

STANDARD OPERATING PROCEDURES DEVELOPMENT

For the University of Maryland Emergency Operations Plan to be complete, each SEMS section, branch and unit must develop Standard Operating Procedures (SOPs). Upon completion, each SOP will become part of this plan by reference.

These SOPs will contain, in detail, those actions that are necessary to fulfill the SEMS functional responsibilities under this plan. Each of the SOPs will include some generic information such as increased readiness activities, procedures for recalling departmental personnel, disaster assignments, and resource lists.

Under a heading for each SEMS section, branch or unit, a descriptive list of what specific information will be in the SOPs is provided below to assist in developing SOPs. Once the SOPs are completed, they must return to the "Concept of Operations" section on this plan to ensure that the SOPs are consistent with these concepts.

Each SOP will be reviewed by the University Emergency Operations Planning Committee for consistency with the University's Emergency Operations Plan. Inconsistencies or overlaps between departmental actions will be addressed by the individual departments.

Strict adherence to the SOP by departments is not required. Departments may deviate from SOPs to respond to unique needs in a particular response. Major variation from procedures shall be coordinated with the EOC.

Department of Public Safety

Increased Readiness

Develop procedure for reviewing and updating University of Maryland Department of Public Safety SEMS SOPs.

Identify the process and develop procedures for checking critical Department of Public Safety facilities and equipment, including testing systems.

Develop procedure for mobilizing Department of Public Safety personnel and pre-positioning resources and equipment.

In coordination with the Emergency Operations Planning Committee, Develop a process for managing incidents at the field level using the Incident Command System

Develop a process for communicating with and directing the central dispatch center, including the activation of the Emergency Contact List.

Develop the process and procedures to warn threatened elements of the population.

Ensure that hazardous material procedures are consistent with the *Department of Environmental Safety Hazardous Materials Area Plan*.

Initial Response Operations

In coordination with the Emergency Operations Planning Committee and the University's Administration, develop procedures to disseminate warnings, emergency public information, and instructions to the University Community.

Develop procedures for responding to and managing:

- train accidents;
- airplane crashes;
- utility failures;
- major vehicle accidents;
- hazardous material incidents;
- disease outbreak;
- civil disorder;
- terrorist threat;
- active shooter;
- public assembly emergency;
- major fires;
- extreme weather or storm situations
- floods; and
- earthquake.

Develop procedures for initiating:

- activities to implement Incident Action Plans;
- "windshield survey" damage assessment;
- medical operations, including triage operations;
- a needs assessment and subsequent requests for mutual aid;
- rescue operations;
- evacuation and rescue operations; and
- in coordination with the Student Affairs, treatment for injured. (Triage SOP)

Departments should take into consideration specific planning requirements identified in the hazard analysis, in particular for the hazardous materials element.

Extended Response Operations

Develop the process and concept of operations for EOC operations, including the communication and coordination protocol between the field and EOC DPS personnel.

Department of Environmental Safety

Increased Readiness

Review and update Department of Environmental Safety (DES) SOPs.

Develop new SOP's as necessary to expedite the EOP.

Check and expedite any repairs to DES facilities and equipment, including testing.

Review procedures for pre-positioning resources and equipment.

Provide necessary training and drills for DES personnel.

Review and update processes and procedures for MEMA and FEMA disaster declaration requests.

Develop, review and update State and Federal required environmental emergency response plans, including management procedures for the plans.

In coordination with the Department of Public Safety (DPS), review and revise the process and procedures for increasing public information.

Include Early Warning System information in UM individual Department emergency plans.

In coordination with the DPS and Prince George's County Fire Department, test the process for managing incidents at the field level, using the Incident Command System.

Initial Response Operations

In coordination with the Administration, develop procedures for drafting and declaring a local emergency, including how to request a concurrence from the Director of the Governor's Office of Emergency Services, how to request a gubernatorial proclamation of state of emergency, and how to request a presidential declaration.

Ensure hazardous materials procedures are consistent with State and Federal environmental emergency response plans.

In coordination with the Department of Public Safety, Emergency Operations Planning Committee and the University Administration, develop procedures to disseminate warning, emergency public information, and instructions to the University Community.

Develop procedures for responding to, managing and coordinating with other agencies:

- hazardous materials incidents
- disease outbreak
- public assembly emergencies
- major fires
- extreme weather or storm situation, floods, earthquake
- environmental disaster
- civil disorder
- terrorist threat
- utility failures
- building collapse

Develop Procedures for initiating:

- building damage assessment surveys for life safety and recovery in coordination with Facilities Management.
- environmental assessment surveys, including hazardous material stability assessment.

Extended Response

Develop the process and concept of the DES emergency response

Operations operations to major incidents where outside assistance may be limited.

Develop processes and the procedures for submitting and processing workman's compensation claims.

Recovery Operations Develop procedures for organization and preparation of after-action reports.

Develop procedures for insurance, State, and federal assistance.

In coordination with University Administration, Procurement, Residential Facilities and the Comptroller's Office develop the procedures to be used for recovery operations.

Develop procedures for recovery operations for University interests in facilities that are leased by the University.

Coordinate insurance claims with the State Treasurer.

In coordination with the Fire Department and Facilities Management, identify residual hazards resulting from the disaster.

Identify the process for conducting and analyzing hazard mitigation projects.

Fire/EMS Department

Increased Readiness Maintain procedures for coordinated management of emergency incidents utilizing the National Fire Academy Incident Management System.

Maintain procedures for communication and coordination of field personnel through a central dispatch center and for the use of an integrated incident management system.

Maintain procedures for mobilizing resources needed for significant, long-term emergencies.

Maintain procedure for assessing mutual aid needs and procedure for requesting mutual aid assistance.

Initial Response involving: Maintain SOP's for response to and management of emergency incidents

- fires
- hazardous materials releases
- extreme weather emergencies
- mass casualty incidents
- structural collapses
- civil disorder
- transportation accidents
- explosives incidents

Develop procedures for:

- implementing Incident Action Plans
- triage and treatment operations
- damage assessment
- evacuation of dangerous areas
- rescue operations

Extended Response

Operations

Develop procedures for tracking resources.

Develop procedures for tracking financial costs associated with long-term emergency incidents for cost recovery.

Develop procedures for debriefing of incident managers and sharing information with other agencies involved in an incident.

Facilities Management

Increased Readiness

Develop procedures for reviewing and updating the University of Maryland Facilities Management, Residential Facilities, and DES SOP's.

Identify the processes and develop procedures for checking critical UM and Facilities Management facilities and equipment, including testing systems.

Develop procedures for mobilizing FM, RF, and DES personnel and pre-positioning resources and equipment.

*Initial Response
Operation*

Develop procedures for responding to:

- fires, explosions, hazmat incidents;
- structural emergencies
- snow and extreme weather or storm situations.

Develop procedures for initiating:

- utility system damage assessment operations;
- damage assessment operations for critical facilities, including infrastructure;
- debris removal operations;
- repair and restoration activities for damaged facilities, utility systems, and infrastructure;
- flood fighting activities/actions;
- hazardous waste clean up and disposal operations (in coordination w/DES);
- request for public works mutual aid to include private contractors local government.

Develop procedures for assessing mutual aid needs.

*Extended Response
Operations*

Develop procedures for restoring vital utility services.

Develop procedures for performing detailed safety inspections of damaged facilities, including the process of determining whether a structure will be rebuilt or demolished.

Develop procedures to initiate mutual aid requests for building inspectors.

Develop procedures to manage building inspection teams.

Develop procedures for conducting advanced planning activities.

Develop procedures for creating a situation status report for the disaster to obtain the big picture, including the update process.

Develop procedures for tracking resources.

Recovery Operations In coordination with the Emergency Operations Planning Committee, Environmental Safety, the University Administration and Residential Facilities identify the process for conducting and analyzing potential hazard mitigation projects.

Identify the process to rebuild damaged areas of campus (Under redevelopment laws and regulations)

Identify the process of rezoning damaged areas of campus.

University Administration (President and Cabinet)

Increased Readiness Develop procedures for reviewing and updating Administration SOP's.

In coordination with DPS, identify alternate administrative facilities, including an alternate EOC.

In coordination with the Department of Public Safety, develop the processes and procedure for increasing public information efforts.

In coordination with the Vice-President for Student Affairs, develop the processes and procedures for recruiting volunteers and additional staff, including the procedure for registering them as Disaster Service Workers.

Increased Response Operations In coordination with the Department of Public Safety and the Emergency Operations Planning Committee develop procedures to disseminate warnings, emergency public information, and instructions to the UMCP Community.

In coordination with the DPS, develop draft language for declaring a local emergency, including instructions for how to request a concurrence from the Director of the Governor's Office of Emergency Services, how to request a gubernatorial proclamation of a state of emergency, and how to request a presidential declaration. Include in the procedures the benefits of such proclamations and any additional actions that may be required after a proclamation.

Extended Response Operations In coordination with the DES, develop the processes and procedures for declaring a local emergency.

In coordination with the Department of Public Safety, develop the processes and procedures for disseminating emergency public information. Develop procedures for protecting, controlling, and allocating vital resources.

Develop the process for communicating with the Emergency Operations Center Group.

In coordination with campus resources (Central Animal Resources Facility, etc), and with County Animal Control develop procedures for the care and shelter of animals and livestock.

Recovery Operations In coordination with the Comptrollers Office/Purchasing and DES, FM, RF, develop the procedures and processes used for recovery operations.

Develop procedures for continuing University operations, including the identification of alternate sites and succession of University leadership.

Purchasing

Increased Readiness Develop procedure for reviewing and updating /Purchasing SOPs.

Extended Response Operations Develop procedures for procuring emergency resources to sustain operations.

Develop the process for documenting the financial cost of disaster response and recovery operations (a disaster accounting system).

Recovery Operations In coordination with the DES, the Comptroller's Office and the University Administration develop the procedures and processes used for recovery operations.

Student Affairs

Increased Readiness Develop procedures for reviewing and updating the University of Maryland Student Affairs SOP's. (Resident Life, Health Center, Campus Recreation, Student Union)

Identify the processes and develop procedures for checking Student Affairs facilities and equipment, including testing systems.

Develop procedures for mobilizing Student Affairs personnel and pre-positioning resources and equipment.

Initial Response Operations Develop procedures for assessing the need for mutual aid.

In coordination with DPS and DES, develop procedures for treating the injured, including activating "field treatment sites" (Medical Care/Triage SOP.)

Extended Response In coordination with the American Red Cross, develop procedures for

Operations caring for displaced persons (Shelter Operations SOP). Ensure that all items under the American's with Disabilities Act are considered when opening and managing a shelter.

Develop procedures for transporting patients from the field to local medical facilities.

Resident Life

Increased Readiness Develop procedures for reviewing and updating the Department of Resident Life SOP's.

Share Resident Life SOPs with public-private housing partnerships (Capstone and Ambling) and request that these units develop their own procedures for reviewing and updating their South Campus Commons and University Courtyard SOPs respectively.

In collaboration with Residential Facilities, identify the processes and develop procedures for checking residential facilities and equipment, including testing systems.

Develop procedures for mobilizing Resident Life personnel and pre-positioning resources.

Maintain an after-business-hours multi-level on-call staffing system to ensure staff are available at all times.

Develop procedures for identifying resident students in need of emergency evacuation assistance.

In conjunction with Residential Facilities, develop procedures for responding to and managing:

- bomb threats
- tornado watches and warnings
- fire
- severe weather
- emergency evacuation
- major utility failure
- major structural failure

Initial Response Operations

In coordination with Residential Facilities, develop procedures for the evacuation and temporary shelter/accommodations for resident students.

Ensure information regarding students in need of evacuation assistance is communicated quickly to UMDPS and EMS.

Extended Response Operations

In coordination with the Residential Facilities, Comptrollers' Office, Procurement, American Red Cross, develop procedures for housing displaced persons (Shelter Operations SOP).

Coordinate continued on-campus housing operations as well as temporary shelters and temporary off-campus housing locations.

Develop procedures for communicating information to displaced resident students, parents, and other university units.

Coordinate follow-up interventions for students' emotional needs with agencies such as Health Center Mental Health Unit, Counseling Center, etc.

Develop procedures for creating periodic situation updates and for communicating these updates with all levels of DRL staff.

Residential Facilities

Increased Readiness Develop processes to review and update the Department of Residential Facilities SOP's.

Identify the processes and develop procedures for checking critical facilities and equipment, including system tests. Include coordination with Resident Life regarding certain checks.

Develop procedures for mobilizing Residential Facilities personnel and pre-positioning resources.

Develop a process for managing events and incidents at the field level that incorporates Reflex and other personnel.

Develop a plan to secure and distribute communications equipment to essential field staff.

Initial Response Operations

In conjunction with Resident Life, develop procedures for responding to and managing:

- bomb threats
- fire
- tornado warnings, severe weather, and extreme snow/ice conditions
- emergency evacuation
- major utility failure

Develop procedures for initiating:

- scheduling of on-call and/or on-site staff.
- building and site preparation such as clearing outside drains, securing site furniture, closing windows.
- testing, distribution and staging of equipment such as plastic sheeting, wet/vacs, plywood, certain spare parts, etc.
- inspections and damage assessments.
- emergency clean-up and repair operations.
- emergency access system operations.

Extended Response

Operations

Develop alternate and extended staffing plans to cover emergency situations that extend beyond a single work shift. Coordinate lodging and meal needs of staff.

With Resident Life, identify alternate accommodations should residents require reassignment.

Develop procedures for creating periodic situation updates and for communicating these updates with DRF staff and with DRL, Student Affairs, and other departments as necessary.

Recovery Operations

Develop procedure for performing detailed safety and damage inspections of facilities.

Develop processes to prioritize and repair damaged areas of campus. With Facilities Management, Resident Life and Environmental Safety identify and prioritize a schedule to repair damaged facilities and grounds using Facilities Management or contractor staff.

Develop procedures for documenting losses for insurance processes.

With Resident Life and DES, coordinate UM involvement to provide documentation for private insurance claims associated with damage to private property.

Develop procedures to conduct after-action assessments.

Comptroller's Office

Increased Readiness

Develop procedures for reviewing and updating the Comptroller's Office SOP's.

Extended Response

Develop the process for documenting the financial cost of disaster *response* and recovery operations (a disaster accounting system).

Recovery Operations

In coordination with the DES, Procurement and the University Administration develop the procedures and processes used for recovery operations.

Develop the processes and procedures for tracking employees' time and issuing paychecks during disaster operations.

Office of Information Technology

Increased Readiness

Develop procedures for reviewing and updating the Office of Information Technology SOPs

Identify the processes and develop procedures for checking critical OIT facilities and equipment, including testing systems.

Develop the processes and procedures for identifying OIT resources required to facilitate the emergency operations of other University of Maryland departments.

Increased Response Operations In coordination with University Relations, review procedures for disseminating emergency information via the UMD.EDU website, x4SNOW telephone hotline, university-wide Email, and other mechanisms.

Extended Response Operations Develop procedures for temporary deployment of portable telephone and networking facilities.

Review and update the Office of Information Technology Business Continuity Plan.

University Health Center

Increased Readiness Develop procedures for reviewing and updating the Health Center's (HC) SOPs.

Identify the processes and develop procedures for checking adequacy of HC's supplies and equipment.

Develop procedures for mobilizing HC personnel at the HC and external sites when indicated.

Develop processes for regular review with UMCP collaborators to coordinate SOP's.

Initial Response Operations Develop procedures for assessing the need for mutual aid

In coordination with staff at the Campus Recreation Center, Athletic Department, and Prince Georges EMS, develop procedures for triaging and treating the injured, including activating "field treatment sites" and/or transport systems to other identified sites.

Develop procedures for responding to:

- disease outbreak
- incidents in which there are multiple casualties
- utility failure

Extended Response Operations In coordination with UMCP administration develop procedures to assist displaced students.

In coordination with the Department of Transportation Services, develop procedures for transporting patients from the field to campus and local medical facilities.

In coordination with the County Health Department, develop procedures for vector control operations.

Department of Transportation Services

Increased Readiness

Develop procedure for reviewing and updating the Department of Transportation Services SOP's.

Identify the processes and develop procedures for checking critical Department of Transportation Services facilities and equipment.

Develop procedures for mobilizing the Department of Transportation Services personnel and pre-positioning resources.

Initial Response

In coordination with Department of Public Safety, Resident Life and Student Affairs, develop procedures for evacuation.

Maintain procedures for responding to and managing:

- Bomb threats
- Severe weather and extreme snow and ice conditions
- Structural emergencies

Develop procedures for initiating:

- Debris removal operations
- Damage assessment operations for facilities
- Repair and restoration activities for damage facilities

Extended Response Operations

In coordination with the University Health Center develop procedures to transport patients from locations on campus to both University and local medical facilities.

Dining Services

Increased Readiness

Review and update the Department of Dining Services Standard Operating Procedures

In collaboration with Residential Facilities, Stamp Student Union Facilities and Facilities Management identify the processes and develop procedures for checking dining facilities and equipment, including testing systems.

Maintain review and update procedures for mobilizing Dining Service personnel and pre-positioning resources.

Maintain an after-business-hours multi-level on call staffing system to ensure staff are available at all times.

Maintain, review and update procedures for maintaining supply of food and beverages.

Initial Response Maintain and update procedures for the temporary meal service for resident students and emergency response workers.

Extended Response Operations Develop procedures for communicating information to resident students, parents and other university units.

Develop procedures for creating periodic situation updates and for communicating these updates to all levels of dining service staff.

TRAINING AND EXERCISING

The Emergency Operations Planning Committee (EOP) and the Department of Public Safety (DPS) is responsible for developing and providing all training required under the Standardized Emergency Management System (SEMS) regulations.

The departments are responsible for providing training for all department emergency responders, ensuring that all applicable laws are met, and employees are familiar with and knowledgeable of department Standard Operating Procedures (SOPs) and the University's emergency plan.

The EOP, in coordination with the DPS, is responsible for developing and distributing an exercise schedule, covering the exercises to be conducted throughout a given calendar year. Each department is responsible for sending emergency responders to these scheduled events pursuant to the exercise schedule published by EOP.
