in accordance with the process outlined previously in this document.

### Building occupants

When a directive is issued to go into lockdown, members of the campus community should take the following actions:

1. **Find a safe place.** Attempt to remove yourself from the situation and exit the building, even if that means climbing through a lower-level window. If you cannot safely exit the building, seek shelter in a secure area that can be locked or barricaded. If possible, turn off lights and cell phone ringers without drawing attention to yourself.
2. **Go to the designated assembly area.** If able to exit the building, immediately go to and remain at the far side of the parking lot until instructed by emergency responders to move to another location. Attempt to account for all building occupants once at the assembly point.
3. **Call for help.** Dial 3000 on any campus phone or (972) 780-3000 from a non-campus phone to report the situation to law enforcement authorities. If you are unable to speak, leave the line open so the dispatcher can hear what is going on.
4. **Avoid touching items left by the attacker.** An attacker may intentionally leave explosives at the scene. Additionally, police will need to conduct an investigation after the emergency has concluded. So, it is important not to tamper with potential evidence.

## Shelter-in-place Procedures

### Coordination

During some emergency situations, it may be necessary for members of the campus community to shelter-in-place. When shelter-in-place is necessary, campus officials will direct members of the campus community to take immediate protection action through the issuance of emergency notification messages. Emergency notification messages will be issued in accordance with the process outlined previously in this document.

UNT Dallas has designated University personnel in each building to assist in directing building occupants to shelter-in-place locations during severe weather, hazardous material spills occurring outdoors, and other emergency situations. A list of these individuals is maintained by the UNT Dallas PD. These individuals are referred to as and perform the following actions:

- **Campus Emergency Response Team (CERT)** are responsible for quickly checking each room and stairwell to ensure all building occupants have moved to the shelter-in-place location and will provide assistance as necessary to persons with special needs, such as those with mobility impairments. Each floor of every building has a sufficient number of persons assigned to perform these duties.
- **CERT Members will** direct, assist, aid, and report to on-scene emergency responders any pertinent information, such as persons who are still inside the building requiring assistance.

### Building occupants

When a directive is issued to shelter-in-place, members of the campus community should take the following actions:

1. **Secure sensitive areas.** If you work in a sensitive area, such as a research lab, kitchen, or work with cash, secure these areas before leaving if possible to help prevent fire damage and/or theft.
2. **Go to the shelter area.** If outdoors, go indoors. Go to the designated shelter area and remain there until instructed by UNTDPD. The designated shelter areas are as follows:
  - Building 1 (7300 University Hills Blvd) – interior hallways on the east and west sides of the first floor of the building and restrooms on the first floor.
  - Building 2 (7400 University Hills Blvd) – interior hallway on the east side of the first floor of the building and restrooms on the first floor.

If unable to safely reach the designated shelter areas, take shelter in an interior room away from glass or windows on the lowest floor of the building.

3. **Bring a radio.** Bring a NOAA Weather Radio or other radio to the shelter area with you so you can monitor weather conditions.

## **Inclement Weather Procedures**

### **General**

The purpose of this section is to serve as a guide for campus officials who are tasked with responding to inclement weather conditions that threaten the campus of UNT Dallas.

### **Concept of Operations**

#### **Monitoring**

The highest ranking police officer on duty is responsible for monitoring weather for conditions that may present a threat to the safety of the campus community. This is accomplished through:

- Contact with UNT Dallas PD Dispatch
- Contact with regional meteorological and emergency management organizations
- Utilization of internet-based resources or monitoring the local news and weather

When inclement weather is predicted or occurring, the highest ranking police officer on duty will confer with the CFO or designee to develop appropriate weather-related responses. Campus officials will consider the following when determining the appropriate response actions:

- Is there an immediate or future threat to the safety of the campus community?
- Are there immediate or future transportation concerns on campus or locally?
- Is there a potential for power loss on campus?
- Is there the potential for damage to campus facilities?

#### **Closure**

In the event that closing, delayed opening, or early dismissal of the campus is deemed necessary, the CFO may confer with the Provost in making a recommendation. The CFO will make a recommendation to the President, who will make the decision. In the President's absence, the Provost may make the decision. Decisions regarding closure will be announced to the campus community in accordance with the emergency notification process outlined previously in this document.

#### **Shelter-in-place**

In the event that immediate protective action is deemed necessary, members of the campus community will be directed to shelter-in-place in accordance with shelter-in-place procedures outlined in this document.

## Fire Procedures

### General

The purpose of this section is to serve as a guide for campus officials who are tasked with responding to fire situations that occur on the campus of UNT Dallas.

### Concept of Operations

#### Initial Response

1. Dallas FR responds to fires on the campus of UNT Dallas.
2. Response activities begin when someone activates the fire alarm or calls 911. The highest ranking police officer on duty will immediately respond and will initially assume the role of Incident Commander.
3. The highest ranking police officer on duty will notify
  - Dallas FR
  - UNTDPD (3<sup>rd</sup> party) South west Regional Communications Center Dispatch (located in Desoto, TX)
  - UNTD Chief of Police
  - CFO or designee
  - Dallas Area Rapid Transit (DART) PD
4. When Dallas FR arrives on-scene, the highest ranking police officer on duty and a senior member of the fire department may form Unified Command.
5. Once notified of the situation, the CFO may notify members of the CEMART to report to the EOC.

#### Evacuation

During a building fire, building occupants will be directed to evacuate the affected building in accordance with evacuation procedures outlined in this document. Additionally, if the highest ranking police officer on duty and/or Dallas FR determines that a fire in one building poses a threat to occupants of another building, s/he may direct occupants of the other buildings to evacuate as well.



# Campus Violence Procedures

## General

The purpose of this section is to serve as a guide for campus officials who are tasked with responding to violent crime on the campus of UNT Dallas.

## Concept of Operations

### Initial Response

1. The highest ranking police officer on duty responds to all reports of crime on the campus of UNT Dallas. Dallas PD and/or DART also patrol campus property and provides additional response capabilities in the event of an emergency.
2. Upon receiving a report of violence on campus, the highest ranking police officer on duty will immediately respond and investigate the situation. S/he will initially assume the role of Incident Commander.
3. If through the response and subsequent investigation the highest ranking police officer on duty determines that additional response assets or a high level of coordination will be required, he/she will notify:
  - Dallas FR
  - UNTDPD (3<sup>rd</sup> party) South west Regional Communications Center Dispatch (located in Desoto, TX)
  - UNTD Chief of Police
  - CFO or designee
  - Dallas Area Rapid Transit (DART) PD
4. When additional emergency response personnel arrive on-scene, the highest ranking police officer on duty and a senior member of that agency may form Unified Command.
5. Once notified of the situation, the CFO may notify members of the CEMART to report to the EOC.

### Lockdown

If the situation poses an immediate or on-going threat to the life, safety, or security of the campus community, members of the campus community will be directed to take immediate protective action, which may include lockdown, in accordance with lockdown procedures outlined in this document.

## **Bomb Threat Procedures**

### **General**

The purpose of this section is to serve as a guide for campus officials who are tasked with responding to bomb threats on the campus of UNT Dallas.

### **Concept of Operations**

#### **Initial Response**

1. The Dallas FR bomb squad responds to bomb threats made against UNT Dallas.
2. Response activities begin when someone calls 911 or notifies the UNT Dallas Dispatch (SWRCC). The highest ranking police officer on duty will immediately respond and will initially assume the role of Incident Commander.
3. The police officer on duty will notify:
  - Dallas FR
  - UNTDPD (3<sup>rd</sup> party) South west Regional Communications Center Dispatch (located in Desoto, TX)
  - UNTD Chief of Police
  - CFO or designee
  - Dallas Area Rapid Transit (DART) PD
4. When the Dallas FR arrives on-scene, the highest ranking police officer on duty and a senior member of that agency may form Unified Command.
5. Once notified of the situation, the CFO may notify members of the CEMART to report to the EOC.

#### **Evacuation**

Occupants of all applicable buildings on the UNT Dallas campus will be directed to evacuate in response to a bomb threat made against any building in accordance with evacuation procedures outlined in this document.

# Public Health Emergency Procedures

## General

The purpose of this section is to serve as a guide for campus officials who are tasked with responding to public health emergencies that threaten UNT Dallas.

## Concept of Operations

### Health Crisis Team

The Health Crisis Team (HCT) is a group of campus officials that are responsible for managing UNT Dallas' response to reports of a public health emergency that has affected or has the potential to affect the campus community. The HCT is composed of the following:

- Chief Financial Officer
- Senior Communications Officer
- Vice President for Advancement
- Provost & Senior Vice President for Academic Excellence
- UNT System Office of General Counsel
- UNT Risk Management Services (as applicable)
- Chief of Police

### Initial Response

1. A representative of RMS or other individual designated by the CFO will log an initial report of the incident with date, time, source, and other pertinent information.
2. The HCT will meet to discuss the initial report. The purpose of this meeting is to inform campus officials of the situation and determine next steps. Dallas County HHS will be informed and may attend the briefing. If the incident appears likely to be on-going, further direction will be given at this time to RMS or the designated individual to investigate and collect facts. If necessary, the next meeting should be scheduled at this time.
3. RMS or the designated individual will conduct an investigation of the incident, collecting facts, researching background information, and identifying possible courses of action. Consultation will be sought as appropriate from Dallas County HHS and the Texas Department of State Health Services (DSHS).
4. The HCT will meet to discuss known facts, examine implications, and analyze available options. Dallas County HHS will be informed and may attend the briefing. A response plan should be developed at this time, including a communications strategy and prophylactic measures if necessary.

### Communications

At the direction of the HCT, the Senior Communications Officer and staff will develop and implement a communications plan, including notification to the campus community and release of information to the

media. Information provided to the campus community will include guidance on appropriate actions to take.

### **Prophylaxis**

The Health Crisis Team, in coordination with officials from Dallas County HHS and DSHS, will determine and implement preventative actions to prevent further spread of the illness.

## Administration

### Plan Development and Review

The revised Emergency Management Plan (EMP) was developed through the collaborative efforts of the Emergency Management Plan Task Force (EMPTF).

The EMP is to be considered a living document subject to review and updates based on lessons learned from planned tests and incidents that affect UNT Dallas. An annual review of the EMP will be coordinated by the Chief of Police or designee.

### Distribution

The CFO is responsible for distributing the EMP. The document will be provided to the individuals, units, departments, agencies, and organizations tasked in this document. Additionally, the EMP will be available for download on the UNT Dallas PD's website.

### Training & Education

All members of the campus community have a role to play in emergency response, and training helps ensure that everyone understands their responsibilities. As such, regular training activities are undertaken to educate members of the campus community on the actions they should take during emergency situations.

Various types of outreach programs intended to reach all members of the campus community are provided throughout the year. Though the specific focus of these programs varies, the goal is to increase awareness of basic emergency procedures.

All University staff with a role in emergency response operations are required to participate in training annually to prepare them for their responsibilities during an emergency. These include:

- Members of the CEMART as designated in this document.
- Authorized Officials as designated in this document
- Anyone who may serve as an Incident Commander
- CERT Members

Additionally, emergency response and evacuation procedures will be publicized to the campus community on an annual basis in conjunction with at least one test per calendar year.

### Tests

Tests provide an opportunity for campus officials and members of the campus community to practice their roles and responsibilities during an emergency in a consequence free environment. They also allow emergency planners to test the efficacy of current plans, policies, and procedures. UNT Dallas will conduct tests that address emergency response and evacuation, shelter-in-place, and lockdown procedures on a campus-wide scale at least once annually.

Tests may be announced or unannounced in advance to the campus community. Each test will be documented, including at a minimum a description of the test, the date and time, and whether it was announced or unannounced. Test documentation will be maintained in accordance with the University's records retention schedule.

UNT Dallas will publicize emergency response and evacuation, shelter-in-place, and lockdown procedures in conjunction with at least one annual test.

### **Post Incident Review**

Emergencies, tests, and case studies of relevant events at peer institutions provide learning opportunities for those tasked with managing the emergency response. An after action review conducted post incident allows campus officials to identify strengths and weaknesses in the response and to assess the sufficiency of plans, policies, and procedures currently in place.

Following the conclusion of any emergency or test in which the CEMART was activated, a post incident review will be conducted. The review will be facilitated by the CFO or designee and will include both written and verbal input from all participants involved in the event. An improvement plan will be developed based on the deficiencies identified, and an individual(s) or campus unit(s) will be assigned responsibility for correcting the deficiency by the determined due date.

### **Emergency Funding**

Emergency situations may require the purchase of equipment, personnel, services, or supplies to supplement the response effort. Provision is made in the Facilities budget for emergency expenditures.

### **Mutual Aid Agreements and Emergency Contracts**

If University resources prove to be inadequate during an emergency, requests may be made for assistance from neighboring jurisdictions, agencies, and private industry in accordance with existing mutual-aid agreements, contracts, and those agreements and contracts entered into during the emergency. Such assistance may include equipment, personnel, services, or supplies.

When developing agreements and contracts, the following guidelines will be adhered to:

- All agreements should be in writing and must be approved and signed as required by officials with delegated authority to bind the institution as determined by Regents Rule and University policy
- Agreements and contracts should identify the local officials authorized to request assistance pursuant to those documents
- Advice offered by Office of General Council will be an integral component of any mutual aid agreements

### **Triennial Safety and Security Audit**

At least once every three years, UNT Dallas will conduct a safety and security audit of the University as required by state legislation. To the extent possible, UNT Dallas will follow audit procedures developed

by TDEM. The results of the safety and security audit will be reported to the UNT Board of Regents and TDEM.

### **Record Keeping**

Each campus unit is responsible for establishing the administrative controls necessary to manage the expenditure of funds and to provide reasonable accountability and justification for expenditures made to support emergency operations. This shall be done in accordance with established University policies and standard cost accounting procedures. Documents will be maintained in accordance with the University's records retention schedule.

### **Activity Logs**

The Incident Commander and the CEMART will maintain accurate logs recording key response activities, including:

- Activation or deactivation of emergency facilities
- Emergency notifications to other local governments and to state and federal agencies
- Significant changes in the emergency situation
- Major commitments of resources or requests for additional resources from external sources
- Issuance of protective action recommendations to the public
- Number of injuries and/or casualties
- Containment or termination of the incident

### **Emergency Costs**

All units or departments will maintain records summarizing the use of personnel, equipment, and supplies during the response to day-to-day incidents to obtain an estimate of annual emergency response costs that can be used in preparing future department or agency budgets.

For emergencies, all units or departments participating in the emergency response shall maintain detailed records of costs for emergency operations to include:

- Personnel (especially overtime costs)
- Equipment operations
- Leased or rented equipment
- Contract services to support emergency operations
- Specialized supplies expended for emergency operations

These records may be used to recover costs from the responsible party or insurers or as a basis for requesting financial assistance for certain allowable response and recovery costs from the state and/or federal government.

### **Preservation of Records**

In order to continue normal University operations during and following an emergency, vital records must be protected. Each campus unit is responsible for complying with University policy and State law regarding records management.





# Appendices

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## Appendix A: Emergencies Affecting Peer Institutions

In order to give context to the hazards described in the Hazard and Threat Summary section of the UNT Dallas Emergency Management Plan, examples of emergencies affecting Institutions of Higher Education (IHE) are provided below.

Year	Institution	Details
<b>Campus Violence</b>		
2010	University of Texas at Austin (Texas)	Student opened fire with an assault rifle on campus then committed suicide. There were no additional casualties.
2010	University of Alabama in Huntsville (Alabama)	Faculty member shot and killed three of her colleagues during a department meeting.
2007	Virginia Polytechnic Institute and State University (Virginia)	Student killed 32 people and injured many others before committing suicide.
<b>Inclement Weather</b>		
2011	Dallas-Fort Worth area Institutions of Higher Education (IHE) - (Texas)	Winter weather in the DFW region prompted most IHE's to close campus to all but essential staff for 5 days in February.
2009	University of Louisville (Kentucky)	Flooding resulted in 9 buildings on campus experiencing water damage. Dozens of staff were rescued from a campus building by a local swift water rescue team.
2008	Union University (Tennessee)	EF4 tornado caused over \$40 million in damages to campus. 51 students were injured; none were killed.
<b>Building Fire</b>		
2008	Westmont College (California)	Numerous campus buildings were damaged or destroyed by wildfire. Hundreds of students were forced to take shelter in campus gym. Campus was closed for one week. Classes were cancelled for several weeks.
2008	Our Lady of the Lake University (Texas)	Fire resulted in significant damage to one of the primary buildings on campus, affecting approximately 65,000 square feet of classrooms, labs, and office space. The cause of the fire was undetermined.
2000	Seton Hall University (New Jersey)	Residence hall fire left 3 students dead and injured 58 students and firefighters. Fire was the result of arson.

<b>Mail, Package Bomb, or Suicide Bomber</b>		
2005	University of Oklahoma (Oklahoma)	Student attempted to enter the football stadium during a game with a hidden explosive device. The bomb detonated outside the stadium. The bomber was killed; no one else was injured.
N/A	IHE's nationwide	Nationwide, bomb threats are regularly made against IHE's.
<b>Public Health Emergency</b>		
2009	IHE's nationwide	Many IHE's responded to potential H1N1 pandemic by closing campuses, altering commencement ceremonies, and implementing additional public health controls.
2008	Adams State College (Colorado)	City water supply contaminated with salmonella. College forced to cancel classes for three days.
2007	Fairleigh Dickenson University (New Jersey)	Several hundred students and employees sickened in Norovirus outbreak.

## Appendix B: Conference Call Procedures

### General Instructions

Conference Bridge: 1-888-330-9939

Moderator PIN: 6345431#

Participant PIN: 4519079#

All participants dial-in to 1-888-330-9939 at the scheduled time. An automated system will answer and prompt the parties to enter their PIN followed by the # sign. If the participants dial in prior to the moderator, they will hear music. Once the moderator dials in, the music will cease and the conference will begin. During the course of the conference, participants may hear beeps. A beep indicates someone has joined or left the conference. Once the moderator disconnects from the conference, the entire call is disconnected.

These numbers now belong to you and can be used anytime from anywhere in the US. There is no monthly charge and usage is billed at 9 cents per/minute for each participant and the moderator on the conference call. A+ Conferencing will send the invoices to the Telecom Department and they will be paid out of the Telecom Department account. The charges will then be applied by IDT to the charges account (DL773-62013) via the monthly phone bill. The charges will be listed under (A+C-Clark) on the phone bill for account number DL773-62013. A copy of the invoice from the vendor will also be forwarded when requested.

### Instructions for Automated Record/Playback

#### To Record a Conference<sup>2</sup>:

1. Once in a conference and ready to begin recording, Moderator presses \*2 on the telephone.
2. The moderator will be prompted to enter a "conference file number" (1-8 digits) followed by the # sign. If the chosen file number is already used, it will not let you proceed. Once you have found a file number that is not used, the system will take you to the next step.
3. Moderator will be asked to press 1 to begin recording, 2 to re-enter the file number or \* to cancel.
4. When ready to stop recording, Moderator presses \*2 on the telephone.

#### To Playback a Conference<sup>3</sup>:

1. Once in a conference, any conferee may initiate unattended conference playback by pressing \*3 (as long as the conference is programmed with no music. If conference is programmed with music, the moderator pin code must be used).
2. The conferee will be prompted to enter their conference file number followed by the # key.

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<sup>2</sup> Please note that recordings are only kept for 21 days from date recorded.

<sup>3</sup> If another conferee dials in while the playback is in progress, he or she will not be able to hear it from the beginning until the current playback is complete. Once the playback is complete, they may listen from the beginning by following the above directions

3. If the file number is accepted, the conferee is prompted to “Please enter the number of minutes to skip, starting at the beginning of the playback, followed by the pound key, or press the star key to cancel the playback.” If no digits are entered, the skip time defaults to zero, and the playback will begin.
4. Press \*3 to stop the playback.

### Multilink Moderator and Conferee Commands

The table below shows the telephone sequence that moderators and conferees can enter during a conference to issue various commands. (“YES” means that the command is available to a Moderator and/or Conferee; “NO” means that the command is unavailable.) All features work as a toggle and are turned on and off the same way.

Code	Description	Moderator	Conferee
*2	Initiates unattended conference record function.	YES	NO
*3	Initiates unattended conference playback function.	YES	YES
*4	Applies Gain (volume) to all lines in a conference.	YES	NO
*5	Applies Lecture. This means all conferees except moderators are muted	YES	NO
*6	Mutes the individual line.	NO	YES
*7	Secures the conference.	YES	NO
*8	Announces the number of participants in the conference.	YES	YES

## Appendix C: EOC Set-up List

Item	Notes
<b>Technology</b>	
<b>Computers</b>	One per person Computer hardware with adequate data storage space and support personnel Include VPN access, if possible Include charging cords, if applicable
<b>Telephones</b>	One per person
<b>Televisions</b>	At least one for the room Include cable access
<b>Radios</b>	To ensure the EOC is able to maintain communications with key campus units Include chargers
<b>Projector with screen</b>	Or a television with the ability to project images from a computer
<b>Printers</b>	Include paper and ink/toner
<b>Fax machines</b>	Include paper and ink/toner
<b>Extension cords</b>	As necessary to support operation of electronic equipment
<b>Office Supplies</b>	
<b>Pens</b>	Sufficient quantity
<b>Writing pads</b>	Sufficient quantity
<b>Tape</b>	Sufficient quantity
<b>Staplers</b>	Include staples
<b>Paper clips</b>	Sufficient quantity
<b>File folders</b>	Sufficient quantity
<b>Post-it notes</b>	Sufficient quantity
<b>Dry erase boards</b>	With markers, erasers, and easels if necessary
<b>Other Items</b>	
<b>Food &amp; Water</b>	Set aside a several hour supply of water, coffee, and non-perishable snacks (for use until catering can be determined)
<b>Basic first aid kit</b>	For treating minor wounds, etc.
<b>Maps</b>	Include building, street, and topographical

**Note:** All items listed in the EOC Set-up List are stored in Building 1 (7300 University Hills Blvd), room 130B and Building 2 (7400 University Hills Blvd), room 129.

