

# The University of Mississippi Medical Center

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## Department Specific Disaster and Business Continuity Plan Template



INTRODUCTION .....	1
A) PREPAREDNESS.....	3
• Getting Organized	
• Supplies and Equipment	
• Establishing Emergency Communications Systems	
• Planning Ahead for Evacuations	
• Reducing Exposure to Risks and Hazards	
• <i>Templates:</i> Emergency Organization: Team Rosters	
• Emergency Organization: Headquarters and Supply Locations	
• Emergency Team Wallet Card Template	
• Evacuation Roster: Persons with Disabilities	
B) RESPONSE .....	15
• Overview	
• Emergency Response Actions	
• To Implement an Evacuation	
• How to Assist People with Disabilities during an Evacuation	
• <i>Templates:</i> To Report an Emergency Incident	
• Department Emergency Message	
• Department Evacuation Maps	
• Emergency Evacuation Sign-in Sheet	
C) RECOVERY .....	24
• Support Services and Assistance	
• Documenting Emergency Outcomes	
• <i>Templates:</i> Summary: Department Status	
• Recovery: Detailed Space Assessment	
• Recovery: Detailed Equipment Assessment	
• Recovery: Detailed Personnel Impacts	
SUMMARY .....	30

## INTRODUCTION

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Emergencies and disasters can happen at any moment and they usually occur without warning. When an emergency strikes, our immediate safety and prompt recovery will depend on the existing levels of preparedness among faculty, staff, and students.

Each department at the University of Mississippi Medical Center (UMMC) has an important role to play in maintaining the University's emergency preparedness and safety - we are an interdependent community.

At UMMC, Department Disaster and Business Continuity Plan are written to provide fundamental support for the institution's Emergency Operations Plan. During a major emergency or disaster, the Vice Chancellor and his/her designee will activate the Emergency Operations Plan and the Incident Command Structure will be utilized following the National Incident Management System guidelines.

Clearly, Department Continuity Plans are an essential building block of the University's emergency response. They are also part of every unit's basic health and safety responsibilities and business continuity planning. Department Continuity Plans outline how an organization will

- Protect the safety of students, faculty, staff and visitors in the department,
- Safeguard vital records and resources related to the department's mission, and
- Coordinate with the University's emergency response and recovery procedures

The official Emergency Operations Plan is available online at <http://disasterplan.umc.edu>. This site provides the latest updates for the plan as well as various training events, resources, and contact information for emergency management. The guidelines for Departmental Disaster and Business Continuity Plans will provide comprehensive, yet simple and flexible procedures that departments can apply to a variety of emergency incidents that may occur, including:

- Earthquakes
- Fires or Explosions
- Hazardous Materials Releases
- Extended Power or Utility Outages
- Floods
- Mass Casualty Events

The guidelines will help department managers identify key emergency roles and responsibilities, plan ahead for safe building evacuations and effective emergency communications, and develop strategies for resuming normal functions after emergency conditions subside.

This manual is divided into three sections:

- PREPAREDNESS
- RESPONSE
- RECOVERY

Each section contains information, checklists and forms that outline the basic components of these three critical areas. The materials can serve as templates to create a new Department Continuity Plan, or they can be incorporated directly into existing Department documents.

The enclosed forms should be adapted or augmented to fit a department's mission, staffing, relative location(s), or other unique circumstances.

No matter what form a Department Continuity Plan takes, it should include the unit's policies relating to the emergency "chain of command," a definition of essential personnel and mission-critical functions, staff release-time policies, and internal emergency communications procedures.

The Plan must be known and understood before an emergency occurs. Department heads should take immediate steps to:

- Share this important safety information with all department faculty, staff, researchers and students annually
- Brief all new personnel as they join the department
- Keep multiple copies of the Plan in accessible locations throughout the department
- Ensure that managers keep a copy of the Plan at home

## A) PREPAREDNESS

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### *Getting Organized*

The first step in building a department emergency preparedness plan is to assemble appropriate human and physical resources to do the job.

Every UMMC Department should assign someone as the “Emergency Planner” to help develop and implement their Department Emergency Plan. An Emergency Planner must be familiar with the Department’s programs and physical facilities, and should be a person with the management experience and financial authority to:

- Collaborate with the Department head to develop and maintain the information in the Plan
- Recruit a core “Emergency Team” that represents staff, faculty, and principal investigators from the department’s major divisions or locations
- Arrange related staff safety education and training
- Purchase department emergency supplies and equipment
- Be ready to support the Department head and business manager during an emergency incident (and be called back to campus if necessary).
- Be ready to help prepare post-disaster impact summaries and departmental claims

Some Schools and Departments may consider establishing departmental response and recovery teams.

The Departmental Emergency Response Team should be trained to help disseminate emergency instructions, assist evacuations and security, and provide first aid if necessary.

The Departmental Emergency Recovery Team should be prepared to document the effects of the emergency and coordinate facility and program restoration, according to priorities identified by the Department executive.

### *Supplies and Equipment*

Departments will need basic emergency supplies and equipment to be as self-sufficient as possible after an emergency. Department emergency kits will vary in size and composition according to an organization’s structure and function, but all departments should have the following essentials in an accessible location:

- First aid supplies, with instructions
- Flashlights/batteries, approved power strips and extension cords
- Portable AM/FM radios/batteries
- Laboratory spill kits
- Portable emergency water
- Employee rosters

Every UMMC manager should encourage employees to keep a personal emergency kit in their work area.

These kits should contain the employee's flashlight, back-up eyeglasses and medications, sturdy shoes, a sweater, a wrapped snack and water packet, and personal emergency contact numbers.

### Establishing an Emergency Communications System

The UMMC Emergency Operations Plan explains that, during an institutional emergency, department heads will:

- Ensure that life-safety emergencies are reported
- Account for the safety of department personnel
- Contact appropriate campus emergency response departments
- Deliver critical University information and instructions to their constituents through the proper chain of command
- Forward disaster reports to their respective Deans or Associate Vice Chancellors according to the institutions Emergency Operations Plan

Be certain that your Plan includes procedures for making critical notifications during business hours and during afterhour's emergencies.

Establish "telephone trees" and "distribution" voicemail and email lists to initiate rapid emergency notifications. Also, text messaging capabilities are a viable source of communications with cellular telephones. Your department may want to compile a list of employees with text messaging plans and obtain permission from the employee(s) to use this service.

Create a department "Emergency Information" recording so that faculty, staff, and students can call into your department to hear recorded announcements and instructions.

Publicize the University Emergency Information Hotlines.

UMMC Emergency Information Hotline	XXX-XXX-XXXX
Student Information	X-XXXX
Faculty Information	X-XXXX
Employee Hospital Information	XXX-XXXX

Keep your Dean's or Associate Vice Chancellor's emergency numbers at-hand.

### *Disaster Communications at the University of Mississippi Medical Center (UMMC)*

During a disaster, campus departments send emergency reports and information to their direct supervisors and the supervisors transmit the information to the next level of management. The final destination is the Vice Chancellor and his/her designee following the Incident Command System for the institution.

### *Planning Ahead for Evacuations*

If a complete campus evacuation and closure is necessary during a disaster, it will be announced and coordinated by the Vice Chancellor and his/her designee from the Incident Command System. Campus

evacuations will be sequential to maintain safety and avoid traffic gridlock.

Review evacuation information and responsibilities with departmental faculty, staff, and students. Conduct evacuation drills annually. Plan evacuation needs with disabled personnel.

Plan where to go during an evacuation, and know the routes to get there. Building evacuees go to your department's designated Emergency Assembly Point (EAP).

EAPs are safe outdoor destinations where personnel meet to notify managers of their safety and get emergency information and assistance.

Know how to announce and implement evacuation

A sample script is:       *We have a \_\_\_\_\_ emergency.  
Evacuate to (the EAP)  
Take your belongings, do not use the elevators.*

You may want to use your Emergency Response Team to assist the evacuation.

Be prepared to account for your personnel.

#### *Reducing Exposure to Risks and Hazards*

The following tips can prevent emergencies from happening in your department, and will certainly mitigate their effects when they do occur.

- ✓ FIRE PREVENTION
  - Know the location of alarm stations and extinguishers - Know how to use them
  - Leave fire doors closed at all times
  - Clear obstructed corridors, aisles and room exits
  - Use only grounded electrical plugs
  - Limit use of extension cords and multiple outlets
  - Do not use mechanical rooms or utility rooms for storage
  - Do not smoke in or around University buildings – smoking is not allowed on the UMMC Campus
  
- ✓ LABORATORY SAFETY & PREPAREDNESS
  - Maintain a clean work environment
  - Post lab safety work rules, train all personnel
  - Inventory and label chemicals
  - Segregate incompatible chemicals - Keep flammables in flammable storage cabinets
  - Back up cultures and data off-site
  - Investigate emergency power options
  - Latch cabinet doors
  - Anchor equipment, animal containers, and furniture - Avoid high storage of heavy items
  - Do not store hazardous materials on mobile carts
  - Dispose of chemical waste properly

- ✓ BEFORE A POWER EMERGENCY
  - Identify and prioritize vital power-dependent functions, operations, and equipment
  - Determine whether you have emergency power outlets in your area (red outlets) - Plan to use them for priority functions only
  - Determine if there is emergency lighting in your area; keep flashlights and batteries available in all work areas
  - Do not overload power strips; extension cords are for emergency use only
  - Keep offsite duplicates of critical data and cultures
  
- ✓ EARTHQUAKE PREPAREDNESS
  - Know how and where to take cover during a quake
  - Anchor bookcases, cabinets, and files over 42 inches - Do not stack furniture
  - Move tall furniture away from exits - Do not use tall furniture as room dividers
  - Secure computers, equipment, and display cases - Store heavy items at floor level
  - Back-up data and sensitive information, store duplicates off-site

Communicate these important preparedness measures to your students, faculty, researchers and staff. Your department's level of readiness for an emergency situation depends not only on having an up-to-date plan document, but also on keeping your constituents aware of their personal responsibility for safety at UMMC.

## B) RESPONSE

### OVERVIEW

Everyone in a University facility - students, faculty, staff, and visitors - must take appropriate and deliberate action when an emergency strikes a building, a portion of the campus, or entire campus community. Decisive leadership is essential. Follow these important steps when there is an emergency:

- ☐☐ Confirm and evaluate conditions
- ☐☐ Report the incident immediately
- ☐☐ Follow instructions from emergency personnel precisely
- ☐☐ Depending on the nature and severity of the event, activate and/or notify:

- ☐☐ Department Emergency Response Team
- ☐☐ Department Emergency Recovery Team
- ☐☐ Division Managers
- ☐☐ All area staff and occupants

- ☐☐ Issue clear and consistent emergency notifications. Use all available communications tools
- ☐☐ If there is no power, or telephone systems are not functioning, emergency communications will be profoundly restricted
- ☐☐ UMMC will use messengers, radios, cellular phones, fax and email

- ☐☐ Coordinate with your Department Chair and/or Dean during major emergencies or disasters

When an emergency strikes the campus after normal business hours or on weekends or holidays - or, if you are off-campus during a major emergency, obtain instructions from your Supervisor/Department Chair/Dean and monitor the UMMC Emergency messages and media reports.

If you are recalled to campus, be certain that your household safety is assured and that your route to campus is safe and functional. Bring your personal emergency kit and a copy of the department plan to campus.

## RESPONSE

### EMERGENCY RESPONSE ACTIONS

The following are sample basic instructions for various emergency incidents:

**ACCIDENT** Call 000-0000 for UMMC emergencies  
Administer first aid if you are trained to do so  
Do not attempt to move a seriously injured person

**FIRE** Call 4-6666 for UMMC Fire Emergencies  
Activate nearest alarm  
Notify Supervisor and staff  
Feel doors for heat  
If cool, exit carefully  
If hot, do not open the door. Stay where you are  
If you see smoke, crouch near floor as you exit  
If you see fire, confine it by closing doors and windows  
Use extinguishers on small fires only if safe to do so  
Pull the pin in the handle  
Aim at the base of the fire  
Squeeze nozzle, sweep back and forth  
Evacuate Downstairs, go upstairs or to roof as last resort only  
Never use an elevator during a fire evacuation  
Go to the Emergency Assembly Point (EAP) for your Department

### HAZMAT SPILL

MINOR release in the lab  
Follow lab eyewash, rinse or shower procedures  
Vacate persons in immediate area if necessary  
Wear protective equipment  
Use appropriate kit to contain, neutralize and absorb  
Collect, containerize, and label waste

MAJOR release in the department

Report your name, location, phone number, the material spilled, possible injuries  
Assist injured persons.  
Isolate contaminated persons  
Avoid contamination or chemical exposure  
Close doors or control access to spill site  
Alert Supervisor, Department Chair  
Communicate critical spill information to responders  
Follow evacuation instructions precisely

## B) RESPONSE

### POWER OUTAGE

Assess the extent of the outage in your area

Report the outage to Facilities

Help co-workers in darkened work areas move to safe locations

If practical, secure current experimental work, and then move it to a safe location.

Unplug personal computers, non-essential electrical equipment and appliances

Open windows for additional light and ventilation

If you are asked to evacuate, secure any hazardous materials and leave the building

Release of personnel after an extended outage is determined by the department chair

### EARTHQUAKE

Take cover immediately, direct others around you

Under a desk, table, or chair

Between seating rows in lecture halls

Against a corridor wall (cover head and neck)

Outdoors--in open area, away from buildings

Be alert for aftershocks, avoid potential falling hazards

### MINOR QUAKE (brief rolling motion)

Restore calm. Examine your area for damage

Report damage/hazardous materials releases

Review safety procedures and kits

Await instructions, evacuations are unlikely

### MAJOR QUAKE (violent shaking)

Restore calm. Assist others

Report injuries

Report damage to Department head

Evacuate carefully, be alert for aftershocks

Take emergency supplies

Do not use elevators

Meet at Emergency Assembly Point (EAP)

Do not enter buildings until they are examined

Await instructions, be patient, help others

## B) RESPONSE

### TO IMPLEMENT AN EVACUATION

These directions will help to make the process effective and safe for you and your staff.

☐☐Keep calm. Evaluate the situation carefully.

☐☐Alert Department Emergency Response Team to assist in the evacuation process

☐☐Use communications tools that are appropriate for the type of incident and the time of occurrence:

Alarms

Phone trees or voicemail broadcast

Messengers

☐☐Communicate clearly and succinctly

“We have a \_\_\_\_\_ emergency.

Evacuate to (the Emergency Assembly Point)

Take your belongings, do not use the elevators.”

☐☐Check offices, classrooms, laboratories, restrooms

☐☐Turn equipment off, if possible

☐☐Take emergency supplies and staff rosters, if possible

☐☐Keep exiting groups together

☐☐Account for personnel

☐☐WAIT AT THE Emergency Assembly Point FOR FURTHER  
INSTRUCTIONS

## B) RESPONSE

### HOW TO ASSIST PEOPLE WITH DISABILITIES DURING AN EVACUATION

#### ☐☐ TO ALERT VISUALLY IMPAIRED PERSONS

Announce the type of emergency

Offer your arm for guidance

Tell person where you are going, obstacles you encounter

When you reach safety, ask if further help is needed

#### ☐☐ TO ALERT PEOPLE WITH HEARING LIMITATIONS

Turn lights on/off to gain person's attention, or

Indicate directions with gestures, or

Write a note with evacuation directions

#### ☐☐ TO EVACUATE PEOPLE USING CRUTCHES, CANES, OR WALKERS

Evacuate these individuals as injured persons

Assist and accompany to evacuation site if possible, or

Use a sturdy chair (or one with wheels) to move person, or

Help carry individual to safety

#### ☐☐ TO EVACUATE PEOPLE USING WHEELCHAIRS

Non-ambulatory persons' needs and preferences vary

Individuals at ground floor locations may exit without help

Others have minimal ability to move--lifting may be dangerous

Some non-ambulatory persons have respiratory complications

Remove them from smoke and vapors immediately

Wheelchair users with electrical respirators get priority assistance

Most wheelchairs are too heavy to take down stairs

Consult with person to determine best carry options

Reunite person with the chair as soon as it safe to do so

*EMERGENCY RESPONSE TEMPLATES FOLLOW...*

*WHEN YOU CALL TO REPORT AN EMERGENCY:*

Tell the Operator

1. The type of emergency
2. If there are victims
3. The location of the emergency
4. Your name, location, and phone number

Stay on the phone until the Operator ends the call

☐☐ During a major emergency or disasters, use the provided DEPARTMENT EMERGENCY REPORT/FAX FORM to update your Dean and/or Associate Vice Chancellor's office.

University of Mississippi Medical Center  
DEPARTMENT EMERGENCY MESSAGE

DATE \_\_\_\_\_ # OF PAGES IN THIS REPORT \_\_\_\_\_

TIME \_\_\_\_\_ ( a.m. p.m. )

## C) RECOVERY

### SUPPORT SERVICES AND ASSISTANCE

After a major emergency or disaster, many people in our community will be distressed by personal and professional difficulties. It is likely that affected students, faculty, and staff may need some scheduling flexibility or other temporary help in order to return to their customary activities. The following are only some of the resources available on campus and in our community:

#### University Resources

Counseling for employees –

Counseling for students –

Credit Union (members)

Housing listings

Transportation information

Child care referrals

Special service referrals

Academic assistance

ATM Machines & Other Money Sources

#### Community Resources

Disaster relief & referrals

Transportation information

Counseling/Mental Health

Claims information

## C) RECOVERY

### DOCUMENTING EMERGENCY OUTCOMES

Once the safety and status of your staff has been assured, and emergency conditions have subsided, assemble your Department Emergency Recovery Team to support the UMMC Incident Command System and the Facilities Department in the restoration of the department's programs. Your Team's earlier work on defining critical mission-critical operations and staffing will be a starting point for the recovery process.

It will be important to begin a timely and comprehensive assessment of the emergency's physical and operational effects. Plan ahead for how you will collect this important impact information. Be aware that

☐☐Your Department, Department Chair, and the Dean will need ongoing status reports from your unit during the emergency to estimate when your program can be fully operational and to identify special facility, equipment, and personnel issues or resources that will speed business resumption

☐☐The University may need detailed facilities data for the area to estimate temporary space reallocation needs and strategies

☐☐Most insurance and FEMA assistance claims will require extensive documentation of damaged facilities, lost equipment and resources, and special personnel expenses. Workers' Compensation claims may arise if there are injuries in your department.

The following forms provide formats for summarizing this crucial information.

☐☐Take note that you should also plan to photograph or videotape facility or equipment damage in your department to provide a visual supplement for the written impact data.

☐☐It is very important that you record the emergency's physical effects before you clean your area or make repairs.

*EMERGENCY RECOVERY TEMPLATES FOLLOW...*

RECOVERY: DETAILED EQUIPMENT ASSESSMENT

Use this form to describe all damaged furnishings, office-laboratory-research equipment, and materials expended during the emergency. Send the information to the Department Chair, Dean, and/or Associate Vice Chancellor with the Department head's signed cover memo.

DEPT/BLDG \_\_\_\_\_ ROOM \_\_\_\_\_

Item \_\_\_\_\_ Manufacturer \_\_\_\_\_

Model# \_\_\_\_\_ UMC Inventory# \_\_\_\_\_ Original Cost \_\_\_\_\_

Damage description \_\_\_\_\_

Est. repair\$ \_\_\_\_\_ Est. replacement\$ \_\_\_\_\_

\*\*\*\*\*

DEPT/BLDG \_\_\_\_\_ ROOM \_\_\_\_\_

Item \_\_\_\_\_ Manufacturer \_\_\_\_\_

Model# \_\_\_\_\_ UMC Inventory# \_\_\_\_\_ Original Cost \_\_\_\_\_

Damage description \_\_\_\_\_

Est. repair\$ \_\_\_\_\_ Est. replacement\$ \_\_\_\_\_

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DEPT/BLDG \_\_\_\_\_ ROOM \_\_\_\_\_

Item \_\_\_\_\_ Manufacturer \_\_\_\_\_

Model# \_\_\_\_\_ UMC Inventory# \_\_\_\_\_ Original Cost \_\_\_\_\_

Damage description \_\_\_\_\_

Est. repair \_\_\_\_\_ Est. replacement \_\_\_\_\_

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DEPT/BLDG \_\_\_\_\_ ROOM \_\_\_\_\_

Item \_\_\_\_\_ Manufacturer \_\_\_\_\_

Model# \_\_\_\_\_ UMC Inventory# \_\_\_\_\_ Original Cost \_\_\_\_\_

Damage description \_\_\_\_\_

Est. repair \_\_\_\_\_ Est. replacement \_\_\_\_\_

page \_\_\_\_ of \_\_\_\_

RECOVERY: DETAILED PERSONNEL IMPACTS

(This should be coordinated through the HR Department)

Use this form to describe the emergency's impact on staffing. Describe personnel issues related to program resumption. Document employee overtime related to your emergency response and recovery. Send this information to the Department Chair, Dean, and/or Associate Vice Chancellor with the Department Head's signed cover memo.

SUMMARY: EMERGENCY IMPACTS TO DEPARTMENT STAFFING

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LIST STAFF OVERTIME HOURS RELATED TO THE EMERGENCY

And emergency duties performed. Include data for temps hired for emergency recovery.

Name \_\_\_\_\_ Employee# \_\_\_\_\_

Job Title \_\_\_\_\_ Hourly Rate \_\_\_\_\_

OT Rate \_\_\_\_\_

Benefits % \_\_\_\_\_

Date(s) Worked	Hours	Duties Performed
_____	_____	_____
_____	_____	_____
_____	_____	_____

Name \_\_\_\_\_ Employee# \_\_\_\_\_

Job Title \_\_\_\_\_ Hourly Rate \_\_\_\_\_

OT Rate \_\_\_\_\_

Benefits % \_\_\_\_\_

Date(s) Worked	Hours	Duties Performed

Page \_\_\_\_\_ of

          
SUMMARY

ROLES AND RESPONSIBILITIES

List all staff names, addresses, and phone numbers (regular and emergency) as well as position in the department.

For each person, list whom that person reports to, in order of responsibility. Be able to show at a glance who is in charge if someone above is unable to respond.

List roles and responsibilities in an emergency. Consider overlaps in case someone is not able to fulfill their role.

Be able to answer these questions:

- Who will provide first aid?
- Who will take any medications?
- Who will take the first aid kit?
- Who will take emergency information on each person?
- Who will call for help?
- Who will carry the cellular phone?
- Who will carry the emergency kits?
- Who makes sure everyone is out of the building?
- Who is responsible for backing up vital records/information?
- Where are copies of information stored?
- Who is responsible for equipment?

Share the list with the staff and discuss it so there is no surprise during an emergency. Everyone should know their primary and back up responsibilities.

Maintain an attendance list at all times:

- Who is in the building?
- When did they arrive?
- When did they leave?

Have emergency information with the attendance list. Make sure you know health information and have

permission for emergency medical treatment and know of any special requirements or medications for staff.

Below is a sample listing of common areas of interest to be covered when compiling your departmental plan:

Who -

Names/Phone Numbers of everyone in your department

Who is considered essential in times of emergency

Who will be responsible for contacting employees in times of emergency

Who will have access to vital information/records

Who will have access to equipment/supplies

What –

What equipment is in the department

What supplies are in department

What equipment and supplies are needed in times of emergency

What role does your staff have on a day-to-day basis

What role will your staff have in an emergency situation

What vendors are available 24/7 in times of emergency

When –

When do you activate your departmental plan

When is your department considered unable to function due to lack of personnel/equipment/supplies

Where –

Where do people go when they evacuate

Where are emergency supplies and first aid kits kept

How –

How do employees find out about the status of the department

How do you disseminate information to your staff/students/departments

How will you back-up your information

How you will contact employees in times of emergency

How Many –

How many personnel are needed to keep the department functioning

How many generators are needed for your area

How many flashlights are needed

How many employees will need shelter

How many employees will need daycare services

How many employees will need medication

How many animals are to be fed/when/how/by whom

How many people have cell phones/text messaging capability/numbers available