

Phoenix Biomedical Campus



EMERGENCY MANAGEMENT AND INCIDENT RESPONSE PROCEDURES HANDBOOK

Incident Management Procedures

October 2015

Dear Colleagues,

Emergencies, disasters, accidents and injuries can occur in any setting and at any time, usually without warning. Being prepared physically and psychologically to handle emergencies is an individual responsibility as well as an organizational one.

The purpose of this guide is to address life safety issues and to acquaint you with a formalized set of procedures for handling all types of life safety incidents. These procedures are designed as guidance for all agencies to train employees in dealing with emergencies. Once you are familiar with this information, you will be better able to protect yourself and perhaps save the lives of others around you. Conducting drills is a very valuable asset for achieving this familiarity; remember, “Practice makes perfect.”

Preparation is the key to minimizing the effects of emergencies. Know the answers to the following questions before you have to use the information.

Do PBC employees know what to do in an emergency?

Where are the exits in this building?

How will visitors and employees with disabilities be evacuated?

Are essential records, documents and assets protected?

The time that you spend researching and answering these questions can save lives and resources. Preparation will minimize panic and confusion. It will also allow a planned response rather than an undirected reaction. No matter what the crisis, THINK before you act, then act swiftly to limit your exposure to danger.

Your safety is our primary concern!

*Marshall MacFarlane
Associate Director, Facilities Management*

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1 EXECUTIVE SUMMARY

- 1.1 The Phoenix Biomedical Campus could very well be considered a “City within City”, with the Phoenix Police Department and Phoenix Fire Department tasked as the First Responders to emergencies and life safety issues.
- 1.2 All PBC incidents begin at a local level, meaning events will be managed at the local level by first responders and PBC Staff using the (National) Incident Command System. If, in managing the incident, it is necessary to utilize other City, County, State, and Federal Emergency Response Agencies, the Phoenix PD or Fire Department will expand the incident management to the Unified Command System. UAPD and UA CERT need to be notified of any significant incident as soon as possible.
- 1.3 Management of the Incident and PBC employees will be coordinated by PBC Staff and/or Phoenix PD and Fire as outlined in the Incident Management Diagram. This diagram delineates standardized procedures employees can expect to utilize during an event (see diagram on page 8).
- 1.4 This Incident Management Procedures document is formatted with an explanation on how the incident will be managed and what recommended actions state employees should take. All incidents will be managed in a manner consistent with the National Incident Management System (NIMS).
- 1.5 This procedures document is a component of emergency and recovery planning for the PBC. This Plan works in conjunction with disaster, emergency management and Continuity of Operations plans. The Plan will formalize the Emergency Management process by addressing Mitigation, Preparedness, Response and Recovery.
- 1.6 PBC Management is responsible for training staff on what to do when an incident occurs and how to recover afterward. The Campus should utilize their Building Monitors and CERT-trained staff when possible.
- 1.7 The information contained in this manual is not all-inclusive but covers standard actions that must be taken during most emergencies. Responders should use common sense when instructions are not available or do not fit a particular situation.
- 1.8 This procedure manual will be reviewed annually and may be amended or expanded.

2 MISSION STATEMENT AND GOALS

2.1 Mission

The purpose of the PBC Incident Management Procedures is to inform all Campus employees and Students on what to expect and what to do during an incident. Our primary focus is life safety. The Communications section of this document is designed to provide immediate information to key leaders on the PBC which will expedite and facilitate their decision making in response to an incident.

2.2 Goals

2.2.1 *The Goals of the PBC Incident Management Procedures are to:*

- 1) Maximize survival of people, prevent and/or minimize injuries, and preserve property and resources by making use of all available manpower, equipment and other resources in the event of a natural, man-made, or national security emergency/ disaster.
- 2) Provide for the integration of resources and capabilities for hazard mitigation and for survival and recovery operations when any disaster threatens or occurs.
- 3) Provide a basis for the preparation and dissemination of detailed emergency operating procedures and training by the PBC Emergency Management Team.

3 CONTEXT, AUDIENCE, DEVELOPMENT/REVIEW AND IMPLEMENTATION

3.1 Context

This procedures document is a component of the COM-P Continuity of Operations Plan and supports the State of Arizona Continuity of Government (COG) Plan as well as the State Emergency Response and Recovery Plan (SERRP)

3.2 Audience

This procedures document is designed as a resource guide for key staff members in preparing for and dealing with incidents. This procedures document can be used as a training and information guide for all employees.

3.3 Development/Review

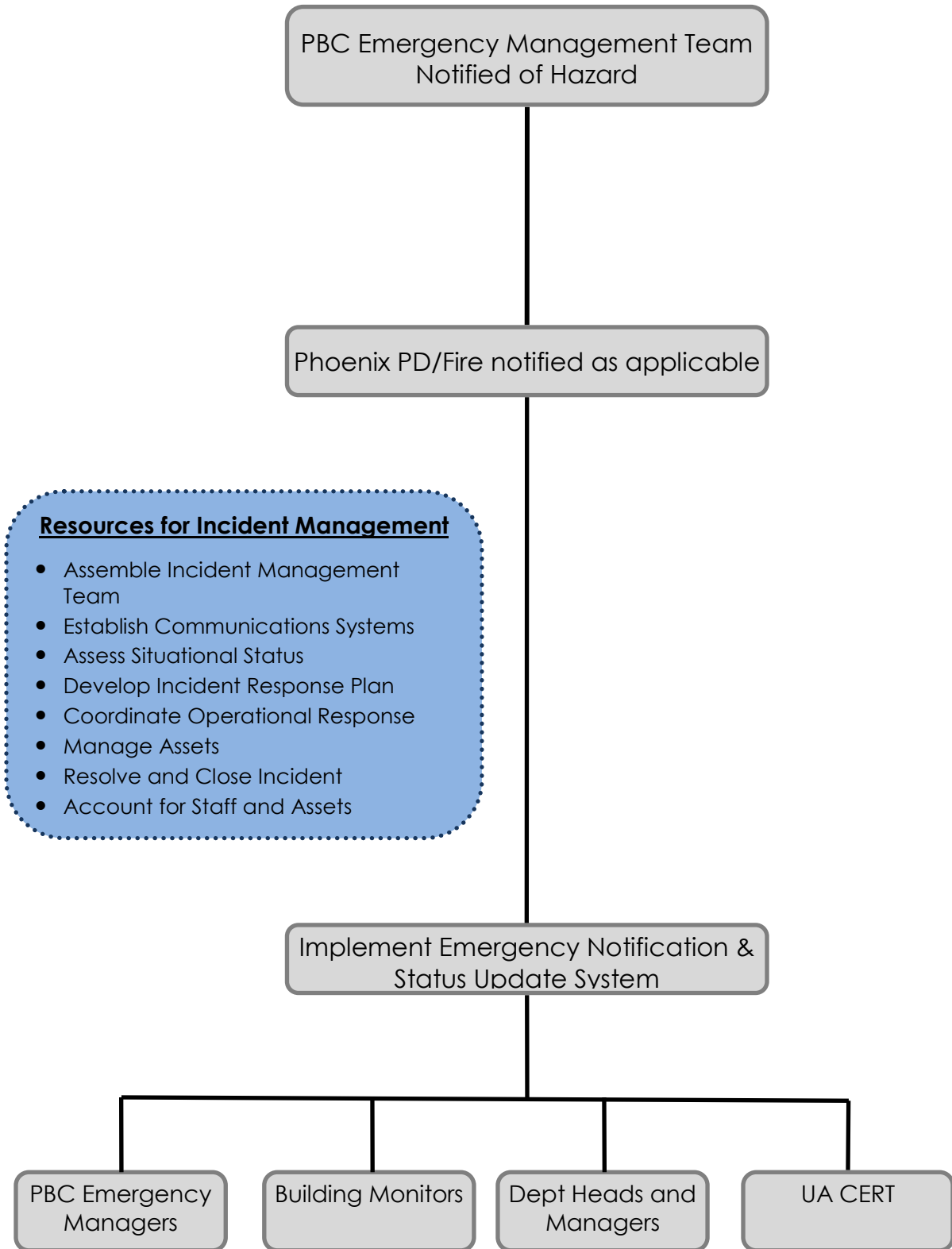
The documents, training aids and review of information for this program will be developed by the following:

- Liaison, UAPD
- Phoenix PD
- PBC Cert
- Trident Security

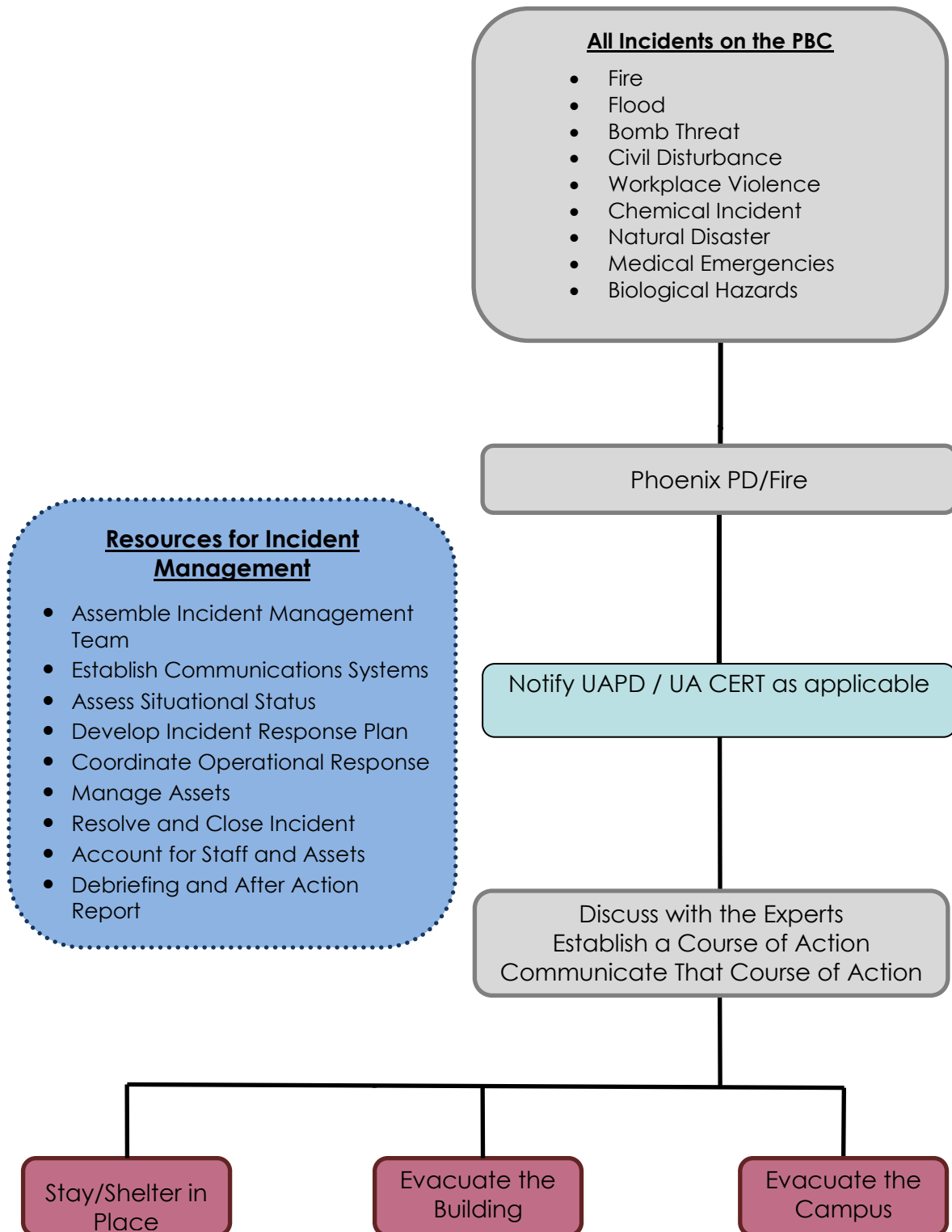
3.4 Implementation

Campus Administration is responsible for assigning resources to the training and coordination of these procedures within the PBC.

4 COMMUNICATOR DIAGRAM



5 INCIDENT MANAGEMENT DIAGRAM




6 INCIDENT RESPONSE - ACTIONS

In managing employees and visitors in our facilities, Incident Managers may request that staff within a building take certain actions. Different circumstances require different actions. As circumstances change, the expected actions may also change.

6.1 Stay in Place (Civil Disturbance, Active Shooter, Etc)

- 1) Close and lock all exterior doors and secure all windows.
- 2) Stay inside the building until notified.
- 3) Monitor the messages from the PBC Notification Systems.



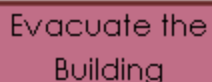
Stay in Place

6.2 Shelter in Place (Chemical Plume, Weapons of Mass Destruction, Nuclear Incident)

- 1) Shut off the HVAC system if possible.
- 2) Close, lock and seal all exterior doors and windows.
- 3) Stay inside the building until notified it is safe to leave.
- 4) Monitor the messages from the PBC Notification Systems

6.3 Evacuate the Building (Fire, Flood, Etc.)

- 1) If safe, secure essential records and shut down electrical equipment.
- 2) Take all medication, cell phones and personal items; you may not be coming back.
- 3) Proceed to your predetermined exit or alternate exit if necessary. Shut and tag doors (with the Orange Area Evacuated) as you leave an area.
- 4) The Building Monitors and CERT trained staff can assist in ensuring that all staff and visitors evacuate the area and meet at the Assembly Points. These assembly points are, in order: grassy area in the horseshoe of Building 2; grassy area north of HSEB Café; grassy lawn south of APS Building (alternate).
- 5) If possible assist disabled employees or visitors. Otherwise temporarily locate them in the stairwells (areas of refuge); self-evacuate and notify emergency responders when they arrive, where they are located.
- 6) Proceed quietly and in an orderly manner. Remove high heels to avoid tripping.
- 7) DO NOT USE ELEVATORS.
- 8) DO NOT OPEN A DOOR if hot or if smoke is present.
- 9) Once outside, follow the Building Monitors to the designated assembly area. Make sure you are accounted for and stay there until notified it is safe to return to the building.
- 10) If circumstances dictate you may be relocated to another building.



Evacuate the
Building

6.4 Evacuate the Campus (Major incident)

- 1) Follow the same procedures for evacuating the building.
- 2) Follow the instructions of Police, Fire, Incident Managers, other emergency responders or CERT
- 3) Train staff to learn the appropriate route of evacuation. Know the assembly and staging areas.
- 4) Emergency officials may provide transportation arrangements to secure an orderly and organized evacuation from the area, or you may be permitted to evacuate in your own personal vehicle. Extreme caution must be used in crossing streets to the designated assembly points.

7 INCIDENT RESPONSE - BOMB THREAT

A bomb is used to cause catastrophic damage, disrupt commerce or make a statement. The fact that a bomb is a “hidden” threat makes dealing with the issue a complex problem. While bomb threats are rarely legitimate, they are all taken seriously.

Due to the magnitude of bomb threats reported to local law enforcement agencies, it is critical for affected employees to act in partnership with emergency responders. Because it is far more efficient for employees who are familiar with a work area to assist with the search of a threatened location, the Phoenix Police has adopted the following procedures.

7.1 Bomb Threat by Telephone

Use the Bomb Threat Checklist in Chapter 7 of this procedures manual to capture critical information

- 1) DON'T HANG UP.
- 2) Stay as calm as possible.
- 3) Follow the list of questions on the Bomb Threat Checklist.
- 4) Call **9-1-1** as soon as you hang up with the caller.
- 5) A Phoenix police officer will be dispatched to the location of the threat.
- 6) On arrival, Phoenix PD will assist in any possible manner and immediately notify Police Communications if the device or suspicious object is located.
- 7) Employees are encouraged to look around their area for anything that is out of place. If you see a package or item that is out of place, DO NOT ATTEMPT TO MOVE IT.
- 8) Once a determination regarding the validity of the threat is made, Phoenix PD, in conjunction with other local law enforcement, will make a determination regarding evacuating employees and visitors.

7.2 Recognizing a Bomb (letter or parcel)

- Foreign Mail, Air Mail and Special Delivery
 - Restrictive Markings such as Confidential, Personal, etc.
 - Excessive Postage
 - Hand Written or Poorly Typed Addresses
 - Incorrect Titles
 - Titles but no Names
 - Misspellings of Common Words
 - Unusual Odors
 - Oily Stains or Discolorations
 - No Return Address
 - Excessive Weight
 - Rigid Envelope
 - Lopsided or Uneven Envelope
 - Protruding Wires or Tinfoil
 - Excessive Securing Material such as Masking Tape, String, etc.
 - Visual Distractions
- 1) Call **9-1-1** as soon as you identify a suspicious item.
 - 2) A Phoenix Police Unit will be dispatched to the location of the threat.
 - 3) Upon arrival, the Phoenix Police will assist in any possible manner and immediately notify Police Communications if there is a concern about the letter or parcel.
 - 4) Once a determination regarding the validity of the threat is made, Phoenix Police, in conjunction with other local law enforcement, will make a determination regarding evacuating employees and visitors.

7 INCIDENT RESPONSE - BOMB THREAT - CHECKLIST

Description Detail Report - Questions to ask:

1) When is the bomb going to explode?

2) Where is it right now?

3) What does it look like?

4) What kind of bomb is it?

5) What will cause it to explode?

6) Did you place the bomb?

7) Why?

8) What is your address?

9) What is your name?

10) Exact wording of the threat:

Sex of Caller: _____ Race: _____

Age: _____ Length of call: _____

Number at which call was received:

Time: _____

Date: ____/____/____

Callers Voice - Circle as applicable:

- Calm
- Angry
- Excited
- Slow
- Rapid
- Soft
- Loud
- Laughter
- Crying
- Normal
- Distinct
- Slurred
- Nasal
- Stutter
- Lisp
- Raspy
- Deep
- Ragged
- Clearing Throat
- Deep Breathing
- Cracked Voice
- Disguised
- Accent
- Familiar

If voice is familiar, who did it sound like?

Background Sounds - Circle as applicable:

- Street Noises
- Animal Noises
- Factory Machinery
- Static
- Music
- House Noises
- Office Machinery
- Other
- Clear
- Voices
- PA System
- Local Call
- Long Distance
- Phone Booth
- Motor

Threat Language - Circle as applicable:

- Well Spoken (Educated)
- Foul
- Message read by threat maker
- Incoherent
- Taped
- Irrational

Remarks:

8 INCIDENT RESPONSE – CHEMICAL INCIDENT

The PBC campus is close to a major interstate highway, and a variety of industries. It could be vulnerable to the effects of spills or releases of chemicals (hazardous materials). A chemical incident could result in serious injury to PBC personnel and/or visitors. Chemical incidents could occur on local streets, roads or rail lines, which might give rise to problems on the PBC. Small quantities of potentially hazardous chemicals are also utilized in the ABC1 building, along with the Health Sciences Education Building (HSEB).

An accident resulting in a spill of hazardous materials on the premises will usually involve materials used at the facility. Material Safety Data Sheets must be available and copies on file with the PBC. Any precautions or special procedures to be followed in the event of emergency must be familiar to the appropriate personnel.

8.1 Chemical Spill or Release – Inside a building

Evacuate the Building

- 1) Call **9-1-1**.
- 2) Evacuate the area and building if necessary.
- 3) Phoenix PD and Fire will manage the incident with local emergency responders, if necessary.
- 4) Time and safety permitting, shut down equipment, secure the area and essential records.
- 5) Do not attempt to personally control a major spill or release.

8.2 Chemical Spill or Release – Outside

- 1) Call **9-1-1**.
- 2) Phoenix Police will manage the incident with local emergency responders, if necessary.
- 3) Phoenix Police will provide instructions using the Emergency Notification System.
- 4) Prepare staff to “Shelter in Place” or “Evacuate the Campus”.

Shelter in Place

OR

Evacuate the Campus

9 INCIDENT RESPONSE – FIRE

Office and business environments, due to their close confines, complex infrastructure, and the presence of combustible materials, pose a continual fire threat to their inhabitants.

9.1 If there is a fire on your floor:

- 1) Remain calm, call **9-1-1** and report location of fire.
- 2) Activate fire alarm, alert others, move everyone away from area of fire.
- 3) Use fire extinguisher on small (waste basket size) fires only if safe to do so.
- 4) For larger fires, GET OUT, close doors and confine fire as much as possible.
- 5) If your clothing catches fire ... STOP ... DROP ... ROLL.

9.2 When a fire alarm is activated:

- 1) Proceed to the nearest EXIT. FOLLOW DIRECTIONS OF EMERGENCY PERSONNEL.
- 2) Feel the top of the door, if it is hot, or smoke is visible, do not open.
- 3) Do not attempt to save possessions at the risk of personal injury.
- 4) DO NOT USE ELEVATORS.
- 5) DO NOT BREAK WINDOWS. Oxygen Feeds Fires
- 6) ALL fires, regardless of size, must be reported to the Fire Department or Phoenix Police.

9.3 If trapped in a room:

- 1) Call **9-1-1** and notify them of your location.
- 2) Place cloth material around/under the door to prevent smoke from entering.
- 3) Close as many doors as possible between you and the fire.
- 4) **DO NOT** open or break windows unless necessary to escape (outside smoke may be drawn in).
- 5) Be prepared to signal your location through the window.

9.4 If caught in smoke:

Drop to your hands and knees, crawl, holding your breath as much as possible. Breathe through a filter (blouse, shirt, jacket, etc) and breathe through your nose.

9.5 Advancing through flames:

If forced to advance through flame, hold your breath, move quickly, cover your head and hair, and keep your head down and your eyes closed as much as possible.

Evacuate the
Building

10 INCIDENT RESPONSE – FLOOD

Flooding can be caused by faulty water systems, seasonal rains, or dam failure. Flooding can cause significant damage to buildings, equipment and critical data.

In the unlikely event of flooding on the PBC where the safety of employees and visitors is threatened, the local responders and PBC Emergency Managers will monitor National Weather Service and other emergency advisories to determine necessary actions.

In the event that the closing of a PBC building is necessary, the PBC will communicate with the UAPD/UA CERT regarding such closure. As soon as time permits, updates will be posted on the Campus Information Hotline (602) 827-2222

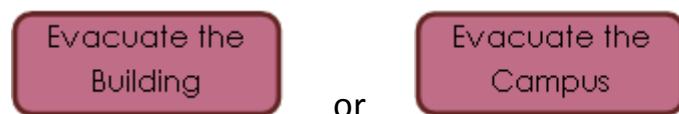
Information concerning closure of PBC offices will be released by the approved campus spokesperson.

10.1 If Flooding Occurs in Your Building

- 1) Notify a supervisor and Campus Emergency Team.
- 2) Secure your area and essential records. Prepare to receive and comply with directions from Response Personnel.
- 3) USE EXTREME CAUTION around appliances or outlets near the leak and/or water.
- 4) If you know the source of the water and can safely stop it, do so CAUTIOUSLY.
- 5) If directed to evacuate, do so according to the “Evacuation” section of these directions.

10.2 If Flooding Threatens the Campus

PBC Emergency Manager will utilize the UA Text Alert Notification System



11 INCIDENT RESPONSE – CIVIL DISTURBANCE/WORKPLACE VIOLENCE

11.1 Civil Disturbances are generally riots, demonstrations, marches, groups or assemblies that have become riotous or threatening. A civil disturbance may also involve a hostage situation or an active shooter.

- 1) Restrict both employee and visitor movement in your area. Consider implementing the “Stay in Place Procedure”.
- 2) Prepare for evacuation from your building or possibly from the PBC.
- 3) Secure all work areas; lock doors, safes, files, essential records, etc.
- 4) Monitor information and possibly further instructions provided by Phoenix Police.

Shelter in Place

OR

Evacuate the
Building

11.2 Workplace violence can constitute physical violence, witnessing violence upon a co-worker, and the threat of violence.

- 1) Learn to recognize, avoid or defuse potentially violent situations.
- 2) Attend personal safety and security training as well as handling hostile client classes.
- 3) Have system in place to alert supervisors to any concerns about safety or security. Utilize the campus Threat Assessment Group. Contact Information is found in the Appendices.
- 4) Plan an emergency code to alert others that a potentially violent situation is occurring.
- 5) Speak calmly; do not agitate the angry person.
- 6) Call **9-1-1** for assistance and notify the Behavioral Response Team.
- 7) Familiarize yourself with the Workplace Violence Prevention and Education Guide, available online at www.tam.arizona.edu

11.3 Protests on Campus.

- 1) There may be protests or demonstrations on campus that are non-threatening in nature. There have been animal rights protests already on our campus.
- 2) Protests are viewed as a 1st Amendment Right by the University provided they are not threatening or intimidating. Protesters cannot block entrances or exits to buildings, sidewalks, walkways, etc.
- 3) Do your best to ignore protesters. Do not engage them. Once you do you will be subject to the same laws and policies as the protesters.
- 4) Resist the temptation to be a spectator. This could hinder the efforts of campus staff, Security and the Police who are trying to manage the protest.
- 5) Immediate report any threats or intimidation to Campus Security.

12 INCIDENT RESPONSE – NATURAL DISASTERS

Arizona is subject to violent seasonal storms that may have an impact on life and property on the PBC. During these seasonal storms we can expect high winds, possibly tornados or a microburst, accompanied by heavy rain.

12.1 Monsoon Storms

The PBC Emergency Managers will monitor National Weather Service and other emergency advisories to determine necessary actions.

- 1) PBC Emergency Managers will notify you of possible problems using the appropriate Emergency Notification System.
- 2) Review the possible impact to your agency/building and decide on a plan of action. This may include releasing employees from work early or staying in place.
- 3) PBC Emergency Management will provide you with additional information as the storm approaches.
- 4) If a member of your staff is injured or the building is damaged, call **9-1-1** immediately.

12.2 Earthquakes

During an Earthquake:

- 1) Take cover underneath the nearest doorway, desk or table and protect your neck and head.
- 2) Stay away from window and objects which could fall on you.
- 3) Do not run outside as falling debris could cause injury.
- 4) Do not use elevators.
- 5) If outdoors, stay in an open area and do not enter buildings.

12.3 Tornados/Microbursts

- 1) Go to a pre-designated shelter area such as a safe room, basement, storm cellar, or the lowest building level.
- 2) If there is no basement, go to the center of an interior room on the lowest level (closet, interior hallway) away from corners, windows, doors, and outside walls.
- 3) Put as many walls as possible between you and the outside.
- 4) Get under a sturdy table and use your arms to protect your head and neck.
- 5) Do not open windows.

13 INCIDENT RESPONSE – MEDICAL EMERGENCIES

Knowing what to do and reacting quickly in a medical emergency may make a “life and death” difference. Cardio Pulmonary Resuscitation (CPR), Automatic External Defibrillator (AED) and First Aid Training are periodically made available.

13.1 Unconscious Victims - If rescuer is trained in CPR/AED/First Aid:

- 1) YELL FOR HELP, THEN HAVE SOMEONE **CALL 9-1-1**
- 2) Send someone for the AED unit (if available)
- 3) Check for Circulation
- 4) Establish Airway
- 5) Check for Breathing
- 6) Start Ventilation or CPR if necessary
- 7) Utilize the AED unit

13.2 Unconscious Victims - If rescuer is not trained in CPR/AED/First Aid:

- 1) YELL FOR HELP, THEN HAVE SOMEONE **CALL 9-1-1**

13.3 Conscious Victims:

- 1) YELL FOR HELP, THEN HAVE SOMEONE **CALL 9-1-1**
- 2) Do not move patient or allow the patient to move around.
- 3) Try to control any heavy bleeding using direct pressure on the wound.
- 4) Try to keep the patient from going into shock by maintaining body temperature and elevating the lower extremities if possible.

14 INCIDENT RESPONSE - BIOLOGICAL HAZARDS

14.1 Biological incidents can be as small as an infected dead animal and as large as a terrorist launched bio-hazardous attack. Please note that the University Animal Care staff on Campus have their own protocols in place.

14.2 Sick/Infected Animals

- 1) If you encounter a dead animal or an animal that appears to be sick or injured, do not approach the animal or pick it up.
- 2) Contact Facilities Management or a PBC Emergency Manager.
- 3) Arrangements will be made for medical treatment or removal and testing (if necessary).

14.3 Envelope with powder and powder spills out onto a surface:

- 1) DO NOT try to CLEAN UP the powder. COVER the spilled contents immediately with anything (e.g., clothing, paper, trash can, etc.) and do not remove this cover!
- 2) Then LEAVE the room and CLOSE the door, or section off the area to prevent others from entering (i.e., keep others away).
- 3) WASH your hands with soap and water to prevent spreading any powder to your face.
- 4) Call 9-1-1 and notify your supervisor.
- 5) When you call 9-1-1 emergency responders will come to the scene and will give you instructions as to how to proceed. Stay calm and follow their instructions.

14.4 Biological Weapons of Mass Destruction

- 1) Phoenix PD, Fire or local Emergency Management will notify PBC employees using the most appropriate Emergency Notification system
- 2) You may be required to Shelter in Place.
- 3) Phoenix PD or local Emergency Managers will keep you informed using the best available Notification System and let you know when it is safe to leave your building.

Shelter in Place

15 TERRORISM AWARENESS

Employees should be aware of suspicious factors that may indicate a possible terrorist threat. These factors should be considered collectively in assessing a possible threat. This is intended to provide practical information to state employees but may not encompass every threat or circumstance. If employees encounter any suspicious activity, they should contact Phoenix Police or local law enforcement immediately. ACTIC hotline number: **1- 877-2SAVEAZ (1-877-272-8329)**.

15.1 Suspicious Factors To Consider

15.1.1 Possible Suicide Bomber Indicators – A.L.E.R.T.

- 1) Alone and nervous
- 2) Loose and/or bulky clothing (may not fit weather conditions)
- 3) Exposed wires (possibly through sleeve)
- 4) Rigid mid-section (explosive device or may be carrying a rifle)
- 5) Tightened hands (may hold detonation device)

15.1.2 Passport History

- 1) Recent travel overseas to countries that sponsor Terrorism
- 2) Multiple passports with different countries/names (caution: suspect may have dual citizenship)
- 3) Altered passport numbers or photo substitutions; pages have been removed

15.1.3 Other Identification – Suspicious Characteristics

- 1) No current or fixed address; fraudulent/altered: Social Security cards, visas, licenses, etc., multiple ID's with names spelled differently.
- 2) International drivers ID:
 - a. There are no international or UN drivers' licenses – they are called permits
 - b. Official international drivers' permits are valid for one year from entry into the U.S., they are paper-gray in color, not laminated, and are only valid for foreign nationals to operate in the U.S.

15.1.4 Employment/School/Training

- 1) No obvious signs of employment
- 2) Possess student visa but not English proficient
- 3) An indication of military type training in weapons or self-defense

15.1.5 Unusual Items in Vehicles/Residences

- 1) Training manuals; flight, scuba, explosive, military, or extremist literature
- 2) Blueprints (subject may have no affiliation to architecture)
- 3) Photographs/diagrams of specific high profile targets or infrastructures, to include entrances/exits of buildings, bridges, power/water plants, routes, security cameras, subway/sewer, and underground systems
- 4) Photos/pictures of known terrorists
- 5) Numerous prepaid calling cards and/or cell phones
- 6) Global Positioning Satellite (GPS) unit
- 7) Multiple hotel receipts
- 8) Financial records indicating overseas wire transfers
- 9) Rental vehicles (cash transactions on receipts, living locally but renting)

15.1.6 Potential Props

- 1) Baby stroller or shopping cart
- 2) Suspicious bag/backpack, golf bag
- 3) Bulky vest or belt

15.1.7 Recruitment Techniques

CAUTION: The following factors, which may constitute activity protected by the United States Constitution, should only be considered in the context of other suspicious activity and not be the sole basis of law enforcement action:

- 1) Public demonstrations and rallies
- 2) Information about new groups forming
- 3) Posters, fliers, and underground publications

15.1.8 Thefts, Purchases, or Discovery of:

- 1) Weapons/explosive materials
- 2) Camera/surveillance equipment
- 3) Vehicles (to include rentals – fraudulent name; or failure to return vehicle)
- 4) Radios: short-wave, two-way and scanners
- 5) Identity documents (State IDs, passports etc.)
- 6) Unauthorized uniforms

16 IMPORTANT WEBSITES AND PHONE NUMBERS

Emergency Services (Police, Fire, Medical) **911**

Arizona Counter Terrorism Information Center (ACTIC) **602-644-5805**
(To report any suspicious activity that might be terrorist related) **877-2SAVEAZ**

Phoenix Police Department Non-Emergency **(602) 262-6151**

Maricopa County Emergency Management **602- 273 - 1411**

Arizona Division of Emergency Management Duty Officer **602-469-3401** www.azdema.gov

Arizona Department of Homeland Security **602-542-7030** - www.azdohs.gov

University of Arizona Police Department **520-621-8273**

PBC Campus Security – Roving Officer **602-827-2368**

Securitas HSEB Desk Station (Business Hours) – **(602) 827-4350**

UAPD Non-Emergency - **(520) 621-8273**

UA Manager of Emergency Preparedness – **(520) 621-3507**

Marshall MacFarlane, Facilities Management – Office – **(602) 827-2045**

Marshall MacFarlane – Cell – **(480) 455-0024**

Amy Nugent, Facilities Management – **(602) 827-2301**

Campus Info Hotline – **(602) 827-2222**

Threat Assessment and Management Team <http://www.tam.arizona.edu>

UA Cert - <http://cert.arizona.edu/>

UA Risk Management - <http://risk.arizona.edu/emergencyprocedures/index.shtml>

Workplace Violence Info - <http://www.hr.arizona.edu/policy/401.1>

UAPD - <http://www.uapd.arizona.edu/>

UA Weapons Policy - <http://www.uapd.arizona.edu/WeaponsOnCampus.pdf>

UA Text Alert - <http://cert.arizona.edu/ualert>

17 TERMS AND DEFINITIONS

A

After Action Report: Following Federal or State response to a disaster under the Federal Response Plan (FRP) or State Emergency Response and Recovery Plan (SERRP), ADEM will coordinate an after-action report documenting the Federal and/or State response effort. Each State agency involved in the response will keep records of its activity to assist in preparing the after-action report.

Alternate Site: An alternate operating location to be used by business functions when the primary facilities are inaccessible. 1) Another location, computer center or work area designated for recovery. 2) Location, other than the main facility, that can be used to conduct business functions. 3) A location, other than the normal facility, used to process data and/or conduct critical business functions in the event of a disaster. Related Terms: Cold Site, Hot Site, Interim Site, Internal Hot site, Recovery Site, Warm Site.

C

CERT: Campus Emergency Response Team. Built around the ICS (Incident Command System), CERT provides a framework from which to manage incidents of varying duration and severity. The UA CERT is composed of various UA officials who focus primarily on managing situations involving critical incidents on any UA campus. The PBC has a “mini-CERT” which can manage incidents locally and is meant to dovetail into the UA CERT.

Command: The act of directing, ordering, or controlling by virtue of explicit statutory, regulatory, or delegated authority.

Command Staff: In an incident management organization, the Command Staff consists of the Incident Command and special staff positions of Public Information Officer, Safety Officer, Liaison Officer, and other positions as required, who report directly to the Incident Commander. They may have an assistant or assistants, as needed.

E

Emergency: An unexpected or impending situation that may cause injury, loss of life, destruction of property, or cause the interference, loss, or disruption of an organization's normal business operations to such an extent that it poses a threat.

Emergency Operations Center (EOC): The physical location at which the coordination of information and resources to support domestic incident management activities normally takes place. An EOC may be a temporary facility or may be located in a more central or permanently established facility, perhaps at a higher level of organization within a jurisdiction. EOCs may be organized by major functional disciplines (e.g., fire, law enforcement, and medical services), by jurisdiction (e.g., Federal, State, regional, county, city, tribal), or by some combination thereof.

Emergency Operations Personnel (EOP): Employees who perform functions essential to the maintenance of core operations during an emergency or critical incident when campus activities are suspended.

Evacuation: Organized, phased, and supervised withdrawal, dispersal, or removal of civilians from dangerous or potentially dangerous areas, and their reception and care in safe areas.

F

First Responder: Local and nongovernmental police, fire, and emergency personnel who in the early stages of an incident are responsible for the protection and preservation of life, property, evidence, and the environment, including emergency response providers as defined in section 2 of the Homeland Security Act of 2002 (6 U.S.C. 101), as well as emergency management, public health, clinical care, public works, and other skilled support personnel (such as equipment operators) who provide immediate support services during prevention, response, and recovery operations. First responders may include personnel from Federal, State, local, tribal, or nongovernmental organizations.

Floor (Building) Monitor: Person responsible for assisting in a building evacuation. The Floor Monitor should help ensure the evacuation is orderly, and note people staying in areas of refuge. Building monitors do not re-enter spaces, canvass areas, etc. They may assist with roll call and also may liaise with First Responders as required.

H

Hazardous Material: Hazardous material is a substance or material, including a hazardous substance, that has been determined by the Secretary of Transportation to be capable of posing an unreasonable risk to health, safety, and property when transported in commerce, and which has been so designated (see 49 CFR 171.8). For the purposes of ESF #10 and the Oil and Hazardous Materials Incident Annex, the term is intended to mean hazardous substances, pollutants, and contaminants as defined by the National Oil and Hazardous Substances Pollution Contingency Plan (NCP).

I

Incident: An occurrence or event, natural or human caused, that requires an emergency response to protect life or property. Incidents can, for example, include major disasters, emergencies, terrorist attacks, terrorist threats, wildland and urban fires, floods, hazardous materials spills, nuclear accidents, aircraft accidents, earthquakes, hurricanes, tornadoes, tropical storms, war-related disasters, public health and medical emergencies, and other occurrences requiring an emergency response.

Incident Action Plan (IAP): An organized course of events that addresses all phases of incident control within a specified time. An IAP is necessary to effect successful outcomes in any situation, especially emergency operations, in a timely manner. Furthermore, the IAP must be completed in a timeframe that allows the least amount of negative action to continue.

Incident Command System (ICS): A standardized on-scene emergency management construct specifically designed to provide for the adoption of an integrated organizational structure that reflects the complexity and demands of single or multiple incidents, without being hindered by jurisdictional boundaries. ICS is the combination of facilities, equipment, personnel, procedures, and communications operating with a common organizational structure, designed to aid in the management of resources during incidents. ICS is used for all kinds of emergencies and is applicable to small as well as large and complex incidents. ICS is used by various jurisdictions and functional agencies, both public and private, or organized field-level incident management operations.

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

Initial Actions: The actions taken by those responders first to arrive at an incident site.

Initial Response: Resources initially committed to an incident.

M

Material Safety Data Sheets (MSDS): Technical information documents required under the OSHA Hazard Communications Standard describing the toxicity, physical hazards and methods of safe handling for hazardous chemicals.

Mitigation: Activities designed to reduce or eliminate risks to persons or property or to lessen the actual or potential effects or consequences of an incident. Mitigation measures may be implemented prior to, during, or after an incident. Mitigation measures are often developed in accordance with lessons learned from prior incidents. Mitigation involves ongoing actions to reduce exposure to, probability of, or potential loss from hazards. Measures may include zoning and building codes, floodplain buyouts, and analysis of hazard-related data to determine where it is safe to build or locate temporary facilities. Mitigation can include efforts to educate governments, businesses, and the public on measures they can take to reduce loss and injury.

N

National Incident Management System (NIMS): A system mandated by Homeland Security Presidential Directive (HSPD) 5 that provides a consistent, nationwide approach for Federal, State, local, and tribal governments; the private sector; and NGOs to work effectively and efficiently together to prepare for, respond to, and recover from domestic incidents, regardless of cause, size, or complexity. To provide for interoperability and compatibility among Federal, State, local, and tribal capabilities, the NIMS includes a core set of concepts, principles, and terminology. HSPD-5 identifies these as the ICS; multi-agency coordination systems; training; identification and management of resources (including systems for classifying types of resources); qualification and certification; and the collection, tracking, and reporting of incident information and incident resources.

Non-Governmental Organization (NGO): Any non-profit, voluntary citizens' group which is organized on a local, national or international level. Task-oriented and driven by people with a common interest, NGOs perform a variety of service and humanitarian functions, bring citizen concerns to Governments, advocate and monitor policies and encourage political participation through provision of information. Some are organized around specific issues, such as human rights, environment or health. They provide analysis and expertise, serve as early warning mechanisms and help monitor and implement international agreements. Their relationship with offices and agencies of the United Nations system differs depending on their goals, their venue and the mandate of a particular institution.

P

Preparedness: The range of deliberate, critical tasks and activities necessary to build, sustain, and improve the operational capability to prevent, protect against, respond to, and recover from domestic incidents. Preparedness is a continuous process. Preparedness involves efforts at all levels of government and between government and private-sector and nongovernmental organizations to identify threats, determine vulnerabilities, and identify required resources. Within the NIMS, preparedness is operationally focused on establishing guidelines, protocols, and standards for planning, training and exercises, personnel qualification and certification, equipment certification, and publication management.

R

Recovery: The development, coordination, and execution of service- and site-restoration plans for impacted communities and the reconstitution of government operations and services through individual, private-sector, nongovernmental, and public assistance programs that: identify needs and define resources; provide housing and promote restoration; address long-term care and treatment of affected persons; implement additional measures for community restoration; incorporate mitigation measures and techniques, as feasible; evaluate the incident to identify lessons learned; and develop initiatives to mitigate the effects of future incidents.

Response: Activities that address the short-term, direct effects of an incident. Response includes immediate actions to save lives, protect property, and meet basic human needs. Response also includes the execution of emergency operations plans and of incident mitigation activities designed to limit the loss of life, personal injury, property damage, and other unfavorable outcomes. As indicated by the situation, response activities include: applying intelligence and other information to lessen the effects or consequences of an incident; increased security operations; continuing investigations into the nature and source of the threat; ongoing public health and agricultural surveillance and testing processes; immunizations, isolation, or quarantine; and specific law enforcement operations aimed at preempting, interdicting, or disrupting illegal activity, and apprehending actual perpetrators and bringing them to justice.

S

Situational Awareness (SA): The mental representation and understanding of objects, events, people, system states, interactions, environmental conditions, and other situation-specific factors affecting human performance in complex and dynamic tasks. Stated in lay terms, SA is simply knowing what is going on so you can figure out what to do. It is also what you need to know not to be surprised. Intuitively it is one's answers (or ability to give answers) to such questions as: What is happening? Why is it happening? What will happen next? What can I do about it?

Strategic: Strategic elements of incident management are characterized by continuous, long-term, high-level planning by organizations headed by elected or other senior officials. These elements involve the adoption of long-range goals and objectives, the setting of priorities, the establishment of budgets and other fiscal decisions, policy development, and the application of measures of performance or effectiveness.

Strategic Plan: A plan that addresses long-term issues such as impact of weather forecasts, time-phased resource requirements, and problems such as permanent housing for displaced disaster victims, environmental pollution, and infrastructure restoration.

T

Terrorism: Any activity that (1) involves an act that (a) is dangerous to human life or potentially destructive of critical infrastructure or key resources; and (b) is a violation of the criminal laws of the United States or of any State or other subdivision of the United States; and (2) appears to be intended (a) to intimidate or coerce a civilian population; (b) to influence the policy of a government by intimidation or coercion; or (c) to affect the conduct of a government by mass destruction, assassination, or kidnapping.

Terrorist Incident: The FBI defines a terrorist incident as a violent act, or an act dangerous to human life, in violation of the criminal laws of the United States or of any State, to intimidate or coerce a government, the civilian population, or any segment thereof in furtherance of political or social objectives.

TAM Team (Threat Assessment and Management Team): The University has established a multi-disciplinary Threat Assessment and Management (TAM) Team, which will meet as necessary to assist Human Resources or a Dean of Students in determining whether the individual constitutes an ongoing threat to the safety of an individual or to the workplace, and to make recommendations following incidents of workplace violence. The University engages the services of outside consultants, who are available to the TAM Team to assess such risks and assist in making recommendations. To facilitate an efficient response, the PBC has a “mini-TAM” which in turn will initiate the full-blown TAM as required. See Appendices.

U

Unified Command: The application of ICS principles used when there is more than one agency with incident jurisdiction or when incidents cross political jurisdictions. Agencies work together through the designated members of the DC, often the senior person from agencies and/or disciplines participating in the DC, to establish a common set of objectives and strategies and a single IAP.

W

Weapon of Mass Destruction (WMD): As defined in Title 18, U.S.C. § 2332a: (1) any explosive, incendiary, or poison gas, bomb, grenade, rocket having a propellant charge of more than 4 ounces, or missile having an explosive or incendiary charge of more than one-quarter ounce, or mine or similar device; (2) any weapon that is designed or intended to cause death or serious bodily injury through the release, dissemination, or impact of toxic or poisonous chemicals or their precursors; (3) any weapon involving a disease organism; or (4) any weapon that is designed to release radiation or radioactivity at a level dangerous to human life.

APPENDICES

CERT – Campus Emergency Response Team

The University of Arizona Campus Emergency Response Team – composed of various campus officials – focuses primarily on the management of situations involving critical incidents on campus. Its involvement is central to the successful implementation of the Campus Emergency Response Plan.

CERT Responsibilities

In an emergency, the UA's highest priority is ensuring the health, safety and well-being of people on and off campus. After the University acts to protect the safety of individuals, University facilities, buildings and property are the next highest priority, followed by private property that may be affected by the situation. In the acute stage of an emergency, the University's lowest priority is the return to normal operations. However, after the situation has stabilized and the University has secured the safety of people and property, the University's primary goal will be to return to normal operations. In an emergency, CERT will:

- Monitor an emergency situation and directs University responses to resolve and respond to the emergency quickly and with as little adverse impact as possible at the direction of the Incident Commander.
- Assists the Incident Commander by providing support and resources via the Incident Command System (ICS).
- Gather, confirm and evaluate incident information.
- Define and implement tactics/actions to resolve priority situations.
- Identify resource needs and shortfalls.
- Reassign/deploy individuals in support of critical needs.
- Issue public information reports and instructions; serve as liaison to other emergency service providers.
- Balance various needs and requests.
- Provide technical, legal, and fiscal expertise as necessary.

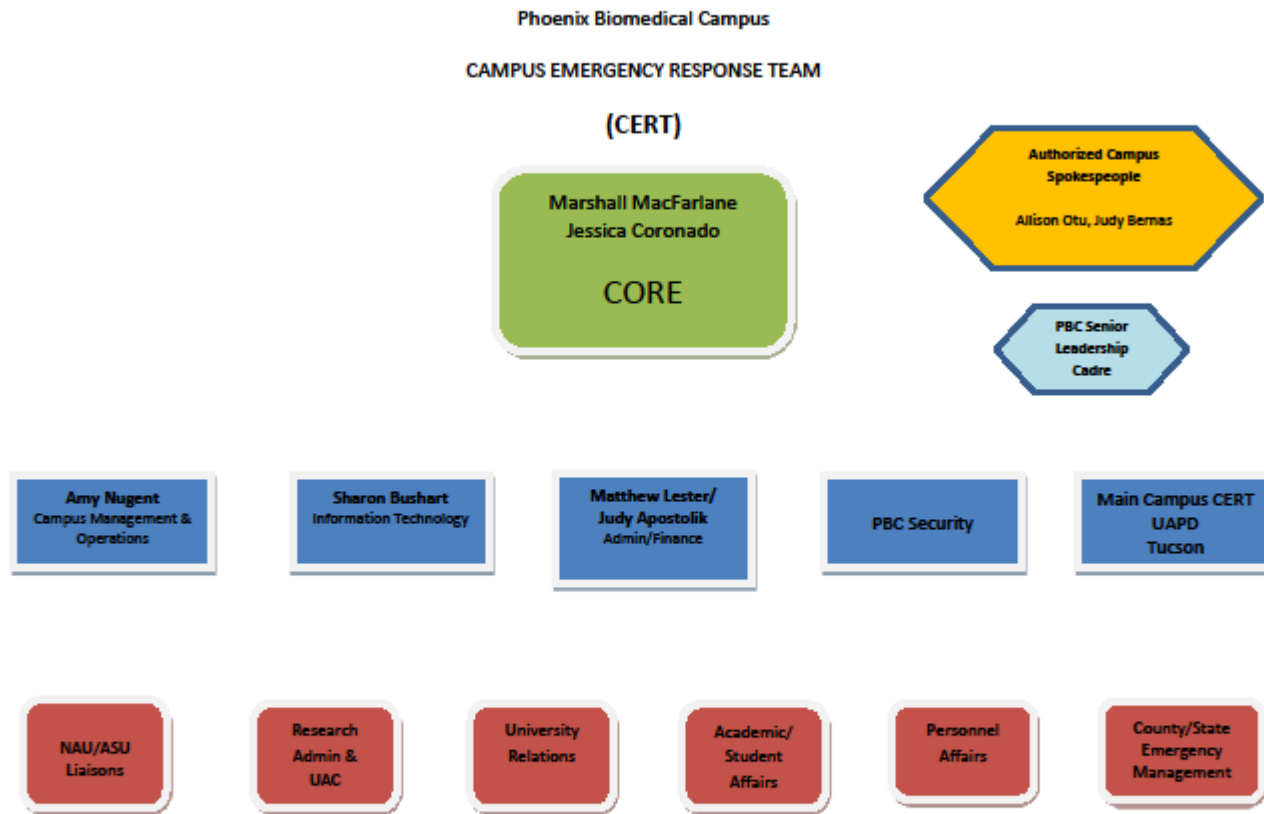
When needed, CERT will coordinate University efforts with the Maricopa County Office of Emergency Management. CERT will continue to monitor and coordinate events until the emergency situation is stabilized sufficiently to allow a return to regular organizational operation. At an appropriate time, CERT debriefs with each of the units involved in an emergency in an ongoing effort to improve the University response to crisis situations.

PBC Cert

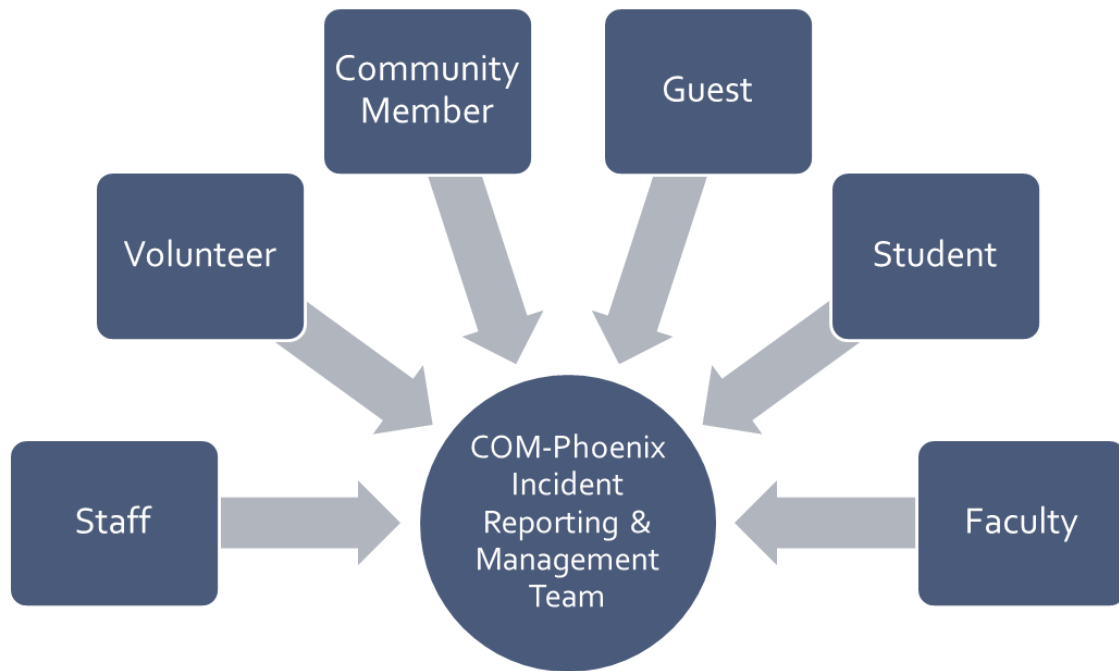
The PBC Utilizes a CERT Structure that is similar to that on main campus. Main Campus CERT utilizes the ICS. Our CERT is layered, meaning different levels can be activated depending on duration or severity of the event.

Our CERT is meant to work effectively with both main campus CERT and Emergency Management agencies of the various jurisdictions.

Arizona State Agency – Phoenix Biomedical Campus
Incident Management Procedures



Threat Assessment and Management Group



Reporting Campus Violence

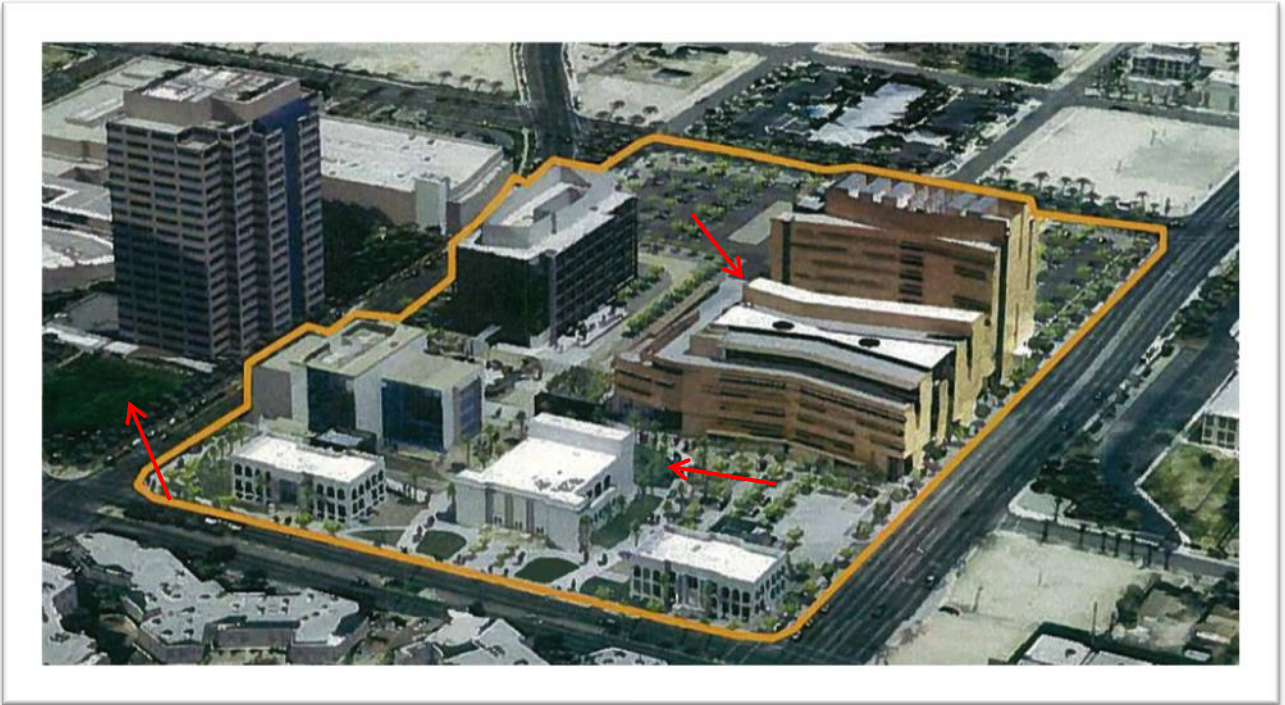
Employees and students should report all incidents of workplace violence or threatening behavior to the Phoenix Police Department (by dialing 9-1-1), to his or her immediate manager or supervisor, or to Human Resources depending on the level of threat and the urgency of the situation. The University will, to the extent possible, handle reports of workplace violence confidentially, except to the extent necessary to communicate to individuals who need to know pertinent information so that they may take appropriate action. The University also may be required to report such incidents to comply with state and federal laws and regulations. The University will be sensitive and responsive to the potential for fear of reprisal by employees or students who report threats or acts of violence.

There are 2 individuals on the PBC that are on the TAM Team and can be contacted at any time:

Jessica Perez - Office (602) 827-2033 Other (602) 708-0584

Marshall MacFarlane - Office (602) 827-2045 Other (480) 455-0024

Evacuation and Assembly



Primary Assembly Area – Grass in the horseshoe north of Building Two

Alternate Assembly Area #1 – Grassy area north of HSEB Café

Alternate Assembly Area #2 – big lawn south of APS Building

- The key to a successful evacuation is to stay calm and orderly
- DO NOT leave the site until given permission
- DO NOT talk to members of the press
- Remember – Get to the grass!

Know the evacuation routes from your building and work areas.

The most effective drills are evacuation walk-through's done as a unit

Emergency Communications on Campus

Blue Emergency Phones



- Call 9-1-1
 - You don't need anyone's permission to call 9-1-1!
 - Rule of thumb – "If you were home and would call 9-1-1 in this situation, then Call 9-1-1 now!"
 - Please notify Security and/or Facilities Management immediately after calling 9-1-1
 - Security (602) 827-2368 Facilities Management (602) 827-2045
 - If you call 9-1-1 : **Know your address! Know why you are calling!**
- Blue Phones – go to Amer-X dispatch
- Area of Refuge Phones - HSEB
- Call Security at (602) 827-2368
- Duress Buttons – go to Amer-X dispatch
- Campus Info Line (602) 827-2222
- UA Text Alerts <http://cert.arizona.edu/ualert>

Active Shooters



Response to an armed assailant on campus boils down to 3 potential courses of action depending wholly on circumstance, location, opportunity and situation. Those responses are:

RUN HIDE PROTECT YOURSELF

On the PBC, remember “ALICE”.

ALICE stands for Alert, Lockdown, Inform, Counter, and Evacuate. Here’s a précis:

1.) Alert — Call 911

Don’t assume others are contacting law enforcement. Give as clear and accurate information as possible that will answer the vital questions of who, what, when, where, and how (at this point, Crane says, we don’t care why).

2.) Lockdown — Shelter in Place

By locking down and barricading entry points, you are making yourself a hard target. Locked down

does not mean locked in. You may choose to barricade the door and exit out windows to safety.

3.) Inform — Constant, Real-time Updates

This can be accomplished with things such as video surveillance equipment or public address systems. Information updates during a violent intruder incident allows occupants to make sound decisions about how to react and what steps — if any— to take next.

4.) Counter the Attack — A Last Resort

When other options are not immediately possible — a locked/lockable door does not exist, or the intruder breaches a secured room — move, make noise, and get distraction devices (anything at hand) in the air and heading for the shooter's face. Then you may attack or evacuate the area.

5.) Evacuate — Get Out!

Your goal here is to put as much time and distance as possible between you and the attacker.

Please know that although the letters A-L-I-C-E may appear to be sequential steps to follow, they are not. The acronym is merely a mnemonic to help people under stress to remember the options available to them in an active-shooter scenario.



Law Enforcement's response:

- *Will proceed **directly** to Threat - Eliminate the threat immediately*
- *Police will continue past injured*
- *Do not approach the police*
- *Do not impede their movement*
- *Keep your hands in view*
- *Answer all their questions*