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**USC Upstate Incident Management Plan**

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## Section 1.1

### Mission Statement

The mission of the University of South Carolina Upstate Incident Management Team is to promulgate, coordinate and lead effective emergency preparedness planning and execution of the University Incident Management Plan. This plan is guided by the core values of protecting life and human suffering; safeguarding intellectual property, critical infrastructures and facilities; and returning the University community to standard operating procedures as quickly and efficiently as possible. Coordination and collaboration with University stakeholders as well as other governmental agencies will undergird the maximum achievement of these goals.



## Section 1.2

## Risk Management Policy Statement

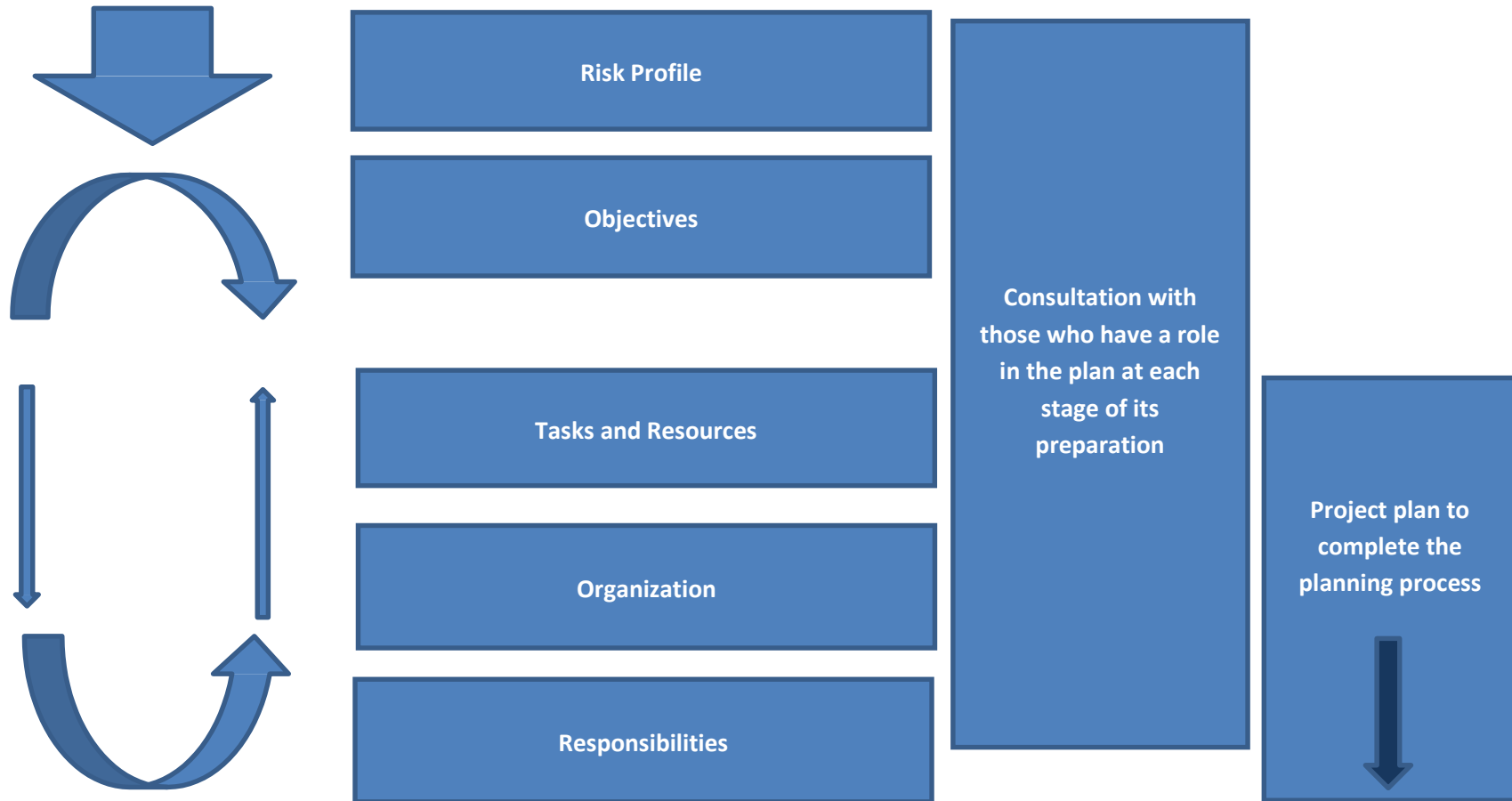
For humanitarian, social, legal and financial reasons, the University of South Carolina Upstate will make every reasonable effort to protect the health, safety and welfare of our community stakeholders from hazards incidental to the operations of the University. In these efforts we strive diligently to protect and preserve human, facility, and intellectual resources against harm or loss; thereby enabling the University to continue in its mission to educate students towards useful lives of service. To this end we recognize the responsibility of all community members to conduct themselves according to this purpose and in such a manner that will contribute to a safe, supportive and nurturing educational environment.



### Section 1.3

# The Five Steps of Preparing an Emergency Plan

Figure 1





## Section 1.4

### Overview of the USC Upstate Incident Management Plan

The President of the United States in Homeland Security Presidential Directive HSPD-5 directed the Secretary of the Department of Homeland Security to develop and administer a National Incident Management System (NIMS) which would provide a consistent nationwide approach to federal, state, and local governments to work together more effectively and efficiently to prevent, prepare for, respond to, and recover from domestic incidents, regardless of cause, size, or complexity. On June 3, 2005, Governor Mark Sanford signed Executive Order 2005-12 affirming that NIMS shall be adopted as South Carolina's standard for emergency management (please reference Appendix 3).

This Incident Management Plan (IMP) adopted by the University of South Carolina Upstate guides an organized system of response and recovery for faculty, staff, students and visitors during an incident, crisis, emergency or disaster that has affected, or may affect campus, properties influenced or under the control of the University, or areas within the University's sphere of influence. While large-scale incidents attract widespread attention, the USC Upstate Incident Management team recognizes that regardless of the cause and scale of most disasters, their impacts are often similar. For example, many different causes of natural, manmade or technological disasters can lead to common impacts such as power failures, failure of heating and cooling systems, chemical spills, security breaches and impacts and/or loss of life and property.

These impacts lead to predictable disruptions in functions that are necessary to maintain a safe and secure educational environment. Here, effective Incident Management Plans aim at minimizing the risk of disruptions due to any cause. This approach is called function-based planning. To this end the University has adopted a best practice, "all hazards" National Incident Management System (NIMS) operating structure. All-hazards preparedness focuses on preventing likely and common effects from any type of disaster, and on reducing the likely consequences from these effects. This implementation mechanism will help guide the efficient planning and successful response to the four major disciplines of emergency management: mitigation, preparation, response and recovery (Figure 3, page 6). The importance of this cyclical concept is that USC Upstate is always engaged in one of these four phases. This implies that planning does not end with the publication of the Incident Plan. Rather, disaster preparedness is a continual effort in which the phases of the emergency management cycle are constantly anticipated, reviewed and improved.

The Incident Management Team is comprised of an operational team and a policy-making team. These entities work in concert as integrated units responsible for incident, emergency, crisis, or disaster management by objectives at the University of South Carolina Upstate (Figure 2, page 5). Any changes to this document must be authorized by this body as designated by the Chancellor of the University (Appendix I and II).

## Section 1.4 (cont'd)

### Overview of the USC Upstate Incident Management Plan

The Incident Management Plan will be reviewed and revised as needed, but not less than annually by the Incident Management Team. In executing the fiduciary emergency preparedness duties set forth in this document, USC Upstate seeks to reduce both direct and indirect losses resulting from incidents, emergencies, crisis or disasters. Direct losses include injury or death to members of our community, damage to buildings and equipment, and loss of research and/or other intellectual capital. Indirect impacts include a loss of the “competitive edge” in attracting and retaining students, loss of institutional reputation, and an adverse effect on local economies due to loss of trade with community-based vendors.

However, effective preparedness is hierarchical in nature. It begins with personal preparedness (personal safety, preparedness at home, ability to come to work) followed by workplace preparedness (continuity of classes and research, meeting environmental, health and safety and OSHA standards, etc.), and culminates in community preparedness.

## Incident Management by Objective

Figure 2



## Mitigation, Preparedness, Response and Recovery

Figure 3



## Section 1.7

### Scope of Plan

The University of South Carolina Upstate Incident Management Plan guides mitigation, preparedness, response, and recovery actions. It may be activated during a broad range of emergency incidents including, but not limited to:

Bomb Threats	Floods	Winter Storms
Civil Disobedience	Sexual Assault	Drowning
Hostage Situations	Psychological Incidents	Fires & Explosions
Missing Persons	Eating Disorders	Extended Power Outages
Active Shooter	Severe Thunderstorms	Lightning Strikes
Pandemic	Angry, Belligerent or Violent Persons	Mass Casualty Events
Suspicious Persons	Blood-Borne Pathogens	Earthquakes
Suspicious Injury, Illness or Death	Disruptive Student Behavior	Tornadoes
Suspicious Mail or Packages	Earthquakes	Hazardous Materials Spills

The Incident Management Plan may also be activated during a community or regional crisis that may impact University personnel or business operations. For example, a utility outage in the nearby area may necessitate plan activation to coordinate safety precautions or emergency information and support services for University stakeholders.



## Section 1.8

### Site Description

The University of South Carolina Upstate is located at 800 University Way, Spartanburg, South Carolina, 29303. The campus is centrally located within Spartanburg County and adjacent to the northern limits of the City of Spartanburg. This metropolitan location enjoys immediate access to Interstates I-85, Business-85 and I-585/US176. Interstate I-26 is also nearby. The University also operates the George Dean Johnson Jr. College of Business and Economics located in Downtown Spartanburg and a satellite campus at the University Center at McAllister Square in Greenville, SC.

USC Upstate is involved in higher education and classified as a medium sized liberal arts university. It is the largest branch campus of the University of South Carolina system and operates seven days a week. On a typical weekday, 3,000 to 4,000 of its 6,300 undergraduate and graduate students and 900 faculty and staff are on campus to work, attend class, conduct research, study, or participate in special events. On weekends the campus may be visited by as many 1,000 to 1,500 people for various special events and academic endeavors. Approximately twelve hundred students live on campus in one of two residence halls or one of 12 apartment buildings.

The campus is dissected by North Campus Boulevard on approximately 330 acres while the perimeter is marked by East Campus Boulevard to the east, Valley Falls Road to the west, athletic venues to the north and I-585/US176 to the south. This highway corridor to the south of the University enjoys neither residential nor commercial development. The main campus is located on the south side of North Campus Boulevard and includes the Health and Fitness Center, academic facilities, administrative offices, residential halls and apartments, campus/student life support services (i.e. student services, dining services, etc.), and the Burroughs Building. Adjacent to the eastern perimeter of campus are the Milliken and Company corporate offices with an accompanying research facility and several acres of undeveloped land donning a creek, pond, and many recreational trails. These trails connect with those of the USC Upstate campus trail system.

The Pinegate, Campus Evolution, Upstate Co-Living, Auden and Valley Falls Apartments are privately owned multi-family residential communities located adjacent to campus. These communities are occupied by many University students during the academic year.

## Section 1.8 (cont'd)

The north side of North Campus Boulevard is the site of the University's outdoor athletic venues and the USC Upstate Readiness Center. The Readiness Center also serves as a National Guard Armory. This multipurpose building houses athletic dressing rooms and academic facilities while serving host to a wide-variety of special events. The northern side of University property also includes a segment of the Palmetto Trail, a hiking and cycling pathway that spans the state of South Carolina from the mountains to the coast.

The site is rounded out by approximately 46 acres of unimproved property with a pond, creek and several other recreational trails. A portion of this unimproved property will be the future home of the University's Track Complex, an indoor sporting and special events venue. The campus is susceptible to flash flooding, hazardous materials incidents, transportation incidents, medical emergencies, fires, bomb threats, civil disobedience demonstrations, and severe weather conditions such as tornadoes and ice storms.

**Section 1.9**

**Contact Numbers**

<b>Public Safety Emergency Agencies</b>	
Ambulance and Fire Emergency Services	9-1-1
Chemical, Ordinance, Biological, and Radiological (COBRA)	9-1-1
Spartanburg County Communications (non-emergency)	(864) 596-2222
North Spartanburg Fire and EMS (non-emergency)	(864) 578-1616
Spartanburg County Sheriff's Office Desk	(864) 503-4500

<b>Utility Services</b>	
Duke Energy (power outage) (local)	1-800-827-5118 (automated) 1-800-769-3766
Duke Energy (customer service)	1-800-777-9898
Piedmont Natural Gas	1-800-752-7504
Spartanburg Water System (administrative office)	(864) 583-7361
Spartanburg Water System (customer service)	(864) 582-6375
Verizon Wireless Telephone (local office)	(864) 576-4044
Spartanburg County Roads and Bridges	(864) 595-5320
South Carolina Department of Transportation (SCDOT)	(803) 737-2314
Metro Waterworks	(864) 503-0822

<b>Medical Facilities</b>	
Spartanburg Regional Medical Center Switchboard	(864) 560-6000
Spartanburg Regional Medical Center Emergency Center	(864) 560-6222
Spartanburg Regional Medical Center Pharmacy (drug ID)	(864) 560-6477

<b>Mental Health Assistance</b>	
Suicide Prevention Center	(803) 545-4102
Suicide Hotline/Crisis Line	(864) 582-1100
USA National Suicide Hotline	1-800-784-2433
Probate Judge (daytime mental health detention orders)	(864) 585-0366
Probate Judge (evening mental health detention orders)	(864) 596-2556
Carolina Center for Behavioral Health	1-800-866-4673
Spartanburg Mental Health Center (admin offices)	(864) 585-0366

<b>Support Services</b>	
American Red Cross	(864) 583-8000
Poison Control	1-800-222-1222
Spartanburg County Animal Control (through com center)	(864) 596-3582
Spartanburg County Animal Control (Humane Society)	(864) 583-4805

<b>Federal Agencies</b>	
Federal Bureau of Investigation (FBI)-Columbia	(803) 551-4200 (8-5)
Federal Bureau of Investigation (FBI)-Greenville	(864) 232-3807
Federal Bureau of Investigation (FBI)-Charlotte	(704) 672-6100
Secret Service-Columbia	(803) 772-4015
Secret Service-Greenville	(864) 233-1490
Secret Service-Charlotte	(704) 442-8370
Federal Aviation Agency (FAA/ GSP for down aircraft)	(864) 879-2156



## Section 2.1

### Responsibilities, Control, Priorities, Objectives

The Chancellor of the University or in his absence the highest ranking member of the administrative chain of command available at the time will be responsible for declaring a state of emergency and notifying the Incident Management Team Chairperson to activate the Incident Management Plan. The University chain of command is as follows:

- 1) Chancellor
- 2) Provost and Senior Vice-Chancellor of Academic Affairs
- 3) Vice-Chancellor for Finance and Administration

When a state of emergency is declared, the University's normal operating structure is suspended. In this instance, operational control will pass to the Incident Management Team Chairperson who will direct the University's emergency response. Policy decisions however will remain under the leadership of the Chancellor and his Cabinet. In the event of a critical incident, campus emergency or disaster, USC Upstate resources will be utilized to respond according to four guiding principles listed below;

#### Principles of the USC Upstate Incident Management Plan

1. Providing for the safety, health and well-being of the USC Upstate constituency is our moral, ethical and fiduciary responsibility.
2. Protecting property, content, infrastructures and intellectual capital is critical to the preservation of our core mission.
3. Reoccupying academic and residential buildings as soon as it is safe to do so is fundamental to the healing process.
4. Restoring general University operations, facilities and academic programs will recreate and revitalize the spirit of the community.

Section 2.1 (cont'd)

**Responsibilities, Control, Priorities, Objectives (cont'd)**

These principles are supported by the three (3) interrelated objectives as listed below in Tables I, II and III. However, the Incident Management Operations Team and Policy Team will concentrate on Priority I objectives until these are substantially met. Priority II and III objectives are addressed as resources become available. Both Teams must maintain written, video/photographs and/or audio taped records of all activities as part of legal record and insurance recovery documentation. Records of damage and field operations will also be documented and collected. The Spartanburg County Office of Emergency Management will ask for a report of damage within hours after the event.

**Table 1**

**Objective I**

**Priorities**

- Medical Aid
- Fire Suppression
- Communications Network
- Search and Rescue
- Hazardous Materials Control
- Utility Status and Safety

**Actions**

Respond to life safety needs. Evaluate available medical services. Direct rescue efforts.

Evaluate fires or fire hazards and use available resources to control and evacuate.

Establish communications on-campus within impacted areas.


Appoint search and rescue teams. Acquire transportation vehicles and equipment as required.

Assess critical areas, secure, and clean up as needed (chemical, biological, and/or radiological).

Assess condition of utilities and shut down or restore as able (gas, electric, water, sewer).

It is expected that as operations progress from Priority I through Priority II and III, the operational control of the University will move from the Incident Management Team back to the standard operating organizational structure of the University. The Chancellor will determine when to deactivate the Incident Management Plan and resume day-to-day University operations.


**Table II**  
**Objective II**

Priorities	Actions
	
<ul style="list-style-type: none"> <li>• Facilities Survey</li> </ul>	<p>Evaluate buildings for occupancy by priority, identify and seal off dangerous areas.</p>
<ul style="list-style-type: none"> <li>• Shelter</li> </ul>	<p>Establish usable sites for shelter and food distribution.</p>
<ul style="list-style-type: none"> <li>• Food/Drinking Water</li> </ul>	<p>Provide food and drinking water. Identify supplies and established distribution system.</p>
<ul style="list-style-type: none"> <li>• Sewer System</li> </ul>	<p>Evaluate sewer system, identify resources, and develop latrines if necessary.</p>
<ul style="list-style-type: none"> <li>• Criminal Activity Control</li> </ul>	<p>Establish security systems to control crime</p>
<ul style="list-style-type: none"> <li>• Psychological Assistance</li> </ul>	<p>Establish system to deal with individual and group cases of psychological trauma</p>
<ul style="list-style-type: none"> <li>• Information/Communications</li> </ul>	<p>Establish voice and data communications systems throughout campus. Advise and update campus constituencies of systems and process limitations.</p>

The manner in which USC Upstate resources are deployed will be determined by the Incident Management Team in consultation with the Policy Team and IMT Chairperson. The Incident Management Policy and Planning Team will receive regular status reports from the Incident Management Team and will maintain responsibility for decisions regarding the University mission, University policy, future institutional direction, academic affairs, economic conditions, legal responsibilities and institutional responses to the community.

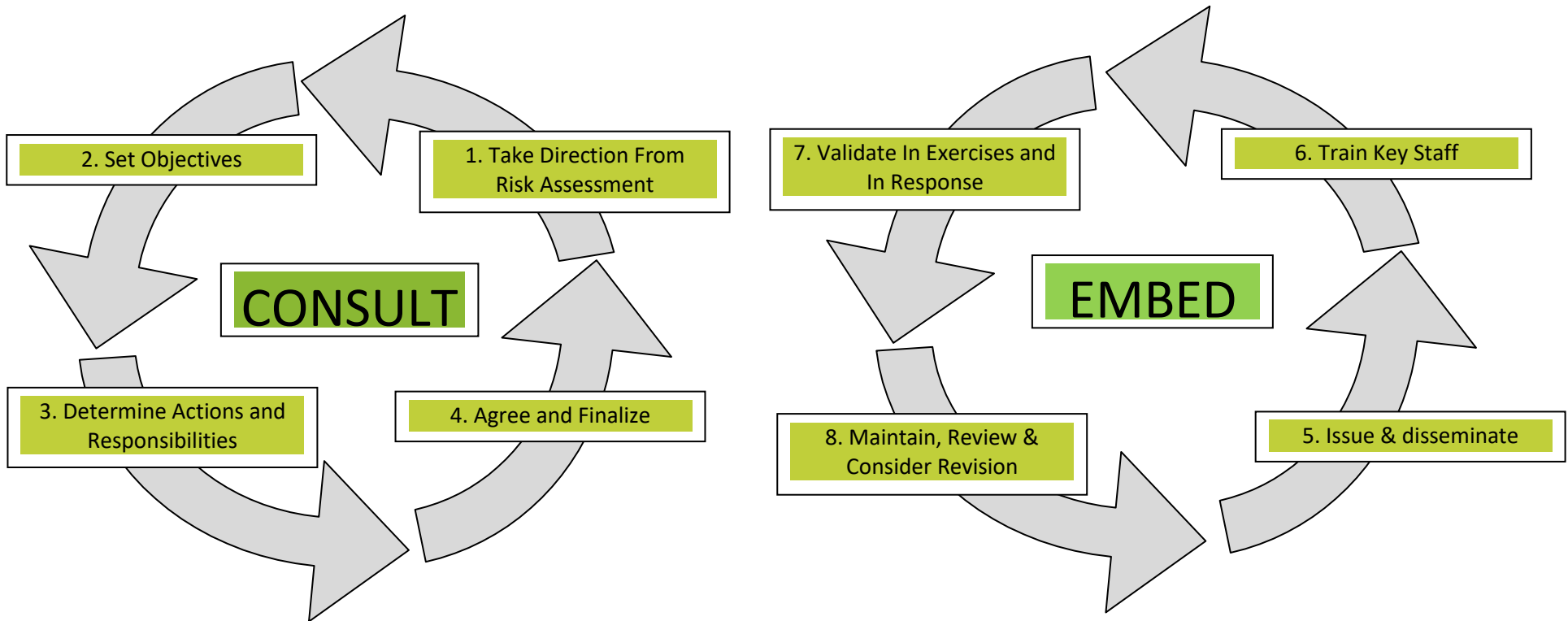
**Responsibilities, Control, Priorities, Objectives (cont'd)**

**Table III**  
**Objective III**

Priorities	Actions
 <ul style="list-style-type: none"><li>• Valuable Materials Survey and Security</li><li>• Records Survey</li><li>• Academic Survey</li> <li>• Coordinate Volunteers</li><li>• Supplies and Equipment Procurement</li><li>• Coordinate Risk Management Tasks</li></ul>	<p>Identify, access, and secure valuable materials on campus</p> <p>Identify, access, and security all University records</p> <p>Assess academic departments to determine requirements for resuming academic operations</p> <p>Determine and evaluate tasks to be accomplished. Coordinate and Assign volunteers to tasks as appropriate</p> <p>Develop system to renew flow of supplies and equipment from Outside sources</p> <p>Document inquiries/responses from/to insurance companies, FEMA Spartanburg Co. Emergency Management, and other federal, state, locals, etc.</p>

### Cycle of Emergency Planning

Figure 4



## Section 2.3

### Declaring a State of Emergency

A *State of Emergency* should only be declared if a critical incident, campus emergency or disaster meets one or more of the following criteria:

- It is beyond the ability to be controlled by standard operating procedures.
- It has an impact on a major portion of the campus.
- It is life threatening or has the potential to be life threatening.
- It is beyond the capabilities of external government resources to contain it.

Procedures for declaring a *State of Emergency* are as follows:

1. Either through a report from personal observation or contact from a campus constituent, it is likely that a representative of the University Police will be the first person notified of an incident, emergency or crisis on campus. In this role of first responder, the officer will proceed immediately to the scene, make an incident assessment and report forthwith his observations and recommendations to the Chief of Police.
2. Upon receipt of this information, the Chief of Police will analyze all available data. If one or more criteria for declaring a state of emergency is met as outlined in this section, the Chief will immediately notify the Chancellor or, in the Chancellor's absence, his designee.
  - If in agreement, the Chancellor or his designee will declare a state of emergency. If a state of emergency declaration is not recommended, no further action at the Incident Management Team level is required. However, the Chief of Police or his designee will notify all Incident Management Team members of the near miss" as soon as feasible.
  - If the Chancellor concurs and a state of emergency is declared, the Chief of Police will immediately activate the Incident Management Team phone tree to assemble all members of the Incident Management Team.
  - Any Incident Management Team Member may recommend to the Chancellor that the Incident Command Team, or any portion thereof, be activated in response to a disaster, or critical incident or campus emergency falling short of sustaining a state of emergency declaration. Depending on the type of the incident, either the Incident Management Team Chairperson or the Chancellor will designate an Incident Commander.

## Section 2.4

### Implementation of the Incident Management Plan Following a State of Emergency Declaration

If a state of emergency is declared, the Incident Management Plan will be activated as follows:

University Police will immediately attempt to initiate contact with all Incident Management Team members. As responding personnel arrive at the Emergency Operations Center, the Incident Management Team Chair or designee will appoint an EOC Communicator. The Emergency Operations Center Communicator will assume responsibility to finish contacting team members, ensure that all team members have been notified, and document the ETA of team members in route, and those persons who cannot respond. If circumstances dictate, team members responding from off campus will be advised of the preferred route to use when entering campus as well as the best place to park.

1. If telephone service is operational:

- The IMC Communicator (initially a representative from the Police Department) will immediately call the members of the Incident Management Team that here-to-for had not been notified and advise them to report to the Incident Management Center.
- The IMC Communicator will document the expected arrival times of team personnel and periodically update the Chairperson of anticipated arrival times.

2. If telephone service is not operational:

- Members of the Incident Management Team will immediately report to the primary Incident Management Center as soon as they become aware that an incident, emergency or crisis has affected the USC Upstate campus. Signs posted or personnel stationed at entrances to the university will be deployed if responding personnel need to be redirected to alternate locations.
- If designated members of the Incident Management Team do not respond in a reasonable amount of time, messengers may be dispatched to locate and advise.

3. Temporary Appointment of Incident Management Team Functions - The Incident Management Team Chairperson will immediately appoint available individuals to fill each of the positions in the Incident Management Center. These appointments will remain in effect until more senior or experienced persons become available. Temporarily appointed personnel will likewise remain in place until more senior or experienced persons have become sufficiently briefed on the situation to enable them to effectively manage their responsibilities.

## Implementation of the Incident Management Plan Following a State of Emergency Declaration

When the Incident Management Team responds to manage an incident, emergency or crisis:

- Determine the scope and impact of the incident
- Set priorities for emergency actions
- Deploy and coordinate resources and equipment
- Communicate critical information and instructions to all campus constituents and the general public
- Continuously monitor and re-evaluate conditions
- Coordinate with other government agencies

Non-Working Hours: If an incident, emergency or disaster occurs outside of regular business hours, the normal organizational structure of the University may not be fully in place. To this end, implementation of the Incident Management Plan will vary according to the availability of personnel. Generally, individuals assuming responsibility on a temporary or interim basis will be those of the highest rank available at the time. Such individuals will follow the guidelines outlined in this plan. If the SpartAlert emergency notification system requires activation for community notifications, either the Chief of Police, Assistant Vice-Chancellor of University Communications, or their designees may activate the system remotely.

When Building and/or Floor Coordinators are not available, all available public safety personnel will respond to occupied campus buildings and assist faculty members in classrooms to either evacuate the building, shelter-in-place or partially evacuate to a severe weather shelter area as circumstances dictate. On-duty officers will also clear all athletic and intramural fields of all persons as appropriate.



## Section 2.5

### The Incident Management Center (IMC)

There are three locations designated as Incident Management Centers for the University of South Carolina Upstate Incident Management Plan: 1) the Department of Public Safety Multi-Purpose Room, 2) The Commissioner's Conference Room and 3) the County of Spartanburg Emergency Operations Center. The primary IMC is the Public Safety Multi-Purpose room. The Commissioner's Conference Room serve as a secondary location in the event the Public Safety Multi-Purpose room is rendered inoperable. The County of Spartanburg Emergency Operations Center will serve as a tertiary location.

Incident Management Team members (Operations and Policy teams) report to a central Incident Management Center (IMC) to coordinate decisions and resources. The first person to arrive at the IMC opens the facility and arranges the equipment and supplies according to the diagrams in Appendix C. A support staff member will also report to the IMC to assist the director and the policy team in record keeping, set up and organization of supplies, and other support functions.

#### Section 2.5 (1)

#### The Incident Management Center (IMC) Supply List

Risk Management	Miscellaneous
<ul style="list-style-type: none"><li>• Emergency Support Agencies Phone List</li><li>• Employee Phone Tree Lists</li><li>• Student Phone Tree Lists</li><li>• Employee E-mail Lists</li><li>• Student E-mail Lists</li><li>• Insurance Policies and Contacts</li><li>• Financial Contacts</li><li>• Camera</li><li>• Audio Recorder/Video Recorder</li></ul>	<ul style="list-style-type: none"><li>• Personal Hygiene Items</li><li>• Port-O-Potties</li><li>• Cots &amp; Bedding</li><li>• Community Emergency Response Team (CERT) Volunteer Lists</li><li>• Area University Contact Lists</li><li>• USC Directory</li><li>• Vendor Lists</li></ul>

Section 2.6

**Examples of IMC Functions and Relationships to the National Incident Management System (NIMS)**

Examples of Functions	Management & Staff	Operations	Planning & Intelligence	Logistics	Finance
Animal Control		X			
Advance Planning			X		
Compensation/Claims					X
Cost Accounting					X
Documentation			X		
Demobilization Planning			X		
Facilities Management				X	
Food Supply Management				X	
Fuel Supply Management				X	
Hazardous Material Control		X			
Information Systems				X	
Liaison	X				
Purchasing					X
Recovery Planning			X		
Risk Management					X
Safety	X				
Sanitation		X			
Temporary Housing		X			
Time Recording					X
Vital Records Control					X
Water Distribution		X			
Welfare Services		X			

Section 2.7

**Roles and Responsibilities of Operational Personnel Assigned to the NIMS Command Structure**

The University has adopted a NIMS based organizational response structure for all types of emergency management incidents ranging from minor events to catastrophes. A wide-array of campus departments, external emergency agencies, and/or individuals, will play key roles in executing these response and recovery actions. If the scope of the incident is isolated an Incident Commander will be assigned to manage response and recovery actions. If the threat rises to a campus-wide, area-wide, or regional level, the incident will be handled by the IMT.

Position, Department or Agency	Source	NIMS Command Structure Function	Key Responsibilities
Chief of Police	Internal	IMT Chair	Manages operations of the IMC
Asst. Chief of Police	Internal	IMT IC Operations Leader	Serves as Incident Commander in field
Campus Fire Marshal	Internal	Fire Life Safety	Coordinates response from agencies
University Police	Internal	Operations Support	Provides operational field support
Fire Department	External	Operations Support	Provides fire suppression support
HAZMAT	External	Operations Support	Provides HAZMAT support as needed
DHEC	External	Operations Support	County or Regional medical support
Director of Health Services	Internal	IMT Operations	Provides Operations Section support
Health Services	Internal	Operations Support	Provides Operations Section support
EMT Services	External	Operations Support	Provides operational medical support
Risk Management	Internal	IMT Operations	Serves as Safety Officer assessing risk
Director of HRL	Internal	IMT Operations	Provides Operations Section support
Safety Officer	Internal	IMT Support	Provides IMC site security
Liaison Officer	Internal	IMT Support	Coordinates with outside agencies
Asst. VC for Univ. Communications	Internal	IMT PIO	Responsible for interfacing with the public, media or other agencies

## Section 2.7 (cont'd) Roles and Responsibilities of Operational Personnel Assigned to the NIMS Command Structure

Position, Department or Agency	Source	NIMS Command Structure Function	Key Responsibilities
Chief of Police	Internal	Incident Management Team Chair	Direct IMC Operations and Support of Incident Commander
Asst. Chief of Police	Internal	IMT Incident Commander	Manages Field Operations
Asst. VC Strategic Marketing and Comm.	Internal	PIO	Public information Officer
Director of Facilities	Internal	Logistics Section Leader	Logistics Support of Field Operations
Director of Network Services	Internal	Logistics Section	Comm. Systems & Infrastructure
Director HRL	Internal	Logistics Section	Logistics Support of Field Operations
Dean of Students	Internal	Logistics Section	Logistics Support of Field Operations
CIO Technology & Data Services	Internal	Logistics Section	Comm. Systems & Infrastructure
VC Finance & Administration	Internal	Planning/Intel Section Leader	Advanced Planning
VC for Enrollment Services	Internal	Planning & Intelligence	Advanced Planning Support
VC University Advancement	Internal	Planning & Intelligence	Advanced Planning Support
VC Student Affairs	Internal	Planning & Intelligence	Advanced Planning Support
VC Intercollegiate Athletics	Internal	Planning & Intelligence	Advanced Planning Support
Legal Counsel	Internal	Planning & Intelligence	Advanced Planning Support
Budget Director	Internal	Finance Section Leader	Financial Support/Record Keeping
Director of Risk Management	Internal	Finance Section	Finance Section Support
Registrar	Internal	Finance Section	Finance Section Support
Fire Marshal/Emergency Svcs. Coord.	Internal	Operations Section Leader	Support of Field Operations
Administrative Sergeant Police Dept.	Internal	Operations	Operations Support
Director of Counseling Services	Internal	Operations	Operations Support
Director of Health Services	Internal	Operations	Operations Support
Facilities Project Manager	Internal	Operations	Facilities Project Manager
Building & Floor Coordinators	Internal	IMT Support	Communication liaison/Bldg. & IC
CERT & Other Volunteers	Internal/External Resource	IMT Support	Serves as directed by IC and IMT

## Roles and Responsibilities of Policy Team Personnel Assigned to the NIMS Command Structure

Policy Team Members	Team Responsibilities
<ul style="list-style-type: none"><li>• Chancellor</li><li>• Provost &amp; Senior Vice-Chancellor of Academic Affairs</li><li>• Vice Chancellor for Finance and Administration</li><li>• Vice Chancellor for University Advancement</li><li>• Chief Diversity Officer</li><li>• Vice Chancellor for Enrollment Services</li><li>• Vice Chancellor of Intercollegiate Athletics</li><li>• Vice-Chancellor for Student Affairs</li></ul>	<ul style="list-style-type: none"><li>• Declaration of a State of Emergency (Chancellor)</li><li>• Plan for short and long-term student housing and food service</li><li>• Coordinate public information</li><li>• Prioritize salvation operations</li><li>• Handle financial and legal issues</li><li>• Establish timelines for resumption of academic schedules</li><li>• Establish short-term building replacement program</li><li>• Manage staff replacement</li><li>• Coordinate survey of academic programs</li><li>• Coordinate records survey</li><li>• Insurance management</li><li>• Establish and maintain communications with the university system</li></ul>

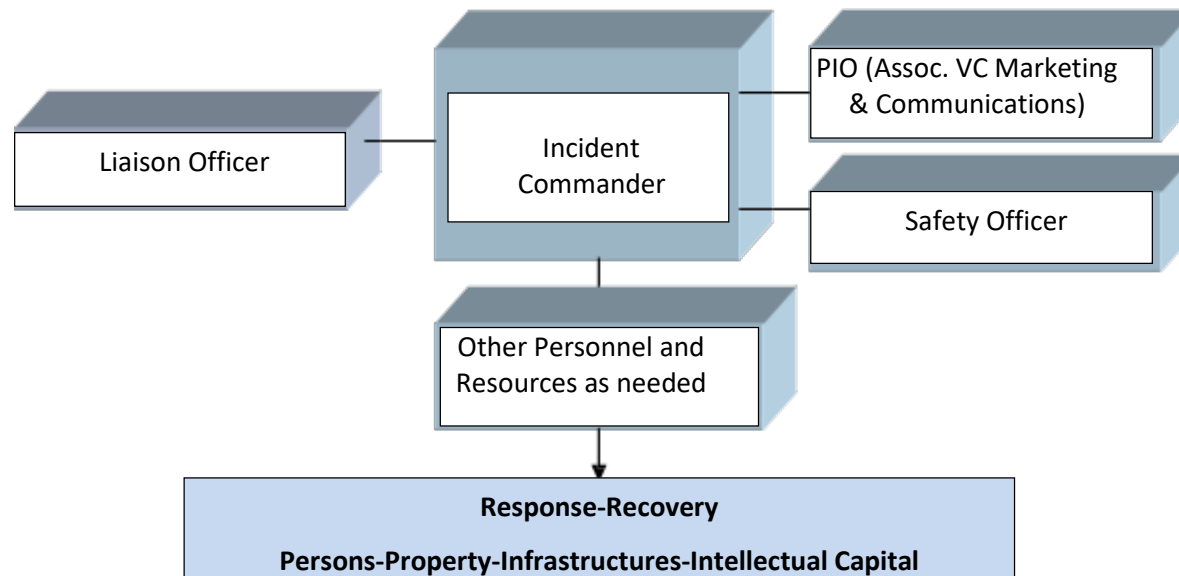
## Section 2.8

### The Incident Command Post (ICP)

The Incident Command Post is a temporary field operations center where the Incident Commander oversees response and recovery operations. According to the dictates of the incident, either a fixed location or a vehicle may be utilized as the Incident Command Post. In either regard, the ICP should be located as close to the incident as possible to facilitate tactical control. A fall back or alternate site should also be identified in the event that relocation is necessary.

A key concept in all emergency planning is to establish command and tactical control at the lowest level that can perform the role effectively within the organization. With appropriate policy direction and authority from the University Policy and Incident Management Teams, the Incident Commander sets the objectives to be accomplished and approves the strategies and tactics to be used within the realm of available resources to meet those objectives.

Figure 5



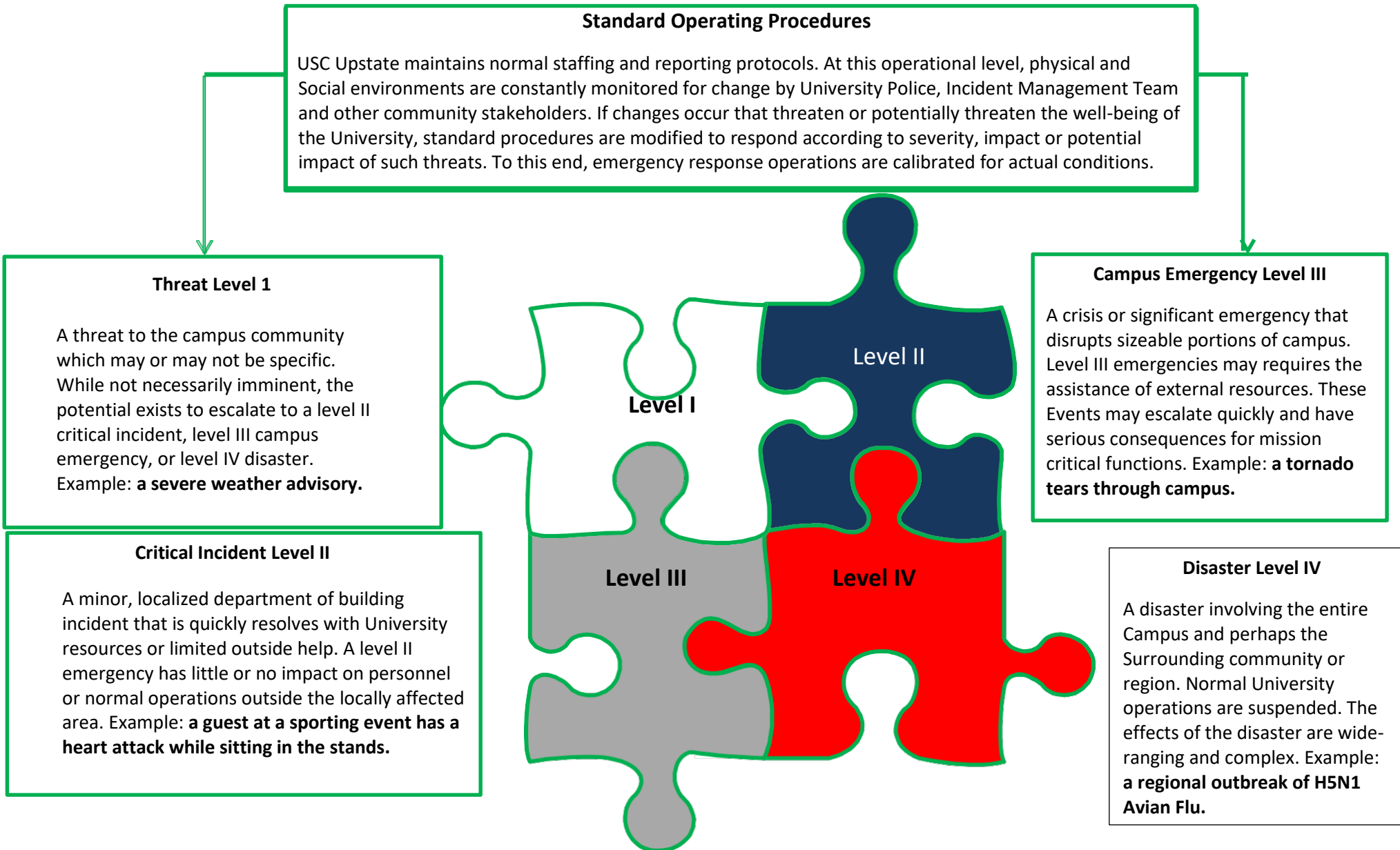
## Section 2.9

### Incident Command Post Supply Checklist

The supplies necessary to support the Incident Management Center personnel and functions are located in the Conference Room closets. Supplies and equipment to support a larger response effort are located in cargo containers at the University Police Department offices.

Risk Management	Miscellaneous
Emergency Support Agencies Phone List	Personal Hygiene Items
Copies of the USC Upstate IMP Campus Directory	Port-O-Potties Cots & Bedding Erasable White Boards Five Tri-Pods
USC Directory	Ten Sets of Tripod Paper
Area University Contact Lists C.E.R.T. (volunteer) Lists Employee Phone Tree Lists Student Phone Tree Lists Employee E-mail Lists Student E-Mail Lists	Back-Up Generator
Vendor Lists	Flashlights
Telephone Book	Spare Batteries
Insurance Policies and Contacts	Aerial Map of Campus
Financial Contacts	Campus Maps
Camera	Utility Maps
Audio Recorder, Video Camera	High Visibility Vests
Computer, Printer	Cell Phone
First Aid Kit	Hand Held Radio Portable White Board White Board Markers White Board Eraser Chairs Writing Tablets/Pens/Pencils

Figure 6





## Section 2.11

### Staging Areas, Media and Telephone Center

#### Staging Areas

Four pre-designated staging areas have been identified by the University Police Department (refer to map No. 3) for arriving off-campus responders, equipment and resources. These shall be established by the Logistics Section Chief in consultation with the Incident Command Team. These staging areas are located on campus. However, alternate on or off campus sites may need to be identified that do not interfere with site operations or be endangered by the incident.

#### Media Center

If a campus incident is of a protracted or fluid nature, a media and joint information center will be established by the Director of Communications on the first floor of the Administration Building. If the primary site is unavailable, the alternate site shall be the Rampey Center (refer to map No.3). At the Direction of the Director of University Communications, parking adjacent to these facilities will be reserved for media and staff vehicles.

#### Campus Telephone Center

At the direction of the Assoc. Vice Chancellor for Strategic Marketing & Communications, the Chief Information Officer (CIO) shall establish a Campus Telephone Center to be located in Human Resources or other appropriate venue. The Campus Telephone Center will be used to answer inquiries from students, employees, friends and relatives regarding the nature, consequences and present situation of the campus emergency (refer to map 3).

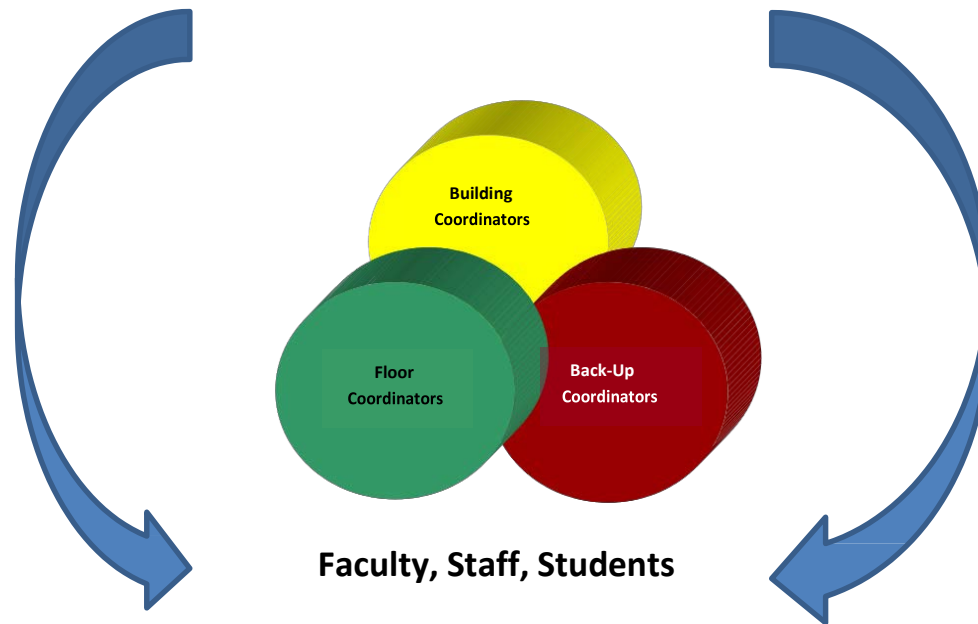


## Section 2.12

### Building and Floor Coordinators

The Building/ Floor Coordinators serve as a pivotal communications interface between the Incident Management Center and the campus community during an incident, emergency, or disaster. The Building Coordinator is a staff member working in a designated building who is appointed to oversee evacuations and execute other administrative emergency preparedness duties. A minimum of one Floor Coordinator is also assigned to each floor within every campus building. Floor Coordinators are also staff members working in the same building as the Building Coordinator they are assigned to assist. The Back-Up Building Coordinator is like-wise a staff member normally serving in the capacity of a Floor Coordinator unless the Building Coordinator is unavailable. In such instances the Back-Up Building Coordinator replaces the Building Coordinator. In some cases the duties and responsibilities of this triumvirate overlap as depicted in Figure VII below. Univ. Police will assist in evacuations after hours when building/floor Coordinators are not available.

Figure 7



**Section 2.12 (cont'd)**

**Building and Floor Coordinators**

Building and Floor Coordinators gather emergency impact data from their respective areas, account for building occupants, transmit reports to the Emergency Operations Center or Incident Command Post and disseminate emergency instructions to faculty, staff and students within their respective buildings. Building and Floor coordinators also oversee preparedness planning in their areas through: (1) attendance at training classes conducted by the Police Department and Incident Management Team, 2) evacuation exercises, (3) briefing new employees on evacuation procedures, (4) reporting unsafe conditions existing in their respective work areas and (5) maintaining the first-aid kits and other emergency equipment assigned to them

**Section 2.12 (1)**

**Building and Floor Coordinator Supply Checklist**

01-Red Emergency Supply Tote Bag	01-Emergency Assembly Area Map
01-Flaslight with "D" Batteries	01-First Aid Kit
01-High Visibility Vest	01-Clipboard
01-Flag and Staff	01-Particulate Mask
01- Pair of Protective Gloves	01-Hand Held Radio and Charger
06- Room Clear Stickers	

## Building Coordinator Responsibilities

### Administrative Duties:

- Instruct all building personnel on the location of the Emergency Assembly Area and Shelter-In-Place Safety Zone.
- Mentor the Back-Up Building Coordinator and Floor Coordinator to assume the Building Coordinator role in the absence of the Building Coordinator.
- Be aware of special needs occupants and any special procedures relating to the evacuation or relocation of these persons.
- Report any unsafe building conditions to Facilities, Risk Management or the Police Department.
- Maintain the First-Aid Kit and report restocking needs to the Police Department.
- Maintain the Emergency Supply Kit and periodically check flashlight batteries.
- Train new employees on evacuation procedures, the Emergency Assembly Area, Shelter in Place Safety Zone, and location(s) of building First-Aid Kits.
- Maintain a current roster of all building occupants, including faculty members.
- Keep the hand-held radio charged and test every three months for proper operation.
- Know the location of the emergency equipment bag at all times.
- Attend periodic training events.

## Building Coordinator Responsibilities

### Emergency Operations Responsibilities

- Deploy the emergency supply bag.
- Wear the high-visibility vest and personal protective equipment as needed.
- Gather emergency impact data from respective areas of assignment.
- Transmit reports to the Incident Management Center/Incident Command Post.
- Disseminate information and instructions received from the Incident Command Team or other first responders to building occupants.
- Unless directed that the evacuation is a “silent” evacuation, engage the audible fire alarm system as soon as possible.
- Engage e-blast to building occupants upon notification from the Assistant VC of Communications, Police Department or Incident Management Team.
- Initiate building phone tree notification protocol with building occupants upon instruction from the Director of Communications, Police Department or Incident Management Team.
- When necessary, safely and orderly evacuate all persons from the building to the designated Emergency Assembly Areas (EAA). Firmly plant the flag and mast. Account for all building personnel. If an occupant refuses to evacuate, make a note of the person and room number. Notify the Police Department and Building Coordinator as soon as practical.
- When appropriate, safely and orderly relocate building occupants to the designated Shelter in Place Safety Zone (SIPSZ). Account for all building personnel.
- Wait for further instructions from emergency first responders or the Incident Management Team.
- Do not reoccupy the building unless advised to do so by either the fire department or police department

## Floor Coordinator Responsibilities

### Emergency Operations Duties:

- Deploy the emergency supply bag.
- Wear the high-visibility vest and personal protective equipment as needed.
- Ensure that any special needs persons are accounted for and safely relocated.
- Begin a safe and orderly room by room evacuation of all occupants within the assigned area. Place "Room Clear" notices on each office after it has been checked and either evacuated or found to be unoccupied. If an occupant refuses to evacuate, make a note of the person and room number. Notify the Police Department and Building Coordinator as soon as practical. Relocate building occupants to the Emergency Assembly Area (EAA) and wait for further instructions.
- When appropriate, safely and orderly relocate building occupants to the designated Shelter in Place Safety Zone (SIPSZ) and wait for and wait for further instructions.
- Maintain communications with the Building Coordinator regarding problems or special circumstances.
- Wait for further instructions from emergency first responders or the IMT.
- Do not occupy the building unless advised to do so by either the fire department or police department.

### Administrative Duties:

- Assume the administrative duties of the Building Coordinator in his/her absence.
- Be aware of special needs occupants and any special procedures relating to the evacuation or relocation of these persons.
- Report any unsafe building conditions to Facilities, Risk Management or the Police Department. Notify the Building Coordinator of your findings as well.
- Maintain a copy of the current building occupant roster including faculty members.

Section 2.12 (4)  
**Building and Floor Coordinators**

Building	Coordinators	Type	Building	Coordinators	Type
Kathryn Hicks	Matthew Donaldson Bridget Kirkland Gin-Win Sue/Kara Bender	BC	Humanities and Performing Arts Center	Lee Neibert Whitney Evans/George Williams Maria Monteso	BC FC FC
Administration Samantha Bower (2) Erin Beer (3) Kirsten White (1)	Lauren Greene Rosemary Harakas (2) Barbara Powell (3) Adam Long (1)	BC FC FC FC	Smith Building	Lanita Willson Chris Bender (2) Laura Walker (3) Ben Montgomery (4)	BC FC FC FC
Campus Life Center	Heather Hollis Wendy Woodsby Melissa McCargo	BC FC FC	Landscape Services	Robert Easler	BC
Burroughs Building (Int'l Studies)	Patrick McCleary	BC	Library	Justina Oliva (2) Tina Hughes (1) Melissa Deloach(2) Michael Swann (1)	FC FC FC BC
College of Arts and Sciences	Stefanie Keen Michelle Garland Alysa Starkey	FC BC AL	Ref and Circulation Desk (10)		
Facilities Management	Fred Scott Pat Moss	BC FC	Media Building	Laura Yaffee Donna Sandor (2)/Trevor Rubinzer McKayla Malaythong (3)/T. Toland	BC FC FC
HEC Admissions	Janet Searcey/Mary D Fox	BC	Magnolia House	Montoyia Cheeseboro	BC
HEC Education Alisa Dickson Alt	Ashley Minton	BC	Palmetto House	Cole Guidry	BC
HEC Nursing	Tracy Burgoin Logan Camp Spivey Laurie Ellis	FC FC BC	Rampey Center/HS & Counseling Svcs	Sonya Miller and Orinda Berger	FC
HEC Wellness Center	Mark Ritter Maya Carter	BC FC	School of Business (Johnson)	Amy Henderson Deborah Sparks	BC FC
Health Services	Kelli Templeton Tammy Smith	BC FC	Theatre (HPAC)	Whitney Evans	FC
Hodge Center	Sandy Sandago (1) Nathan Dixon (1) Georgia McClintock	BC FC FC	Turf Shop	Ben Williams	BC
Tennis			University Readiness Center	Msg. Keese Sfc. Edwards	BC FC
Palmetto Villas	Vacant	BC	University Police	Glynda Miller	FC
Smith Farmhouse	Athletics	BC	University Services	Hunter Cox	BC

## General Faculty and Staff Responsibilities

### When Faculty or Staff Members Have Students in Their Care, They Shall:

- Educate students on relevant emergency procedures including evacuation, shelter-in-place or Severe Weather Shelter Area relocation.
- Inform students of any incident, crisis or emergency and assist with safety procedures as outlined in the Incident Management Plan.
- Report any and all hazards as soon as possible to an appropriate authority such as University Police, Facilities Management or a Building or Floor Coordinator.
- Direct all students to conform to building evacuation guidelines during any emergency and assist with a safe and orderly evacuation to the Emergency Assembly Area (EEA) or Severe Weather Shelter Area.
- Account for all students in your classroom.





## Resident Assistants (R.A.)

The Resident Assistant (RA) serves as a pivotal communication interface between the Incident Management Center and the residential student community during an incident, emergency, or disaster. During the academic year there are typically sixteen Resident Assistants assigned to the Palmetto House and Magnolia House or, two for each floor. Additionally, eight Resident Assistants are assigned to the eleven Palmetto Villas buildings. All Resident Assistants report directly to the Assistant Director of Housing and Residential Life. Residential students are eligible for employment as an RA after successful completion of their freshman year.

Resident Assistants are typically current students living in and assigned to oversee evacuations and other administrative duties within the floor and/or building they reside. They gather emergency impact data from their respective areas, account for building occupants, and transmit reports to the Assistant Director of Housing and Residential Life and the Police Department. They also disseminate emergency instructions to students within their respective buildings.

Resident Assistants also participate in preparedness planning in their areas through: (1) attendance at training classes conducted by the Police Department, (2) evacuation exercises, (3) briefing new residents on evacuation protocols and procedures, (4) reporting unsafe conditions existing in their respective living areas, and (5) maintaining the first-aid kits and other emergency equipment assigned to them.

Section 2.14 (1)

**Resident Assistant (RA) Emergency Supply Checklist**

- 1- Flashlight w/ batteries
- 1-Pair gloves
- 1-High Visibility Vest
- 1-“Room Clear” Post-Its
- 1-First Aid Kit
- 1-Particulate Respirator

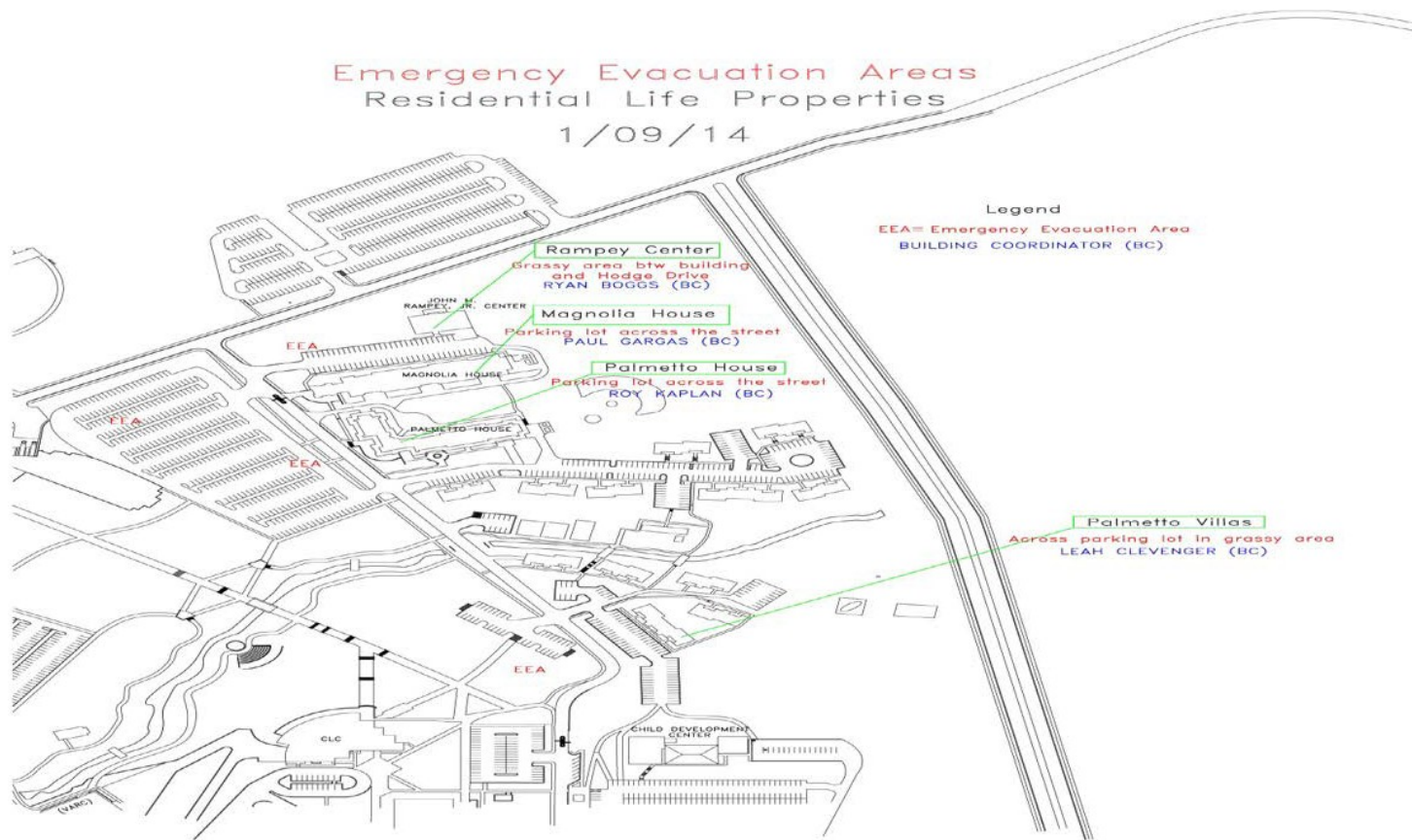
Section 2.14 (2)

**Resident Assistant (RA) Responsibilities**

- Ensure that all residents in your area of responsibility are aware of the location of the Emergency Assembly Area.
- Wear the high-visibility vest and personal protective equipment as needed.
- Gather emergency impact data from respective areas of assignment.
- Transmit reports to the Incident Management Center/Incident Command Post via the Assistant Director of Residential Life or the Police Department.
- Disseminate information received from the Incident Command Team or other first responders to occupants.
- Unless directed that the evacuation is a silent evacuation, quickly engage the audible fire alarm system
- When necessary, quickly and orderly evacuate all persons from the building to the designated Emergency Assembly Areas (EAA). If an occupant refuses to evacuate, make a note of the person and room number. Notify the Police Department and Assistant Director of Residence Life as soon as practical.
- When appropriate, safely and orderly relocate building occupants to designated Shelter in Place Safety Zones (SIPSZ). Account for all building residents.
- Wait for further instructions from emergency first responders or the Incident Management Team.
- Do not reoccupy the building unless advised to do so by either the fire department or the police department.

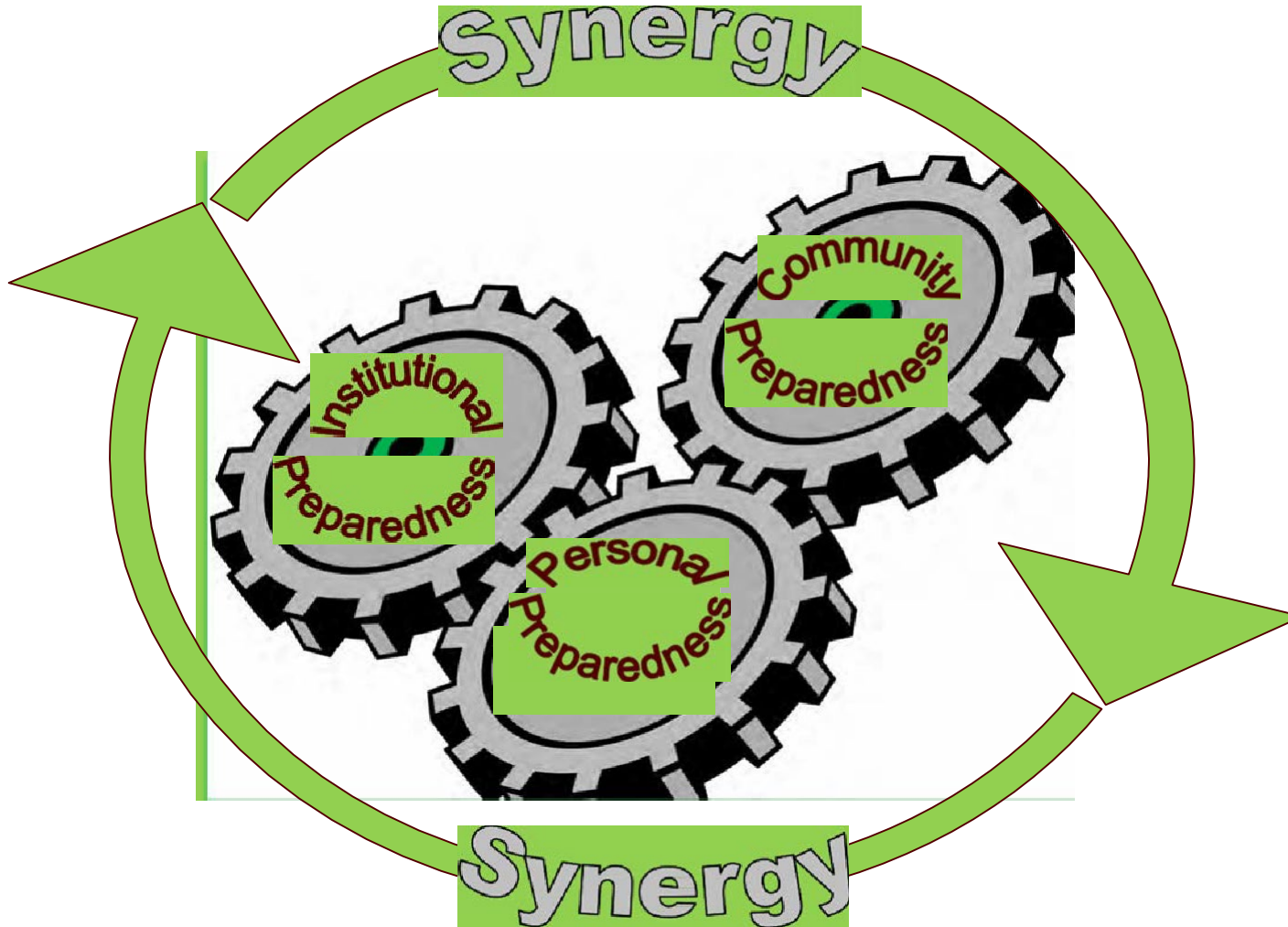
### Residential Housing Emergency Evacuation Areas

Figure 8



### The Symbiotic Nature of Effective Emergency Preparedness

Figure 9



## Evacuation Plans

### Introduction

The Offices of University Police, Facilities Management and Risk Management are authorized to initiate evacuation of a building. The Building Coordinators and Floor Coordinators will work with University Police to implement and execute evacuation plans for each building. Evacuation is not needed or recommended for all emergencies. Evacuation information will be distributed to staff and faculty by the appropriate Building Coordinator and drills will be conducted periodically.

### Procedures

All buildings on campus have a fire alarm system that will be the primary notification system for emergency evacuation. When the alarm system sounds everyone must leave the building or move to a safe location. A situation may exist where the building may need to be evacuated without activating an alarm. In this event, building evacuation plans will rely on the Building Coordinators and Floor Coordinators to notify occupants of the need to evacuate. After hours classes and events will be evacuated by University Police.

### Evacuation Guidelines

- Report any persons refusing to leave or problems to University Police.
- No one should enter the building when the alarm sounds except authorized personnel.
- In case of bomb threats, explosions, or fire, the elevators will not be used; stairwells will be used for the evacuation of the building.
- The individual reaching the outside door first will hold it open for the others.
- Individuals should walk to the closest exit in a quiet, orderly manner. If an exit is blocked, the Building Coordinators or Floor Coordinators will give guidance on the exit route.
- Faculty should ensure classrooms are cleared and they should be last to leave the room.
- Building Coordinators or Floor Coordinators should clear their designated zone by checking all rooms, including rest rooms, conference rooms and remote areas, closing doors behind them.
- Building/Floor Coordinators will advise any remaining employees or other persons on the floor about the emergency and the need to evacuate

**Evacuation Plans - Emergency Assembly Areas**

<b>Left Blank Intentionally</b>	<i>Left Blank Intentionally</i>	<b>Library</b>	<i>Quad in Front of Building</i>
<b>Administration Building</b>	<i>Quad at Rear of Building</i>	<b>Magnolia House</b>	<i>Parking Lot Across Hodge Dr.</i>
<b>Campus Life Center</b>	<i>Grassy Area Facing CASB</i>	<b>Media Center</b>	<i>Quad at Front of Building</i>
<b>Burroughs Building</b>	<i>Parking Lot Up the Hill</i>	<b>Palmetto House</b>	<i>Parking Lot Across Hodge Dr.</i>
<b>College of Arts and Sciences</b>	<i>Lower Quad in Front of Building</i>	<b>Palmetto Villas</b>	<i>Across Parking Lot in Grassy Area</i>
<b>Facilities Management Building</b>	<i>The Grassy Area in Front of the Building</i>	<b>Rampey Center</b>	<i>Grassy Area Between Building and Hodge Drive</i>
<b>Health Education Complex</b>	<i>Open Space and Sidewalk Near Pollywood Creek and East HEC Parking Lot.</i>	<b>Roel Pavilion</b>	<i>Grassy Area Between Building and Hodge Drive</i>
<b>Health Services</b>	<i>Grassy Area Closest to Highway 176</i>	<b>Smith Farm House (Athletics)</b>	<i>Front Yard Closest to North Campus Blvd.</i>
<b>Hodge Center</b>	<i>Quad at Side of Building</i>	<b>Smith Science Building</b>	<i>Lower Quad in Front of Building By CASB</i>
<b>Humanities and Performing Arts Center</b>	<i>Lower Quad in Front of Nursing</i>	<b>University Police</b>	<i>Ropes Course</i>
<b>Johnson School of Business</b>	<i>Parking Garage</i>	<b>University Readiness Center</b>	<i>Flagpole Out Front</i>
<b>Kathryn Hicks Visual Arts</b>	<i>Front Parking Lot</i>	<b>University Services Building</b>	<i>Front Parking Lot</i>
<b>Landscape Services</b>	<i>Front Parking Lot</i>	<b>Turf Shop</b>	<i>Front Parking Lot</i>

## Emergency Evacuation of Persons with Disabilities

Evacuation can be a difficult and uncomfortable task for both the evacuee and rescuers. For example, some persons have conditions that can become aggravated or triggered if they are moved incorrectly. Moreover, environmental factors such as smoke, debris, lack of lighting etc. can complicate evacuation efforts even further. To lessen the potential risk to the evacuee and rescuer alike, it is imperative that appropriate specialized training on relocating persons with disabilities occur before an actual emergency arises. This training should be provided to persons with special needs as well as affected Building Coordinators, Floor Coordinators, Resident Assistants, Professors, designated volunteers, and other building occupants. However, every community member should take responsibility to prepare for emergencies and assist people in need as appropriate.

### Emergency Preparation

- At the commencement of each academic term the Director of Disability Services shall identify all campus constituents who may require special assistance when evacuating a building.
- The Director of Disability Services shall work with each campus constituent with identified evacuation needs to create an individual evacuation plan that includes disability-specific considerations for emergency evacuation. Persons with disabilities should maintain this document in their possession at all times while on campus.
- Individuals with disabilities will be asked to identify individuals in their respective classes, residence hall or office/work area who will provide assistance in the event of an emergency evacuation. If friends or colleagues are not available, other willing volunteers should be designated and trained.
- The Director of Disability Services shall provide training at the beginning of each academic term for Building Coordinators and Floor Coordinators. Training will be conducted prior to the fall semester; update training will be conducted prior to the spring or summer semesters as needed.
- The University Police Department shall maintain a list of persons on campus with disabilities, their campus address and location of all classes and/or work spaces. This information shall be transmitted to Building and Floor Coordinators at the beginning of each academic term.
- Areas of Rescue Assistance will be designated in campus buildings in the event that immediate egress is impossible. A typical Area of Rescue Assistance is an enclosed stairwell with fire-rated walls. Vestibules adjacent to exit stairs are also potential locations. Signage will be posted as appropriate.

## Emergency Evacuation of Persons with Disabilities

### General Emergency Evacuation Guidelines

- The designated Building and Floor Coordinators in each campus building are responsible to ensure that faculty, staff and students with disabilities have been evacuated. Any person who may not have been evacuated should be reported to University Police.
- Always ask persons with disabilities how you can help before attempting any rescue technique or giving assistance. Ask how they can best be assisted or moved, and if there are any special considerations or items that need to come with them.
- Students with disabilities who reside in campus housing will follow the directions of the Housing and Residential Life staff in the event of an evacuation. Resident Advisors (RAs) are responsible to ensure residence halls are evacuated safely and orderly and report any students who may not have been evacuated to the Housing and Residential Life staff and University Police.
- Elevators should not be used for evacuation during an emergency unless the University Police or fire department has determined that they are a safe option.

### Guidelines for the Evacuation of Persons with Restricted Mobility

- Whenever possible, persons with restricted mobility that prohibits stairwell descent will have their classes scheduled on the ground floor, as per collaboration between Disability Services and the University Registrar.
- Carrying a disabled person to safety is not advisable except in the most extreme of circumstances. Executing this type of evacuation procedure requires training by emergency evacuation professionals. Other alternatives must be considered given the severe risk for injury to all parties when non-emergency rescue personnel attempt to carry a person with a disability down a stairway.
- Persons using wheelchairs should not be evacuated in their wheelchairs in the absence of professional emergency responders. This is a standard practice to ensure the safety of the person with a disability and volunteers. Wheelchairs will be evacuated at a later time if possible.
- If a person with restricted mobility is in a building awaiting rescue assistance, others such as Building or Floor Coordinators should be prepared to tell rescue workers exactly where the person is located and what their needs are.



## Emergency Evacuation of Persons with Disabilities

### Guidelines for the Evacuation of Persons with Hearing Impairments

- Some buildings on campus are equipped with emergency strobe lights, others are not. Persons with hearing impairments need to be visually alerted to alarms or other audible emergency signals.
- Rescuers and assistants should try loudly, emphatically speaking words as well as gesturing to persons with hearing impairments, as they may have some hearing or may be able to read lips.
- If writing is used to notify a person with a hearing impairment of an emergency situation, notes should be short and explicit.
- Rescuers and assistants should be aware that persons with hearing impairments may be unable to hear danger sounds such as falling debris or verbal warnings such as "cover your head"; pointing and gesturing should be used with these persons.

### Guidelines for the Evacuation of Persons with Visual Impairments

- Persons with visual impairments will likely require physical guidance from a building in an evacuation situation.
- Persons with visual impairments may know only one route within a building and may need assistance negotiating an unfamiliar route.
- In the event of an emergency, rescuers and assistants should not grasp a visually impaired person's arm. You should ask if he or she would like to hold onto your arm as you exit, especially if there is debris on the ground or a crowd present. Give other verbal instructions as needed.
- Rescuers or assistants should try to alert the person with a visual impairment of dangers they may not be able to see, such as falling debris, broken glass on a floor, etc.

## Briefing Topics and After Action Reports

A briefing should last less than 30 minutes and be held before, not during the shift. Combinations of written and oral briefings are most successful. Take notes and ask questions.

- The Incident Action Plan –what is it and how do I fit in?
- Situation status and predictions
- Specific objectives and strategies
- Tactical assignments with explicit instructions
- Weather – present and forecast Specific equipment needs
- Transportation details (if applicable) Reporting locations and times
- How to deal with the media or affected family members – where to refer
- Where to be at what time
- Possible hazards and safety instructions
- Debriefing procedures
- Communication details
  - Frequencies to be used
  - Designators and codes
  - Contact persons and times
  - What to do if communication problems arise
  - Emergency communications Debriefing procedures
  
  - Where to debrief and with whom
  - When to debrief
  - What will be expected or needed
  - What format should the debriefing be in, oral, written, are sketches or maps needed?

## Briefing Topics and After Action Reports

An After Action Report/Debriefing will be completed after all incidents, crisis or emergencies. The objective of these reports is to:

- Identify the facts from the incident
- Identify assets that enhanced response efforts
- Identify items for future operational changes or training
- Identify issues needing short or long term follow-up
- These debriefings will be documented and kept on file with the University Police Department



## Damage Assessment and Recovery

### Introduction

The purpose of damage assessment and recovery is to identify, assess and secure hazardous buildings and/or areas with the intent of safeguarding public safety following a disaster affecting campus buildings or properties. The lead department in this effort is Facilities Services supported by Risk Management, University Police, Residential life, Athletics, Private Contractors, and Insurance Companies.

### Procedure

- Assess extent of structural damage to each building.
- Determine whether the building can be occupied or partially occupied. Post the building accordingly and notify the University Police Department.
- Maintain a record of the assessment event along with any video or photos.
- Communicate with the Incident Commander and/or Incident Management Team
- Participate in committee decision regarding emergency demolition

### Notifications

If damage is sustained by one or more buildings, the following persons and/or departments should be notified. Position contact information including phone numbers can be found on file with Facilities Management.

- Building Inspector
- Fire Inspector
- Plans Examiner - Building Code office

## Damage Assessment and Recovery

### Procedures for Emergency Demolition

- Determine if the building is hazardous to the public.
- Verify if the building is historical. If so, do not proceed without Institutional approval. Take appropriate action secure the area.
- Report to the Building Official regarding findings and actions to be taken  
In fire cases, contact the arson investigation for permission to proceed with demolition.
- In gas line explosion cases, contact local gas supply company for permission to proceed with demolition
- Contact the Director of Facilities Management to arrange for demolition contractor to secure emergency permit and demolish the building. Send report of action taken to the Vice-Chancellor of Finance and Administration.

### Departmental Notification

University Police shall be responsible for securing the incident site and notifying the designated representative (or alternate in designee's absence) of the following departments:

- Chancellor
- Vice-Chancellor of Finance and Administration
- Director of Risk Management
- Director of Facilities Management
- Associate Vice Chancellor for Strategic Marketing and Communications
- Director, Special Events and Facilities Scheduling
- Vice-Chancellor for University Advancement

Individuals so notified shall meet as soon as possible for the purpose of determining the extent of damages, recovery activities, relocation needs, and public information needs that are immediately required. To the extent that hazardous materials or chemicals are involved, Campus Police shall notify the Laboratory Coordinator and/or County HAZMAT team. All emergency clean-up and recovery activities shall be subject to instructions of the Spartanburg County HAZMAT team in accordance with the requirements of public authorities.

## Section 3.1

### Emergency Action Plans

According to OSHA section 29 CFR 1910.38, an Emergency Action Plan must be in writing, kept in the workplace, and available to employees for review. To this end, an Emergency Action Plan for each building, department or facility shall be developed to include but not necessarily limited to the following components, equipment and/or functions. An Emergency Action Plan must include at a minimum:

- Procedures for reporting a fire or other emergency.
- Procedures for emergency evacuation, including the type of evacuation and exit route assignments.
- Procedures for employees who remain to engage or manage critical operations prior to evacuation.
- Procedures to account for all employees after evacuation.
- Procedures to be followed by employees performing rescue or medical duties.
- Duties of the Floor and Building Coordinators.
- Evacuation of disabled or other special needs persons.
- Designating and managing Emergency Assembly Areas.
- Posting of diagrams specifying building exit locations and exits.
- Emergency First Aid Information.
- Specified locations of available emergency equipment.
- The location and proper operation of fire extinguishers and other fire suppression equipment.
- Lists of persons who would normally be present during business hours.

## Emergency Action Plans

A revised and updated Emergency Action Plan for each building, department or facility shall be submitted to the office of the Director of Public Safety for approval on the 1<sup>st</sup> day of November of each calendar year, or more often as operational changes dictate. The designated Building or Floor Coordinator shall assist with plan formulation or revision as required.

The Emergency Action Plan for each building and facility should be concise and succinct. Each building or floor shall have at least one copy of the Emergency Action Plan for their respective areas and prominently displayed within each major or significant workspace area. Each Building or Floor Coordinator must review the Emergency Action Plan with each employee assigned to their floor or building:

- When the plan is developed or the employee is initially assigned to the building.
- When the plan changes.
- When the employee's responsibilities under the plan changes.

## Section 3.2

### Individual Building Emergency Action Plans

The Building Emergency Plan template was created by the University Police Department. This is intended to be a tool to identify the specifics of your building and information required for the Building Emergency Action Plan. Some of the information requested may not be available or necessary for your building. Similarly, you may know of additional information in your building that would be of benefit to your occupants in an emergency. Please adapt this document in any way that best serves you and makes your building a safer place to work.

After you have completed your Building Emergency Plan and it has been reviewed by all the departments located in your building, please send a copy to University Police for our files. The next step is to put the plan into action. Send one copy to one person in each department within your building.



## Section 3.2 (cont'd)

### Individual Building Emergency Action Plans

As a member of the University Community, you should be familiar with the University Incident Management Plan. This plan describes the procedures to follow in a variety of emergencies.

As a building occupant, you should know your specific building emergency plan. Read it carefully. If you have any questions, consult your Building/Floor Coordinator or Safety Committee representative. Keep the following in mind as you read through this document:

- Evacuation routes, exit points and the Emergency Evacuation Area to report to for roll call after evacuating the building including when and how to evacuate the building.
- Locations of emergency materials that may be needed in an emergency such as fire extinguishers and fire pull alarms.
- Proper procedures for notifying emergency responders about an emergency in the work place (dial **5911**).
- Additional responsibilities, specific to your building.

#### Building Information

Building Name: \_\_\_\_\_

Building Coordinator Email:

Building Coordinator Phone:

Building Coordinator Fax:

Back-Up Building Coordinator Email:

Back-Up Building Coordinator Phone:

Back-Up Building Coordinator Fax:

Floor Coordinator                      Email:

Floor Coordinator                      Phone:

Floor Coordinator                      Fax:

Floor Coordinator #2                      Email:

Floor Coordinator #2                      Phone:

Floor Coordinator #2                      Fax:

#### Building Description

- Description of building; i.e. *number of floors, primary uses, etc.*
- Location and description of the Emergency Assembly Area (EAA).
- Location of First-Aid Kit.

Section 3.2 (cont'd)

**Individual Building Emergency Action Plan**

**Departments**

List all departments with employees in your building:

Department	Contact Person	Phone	Floor	Room

**Building Safety Committee**

All departments with employees in your building should be represented on your committee. List committee members and positions (chair, vice- chair, etc.).

Name/Position	Department	Phone	Floor	Room

Section 3.2 (cont'd)

### Individual Building Emergency Action Plans

#### Critical Operations

In this section, include information about critical operations that require special care during an emergency. Be sure to check with each department before completing this section. Employees may need to notify University Police regarding critical operations.

Operation	Room	Department	Responsible Person	Phone

#### Emergency procedures

- If present on campus and a life-threatening emergency exists, dial **911**. From a public telephone or campus telephone dial **911**.
- If you are at an off-campus facility, please list any other relevant telephone numbers, including the closest medical facility. Immediate Emergency Notification: **911**

#### Information Numbers

- Department Phone Number: (Insert your department phone number here).
  - Fire: **911**
  - Police: University Police business and information line **503-7777**. For emergencies dial **911**
- Closest Medical Facility: If you are at an off-campus facility, enter the closest medical facility telephone number here.
- Lab Coordinator (Environmental Safety): **503-5921**
- Facilities Management: **503-5500**

## Individual Building Emergency Action Plan

### Building Alarm(s)

Indicate all of the alarms that occupants should be able to identify. There may be several alarms in or near your building such as elevator alarms, evacuation alarms, bio-safety hood or fume hood alarms. Describe the different sounds, the significance of each alarm, and the appropriate occupant response to each alarm. Add other steps, actions, or precautions specific to your building or work area. Insert your building alarm information here. You can enter as much information as needed.

### Evacuation Plan

This plan can be developed with input from the Director of Facilities Management, and should take in specific building and occupant needs. The Director can be reached at **503-5500**. Add other steps, actions, or precautions specific to your building or work area. Determine an Emergency Assembly Area away from the building and in a location that will not interfere with emergency personnel. Insert your Evacuation Plan here. You can enter as much information as needed.

## Individual Building Emergency Action Plan

### Fire Procedures

A building occupant is required by law to evacuate the building when the fire alarm sounds. Do not re-enter the building or work area until you have been instructed to do so by emergency responders. Add other steps, action, or precautions specific to your building or work area. Insert additional fire procedures here. Refer to section 5.3 of the University's Incident Management Plan for further assistance with proper procedures. You can enter as much information as needed.

### Tornado

A tornado is defined as a violent rotating column of air extending to the ground. The most violent tornadoes are capable of tremendous destruction with wind speeds of 250 mph or more. Damage paths can be in excess of one mile wide and 50 miles long. Tornadoes may occur with little or no advanced warning or siren activation. In some circumstances, it may be necessary to move to a concrete building. Shelter in Place areas have been pre-designated in each campus building. Refer to section 4.7 of the University's Incident Management Plan for further assistance with proper procedures. List all appropriate take cover areas here:

## Section 3.2 (cont'd)

### Individual Building Emergency Action Plan

#### Medical Emergencies

All University Police Officers are first-aid and CPR trained. Fire Department personnel are trained and certified Emergency Medical Technicians. Either or both may respond to medical emergencies on campus. Any injury occurring as a result of an existing hazardous condition should be reported to the University Police Department.

#### Illness or Injury to Students

During operational hours (8:30-5:00 Mon-Fri.) graduate and undergraduate students are eligible for episodic and acute care at the Student Health Center. Students with minor illnesses or injuries may be referred to the Student Health Center as well. **503-5191**.

#### Illness or Injury to Faculty/Staff

Emergency treatment for job-related injury or medical illness may be obtained by calling University Police at **911**. The Police will in turn dispatch appropriate emergency response personnel. The Police Department and Fire Department will respond and arrange for transportation if required. An Employer's Report of Injury/Illness of Employee form must be completed for all incidents of job related illness and injury. The initial action is to call Compendium Services at 1-877-709-2667. Occupational injuries and illnesses occurring at during the day will be treated at: Spartanburg Regional Occupational Health, 8311 Warren H. Abernathy Highway, Spartanburg 29301 (864) 562-1000. After 5:00 employees will be treated at Immediate Care Eastside 1200 E. Main St. Suite 12, Spartanburg SC 29307 (864) 560-9260. Mon-Fri 9:00 PM.

#### Illness or Injury to Visitors or Guests

Request emergency medical assistance by calling University Police at **911**.

## Section 3.2 (cont'd)

### Individual Building Emergency Action Plan

#### First Aid

If you provide first aid, consider the following:

- Is immediate action needed in order to save a life?
- Will I place myself in harm or jeopardy?
- First aid is first aid only. Do not jeopardize your health or the health of the patient. Wait for professional help if you are not able to provide first-aid safely or are not trained in first-aid or CPR.
- To obtain prompt professional emergency medical treatment, you should call University Police. The following is a brief summary of the procedures for requesting the University ambulance:
  - Dial **911** and provide the following information:
    - Name and telephone number
    - Location of the emergency including building and room number if applicable
    - A description of the accident
    - The extent of the injuries and the number of people involved
    - The location where someone will meet the ambulance and direct them to the injured party
    - The individual making the call should continue to stay on the phone with the dispatcher and answer as many questions as possible regarding the condition of the injured person so that information can be forwarded to the responding emergency personnel.
    - Do not move the injured patient unless safety concerns dictate otherwise

## Section 3.2 (cont'd)

### Individual Building Emergency Action Plan

#### Reporting Crimes That Are Not In Progress

If you have become a victim of a crime and it is not an emergency or life threatening situation, telephone the appropriate Police Department serving your area and be prepared to provide at least the following information:

- Your name
- Your address
- Your telephone number
- A brief synopsis of what occurred
- Your exact location at the time of the call (room #, apartment #, campus building, etc.).

#### Emergency Telephone System

Located on the outside of every campus building is an emergency telephone that connects directly to the Police Department. In addition, five (5) emergency call boxes are strategically located throughout campus. These call boxes are easily recognized as they have a blue light on top and are marked "Emergency."

In the event of an emergency, the Emergency Call Boxes are used in the following manner:

- Push the button
- In a matter of only a few seconds, a representative from University Police will answer.
- Stay on the line with the Police until instructed what to do. Keep the dispatcher updated on any changes so if officers respond, they will be updated. Even if you cannot communicate, keep the line open. The dispatcher may be able to learn more about what is happening.



## Section 3.2 (cont'd)

### Individual Building Emergency Action Plan

A psychological crisis exists when an individual is threatening harm to himself/herself, or is agitated and disruptive. If a psychological crisis occurs:

#### 1. Students

- Stay with the student. Get help as soon as possible.
- Calling for assistance:
  - A. Contact Counseling Services at (864) 503- 5195 Mon-Fri 8:30 AM 5:00 PM.
  - B. After hours during the academic year, call University Police **864-503-7777**.
  - C. During holiday periods including the Winter Break, students should call Carolina Behavioral Health at (864) 235-2335
  - D. Call University Police at **503-7777** or **911** from campus telephones (If the situation becomes violent or life threatening).

#### 2. Employees (Faculty and Staff)

- Contact the Employee Assistance Program at 1 800-822-4847 24 hours a day, seven days a week.
- Alternatively, contact University Police at **864-503-7777** or dial **911** from any campus extension.
- In an unusual or potentially dangerous situation, remember the following
  - A. Never try to handle a situation that you feel might be dangerous. Call the EAP, or the University Police for help
  - B. Notify University Police at **864-503-7777** or **911** and clearly state that you need immediate assistance. Give your name, location, and state the nature of the problem.

## Section 3.2 (cont'd)

### Individual Building Emergency Action Plan

#### Bomb Threats

All bomb threats must be treated as a serious matter. To ensure the safety of the faculty, staff, students, and the general public, bomb threats must be considered real until proven otherwise. In most cases, bomb threats are meant to disrupt normal activities. However, building evacuation is not a decision for anyone but authorized personnel to make. The procedures described below should be implemented regardless of whether the bomb threat appears real or not. **Remember:** DO NOT HANG UP THE PHONE THAT THE CALL CAME IN ON. USE ANOTHER PHONE TO CALL 911.

- Call 911 or use an Emergency Call Box and report the incident. If a suspicious object is observed:
  - Don't touch it and Evacuate the area!
- All personnel should acquaint themselves with the following procedures:
  - If a suspicious object or potential bomb is discovered, DO NOT HANDLE THE OBJECT, CLEAR THE AREA AND CALL 911. Be sure to include the location and appearance of the object when reporting.
- If a phone call bomb threat is received, ask the caller the following questions and record the answers:
  - When is the bomb going to explode?
  - Where is the bomb located?
  - What kind of bomb is it and what does it looklike?
  - Why did you place the bomb?
- Keep the caller talking as long as possible and try to determine and record the following information also:
  1. Time of call.
  2. Age and sex of caller.
  3. Speech pattern, accent, possible nationality, etc.
  4. Emotional state of caller.
  5. Background noise

## Section 3.2 (cont'd)

### Individual Building Emergency Action Plan

**Explosion:** In the event of an explosion or similar emergency, take the following action: Immediately take cover under tables, desks, etc., that can provide protection from falling glass or debris.

- Phone **911** and provide the following information:
  1. Location and area where explosion occurred.
  3. Cause of explosion, if known.
  4. Number and type of injuries.
  5. Before you hang up, make sure the Police Department or Dispatcher has all the information needed. Evacuate the area as soon as it is safe to do so, following established building evacuation procedures (See Building Evacuation).

#### Hazardous Material Spill/Release

- Call **911** or Use Emergency Call Box and report incident. Secure the area. Assist the injured. Evacuate if necessary
- For spills, releases or incidents requiring special training, procedures, equipment (PPE) that is beyond the abilities of present personnel, take the following steps:
  1. Immediately notify affected personnel and evacuate the spill area.
  2. Pull the fire alarm if building evacuation is required.
  3. Call **911** to report the incident.
  4. Give the operator the following information:
    - a. Your name, telephone number, and location.
    - b. Time and type of incident.
    - c. Name and quantity of the material, if known.
    - d. Extent of injuries or damage, if any.

*Refer to section 5.4 of the University's Incident Management Plan for further assistance with proper procedures.*

## Section 3.2 (cont'd)

### Individual Building Emergency Action Plan

- The key person on site should evacuate the affected area at once and seal it off to prevent further contamination of others until the arrival of emergency personnel.
- Anyone who is contaminated by the spill should avoid contact with others as much as possible; remain in the vicinity, and give his/her name to emergency personnel. Washing off contamination and any required first aid should be started immediately.
- No effort to contain or clean up spills and or releases should be made unless you have been trained.
- Take appropriate steps to ensure no one evacuates through the contaminated area.
- If an alarm sounds, follow established building evacuation procedures (see Building Evacuation).
- An Incident Command Post may be set up near the emergency site. Keep clear of the command post unless you have official business.
- Do not re-enter the area until directed by emergency personnel.

*Refer to section 5.2 of the University's Incident Management Plan for further assistance with proper procedures.*

#### Earthquakes

Unlike other emergencies, the procedures to deal with an earthquake are much less specific. Since earthquake magnitude cannot be predetermined, everyone must initiate emergency precautions within a few seconds after the initial tremor is felt, assuming the worst possible scenario. The best earthquake instruction is to take precautions before the earthquake (e.g., secure or remove objects above you that could fall during an earthquake).

*Refer to section 4.4 of the University's Incident Management Plan for further assistance with proper procedures.*

#### Emergency Action

- Take cover.
- Call **911** or use an Emergency Call Box if emergency assistance is necessary.
- Evacuate if the alarm sounds or if told to do so by emergency personnel.

## Section 3.2 (cont'd)

### Individual Building Emergency Action Plan

During the earthquake:

- Remain calm and ACT, don't react.
- If indoors, seek refuge under a desk or table or in a doorway and hold on. Stay away from windows, shelves, and heavy equipment.
- If outdoors, move quickly away from buildings, utility poles, overhead wires, and other structures.
- CAUTION: Avoid downed power or utility lines as they may be energized. Do not attempt to enter buildings until you are advised to do so by the proper authorities.
- If in an automobile, stop in the safest place available, preferably an open area away from power lines and trees. Stop as quickly as safety permits and stay in the vehicle for the shelter it provides.

After the initial shock:

- Be prepared for aftershocks. Aftershocks are usually less intense than the main quake, but can cause further structural damage.
- Protect yourself at all times.
- Evaluate the situation and call 911 for emergency assistance, if necessary.
- Do not use lanterns, torches, lighted cigarettes, or open flames, since gas leaks could be present.
- Open windows, etc., to ventilate the building. Watch out for broken glass.
- If a fire is caused by the earthquake, implement the FIRE PROCEDURES.
- Determine whether or not anyone has been caught in the elevators or was trapped by falling objects. If so, call 911.
- If the structural integrity appears to be deteriorating rapidly, evacuate the building.
- DO NOT USE THE TELEPHONE UNLESS IT IS ABSOLUTELY NECESSARY FOR EMERGENCIES (Heavy use of the telephone will tie up the lines and prevent emergency calls from going out).

## Section 3.2 (cont'd)

### Individual Building Emergency Action Plan

Damaged facilities should be reported to Public Safety. (NOTE: Gas leaks and power failures create special hazards. Please refer to the section of the handbook on OTHER/ELEVATOR FAILURE.)

- If an emergency exists, call **911**.
- If the evacuation alarm sounds, follow established building evacuation procedures (see BUILDING EVACUATION).

Should you become trapped in a building, **DO NOT PANIC!**

- If a window is available, place an article of clothing (shirt, coat, etc.) outside the window as a marker for rescue crews.
- If there is no window, tap on the wall at regular intervals to alert emergency crews of your location.
- Emergency Personnel will check buildings immediately after a major quake.

#### Custodial Services

Indicate here who provides custodial services to your building along with contact information. A schedule of custodial services in this building may be obtained by contacting the Facilities Management Building Services Division at 503-5500 (this should be revised at least semi-annually for current custodial personnel).

#### Training and Documentation

Training is an integral part of the safety and preparedness program for your building. It is the responsibility of each department to ensure all employees are trained on the Building Emergency Plan for the building(s) they occupy. It is the responsibility of the occupant to become familiar with the Building Emergency Plan, to know evacuation routes and Emergency Assembly Areas, and to attend training(s) given by their department. Departments can request fire extinguisher training by calling University Police at **503-7777**.

**Individual Building Emergency Action Plan**



**(Insert Building Name Here)**

**Individual Building Emergency Action Plan**

**Date Adopted:** \_\_\_\_\_

**Date Revised:** \_\_\_\_\_

**Prepared By:** \_\_\_\_\_

## Section 4.1

### Environmental Incidents

An environmental incident is any incident that originates with nature. Typically these include a wide-variety of weather related impacts such as winter storms, thunderstorms, lightning storms, hail storms, icy conditions, tornados, floods, windstorms and earthquakes. While it is impossible to develop policies which anticipate every outcome of weather-related emergencies, Incident Action Plans can provide targeted action planning and mitigation efforts in preparation to respond to such eventualities. Such efforts will lead to effective execution of the University Incident Management Plan and return the University community to standard operating procedures as quickly and efficiently as possible. These efforts are guided by the core values of protecting life and human suffering, safeguarding intellectual property, critical infrastructures and facilities.

While the majority of USC Upstate students commute to classes, the University is also a residential campus housing hundreds of students. Many other students live in apartments in close proximity to campus. In general, classes will remain in session until the National Weather Service issues safety warnings and the Chancellor in consultation with the Director of University Communications and University Police determines that classes should be canceled or the University closed.

Incident Action Plans for weather incidents covered in this section:

- Drowning
- Earthquakes
- Floods
- Severe thunderstorms
- Tornados
- Winter storms





## Inclement Weather Policy

### Introduction

Severe winter storms bring snow, ice, strong winds and freezing rain. As a result, these conditions can lead to a temporary shutdown of streets and highways until cleared. Moreover, employees and students may not be able to reach campus to work and attend classes. Furthermore, snow and ice may result in power outages as well as damage to infrastructures and campus buildings. However, to enable the University to engage its core mission of educating students towards useful lives of service, the USC Upstate campus must remain open for business whenever feasible.

### Definitions

**Classes Canceled:** Students do not report for class with an indication for day and/or evening classes. Faculty, staff and students working or attending classes at the George Dean Johnson, Jr. College of Business and Economics and the Greenville campus will follow the same schedule as the USC Upstate campus (unless the University Center of Greenville is closed). Employees are expected to report to work but may take annual leave, elect to take the day without pay, or make-up the time missed within a specified time frame to be established by Human Resources in conjunction with Payroll.

**Classes Delayed:** Students report to class at time indicated. Employees report to work for normal business hours.

**USC Upstate Closed:** Classes are canceled for students and employees do not report to work. Either the Chancellor has closed the University based on the actions of Spartanburg County government or the Governor has closed state offices. However, the Governor may require employees to make-up all of or a portion of the time missed. Employees may elect to take annual leave, take the day without pay, or make-up the time missed within a specified time to be established by Human Resources in conjunction with Payroll.

## Inclement Weather Policy

### **Procedure**

In case of inclement weather, decisions about canceling or delaying classes at the University of South Carolina Upstate are usually made by 6:00 a.m. The Governor's Office has indicated that if Spartanburg County closes or delays the opening of county offices, the University will follow Spartanburg County's decision and close or delay opening the campus.

If classes are canceled on the Spartanburg campus, USC Upstate will NOT hold classes at the George Dean Johnson, Jr. College of Business and Economics or the Greenville campus. There may be times USC Upstate is open and the University Center of Greenville is closed. Faculty, staff, and students working or attending classes at the University Center of Greenville should listen to the radio, watch local television, or go to the UCG website at [www.ucgreenville.org](http://www.ucgreenville.org) for information on the status of the University Center of Greenville.

### **Dining Services Schedule:**

The hours of operation for Dining Services will be posted on the USC Upstate homepage and Dining Services Facebook Page.

### **Library Schedule:**

The hours of operation for the Library will be posted on the USC Upstate homepage and Library Web page.

### **Wellness Center Schedule:**

The hours of operation for the Wellness Center will be posted on the USC Upstate homepage and Wellness Web page.

### **Building Access:**

The doors closest to Highway 176 (the front of campus) and accessible entrances on each building are usually the first cleared of snow and ice. Watch for signs directing you toward the safest entrance.

### Inclement Weather Policy

Unless changes are posted by the following means, assume that classes will meet as scheduled:

<b>The USC Upstate Web site</b>	The Winter Weather Information icon will be displayed when USC Upstate experiences a delay/closing. Click on the icon to get full details of schedule changes. In times of bad weather when the University will remain on regular schedule, the Classes on Schedule icon will appear on the Web site
<b>Switchboard</b>	A recorded message will be on the main switchboard (503-5000), although on such days it may be hard to reach.
<b>Area Media Outlets</b>	WSPA-TV7, WYFF-TV4, WLOS-TV13, FOX 21, WESC-92.5 FM, WTPT-93.3 FM, WFBC-93.7 FM, WSSL-100.5 FM, WMYI-102.5 FM, WOLT-FM 103.3, WJMZ-107.3 FM, and WSPA-910 AM,
<b>Social Media</b>	Information will be posted to USC Upstate’s Facebook and Twitter accounts.

*In times of inclement weather, students and employees are urged to use their best judgment to determine if traveling to campus will present a safety hazard.*

## Section 4.3

# Drowning

### Introduction

The USC Upstate campus features several bodies of water. An Olympic-sized swimming pool is located inside the Fitness Center of the Health Education complex. Two ponds are also located on campus with two others immediately adjacent to campus. Of these bodies of water, one is located in an indoor facility that can be properly secured from untimely use. Yet, each of these poses a risk of drowning. Incidents involving drowning victims tend to be very public incidents that can prove to be difficult to manage.

### Procedure

Should you become aware of a conscious drowning victim in any type of water the first thing to remember is that this type of victim is one of the most dangerous victims to encounter and attempt to rescue. They are concerned with one thing and one thing only—the preservation of their own life, even at the expense of yours. In attempting to rescue a drowning victim:

- Do not panic. The victim will likely already be in an emotional state of panic. If they sense additional panic in your demeanor it will only exacerbate the situation.
- If anyone else is available, have them contact help, or, a lifeguard if one is available.
- Do not enter the water with the victim regardless of how strong a swimmer you may be.
- By entering the water you place yourself in further danger as they may swim towards you, try to use you as a flotation device and pull you under water.
- The adrenaline surge a drowning victim has to will cause their strength to increase beyond any strength or ability you may have.
- Look for a long pole, rope, towel or anything else that you can extend towards the victim.
- As a last resort you can splash your hands and arms in the water and extend them out as if you are going to reach out to them.
- Whatever you use, do not worry about the length of the object because you are not going to allow the victim to touch it anyway.
- Shout at the victim to draw their attention towards you and the object that you are using to rescue them.
- Lay yourself flat on the ground at the edge of the body of water. This will give you the greatest stability should the victim grab you and try to pull you

## Drowning

- Extend the object used for the rescue towards the victim and shout for them to grab it.
  - Each time that they lunge for the object, pull it away so that they fall just short of grasping it.
  - By doing this, the victim will work their way towards the edge of the body of water where they will be able to help themselves out of the water.
  - If the victim grabs the object, release it and let them pull it in. You will do them no good if you have been pulled in and are struggling as well.
  
- Should the victim become unconscious, this is the time to enter the water.
  - Do so immediately but calmly.
  - If the victim's face is in the water as you approach them, immediately turn them upright to allow them to breath.
  
- Once you have rescued the victim, notify University Police if someone has not already done so for you.
  - This should be done regardless of the victim's condition.
  
- Take any life saving measure that is necessary and that you are qualified to perform (i.e. CPR, treating for shock, etc.).
- Try to dry the victim, comfort them and calm them.
- If you come across a drowning victim who is already unconscious you must be fully aware that you do not know what has caused them to become unconscious:
  - Do not panic. If anyone else is available, have them summon assistance or a lifeguard if one is available.
  - Before entering the water check for any obvious signs that may indicate that the victim has encountered some dangerous stimulus
  - Look for signs of electrocution and/or that the water has been electrified.
  - Look for indications of water toxicity such as an abnormally strong smell of chlorine, discolored water, or substances leaking into the pool through cracks in the wall or the filtration system.
  - If you have determined that it is safe to enter the water, do so slowly and calmly.
  - This situation may have arisen out of a back or neck injury that the victim has sustained.
  - Once you have reached them, support their neck and back using both of your arms. Try to turn them over and expose their nose and mouth in an attempt to allow them to breathe. Move their body as little as possible.

## Section 4.3 (cont'd)

### Drowning

- Carefully pull them toward the side of the body of water and wait for assistance to remove them.
- If somebody has not already done so, contact University Police. Creating waves could cause further injury.
- Take any necessary life saving measure that you are qualified to perform (i.e. CPR, treating for shock, etc.).

Remember that you are under no obligation to perform any duties that are beyond the scope of your training or that you are not comfortable in performing. If your actions place you in danger, or if your actions would cause further harm to the victim, wait for assistance to arrive. While you are not expected to perform law enforcement duties, every attempt should be made to limit public exposure to the incident. If you are a bystander, please be aware that your presence without assistance can be a hindrance and pose a safety risk to the victim and the rescuer alike.



## Section 4.4

# Earthquakes

### Introduction

During an earthquake it is advisable for community members to seek shelter in sturdy structural areas similar to those described for tornados. Persons should not attempt to move a great distance or between floors (falling while attempting to walk during a tremor could cause severe injury). Shelter should be sought under a sturdy table or doorway for improved safety.

### Procedure

- If indoors, stay inside and move away from windows, shelves, heavy objects or furniture which may fall over. Take cover under a table or desk. Instruct students to, “duck, cover, and roll.”
- If outdoors, move quickly away from buildings, utility poles, and other structures. Always avoid power or utility lines as they may be energized.
- If in an automobile, stop in the safest spot possible, preferably away from power lines and trees. Stop as quickly as safety permits, but remain in the vehicle for the shelter it provides.
- After the initial shock, evaluate the situation. If emergency help is necessary, call university Police at extension 5911. If off campus call 911. Protect yourself at all times and be prepared for aftershocks.
- Damaged facilities should be reported to either University Police or Facilities Services as soon as possible. Remember that gas leaks and power failures create special hazards.
- If an emergency exists, activate the building fire alarm. Move quickly to the designated Emergency Assembly Area.
- Assist those with disabilities from the building. Remember that elevators are reserved for their use. However, they may not be available during a power outage or if significant structural damage has transpired.
- Once outside the building, move to a clear area 500 feet away from the building. This may necessitate relocating the Emergency Evacuation Area. Consult your Building or Floor Coordinator. Keep streets, fire, lanes, hydrants, and walkways clear for emergency vehicles and crews.
- If requested, assist emergency crews.  
A Campus Incident Command Post may be set up near the affected site. Keep clear of the Command Post unless you have official business.
- Do not return to an evacuated building until advised by either university Police or a Building/Floor Coordinator.

## Floods and Flashfloods

### Introduction

Floods are the most common and widespread of all natural disasters. Most floods develop slowly over a period of days. Flash floods however, are like walls of water that develop in a matter of minutes. Flash floods can be caused by intense storms or a dam failure. Historically, USC Upstate has experienced flooding as a result of heavy thunderstorms. The areas most affected are those located in the corridor adjacent to the banks of the creek running through the arboretum. For this reason, the following procedures will be implemented to ensure efficient and effective responses by first responders and appropriate notification of departments most likely affected by flood conditions. Furthermore, implementation of these actions will minimize damage or potential damage to property and inconveniences to students, faculty and staff.

### Definitions

When weather conditions begin to change, the University Police Department begins monitoring the National Oceanic and Atmospheric Administration (NOAA) Weather Radio. The NOAA is a nationwide network of radio stations broadcasting continuous weather information directly from the nearest [National Weather Service office](#). NWR broadcasts official Weather Service warnings, watches, forecasts and other hazard information 24 hours a day, 7 days a week.

**Flood Watch** indicates that high waters are a distinct possibility as conditions are right for flooding to occur. Students, faculty and staff who may be affected should be ready to take appropriate action if a warning is issued.

**Flood Warning** indicates that flooding is already occurring or will occur soon. Rising water threatens to damage or wash out bridges, close roads, inundate buildings, etc. A warning requires prompt action. Be prepared to move to higher ground or evacuate if necessary.

### Procedures

When the University Police is notified of a flooded or potentially flooded area on campus, the Chancellor and University Communications will be notified immediately. Moreover, faculty, staff and students occupying affected areas will be alerted through Campus Police via the Building and Floor Coordinators. Once the threat has passed, an all-clear notification will be communicated from University Police to the Building Safety/Floor Coordinators. They will in turn notify building occupants. University Police and Facilities personnel will continually monitor flooding conditions throughout the duration of the storm. Where appropriate, Facilities personnel will respond to affected areas to install sandbags and other diversionary and protective measures.



## Section 4.5 (cont'd)

### Floods and Flashfloods

Departments located in the Visual Arts Center, Child Development Center and Palmetto Villas should have plans in place for high water by:

- Moving items to be protected from the ground or floor
- Moving equipment and vehicles from identified parking lots to higher ground, and
- Taking necessary actions to ensure that property that cannot be relocated is protected

It will be the responsibility of each department to physically relocate its own equipment, supplies, etc., as Facilities Management personnel will have the primary responsibility of performing essential critical tasks to lessening the impact of flooding conditions on buildings, building mechanical systems, utilities, streets and parking lots. In extremely heavy rains, some parking lots may be slow to drain, and water may back up at storm drains. In this event, water levels in some lots near the drains could rise high enough to get into low lying vehicles. In times of heavy rainfall, do not park in areas close to storm drains.

In extremely heavy rains, some roads may temporarily flood until the water can run off the pavement. Do not drive through flood waters. Areas prone to high water are North Campus Boulevard in front of the Readiness Center, Grambling and Hodge Drives where they cross the creek, and American Way near the National Guard Vehicle Maintenance Facility.

#### Monitoring the Arboretum

The Office of Facilities Management or University Police will have primary responsibility for evaluating water elevations in the creek. Rising waters will trigger various levels of readiness notifications to campus departments affected by flooding conditions. A variety of factors exist that determine the possibilities and extent of flooding. These include:

- Amount of rain in a given period, temperature and time of year
- The quantity and rate of increase of water levels in a given time period
- Soil condition, absorption rates, etc.

#### Notifications

If conditions warrant as such, University Police will notify departments located in the affected flood zone.

## Section 4.6

# Severe Thunderstorms and Lightning

### Introduction

At times, weather conditions in the Upstate region of South Carolina can bring extreme conditions that turn dangerous very quickly. Many hot and humid days throughout the summer bring severe thunderstorms and lightning. These guidelines serve as a reminder of the proper precautions to be taken during a threat of severe weather. Proper planning and preparation is necessary to provide the campus community as much warning as possible when a weather front is approaching as well as safe sheltering throughout the duration of a severe storm.

### Definitions

**Severe Thunderstorms:** Thunderstorms with gusts of at least 58 mph and/or hail at least  $\frac{3}{4}$  inch in diameter.

**Severe Weather Shelter Area:** All campus buildings maintain diagrams posted at every door indicating the location of safety zones in each building. These safety zones have been identified and approved by the University Police Department and Campus Fire Marshal.

**Severe Thunderstorm Watch:** Weather conditions are favorable – thunderstorms may develop

**Severe Thunderstorm Warning:** A severe thunderstorm has developed – impacted areas identified in bulletin

### Procedures

When weather conditions start to change, the University Police Department begins monitoring the National Oceanic and Atmospheric Administration (NOAA) Web Site. The NOAA is a nationwide network providing continuous weather information directly from the nearest [National Weather Service office](#). NWR broadcasts official Weather Service warnings, watches, forecasts and other hazard information 24 hours a day, 7 days a week.

When the University Police department is notified of a severe thunderstorm, they will immediately notify the Chancellor and University Communications so that faculty, staff and students can be alerted and Building and Floor Coordinators activated. When Building and Floor Coordinators are activated, all faculty, staff and students will be directed to move to a pre-designated safety zone within the building they are located. Once the threat of severe weather has passed, an all-clear signal will be communicated from University Police to the Building and Floor Coordinators, who will in turn notify building occupants that it is safe to return to offices and classrooms.

## Section 4.6 (cont'd)

### Severe Thunderstorms and Lightning

In the event of a severe thunderstorm where a shelter-in-place warning has been given, the following procedures will be followed:

- Move inside a building immediately and keep exterior doors closed.
- Move from temporary buildings to main buildings. Anyone in unsafe locations will be asked to go to an assigned shelter area on campus. If already inside a safe building stay away from windows and exterior doors.
- Faculty and staff should close all windows and blinds prior to exiting to the Tornado Safety Zone to create a protective barrier against flying debris.
- Proceed to a designated safe zone on the lowest floor accessible when instructed by the Building/Floor Coordinator.
- Remain quiet so that any directions given by the Building /Floor Coordinators can be heard.
- Do not use telephones, cellular phones, radios or other communication devices unless absolutely necessary.
- Areas designated as unsafe are:
  - Any areas outside campus buildings
  - Academic Annexes, Facilities Management Building, Turf Shop, Landscape Services and University Services
  - Large rooms with free-span roofs (i.e. gymnasiums, auditoriums) (danger of roof collapse from high winds)
- If you can't get inside a building the follow precautions are recommended:
  - Do not stand under trees or metal towers.
  - Look for shelter in a low lying location with small trees.
  - If out in the open, go to a low place like a valley, ditch or ravine.
  - Get off hills – don't stand in an open field where you are the tallest object.
  - Get away from water and metal equipment, e.g., motorcycles or bikes.
  - Stay away from metal fencing, pipes, railings or anything metal which could serve as a lightning conductor
  - Do not lie flat on the ground.

## Section 4.7

# Tornados/Hurricanes

## Tornadoes

(Please reference Appendix 5 Rescue Assistance and Tornado Safety Zones)

Tornados are violent rotating columns of air that extend to the ground with whirling winds that can reach 300 mph. Spawned by powerful thunderstorms, tornados can uproot trees and buildings and turn harmless objects into lethal missiles in a matter of seconds. Damage paths can be in excess of one mile wide and 50 miles long. While tornados can occur at any time of the year, in the South they are most prevalent from March through May.

When weather conditions start to change, the University Police Department begins monitoring the National Oceanic and Atmospheric Administration (NOAA) Web Site. The NOAA is a nationwide network providing continuous weather information directly from the nearest [National Weather Service office](#). NWR broadcasts official Weather Service warnings, watches, forecasts and other hazard information 24 hours a day, 7 days a week. Occasionally however, tornadoes develop so rapidly that advance warning may not be possible. Danger signs to look for include:

- A dark colored, often greenish sky
- Large hailstones
- A wall cloud
- A loud roar, similar to a freight train
- Some tornados are clearly visible while rain or nearby low-laying clouds can obscure others
- Before a tornado hits, the wind may die down and the air may become very still
- A cloud of debris can mark the location of a tornado even if the funnel is not visible
- Tornadoes generally occur near the trailing edge of a thunderstorm. It is not uncommon to see clear, sunlit skies behind a tornado
- The average tornado moves SW to NE but have been known to move in any direction

## Hurricanes

(Please reference Appendix 5 Rescue Assistance and Tornado Safety Zone)

When the maximum sustained winds of a tropical storm reach 74 miles per hour, it's called a hurricane. Hurricane Season begins on June 1 and ends on November 30, but these powerful storms can occur before and after the official season. A hurricane can be an awesome and destructive force of nature. When a storm's maximum sustained winds reach 74 mph, it is called a hurricane. The Saffir-Simpson Hurricane Wind Scale is a 1 to 5 rating, or category, based on a hurricane's maximum sustained winds. The higher the category, the greater the hurricane's potential for property damage.

## Section 4.7 (cont'd)

### Tornados/Hurricanes

Hurricanes originate in the Atlantic basin, which includes the Atlantic Ocean, Caribbean Sea, and Gulf of Mexico, the eastern North Pacific Ocean, and, less frequently, the central North Pacific Ocean. A six-year rotating list of names, updated and maintained by the World Meteorological Organization, is used to identify these storms.

When information is received indicating either a tornado watch, tornado warning, hurricane watch or hurricane warning is in effect, immediate notification is made to the Chancellor, University Marketing and Communications, faculty, staff and students. Currently notifications are made by text messaging, email, telephone through the **SpartAlert** emergency notification system. Notifications may also be made person to person through designated Building and Floor Coordinators.

To augment notifications to campus constituencies, a tornado/hurricane siren/warning system has been installed. However, the tornado siren/warning system is an outdoor system only and is not intended to notify persons located inside campus buildings. In the event of a tornado or hurricane sighting, University Police should be contacted immediately at 503-5911. University Police will work with University Marketing and Communications to send out an alert and activate Building/Floor Coordinators to move all faculty, staff and students to the recommended Shelter-in-Place Safety Zones located in each building. All campus buildings maintain diagrams posted at every door indicating the tornado/hurricane safety zones for each building. These safety zones have been identified and approved by the University Police Department and the Spartanburg County Office of Emergency Preparedness.

#### Definitions

The National Weather Service issues two types of tornado alerts. Hurricane wind scales are rated 1-5. The higher the number, the greater the intensity

**Tornado/Hurricane Watch:** current weather conditions indicate a tornado is possible. Be prepared to take shelter.

**Tornado/Hurricane Warning:** a tornado has been sighted in the area or indicated by radar. Take shelter immediately.

#### Procedures

##### Tornado or Hurricane Warning Issued:

- Building occupants relocate to the nearest Severe Weather Shelter Area
- Anyone outside should be instructed to relocate to a building and stay inside until notified of an all clear signal by the Incident Commander via a Building or Floor Coordinator.
- All personnel located in temporary buildings must relocate to a permanent structure
- Close all outside windows/blinds/curtains.

## Tornados/Hurricanes

### Tornado/Hurricane Warning issued:

- Anyone outside should be instructed to relocate to a building and stay inside until notified of an all clear signal by the Incident Commander via a Building or Floor Coordinator.
- Stay away from windows and exterior doors.
- Faculty and staff should close all windows and blinds prior to exiting to the Shelter-in-Place safe zone to create a protective barrier against flying debris.
- When instructed to do so by a Building or Floor Coordinator, proceed to a designated safe zone on the lowest floor accessible. Assume a kneeling position, head down, using arms to protect head and neck from falling or flying debris.
- Remain quiet so any directions given by the Building or Floor Coordinators can be heard.
- Keep exterior doors closed.
- Never try to outrun a tornado.
- Abandon the vehicle immediately and take shelter in a nearby building, lie in a ditch, culvert, or low-lying area.
- If necessary, crouch near a strong building.
- Be aware of the potential for flooding. Use arms to protect head and neck.

Anyone located in unsafe locations will be asked to go to an assigned shelter area on campus. It is important to note that auditoriums, cafeterias and gymnasiums with flat roofs are not considered safe. Moreover, persons working in lightweight modular offices or mobile-home size buildings must be evacuated to other locations as these offer no protection from tornados.

## Section 4.8

### Tornados/Hurricanes

Campus buildings and areas designated as unsafe are:

- Any areas outside campus buildings
- University Services
  - Landscape Services and Turf Shop
  - Temporary Classrooms (i.e. Academic Annex)
  - Large rooms with flat or free-span roofs (i.e. gymnasiums, auditoriums) (danger of roof collapse from high winds)

#### Severe Weather Damage

- University Police should be notified immediately if damage occurs to a campus building during a severe weather event.
- If the decision is made to evacuate a building, follow standard evacuation procedures and assist any injured or trapped persons. Be aware of persons with special needs.
- Building or Floor Coordinators will communicate any injuries to University Police who will in turn contact Health Services or other first responders. Do not try to move seriously injured persons unless they are in immediate danger of further injury.
- Once a damaged building is evacuated, stay out of the building until University Police determines that that it is safe to return.
- When damage assessments are received, the Incident Commander shall collaborate with the Facilities Director, Institutional Risk Manager and Building Coordinator to decide whether to relocate building occupants to another building or stay within the damaged building. The Registrar shall be consulted for alternate classroom space.



## Section 5.1

### Facilities Incidents

#### Overview

A facilities incident is any condition that adversely affects a University facility, structure or infrastructure. These may include, but are not limited to: chemical spills, fire, building explosions, gas leaks, power outages, sink holes, ruptured power lines or broken sewer systems, etc. In situations where the workspace is believed to be uninhabitable because of these circumstances or severe weather conditions such as excessive heat, cold, water, smoke, or any other crisis or condition that causes the workplace unsafe or uninhabitable, Facilities Management in consultation with the Chancellor, Vice-Chancellor of Academic Affairs, and Institutional Risk Manager will make a decision relative to the continuation of occupancy and services at said location.

The University seeks to provide a safe academic and work environment conducive to the effective discharge of mission critical functions. Forward looking contingency planning to accommodate for a disrupted work or academic environment is part of this process. To this end, Facilities Management is prepared to respond to emergencies related to building and site operations or utility interruption. Services provided include:

- Building service and system restoration
- Building floor plans and utility maps
- Utility service restoration
- Utility shut-off
- Temporary repairs –damages doors, windows, structures, etc.
- Clearing of debris
- Clean-up from flood, fire, vandalism, etc.



## Facilities Incidents

### Relocation

If a decision is made to evacuate the workplace/educational area or render a location uninhabitable, the following protocols shall be followed:

- If possible, services to students, faculty, staff and visitors should continue at alternate locations within the University. In conjunction with the Chancellor, Registrar and Senior Vice-Chancellor of Academic Affairs, interim locations should be identified and conveyed to faculty, staff and students with the assistance of the Associate Vice Chancellor for Strategic Marketing and Communications as soon as possible.
- If on-campus relocation is not feasible, supervisors may authorize staff to work at home or arrange alternate work schedules as other facilities become available.
- The Chancellor or his designee will approve all decisions regarding the status or relocation of academic classes.

### **Responsibilities**

Responding to emergency situations is a critical function of Facilities Management in fulfilling its mission of service to the University. Here Facilities Management will play a significant supporting role in most campus crisis and emergencies. These may include:

- Physical damage to facilities
- Weather related damages from tornados, floods, ice storms, wind
- Fire/Building explosion
- Hazardous materials
- Utility outages
- Structure collapse
- Act of terrorism
- HVAC failure or compromise
- Any other conditions that may pose a threat to life, property or the environment

Additionally, Facilities Management should be considered the primary responder for emergency events that involve:

## Facilities Incidents

### Responsibilities (Cont'd)

- Non-criminal building damage
- Utility outages
- Building system failures
- Facility conditions that pose a threat to facilities, property or environment

Facilities Management will not be the primary responder for emergency events that involve:

- Criminal activity
- Terrorism
- Fire
- Loss of life or personal injury

However, Facilities Management will support the Incident Management Team and/or on-scene Incident Commander at an emergency incident they are called to respond to under the NIMS umbrella. Such service, equipment and personnel may include:

- Assistance with communications
- Evacuation assistance and mass casualty care
- Utilities restoration
- Materials, supply and equipment
- Damage assessment
- Debris management

## Building Explosion

### Introduction

Explosions on a college campus can occur for any number of reasons. In the world that we live and work in today, an explosion may be the direct result of an act of violence or terror, or it may be as simple as an accidental action by a faculty or student conducting an experiment. Either way, the key to surviving any explosion, as with most disasters, is to stay calm.

### Procedures

If an explosion occurs in a campus building you should:

- Remain calm.
- Seek shelter under a sturdy desk or table to protect yourself from falling debris.
- Do not act too hastily.
- Initial explosions caused by intentional means may be distractionary devices preceding a much larger explosion.
- Building explosions of any kind will cause structural damage to buildings and utilities that may lead to further explosions.
- When safe to do so, move away from the building.
- Be prepared to share your first-hand observations with University Police
- As soon as is possible, call University Police for emergency assistance.
- As soon as it appears safe to do so, exit the building as quickly as possible assisting and encouraging others to do the same.
- Check for fire and other hazards as you exit in order to protect yourself, warn others, and notify emergency personnel of conditions.
- Do not use elevators.
- Take your office's first aid kit with you if time allows.

## Building Explosion

### Procedures (Cont'd):

If the explosion results in a fire to your building or you suspect fire, you should:

- Exit the building as quickly as possible.
- Crawl low to the ground through smoke-laden rooms.
- Use a wet cloth to cover your nose and mouth in order to prevent inhalation of toxic fumes.
- Check the top, bottom and middle of all closed doors for heat before opening them.
  - Use the back of your hand to do this.
  - If you determine that the door feels warm or hot, this may be an indication that there is fire in the room behind it. Do not risk your life and open the door. Find another way out.
  - If the door does not feel hot, still use caution and brace yourself against then door as you open it slowly. Pressures that can build up in a burning building can cause the door to swing open forcefully once unlatched. This may lead to injury as the door hits you or others, or the gusts of wind created may cause small, undetected fires to grow larger.
- Proceed to the nearest exit following evacuation routes posted throughout the building.
- If your clothes catch on fire, do not run. Remember, — Stop, drop and roll.
- Once outside, try to account for other office members to ensure that everyone made it out of the building safely.
- Do not go back into the building for anyreason.
- Follow all instructions given by emergency personnel and/or building and floor coordinators. If an explosion, or other disaster, leaves you trapped in debris you should;
- Remain calm. Panic expends precious energy and can cause further injury.
- Avoid unnecessary movement as this may stir up dust making it difficult for rescue workers to locate you, and may cause further injury to you.

## Building Explosion

### Procedures (Cont'd):

- Cover your mouth and nose with anything that may serve to filter hazardous dust and materials that are in the air.
- If a flashlight is available, use it to signal your location.
- Use the flashlight to tap on pipes and walls to notify rescuers of your location. If you do not have a flashlight, knock on the wall, tap your keys or a watch against pipes or find some other means of creating noise to draw attention to yourself. Remember that you must conserve energy and limit movement as you make noise so choose your method of making noise with this in mind.
- If a whistle is available, blow three short blasts every minute or two to draw attention to your location.
- Reserve shouting as a last resort as this expends a great deal of energy and may cause you to inhale dangerous amounts of dust and debris.



## Fire Life Safety Procedures

### Introduction

Although architects plan for fire safety in the construction and renovation of campus buildings, fire continues to be a significant and most common hazard in campus operations. Every year fires cause thousands of deaths and injuries as well as billions of dollars in property damage. Occupants should be aware of the fire protection features of the buildings in which they live, work and transact business. Moreover, care should be given to avoid circumventing or undermining fire systems operation. Occupants should also practice fire safe behaviors by identifying the hazards specific to their area and using appropriate preventive measures. If a fire does occur, the campus fire emergency procedures should be enacted. Protection of life is the primary objective of all USC Upstate fire protection programs. Facility and structural damage is of secondary concern.

### Procedures

If you have been trained and are able to safely extinguish a fire, do so. Make sure that you have a safe exit from the area of the fire. However, should a person with greater training in the use of fire extinguishers or firefighting (i.e. RA's, Building/Floor Coordinators, University Police, a trained fire fighter) be present, these duties should be deferred to them. The procedures listed below are to be followed when a fire is identified in any building on campus:

Do not panic. Leave the area immediately and pull the fire alarm when leaving. Warn others on your way out. Sound the fire alarm immediately.

- Pull stations and alarmed emergency doors are located throughout most University buildings.
- All employees should familiarize themselves with these activating manual stations and exits in the event they are needed.
- From a safe distance away from the fire, notify University Police at 503-5911 or extension 5911 from a campus phone.
- If possible, assist with the evacuation of the building as detailed in the evacuation plans posted in each room.
- Building /Floor Coordinators will help coordinate evacuation routes depending on the location of the fire.
- All employees should familiarize themselves with exit routes as posted on the building evacuation plan.
- Do not close windows on your way out. Ensure that fire doors stay closed except when used as a means of escape. Touch closed doors.
- Do not open them if they are hot to the touch.

## Fire Life Safety Procedures

Use stairs only; do not use elevators. Elevator shafts and stairwells can produce a chimney effect that draws up heat and smoke. Moreover, the elevator should be programmed to recall to a pre-designated floor when the fire alarm is activated to be available for emergency responders using manual controls. If there is excessive heat and smoke, or if the door is warm or hot to the touch, remain in the room and follow these procedures:

- Stuff the cracks around the door with towels, lab coats, throw rugs, etc. to keep out as much smoke as possible.
- Go to a window. If it is clear outside (no smoke or flames), open the window at the top (to exhaust any heat or smoke in the room) and at the bottom (for a source of outdoor air). Signal for help by hanging a flag (sheet, blanket, jacket, etc.) out the window. If there is a telephone available call either **503-7777**, or **911** and advise of your situation and location.
- Never attempt to jump from the upper floors of a multi-story building; jumps from heights of 3 floors or more are usually fatal.

†

† Follow the instructions of any Building or Floor Coordinator, University Police, or other emergency responder:

- These emergency responders may be guiding you away from a known danger that you are not aware of.
- Persons will be directed to the Emergency Assembly Area. Go to this designated location and await further instructions.
- Remember, should your clothes catch fire during your evacuation, do not panic. Do not run! Stop, drop and roll!
- University Police will be designated to meet the fire department with a master key to assist in firefighting efforts.
- Access roads will be kept open for emergency vehicles. University Police will designate an individual or group of individuals to ensure that all access roads are open.
- Keep parking lots clear.
- Students, faculty, and staff members will be allowed to return to the building at the direction of the Building Safety/Floor Coordinator only upon the recommendation of either the Fire Department or University Police.

## Fire Life Safety Procedures

### Fire Prevention & Safety

- Every building is equipped with sufficient exits to permit prompt escape in case of a fire. Exits are marked with illuminated EXIT signs.
- A Knox box is located at the entrance to each building which contains keys to each building. These boxes can only be opened by the local fire department.
- Always keep exit doors, signs and hallways clear of obstructions; not just when you know that a Fire Marshall inspection is eminent.
- Enclosed stairways provide quick access to the outside in the event of an emergency. Keep stairwell doors closed to prevent the spread of fire and smoke.
- Fire doors are installed throughout buildings to help contain fires to allow more time to evacuate the building. Fire doors are never to be propped open.
- Space heaters and similar appliances that are electric, gas or other fuel operated are a fire hazard and not permitted under any condition.
- Most campus buildings are equipped with smoke detectors, fire extinguishers, and fire alarms that can be activated by pull stations. It is important to keep these devices free of obstructions.
- Electricity is a common cause of campus fires. Electrical equipment is required to be U.L. listed and used according to the manufacturer's recommendations. Damaged equipment, appliances, or power cords should be placed out of service immediately.
- Flammable and combustible liquids should be stored only in certain types of approved containers. Approval for containers is based on specifications developed by organizations such as [OSHA](#), the [National Fire Protection Association \(NFPA\)](#), or the [American National Standards Institute \(ANSI\)](#). Containers used by the manufacturers of flammable and combustible liquids generally meet these specifications. For more information on storage of flammable and combustible liquids, contact the Director of Risk Management.

### Interruption of Fire Alarm System

- No person may shut off any fire protection or alarm system during an emergency incident or any other time without the approval of the on-duty fire authority. To do so without authorization is a violation of state law.
- No person may shut off any fire protection or alarm device during a bomb threat emergency without the permission of the police official in charge.



## Fire Life Safety Procedures

### Interruption of Fire Alarm System (Cont'd)

- The fire and/or police department may reset an alarm system only if there is no damage to the system and when it is within their technical capabilities to do so.
- It shall be the responsibility of Facilities Services to reset or cause to be repaired, any fire protection or alarm system after an emergency incident when notified by the fire or police department official in charge of the scene. Facilities personnel shall inspect each system immediately after every emergency incident and place the system in serviceable condition.
- Any person desiring to interrupt service to any fire protection or alarm system must obtain permission from Facilities Services.
- Facilities Services shall in turn notify the campus fire marshal, fire department and police department personnel.

### Required Fire Safety Instructions for Employees

- All employees are required to follow the Emergency Action Plan (EAP) in order to provide the safest possible response to emergencies.
- Faculty members are required to instruct each class on the appropriate evacuation routes assigned to the room in which their class is being held.
- Staff is required to respond to emergencies based upon their assigned duties and training.
- No staff member will be asked or required to place him or herself in harm's way. If the risk presents a danger to you, leave.
- Provisions must be made to assist challenged individuals.

### Required Fire Safety Instructions for Students

- In the event of an emergency, students are expected to comply with all directions given by college personnel in order to affect a safe and orderly evacuation.
- Students will be given instruction as to what is expected of them in each class should an emergency occur.

## Fire Life Safety Procedures

### Required Fire Safety Instructions for Visitors

In the event of an emergency, visitors are expected to comply with the direction given by college officials in order to effect a safe and orderly evacuation. Your cooperation and understanding is appreciated in this matter.

### Required Fire Safety Instructions for Contractors

Contractors are required to adhere to all current codes, standards and safety rules that are in effect at the time of the work being performed. These include (but are not limited to) building codes, plumbing codes, electrical codes, safety codes and college personnel/property protection codes.

### Required Fire Safety Instructions for Administrative Offices

- Evacuation plans are to be posted.
- Evacuation plans are to be communicated to all personnel in the area.
- Aisles are to be maintained free and clear.
- Exit signs are to be visible from all areas of the room.
- Doors are to be kept unlocked when the room is occupied.
- Sprinkler heads are to be kept unobstructed — no storage of anything within 18”
- Fire alarm pull boxes are to be kept free and clear for instant access.
- Fire extinguishers are to be kept free and clear for instant access.
- Covers on electrical switches and receptacles are not broken or discolored.
- Electrical plug in strips are plugged into wall receptacles and not into each other or extension cords.

## Fire Life Safety Procedures

### Required Fire Safety Instructions for Administrative Offices (Cont'd)

- Extension cords are prohibited at all times
- All employee provided appliances (fans, coffee makers, lights, etc.) must comply with campus standards.
- Storage of material must not present an overhead hazard.
- When leaving for the day or in an emergency the supervisor shall turn off appliances and lights and close/lock the door.

### Academic Classrooms

- Evacuation plans are to be posted.
- Evacuation plans are to be communicated to all personnel in the area.
- When leaving for the day (or in an emergency) the faculty member shall turn off all appliances and lights and close/lock the door.
- Aisle ways are to be maintained free and clear.
- Exit signs are to be visible from all areas of the room.
- Doors are to be kept unlocked when the room is occupied.
- All employee provided appliances (fans, coffee makers, lights, etc.) must comply with campus safety standards. Storage of materials must not present an overhead hazard.
- Sprinkler heads are to be kept unobstructed — no storage of anything within 18 inches.
- Fire alarm pull boxes are to be kept free and clear for instant access.
- Fire extinguishers are to be kept free and clear for instant access.
- Covers on electrical switches and receptacles are not broken or discolored.
- Electrical plug in strips are plugged into wall receptacles and not into each other or extension cords. Extension cords are not permitted.

## Fire Life Safety Procedures

### Laboratory Classrooms

- Evacuation plans are to be posted.
- Evacuation plans are to be communicated to all personnel in the area. Exit ways are to be maintained free and clear.
- Exit signs are to be visible from all areas of the room.
- Doors are to be kept unlocked when the room is occupied.
- Sprinkler heads are to be kept unobstructed — no storage of anything within 18 inches.
- Fire alarm pull boxes are to be kept free and clear for instant access.
- Fire extinguishers are to be kept free and clear for instant access.
- Covers on electrical switches and receptacles are not broken or discolored.
- Electrical plug in strips are plugged into wall receptacles and not into each other or extension cords.
- Extension cords are not permitted.
- All employee provided appliances (fans, coffee makers, lights, etc.) must comply with campus standards. Storage of material must not present an overhead hazard.
- Ensure that all chemical containers are labeled as to content and hazards.
- Do not store chemicals alphabetical, except within a hazard class. Hazard classes that shall be stored separately include:
  - Caustics (bases)
  - Inorganic acids
  - Organic acids
  - Oxidizing acids
  - Flammable/combustible material
  - Oxidizing materials

## Fire Life Safety Procedures

### Laboratory Classrooms (Cont'd)

- Pyrophoric materials
- Radioactive materials
- Water reactive materials
- Poisons (Generally laboratory reagents separated into organic and inorganic groups)

### Materials Storage

- Provide physical separation between hazard classes.
- Store flammable liquids in approved flammable liquid storage containers.
- Store oxidizers well away from flammables.
- Compressed flammable gasses shall be stored 20' from oxidizing gasses or by a physical barrier having a 1.5 hour fire rating.

### Sports and Recreational Facilities

- Prior to events — general instruction to attendees on emergency evacuation will be provided.
- Prior to use as an instructional area — staff will instruct students in the appropriate Emergency Action Plan.

## Section 5.3 (cont'd)

### Fire Life Safety Procedures

#### University Housing Responsibilities

It is incumbent upon the staff of Housing and Residential Life to provide as safe of an environment as possible for the students in their stay at USC Upstate. Thus, the following tasks will be performed each year and documented by Housing and Residential Life staff and/or University Police.

- Fire safety education is provided for all residential students by Housing and Residential Life Staff, University Police and North Spartanburg Fire Department.
- Fire extinguisher training is presented to all RA's by University Police and North Spartanburg Fire Department.
- The Director of Housing, Campus Fire Marshal and Chief of Police will reassess all procedures updating as necessary and appropriate.

A minimum of two fire drills are conducted each semester in the Palmetto House, Magnolia House and Palmetto Villas. Smoke detectors are placed in each bedroom within campus student housing and common living space of each dorm room. Smoke detectors and fire extinguishers are inspected monthly by Housing and Residential Life staff three times a semester. Fire escape routes and other important information are posted on the back of each bedroom and exit door.

#### Residence Hall Fire Procedures Prevention and Response (Magnolia House and Palmetto House)

In the event of a fire, sound the fire alarm immediately and exit the building via the safest route. Call 911 immediately. Provide important details including possible breaks in gas or electrical lines or other special hazards. Notify University Police at 503-5911 or ext. 5911 from a campus phone.

*Evacuate the building according to the following procedures and escape plan:*

- Everyone should walk out of the designated exit in a quiet orderly manner. RA's will check their respective halls and be the last individual to leave.
- Do not close windows.
- No one should enter the building when the alarm sounds.
- Students, staff and visitors will evacuate to the Palmetto House parking lot.
- University Police will designate alternate sites if the need arises. Everyone must remain out of any driveway or other hard surfaced area close to the building. University Police will be designated to meet first responders with a master key. Access roads will be kept open for emergency vehicles.

## Section 5.3 (cont'd)

### Fire Life Safety Procedures

#### Residence Hall Fire Procedures Prevention and Response (Magnolia House and Palmetto House) (Cont'd)

- University Police will have a designated individual or group of individuals to ensure that all access roads are open.
- Students and staff members will be allowed to return to the building by the head housing officer at the scene only upon recommendation of the Fire Marshal and University Police Department.
- The Campus Fire Marshal will designate evacuation routes for all buildings. Each building will also have an alternate evacuation route. All media inquiries should be forwarded to the University Communications Director at 503-5210

#### Fire Procedures Prevention and Response (Palmetto Villas)

If the fire is in your room, get out quickly. Close the door, sound the alarm by yelling FIRE, knock on other doors as you exit and notify University Police. If the fire is not in your room, leave if it is safe to do so. Be sure to take your room key with you in case fire blocks your escape and you need to re-enter your room. To check for fire, touch the door with the back of your hand to test the temperature. If the door is cool, get low to the floor, brace your shoulder against the door and open it slowly. Be ready to close it quickly if there are flames on the other side. Crawl low in the smoke to the nearest exit; the freshest air is near the floor. If your room door is hot, do not open it. Instead, seal the door with wet towels or sheets.

Turn off fans and air conditioners if possible. Call University Police 503-5911 or 5911 to give your location. Signal from your window.

#### Who to Notify in The Event of a Fire

The following persons and/or organizations should be notified in the event of a fire: North Spartanburg

Fire Department	911
University Police (from campus telephones)	911
University Police (from cell or off campus telephones)	911
Campus Fire Marshall	503-5267

## Section 5.3 (cont'd)

### Fire Life Safety Procedures

#### Misuse of Fire Prevention and Control Equipment

Per state statute, it is unlawful for any person to tamper with, misuse, or destroy any fire prevention and control equipment including but not limited to, smoke detectors on the ceilings and walls of each apartment unit, fire alarm stations, evacuation notices, fire drill procedures, or fire extinguishers. Note: there is a \$10 fine per resident in the suite/apartment for each smoke detector found tampered with or disconnected.

If the battery dies in your smoke detector, contact your RA as soon as possible. Any resident alleged to have committed an act of improper use or abuse of fire prevention and control equipment will be subject to disciplinary action up to and including loss of housing privileges and/or criminal prosecution.

#### Prohibited Items Include, But Are Not Limited To the Following:

- No smoking, anywhere on campus
- Weapons (including bullets) Multi-plug outlets
- Candles (not even for decorative purposes)
- Incense
- Darts
- Open flame items Lava lamps Halogen lamps
- Oil lamps
- Pets, except fish.

Cooking policy: Magnolia and Palmetto House- only microwave cooking is allowed. There are no restrictions in the Palmetto Villas.



## Fire Life Safety Procedures

### General Construction Information Regarding USC Upstate Student Housing

At USC Upstate the Palmetto House (constructed 2003) Magnolia House (constructed 2009) and the Palmetto Villas (constructed 1985) are owned by the University. All facilities are operated by the Department of Housing and Residential Life.

The Villas are comprised of eleven one and two story buildings with 44 two bedroom apartments. The Magnolia House is a four-story structure with a basement consisting of 24 one bedroom apartments and 64 two bedroom apartments. The Palmetto House is also a four-story structure with a basement consisting of 24 one bedroom apartments and 63 two bedroom apartments.

All buildings are protected with an integrated fire sprinkler system and smoke detection system. Smoke detectors are located in all bedrooms, hallways and living areas. Manual pull stations are located in each hallway as required by NFPA 72A. Notification devices are located in bedrooms, common living areas and hallways. The life safety systems are monitored for fire department response by the University of South Carolina.

Emergency fire response is provided by the North Spartanburg Fire Department. The primary responding station is 8767 Ashville Hwy, Spartanburg, SC.

### Fire Safety Improvements and Upgrades

The USC Upstate Fire Marshall reviews the fire system in each apartment building at least annually and recommends or orders upgrades, repairs or revisions as needed.

### Fire Log

The USC Upstate Police Department maintains a Fire Log that records any fire occurring in on-campus housing. The log includes the nature, cause, any injuries, property damage value, date, time and location of each fire. The fire log entry or any supplemental entry shall be made within business days of the receipt of information. The fire log is available for public viewing during normal business hours.

## Fire Life Safety Procedures

### Testing and Inspection of Fire Life Safety Systems

Testing and inspection of all fire systems is done in accordance with the National Fire Protection Association (NFPA 71 and 72), local ordinances and University policy.

### Glossary of Terms

- Emergency Action Plan (EAP) — post/train/practice. Fire Safety for residential students is outlined in the Student Handbook and reviewed in resident meetings at the beginning of each academic term. A minimum of two fire drills are held each semester.
- Fire-any instance of open flame or other burning in a place not intended to contain the burning or in an uncontrolled manner.
- Fire drill- a supervised practice of a mandatory evacuation of a building.
- Fire-related injury- any instance in which a person is injured requiring medical treatment as a result of a fire, including an injury sustained from a natural or accidental cause while involved in fire control, attempting to rescue, or escaping from the dangers of a fire, or deaths occurring within one year of injuries sustained as a result of the fire.
- Value of Property Damage-the estimated value of the loss of a structure and contents in terms of the cost of replacement in like kind and quantity, including: contents damaged by the fire, related damages caused by the smoke
- Fire safety system-any mechanism or system related to the detection of a fire, a warning resulting from a fire or control of a fire including:
  1. Sprinkler or other fire extinguishing systems.
  2. Fire detection devices include such items as smoke detectors
  3. Initiating devices- Devices that activate audible warning devices such as manual pull stations.
  4. Audible devices that alert one to the presence of a fire such as horns, bells or strobe lights.
  5. Smoke control and reduction mechanisms.
  6. Fire doors and walls that reduce the spread of a fire.

## Fire Life Safety Procedures

### Vehicles and Equipment

- Only authorized campus employees shall be allowed to operate campus vehicles/equipment.
- No Smoking when fueling vehicles/equipment.
- Employees must follow all fueling directions in order to prevent fires.
- Employees must follow proper battery disconnecting/connecting procedures in order to prevent fires.
- Only approved portable safety containers will be used for transporting flammable liquids.
- Approved safety containers will be placed on the ground when filling.

### Facilities Personnel

- Facility employees by the nature of their jobs have a wide range of responsibilities that impact fire safety on our campus. They will be involved in all levels of the fire safety program including hazard identification, hazard elimination and emergency response.
- Facility employees will be trained in fire safety issues for the entire campus.
- Facility employees will provide information assistance to the local fire department in the event of an emergency.

## Section 5.4

### Hazardous Materials

The National Fire Protection Association (NFPA 471), Recommended Practices for Responding to Hazardous Materials Incidents, Section 3.3.13 defines an emergency as; “a fire, explosion, or hazardous condition that poses an immediate threat to the safety of life or damage to property.” Hazardous materials are substances that are flammable or combustible, explosive, toxic, noxious, oxidizing, an irritant or radioactive. A hazardous material spill or release can pose a risk to life, health or property. An incident can result in the evacuation of a few people, a section of a facility, a portion of the campus or the entire campus. Because hazardous materials are used in laboratories, studios, workshops, and service areas, a spill or accidental release may occur in a number of locations throughout the University. Appropriate and immediate response can prevent serious injury to students, staff, and faculty.

There are a number of federal laws that regulate hazardous materials, including: the Superfund Amendments and Reauthorization Act of 1986 (SARA), the Resource Conservation and Recovery Act of 1976 (RCRA), the Hazardous Materials Transportation Act (HMTA), the Occupational Safety and Health Act (OSHA), the Toxic Substances Control Act (TSCA), and the Clean Air Act.

Title III of SARA regulates the packaging, labeling, handling, storage and transportation of hazardous materials. The law requires the University to furnish information about the quantities and health effects of materials used on campus, and to promptly notify local and state officials whenever a significant release of hazardous materials occurs.

DHEC will develop, maintain, review and update data, operating procedures and guides to ensure successful response and recoveries. Facilities

Facilities located within the University that use, store, manufacture and transport hazardous materials are responsible for developing systems and training for their employees to be able to promptly determine and report that a release of hazardous materials has occurred. Facilities located on campus have developed and maintain emergency response plans as specified in 29 CFR 1910.120 or emergency plans as specified in 29 CFR 1910.38(a). Copies of these plans are located in the Department of Public Safety.

## Hazardous Materials

### Definitions

Hot Zone: The hot zone is defined as the area immediately and imminently dangerous to life and property that requires complete, appropriate protective clothing and equipment based on professional hazardous analysis. Entry or approach requires approval of the Incident Commander, Hazardous Material Team Leader and/or the Safety Officer. Complete back-up/rescue teams and a decontamination center must be in place before operations begin. Only those personnel with specific job assignments and appropriate training may enter for the amount of time specified by the Safety Officer.

Warm Zone: The Warm Zone is the area located between the Hot Zone and the Cold Zone serving as a buffer where less personnel protection is required. The Warm Zone shall be utilized for entry team decontamination and may be used for gross decontamination of victims. The Warm Zone is restricted to operational and support personnel essential to hands-on work performance within the Hot Zone.

Cold Zone: The Cold Zone is an area of relative safety for those agencies directly involved in the operations at the scene. This may include the Incident Commander, command post personnel, the Director of Communications, media personnel, and representatives from appropriate federal, state and local agencies.

### Mitigation Measures

As part of the USC Upstate Incident Management Plan, the following policies and procedures have been established:

- All hazardous materials that are stored, handled, produced or disposed of must be identified and appropriately labeled according to NFPA standards.
- Safety Data Sheets (SDS) must be maintained in the immediate vicinity of all hazardous materials stored on campus.
- The North Spartanburg County Fire Department receives periodic reports reflecting all hazardous materials stored on campus.
- Designated employees responsible for the storage and handling of hazardous materials have been trained in the proper handling and storage of hazardous materials.
- Highways and railways near our campus where hazardous materials are transported have been identified.

## Section 5.4 (cont'd)

### Hazardous Materials

#### Mitigation Measures (Cont'd)

- Facilities in the immediate area that also house hazardous materials have been identified.
- The North Spartanburg County Fire Department has been identified as the initial first responder for all hazardous materials incidents. If the incident requires additional expertise and resources to clean up a hazmat incident, the Spartanburg County Hazardous Material Team will be dispatched to the scene by the North Spartanburg County Fire Department.
- If necessary, DHEC may deploy the SC Med II, a fully contained mobile triage unit with full decontamination capabilities.

#### Procedure

If you witness a hazardous material spill, evacuate the spill site and warn others to stay away. Immediately call Campus Police at 503-7777 or mark extension 911 from any campus extension if you believe the spill may be life threatening. If you can determine that the spill is not life threatening, follow the procedures outlined below. If you are a hazardous material user, you should be trained by your supervisor on the proper use and storage of hazardous materials. This training should include hazard information, proper procedures for preventing spills, and emergency procedures should a spill occur.

If the spill or release is beyond the capabilities of the Lab Coordinator or other qualified and trained personnel, the University Police Department in conjunction with the Spartanburg County HAZMAT team will provide direction, evaluation and mitigation at a hazardous materials release site. In any regard, the initial responsibility of the University Police Department is to provide direction and control at incidents involving the release of a hazardous material. These responsibilities include, but are not limited to:

- Providing /coordinating security in the affected areas of a critical incident and evacuation areas to protect private and public property.
- Providing security in the affected incident and evacuation area to ensure the personal safety of the public and emergency personnel.
- Providing security at congregate care facilities as resources are available and required.
- Providing assistance and coordination of evacuations as needed.
- Providing traffic control for critical incidents and evacuations.
- Providing assistance in evacuating persons with special needs.
- Conduct and assist with any criminal investigations.

## Section 5.4 (cont'd)

### Hazardous Materials

In response to the requirements and recommendations contained in the Superfund Amendments and Reauthorization Act (SARA) of 1986, Title III, as well as other legislation, the following facilities/locations within the University have been pre-identified:

- Covered facilities or facilities that possess extremely hazardous substances
- Transportation routes

During all incidents involving a hazardous material, individuals operating at the scene will follow the response guidelines set forth in 29 CFR 1910.120 and the National Fire Protection Associations (NFPA) 471, as applicable.

During incident operations, representatives from local agencies as well as representatives from the University will employ a Unified Command System to stabilize, mitigate and recover from incidents involving the release of a hazardous material.

If, as a hazardous material user, you have a spill:

- Leave the area of the spill first and proceed to a safe location nearby. Assess if you have the proper training and personal protective equipment, (PPE) to clean up the spill.
- If you are able to clean up the spill, follow proper cleanup procedures and use proper personal protection. Manage the generated waste as appropriate. Consult your supervisor as needed.
- Isolate the spill area to keep other persons away. Post signs as necessary.

If you require assistance to clean up the spill:

- During normal business hours, (8 AM to 5 PM Mon-Fri) call the laboratory assistant at: 503-5921
- After hours, call University Police at 911 or press 911 from any campus extension.
- If the identity of a spilled chemical is unknown, treat it as a hazardous/toxic material. Do not attempt to clean it up. Contact Campus Police immediately at [503-7777](tel:503-7777) or, [911](tel:911).
- If you suspect or witness a release of a hazardous material to the environment, (air, water, ground) call the University Police Department.

## Section 5.4 (cont'd)

### Hazardous Materials

#### Minor Chemical Spill – Response Summary

Action	
Initial Assessment (do not spend undue time assessing the situation):	<ol style="list-style-type: none"><li>1. Look for injured personnel; use safety shower and or eyewash as needed.</li><li>2. Identify the chemical(s) and location.</li><li>3. Identify physical state and quantity spilled.</li><li>4. Identify situational hazards (e.g., water near water-reactive chemical).</li><li>5. Evacuate, close off area, post signs, alert others, and call for assistance.</li><li>6. Consult MSDS for detailed information</li></ol>
Notification	<ol style="list-style-type: none"><li>1. University Police Department <b>503-7777</b></li><li>2. Laboratory Technician</li><li>3. Poison Control Center</li></ol>
Source Control	<ol style="list-style-type: none"><li>1. Turn off control valves</li><li>2. Contain spill with spill kits</li></ol>
Mitigation and Removal	<ol style="list-style-type: none"><li>1. Continue utilization of spill kits</li><li>2. Decontaminate or neutralize materials</li><li>3. Containerize residual materials including spill kits, rinsates and other clean-up supplies</li></ol>
Critique and Follow-Up	<ol style="list-style-type: none"><li>1. Account for injuries and/or property damage.</li><li>2. Modify procedures to prevent future occurrences.</li></ol>

This Emergency Action Plan (EAP) should not be activated for the chemical user with available clean-up materials and personal protective equipment, (PPE) attending to minor chemical spills. However, it is recommended that the University Police Department is notified to ensure proper notification (Poison Control, Risk Management or the Lab Technician).



## Section 5.4 (cont'd)

### Hazardous Materials

Responders will wear protective clothing appropriate to the type and qualities of the chemical spilled, and avoid breathing excessive gases, vapors or fumes to the extent possible. Personnel with detailed knowledge of the spilled material should identify neutralization opportunities by referring to MSDS sheets. The areas affected by the chemical spill shall be decontaminated with appropriate materials finishing with soap and water final clean up. Residues from clean-up and containment shall be collected in containers for disposal as hazardous chemical/material waste.

Skin and eyes directly exposed to the chemical shall be flushed with water for a minimum of fifteen minutes. Exposed persons should be medically examined. Guidance can be obtained from the Poison Control Center,

#### Major Chemical Spills – Response Summary

Action	
Initial Assessment (do not spend undue time assessing the situation):	<ol style="list-style-type: none"><li>1. Look for injured personnel; use safety shower and or eyewash as needed.</li><li>2. Identify the chemical(s) and location.</li><li>3. Identify physical state and quantity spilled.</li><li>4. Identify situational hazards (e.g., water near water-reactive chemical).</li><li>5. Evacuate, close off area, post signs, alert others, and call for assistance.</li><li>6. Consult MSDS for detailed information</li></ol>
Notification	<ol style="list-style-type: none"><li>1. University Police Department <b>503-7777</b></li><li>2. 911 North Spartanburg Fire Department (will evaluate if Hazmat should be called out)</li><li>3. Poison Control Center</li><li>4. Spill Clean-Up Contractor</li></ol>
Source Control	<ol style="list-style-type: none"><li>1. If trained personnel are present with appropriate PPE equipment, utilize available spill kits to contain spill and control run-off</li><li>2. Close any open valves contributing to the spill</li><li>3. Shut off natural gas utility</li><li>4. Close door hoods to limit the spread of fumes</li></ol>
Mitigation and Removal	<ol style="list-style-type: none"><li>1. Coordinate with Laboratory technician and clean-up contractor</li></ol>
Critique and Follow-Up	<ol style="list-style-type: none"><li>1. Account for injuries and/or property damage.</li><li>2. Modify procedures to prevent future occurrences.</li></ol>

Section 5.4 (cont'd)

## Hazardous Materials

### Minor Petroleum Spills – Response Summary

Action	
Initial Assessment:(do not spend undue Time assessing the situation):	<ol style="list-style-type: none"> <li>1. Look for injured personnel.</li> <li>2. Identify situational hazards (e.g., sources of ignition, etc.).</li> <li>3. Estimate quantity spilled.</li> <li>4. Evacuate, close off area, post signs, alert others, and call for assistance.</li> </ol>
Notification	<ol style="list-style-type: none"> <li>1. University Police Department <b>503-7777</b></li> <li>2. <b>911</b> North Spartanburg Fire Department (will evaluate if Hazmat should be called out)</li> <li>3. Spill Clean-Up Contractor (if needed)</li> </ol>
Source Control	<ol style="list-style-type: none"> <li>1. Turn off control valves</li> <li>2. Contain spill with spill kits</li> </ol>
Mitigation and Removal	<ol style="list-style-type: none"> <li>1. Continue use of spill kits</li> <li>2. Wash down contaminated surfaces and excavate contaminated soil</li> <li>3. Containerize all residual materials including absorbents, excavated soil and rinsates for proper disposal.</li> </ol>
Critique and follow-up	<ol style="list-style-type: none"> <li>1. Account for injuries and/or property damage.</li> <li>2. Modify procedures to prevent future occurrences.</li> </ol>

Minor petroleum spills are generally considered to be less than 40 gallons of product. The North Spartanburg County Fire Department Hazmat unit will provide guidance, assistance, and site assessment to verify clean-up prior to re-occupancy of the affected areas. However, it should be noted that if the spill reaches a waterway or storm water sewer, the situation could be considered a major petroleum spill due to the regulatory implications and the need for EPA notification.

Responders should wear personal protective equipment, (PPE) and should avoid breathing vapors from the spill. Use spill kit absorbents to contain and confine the spill. Typical absorbents include socks/pigs (tubes of absorbent products), clay/minerals (also used to soak up and hold petroleum products). Booms (e.g., plastic barriers) can be used to contain spills on smooth hard surfaces or on water. Clean the spill area with water and evacuate contaminated soil. Dispose of all clean-up materials and residuals (including wash water and excavate soil) appropriately.

Section 5.4 (cont'd)

## Hazardous Materials

### Major Petroleum Spills –Response Summary

Action	
<b>Initial Assessment (do not spend undue time assessing the situation):</b>	<ol style="list-style-type: none"> <li>1. Look for injured personnel.</li> <li>2. Identify situational hazards (e.g., sources of ignition, etc.).</li> <li>3. Estimate quantity spilled and rate of flow.</li> <li>4. Evacuate, close off area, post signs, alert others, and call for assistance.</li> </ol>
<b>Notification</b>	<ol style="list-style-type: none"> <li>1. University Police Department <b>503-7777</b></li> <li>2. <b>911</b> North Spartanburg Fire Department (will evaluate if Hazmat should be called out)</li> <li>3. Spill Clean-Up Contractor (if needed)</li> </ol>
<b>Source Control</b>	<ol style="list-style-type: none"> <li>1. Turn off control valves</li> <li>2. Contain spill with spill kits</li> <li>3. Attempt to prevent the spill from entering storm sewer or other water runoff system.</li> </ol>
<b>Mitigation and Removal</b>	<ol style="list-style-type: none"> <li>1. Coordinate with North Spartanburg County Fire Department, Hazmat and private spill response contractor.</li> </ol>
<b>Critique and Follow-Up</b>	<ol style="list-style-type: none"> <li>1. Account for injuries and/or property damage.</li> <li>2. Modify procedures to prevent future occurrences.</li> </ol>

Major petroleum spills are generally considered to be 40 gallons of product. The North Spartanburg County Fire Department Hazmat unit will provide guidance, assistance, and site assessment to verify clean-up prior to re-occupancy of the affected areas. However, it should be noted that if the spill reaches a waterway or storm water sewer, the situation could be considered a major petroleum spill due to the regulatory implications and the need for EPA notification.

Responders should wear personal protective equipment, (PPE) and should avoid breathing vapors from the spill. Use spill kit absorbents to contain and confine the spill. Typical absorbents include socks/pigs (tubes of absorbent products), clay/minerals (also used to soak up and hold petroleum products). Booms (e.g., plastic barriers) can be used to contain spills on smooth hard surfaces or on water. Clean the spill area with water and evacuate contaminated soil. Dispose of all clean-up materials and residuals (including wash water and excavated soil) appropriately.

## Hazardous Materials

### Chemical release/Spill of unknown Origin

If it is believed that the material presents a danger to you or others immediately follow these steps:

- Call Campus Police at **503-7777**. Give your name, department, location and severity of the spill. Advise if anyone has been in contact with the substance or overcome by the fumes.
- Pull a fire alarm manual station to begin building evacuation.
- If flammable liquids are spilled, extinguish all sources of ignition (e.g., Bunsen burners). Do not turn off or on any light switches or electrical equipment since such an action could cause an ignition.
- Evacuate to the Emergency Assembly Area designated for the building. Do not return to the building until told it is safe to do so by the Police Department, Fire Department or Building/Floor Coordinators.
- Do not walk through or stand near any smoke, vapors or fumes.
- Once you have evacuated, stay with co-workers to determine if all personnel have left the building.

### Hazardous Waste Disposal Rules

If you generate hazardous waste in your department, the proper procedure for disposal is to contact the USC Upstate Office of Risk Management regarding hazardous waste removal. The waste is to remain properly stored within the generating department until arrangements for disposal have been made by the Office of Risk Management. Under no circumstances should hazardous waste be placed in any hallway or unsecured portions of any campus building. If you generate a waste product but are unsure if it is hazardous, please contact the Office of Risk Management for review. Moreover, if you are unsure as to how to store hazardous materials ready for disposal, contact Risk Management.

## Hazardous Materials

### Initial Response Action Outdoors

- Stop a safe distance upwind and uphill from the incident
- Identify conditions involved with the scene: smoke, fire, leakage, colors, vapors, etc.
- Identify topographic influences such as hills, curbs, culverts, waterways, etc.
- Identify any potential life hazard locations within the immediate area.
- Identify the material before beginning operations.

### Initial Response Action Indoors

- For Level 2 incidents where ventilation is known or controlled to allow closer access, set up in the corridor away from the spill or from adjoining floors.
- For Level 3 & 4 incidents, keep all rescue and safety apparatus upwind and a safe distance from the building. Identify the material before entering the affected area.
- Decontamination must occur prior to any entry operations.
- First responders with proper protective clothing and equipment (PPE) may enter to assess the situation with the assistance of one qualified occupant, if available. Additional personnel in equal PPE will back-up the initial entry team.

### Identification of the Material Involved

- From the Department of Transportation(DOT) placard
- From the United Nations (UN) identification number
- From the product label
- From the Standard transportation Commodity Code (STCC) number
- From the company or department representative
- From the driver of a transport

## Hazardous Materials

### Determine Potential Harm through Appropriate Reference Materials

- DOT Emergency Response Book
- National Fire Protection Association (NFPA) Fire Protection Guide on Hazardous Materials
- Occupational Safety & Health Administration (OSHA) and National Institute for Occupational Safety and Health (NIOSH) Pocket Guides
- Safety Data Sheet (MSDS)
- Internet resources

### Establish a Command Post and Communication System

- Set up a Command Post in an isolated area a safe distance from the scene; preferably upwind and uphill from outdoor releases. The Communications Officer should have the capability of communicating with all participating agencies and jurisdictions.
- Incident Command may be transferred to the Incident Management Center in accordance with the Incident Management Plan.

### Establish an Emergency Medical Services (EMS) Area

- The Spartanburg County Hazardous Materials Response Team will assess the hazards posed by a hazmat incident. In the event of a chemical or radiological incident, the HMRT will assess atmospheric and surface contamination levels. This information will be used as a guide for evacuations, sheltering-in-place and/or returning to standard operating procedures. In the event of a biologic hazard, HMRT will consult with experts from DHEC and make appropriate recommendations to the Incident Management Team. DHEC, HMRT, Health Services and local EMS service providers will coordinate with the Incident Management team to establish staging areas that are remote from hazardous operations yet provide easy ingress and egress to campus.
- If you know it is safe to do so, try to contain the spill by using any absorbent materials available. Once you have attempted to contain the spill, close the door to the area and leave the building.
- If you have firsthand knowledge of the spill, notify emergency responders once you are outside of the building

## Pathogenic Microorganisms

### Introduction

Pathogenic microorganisms are minute or submicroscopic organisms such as bacterium or protozoan that cause, or have the potential to cause, disease in humans, animals, plants or other organisms. These tiny organisms can be used in many beneficial manners throughout the world but, if misused or underestimated can prove to be dangerous to the health of a community. These organisms are researched and used on campus for teaching purposes. Appropriate handling is essential to the well-being of our community. As such, certain measures have been taken to help ensure the safety of the campus with regards to these organisms. Further, it is important to understand the importance of proper safety precautions and clean-up protocol should these organisms be released accidentally or intentionally.

### Procedure

For the complete exposure control plan, biological spill and clean-up procedures please reference <http://ehs.sc.edu/BioHaz.htm> For all laboratory procedures and protocols reference the University of South Carolina Upstate Chemical Hygiene Plan Appendix XXIII Control of Pathogenic Microorganisms.

- The pathogenic microorganisms that are contained on this campus are contained in the Smith Science Building. The use and study of these specimens is limited to this building and the classrooms/labs therein.
- The labs in which these organisms are contained are secured to ensure access only by authorized personnel. Signs are posted to indicate such.
- This lab shall be labeled indicating that the room contains biohazard materials.
- Entry to the room will be limited to the supervising professor of the lab, colleagues involved with the study and research of these specimens and authorized students when accompanied by authorized professors.
- A list of all specimens maintained in this lab will be maintained by the lab supervisor. Accidental Spill or Release of Pathogenic Microorganisms
- Upon discovery that a specimen has been released in an open lab environment (as opposed to under a ventilation hood or other controlled environment), the specimen should be identified as accurately as possible.
- Thoroughly assess the situation but do so with haste.

## Pathogenic Microorganisms

### Procedure (Cont'd)

- Discontinue the use of all HVAC systems for the lab.
- Alert persons in the immediate area.
- Put on appropriate personal protective equipment (PPE).
- Close all doors and windows to the lab and exit the lab.
- Secure the lab and clearly indicate that entry is prohibited until further notice.
- Remove-Sharps with forceps, dust pan or other mechanical device.
- Place -Sharps in biohazard sharps container.
- Cover spill with absorbent material (i.e. paper towels).
- Carefully pour fresh 10% bleach solution around edges and then work inward (avoid splashing).
- Allow 20 minute disinfectant contact time.
- Use absorbent material to wipe up spill.
- Notify the supervisor of lab or the Lab Manager immediately.

NOTE: The lab supervisor should immediately notify University Police of the incident. Appropriate clean-up procedures as directed by the lab supervisor should be initiated immediately. Notify emergency personnel and/or government officials as is necessary.

- All persons involved in the spill, clean up procedures, or assisting those involved should thoroughly wash their hands with soap and cold water.
- It is also advisable to change clothes and shower as soon as possible.
- Place all clean-up materials in a biohazard bag for disposal.
- Clean area again with fresh absorbent and disinfectant.
- Remove gloves and other PPE and thoroughly wash hands.
- If you believe you have been exposed to a specimen and your health has been placed at risk, immediately contact University Police who will facilitate interaction with the DHEC decontamination team.



## Pathogenic Microorganisms

### Biological Spill Clean-up Materials

- Gloves (latex or nitrile) & lab coat
- Concentrated household bleach
- Spray bottle for making fresh 10% bleach solution
- Absorbent materials (paper towels, etc.)
- Biohazard bags for collecting clean-up materials
- If spill contains Sharps— forceps/dust pan & sharps container
- Additional PPE as necessary:
  - Mask and eye protection if splash or droplets may be generated
  - Booties (shoe covers) if risk of contaminating shoes
  - Disposable cap if long hair may be contaminated during clean-up
  - Printed Biological Spill Procedures

### Mass Release of Pathogenic Microorganisms

- Given the small quantity present and the precautions taken to secure pathogenic microorganisms at USC Upstate, should this eventuality occur, it will most likely be the result of an intentional or terrorist act.
- If you suspect a mass release in a campus building do not panic. Notify University Police.
- Unless University Police direct otherwise, exit the building as quickly as possible using the evacuation routes posted for use in case of fire. Encourage others to do the same.
- Do not take any of your belongings with you as they may have been contaminated as well. Carrying them out of the building could cause further contamination.
- As you leave look for any open windows or doors to the exterior of the building and close them to prevent the microorganisms from spreading outside the building.
- Once you have exited the building, remain in the area and await instructions from emergency personnel.
- While waiting for instructions, try to isolate yourself and those with you from people who have not been contaminated.

## Radioactive Spills, Leaks, or Releases

### Introduction

USC Upstate does not maintain large quantities of radioactive materials on campus. However, there are a small number of radioactive elements maintained on campus for educational purposes. Likewise the University as well as the Army National Guard maintains various pieces of equipment on campus which contain minute amounts of radioactive elements that allow these instruments to function. In the event that any of these devices incur damage and radioactive materials leak, spill or release, unintentionally or intentionally, it is imperative that the proper precautions be taken to prevent the spread of these materials and the contamination of people or locations.

### Procedures

A list of all radioactive materials used for instructional or research purposes is maintained by the University's Science Lab Manager.

- All materials on record are reported to government regulatory commissions in accordance with state and federal laws.
- This list is updated regularly to note the amounts and location of these materials.
- Both Army National Guard units are required to report all materials stored within their building and the exact location of these materials to North Spartanburg Fire Department. Pursuant to existing agreements, these reports are updated annually.
- The University's Science Lab Manager will also maintain a list of all devices that are used for educational purposes which require radioactive materials in order to function. These devices are inspected annually for leaks and/or damage.
- These reports are updated annually to reflect leaks or damage during the prior year and locations of all radioactive elements.

### Releases of Liquid Radioactive Materials (Minor Spills):

- Immediately notify all persons in the area affected by the spill.
- Notify the University's Science Lab Manager immediately.
- Notify University Police immediately.
- Isolate the area of the spill and permit only the minimum number of persons in the area necessary to deal with the spill.
- Use appropriate personal protective equipment (PPE).
- If feasible, confine the spill. (e.g., absorb in paper towel or other absorbent material)

## Radioactive Spills, Leaks, or Releases

- Decontaminate per instructions given by the Lab Manager or instructor.
- Monitor all potentially contaminated individuals.
- If persons are contaminated or you are not sure ensure that they are properly decontaminated before they leave the lab.
- Encourage these individuals to seek medical attention regardless of any symptoms that may or may not appear.

### Major Spills

In addition to the requirements for a "Minor Spill" listed above:

- Take immediate steps to decontaminate involved personnel. If the spill is on clothing, discard outer clothing at once.
- Notify Spartanburg County Hazmat to assist with decontamination efforts of the lab facility as well as contaminated persons.

### Releases of Airborne Radioactive Gases

- No immediate attempt should be made to clean up the spill.
- If feasible, limit the spread of the gas by closing doors and windows. Stop air handlers or seal air vents with plastic and duct tape.
- Leave the release area immediately and restrict the movement of potentially contaminated individuals to an assembly area just outside the release area until the extent of personnel contamination is determined.
- Do not allow contaminated persons to leave this assembly area until released by proper authorities.
- Cordon off the assembly area to prevent uncontaminated and/or decontaminated persons from coming in contact with contaminated persons.
  - Notify the University's Science Lab Manager immediately.
  - Notify University Police immediately.
  - Seal openings leading to the release area with duct tape and plastic sheeting or equivalent and place warning signs at each entrance to the release area.
  - Detour all unnecessary persons away from the area and encourage an evacuation of the building.
  - Do not attempt to force an evacuation.

### Radioactive Spills, Leaks, or Releases

- If an evacuation is necessary, emergency personnel will facilitate this endeavor.
- Monitor and decontaminate involved personnel before they leave the assembly area.
- If the spill is on clothing, discard outer clothing at once.
- Notify Spartanburg County Hazmat to assist with this.
- Under the guidance of Spartanburg County Hazmat, decontaminate the release area according to the instructions/criteria provided by their personnel.

#### Release of Radioactive Gases Outdoors

If you suspect the release of a radioactive material in an outdoor area of campus either through the use of a dirty bomb, intentional spill, or other means the following procedures should be followed:

- If outdoors at the time of the release, try not to lick your lips or breathe heavily.
- If outdoors at the time of the release, do not eat or drink anything until you have been cleared as uncontaminated.
- If outdoors at the time of the release, seek shelter in the nearest building.
- Try to isolate yourself and others who were outside from those who were not.
- If indoors at the time of the release, remain indoors.
- Notify University Police and North Spartanburg Fire Department immediately by calling 911
- Turn off or seal all ventilation systems using plastic and tape (preferably duct tape).
- Seal all exterior doors and windows using plastic and tape (preferably duct tape).
- Attempt to move to the innermost rooms of the building away from exterior doors and windows. Basement rooms are the safest.
- Tune to local radio and television stations and monitor local internet sites for further instructions and/or warnings.
- Await further instructions from authorities.

## Section 5.7

# Utility Failures

### Introduction

Interruption of electrical supply, water, gas and communications infrastructures represent hazards to the mission critical functions of the University. For example, a major power outage may not in itself be destructive. However, a possible resulting panic or fire could endanger life and property. As a result, failure of any or all of these services could potentially jeopardize constituency safety and trigger suspension or cancellation of classes, or an outright campus closure. Buildings should be evacuated if the fire alarm sounds and/or if so notified by the Building/Floor Coordinator or University Police. Moreover, in laboratory buildings, fume hoods do not operate during a power outage. For this reasons, laboratories should not be used until the ventilation system is restored to proper working order. Facilities Management maintains staffing, contingency plans and drawings indicating the locations of all utility system infrastructures for responding to these types of situations.

### Procedures

In the event of a utility failure, Public Safety, Facilities Management and Residence Hall Staff will:

- Report major utility outages to the University Police Department. In turn, the Police Department will notify the Assistant Vice-Chancellor of University Marketing and Communications and Building and Floor Coordinators as appropriate.
- Report service interruptions to IT and Facilities personnel.
- Check all impacted buildings to ensure no one is trapped in an elevator.
- In cooperation with RA's, Building and Floor Coordinators, identify the location of all persons with special needs.
- Provide timely updates to the IMT. These reports will enable affected faculty to adjust or cancel classes and protect vulnerable research. Communicate and coordinate with the appropriate utility provider.
- Provide response and repair technicians to affected areas. Initiate repairs as possible.
- Provide technical details of the situation to the Director of University Communications and Chief of Police/Incident Commander.
- Contact other University departments affected by the outage to initiate contingency planning efforts.
- Upon the restoration of electrical power, facilities personnel will conduct building inspections to verify that all systems are restored and functioning properly. If systems are functioning properly, they will issue an all clear for building re-entry.
- At times, utility emergencies may occur after hours which dictate immediate manual systems shut-offs or disconnects. If such an instance occurs, UPD keeps a utility list indicating the location of emergency shut-off valves and switches on each campus building.

## Utility Failure (Electricity)

Electrical utility failure most often occurs during major electrical storms and/or overloaded power grids generally as a result of problems unrelated to events on campus. Electrical utility failure most often occurs during major electrical storms and/or overloaded power grids generally as a result of problems unrelated to events on campus. Electrical utility failure can have a significant impact on campus safety and class schedules.

- If the power goes off in a building, the Building or Floor Coordinator should contact University Police. If the electrical failure affects class scheduling, the Incident Management Team may be activated to manage the emergency and coordinate recovery.
- In the event of a downed power line (sparks, exposed wires, etc.) clear everyone a safe distance from the area and alert University Police Immediately.
- Facilities Management may provide temporary electrical generators to restore powers to critical areas.



## Utility Failure (Electricity)

Facilities Management is to be notified immediately when the power goes out, even if the outage is momentary and restores shortly thereafter. This is the first step in the protocol.

When calling IT Services, officers should talk to someone rather than leaving a message. Therefore, if Chris Hanke does not answer his phone, call. The phone numbers are listed below:

- |                        |                      |                      |
|------------------------|----------------------|----------------------|
| 1. Kent Orr            | Cell: 415-8893       | Home: 427-1001       |
| 2. Tim Gowan           | Cell: 237-5427       | Home: 583-3589       |
| 3. Mary Bucher         | Cell: 237-7933       | Home: (864) 322-5080 |
| 4. Police Supervisor   | Cell: 357-3008       | Office: 503-7777     |
| 5. Chief of Police     | Cell: 809-5198       | Office: 503-5254     |
| 6. Jessica Blais (PIO) | Cell: (727) 482-1313 | Office: 503-5235     |

### Procedures

1. Check elevators for persons stuck in elevators.
2. Check Palmetto Villas, Palmetto House and Magnolia House to ensure safety of patrons.
3. Check all campus buildings for safety and persons and determine the extent of the power outage.
4. If the power outage occurs during normal business hours, ensure that the Building and Floor Coordinators are aware.
5. NOTE: Make sure that you make log entries of what time the power outages(s) occurred and restored. Make log entries of each person that was contacted and what time they were contacted.

## Utility Failure (Water)

Water utility failure can have a significant impact on campus operations in a relatively short period of time. Moreover, a water failure can present health problems requiring building evacuation and/or Department of Health and Environmental Services, (DHEC) intervention.

- In the event of a water utility failure, notify the Building or Floor Coordinator who will in turn notify University Police.
- Facilities Management will assess the extent of a reported water failure and the estimated period of time the building, area, or campus will be without water. If it is determined that the campus will be without water for 12 hours or more, the Incident Management Team may be activated. An immediate action plan will include notifications of the campus community to minimize health hazards until water utilities are restored.
- In the event of a prolonged water outage, it may be necessary for Facilities Management to bring in water supplies and/or portable sanitation services.





## Utility Failure (Natural Gas)

Natural gas utility failure can represent a significant impact on campus functions:

- In the event of a natural gas failure, notify the Building or Floor Coordinator who will in turn alert University Police. University Police will respond immediately and notify Facilities Management.
- If a natural gas leak is detected, an evacuation of the area or building may be necessary.
- Once Facilities Management and University Police have assessed the type of disruption, the Incident Management Team may be activated. If evacuation is warranted, Building and Floor Coordinators will be notified immediately



## Other Incidents

If one of the following emergencies occurs, refer to the initial steps of the Utility Failure.

### Procedures

#### Elevator failure

- If you are trapped in an elevator, use the emergency phone to notify University Police. If the elevator does not have a phone, or if the phone is not working, activate the emergency alarm located on the front panel of the elevator.
- If you discover someone trapped in an elevator, call University Police at **911**.

#### Plumbing Failure/Flooding

- Cease using all electrical equipment Notify University Police by dialing **911**
- Evacuate the immediate area if necessary

#### Serious Gas Leak

- Cease all Operations
- Do not switch lights on or off
- Do not engage any electrical appliances
- Leave the area
- Notify University Police by dialing **911**

## Section 5.8 (cont'd)

### Other Incidents

If ventilation systems are emitting an odor of smoke, vacate the area immediately. Remember that toxic fumes can infiltrate into or through a building from various sources;

- Improperly stored chemicals
- Faulty refrigeration equipment fires
- Gasoline engines operated near airintakes
- Terrorist acts, etc.
- If applicable, cease any operations in progress
- Ventilate the contaminated area(s)
- Notify University Police at extension **7777** from campus phones or **503-7777** from cell phones or off-campus phones.

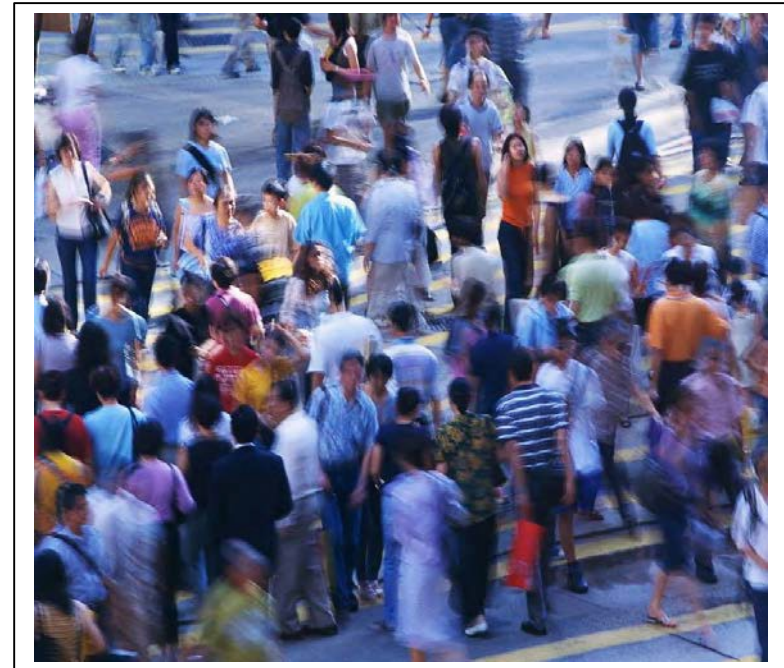
## Section 6.1

### Human Incidents

A human incident is any incident that originates with or is initiated by an individual or individuals: criminal acts, mental health issues, disruptive behavior in a classroom, eating disorders, traffic accidents, etc. USC Upstate faculty, staff, and students share in the responsibility to ensure that a safe, supportive environment exists on our campus. Responses to all incidents that arise on campus must address the impact on the individuals and groups in the campus community.

**Incident Action Plans for human-related issues covered in this section include:**

- Search and Rescue
- Active Shooter
- Angry, Belligerent or Violent Individuals
- Blood-borne Pathogens
- Bomb Threats
- Civil Disturbance
- Eating Disorders
- Hostage Situations
- Illness, Injury or Death
- Inappropriate/Disruptive Student Behavior
- Mass Casualties
- Missing Persons
- Off Campus Travel Accidents
- Psychological Incidents
- Sexual Assault
- Suicide Threat
- Suspicious Mail/Packages
- Suspicious Person
- Pandemic
- Mass Care and Shelter



## Section 6.2

# Search and Rescue

### Introduction

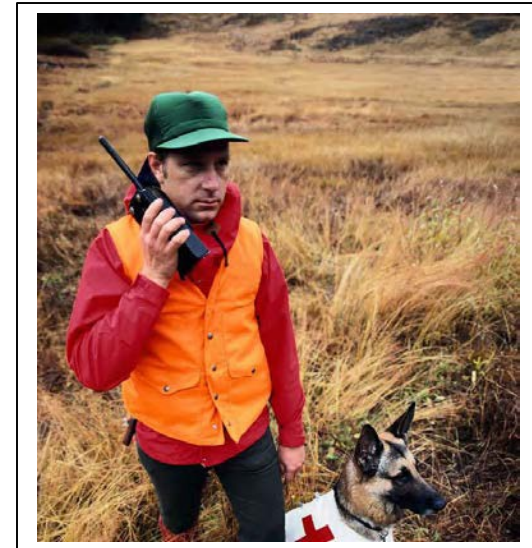
From time to time persons may be reported missing from campus. When investigative leads indicate that the missing person may be in and around campus or the densely populated forests and undergrowth surrounding campus, a search and/or search and rescue operation may need to be organized. The purpose of this document is to describe how a search at the University South Carolina Upstate is to be conducted when the University is the primary agency coordinating the effort.

The overall responsibility for search and rescue efforts is the University Police Department, Spartanburg County Sheriff's Office and North Spartanburg County Fire Department.

### Procedures

If it is determined that a search should be executed, other supporting resources may be utilized to effect such efforts. These include but are not limited to:

- University resources including an organized student body effort
- South Carolina SARDA
- The Civil Air Patrol
- National Guard
- Volunteer Organizations
  - Boy Scouts of America
  - ARES amateur radio
  - Local service organizations
  - North Spartanburg Search and Rescue



## Search and Rescue

Search and Rescue operations must be done in a coordinated and systematic approach. This will be accomplished by utilizing the Incident Management Plan. Search operations will be conducted in a variety of manners depending on the circumstances of the search and rescue.

- Utilizing the Incident Management System
- Assess resources needed for the incident
- Set up a command post
- Search areas in a coordinated approach
- Execute effective communications
- Engage effective documentation
- Account for all agencies and individuals operating at the incident
- Provide a media/communications liaison

## Active Shooter/Assailant

### Introduction

It is the policy of the University of South Carolina Upstate Department of Public Safety to provide an emergency response plan to alert University faculty and staff and visitors that an active shooter/assailant appears to be engaged in killing or attempting to kill people on campus.

### References:

US Department of Homeland Security Active Shooter-How to Respond, October 2008

### Definitions

An active shooter is defined as a person or persons who appear to be actively engaged in killing or attempting to kill people on campus. In most cases active shooters use a firearm(s) and display no pattern or method for selection of their victims. In some cases active shooters use other weapons and/or improvised explosive devices to cause additional victims and act as an impediment to police and emergency responders. These improvised explosive devices may detonate immediately, have delayed detonation fuses, or detonate on contact.

### Procedures

1. The first employee to identify an active shooter situation:
  - a) Should call **911** and provide the location of the incident, a description of the person(s) with the weapon, and type of weapon if known.
  - b) Evacuate students, visitors and staff if safe to do so.
2. Upon notification, the Public Safety Dispatch operator will:
  - a) Notify police personnel as well as facilitate activation of the SpartAlert emergency notification system.
  - b) Give all available information to responding Public Safety Officers.
  - c) Notify a member of the commandstaff
  - d) Notify Administration

## Active Shooter/Assailant

The first Police Officer to arrive on the scene will:

- Assess the situation and identify the “hot zone.”
  - Secure the area and establish a perimeter if not already completed.
  - Provide Public Safety Dispatch the following information to relay to responding Police personnel and allied agencies via 911.
  - Identify the number of shooters.
    - Determine the exact location of the shooter(s)
    - Type and number of weapons possibly in the possession of the shooter
    - Identify the number of victims
4. If an Active Shooter enters your work unit, office, meeting room, or building you should:
- Do your best to remain calm.
  - Try not to do anything that will provoke the active shooter.
  - If there is no possibility of escaping (get out) or hiding out, only as a last resort when your life is in imminent danger should you make a personal choice to attempt to negotiate with or overpower the shooter.
  - If the active shooter(s) leaves the area, barricade the room or go to a safer location.
5. At a location distant from the active shooter, such as on a different building or floor; or you are not able to leave the area safely:
- Remain calm
  - Warn other staff, visitors and students to take immediate shelter
  - Go to a room that can be locked and/or barricaded
  - Lock and barricade doors or windows
  - Turn off lights



### Active Shooter/Assailant

- Close blinds
- Block windows
- Turn off radios and other devices that emitsound
- Keep yourself out of sight and take adequate cover/protection (i.e., concrete walls, thick desks, filing cabinets)
- Silence cell phones
- Have one person call 911 and state: "Name, building and location." We have an active shooter on the campus, - shots fired.

6. If you are in an outside area and encounter an active shooter, you should:

- Try to remain calm.
- Move away from the active shooter or the sound of gunshot(s) and/or explosions(s).
- Look for appropriate locations for cover/protection (i.e., brick walls, retaining walls, parked vehicles, etc.)
- Call 911 and provide the information listed above.

7. What should I expect from responding officers?

- The objectives of responding law enforcement officers are:
  - Immediately engage or contain the active shooter(s) in order to stop the killing.
  - Identify threats such as improvised explosive devices.
  - Identify victims to facilitate medical care, interviews and counseling. Investigate.

### Active Shooter/Assailant

8. Police officers responding to an active shooter are trained to proceed immediately the area in which shots were last heard in order to stop the shooting as quickly as possible. The first responding officers may be in teams; they may be dressed in normal patrol uniforms, or they may be wearing external ballistic vests and Kevlar helmets or other tactical gear. The officers may be armed with rifles, shotguns and handguns.
9. Do exactly as the team of officers instruct. The first responding officers will be focused on stopping the active shooter and creating a safe environment for medical assistance to be brought in to aid the injured.
10. How to react when the police arrive at your location:
  - Remain calm, and follow officers' instructions.
  - Put down any items in your hands (i.e., bags, jackets).
  - Immediately raise hands and spread fingers d) Keep hands visible at all times.
  - Avoid making quick movements toward officers such as attempting to hold on to them for safety.
  - Avoid pointing, screaming and/or yelling.
  - Do not stop to ask officers for help or direction when evacuating, just proceed in the direction from which officers are entering the area.
11. When the police arrive the following information should be available:
  - Number of shooters
  - Number of individual victims and any hostages
  - The type of problem causing the situation
  - Type and number of weapons possibly in the possession of the shooter e) All necessary individuals still in the area
  - Identity and description of participants, if possible
  - Keys to all involved areas as well as floorplans.
  - Locations and phone numbers in the affected area

## Section 6.3 (cont'd)

### Active Shooter/Assailant

12. Available staff will supply the Incident Command Center with a list of faculty or staff known to be present in the area of the incident.
13. University Communications will establish a media center in a designated location. Family members of shooting victims will be sent to the Family Information Center located away from public view and the media.
14. The Incident Command Center Staff will:
  - Establish a medical response team ready to establish a triage and support casualty operations. b) Provide floor plans of the hostage area for use by Law Enforcement
  - Plan for a situation that may take several hours to resolve. While the violence may be over quickly, there may be an extensive crime scene over a wide area.
15. The Department of Public Safety will:
  - Direct responding police to the incident and the staging area.
  - Assign additional staff to control access to the area as directed by Incident Command.
  - Identify witnesses, separate them one from another and escort them to separate rooms to await interviews.
16. University faculty, staff, visitors, and students will be kept away from the area until the situation is fully resolved. Once Incident Command announces resolution of the situation University Communications will notify of an "All Clear."

## Angry, Belligerent, or Violent Individuals

### Introduction

Contacting and attempting to assist an angry or belligerent individual can be one of the most dangerous tasks a faculty or staff member undertakes. In these circumstances, agitated or irate persons are expressing emotions that could lead to violent behavior. For this reason it is imperative that persons in a highly charged emotional state are not further distressed. While not all persons are predisposed to commit violent acts, one should always be prepared to recognize and effectively communicate with non-threatening body language and speech.

### Procedures

Use the following steps when communicating with an angry or belligerent individual. Please remember that these are only guidelines. Each person may not respond in the same manner. Follow your intuition:

- Remain calm and confident.
- Be courteous and respectful.
- Listen attentively, caringly and objectively.
- Be as accommodating as is reasonably possible.
- Notify the appropriate authorities of the situation.
- Allow the person to express their feelings and/or concerns.
- Use your emotional control as a means of diffusing the situation.
- Confronting anger with anger only makes a situation even more volatile.
- Remember, the irate person already controls the situation. Don't allow them to feel they control you.
- Remember, if a person is already upset; do not give them any more reason to be angry or even more upset.
- If you cannot diffuse a situation quickly, notify University Police or your Building/Floor Coordinator for assistance.
- If the person is angry about something, try and discover the "something" is.
- If possible seek assistance or resources to remedy their concern.
- If you are able to diffuse the situation (regardless of whether you are able to resolve the issue), notify your supervisor so that they may be aware of any further disturbances or concerns that may arise as a result of this incident.

## Section 6.4 (cont'd)

### Angry, Belligerent, or Violent Individuals

#### Do Not:

- Corner or crowd the angry individual.
- Attempt to touch the individual.
- Blame anyone (the individual, your office, you, your supervisor, etc.) for the reason that have caused the individuals anger.
- Give the individual the impression that you are “blowing them off” or unconcerned with their problems.

#### Do:

- Always watch the person’s eyes. Their eyes will give you insight into their actions and their emotions.
- Always watch their hands: clenched fists, handling pens, scissors, or other weapons, banging on counters or desks, and wild hand gestures can all be indications of an escalating potential of violence.
- Try to have a third party present, but uninvolved:
  - This person should be present merely as a witness and should position themselves in an unobtrusive manner in the room.
  - It is imperative that this third person not make the person feel as if they are being combated by multiple people or ganged up on.
  - This person should only become involved in the situation if things get to the point of being violent or dangerous.
- If possible, keep a counter or empty desk between you and the person.
- Always stay at least two arms lengths (further if you can do so without offending the person) from the angry individual.
- Never allow yourself to become cornered. Identify your exits and ensure you are between the individual and at least one of these.
- Use diffusing phrases or questions
  - How can I help you?
  - Tell me more about....
  - What exactly would you like me to do?
  - What can I do to help remedy the situation?

## Angry, Belligerent, or Violent Individuals

### Hostile Intruder(s) on University Grounds

In most cases this type of incident will result in University Police intervention. If a hostile person(s) is actively causing or attempting to cause death or serious physical injury to person(s) on campus, the following procedures are recommended:

- Separate yourself from the threat as fast as you can.
- Contact University Police at **503-7777** or **911** as quickly and safely as possible.
- Do not run away from the threat in a straight line.
- Try to use vehicles, bushes, trees, and other objects to block you from the view of the hostile person(s).
- If you can get away from the immediate area of danger, summon help and warn others.
- If you decide to hide, take into consideration the area in which you are hiding. Will I be found here? Is this really a good spot to remain hidden?
- If the person(s) is causing death or serious physical injury to others and you are unable to run or hide you may choose to play dead if other victims are around you.
- The last option you have if caught in an open area outside may be to fight back. This is dangerous, but depending on your situation, this could be your last option.
- If you are caught by the intruder and you are not going to fight back, avoid making eye contact with the intruder. Obey all commands.
- Once the police arrive, obey all commands. This may involve your being handcuffed or made to put your hands in the air. This is done for safety reasons, and once circumstances are evaluated by the police; they will give you further directions to follow.

This training guide cannot cover every possible situation that might occur but it is a training tool that can reduce the number of injuries or death if put into action as soon as a situation develops. Time is the most important factor in the optimal management of these types of situations.

## Angry, Belligerent, or Violent Individuals

### Hostile Intruder in a Non-Residence Hall Building

In most cases this type of incident will result in University Police intervention. If a hostile person(s) is actively causing or attempting to cause death or serious physical injury to person(s) on campus, the following procedures are recommended. While these guidelines refer primarily to academic buildings, it should be noted that these procedures also apply to administrative buildings and other common buildings on the campus:

- Faculty should immediately lock the students and themselves in the classroom if possible. Cover any windows or openings that have a direct line of sight into the hallway.
- If communication is available, call University Police at **503-7777** or **911**.
- Don't sound the fire alarm. An alarm will signal occupants to evacuate and potentially place them in harm's way as they attempt to exit.
- Lock the windows and close blinds or curtains. Stay away from the windows.
- Turn off lights and all audio equipment.
- Remain calm.
- Keep everyone together.
- Keep classrooms secure until police arrive and provide directions. If you are not in a classroom, try to get to a classroom or an office. Stay out of open areas and be as quiet as possible.
- If for some reason you are caught in an open area such as a hallway or lounge, you must decide what you are going to do. This is a very crucial time and it can possibly mean life or death.
  1. You can try to hide, but make sure it is a well-hidden space or you may be found as the intruder moves through the building looking for victims.
  2. If you think you can safely make it out of the building by running, then do so. If you decide to run, do not run in a straight line. Attempt to keep objects such as desks, cabinets, fixtures, etc. between you and the hostile person(s). Once outside, do not run in a straight line. Use trees, vehicles, and other objects to block you from the view of intruders.
  3. If the person(s) is causing death or serious physical injury to others and you are unable to run and hide, you may choose to play dead if other victims are around you.

## Section 6.4 (cont'd)

### Angry, Belligerent, or Violent Individuals

4. Your last option if you are caught in an open area in a building may be to fight back. This is dangerous, but depending on your situation, this could be your last option.
5. If you are caught by the intruder and are not going to fight back, obey all commands and avoid looking the intruder in the eyes.
6. Once the police arrive, obey all commands. This may involve your being handcuffed, or keeping your hands in the air. This is done for safety reasons, and once circumstances are evaluated by the police, they will give you further directions to follow.

### Hostile Intruder(s) in a Residence Hall

When a hostile person(s) is actively causing or attempting to cause deadly harm or serious injury within the residence hall, the following procedures are recommended:

- Lock yourself in your room.
- If communication is available call University Police at **911**.
- If away from your room, join others in a room that can be locked.
- Do not remain in an open hall.
- Do not sound the fire alarm. A fire alarm will signal the occupants in the rooms to evacuate the building and potentially place them in harm's way as they attempt to exit.
- Barricade yourself in your room with desks, beds, or anything you can push against the door.
- Lock your window and close blinds or curtains.
- Stay away from the window.
- Turn off all lights and audio equipment.
- Remain calm and be as quiet as possible.
- If you are caught in the open such as hallways and lounge areas, you must decide what you are going to do. This is a very crucial time and can possibly mean life or death depending on your actions.
  1. You can try to hide, but make sure it is a well-hidden space or you may be found as the intruder moves through the Residence Hall looking for more victims.
  2. If you think you can safely make it out of the building by running, then do so. If you decide to run, do not run in a straight line. Keep any objects you can between you and the hostile person(s) while in the building. Once outside, don't run in a straight line.



## Section 6.4 (cont'd)

### Angry, Belligerent, or Violent Individuals

1. If the person(s) is causing death or serious physical injury to others and you are unable to run or hide, you may choose to play dead if other victims are around you.
2. The last option you have if caught in an open area in the dorm maybe to fight back. This is dangerous, but depending on your situation, this could be your last option.
3. If you are caught by the intruder and are not going to fight back, obey all commands. Avoid looking the intruder in the eyes.
4. Once the police arrive, obey all commands. This may involve your being handcuffed or made to put your hands in the air. This is done for safety reasons, and once circumstances are evaluated by the police, they will give you further directions to follow.



## Section 6.5

### Bloodborne Pathogens

#### Procedures

Universal precautions will be observed at USC Upstate in order to prevent contact with blood or other potentially infectious materials. All blood or other potentially infectious material will be considered infectious regardless of the perceived status of the source individual. Under circumstances in which differentiation between body fluid types is difficult or impossible, all body fluids shall be considered to be potentially infectious material.

Each Building and Floor Coordinator has been provided with a first aid kit as well as basic exposure control or personal protective equipment (PPE). Should you encounter any scenario that would require you to expose yourself to blood borne pathogens (providing first aid to a person, cleaning up vomit, etc.) every attempt to obtain this equipment should be made before proceeding.

If an emergency situation requires immediate attention, use your best judgment as to how to handle the situation. Remember that your health and wellbeing come first before handling such a situation, consider your risks and the necessary protection that you are foregoing.

- PPE protects from personnel exposure through eyes, nose and mouth
- PPE protects from personnel exposure through open cuts and breaks in the skin
- All procedures in which exposure is imminent will be conducted in a manner that will minimize splashing, spraying, splattering, and generation of droplets of blood or other potentially infectious materials.

## Section 6.5 (cont'd)

### Bloodborne Pathogens

In cases in where blood or other bodily fluid has been left on a surface such as a table or floor, immediately notify University Police who will in turn notify the necessary personnel to handle the matter. Custodial services personnel and Health Services personnel are all trained in the proper handling of such matters and maintain the necessary supplies to safely and efficiently clean the area. The contaminated area should be cordoned off to prevent access by others. However, Building or Floor Coordinators should remain at the scene to prevent accidental access until such time that the surface can be sanitized.

In work areas where there is a reasonable likelihood of exposure to blood or other potentially infectious materials, employees are not to eat, drink, apply cosmetics or lip balm, smoke or handle contact lenses. Food and beverages are not to be kept in refrigerators, freezers, shelves, cabinets, counter tops or bench tops where blood or other potentially infectious materials are present.

Should you become exposed to another person's bodily fluids by any means, the following procedures should be followed:

- If possible, wash the exposed area immediately with soap and/or water.
- Hand washing facilities shall be made available to employees who incur exposure to blood or other potentially infectious materials. OSHA requires that these facilities be readily accessible after incurring exposure. If hand washing facilities are not feasible, USC Upstate will provide either an antiseptic cleanser in conjunction with clean cloth/paper towels or antiseptic towelettes. If these alternatives are used, the hands are to be washed with soap and running water as soon is feasible.
- Seek first aid treatment as soon possible and inform the person providing the first that the injury is the result of a blood borne pathogen exposure.
- Place all needles or other sharp objects in a durable container, preferably a sharps container, to prevent further exposure.
- If a sharps container is not available you can use a soda bottle, plastic milk jug or bottle or anything similar.
- Each incident is to be reported to your supervisor immediately.
- Contact University Police to complete an Incident Report as soon as possible after the exposure incident.

## Section 6.5 (cont'd)

### Bloodborne Pathogens

Each incident is to be evaluated by a licensed health care professional.

- At USC Upstate, the health care professionals are located Health Services at 995 University Way, Immediate Care Center Eastside 1200 E. Main St. Suite 12 Spartanburg, SC 29306 or Spartanburg Regional Occupational Health.
- During normal business hours, Monday through Friday 8:30-5:00, Health Services will serve as the office for a licensed health care professional. If appropriate during daytime hours, employee injuries will be referred to Spartanburg Regional Occupational Health Mon-Fri, 8:30 a.m. to 5:00 p.m.
- During evening hours before 9:00 p.m. the Immediate Care Center Eastside will serve as the office for a licensed health care professional. For an exposure occurring after 9:00 p.m. call the Director of Health Services at (864) 237-7933 for guidance. The Immediate Care Center Eastside is also open Saturdays and Sundays 8:30 a.m. to 5:00 p.m.
- Once it has been determined that an exposure has occurred, these health care professionals will determine the necessary follow - up.
- Additional follow-up may include visits to Health Services or the Regional Occupational Health Center.

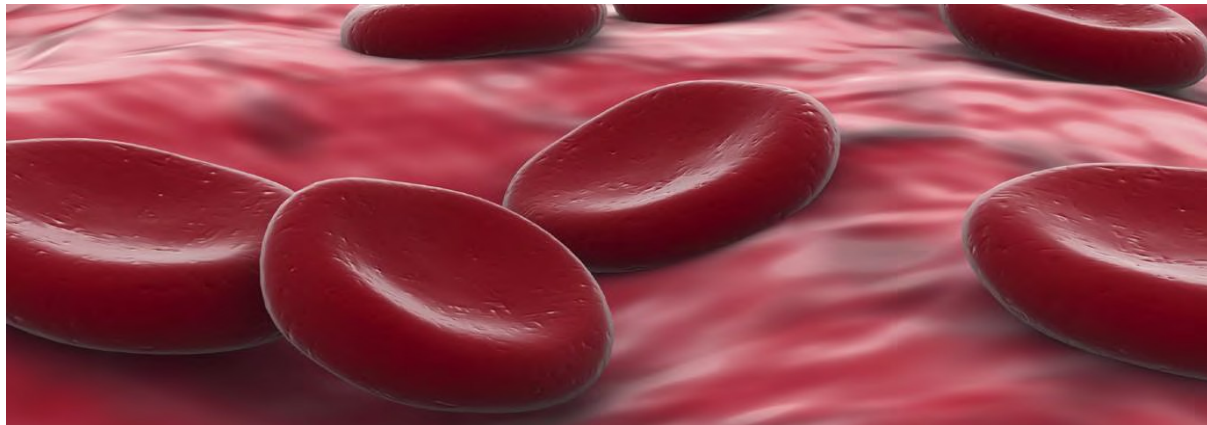
When appropriate, the exposed employee's blood will be tested for Hepatitis B, Hepatitis C and HIV. USC Upstate Health Services or Immediate Care Center Eastside will provide the test results to the exposed employee and provide counseling as medically indicated including referral to an infectious disease specialist, if indicated. When the source individual is known, the source individual's blood may be tested for the Hepatitis B virus, Hepatitis C virus and HIV once informed consent for the HIV test has been obtained.

- If consent cannot be obtained from the source individual and the employee requests that HIV testing be performed, USC Upstate will assist the employee to whatever degree reasonably necessary to obtain consent. In this event, state regulatory procedures shall be followed.
- The result of any evaluation is part of the employee's medical record.
- The employee shall only be given information pertinent to the source individual as needed to make an informed decision concerning appropriate follow-up measures.

## Bloodborne Pathogens

All USC Upstate employees, as well as students who are at greater risk of exposure due to their specific curriculum are offered the opportunity to receive training regarding blood borne pathogens annually. While this training is not mandatory, it is highly recommended, particularly for all members of the Crisis Management Team, Building and Floor Coordinators. This training should be repeated annually.

As a precaution to incidents of exposure, all University employees are offered the opportunity to receive the series of vaccinations against Hepatitis B once Blood Borne Pathogen Training has been completed (exceptions apply to those who have previously received the complete Hepatitis B vaccination series and antibody testing has revealed that the employee is immune, or the vaccine is contraindicated for medical reasons). This vaccination is offered as a free service to all employees who have the potential for occupational exposure. It can be received by all other employees for a fee.



## Section 6.6

### Bomb Threat

A single, violent act on campus could have devastating repercussions for the entire University, especially for students, faculty or staff directly involved in such an event. Campus policies for preventing violence will be guided by adherence to the principle that the safety of students, employees and the public will be placed ahead of safeguarding University equipment and services.

Violence on campus can result in both physical and psychological injuries and affect the public perception of the University as well. The guidelines contained in this Incident Action Plan should be followed unless an alternate solution emerges which achieves the same or enhanced standard of occupational health, safety and welfare. These procedures apply to all buildings on campus.

Bomb threats can occur in various ways but all are to be taken seriously. If a bomb threat is received, it is important to gather as much information as possible and immediately notify your supervisor or University Police. The affected building will be searched by University Police and Facilities Management personnel with assistance from other trained school personnel or volunteers if needed. The Chancellor and University Police will consider the time indicated by the caller to determine when the building will be searched and if it will be evacuated. If evidence of an explosive device exists, the Spartanburg County Sheriff's Bomb Squad will be dispatched to campus.

#### Procedures

##### What to Do When a Bomb Threat Is Received

In the case of a written threat, the document should be handled by as few people as possible. This evidence should be turned over to the University Police. Save all material – do not handle it after it is determined that the information contains a threat. If the threat should come via e-mail, make sure to save the information on your computer and contact University Police.

Most bomb threats are transmitted over the telephone and are generally brief. If the threat is made by phone, obtain as many details as possible and then convey those details to University Police. When speaking with an individual delivering a bomb threat, note the following information:

- Try to keep the caller on the telephone and find out as many details as possible.
- Exact location of the bomb
- Time set for detonation
- Description/type of bomb (pipe bomb. etc.)
- Type of explosive
- Reason for bombing
- Attempt to identify the caller's telephone ID if possible

## Section 6.6 (cont'd)

### Bomb Threat

- Attempt to obtain the caller's name or the organization that they are representing
- Write-down the caller's exact words
- Be aware of background noise (e.g., traffic, music, other voices / sound)
- Listen carefully to caller's voice (accent, male / female, attitude).

#### Reacting to the Threat

- Notify University Police at **911** by landline telephone.
- Do not use walkie-talkies (including Nextel type two-way radios), portable radios, cell phones or a public address system as it might detonate explosive devices.
- Give your name, phone number and location.
- Do not share call information with other employees unless instructed to do so by University Police.
- University Police will be responsible for notifying Building and Floor Coordinators and evacuating the building as appropriate.
- In an evacuation, students, faculty and staff should carry only their book bags and other personal items immediately accessible.
- The Chancellor has final authority regarding all evacuations. Do not attempt to organize an evacuation yourself as this may cause panic, injury and hysteria.
- If you have access to the "Bomb Threat Data" form below, complete it immediately after hanging up with the caller

#### Explosion by Bomb or Otherwise

Remember, the preservation of life is paramount. Should an explosion occur:

- Evacuate the premises immediately and assist all others to do the same, particularly the injured.
- Notify University Police by calling **911**.
- Treat injured persons to the best of your abilities without exceeding any training that you have had.
- Do not assume that because an explosion has occurred that all harm is gone.
  - Fires and damage caused by a preliminary explosion may cause further explosion in gas lines and other such fixtures.
  - The first explosion may have been designed by the suspect as a distraction to a second explosive device.

## Section 6.6 (cont'd)

### Bomb Threat

Assist emergency personnel as best as possible to provide information regarding the location of the explosion, the direction from which you saw or heard the initial blast, how many injured persons you are aware of and their location. Also note what rooms or floors in the building have been cleared/evacuated and/or posted. Be prepared to provide as many details as possible to emergency first responders.

#### Locating an Explosive Device or Suspicious Package Believed to Be Explosive

Should you locate any device that you believe to be explosive;

- Notify University Police by calling **911**.
- Provide a clear detailed description of the device or package, its location, how you discovered it or came to possess it, and who delivered or placed it in its current location.
- Do not use walkie-talkies (including Nextel type two-way radios), portable radios, cell phones or a public address system as it might detonate explosive devices.
- Do not touch the device or package.
- Do not attempt to open the device or package.
- Do not attempt to disarm the device.
- Do not attempt to organize an evacuation unless instructed to do so by University Police. Doing so may cause panic.



## Bomb Threat

### BOMB THREAT DATA FORM I

**Questions to Ask:**

1. What phone number is the caller calling from? \_\_\_\_\_
2. When is the bomb going to explode? \_\_\_\_\_
3. Where is the bomb right now? \_\_\_\_\_
4. What does it look like? \_\_\_\_\_
5. What kind of bomb is it? \_\_\_\_\_
6. What will cause it to explode? \_\_\_\_\_
7. Did the caller place the bomb? \_\_\_\_\_ If so, why? \_\_\_\_\_

## Bomb Threat

### BOMB THREAT DATA FORM II

**Questions to Ask:**

**10. Exact wording of the threat?** \_\_\_\_\_

**11. Is the caller's voice familiar? If so who does it sound like?** \_\_\_\_\_

**12. Caller's voice (circle any that apply):** Calm – Nasal – Angry – Stutter – Excited – Lisp – Slow – Rapid – Raspy – Deep – Soft – Loud – Crying – Accent – Ragged – Distinct – Laughter – Normal – Clearing Throat – Slurred – Disguised – Whispered – Deep Breathing – Cracking

**13. Background Noises (circle all that apply):** Street Noise – Voices – Factory Machinery – Music – Crockery – Clear – Static – Motor – Animal Noises – PA System – Local – Phone Booth – Long Distance – House Noises – Office Machinery

**Bomb Threat**

**BOMB THREAT DATA FORM III**

Remarks: \_\_\_\_\_

\_\_\_\_\_

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## Civil Disturbances

### Introduction

Most campus demonstrations such as marches, meetings, picketing and rallies are peaceful. As such, campus stakeholders who are not involved should attempt to sustain standard operating procedures. It is the responsibility of USC Upstate to ensure to the extent possible that such disturbances do not interfere with day-to-day operations of the University community.

Campus demonstrations such as those described above must be peaceful and non-obstructive. A student demonstration should not be disrupted unless one or more of the following conditions exist:

- Lack of completed application or prior notice of the event.
- Interference with the standard operating procedures of the University.
- Prevention of access to office buildings or other University facilities.
- Threat of physical harm to persons or damage to University facilities.
- Creation of a situation that may endanger the safety of individuals and/or disrupt the academic environment of the campus.

If any of these conditions exist, University Police should be notified. They will be responsible for contacting and informing the Chancellor and appropriate Vice Chancellors.

### Procedures

#### Limited Public Forum

Prior to any demonstrations, rallies, etc., USC Upstate requires that an application for the use of facilities and areas for meetings be completed and approved. See *USC Upstate Facilities Use Policy and Procedures* on the Special Events webpage.

## Civil Disturbances

### Peaceful, Non-Obstructive Demonstrations

If an application is on file and no threats to persons, property or processes exist, generally, demonstrations of this kind should not be interrupted. Additionally, these gatherings should not be obstructed or provoked, and efforts should be made to adhere to standard University operating procedures. However, University Police should be notified in the event that the demonstration suddenly becomes violent.

- If demonstrators are asked to leave by the standard facility closing time;
  - Arrangements will be made with the Chief of Police to monitor the situation during non-business hours, or,
  - A determination will be made to treat the violation of regular closing hours as a disruptive demonstration.

### Non-Violent, Disruptive Demonstrations

In the event that a demonstration blocks access to University facilities or interferes with the operation of the University the Incident Management Team shall be activated. Additionally,

- Demonstrators will be asked to terminate the disruptive activity by the Chancellor or his designee
- The Police Department will have a videographer/photographer available.
- Key University personnel and/or student leaders may be requested to proceed to the area and persuade the demonstrators to desist.
- The Dean of Students or his/her designee will go to the area and ask the demonstrators to leave or discontinue the disruptive activities.
- If the demonstrators persist in the disruptive activity they will be advised that failure to cease and desist within a set period of time may result in disciplinary action including suspension, expulsion and/or police intervention. Except in extreme emergencies, the Chancellor will be consulted before such disciplinary actions are taken.
- Efforts should be made to secure positive identification of demonstrators in violation of law or University Policy so as to facilitate subsequent testimony including photographs and/or video evidence.

## Section 6.7 (cont'd)

### Civil Disturbances

After consultation with the Chancellor and the Incident Management Team, a determination will be made as to whether to engage University Police intervention. If it is decided that police intervention is necessary, the demonstrators shall be notified accordingly. Upon the arrival of University Police, demonstrators shall be warned by the Police of the intent to arrest for failing to disperse.

#### Violent, Disruptive Demonstrations

In the event of a violent demonstration in which injury to persons and property occurs, or appears imminent, the Incident Management Team shall be activated. Additionally:

- University Police shall immediately be notified.
  - A videographer and photographer will immediately be dispatched and begin documenting the unlawful actions of the participants.
  - An Incident Commander shall immediately respond, establish a Command Post and prepare a plan for response and recovery.
- Activate our mutual aid agreement with the Spartanburg County Sheriff's Department if additional law enforcement resources are needed.



## Eating Disorders

### Introduction

Eating disorders can be divided into three major groups: anorexia nervosa, bulimia nervosa and compulsive overeating. Serious medical complications can develop from both disorders, such as heart failure, severe dehydration, tooth decay and sometimes death. Research states 5-10 percent of college-aged students have some level of anorexia nervosa or bulimia nervosa.

### Definitions

**Anorexia Nervosa** is a life-threatening disorder in which there is an intense fear of gaining weight, extreme concern over body shape and size, and a refusal to maintain body weight within a minimally normal range for height, age, and activity level.

**Bulimia Nervosa** is a disorder characterized by binge-eating and some form of purging, such as vomiting or excessive laxative use.

**Compulsive Overeating** is characterized by frequent episodes of eating large quantities of food in a short amount of time or continuous overeating, even when not hungry. People with compulsive overeating may be of normal weight, though 25% of obese individuals experience frequent episodes of this type of eating.

- Depression
- Dry and Yellow Skin
- Impaired Concentration
- Isolation From Peers and Family
- Excessive Exercise
- Abuse of Laxatives and Diet Pills
- Claiming To Be Fat When Obviously Not Overweight
- Binge Eating Followed By Vomiting or Strict Dieting
- Wearing Bulky Clothing

- Hair Loss
- Light-Headedness
- Intolerant of Cold
- Dental and Gum Problems
- Frequent Weight Fluctuations
- Loss of Menstrual Period
- Denial of Hunger Even When Not Eating Enough
- Preoccupation with Food, Calories and Nutrition
- Measuring Self-Worth by Weight

## Eating Disorders

Indicators of Compulsive Overeating:

- Eating large quantities of food alone
- Depression
- Guilt and shame over eating behavior

### Procedures

There are no quick or easy solutions to an eating disorder. Eating disorders are complex and potentially life-threatening. If a student is to recover, changes must be made in his or her attitudes and behaviors.

- Avoid power struggles with the student about eating. He or she will always win.
- Express honest concern for the student, using “I” statements. Let the student know that these types of eating disorders have serious health consequences.
- Refer the student to Health Services (ext. 5191) for physical complaints.
- Let the student know help is available. Refer him or her to Counseling Services (ext. 5195) for more information, counseling, or referral to outside assistance. Since these disorders are so serious, notify Counseling Services of your concerns and for additional information.
- The Student Behavioral Intervention Team will convene within 24 hours to develop a complete plan for addressing the behavior.



## Section 6.9

### **Emergency Incidents Involving International Students**

In the event of an incident, crisis, disaster or emergency affecting or involving any or all students of the University, the Incident Management Plan will provide appropriate response guidelines for the University. Included in these guidelines is the need to provide specialized attention for the International Student Community. These include cultural, religious, language and legal concerns as well as the associated complications inherent in the distance between students and their families around the world.

To ensure appropriate and sensitive care, emergency/crisis coordination for international students shall be the responsibility of the Center for International Studies and Language Services. For additional information, please refer to the Business Continuity Plan for the Center for International Studies and Language Services and Faculty Led Study Abroad Programs Appendix 10 USC Upstate Incident Management Plan.

## Hostage and Barricaded Persons

### Introduction

Hostage and/or barricaded person(s) situations present unique problems in the individual differences that may arise out of each incident. Each suspect in these situations has a different motive or drive for what they are doing. This varying motive can lead to impulsive and often times irrational behavior. These behaviors make their actions very unpredictable incidents that by nature are extremely dangerous for the victims of the incident, citizens of the community and law enforcement personnel.

### Definitions

Hostage Situation: Any situation where one or more persons are being held against their will by one or more individuals. Generally, these situations arise out of a need or demand of the suspect not being met, and intending to maintain the incident in their favor until such needs or demands are met.

Barricaded Persons Situation: A situation in which a person has isolated themselves alone behind a door, wall, piece of furniture or other structure, and makes demands of some manner with threat of harm to self/others if those demands are met. This person may claim to have weapons or other implements of violence (explosives) and will threaten to use them against any person attempting to neutralize him/her or such weapons.

### Procedure

If you are in a situation where you hear or see something that indicates there may be a hostage or barricaded person(s) situation:

- If possible, cordon off the area where the event is taking place.
- Do not initiate an evacuation as this may cause panic, but advise as many people as possible of the situation so they can avoid the area.
- Immediately notify University Police, tell them your name and phone number. Be prepared to give the following information:
  - Location and room number of incident.
  - Number of hostage takers, physical descriptions and names of hostage takers, if possible.
  - Number of hostages.
  - Any weapons you noticed.

## Section 6.10 (cont'd)

### Hostage and Barricaded Persons

Do not attempt to resolve the situation yourself as this may incite violence or other dangerous outcomes.

- Do not attempt to establish communication with a hostage taker or a barricaded person.
- If the hostage taker or barricaded person attempts to establish communication with you, do not reject their attempts.
- Speak with the individual in a calm and concerned manner.
- Do not placate their emotions but rather, try to empathize with their situation.
- Try to establish a good rapport with the individual. This will enable law enforcement to build their rapport much more quickly by using what you have already established.
- Do not make any deals or negotiations with the individual. In the end, your deals may not be honored based upon local resources, local ordinances and laws as well as governmental policies and procedures. Your inability to honor these deals or negotiations may lead to the harming of a hostage, an individual harming his/herself or harm to you. This also tends to destroy your rapport with the subject and will make any efforts by law enforcement to diffuse the situation that much more difficult.

If a situation should arise where you are taken hostage at the University, the following precautions and procedures should be followed:

- Do not attempt to escape unless you are absolutely sure that you can get away. If you fail, your life is at risk. Accept the situation and do as you are told. Do not become argumentative and do not speak unless spoken to. Do not complain. Avoid being belligerent. Comply with all orders and instructions. If you are told to keep your head down or maintain another body position, talk yourself into relaxing into the position. You may need to stay that way for some time.
- Be patient as time is on your side. Prepare yourself mentally and emotionally for a long ordeal. Research has shown that the first 45 minutes are the most dangerous.
- If addressed, respond in a regulated tone of voice. Do not attempt to hide your belongings.
- Do not draw attention to yourself with sudden body movements, statements, comments, or hostile looks.
- Avoid getting into political or ideological discussions with the captors.
- Avoid displays of emotion. Try to keep the hostage taker from being depressed. Make him think that a solution can be worked out.
- Request medication if you need it. A hostage taker does not like ill hostages.

## Section 6.10 (cont'd)

### Hostage and Barricaded Persons

- Be observant. If you are released, the police will need as much information as possible about the hostage taker and the room. Observe the captors - their physical traits, voice patterns, clothing or other details that can help provide a description later. Also take note of any weapons that the captors may have.
- Try to stay low to the ground or behind cover from windows or doors, if possible. If police have an opportunity to enter the premises or otherwise take control of the situation they may need the use of doors and/or windows in a forceful manner. Placing yourself in front of these may place you in harm's way from law enforcement strategies.
- If the police break into the scene, lie still on the floor and do not raise your head until told to do so by someone in uniform.
- Expect to be treated as a hostage taker or co-conspirator by law enforcement upon being rescued. Initially you will be treated roughly until it is determined by law enforcement that you are not part of the hostage taking team.

## Injury, Illness or Death

### Introduction

This protocol has been developed to outline institutional procedures for responding to cases of serious injury or the death of a student enrolled at USC Upstate.

### Procedures

The Chancellor or his designee and the Director of University Communications are the only individuals authorized to release the name of an injured or deceased student(s) to the media or other interested parties. FOIA requests for police reports will be processed by the Department of Public Safety.

**Student Injury/Illness**-In the event of a serious injury or illness the following procedures will apply. However, the name(s) of the injured student(s) will not be released until after the injury/illness has been verified and notification has occurred as outlined below:

#### Notification Protocol

- Immediately notify University Police and Health Services.
- If a student is transported to a medical facility, UP will notify the Vice Chancellor of Student Affairs.
- The Dean of Students will make required notification/communication as appropriate to the student's designated emergency contact(s); parent or guardian, spouse or next of kin, etc.
- After notification has been made, the Associate Vice Chancellor of Strategic Marketing and Communications will release the student name(s) contingent upon family consultation and approval.
- All inquiries regarding the safety or condition of a student should be referred to the Vice Chancellor of Student Affairs and/or the Associate Vice Chancellor of Strategic Marketing and Communications.

#### Operational Protocol

- Determine injuries and provide appropriate first-aid if trained to do so.
- Restore order and move students away from the scene. Students should not be allowed to leave class to go to the scene.
- Assess the extent of the situation by determining who was involved or committed the act. Identify witnesses and remove them to a secure area. Keep witnesses separated. Keep the scene secure. Do not disturb possible evidence.

## Section 6.11 (cont'd)

### Injury, Illness or Death

- University Police will activate the Incident Management Team if necessary to define actions to be taken.
- Follow emergency procedures for communication of information to staff, students, faculty and possible evacuation.
- Should a serious injury occur, the Division of Student Affairs will respond to meet the psychological needs of other affected students.
- Community members should refrain from using social media platforms to communicate information regarding injured students for fear that family members may receive second hand, unverified and/or erroneous information.
- If a student is transported to Spartanburg Regional from campus, a Student Affairs staff member will respond to the hospital.

**Student Death**-In the event of a student death, the name(s) of the deceased will not be released until the death has been verified and the University has been notified by the Coroner's Office or the attending medical physician that appropriate notifications have been made to the decedent's family.

#### Notification Protocol

- The Chief of Police or his designee shall be the point of contact for the Coroner's Office on all deaths.
- The Dean of Students will make appropriate follow-up contact with the student's designated emergency contacts; parent or guardian, spouse or next of kin, etc.
- After consultation and approval from the Coroner and family, the Associate Chancellor for Strategic Marketing and Communications (in consultation with the Chancellor) will release the name(s) of the deceased student.
- All inquiries regarding the death of a student should be referred to the Associate Vice Chancellor for Strategic Marketing and Communications.

#### Operational Protocol

If the death occurs on campus, University Police and emergency medical services personnel are the designated first responders. Whenever a student death occurs on campus, the following procedures should be followed:

- Notify University Police and Health Services immediately.
- Restore order and move students away from the scene. Students should not be allowed to leave class to go to the scene.

## Injury, Illness or Death

- Assess the extent of situation by determining who was involved or committed the act. Identify witnesses and remove them to a secure area. Keep witnesses separated. Keep the scene secure. Do not disturb possible evidence or remove the victim if determined to be deceased.
- University Police will activate the IMT if necessary to define actions to be taken.
- Follow emergency procedures for communication of information to faculty, staff and students; prepare for possible evacuation.
- Notify Housing and Residential Life and Facilities Management to coordinate any physical/facility issues requiring attention (i.e. cleaning, repairs, temporary storage, etc.).
- Community members should refrain from using social media platforms to communicate information regarding the death or suspected death of a student for fear that family members may receive second hand, unverified and/or erroneous information. As this is an extremely sensitive matter, notification should always come from either the attending physician or Coroner's Office.

The Dean of Student's Office is responsible for the delivery of death notification to all appropriate areas or departments which may include but are not limited to:

Senior Vice-Chancellor of Academic Affairs  
Students Major Department Head  
Library  
Office Alumni Office  
Student's College Dean  
University Police/Parking Services  
Financial Aid Office

Registrar  
Food Services  
Chancellor's Office  
Cashier's Office  
Housing and Residential Life Office (if applicable)  
Athletics (if applicable)  
Student's class professors

## Injury, Illness or Death

The Vice Chancellor for Student Affairs and Dean of Students will respond to meet the psychological needs of affected students as well as logistical needs of the parents/family members of the deceased. Services which may be offered include:

- Immediate support at local hospital if needed
- Individual/Group crisis counseling
- Assistance with missed classes (funeral, memorial attendance, etc.)
- Notification of faculty members for close friends of the deceased
- Assistance with roommates/apartment mates if applicable, to include relocation if desire
- Assistance with memorial issues, academic issues, refund if appropriate, student's personal belongings
- Attendance at funeral services if appropriate
- Assistance with a campus memorial service
- Removal of the student's name from all mailing databases
- Notification of passing to the campus community
- Processing of a complete University withdrawal
- Preparation and delivery of a certificate of attendance or posthumous degree
- Preparation and delivery of a letter of sympathy



## Inappropriate or Disruptive Student Behavior

### Inappropriate/Disruptive Behavior outside the Classroom

As stated in the *USC Upstate Code of Student Behavior* found in the student handbook, “disruptive activity,” is defined as, “any individual or group behavior that interferes with the freedom of expression, movement or activity of others, or the educational mission of the University. Any and all such actions are prohibited.” Forms of expression that disrupt or materially interfere with activities and operations or invade the rights of persons are also prohibited.

Any faculty, staff, or administrator affected by inappropriate or disruptive behavior should contact the Dean of Students to report the incident. The Dean of Students will hold a hearing and consider various sanctions depending on the nature of the incident. If the administrative hearing does not result in a resolution, the Honor Council will be convened to decide what action should be taken.

- The report of the incident should include the student’s name, date of incident(s), and description of incident(s). Be specific about the behavior exhibited, (e.g., the student became argumentative and belligerent after receiving a grade lower than expected).
- Incidents reported to the Dean of Students will be reviewed, investigated and dealt with in accordance with the *USC Upstate Student Code of Behavior*.

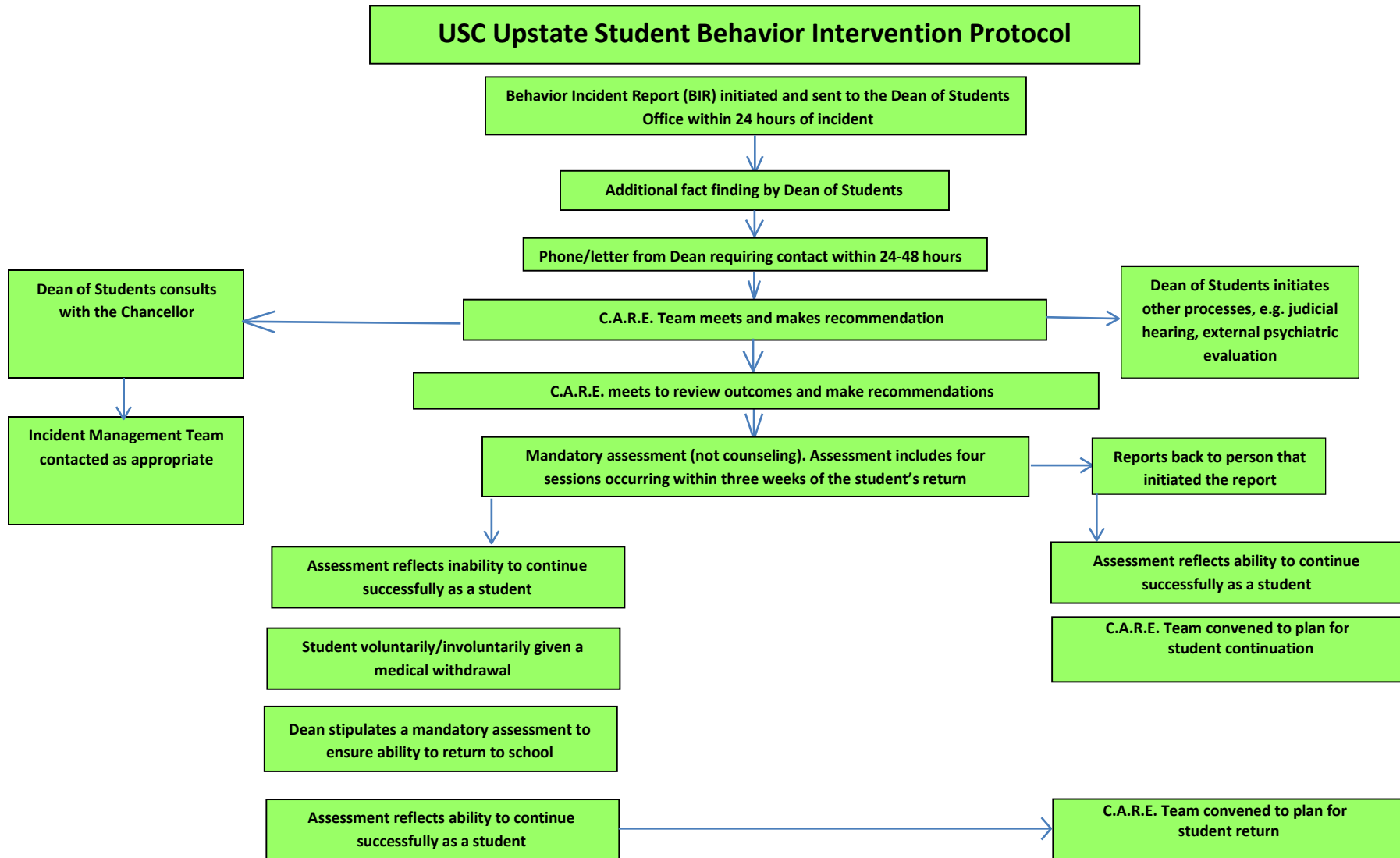
### Harassing Behavior

Harassment is defined as conduct that creates or attempts to create an intimidating, hostile, or offensive environment for another person. Such conduct includes, but is not limited to, actions or statements that threaten, harm or intimidate a person, or any other form of unwanted contact.

- Any faculty, staff or administrator being harassed by a student should contact the Dean of Students to report the incident. The Dean of Students will hold a hearing and consider various sanctions depending on the nature of the incident. If the administrative hearing does not result in a resolution, the Council will be convened to decide what action should be taken.
- The report of the incident should include the student’s name, date of incident(s), and description of incident(s). Be specific about the harassing behavior, (e.g. the student has contacted a faculty member at home after being told to make contact only during office hours or the student regularly waits outside an office and then follows the faculty member to their car after having asked the student only to make contact during office hours).
- Incidents reported to the Dean of Students will be reviewed, investigated and dealt with in accordance with the *USC Upstate Student Code of Behavior*.

Figure 10

Inappropriate or Disruptive Student Behavior



## Inappropriate or Disruptive Student Behavior

### CARE TEAM

The University of South Carolina Upstate is concerned about the safety, health, and/or well-being of all of its students, faculty, and staff, and has policies regarding the well-being for all members of the USC Upstate community. Specifically, the policies address activities that are disruptive to the mission of the University, as well as any suicidal or self-injurious threats or threat of injury to others.

The C.A.R.E. Team includes seven core members:

- 1- Vice Chancellor for Student Affairs
- 2- Dean of Students
- 3- Director of Counseling Services
- 4- Director of Housing & Residential Life
- 5- Director of Public Safety and Chief of University Police
- 6- Director of Health Services
- 7- Department of Athletics Representative

Additional Ad Hoc Members include Representatives from the following departments & offices:

Registrar  
Academic Affairs and Departments  
Athletics  
Student Life  
Greek Life  
Disability Services  
University Communications  
Information Technology and Services

## Inappropriate or Disruptive Student Behavior

### CARE TEAM

Communication Core Members include:

- Chancellor
- Provost & Senior Vice Chancellor of Academic Affairs
- Vice-Chancellor of Student Affairs

*These members will be provided with information for all incidents.*

There are 3 behavioral categories that are addressed:

1. Self-Injurious behavior/suicidal ideation or attempt.
2. Erratic behavior (including online activities) that disrupts the mission and/or normal proceedings of University students, faculty, or staff.
3. Involuntary transportation to the hospital for substance use/abuse.

## Missing Student, Staff, Faculty, Visitor

### Introduction

It is the policy of the University of South Carolina Upstate to immediately investigate any report of a missing student, faculty or staff member last seen on campus. The support and cooperation of other appropriate agencies will be sought. Moreover, Section 485 (j) of the HEA requires that Title IV eligible institutions establish a missing student notification policy for students residing in on-campus housing.

### Students Residing in On-Campus Housing

Students residing in campus housing, (Magnolia House, Palmetto House and Palmetto Villas) may identify and register a contact person with the Housing and Residence Life Office to notify if the resident student is determined to be missing (according to HEA guidelines a student is considered missing if their whereabouts is unaccounted for more than 24 hours. However, it is the policy of USC Upstate to immediately investigate upon receipt of a report. If a student is under 18 years of age, is not an emancipated individual and is determined to be missing, USC Upstate must notify a custodial parent or guardian within 24 hours.

This emergency notification process will be initiated in accordance with the student's designation when the University Police Department has been notified and has determined that the student has been deemed missing, has not returned to campus, or their whereabouts cannot be determined.

It is the policy of the University of South Carolina Upstate that any student discovered missing will be reported immediately upon discovery to the University Police Department for investigation. If it is determined that the student has been missing for 24 hours and the missing student has identified a contact, the University Police Department will immediately notify said contact. If the missing student is under 18 and not emancipated, University Police will immediately notify said student's custodial parent or legal guardian. If neither of the two preceding scenarios applies to a student determined to be a missing person, University Police will notify the appropriate law enforcement agency having jurisdiction. In all such cases involving a missing student, appropriate campus authorities including the Dean of Students, Director of Housing and Residence Life and Registrar will be notified as well.

To register missing student notification information, contact the Housing and Residence Life Office at or prior to move-in. The Housing and Residence Life Office is located on the ground floor of the Palmetto House at 470 Hodge Dr. Spartanburg, SC 29303.

## Missing Student, Staff, Faculty, Visitor

### General Procedures

Calls from parents/others concerning a missing student should be directed to Dean of Students who, in conjunction with the appropriate University officials, will handle the following:

- Identify the student's class schedule and interview faculty regarding their attendance.
- Identify the last time they were in class.
- Speak with roommates and other students with whom they are affiliated to ascertain if they know the location of the student.
- Establish the last time the student utilized the cafeteria if they are on a meal plan
- Upon conclusion that the student may be missing or in danger, notify University Police to investigate and make appropriate notifications.
- Continually advise the parents/guardians of the situation as it progresses.
- Coordinate with University Police to stay abreast of developing information.
- Coordinate with University Communications for press releases.

Upon the conclusion that the matter requires police intervention, University Police shall work with the appropriate authorities to:

- Coordinate with the Dean of Students to obtain all information received which initiated police involvement.
- Conduct an investigation of possible kidnapping and/or abduction.
- Review relevant video of locations the student frequented on campus.
- If relevant to the investigation, coordinate with IT to review the student's campus email account
- Verify the student's vehicle registration and conduct a vehicle search in and around campus.
- Coordinate with the Dean of Students to keep him/her abreast of the situation as it progresses.
- Coordinate with University Communications to make appropriate notifications regarding the incident, including SpartAlert notification and AMBER alerts if necessary.

## Missing Student, Staff, Faculty, Visitor

### Calls Concerning All Other Missing Persons (faculty, staff, visitors)

- All calls concerning any missing person that is not a student will be directed to University Police for appropriate investigation.
- Identify the individual's family (if they are not the complainant) and determine when they were last seen.
- Identify the individual's supervisor or employer and determine the last time they were at work.
- Speak with roommates, spouses, friends and others with whom they are affiliated to ascertain if they know the location of the individual.
- Continually advise the family of the situation as it progresses.
- Review relevant video of locations the individual may have been while on campus.
- Coordinate with IT to review computers and email accounts (if relevant to the investigation) to determine if and when the individual may have accessed a computer on campus.
- Verify the individual's vehicle registration and conduct a vehicle search in and around campus.
- Coordinate with University Communications to make appropriate notifications regarding the incident, including AMBER alerts if necessary.
- Coordinate with the Chancellor or designee to ensure that he/she is fully abreast of any and all developments in the matter.
- Should University Police receive a complaint of a missing person and, over the course of their investigation, determine that this person is a student, they will immediately coordinate with the Dean of Students to ensure that the procedures concerning missing students are followed.

### Activation of the South Carolina Amber Alert System

Upon determination by the University Police that the incident is, or potentially may be, one involving a kidnapping, abduction, any other foul play, or cause to suspect that the missing person is in danger, University Police may activate the South Carolina AMBER Alert System. The South Carolina Amber Alert system is an initiative to enhance the response of law enforcement to abductions of both children and adults, to quickly enlist assistance from communities, and to increase the likelihood of the safe and quick recovery of an abducted person. The Alert mechanism is a cooperative effort between South Carolina Law Enforcement personnel and South Carolina broadcasters, and allows for the quick dissemination of an urgent bulletin in abduction cases.

## Section 6.13 (cont'd)

### Missing Student, Staff, Faculty, Visitor

Radio and television stations, under the South Carolina Amber Alert system, will immediately interrupt regularly scheduled programming to broadcast information about an abduction. The quick dissemination of this information is critical in the effort to save lives of abducted children.

The criteria for an alert activation are:

- Police can articulate that a child has been abducted (taken from their environment unlawfully, without authority of law and without permission from the child's parent or legal guardian).
- The child is 16 years old or younger, and the Department can articulate the child is in immediate danger of serious bodily harm or death.
- An individual of 17 years old or older is missing, and the police can articulate that the individual is at greater risk for immediate danger of serious bodily harm or death because the individual possesses a proven physical or mental disability.
- An individual of 17 years of age or older is missing and police can articulate that the individual is missing as a result of abduction or other foul play.
- All other possibilities for the victim's disappearance have been reasonably excluded.
- There is sufficient information available to disseminate to the public that could assist in locating the victim, suspect, or vehicle used in the abduction.

The on-duty shift police supervisor has sole authority to evaluate the circumstances behind a missing person and make recommendation to the Chief of Police to activate the AMBER Alert System.

In order to activate the AMBER Alert Plan:

- The Chief of Police must determine that the case meets the criteria for activation of the South Carolina AMBER Alert plan.
- The Chief of Police will contact SLED Headquarters.
- The Chief of Police or a designee will fax the completed South Carolina AMBER Alert Notification form and a photograph of the victim to SLED.



## Off-Campus Travel

### Introduction

With increasing numbers of students and faculty traveling off campus and abroad for educational and other institutional related activities, the University of South Carolina Upstate has developed guidelines for off-campus travel and safety for the entire campus community. Safety and security of students, faculty, and staff are of primary concern.

### Procedures

- Pre-planning is an essential element of trip preparation. The following steps must be completed prior to an off-campus trip with the exceptions of athletic team trips:
- The department sponsoring the trip will have address, phone number, emergency contact, and copies of other medical emergency information, including insurance information if available, for each student on hand.
- A participant roster will be sent to University Police.
- Itineraries, routes, and schedules used in traveling to and from the destination will be sent to the University Police.
- The trip leader will ensure that a list of emergency contacts is taken on the trip. The list should include the Chief of Police, Director of University Communications and Dean of Students.
- Bus/Van drivers must be trained to drive the passenger automobiles as well as to perform first aid procedures.

### Travel Emergency/Accident

In case of an accident or student injury, *the trip leader will follow these emergency procedures. If the trip leader is unable to carry out this process, the student captain or trip leader's designee will take the place of the trip leader.*

- The trip leader calls appropriate emergency number, most likely 911.
- The trip leader then contacts University Police, who alerts the Incident Management Team.
- University Police will ask enough questions to ascertain the situation in order to convey the details to the Incident Management Team.
- The Incident Management Team will either designate an Incident Commander who is at the scene or dispatch individuals to travel to the hospital, accident scene, etc. and set up communications. If the incident occurs out of the state/country, the team leader will decide who should travel to the scene and coordinate all travel plans to reach the scene in an expedient manner.
- All students involved in the accident, regardless of whether they are injured, are taken to the hospital to be examined.

## Off-Campus Travel

Once the students have officially been released from the hospital or if they refuse care, University Police or assigned University personnel will escort each student back to campus or to his/her campus residence.

**Note: Faculty, coaches, and staff must maintain a list of students participating in off-campus extra-curricular activities and provide a copy of said lists to the University Police Department.**



## Pandemic

### Introduction

Pandemic flu is virulent human flu that causes a global outbreak, or pandemic, of serious illness. Because there is little natural immunity, the disease can spread easily from person to person.

### Definitions

The World Health Organization (WHO) has designated levels of alert: Levels 1-6. Each phase of alert coincides with a series of recommended activities to be undertaken by WHO, the international community, governments, and industry.

Level 1: Low risk of human cases Level 2: Higher risk of human cases

Level 3: No or very limited human to human transmission

Level 4: Evidence of increased human to human transmission

Level 5: Pandemic alert: Evidence of significant human to human transmission

Level 6: Efficient and sustained human to human transmission

### Procedures

#### **Pandemic Alert: Level 5: Goal is to maximize efforts to contain or delay the spread to possibly avert a full pandemic**

- Chancellor or designee is contacted by DHEC officials to notify of a Level 5 Alert. Chancellor's Office notifies University administrators.
- All administrators notify faculty and staff in their respective areas. Administrators and staff will report to work unless otherwise notified.
- All students who live in university housing and are able to travel will return to their homes if deemed necessary by University Administration in consultation with DHEC and the Incident Management Team.
- Anyone experiencing symptoms will report to Health Services or a city designated medical clinic.
- All University events (concerts, sporting events, workshops, etc.) will be cancelled if deemed necessary by University Administration in consultation with DHEC, Health Services and the Incident Management Team.
- Classes with labs or clinical components will not be held during this phase of the alert.
- Faculty members are encouraged to continue with classes via the internet and Blackboard and to work at home if feasible.

## Pandemic

Communicable disease prevention strategies should be emphasized.

- Wash hands frequently with soap and water;
- Cover coughs and sneezes with tissues and dispose of the tissues in a proper receptacle;
- Stay away from others who display signs of illness.

### **Pandemic Declared: Level 6**

- Chancellor or designee is contacted by DHEC officials.
- Chancellors 'office notifies all administrators, faculty and staff.
- Quarantine/isolation ordered by DHEC, the State Public Health Department.
- Issue of quarantine/isolation is placed on the website.
- Classes may be available via Blackboard or the internet.
- Designated administrators and staff will report to work as requested by the Chancellor.
- International students will remain in their respective housing.
- Anyone experiencing symptoms will report to Health Services or a city designated medical clinic.

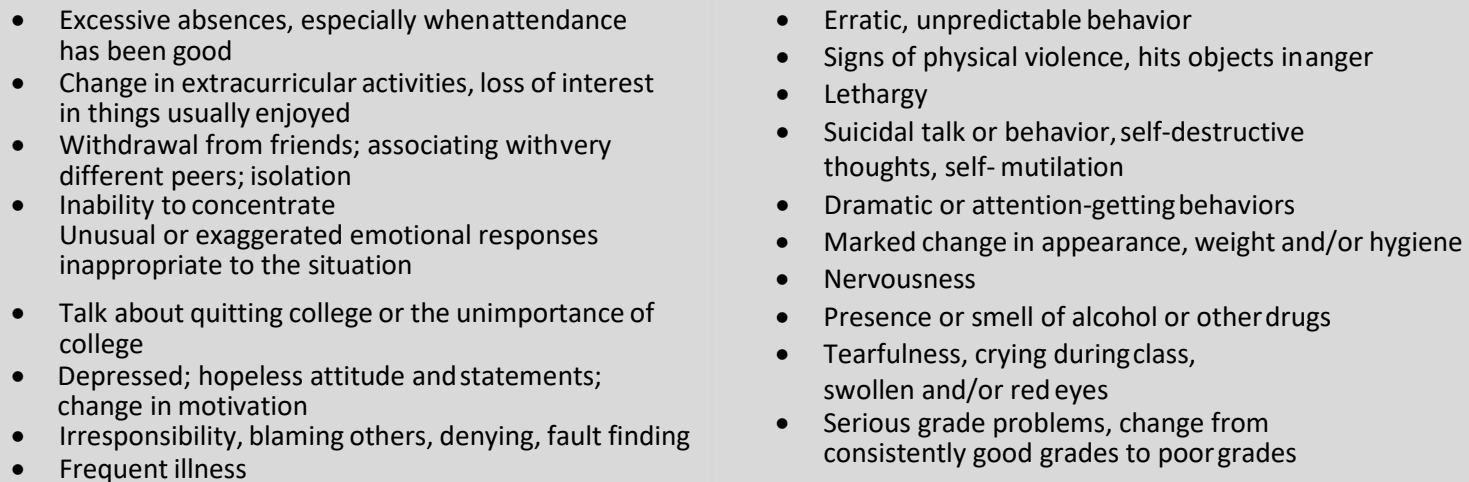
## Psychological Incident

**Introduction** (Please reference Appendix 7 - Behavioral Intervention Protocol)

Psychological Incident: An acute or chronic mental health issue that significantly impairs a student's ability to function academically or personally or has the potential to impact the safety and/or welfare of self or others.

### Procedures

#### Indicators of Emotional Distress in College Students

- 
- Excessive absences, especially when attendance has been good
  - Change in extracurricular activities, loss of interest in things usually enjoyed
  - Withdrawal from friends; associating with very different peers; isolation
  - Inability to concentrate
  - Unusual or exaggerated emotional responses inappropriate to the situation
  - Talk about quitting college or the unimportance of college
  - Depressed; hopeless attitude and statements; change in motivation
  - Irresponsibility, blaming others, denying, fault finding
  - Frequent illness
  - Erratic, unpredictable behavior
  - Signs of physical violence, hits objects in anger
  - Lethargy
  - Suicidal talk or behavior, self-destructive thoughts, self-mutilation
  - Dramatic or attention-getting behaviors
  - Marked change in appearance, weight and/or hygiene
  - Nervousness
  - Presence or smell of alcohol or other drugs
  - Tearfulness, crying during class, swollen and/or red eyes
  - Serious grade problems, change from consistently good grades to poor grades

## Psychological Incident

### Psychological Incidents

Given the potential intensity of the situation, if you are concerned that a student is experiencing or could soon experience a psychological incident of any type, you should not try to help him or her alone. Contact Counseling Services and/or the Dean of Students' Office for consultation, referral, and/or assessment. Legally, the student's safety and the safety of others supersede his or her right to confidentiality. It is appropriate and critical to tell the counselor and/or Dean of Students what you know in order to appropriately support the student.

- If appropriate, a Counselor will meet you where you are to assist you.
- Stay in control of yourself and use a calm voice. Listen carefully.
- Identify and acknowledge any issues of concern to the student.

### Violence or Threat of Violence:

If a student is violent or threatening violence, contact University Police immediately (ext. 7777 or 911) or have someone nearby make the contact.

- Provide your name, location (with directions if necessary) and the nature of the emergency.
- Stay in control of yourself and use a calm voice. Listen carefully.
- Do not try to assist the student alone.
- Identify and acknowledge any issues of concern to the student.
- Dismiss the class/meeting if necessary.
- Do not take unnecessary risks.
- Avoid arguing with or challenging the student.
- Avoid invading the personal space of the student or touching the student.
- Minimize pointing fingers or using large gestures with your hands.
- If you do not feel safe, avoid being alone with the student.
- The Behavioral Intervention Team will convene within 24 hours to develop a complete plan for addressing the behavior.

## Psychological Incident

### Contact Information

#### During Regularly Scheduled Work Hours:

Counseling Services - 503-5195 8:30am - 5:00pm - Monday - Friday

Dean of Students - 503-5125 8:30am - 5:00pm - Monday - Friday (Cell: 919-539-2802)

University Police - **911** on-call 24 hours

#### During Weekends and After Hours

University Police - **(864) 503-7777** or **911**

*Be sure to provide your name, telephone number, and campus location (with directions), along with the nature of the emergency. The University Police will contact the on-call counselor and/or Dean of Students.*

## Sexual Assault

### Introduction

Sexual assault is a traumatic event for the survivor as well as family and friends. The information on these pages is intended to inform and support anyone who has experienced this crime, as well as her/his significant others. It also serves as a guide to any member of the University Community who may be called upon to assist a victim of sexual assault.

### Definitions

Non-Consensual Sexual Contact occurs when there is coerced, manipulated or unwanted touching, directly or through clothing, of an intimate part of another person (i.e., the genital area, groin, inner thigh, anus, buttocks or breasts) that occurs against one's will or without one's consent, including when one is unconscious, intoxicated or otherwise unable to give consent.

Non-Consensual Sexual Assault occurs when there is unwilling or nonconsensual penetration of any bodily opening with any object or body part. This includes, but is not limited to, penetration of a bodily opening without consent through use of coercion or manipulation.

Forced Sexual Assault occurs when there is unwilling or nonconsensual penetration of any bodily opening with any object or body part that is committed either by force, threat, intimidation, or through exploitation of another's mental or physical condition of which the assailant was or should have been aware.

Sexual assault, including rape, is a violation of South Carolina Law as well as USC Upstate's Standards of Conduct for Students and Sexual Harassment Policy. USC Upstate strives to prevent all forms of sexual abuse and to provide a safe, abuse-free educational environment.

### Procedures

Should you encounter an individual who confides that they have been a victim of sexual assault, you should:

- Show that you believe the victim. A sexual assault victim's greatest fear is that they will not be believed.
- Do not minimize the incident or the victim's trauma.
- Listen and be patient. Let the victim tell their story as they see fit. Ensure that the victim understands that this is not their fault.



## Sexual Assault

- Be prepared for a wide range of emotions from the victim including anger, sorrow, shame, frustration, calmness, loneliness and any other number of emotions.
- Allow the victim to express their emotions freely.
- Offer to help the victim seek appropriate assistance from law enforcement, medical personnel and advocacy groups. Do not force these options upon them but encourage them to consider them as viable sources of comfort and assistance.
- Know your limits. There are numerous professionals available who can assist you. Offering untrained counseling advice can prove to be a further detriment. Be a friend, not a counselor and do not exceed your training in these matters.
- Try to prevent the victim from washing, showering, brushing their teeth, drinking liquids or changing their clothes until they have been examined by a competent medical professional. This is to preserve evidence that may be left on the body following the incident.
- Encourage the victim to seek a medical exam. It is important to get the victim to an exam facility as quickly as possible since evidence deteriorates quickly and may be important in proving the assault in criminal proceedings. The exam facilities in the Greenville/Spartanburg areas are Spartanburg Regional Health System Emergency Center and Greenville Memorial Hospital Emergency Center. The hospital staff will collect evidence, check for injuries, and deal with the possibility of exposure to sexually transmitted diseases.
- Above all, remember that this person is scared and probably feels alone. They have trusted you with this very important matter. Do not betray this trust. Do not repeat anything that the victim has shared with you except to law enforcement personnel.

If you are the victim of sexual assault:

- Go to a safe place. This may be your home, a friend's home, a family member's home or anywhere else that you feel safe.
- Contact University Police Department or a local law enforcement agency. Any Student Affairs staff member can assist you in this process.
- You may also proceed immediately to the Spartanburg Regional Medical Center Emergency Room. Specially trained personnel will treat you for the assault and can notify law enforcement on your behalf.
- A victim of sexual assault can file a confidential and/or anonymous report with the Dean of Students, Office of Student Life, or Health Services. The University cannot take disciplinary action solely on this report. However, the report would provide a record of the incident which may be useful if the victim decides at a later date to pursue charges.

## Sexual Assault

- A victim who wishes to file an informal or formal complaint of sexual assault against a student should notify University Police or the Dean of Students. An investigation will be conducted. Possible sanctions against a student found guilty of sexual assault through on campus proceedings include expulsion, suspension, and probation. See the Standards of Conduct for Students in the *Student Handbook* for more information on procedures and sanctions.
- After reporting a sexual assault, student victims may request changes in his/her living or academic environment. The student may seek assistance from the Dean of Students, Director of Housing and Residential Life and/or the Registrar. The University will make every effort to accommodate the student if the accommodations are reasonably available.

### Victim Assistance Response Team:

Becoming a victim of a crime can happen to anyone and students, active in all facets of community life, are no exception. Faced with a host of critical issues, decisions and problems that can arise if one becomes a victim, life as usual — attending classes, going to work, studying, socializing — becomes anything BUT usual. The specially tailored program is available for our students no matter where a crime occurs on or off campus. Certified victim assistance specialists address the immediate and long-term questions and issues (What are my options? What happens if I...? How can I?), handle the non-counseling fallout from the crime (ex., missed classes or work, room change, course disruptions, safety planning and concerns), attend to ongoing distractions or interruptions (involvement in any judicial processes/appearances) and work to resolve any matters or concerns that arise related to the crime and its impact on the college experience. Services are provided within a framework that is confidential, attentive, sensitive and knowledgeable so that no matter where our students live, work and socialize, if there is ever a need, there is a wealth of assistance through our response team.

When you or your loved ones become a victim of a crime, it's important to have a direction, to know your rights, to have support. Our Victim Assistance Response Team is available to provide services to victims and witnesses immediately after the crime occurs, during the investigation, and throughout the Criminal Justice Process in many different ways:

- Crisis Intervention
- Referrals and Information to community agencies for professional counseling, support groups, medical and financial aid, and shelter.
- Inform victims and witnesses of their rights and responsibilities under the law.
- Act as liaison between victims, police officers, investigators, and local agencies.

## Sexual Assault

Court preparation, accompaniment, and emergency transportation to court proceedings.

- Information regarding current status of case.
- Assistance in filing Victim Compensation through the State Office of Victim Assistance (SOVA), to help with medical expenses, lost wages counseling and funeral expenses.

Victims of sexual assault are encouraged to contact any of the following numbers to receive assistance:

Emergencies.....	<b>911</b>
USC Upstate Police Department.....	<b>911</b>
USC Upstate Police Department Victim Assistance	(864) 503-7777
Spartanburg County Sheriff's Office Victim Assistance.....	(864) 503-4625, 503-5626, 503-4627
Solicitors Office Victim/Witness Assistance.....	(864) 596-2575
Magistrates Court.....	(864) 596-2564
Safe Homes Rape Crisis Coalition (shelter and assistance).....	(864) 583-9803 or (Local Toll Free) 1-800-273-5066
Safe Homes 24-Hour Toll Free.....	(800) 273-5066
Children's Advocacy Center.....	(864) 515-9922
Governor's Office Crime Victims' Ombudsman.....	(888) 238-0697

## Suspicious Mail/Packages

### Introduction

To ensure the safety of faculty, staff and students, USC Upstate has adopted guidelines established in part by the U.S Postal Service to help screen mail for suspicious items. The University Police Department sustains contact with federal, state and local public health and law enforcement officials to ensure that all procedures and information remain up to date.

The U. S. Postal Service has identified several common characteristics of letters and parcels that should be considered suspicious and require additional care. These characteristics may include:

- A specific type of mail such as Foreign, Priority, or Special Delivery rather than standard first class or pre-sorted;
- Restrictive endorsements: Confidential, Personal, to be opened by Addressee Only, Do Not X-Ray;
- Visual distractions: Fragile, Rush, Handle with Care;
- Excessive postage (usually postage stamps) indicates a possible foreign sender;
- Fictitious or no return address;
- Addressed to persons by incorrect titles (Chief Officer rather than Chief Executive Officer) or titles with no names.
- Misspellings of common words;
- Writing written in odd manner (blocked letters, childish handwriting, etc.)
- Oily stains or discolorations, powders leaking from the interior or excessively settled on the exterior: soil, sand, liquids of any kind or color, or sticky/adhesive substances;
- Excessive weight or uneven weight distribution;
- Excessive binding material: masking, electrical or strapping tape, string, twine;
- Rigid, lopsided or uneven envelope;
- Protruding wires, screws or other parts.

Other characteristics that, when combined with any of the above, may raise suspicion include:

- Addressed to an employee who no longer works in your office or for the institution;
- The package is unexpected (not typical junk-mail but actual packages);
- The sender is unknown to you.

## Suspicious Mail/Packages

### Procedures

#### If you identify a suspicious package:

- Attempt to verify the sender and/or the legitimacy of the package (i.e., ask the recipient if he/she was expecting a package that matches the suspect package's size and shape).
- Call University Police at **911**. University Police will notify local emergency response authorities.
- Do not use walkie-talkies (including Nextel type two-way radios), portable radios, cell phones or a public address system as it might detonate explosive devices that may be in the package or trigger chemical releases.
- Provide a clear detailed description of the device or package, its location, and who delivered or placed it to you.
- Do not handle the package any more than necessary.
- Do not shake, open or empty the package.
- Do not carry the package to other areas or show it to other people.
- If anything spills out, do not try to clean it up.
- Cover any spilled contents immediately with clothing, paper, or a trashcan.
- Isolate all suspicious packages and cordon off the immediate area.
- If possible, place the envelope or package in a plastic bag or some other plastic container to prevent leakage.
- All personnel should leave the room and, if possible, turn off airflows, such as fans or air conditioning.
- Anyone who touched the mail should wash his/her hands with soap and **COLD** water immediately.
- Make a list of anyone who has handled the mail, including contact information, and provide the list to University Police.
- Encourage the potentially affected individuals to ensure that they receive proper medical attention beginning with University Health Services.
- Employees who may have come in contact with any contamination should shower and place all clothing in plastic bags as soon as feasible. The clothing should be available to the police officer(s) responding to the incident.
- Aside from cordoning off a single room in which the package is being held, never attempt to organize a full evacuation unless instructed to do so by University Police. Doing so may cause panic and place people in further danger.

## Suspicious Mail/Packages

Figure 11


UNITED STATES POSTAL SERVICE


SUSPICIOUS MAIL ALERT

If you receive a suspicious letter or package:

No return address  
Restrictive Markings



Possibly mailed from a foreign country  
Excessive postage

Misspelled words  
Addressed to title only  
Incorrect title  
Badly typed or written

Lopsided or uneven

Strange odor

Rigid or bulky

Oily stains, discolorations, or crystallization on wrapper

DO NOT X RAY TAPE ENCLOSED

Excessive postage

Operations Manager  
122 M ST.  
Saville, MO

CHIEF EXECUTIVE OFFICER  
222 N. HARVIE ST.  
PHILADELPHIA, PA 20565

Operations Manager  
3032 D 1st  
Annapolis, MD

**1** Handle with care.  
Don't shake or bump.

**2** Isolate it immediately

**3** Don't open, smell, touch or taste.

**4** Treat it as suspect.  
Call local law enforcement authorities

If a parcel is open and/or a threat is identified . . .

<p><b>For a Bomb:</b> Evacuate Immediately Call Police Contact Postal Inspectors Call Local Fire Department/HAZMAT Unit</p>	<p><b>For Radiological:</b> Limit Exposure - Don't Handle Evacuate Area Shield Yourself From Object Call Police Contact Postal Inspectors Call Local Fire Department/HAZMAT Unit</p>	<p><b>For Biological or Chemical:</b> Isolate - Don't Handle Evacuate Immediate Area Wash Your Hands With Soap and Warm Water Call Police Contact Postal Inspectors Call Local Fire Department/HAZMAT Unit</p>
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## Suspicious Person(s)

### Introduction

All USC stakeholders including faculty, staff, and students share in the responsibility of promoting a safe and healthy campus environment. One of the ways this can be accomplished is by promptly report suspicious persons or activities to University Police Department. Further, in maintaining a watchful eye for suspicious persons and questioning behaviors, the opportunity is afforded to offer a helping hand to those who may simply be lost or confused in their attempt to attend legitimate events or meetings on campus.

### Definitions

Examples of behaviors that should raise suspicions:

- Someone going from room to room or door to door between offices trying door handles.
- Anyone loitering near a building or elsewhere that appears as though he or she doesn't belong, or, their presence makes others uncomfortable.
- An unauthorized person enters a classroom.
- A person wanders the halls, rooms or offices in a manner that appears aimless or without direction.

### Procedures

#### Suspicious Persons

If someone is suspicious or is not recognized, politely offer to be of assistance. If you are not comfortable with this approach, contact a Building Safety/Floor Coordinator or your supervisor. When contacting suspicious persons be sure to note certain details about them such as:

- The location of their hands (in their pockets possibly clenching a weapon, clenched fists in front of them, hanging at their side, etc.). Any bags or packages they may be carrying.
- Physical appearance, (disheveled, unkempt, clean cut, bearded/moustache, type of clothing) Emotional state (tired, excited/excitable, intoxicated, irate).
- If the person has no reason for being in the building, promptly contact University Police.

## Section 6.19 (cont'd)

### Suspicious Person(s)

A University employee should remain with the individual in question until University Police arrive unless feeling threatened. When contacting University Police, be prepared to fully describe the person and/or the vehicle that is of concern. Be prepared to provide as much of the following information you can remember:

- Gender
- Race
- Height (approximate)
- Weight (approximate)
- Hair color and style
- Shirt color and style
- Pants color and style
- Build (stocky, wiry, heavysset, etc.)
- Any identifying accessories (a watch that stands out, a hat, sun glasses, bags or packages, etc.)
- Any identifying features (beard, goatee, moustache, unusual hairstyle, tattoos, etc.)
- Voice (deep, raspy, high-pitched, etc.)
- Any unusual odors about the person (alcohol, unusually foul odors, ammonia, gun powder, etc.)
- Make, model and color of any vehicle being driven (also a year or body style that would indicate a year range if possible)
- License plate on the vehicle and the issuing state of the license plate

Although most suspicious behavior is innocent in nature, trust your intuition and don't hesitate to call authorities. University Police would much rather intervene and find no problem than respond to an emergency situation later. If the University Police believe a threat exists, they will immediately advise a Building or Floor Coordinator to alert staff and faculty in their building. Upon notification to faculty and staff of a suspicious person in the building, classroom and office doors should be closed immediately and remain closed until notification is given by University Police or the Building /Floor Coordinators that "all is clear."



## Section 6.19 (cont'd)

### Suspicious Person(s)

Unauthorized Person(s) Entering or Present in a Classroom:

Faculty should offer assistance to the individual, communicate in a non-threatening manner and ask the individual to leave the room. If the intruder is perceived as a threat, attempt to evacuate everyone to the safest position away from the intruder. Be sure to note certain details about them such as:

- The location of their hands (in their pockets possibly clenching a weapon, clenched fists in front of them, hanging at their side, etc.) Any bags or packages they maybe carrying
- Physical appearance (disheveled, unkempt, clean cut, bearded/moustache, type of clothing) Emotional state (tired, excited/excitable, intoxicated, irate)

If the person is hostile or threatening, immediately have someone in the classroom notify University Police for assistance. If possible, the person notifying University Police should be prepared to provide the following information concerning the person:

- Gender
- Race
- Height (approximate)
- Weight (approximate)
- Hair color and style
- Shirt/pant color and style
- Build (stocky, wiry, muscular, heavysset, etc.)
- Any identifying accessories (a watch that stands out, a hat, sun glasses, bags or packages, etc.)
- Any identifying features (beard, goatee, moustache, unusual hairstyle, tattoos, etc.)
- Voice (deep, raspy, high-pitched, etc.)

## Suicide Threat

### Introduction

(Please reference Appendix 7 – Behavioral Intervention Protocol)

Each year approximately 6,000 college-aged individuals commit suicide. An institution of 5,000 can expect at least 1 suicide per year. Of particular relevance to USC Upstate is that first-generation college students from small, rural communities represent the highest risk. In addition, there are certain high-risk times during the academic year. One high-risk period occurs during the first three weeks of any school term, particularly for new or transfer students. Another high-risk period is February, which accounts for 20% of all suicides occurring during any given year.

### Definitions

Students at risk for suicide will often exhibit signs that serve as important indicators of their intentions. See indicators listed below:

<ul style="list-style-type: none"><li>• Verbal Threats to Commit Suicide</li><li>• Themes of Death</li><li>• Previous Suicide Attempts</li><li>• Unhealthy Changes in Behavior (e.g., withdrawal, isolation)</li></ul>	<ul style="list-style-type: none"><li>• Substance Abuse</li><li>• Problems in School (e.g., drop in grades, absences)</li><li>• Sudden, unexpected happiness following prolonged depression</li></ul>
--	---

### Procedures

When dealing with someone who is actively suicidal, do not handle the situation alone. Two heads are better than one, especially given the potential intensity of the crisis.

- Contact Counseling Services immediately if the threat of suicide is imminent. A counselor will meet you and the student where ever you are located.
- If the threat is not immediate, contact Counseling Services for consultation and assessment.
- Legally, the student’s safety supersedes his or her right to confidentiality. It is appropriate and critical to tell the counselor what you know in order to save the student’s life.

## Section 6.20 (cont'd)

### Suicide Threat

- Never leave an actively suicidal student unattended.
- Talk openly with the student about suicide. Contrary to popular assumptions, this will not push the student to act on the threat.
- Do not analyze the student's motives for wanting to die. Listen non-judgmentally.
- Keep a calm tone of voice so as not to scare the student.

The Behavioral Intervention Team will convene within 24 hours to develop a complete plan for addressing the behavior.

#### Emergencies

Counseling Services has a counselor on-call 24 hours a day during the fall and Spring Semesters. If you are with a student who is expressing direct threats to himself/herself or others, is acting in a bizarre, irrational, or disruptive manner, try to stay calm. Find someone to stay with the student while you call one of these offices:

#### During Regularly Scheduled Work Hours:

Counseling Services - 503-5195 8:30 a.m. - 5:00 p.m. - Monday - Friday

Dean of Students - 503-5107 8:30 a.m. - 5:00 p.m. - Monday - Friday

University Police - 911 or (864) 503-7777 on-duty 24 hrs.

#### During Weekends and After Hours:

University Police - 911

Give your name, phone number, campus location (with directions) and the nature of the emergency. University Police will contact an on-call counselor and/or Dean of Students.

## Mass Care and Shelter

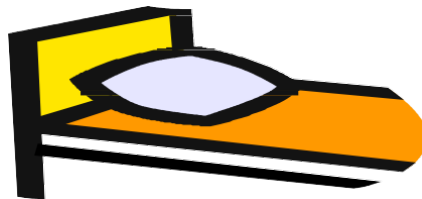
### Introduction

As part of the University's Business Continuity Plan, the Office of Housing and Residential Life has pre-arranged off-campus locations to house residential students in the event on-campus housing is rendered uninhabitable or otherwise unavailable (please see Appendix I, Housing and Residential Life Business Continuity Plan). However, should these off-site facilities be unavailable during a crisis, emergency, or disaster; temporary, emergency accommodations will be made available on campus.

Moreover, should a need arise to provide mass care and shelter for other campus constituencies such as, staff, faculty, emergency response personnel, or evacuees, provisions for campus accommodations for an extended period of time will likewise be actualized. This section addresses congregate care, medical care and placement during a crisis, disaster or emergency. As a host of internal departments and external organizations will be involved, it is essential that a continuity of operations exist amongst all campus departments as well as external service providers. To this end, a Unified Command approach through the Incident Management Team will be used to provide the best quality care to University constituencies and/or the general public.

### Procedures

The lead University department in providing alternate care and shelter for students is the Department of Housing and Residential Life. Other supporting departments include the Dean of Students, Director of Counseling Services, Director of Disability Services, Director of Health Services, University Police, Athletics, Special Events and Facilities Scheduling, Human Resources and Financial Services. Critical external support services are provided by the American Red Cross, Salvation Army, North Spartanburg Fire Department, Department of Health and Environmental Control (DHEC), and the Spartanburg County Emergency Operations Center.



## Section 6.21 (cont'd)

### Mass Care and Shelter

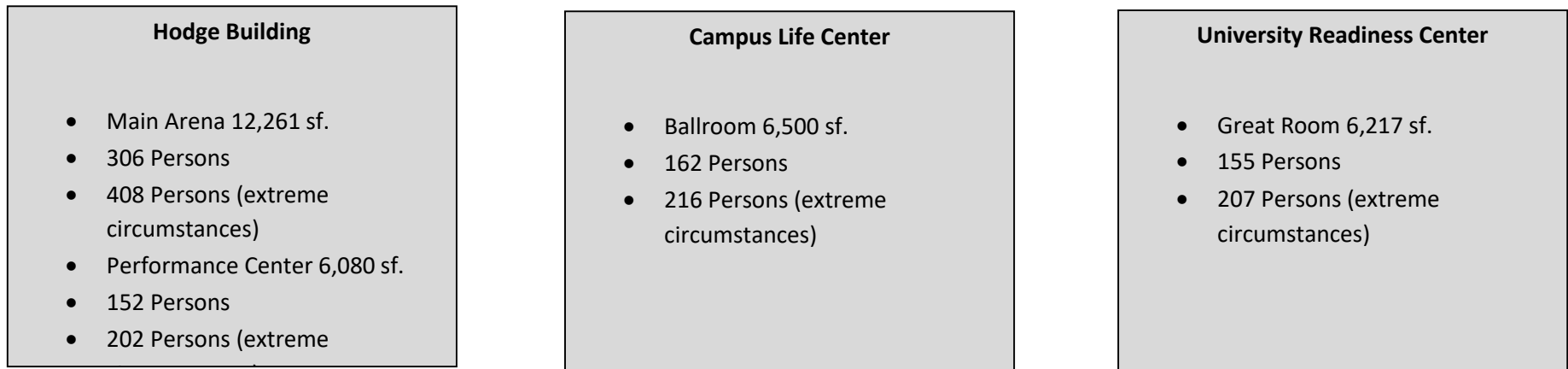
#### Support Functions:

- Spartanburg County EOC – The contact point for approving and dispatching County emergency services to campus DHEC – Establishes and staffs medical triage. Coordinates emergency care services
- North Spartanburg Fire Department – Oversees fire and hazmat responses
- Director of Housing and Residential Life – Oversees movement, accountability and lodging of displaced students Dean of Students – Supports Housing and Residential Life critical functions
- Director of Health Services – Supports medical triage function and coordination of other emergency medical care services
- Director of Counseling Services – Establishes and staffs a triage Counseling Center, Family Center and stand-by crisis intervention services.
- Salvation Army – Feeding of displaced constituents and/or evacuees
- Sodexo Food Services - Supports the Salvation Army essential function Red Cross – Emergency care and sheltering supplies
- Special Events and Facilities Scheduling – Supports the essential functions of the Red Cross and assists the Director of Residential Life in alternate housing selection
- University Police – Site security Athletics –
- Emergency transportation
- Facilities Management – Emergency transportation, shelter sanitation, building maintenance, building inspection and building safety Director of Disability Services – Identifies and coordinates care of students and other persons with special needs
- Human Resources – Volunteer
- Coordinator Financial Services – Document expenditures
- Director of Risk Management – Assesses building safety in coordination with Facilities Management

## Mass Care and Shelter

### Potential Congregate Care Space

Figure 12



\*\* According to the American Red Cross, when establishing a temporary congregate care center facility the optimum number of square feet per person is 40 sf. However, in extreme circumstances this can be reduced to 30 sf. per persons.

## Section 6.21 (cont'd)

### Mass Care and Shelter

#### Available Resources and Facilities – Relocation of University Residents:

Should campus housing be available for emergency relocation, the Director of Housing and Residential Life will determine the suitability of space for such purposes. However, it is recommended that the Director consult with the Incident Management Team, Facilities Management, Special Events, and Institutional Risk Manager regarding the selection of facilities. In the event that residence halls are not used as shelter sites, the expertise of the Director will be utilized to ensure the best possible selection site (Please see figure 11).

#### Congregate Care – Evacuees and Other Campus Constituencies:

Should the need arise to provide lodging services to other campus constituencies or be called upon to provide shelter and care services for incoming evacuees from other areas, appropriate facilities within the University have been pre-identified as reception, registration and care facilities (Figure 12). Here, the Director of HRL will consult with the Vice-Chancellor of Administrative and Business Affairs, Dean of Students, Director of Dining Services, Director of Health Services, and the Incident Management Team Chair.

#### Emergency Transportation

Facilities Management and Athletics will be engaged to provide for the movement of people on campus during an emergency or disaster.

- Facilities Management and Athletics will provide mass transit as needed.
- As Facilities Management and Athletics contracts with providers of mass transit, they will procure additional transportation resources as needed in coordination with the Incident Management Team.
- If needed, designated evacuation routes will be managed by the University Police Department.

#### Emergency Food

University Dining Services is the lead internal department in directing distribution of emergency food resources on campus. Dining Services will coordinate such efforts with the Incident Management Team and work closely with the Salvation Army for food delivery and other resources (Sodexo Food Services Business Continuity Plan, Appendix II).

## Section 6.21 (cont'd)

### Mass Care and Shelter

#### Counseling and Support

The University Counseling Center is available to provide immediate crisis intervention for surviving victims, family members and disaster recovery personnel following a crisis. (Please see Appendix III, Counseling Services Business Continuity Plan). The crisis intervention service should be initiated immediately following the report of an incident, emergency or disaster. In consultation with the Incident Management Team and Director of Health Services, the Director of Counseling Services will determine the number of counseling professionals needed to respond and adequately service the affected population.

Counseling and support services include the following three elements:

1. Establishing and staffing a Counseling Triage Center. One aspect of counseling and support services is to provide emergency psychological assistance to victims of a disaster at the disaster site. The major focus of the professionals assigned to the Triage Center should be to provide the opportunity for victims to relate their experiences and concerns, and, provide emotional support to those disturbed by the incident.
2. Establishing and staffing a Family Center. At times, emergency emotional support is also needed for waiting families and friends who respond to a designated area. The major focus of the Family Center is to:
  - Provide grief counseling to individuals who have lost a family member or friend during the disaster.
  - Provide telephone support for family members not present or unable to respond to the University.
  - Provide information to family members as needed and appropriate.
  - To serve as a referral source for community services such as legal aid or social services.
  - To provide referrals to therapists if additional psychological attention is desired.



## Mass Care and Shelter

3. Standby Crisis Intervention. An important aspect of the crisis intervention program is to provide free, immediate and accessible psychological support to disaster victims and emergency personnel in the aftermath of an incident, crisis, emergency or disaster. Those on standby will be mental health professionals who volunteer to serve on a short-term emergency basis.
  - The Director of Counseling Services will maintain a list of professional organizations able to supply volunteer mental health professionals.
  - Maintain a list of volunteer clergymembers.
  - Coordinate Incident Stress Debriefing/Crisis teams for emergency responders.

In many crisis and emergencies, volunteers play a crucial role in assisting first responders and recovery efforts. Staff members of the Department of Human Resources will serve as Volunteer Resources Coordinator. Here duties will include:

- Overall coordination of volunteers
- Overall recruitment of volunteers
- Signatures
- Releases
- Job duties
- Orientation and training
- Phone networking
- Work locations

## Mass Care and Shelter

### Operating a Congregate Care Facility

#### General Guidelines for Opening a Group Lodging Facility

- The Incident Management Team in consultation with the Policy Team will activate congregate care facilities.
- The Red Cross or Salvation Army can be designated as the manager of the facility.
- Coordinate the allocation of the congregate care space.
- Allocate evacuees proportionally.
- Assign personnel and volunteers to the congregate care facilities to assist in operations.
- Issue information and instructions to evacuees regarding sheltering, lodging, feeding, health and sanitation.
- Distribute necessary supplies and service to each facility to include; food, water, medical care, sanitation facilities, cots, blankets, pillows, etc.
- Advise the Associate Vice-Chancellor of Strategic Marketing and Communications to release information on the occupancy of the facility and persons who can be contacted for information on evacuees.
- Ensure that the EOC Finance Section maintains an expense ledger detailing all associated costs.
- During a major evacuation, assign personnel to staging areas to determine transportation needs.

## Mass Casualties

### Introduction

A mass fatality incident is defined as an occurrence of multiple deaths that overwhelms the usual routine capability of the Coroner's Office. The Coroner will define and therefore implement the plan when ten or more deaths occur at one given location. The plan may also be implemented for an incident involving fewer deaths when a prolonged or more involved scene commitment occurs. Emergency Coroner services required during a mass fatality situation include recovery, identification, examination and storage of remains until family members can be contacted.

The Coroner will investigate those deaths occurring at the University of South Carolina Upstate that are due to disaster(s) in accordance with State statutes. These services will be carried out by the Coroner's Office and augmented as necessary by other public and private services. It should be noted that Coroner functions in cases of mass casualties are similar to those performed daily, but greatly expanded in the event of such a catastrophic event.

### Procedures

It is the responsibility of the University Police Department to assist the Coroner in coordinating the relocation of bodies. For disasters that involve less than 30 dead in one location, the bodies will be transported to Spartanburg Regional Medical Center for further examination. If the physical structure of Spartanburg Medical Center has been impaired, or, if the number of fatalities exceeds physical space capabilities, the State Mass Fatalities Team and/or Federal Mass Fatalities Team will be engaged to assist and provide additional off-site facilities as the situation dictates.

## Media Relations and Community Outreach

### Introduction

This emergency support function provides information on Media Relations and Community Outreach efforts to help facilitate the University's ability to recover from the effects of an incident, disaster, emergency, or crisis. Relationships with community stakeholders as well as the media will influence the University's ability to protect property and personnel and expedite a return to standard operating procedures. To this end, University Marketing and Communications supports the Incident Management Team during and after a campus event by serving as a direct link to media outlets, community leaders, and the University community.

Moreover, the office of University Marketing and Communications works in close coordination with team members to assist in the development and delivery of critical information. Disseminating accurate, consistent, timely, and easy to understand information is imperative as the community will want to know the nature of the incident, whether a danger to public health and welfare exists, what is being done to resolve the problem, and what steps are being taken to prevent further occurrences.

### Procedures

Press releases regarding emergencies on campus should describe who is involved in the incident, what happened (when, where, why and how). All information released to the public must follow the guidelines established by the Chancellor through University Marketing and Communications. Specific objectives of the Media Relations and Community Outreach plan are:

- Assess and convey the nature of the emergency to the public quickly in a form that is accessible, factually correct and easily understood.
- Provide critical information to the media and the general public concerning the University's response to the emergency.
- Provide critical information concerning University and other public support assistance including shelter information, recovery assistance, and state and federal assistance availability.
- Provide accurate authoritative information to minimize rumors and false information.

## Media Relations and Community Outreach

### Providing Information to Institutional Constituents and the Media During and After an Emergency

To effectively convey this information requires identification of the constituencies that may be affected by an emergency as well as their informational needs. These may include:

- The public at large/neighbors to the University
- The media
- Faculty, staff and students
- Contractors and suppliers
- Emergency response organizations
- Regulatory agencies
- Appointed and elected officials
- Special interest groups

However, during or immediately following an emergency, normal means of communications may be destroyed or severely disrupted. Therefore, only limited and/or incomplete information may be expected until communications are restored. Nonetheless, there will be great demands to respond to public and media inquiries. With this in mind it is important to keep the following guidelines in mind;

- Give all media equal access to information.
- When appropriate, conduct press briefings and interviews.
- Give local and national media equal time.
- Try to observe media deadlines
- Establish a media staging or briefing area
- Escort media representatives to ensure their safety
- Keep record of all information released

- Provide press releases when possible and appropriate
- Never speculate about an incident
- Do not permit unauthorized personnel to release information
- Do not cover up the facts or mislead the media
- Do not place blame for the incident

## Section 7.1 (cont'd)

### Media Relations and Community Outreach

#### Internal and External Communications

In coordination with the Incident Management Team, University Marketing and Communications and Incident Management Team Chair and/or Incident Commander will initiate an initial media and community outreach plan with disaster-specific guidelines and objectives. For such purposes the Vice-Chancellor of University Marketing and Communications will maintain a list of all local media outlets complete with names of contact persons, addresses, email, and telephone and fax numbers. When an emergency occurs, these contacts will be notified as soon as possible. The Vice-Chancellor of Marketing and University Communications will meet with the Incident Management Team to develop relevant position statements on topics about which the media will have questions.

#### Internal Communications

- The Associate Vice-Chancellor for Strategic Marketing and Communications will:
  - Coordinate information to be shared with faculty and staff during and after the crisis.
- In incidents involving students, the Dean of Students will:
  - Make the required notification as appropriate to a parent or guardian if the student is a minor or to a spouse or next of kin if the student is not a minor. After notification has been made, the University will immediately release the student name(s). All inquiries regarding the safety or condition of a student should be referred immediately to the Associate Vice-Chancellor of Strategic Marketing and Communication.
  - Coordinate information to be shared with students groups and/or parents as appropriate.

Note: Information concerning student's academic records, GPA, courses enrolled in, etc. are subject to FERPA guidelines. Please check with the registrar before disclosing information.

## Media Relations and Community Outreach

### External Communications

The Associate Vice-Chancellor of Strategic Marketing and Communications is the Chancellor's designee to work with the media. All media requests will be channeled through the Associate Vice-Chancellor. The Associate Vice-Chancellor of Strategic Marketing and Communications also serves as the media spokesperson for the University unless otherwise indicated.

As appropriate, the Associate Vice-Chancellor of Strategic Marketing and Communications, in coordination with University Police, will determine what information will be provided to the media and if appropriate, will designate a location for the media that is convenient for the University and at a safe distance from the emergency situation.

The Associate Vice-Chancellor of Strategic Marketing and Communications will:

- Coordinate any press conferences, prepare notes for speakers involved in news conferences and prepare written statements for the press;
- Prepare and distribute a fact sheet containing relevant information about the situation.
- Arrange interviews with the faculty and staff involved in the emergency as appropriate.

## Incident Notification Plan and SpartAlert Notification System

### Introduction

When an incident, crisis, emergency or disaster affects or has the potential to affect the University of South Carolina Upstate, it is imperative that community members are notified as soon as possible to keep students, staff, faculty and visitors from harm's way. Moreover the University enjoys a fiduciary responsibility to maintain open communication and dialog with institutional stakeholders. To this end, the incident notification process is designed to utilize every communication medium available to notify students, staff and faculty members of situations that may adversely affect them, e.g. fire, bomb threat, tornado warning, chemical spill in a lab, etc...

Currently incident notification mediums include:

- Person to person notification through University Police and community volunteers.
- Building and Floor Coordinators,
- Resident Managers and Assistants
- Department telephone trees,
- Fire alarms (including emergency notification speakers located in the Smith, HPAC and Media buildings)
- Outdoor sirens,
- Mass media (i.e., television, radio, USC Upstate webpage). All methods of notification may not be used in every type of incident.
- **SpartAlert**, the University's mass notification system. This process includes notification through the campus telephone system, text messaging and email. To receive **SpartAlert** notifications, users must sign-up through the VIP website. There is no charge for this service.

### Guidelines for using "SpartAlert," the USC Upstate Emergency Notification System

The University of South Carolina Upstate employs an emergency notification system to alert students, staff, and faculty to emergencies, potential emergencies, and severe weather related incidents that can impact the safety of our campus community. This system will not be used to notify the campus community of delays or closings due to inclement weather. Instead, notification will be sent to you via your upstate.edu or email.uscupstate.edu e-mail address and posted to the University's home page. You can also consult local media outlets or call 503-5000 for updates



## Section 7.2 (cont'd)

### Incident Notification Plan and SpartAlert Notification System

The decision to disperse Safety Alerts from the SpartAlert Emergency Notification System is determined by the Chief of Police and/or the Associate Vice-Chancellor of Strategic Marketing and Communications, or, their designated representatives. The system may be activated remotely after hours as well as during normal University operating hours. Listed below are the guidelines that govern the use of this system:

- 1) The Emergency Notification System is a subscription service. There is no fee for the service; however, constituents must “opt out” by going to <https://my.sc.edu> and click on Manage Emergency Notification Information and de-enroll.
- 2) Technical support and training for the system will be provided by Information Technology Services.
- 3) Information Technology Services will populate and append the system, update it weekly and purge it each semester.
- 4) In consultation with the Information Technology Services, the Asst. Vice-Chancellor of Communications and the Chief of Police will identify and establish system notification zones.
- 5) Messages will be limited to 160 characters so as to fit on one electronic page.
- 6) Messages must include the campus to which the emergency pertains, i.e. Main Campus, Greenville Campus, Johnson School of Business or, all or any combination.
- 7) The name of our institution will be included on all messages
- 8) The system will be tested once each academic term by University Police or University Communications.
- 9) Follow-up messages such as an all clear will be sent via e-mail only and/or posted to the University Web page.
- 10) Currently the outdoor siren is only activated by the County Emergency Services Office. The University has no control over when it is activated for Tornados or Severe Thunderstorm Warnings.
- 11) Situations in which the Notification System is utilized pursuant to any major disruption to campus services:
  - Severe weather threat
  - Bomb threat
  - Fire and/or hazardous material spill
  - Active shooter or armed and dangerous person on campus
  - Any significant police action
  - Major accident; building collapse, airplane crash, significant vehicle accidents creating a road closure
  - Natural or man-made conditions creating a need to evacuate either a portion or the entirety of campus
  - Major civil disturbance
  - Pandemic

## Section 7.2 (cont'd)

### Incident Notification Plan and SpartAlert Notification System

#### Procedures

Listed below are a few examples of unplanned campus incidents which may occur and require mass notification by specific individuals, departments or media outlets:

#### Campus Delay or Closure

- TV stations, radio, switchboard, web, e-mail - University Communications
- Department phone tree – Cabinet
- Pre-identified campus representatives at entrances – University Police/Facilities Management Personnel
- Building Evacuation
- University Police
- Building and/or Floor Coordinators
- Faculty
- Resident Assistants

#### Tornado Watch/Warning

- Outdoor Emergency Notification Speakers
- University Police
- Building or Floor Coordinators
- E-mail - University Communications or Building

#### Coordinator Outdoor Events – ballgames, etc.

- University Police
- Outdoor Emergency Notification Speakers
- Sports Information Director or Residential Life Staff Member
- Public Address System

## Section 8.1

# Business Continuity Planning (BCP)

### Introduction

Business Continuity Planning (BCP) is a process that helps manage risks and contributes to the fluid operation of a business entity. Moreover, it provides the necessary tools to continue delivery of services, ensure continuity of critical functions in the event of a disruption and effective recovery afterwards. The USC Upstate Incident Management Team works to ensure that all campus schools and departments have a clear understanding of Business Continuity Planning (BCP). This section outlines the importance of BCP, and discusses how best to actualize effective business continuity through proper mitigation and planning.

Effective BCP will assist USC Upstate to identify key services and threats to the Institutional mission. Proper planning and training will minimize the impact of potential disruptions. It also aids in the prompt resumption of services that protect the Institutional mission, market share, reputation and brand identity. However, to be effective, BCP must be regarded as an integral part of standard ongoing management processes. To achieve top-level buy-in is vital as it disseminates the importance of BCP throughout the organization. Engaging senior staff is crucial to the success of any major program because of the influence on resource allocation and the culture of our organization.

### Understanding the Organization

Before plans can be written, institutional stakeholders responsible for developing business continuity plans must understand the University's BCP needs. There are several tools used to facilitate this process. First it is important to identify the key products and services the University delivers. A Business Impact Analysis (BIA) identifies these critical activities as well as the resources supporting these key products and services. Another useful tool is the risk assessment, which helps identify the potential threats to the University, as well as their likelihood and potential impact.

### Developing Plans

Effective BCP requires both incident management plans and business continuity plans, though these need not be separate documents. Incident management plans allow the organization to manage the initial impact of an event; i.e. a staff evacuation or media response. The business continuity plan also allows USC Upstate to maintain or recover the delivery of key products and services identified by the BCP.

## **Business Continuity Planning (BCP)**

Both general and specific plans may be required for BCP. For example, the Incident Management Plan is a general or core plan which enables the University to respond to a wide range of possible scenarios, setting out the common elements of the response to any disruption. These elements include emergency response activation procedures, command and control structures, access to financial resources etc. Within the framework of the generic plan are specific plans called Incident Action Plans which may be required in relation to specific risks, sites or services. Specific plans provide a detailed set of arrangements designed to go beyond the general responses when these are unlikely to prove sufficient.

### **Exercising Plans**

Plans should not be considered reliable until they are exercised and proven to be workable. To this end, practical exercises should involve table-top exercises, evacuation drills, training key staff and testing systems which are relied upon to deliver resilience (e.g. uninterrupted power supply). The frequency of exercises will depend on the experience and resilience of our organization. However, adherence to at least the NIMS standard of annual exercises employing a four year training event cycle is recommended. Outcomes of exercises (if particular weaknesses have been identified and changes made) may dictate a need for more frequent exercises.

### **Training and Awareness**

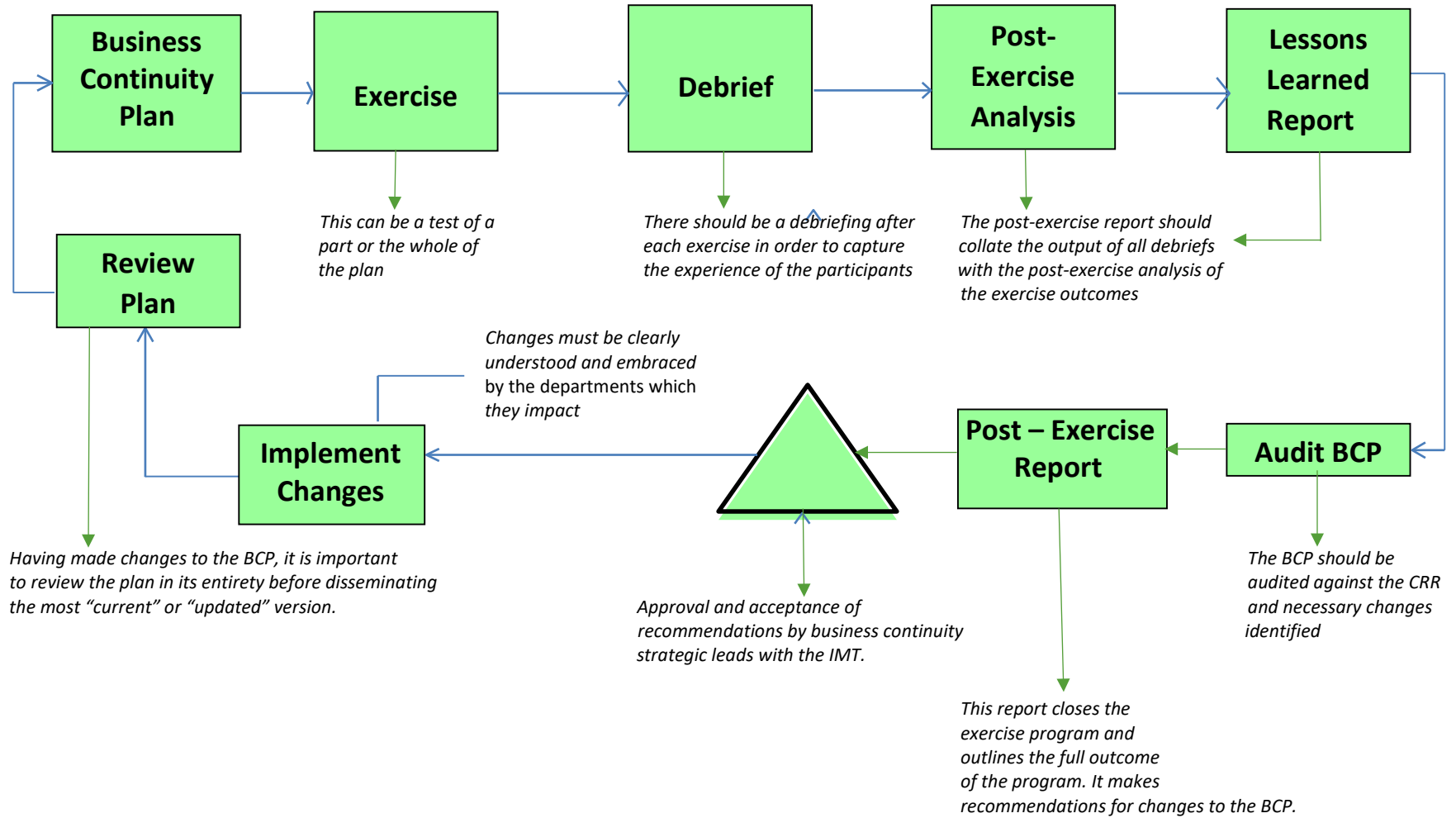
It is important that those responsible for implementing individual department business continuity plans are as properly trained as the Incident Management Team and Building and Floor Coordinators responsible for managing a disruptive event. Other campus constituencies who will be impacted by these plans such as faculty members, police, health, and residential life personnel must be trained as well. This training and awareness can be delivered in many ways. While those involved in implementing BCP may require extensive training, those with no direct responsibility may simply need to be made aware that such planning efforts exist.

### **Reviewing and Maintaining Plans**

Once business continuity plans have been approved, they must be reviewed at least annually or more frequently if necessary. Particular attention should be given to staff changes, changes in Institutional services, changes to the organizational structure, details of suppliers or contractors; and changes in the University's strategic objectives.

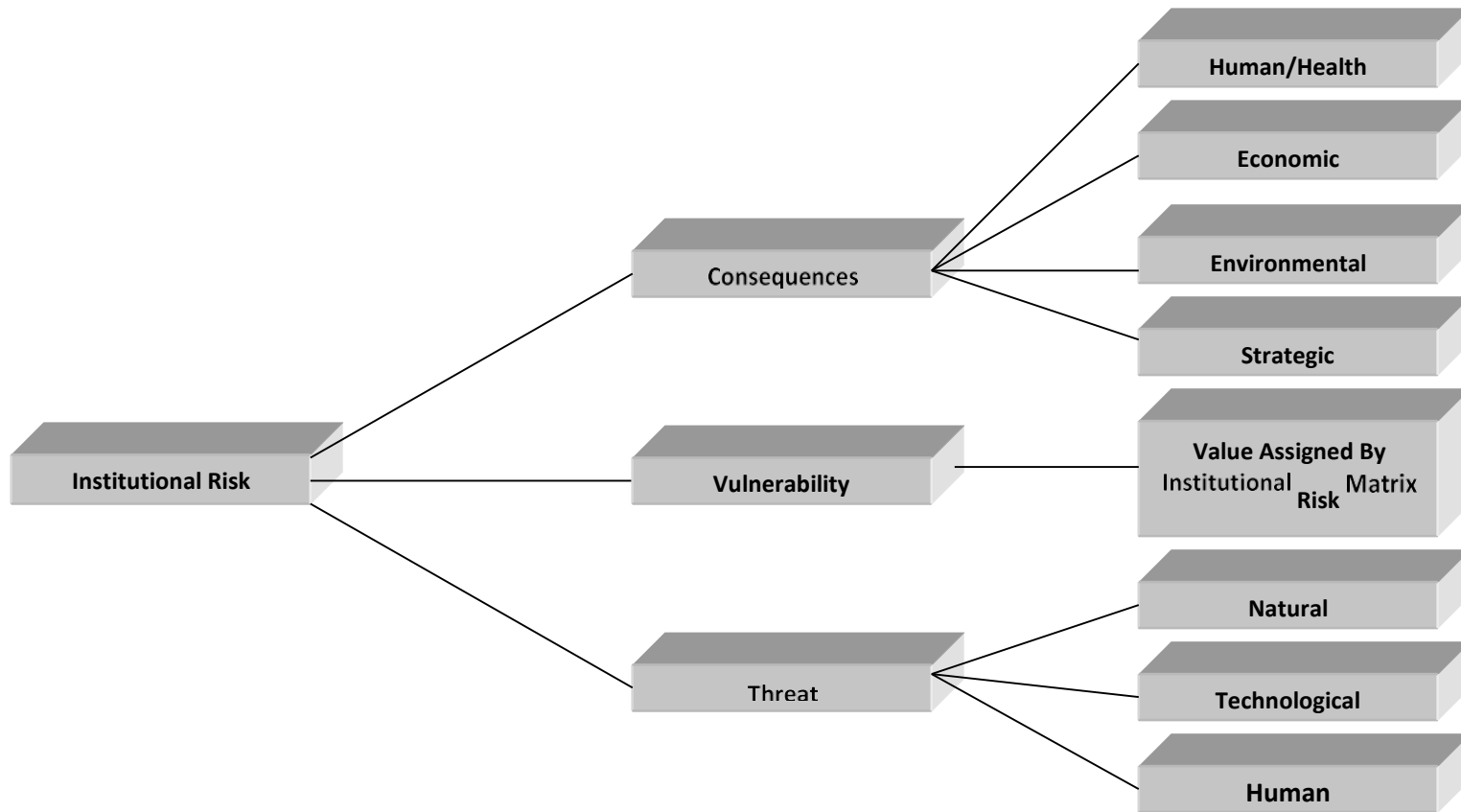
### Exercising the Business Continuity Plan – The Learning Cycle

Figure 13



### USC Upstate Asses-Based Risk Management Analysis Model

Figure 14



Section 9.2

**Summary of a Six-Step Risk Assessment Process**

Step No	Function	Discussion Level	Committees, Departments or Schools Involved	Action	Input
1	Develop Risk Matrix	Incident Management Team	Incident Management Team	1) Define scope of project. 2) Identify stakeholders. 3) Develop risk evaluation principles and criteria. 4) Review and describe campus human, economic and strategic mission.	1) Prior internal discussions of Incident Management Team. 2) External first responder agencies. 3) Incident Management Plan. 4) Affected campus professionals
2	Hazard Review and Assessments	Incident Management Team Sub/ad hoc Committee(s) Chancellor's Cabinet	Risk Management, Insurers, Fire Marshall, Travel Abroad Advisor, Facilities Director, Director of Health Services, Chief of Police, Dean of Students, School of Nursing, SGA.	1) Campus walk-around with guidance from the Incident Management Team. Participants provisionally identify and describe hazards which may give rise to an incident, crisis, emergency or disaster over the next five years as well as those which will not. 2) The Incident Management Team endorses hazards to be assessed and assigns a Lead Hazard Assessor from either the IMT or other appropriate campus professional. 3) IMT identifies any other departments with lead roles to assist Assessor in Hazard Assessment. 4) IMT convenes and reviews hazards identified at committee level for confirmation or possible Community Risk Register (CRR) amendment. 5) IMT forwards recommendations to Cabinet for approval. 6) Upon approval the IMT agrees to a project plan with deadlines for assessing individual or groups of hazards affecting campus.	1) Participants identify hazards via prior research or first-hand knowledge. 2) Input from the campus community received. 3) Local, state and federal government risk assessments received.

### Summary of a Six-Step Risk Assessment Process

Step No	Function	Discussion Level	Committees, Departments or Schools Involved	Action	Input
3	Risk Analysis	Incident Management Team  Sub-Ad Hoc Committee(s)	Director of Risk Management, Fire Marshall, Travel Abroad Advisor, Facilities Director, Director of Health Services, Chief of Police, Dean of Students, Dean of the School of Nursing, SGA.	1) Consider the likelihood of hazards' occurrence over the next five-year period, drawing on assessments from research, historical data, insurer's loss reports and trends, knowledge of first responders. 2) Formulate the range of potential impacts arising from the hazards as well as any vulnerabilities surrounding these. 3) Reports back to the Incident Management Team. 4) Capture assessment details for each hazard and related reasoning within each individual risk assessment form. This generates a preliminary risk statement with likelihood(s), impacts and an overall risk assessment for evaluation by the IMT and Chancellor's Cabinet.	1) Existing risk assessment documents. 2) Receives Assessor's impact and likelihood assessments. 3) Input from other government resources. 4) Input from campus participants. 5) Input from insurers.
4	Risk Evaluation	Incident Management Team  Chancellor's Cabinet	Risk Management, Insurers, Fire Marshall, Travel Abroad Advisor, Facilities Director, Director of Health Services, Chief of Police, Assistant Vice- Chancellor of Student Services, School of Nursing, SGA.	1) The IMT considers the individual risk management forms, compares the results to the risk criteria, and confirms or modifies assessments as appropriate. 2) Agreed upon assessments are incorporated into the Campus Risk Register (CRR). 3) The risk matrix is plotted for hazards. 4) The IMT highlights existing capabilities and mitigation plans for the hazards and threats and: a) considers the acceptability of the threats b) makes recommendations to the Cabinet on risk priorities for hazards and threats c) identifies and recommends options to the Cabinet, d) Cabinet determines acceptability of the risks prior to taking a course of action.	1) Lead assessors bring examples of risk assessments back to the Incident Management Team. 2) Compare with previously agreed upon risk evaluation criteria.



### Summary of a Six-Step Risk Assessment Process

Step No	Function	Discussion Level	Committees, Departments or Schools Involved	Action	Input
5	Risk Treatment	Incident Management Team Chancellor's Cabinet	Incident Management Team	1) Review the capability challenges posed by the risks against existing capabilities, mitigation plans or known deficiencies. 2) Set risk priorities. 3) Evaluate proposed options for additional treatment of risks and agree on a risk treatment plan. 4) Identify person, department or school responsible for implementation. 5) Action plans communicated to appropriate affected work groups.	1) Updated Campus Risk Register (CRR), Risk Matrix, Insurance Claims and recommendations from the Incident Management Team.
6	Monitoring and Review	Incident Management Team Chancellor's Cabinet	Incident Management Team Sub-Committee Ad-Hoc Committee	1) Formal review of all risks on a four-year cycle but reviewed and updated more frequently if needed or appropriate.	1) Ongoing review of changes to context and hazards by responding campus departments. 2) Ongoing and regular review of risks by the Incident Management Team

Section 9.3

Risk Rating Matrix

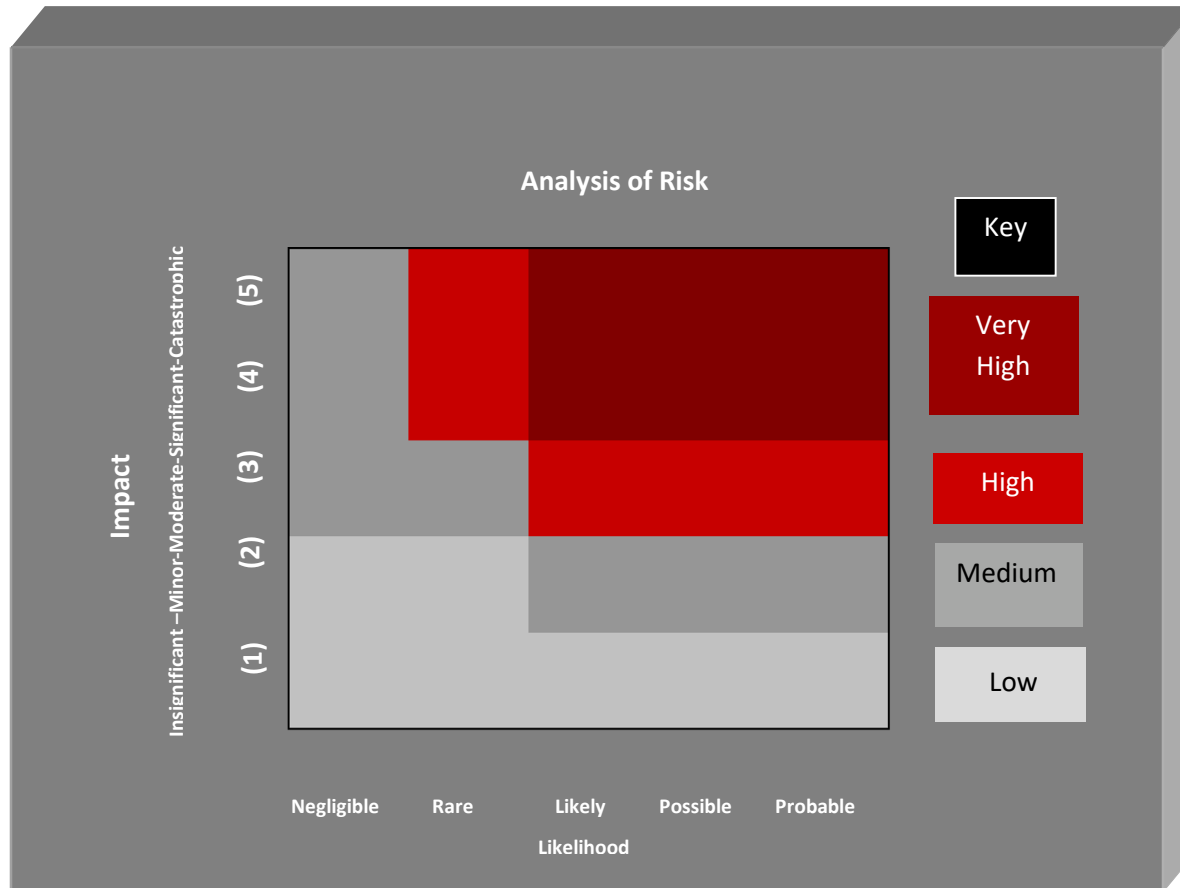
Figure 15

Very high (VH) risk – these are classified as primary or critical risks requiring immediate attention. They may have a high or low likelihood of occurrence, but their potential consequences are such that they must be treated as a high priority. This may mean that strategies should be developed to reduce or eliminate the risks, but also that mitigation in the form of planning, exercising and training for these hazards should be implemented and the risk monitored on a regular frequency. Planning should be risk specific rather than risk generic.

High (H) risk – these risks are classified as significant. They may have a high or low likelihood of occurrence, but their potential consequences are sufficiently serious to warrant appropriate consideration after those risks classed as ‘very high’. Consideration should be given to the development of strategies to reduce or eliminate the risks, but also mitigation in the form of at least general planning. Exercising and training should be put in place and the risk monitored on a regular frequency.

Medium (M) risk – these risks are less significant, but may cause upset and inconvenience in the short term. These risks should be monitored to ensure that they are being appropriately managed and consideration given to their management under general emergency planning standards.

Low (L) risk – these risks are both unlikely to occur and insignificant in their impact. They should be managed using general planning strategies and require minimum monitoring and control. Subsequent risk assessments may reflect a substantial change.



## Definition of Risk Ratings

**Very High Risk** – These are classified as primary or critical risks requiring immediate attention. They may have a high or low likelihood of occurrence, but their potential consequences are such that they must be treated as a high priority. This may mean developing strategies to reduce or eliminate the risks, but also mitigation in the form of planning, exercising, and training for these hazards. These actions should be put in place and risks monitored to ensure they are being appropriately managed. Planning should be risk specific rather than risk generic.

**High Risk** – These risks are classified as significant. They may have a high or low likelihood of occurring, but their potential consequences are sufficiently serious to warrant appropriate consideration with such risks classified as high risk. Consideration should be given to developing ways and means to reduce or eliminate the risks, but also strategies through planning, exercises, and training. The risk should also be monitored on a regular frequency.

**Medium Risk** – These risks are less significant but may cause inconvenience or short term business interruptions. Even still, these risks should be monitored to ensure they are being appropriately managed using standard emergency management protocols.

**Low Risk** – These risks are unlikely to occur and insignificant in their impact. They should be managed using standard planning tactics. Minimal monitoring and controls are unnecessary unless subsequent risk assessments reflect a substantial change prompting a move to another risk category.

Section 9.5

**Impact Scoring Scale – Qualitative Measures**

Level	Description	Categories of Impact	Description of Impact
1	Insignificant	Human/Health	<ul style="list-style-type: none"> <li>Insignificant number of injuries or impact on health</li> </ul>
		Economic	<ul style="list-style-type: none"> <li>Insignificant impact on campus or local economy</li> </ul>
		Strategic Mission	<ul style="list-style-type: none"> <li>Insignificant number of constituents displaced</li> <li>Insignificant disruption to classes or staff time</li> <li>Insignificant disruption to campus services overall</li> </ul>
		Environment	<ul style="list-style-type: none"> <li>Insignificant impact on the environment in and around campus</li> </ul>
2	Minor	Human/Health	<ul style="list-style-type: none"> <li>Small number of the campus constituents affected.</li> <li>No fatalities, small number or minor injuries treated with first aid</li> <li>Limited numbers of campus constituents seeking counseling services &lt;5.</li> </ul>
		Economic	<ul style="list-style-type: none"> <li>Negligible impact on campus buildings and infrastructures. Costs easily absorbed.</li> </ul>
		Strategic Mission	<ul style="list-style-type: none"> <li>Displacement of a few students for less than 24 hrs. Minimal personal support required.</li> <li>One or two classes canceled or relocated.</li> </ul>
		Environment	<ul style="list-style-type: none"> <li>Minor impact on campus environment with no lasting effects.</li> </ul>
3	Moderate	Human/Health	<ul style="list-style-type: none"> <li>Numerous injuries requiring medical treatment, 1 or 2 students require hospitalization.</li> <li>2-3 Students distraught over injuries to friends. &lt; 5 seek grief counseling. 1 professor disconsolate, unable to come back to work.</li> </ul>
		Economic	<ul style="list-style-type: none"> <li>Short-term loss of staff/faculty time due to localized uninhabitable area or campus building.</li> <li>Cancellation of some classes.</li> <li>&lt; 100 students transfer to other institutions.</li> <li>Campus building(s) damaged requiring private contractor intervention.</li> <li>50% of contingency deductible fund depleted. Insurance claims on file.</li> </ul>
		Strategic Mission	<ul style="list-style-type: none"> <li>Strategic mission affected in short term by damage to building(s) or areas requiring temporary closure and cancellation of some classes. Some classes relocated off campus.</li> <li>Displacement of 50 or more students for 1-3 days</li> <li>Institutional reputation affected by some negative press</li> </ul>
		Environment	<ul style="list-style-type: none"> <li>Limited impact on environment with short or intermediate term consequences.</li> </ul>

Section 9.5 (cont'd)

Impact Scoring Scale – Qualitative measures

4	Significant	Human/Health	<ul style="list-style-type: none"> <li>• Significant numbers of community members suffer fatalities, multiple serious or extensive injuries and significant hospitalizations.</li> <li>• Numerous students, staff and faculty members seeking grief and coping counseling, too numerous for campus resources. Referrals made to outside health care professionals. 20-30 staff and faculty members unable to return to work.</li> </ul>
		Economic	<ul style="list-style-type: none"> <li>• Significant clean-up and recovery efforts.</li> <li>• Multiple campus buildings affected.</li> <li>• Significant impact on campus economy with medium-term loss of work production, research,</li> <li>• Most classes relocated off campus. Some classes canceled.</li> <li>• Loss in competitive edge in attracting new students.</li> <li>• Contingency insurance deductible fund depleted.</li> <li>• Insurance claims on file.</li> </ul>
		Strategic Mission	<ul style="list-style-type: none"> <li>• A sizeable portion of the campus is rendered uninhabitable for an indeterminate period.</li> <li>• Displacement of over 100 residential students for 3 months.</li> <li>• Many classes canceled or relocated to off-site locations.</li> <li>• A series of negative articles appear in regional newspapers</li> <li>• Athletic events canceled.</li> <li>• Some research and institutional intellectual capital lost.</li> </ul>
		Environment	<ul style="list-style-type: none"> <li>• Significant impact on environment with medium to long term effects on campus.</li> </ul>
5	Catastrophic	Human/Health	<ul style="list-style-type: none"> <li>• Large numbers of people in and around campus are impacted with multiple fatalities, multiple serious or extensive injuries, and significant hospitalization.</li> </ul>
		Economic	<ul style="list-style-type: none"> <li>• Significant clean-up and recovery.</li> <li>• Serious impact on campus, local and regional economy with some long-term, potentially permanent loss of production with serious structural devastation.</li> </ul>
		Strategic Mission	<ul style="list-style-type: none"> <li>• Extensive damage to properties requiring demolition.</li> <li>• Displacement of 75% of the student residential population</li> <li>• Serious damages to the infrastructure causing significant disruption to, or loss of, key services for a prolonged period of time.</li> <li>• Unable to carry out strategic mission without significant support and relocation.</li> </ul>
		Environment	<ul style="list-style-type: none"> <li>• Serious long term impact on environment with at least some permanent damage.</li> </ul>

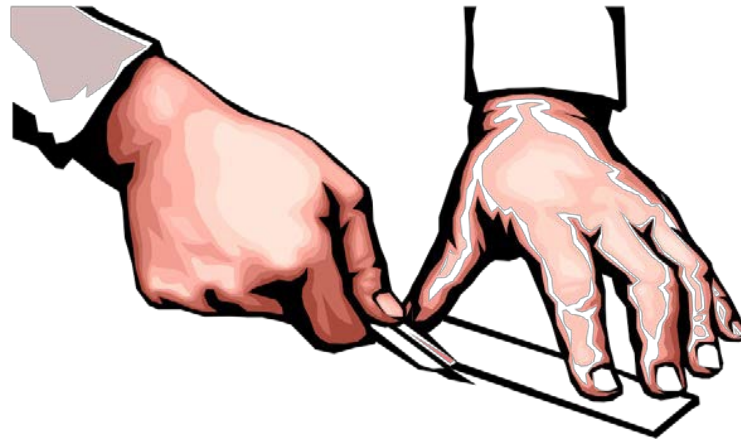
### Impact Scoring Scale – Qualitative measures

Category	Explanation
Human/Health	Encompassing direct health impacts (numbers of people affected, fatalities, injuries, human illness or injury, health damage) and indirect health impacts that arise because of a strain on health care service.
Economic	Encompassing the net economic cost, including both direct, (e.g. loss of goods, buildings, infrastructure) and indirect (e.g. loss of business, increased demand for public services) costs.
Strategic Mission	Encompassing the degree to which the University mission is adversely affected by disruptions of infrastructures and processes, inoperability or loss of facilities, etc.
Environment	Encompassing contamination or pollution of land, water or air with harmful biological/chemical/radioactive matter or oil, flooding or disruption or destruction of plant or animal life.

Levels 1 and 2 of the impact scale are likely to fall below the threshold for an emergency. Consequently, there may be no statutory requirement to plan for events that score 1 or 2 on the impact scale. However, this scale recognizes that in order to demonstrate a thorough analysis, responders will want to include in their risk assessments certain risks with impacts at these levels.

### Likelihood Scoring Scale

Level	Descriptor	Likelihood Over 5 Years	Likelihood Over 5 Years
1	Negligible	> 0.005 %	> 1 in 20,000 chance
2	Rare	> 0.05 %	> 1 in 2,000 chance
3	Unlikely	> 0.5 %	> 1 in 200 chance
4	Possible	> 5 %	> 1 in 20 chance
5	Probable	> 50%	> 1 in 2 chance



Section 9.6

Community Risk Register USC Upstate (exemplar)

Date of Review: October 2019

Risk Ref.	Hazard or Threat Category	Hazard or Threat Sub-Category	Outcome Description	Likelihood	Impact	Risk Rating	Capability Required	Controls Currently In place	Additional Risk Treatment Required (with timescale)	Lead Responsibility	Review Date
CI1	Severe Weather	Heat Wave	Daily maximum temperatures in excess of 95 degrees at least 5 consecutive days							Health Services	10/19
CI2	Structural	Building Collapse	Potential for a number of students to be trapped or missing							Fire/Search & Rescue	10/19
CI3	Human Health	Influenza Type Disease (Epidemic)	A serious epidemic of much greater severity than the usual seasonal flu.							DHEC	10/19
CI4	Industrial Accident Environmental Pollution	Toxic Chemical Release in Science Bldg.	Up to 100 yards surrounding site causing 10-15 casualties. Local air pollution							HAZMAT	10/19
CI5	Industrial Accident	Fire/Explosion	Diesel fire and explosion at Facilities yard. Adjacent Building catches fire, 3 casualties.							Fire	10/19
CI6	Severe Weather	Flood	Campus creek floods causing structural and parking lot damage							Facilities	10/19
CI7	Human/Health	Human	Student suicide							Police/Student Support Svcs.	10/19



## Section 9.71

### Example of an Individual Risk Assessment

#### Individual Risk Assessment

Hazard/Threat Category	Sub-Category
Severe Weather	Flooding (campus creek)
Hazard and Threat Description	Risk Reference No.
Campus Creek 15' x ¼ mile	SW1
Date of Revision:	Next Review Date:
August 2013	August 2014

#### Overview of Hazard or Threat:

##### Flooding:

Most commonly caused by intense bursts of rain resulting in flash floods or prolonged rainfall on saturated ground in river catchments, which cause rivers, creeks and other watercourses to overflow their banks.

May lead to inundation of buildings, properties and road closures, or result in loss of life and devastation to property necessitating the implementation of a coordinated recovery plan.

### Example of an Individual Risk Assessment

**Key Historical Evidence:**

2000 - October/November – Prolonged severe rainfall led to the flooding of building along the creek corridor. Some road closures and parking lot flooding occurred.

1999 - March – The campus creek burst its banks and inundated the parking lots of the apartments adjacent to the University.

**Likelihood Summary:**

Hazard	Outcome Description	Likelihood
Flooding (campus creek)	¼ sq. mile	Probable (5)
Flooding (campus creek)	½ sq. mile	Unlikely (3)

**Impact Summary:**

Hazard	Outcome Description	Impact
Flooding (campus creek)	¼ sq. mile	Moderate (2)
Flooding (campus creek)	½ sq. mile	Significant (3)

### Example of an Individual Risk Assessment

Details:

<b>Impacts Associated with Floods</b>
<b>Primary:</b>
Drowning of people, pets, or livestock
Damage to building, property and land
Closure or washing away of roads
Pollution and health risks from sewer systems, chemical stores, fuel storage tanks
Loss of or damage to telephone, data lines, electricity, gas and water supplies
Evacuation and temporary relocation of classes and/or temporary long or short term accommodation needs
<b>Secondary:</b>
Need for recovery strategy in aftermath of flood
Clean-up costs
Constituency need for information
Insurance claims
Safety assessments, possible demolition or repair of damaged buildings and structures
Shortage or overstretched resources (personnel and equipment)
Disruption of the University strategic mission

### Example of an Individual Risk Assessment

Areas running along the campus creek with a high potential for flooding based on topography and historical incidents include Palmetto Villas, the Kathryn Hicks Visual Arts Center, the Susan Jacobs Arboretum, the Amphitheatre, and Campus Edge Apartments.

Category	Sub-Category
Severe Weather	Flooding (campus creek)

Outcome Description	Impact	Likelihood	Risk
¼ sq. mile	Moderate	Probable	High
½ sq. mile	Significant	Unlikely	Low

<p><b>Controls in Place:</b></p> <ul style="list-style-type: none"> <li>• IMT – Incident Management Plan, Flooding Incident Action Plan,</li> </ul>
<p><b>Other Organizations:</b></p> <ul style="list-style-type: none"> <li>• Environmental Protection Agency (EPA)</li> <li>• Spartanburg County Flood Control</li> <li>• Spartanburg County Office of Emergency Management</li> <li>• University Police</li> </ul>
<p><b>Additional Risk Treatment Required:</b></p> <ul style="list-style-type: none"> <li>• Work with Facilities Services on the mapping and further identification of flooding hotspots around campus.</li> <li>• Integrate flooding notification warning into the campus-wide notification system.</li> </ul>

## Enterprise Risk Management

### Focus on Prevention: Conducting a Hazard Risk Assessment

**Overview:** The first step to emergency preparedness and maintaining a safe workplace is defining and analyzing hazards. Although all hazards should be addressed, resource limitations usually do not allow this to happen at one time. Risk assessment can be used to establish priorities so that the most dangerous situations are addressed first and those least likely to occur and least likely to cause major problems can be considered later.

**Purpose:** This document was developed to assist USC Upstate units, departments and divisions as they (1) determine how to use risk assessment to improve safety preparedness and (2) present risk assessment concepts and tools to assessors. The concepts and tools presented here can be applied to any campus risk or hazard.

**Audience:** Information in this package is appropriate for supervisors from any area on campus. A risk analysis should be conducted by someone familiar with the location being assessed.

### Why Conduct a Hazard Risk Assessment?

During a risk assessment, hazards are evaluated in terms of the likelihood that a problem may occur and the damage it would cause if such an event did occur. Adequate safety procedures and emergency preparedness requires considering all of the possible hazards that could be encountered. Some hazards, however, are more likely to cause problems than others in a given area and some would result in greater damage than would others. These differences are identified by conducting a risk analysis. The outcome of the analysis can be used to target resources at the types of events that are most likely to occur and/or are most destructive. Emergency situations that are very likely to happen and would do considerable damage to people and property should be targeted for immediate remediation and/or plans should be made for effective response if remediation isn't possible. Potential situations that are less likely or that would have less severe consequences are identified for attention after the more serious hazards have been addressed.

Risk identification also provides a number of other advantages including:

- 1) Exposes previously overlooked vulnerabilities that need to be addressed by plans and procedures.
- 2) Identifies where preventative measures are lacking or need reevaluated.

## Enterprise Risk Management

3) Can point out the importance of contingency planning to get staff and management on board.

Will assist in documenting interdependencies between departments and increase communication between internal groups.  
Can also point out single points of failures between critical departments.

### What is the First Step?

Step 1: Choose the person(s) or group who will conduct the analysis. The people involved in this activity should be knowledgeable about the area of the enterprise that is being assessed. Groups you may want to include might be Building or Floor Coordinators, safety professional, supervisor, or maintenance personnel. Another possibility is to have work crews from each area conduct the analysis. If you have many people conducting analyses, assign people to areas that they know well. You can combine the findings from various sources for a detailed site analysis.

### What work areas should be considered?

Step 2: Define the geographic area to be included. Some examples of areas that could be selected for analysis include: a maintenance shop, repair areas, storage areas, construction sites, living areas, food preparation areas, hallways, laboratories, etc. If a large area is selected, it is best to subdivide it into smaller parts and then later combine the results. One way to choose the areas to be included is to ask the group where they think hazards would cause the most problems. Conduct an analysis of each — problem area identified. Combining these results will provide information about the hazards in the larger area.

### What Should Be Included in the Analysis?

Step 3: Identify all of the possible hazards that exist in the area selected for assessment. One way to accomplish this is to start by determining all of the sources of hazards in the assessment area. The attached form called “Potential Hazards” can help organize the sources. Across the top of the form are labels for general types of hazards, such as transportation and electrical. Under each general label, the risk assessor should list all of the specific sources of hazards of this type that can be found in the area being analyzed. For example under the label *electrical*, items such as power tools or motors might be listed. Under *transportation*, someone might identify sources such as athletic van accidents. The items should be as specific as possible. A blank, “Potential Hazard” is included should you choose to write in other hazard categories.

## Enterprise Risk Management

### How Are Hazards Analyzed?

Step 4: Evaluate the risks.

While there might be many ways of assessing risk, best practices in risk assessment suggests using the two concepts of probability of occurrence and severity of effects. For each hazard identified in Step 3, a judgment needs to be made about the probability of a hazard resulting in an emergency event and the severity of the consequences if the situation did happen. The attached Hazard Risk Matrix can be used to record a risk rating for each hazard in the terms high, medium, and low. To use the assessment several concepts must be understood.

*Hazard* – Any situation that has potential to cause damage. (Take these from the, “Potential Hazards” form.

*Probability* – Likelihood that the particular hazard will result in damage at this location.

*Severity* – An estimation of how serious the potential problem might be in terms of harm to people and/or damage to property.

In summary, to assess risk: (a) identify potential hazards; (b) determine whether the probability is high, medium, or low that the source will actually cause damage; and (c) determine if the seriousness to life, property, and the environment of such a hazard would be high, medium, or low.

### What Is Done With the Results?

Step 5: Use the hazard ratings during resource allocation. Using this model, those hazards that would lead to situations with the greatest probability for occurring and the greatest severity to the operation would be considered as high/high-risk hazards. They would be the first priority for future training, mitigation, and/or response preparation efforts. One way to organize your findings is to first take all of the completed Hazard Risk Matrix forms and place them in order from high/high-risk to low/low-risk. Put the ordered forms in a notebook. As a hazard is addressed, the corresponding form can be moved to the back of the notebook and the focus can turn to the hazard on the next page. When you have worked through the entire book, you will have looked at all of the identified hazards.





## Enterprise Risk Management

### Hazard Risk Matrix

1. Hazard: \_\_\_\_\_
2. Potential Location(s): \_\_\_\_\_

### Notes:

3. Area, Department or Division \_\_\_\_\_
4. Date: \_\_\_\_\_
5. Assessor: \_\_\_\_\_

## Enterprise Risk Management

### Potential Hazards Worksheet


**Notes:**

6. Area, Department or Division \_\_\_\_\_

7. Date: \_\_\_\_\_

Assessor: \_\_\_\_\_

## Enterprise Risk Management

### Helpful Hints

The nature of a risk/threat should be determined, regardless of the type. Factors to consider should include (but not limited to):

- 1) Geographic Location.
- 2) Weather Patterns for the Area and Surrounding Areas.
- 3) Internal Hazards (HVAC, Facility Security, Access, etc.).
- 4) Proximity to Local Response/Support Units.
- 5) External Hazards (neighboring Highways, Plants, etc.).

Potential exposures may be classified as:

- 1) Natural Threats.
- 2) Man-made (human) Threats.
- 3) Environmental Threats.

## Enterprise Risk Management

Other steps in conducting Risk Assessment are to review following points:

- 1) Probability of Occurrence.
- 2) Vulnerability to Risk.
- 3) Potential Impact.
- 4) Preventative Measures in Place.
- 5) Insurance Coverage.
- 6) Past Experiences.

## Section 10.0

### Crisis Communication Plan

- What this plan is, and why we have it?
- Putting the plan into action
- Who is on the crisis communications team?
- What the crisis communications team is expected to do
- Approvals of outgoing information
- Staffing
- The end of the crisis
- Education and testing
- Updating

#### Introduction

USC Upstate's crisis communications plan outlines the roles, responsibilities and protocols that will guide the university in promptly sharing information with USC Upstate's stakeholders during an emergency or crisis. The audiences for this plan include students, faculty, staff, alumni, parents, neighbors, city and county leaders, media, our greater Spartanburg community, Higher Education Foundation, Board of Trustees and state and federal officials. This plan is a part of the University's overall Incident Management Response Plan, coordinated through the Director of Public Safety who serves as the Chair of our Incident Management Team.

## Section 10.0 (cont'd)

### Crisis Communication Plan

Our guiding principle will be to communicate facts as quickly as possible, updating information regularly as circumstances change, to ensure the safety of the Upstate community and the continued operation of essential services. Our efforts to be simultaneously accurate and timely with the dissemination of information may mean that some communications are incomplete. We accept this, knowing that how we communicate in an emergency or a crisis will affect public perceptions of the University. Honesty and speed are the most effective means to avoid lasting damage to the institution and widespread second-guessing by the public, which expects immediate access to accurate information. A good offense is the best defense. At the same time, we realize that in a crisis, people will likely expect us to have more information than we may actually have. That makes it imperative to speak with accuracy about what we know and not to speculate about details we do not know.

We will use multiple mediums to reach as many people as possible with accurate, timely information. This is especially important in the first hours and days of an emergency or a crisis. Our goal is to be open, accountable and accessible to all audiences, although mindful of legal and privacy concerns.

For the purposes of this plan, a crisis is defined as a significant event that prompts significant, often sustained, news coverage and public scrutiny and has the potential to damage the institution's reputation, image or financial stability. A crisis could be precipitated by an emergency or a controversy. An emergency is a fire, tornado, crime that presents an ongoing threat or other event that involves a response from police, fire or emergency medical personnel. A controversy could be student protests or employee misconduct.

#### Putting the plan into action

Our Crisis Communications Team will convene when the Chancellor or his/her designee declares an emergency. In the event of an emergency or ongoing threat, the Clery Act requires universities to make timely notifications to the campus community. Our goal is to make that notification within 30 minutes. Depending on the nature of the emergency or crisis, it may not be possible for the Incident Management Team, to convene or make quick decisions. Given the urgency of rapid communications, the Vice Chancellor for University Advancement in consultation with the Director of Public Safety or his/her designee has the authority to begin taking action immediately, in consultation with the Chancellor or his/her designee, until a broader decision can be made about how the University should proceed. Also, the Vice Chancellor of University Advancement or Director of Public Safety may identify a potential crisis or controversy that is not an immediate emergency and assemble the Crisis Communications Team to prepare a communications strategy – again, as part of a coordinated University response.

## Section 10.0 (cont'd)

### Crisis Communication Plan

Once senior leaders meet and have the opportunity to determine whether the University is facing a crisis, execution of this plan can be adjusted accordingly.

#### Who is on the crisis communications team?

- Chancellor
- Vice Chancellor for University Advancement
- Assistant Vice Chancellor/CCO
- Director of University Marketing and Communications
- Chief Diversity Officer
- Provost/Senior Vice Chancellor for Academic Affairs
- Director of Alumni Relations
- Vice Chancellor Administrative and Business Affairs
- Director of Public Safety
- Sports Information Director

The Vice Chancellor of University Advancement or his/her designee will add other team members, as appropriate under the circumstances. The Vice Chancellor of University Advancement or his/her designee will contact each member by phone and/or email to convene immediately.

The Crisis Communications Team headquarters for most crises will be the conference room of the Office of University Marketing and Communications. It is located at 800 University Way Administration Building Room 214. The back-up location will be the Incident Management Center (IMC) at the Department of Public Safety 219 E. Campus Blvd.

#### What the crisis communications team is expected to do?

The Crisis Communications Team will implement some, or all, of the steps outlined below based on the circumstances, and coordinate with the Incident Management Team. Throughout a crisis, the team will meet frequently to review changing facts, assess whether key messages are reaching audiences and determine whether strategies need to change.

## Section 10.0 (cont'd)

### Crisis Communication Plan

Success of this plan rests on open and frequent communications between USC Upstate's Leadership Team, the Incident Management Team and the Crisis Communications Team. In an emergency, our goal is to issue our first communication to key University audiences within 30 minutes of notification of the event, with regular updates as needed. Some situations may require even faster initial communications.

The team will carry out these tasks:

- **Designate a secretary** who can maintain meeting notes, to-do lists, information files on the ongoing crisis and other items.
- **Review and write down known facts** – those that can and cannot be released to the public -- and determine whether a response is needed, and if that response is needed for all of the University's key audiences. These facts will be used to fill in templates for news releases, text messages and other items that have already been developed. A list of potential crises is included in this plan's appendix, along with a list of audiences and who will be responsible for coordinating communications to each. It is critical as the situation changes for new fact sheets to be developed.

**WHY?** These fact sheets can be used to update websites, emails, news releases and other communication channels. They will also help guide the team's overall strategy as events unfold.

- **Develop several key messages** that will be included in all University communications. One message typically will address what USC Upstate is doing to ensure the safety of students and other community members. Another may need to be forward-looking and address what we are doing to make sure the crisis, or a problem with our response, doesn't happen again. All of the messages should evolve as circumstances change but will always aim to restore and maintain confidence and calm, balancing a sense of concern with resolve and action. Sample messages are included in the approved templates.
- **Determine who will act as spokespeople** – both a senior leader of the University and someone charged primarily with communications responsibilities. The senior leader will be the public face of the University, while the communicator will run briefings and handle media questions between such formal press gatherings. Designate a member of the Crisis Communications Team to communicate key messages and emerging facts to those spokespeople and handle any last-minute media training. It is critical that senior leaders, including deans and faculty leaders, have copies of the most recent news releases and other messages so everyone is clear on what is being shared with the public.



## Section 10.0 (cont'd)

### Crisis Communication Plan

**WHY?** In a time of emergency, it is critical for a high-ranking leader of the University – in most cases, the Chancellor – to be the University’s public face and take the lead in communicating key messages and answering questions. Such action illustrates that the situation is under control and that efforts are being made to address any questions that have arisen. It also serves to calm various audiences. As the situation evolves, the senior leader acting as the key spokesperson may change.

- **Assign responsibilities to the Crisis Communications Team** to communicate the facts of the situation and our response to key audiences. Each member will use approved messages and templates for this effort. Whenever possible, the first groups that should be informed about a crisis are internal audiences directly affected, such as students, employees, faculty and Spartanburg County Commission on Higher Education members. The next groups typically would include parents, alumni, community leaders and other audiences, as well as the media.

The channels used to communicate to each audience may be different, so each team member will be expected to develop detailed plans to reach his/her designated audience. A complete list of the people responsible for each audience, and suggested channels to reach them is listed below:

- **Students** (Vice-Chancellor for Student Affairs and Dean of Students)
- **Faculty and staff** (Associate Vice Chancellor Strategic Marketing and Communications)
- **President Caslen, the Commission on Higher Education and senior leaders** (Chancellor or his/her designee)
- **Deans** (Provost)
- **Parents** (Vice Chancellor for Student Affairs)
- **Alumni** (Director of Alumni Affairs)
- **Spartanburg community, neighbors and city leaders** (Associate Vice Chancellor Strategic Marketing & University Communications)
- **Local law enforcement** (Director of USC Upstate Department of Public Safety or his/her designee)
- **Media** (Associate Vice-Chancellor Strategic Marketing and Communications)
- **Federal leaders, agencies and contacts** (Associate Vice Chancellor Strategic Marketing and Communications)

## Section 10.0 (cont'd)

### Crisis Communication Plan

- **State leaders, agencies and contacts** (Vice Chancellor for University Advancement)
- **Visitors** (Director of Communications University Marketing and Communications)

The Crisis Communications Team, depending on the circumstances, may identify other audiences and assign responsibility for them.

- **Carry out web response.** UMC will utilize our web site and social media as primary sources of updates, linking from there to other pages with detailed information. UMC may also create special pages or sites about a situation, linking to these from the University web site. UMC has developed a template for a crisis website, with limited navigation, message boards and other features, that can be used as needed.
- **Assign communicators,** as needed, to handle phone calls, using a script they develop from the key messages and facts the Crisis Communications Team has developed. These staffers should reach out to other units that handle multiple calls during a crisis, including our general number, Student Affairs, admissions and the communicators list. These employees will also monitor and update the recorded message on University hotline(s). As part of this effort, a separate log will be maintained to record all calls and interview requests from members of the media. These staffers will be responsible for ensuring that all calls are returned.

**WHY?** Our policy is always to be as responsive as possible to news media. During a crisis, it is important to maintain an organized log of interview requests so that calls are returned promptly. It is a missed opportunity if members of the media don't know our key messages and facts as we understand them.

- **Develop communications from the Chancellor,** as appropriate. It may be necessary for the chancellor to communicate to the USC Upstate community about the emergency. The Vice Chancellor of University Advancement will assign a communicator to draft Chancellor correspondence and any other written materials, such as talking points, speeches or op-eds.

**Open a media staging area,** and determine whether press conference(s) should be held. During most news events, news reporters and photographers are allowed to interview members of the USC Upstate community at a staging area. During a severe crisis or in severe weather, the media area may be moved to the lobby of the Rampey Center.

## Section 10.0 (cont'd)

### Crisis Communication Plan

UMC's Vice Chancellor of University Advancement or designee will be responsible for opening the facility, and bringing needed supplies from the office of University Marketing and Communications. The Director of University Communications will coordinate press conferences (including needed equipment such as microphones, etc.) and related media advisories, as needed. If the emergency requires the opening of a media center, the University must treat equipping the center with such items as tables and chairs as a high priority. Some emergencies may require that the media center remain open 24 hours a day for an indefinite period. Should this occur, the Vice Chancellor of University Advancement has the authority to use communicators around the University for staffing. In such a situation, no single person can or should be expected to work around the clock.

**Why the Rampey Center?** Rampey Center was chosen because of its technological infrastructure, its food and bathroom facilities, and proximate parking for news crews and satellite trucks. Members of the media will be able to set up in the Rampey parking lot and have access to private interview rooms. A uniformed officer should be assigned at the location for safety and security purposes.

- **Assign a UMC staffer to monitor media coverage** to anticipate any problems in the way information is flowing to the news media. UMC already has a system for daily monitoring of print coverage, broadcast media and blogs, and that system will be put to use for this effort. Daily summaries of relevant media coverage will be provided to the University's senior leadership and Crisis Communications Team.

**WHY?** It will be critical to be aware of how the University is being portrayed in early and ongoing coverage to adjust the communications response as needed to limit rumors, correct errors and maintain confidence in the University.

- **Determine how we should report on the situation for internal audiences.** For instance, are there town meetings, or protests or vigils? The Vice Chancellor for University Advancement will designate responsible for coordinating print, video and audio coverage.

- **Evaluate how to help our community recover,** return to normal and, if needed, regain faith in the University after the trigger event of the crisis is over, in coordination with the senior leadership. This may include the need for town hall meetings, letters from the president expressing sympathy, detailed plans to prevent another such crisis, etc.

## Section 10.0 (cont'd)

### Crisis Communication Plan

- **Within 10 days of the end of the event complete an after-action report to assess how this plan functioned**, address any needed updates and recognize the work of partners whose help was invaluable. (i.e., assistance from communicators from other units or universities)

#### Approvals of outgoing information

Typically, we use a collegial approach of multiple approvals before we distribute communications pieces, including emails and news releases. That system will not work in a crisis. Seconds matter in a crisis, and we will be judged by how quickly we share information with key audiences.

As a matter of policy, USC Upstate is committed to trying to meet these expectations. It recognizes the need for unusually crisp decision-making during a crisis to enable rapid, accurate communication in coordination with the institution's broader process. Final approval for all communications rests with the Vice Chancellor of University Advancement or his/her designee.

#### Staffing

When a crisis has been declared, employees of Marketing and Communications team will be relieved of their typical job responsibilities to help execute this plan.

#### The end of the crisis

The Incident Management Chair/Director of Public Safety or his/her designee will determine when the crisis has ended and routine communications processes can resume. The decision to declare the emergency over will trigger an after-action report to review how the crisis was handled and how communications can improve.

#### Education and Testing

The Vice Chancellor of University Advancement will take the lead in educating our community about how and when members of our community would get messages from USC Upstate in a crisis. The procedures may be similar to those used to educate the community about the University's severe weather policy.

## Section 10.0 (cont'd)

### Crisis Communication Plan

The University will conduct an annual drill of emergency management with participation from members of the Incident Management Team. The crisis communications plan will be tested at these times with participation by members of the Crisis Communication Team.

As part of this process, the Vice Chancellor of University Advancement will schedule media training sessions for senior administrators and key team members. After the initial session to train all key officials, sessions will be scheduled annually for employees new to the Incident Management or Crisis Communications Team. Every two years, all members will attend a refresher course in media training.

#### Updating

The Vice Chancellor for Finance and Administrative or his/her designee, will update phone lists for members of the Leadership Team, Incident Management Team and Crisis Communications Team. The Vice Chancellor of University Advancement or his/her designee will work with the Office of Information Technology, to oversee updates and improvements to email and SpartAlert lists for USC Upstate constituencies. These updates should occur at least quarterly. The Director of University Marketing and Communications or his/her designee, will oversee updates of media lists and fact sheets as frequently as needed.

## Reunification Policy

### PURPOSE:

The purpose of this policy is to provide the University of South Carolina Upstate with resources that can be used for a “reunification” activation. Incidents in Las Vegas, Florida, California, and Texas, to name a few, have highlighted the need to respond and recover from mass casualty incidents. Part of the response and recovery must focus on reunification practices to include; local jurisdiction responders, medical facilities, county, state and federal partners to name a few.

The reunification of family and friends, to include deceased victims, is a complex coordination of agencies and personnel that starts at the local level. Public safety leadership must understand that a successful reunification will be marred by confusion immediately following the incident so anything that can be done in advance to prepare will be extremely beneficial.

Response to these types of incidents will require pre-planning, exercising, and training from various disciplines and jurisdictions. Integration and allocation of response assets will be major components for successful resolution of these types of incidents. It is critical for command and supervisory personnel to understand their community dynamics and baseline. Recognition that incidents occurring are outside the “normal” community baseline and integrating into the Unified Command structure will be critical to marshaling resources and responding effectively.

Finally, the purpose of this policy is defined by the following attributes:

1. Provide accurate and timely information to the family and friends of victims regarding the incident in a private and secure environment.
2. Provide a mechanism to coordinate efforts between law enforcement, EMS, hospital, call center, and medical examiner personnel to facilitate identification of victim status and client notification.
3. Provide emotional support and spiritual care services.
4. Protect families from the media and curiosity seekers.
5. Provide a child care safe zone for unaccompanied minors.
6. Organize family reunification.
7. Support death notifications to next of kin for victims that have died when identity is known.  
Support family needs (e.g., vigils, site visits, and so forth) post event.

## Reunification Policy

### **POLICY:**

It is the policy that command and supervisory personnel recognize and understand the possibility exists, that incidents may evolve and reunification is required. For these reasons, it is paramount that supervisory and command personnel act decisively to monitor and control resource allocation, build and exercise plans, and maintain strong relationships with local, county, state, and federal partners. The mechanisms used for attacks that will require reunification are limitless and may not be criminal in nature. Regardless of motivation, the community must be prepared to assist.

It is imperative that supervisory and command personnel understand the critical importance of establishing an incident or unified command structure that can expand and assimilate the reunification component when needed. Communication will be greatly hampered by non-traditional ways of evacuating victims to hospitals and the command structure will facilitate accurate and timely information sharing.

### **DEFINITIONS:**

#### **Reunification**

The process of reuniting family members with their missing or deceased loved one.

#### **Emergency Call Center**

Following a mass casualty or mass fatality incident, this designated space is activated as a communications hub to collect information from families and friends of possible victims (integrates Medical Examiner/Coroner interviews); to direct families and friends to appropriate Hospital Reception Sites, Family Reunification Centers, or Family Assistance Centers for reunification and assistance; and to direct other callers to appropriate recipients, such as Public Information Officers.

#### **Family Assistance Center (Long-Term)**

Following a large mass casualty or mass fatality incident, this designated county or state space is established as a centralized location for families (and friends) to gather, receive information about the victims and grieve, protect families from the media and curiosity seekers, facilitate information sharing to support family reunification (e.g., direct families to Hospital Reception Sites if victims are known to have been transported to the location), and provide death notification when patients die and identity is known. This Center is long-term and may target delivery of a range of services and/or may focus on families and friends of missing or deceased victims.

## Reunification Policy

<b>Family Reunification Center (Short-Term)</b>	In the immediate hours after a mass casualty or mass fatality incident, this designated community space is established as a centralized location for families (and friends) to gather, receive information about the victims and grieve, protect families from the media and curiosity seekers, facilitate information sharing to support family reunification (e.g., direct families to Hospital Reception Sites if victims are known to have been transported to the location), and provide death notification when patients die and identity is known. This Center is short-term and may be replaced by a Family Assistance Center or shelter in the event the County or State or other jurisdiction deems this to be necessary.
<b>Hospital Reception Site</b>	A hospital space designated to provide a private and secure place for families to gather, receive information about the patients and grieve, protect families from the media and curiosity seekers, facilitate information sharing with other hospitals and partners to support family reunification (e.g., direct families to Family Reunification Centers if victims are missing), and provide death notification when patients die and identity is known.
<b>Family</b>	Any individuals that consider themselves to be a part of the victim's family, even if there is not a legal familial relationship. This could include friends, partners, caretakers and loved ones that have defined themselves or are indicated by other family members to be "family".
<b>Immediate Family</b>	A defined group of relations, used in rules or laws to determine which members of a <b>person's family</b> are affected by those rules. It normally includes a person's parents, spouses, siblings and children.
<b>Custodial Parent</b>	The parent, also considered the primary care parent, a child resides with full time. Most custodial parents have been awarded physical custody of a child by a court of law.
<b>Legal Guardian</b>	A person or entity who has been granted the legal authority (and the corresponding duty) to care for the personal and property interests of another person, called a ward.



## Section 11 (cont'd)

### Reunification Policy

#### Legal Next of Kin

The nearest blood relatives of a person who has died, including the surviving spouse.

#### Separated Children

Children who have been separated from both parents or from their previous legal or customary primary caregiver, but not necessarily from other relatives. These may, therefore, include children accompanied by other adult family members.

#### Unaccompanied Minors

Children who have been separated from both parents, legal guardians, and other relatives and are not being cared for by an adult who, by law or custom, is responsible for doing so (18 or under).

#### PLANNING ASSUMPTIONS:

##### A. Assumptions:

1. Expect a minimum of eight to ten family members or loved ones to arrive or need assistance for each victim.
2. After an incident, family members may immediately call or self-report to the hospital they believe their loved one may have been taken.
3. Coordination among responding agencies about family members, missing persons, and patient tracking will be necessary.
4. An FRC will be necessary to provide a safe place for families to convene until a Family Assistance Center or shelter is activated.
5. Families will have high expectations regarding:
6. Identification of the deceased,
7. The return of loved ones and their belongings,
8. Accurate and timely information and updates.
9. Victim identification may take multiple days, weeks, months or even years.
10. Not all families will grieve or process information in the same way.
11. Ethnic and cultural traditions will be important factors in the way families grieve or process information.
12. Both Behavioral Health and Spiritual Care resources should be available.
13. Responding to a mass casualty or mass fatality incident can be overwhelming and lead to traumatic stress. Support for staff will be essential.
14. A specific safe zone must be established for unaccompanied minors to ensure appropriate release to a custodial adult.

## Reunification Policy

### PROCEDURES:

#### B. Reunification Preparedness (pre-incident)

1. Review the Incident Management Plan that has been published by USC Upstate DPS or found at [www.uscupstate.edu/police](http://www.uscupstate.edu/police)
2. Identify site(s) that meet requirements and can be used at moment's notice to; accept, secure, support, and assist loved ones that are separated or need a place to go in order to search for a missing family member or friend.
3. Exercise your procedures prior to an incident and refine based on the after action review.

#### C. Situational Awareness for Reunification:

1. Based on available information, responding supervisors, and personnel already at the incident scene shall continually assess the situation and activate a reunification site when they recognize key triggers (i.e. mass casualty, victims being taken to multiple hospitals or care facilities, etc.).
2. It is imperative for command and supervisory personnel to monitor information while enroute to the incident or through information provided by communications personnel. Further information could be made available from myriad sources such as social media, witnesses, and reports of gunfire, injured subject reports or through other means.
3. Upon arrival, command personnel will establish a command post as close as practical to the incident site and ensure other disciplines (Fire, EMS, allied law enforcement agencies, etc.) are aware of its location. Incident or Unified command will be established that will support a reunification branch.

#### D. Strategic Awareness

1. Immediately upon receipt of information concerning an incident that produces multiple casualties, command and supervisory personnel must diligently monitor radio communications for indications that a reunification activation may be required. Upon arrival, supervisory staff shall:
  - a. Advise command and communications as soon as possible regarding the conditions, intelligence, actions and needs;
  - b. Ensure Unified Command is established; and
  - c. Conduct tactical operations as circumstances dictate.

## Reunification Policy

### A. Unified Command

1. Unified Command shall be established as soon as possible.
2. Fire and EMS should establish a treatment, triage, and transport unit even though many of the victims might have been transported via non-traditional means.
3. Unified Command, at some point in the incident, will activate the reunification process to include activation of the reunification site, call center (if applicable), and hospital communication and protocols.

### B. After-Action Reporting

1. Upon termination of the incident and as soon as practical, command and supervisory personnel will conduct a thorough and comprehensive after-action review (not tactical operations) of the incident response as it relates to agency response, establishment of Unified Command, activation of the process, as well as other command related issues.
2. This review will be conducted with as many responding public safety agencies and partners as possible and every effort will be made to ensure as many of the multi-agency and multi-discipline partners are represented.
3. The review will include, but will not be limited to, the following: effectiveness of the monitoring of other community related incidents; effectiveness of communications and dispatch messaging; overview of the timing of the establishment of Unified Command; and documentation of agencies.
4. Prepare a report to be distributed to those agencies participating in the incident(s) so the lessons learned may be incorporated and used for planning and the next incident response.

## Reunification Policy

### TRAINING:

#### C. Monitoring National and World Events

1. Command and Supervisory personnel must understand the possible connectivity of international, national, regional and local events. Mass casualty incidents are occurring with alarming frequency and offer opportunities for agency personnel to understand best practices.
2. Command, supervisory and training personnel should periodically review national after-action reports on events such as: active shooters, vehicle attacks, terrorist acts and multi-agency, and non-criminal mass casualty incidents that include multi-discipline responses and make agency recommendations to enhance response capabilities.
3. At a minimum, ongoing discussion (twice a year) should be conducted with line level personnel, community and responding partners in an effort to keep this procedure relevant. In addition, when applicable, reunification plans should be included in major event plans as contingencies.

