LOYOLA UNIVERSITY CHICAGO EMERGENCY OPERATIONS PLAN

JUNE, 2019

Preparing people to lead extraordinary lives

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EXECUTIVE SUMMARY

The Emergency Response Plan is designed to provide Loyola University Chicago with a management tool to facilitate a timely, effective, and coordinated response to emergency events affecting the campus or its population. Since not every emergency scenario can be predicted, this plan is designed to be quickly adaptable to events as they unfold and designates areas of responsibility and defines a framework to respond to emergency situations. The University will employ the guidelines in "The Plan" to assess the level of emergency and direct an appropriate response at the lakeside campuses.

WHAT YOU SHOULD DO IN AN EMERGENCY AND HOW TO PREPARE

Loyola University Chicago has developed this Emergency Response Plan to prepare the University to respond to and recover from a range of emergency situations. Creating a culture of preparedness is a team effort. It requires staff, faculty, and students working together to create a safe and secure community. Implementing the steps outlined below will help to ensure Loyola is prepared.

The first step in being prepared for an emergency is to learn about what hazards can occur in the area and what actions are needed to be ready for incidents when they occur. This includes learning about the hazards and understanding how students, faculty, and staff would be notified and updated about an emergency. This also includes what to do and where to go if an emergency occurs and what preparedness actions should be taken now.

Emergency Preparedness and Handling

The first step in emergency handling generally occurs when an incident is detected or is reported to a member of either the Core Emergency Response Team (or a member of the Expanded Team). An incident is an event that could lead to loss of, or disruption to, an organization's operations, services, or functions. If not managed, an incident can escalate into an emergency, crisis, or a disaster. Incident management is therefore the process of limiting the potential disruption caused by such an event, followed by a return to business as usual. The member who initially identifies the incident (or is notified of an incident) contacts the Sr. Vice President for Administrative Services or the first alternate who will assess the nature of the event and determine if the event is to be categorized as an emergency. In many cases, the event is likely to move to Level 1 of Emergency where the Emergency Operation Center "EOC" is on standby only and communications are commenced with the EOC. Every incident is unique and the response team will assess the size, scope, magnitude, and impact. A detailed checklist for handling an event can be found in Appendix G.

Communication Plan

1. The Sr. Vice President for Administrative Services or the next alternate will act as the point person for all internal emergency communication.

2. As the incident is assessed by the Sr. Vice President for Administrative Services with the information provided, a decision will be made on the severity of the event and if the Core Policy Team should be convened.

3. The Core Policy Team will then make a decision to open the EOC and at what level.

4. The Sr. Vice President for Administrative Services will decide the most effective means of communication to the University community in light of the situation (e.g., Loyola Alert, e-mail, and/or website).

5. Every effort will be made to communicate a single, clear message simultaneously to as many students, faculty, and staff as possible.

6. *Vital information* will be communicated, as it becomes available:
   - A description of what has occurred
   - Preliminary assessment of impact
   - Immediate course of action
   - The urgency of action
   - Emergency procedures being implemented
   - Time of safe return to campus (after an evacuation)
   - Other significant decisions or information

7. Both e-mail and the University website (LUC.edu) will be used as the primary sources for official updates. If a major event occurs, changing the paradigm of the initial event, another direct line of communication will be issued. Additionally, the Management Bulletin (via Loyola Alert) will be used to communicate to University executives regarding the incident.

8. Emergency messages will be adapted for various constituencies (a list of communication tools can be found in Appendix H).

9. Certain campus services and support personnel will receive specific instructions relating to their specialized duties.

10. There will be a timeline to establish how often the individuals who are managing the incident will need to communicate.

Where to Go

When an emergency occurs, there are typically two immediate strategies that are used to protect people. One is called "Shelter in Place" and the other is "Evacuation." Shelter in Place means to go indoors and stay there during a situation that may be a hazard to health or is life threatening. Generally, you are instructed to go indoors, lock doors/windows, shut off fans and air conditioners, and stay away from doors and windows. Remain in place until told it is safe to leave. Evacuation means to immediately leave a hazard location (i.e. building, area of campus, etc.) due to an immediate health or life-threatening hazard.

Most emergencies that require an evacuation or shelter in place strategy are generally short in duration. If an emergency is going to continue for an extended period of time, arrangements will be made to move or provide support to people sheltering in place. In an extended evacuation situation, people will be directed to other buildings/areas on campus for support (information, food, shelter, medical attention, etc.). Generally, these sites are locations such as dining halls, libraries, and other larger assembly areas on campus. Specific details will be provided at the time of the emergency by University administration and staff members.

People Requiring Additional/Special Assistance

People who have various hearing, visual, mobility, and other disabilities may require special or additional assistance during an emergency. These individuals are encouraged to become very familiar with emergency plans related to where they live, work, and/or attend various educational or other programs. It is also recommended that these individuals should develop personalized emergency plans and emergency supply kits to meet their needs. Roommates, classmates, co-workers, friends, and colleagues should note others around them that may require assistance. In an emergency, report the condition and location of any persons unable to leave the building or area to emergency personnel.

Faculty and staff members with disabilities should notify their supervisor and Human Resources immediately upon beginning work at Loyola or transferring to a new location. They should work with their supervisor to ensure there is a common understanding of emergency procedures and their specific needs.

Generally, during an evacuation, people requiring additional or special assistance should:

- Leave the building or area if possible
- Do not use an elevator during an evacuation
- If you cannot evacuate on your own, proceed to the nearest stairwell and wait for an officer or someone to help you get out of the building (emergency personnel are instructed to check all exit corridors and stairwells first for any stranded persons)
- Alert your professor, co-worker, classmate, or friend who can tell others that you are going to the stairwell to await assistance

- If possible, ask another person if they are willing to accompany you to the stairwell and to ensure that an officer is aware of your exact location
- Call Loyola Campus Safety at 773.508.6039 using your cell phone and tell the dispatcher your exact location and what assistance you will need to get out of the building
- Stay calm until help arrives, andif help has not arrived within 5 to 10 minutes, call Loyola Campus Safety again
- Report the condition and location of any other persons unable to leave the building or area or who need assistance to emergency personnel

EMERGENCY MANAGEMENT CHARTER

Mission Statement: To provide a plan of action for an unexpected emergency or interruption of business operations that is beyond the scope of daily operating response procedures and to accomplish the following goals after an affected site has been rendered inoperable: safety of human life, protection of property/environment, continuity of business operations, and restoration/replacement of the affected site.

Staffing Plan: This Charter establishes the *Core Policy Team* and the *Core Emergency Response Team* and the core responsibilities of each.

- The **Core Policy Team** provides executive leadership, communication, and oversight on all high-level emergencies and business continuity decisions. This team includes:

Core Policy Team	Expanded Members of Core Policy Team (selection dependent on type of incident)
- President - Sr. Vice President for Administrative Services (convenes both teams) - Provost (1st alternate) - Sr. VP - CFO & CBO (2nd alternate) - Chief of Staff (3rd alternate) - Vice President for Marketing and Communication	- Vice President for Student Development - Vice President for Government Affairs - Vice President for ITS - Vice President for Advancement - General Counsel - Assoc. Vice President for Facilities - Executive Director & Dean - JFRC - Vice President Enrollment Management

- The **Core Emergency Response Team** is responsible for developing, maintaining, and testing continuity of the Emergency Response Plan. Also, they will manage the response to an incident with direction from the Core Policy Team. Due to the fact that each emergency will require a unique group of people to handle the situation, the **Expanded Members of the Emergency Response Team** are additional University constituents that will assist the Core Emergency Response Team on a case by case basis. These individuals can, and most likely will, be different with each emergency, depending on the situation at hand.

Core Emergency Response Team	Expanded Members of Core Emergency Response Team (selection dependent on type of incident)
- Sr. VP for Administrative Services - Vice President for Human Resources - Vice Provost – Academic and Faculty Resources - Vice President – Information Services - Vice President for Student Development - AVP – General Accounting - AVP – Facilities - Director of Campus Safety - AVP Communication	*Finance* - Director of Strategic Financing and Risk Management *Administrative Services* - Director of Compensation and Benefits - Lieutenant Field Operations – Campus Safety

Core Emergency Response Team Cont.	Expanded Members of Core Emergency Response Team cont.
• Director of Residence Life	*Facilities & Capital Planning* Facilities Superintendent Director(s)of Facilities • • Environmental Services *Other Campus Operations* AVP of Campus Services Cuneo Mansion & Gardens, Director of Operations LUREC, Director of Operations *ITS* ITS Directors • Academic Technology Services • Systems Implementation & Consulting • Infrastructure Services • Business & Enterprise Services (includes Information Security) *Student Development* Dean of Students Asst. Dean of Students Director of Wellness Center Associate Director of Wellness Center Associate Director of Residence Life - Operations *Academics* Director of Registration and Records Provost Office • Vice Provost (s) • Associate Provost (s)

Objective: The objective of each team will be to coordinate and maintain the Emergency Response Plan and business continuity. The most effective way to do this will be through training University personnel and testing the plan to mitigate risk. In the event that an emergency does transpire, the plan will be activated and priorities include protecting lives, protecting University property, and restoring critical services, education, and research programs.

Organization: The Emergency Response Plan is a high-level document for Loyola's Emergency Response and Business Continuity. The plan addresses actions to be taken to preserve life, protect university property, and restore normal operations as quickly as possible.

A. **Emergency Response** is focused on life safety and loss reduction. The goal is to minimize the effect of a problem through fast, focused response of well-trained and adequately equipped people and to communicate effectively with the extended Loyola community, public responders, the media, and local communities. Emergency Response is carried out under the direction of the Core Policy Team, Core Emergency Response Team, and the Management Team Chair (Incident Commander). Those responsible for incident response will typically be members of Facilities or, Campus Safety, or other first line responders.

B. **Incident Command and Control:**

   a. The **Incident Commander** has the overall responsibility for the management of all emergency activities, including development, implementation, and review of strategic decisions, as well as the post-event assessment. The Incident Commander will be appointed based on the situation at hand, but will most likely fall to the Chair of the Core Emergency Response Team, a Facilities representative, or a Campus Safety representative. Core Emergency Response Team members report directly to the Incident Commander. The Incident Commander, Core Policy Team, and Core Emergency Response Team will, as needed, operate out of one or more EOCs.

   b. The **Chair of the Core Emergency Response Team** may be the Incident Commander for large-scale University emergencies or the Incident Commander could come from other departments and units of the University, such as Campus Safety or Facilities. The chair is responsible for the identification of resources and key contacts throughout the organization, as well as providing day-to-day direction and problem resolution. The chair will maintain a membership listing for dissemination of invitations, agendas, and technical information regarding the project team discussions.

   c. **The Core Emergency Response Team** provides executive leadership, support, expertise, and guidance to the Core Policy Team and impacted departments during an emergency. This group provides significant oversight on decisions that must be made during a crisis, and establishes the University's strategic plan for recovery priorities.

   d. The **Core Policy Team** provides executive leadership, support, expertise, and guidance to the Core Emergency Response Team and impacted departments during an emergency. This group is the ultimate authority over significant decisions that must be made during a crisis; they communicate with the Board of Trustees, key University stakeholders, and the Loyola community; and establish the University's strategic plan for recovery priorities. The Core Policy Team will only be involved in emergencies levels II or III.

C. **Business Continuity** begins shortly after the emergency has begun. After an assessment of damage or impact of the problem has been completed, efforts are made

toward relocating and/or restoring normal operations as quickly as possible, based on operational, financial, and other parameters. Business continuity is carried out at the departmental, functional, or building level, as appropriate. The Departmental Continuity Planners, relying on their Business Continuity Plan (BCP), work with the Incident Commander to provide organizational structure, logistical support, and overall coordination during the response and recovery phases.

    a. **Business Continuity Plans** are developed for each business unit (academic, administrative, and research) within the University. Under the overall direction of the Core Policy Team, each Departmental Continuity Planner has the authority and the experience necessary to address all related operational and support issues critical to the successful execution of the BCP. Each representative is expected to take an active role in the BCP project process. The Departmental Continuity Planners receive strategic oversight and direction from the Core Policy Team. The Departmental Continuity Planners are empowered and authorized to make commitments for their respective organization or functional area and are part of the Business Continuity Planning Team (BCPT).

D. **Emergency Operations Center (EOC)**—In cases of general widespread emergencies, the Core Policy Team will direct the activation of the EOC, which will serve as the primary workspace for the team members, and all critical personnel, that are seeking to resolve the emergency and maintain business continuity**.**

E. **Media Relations**--In order to pass along information in a timely and efficient manner during an emergency, the University Marketing and Communication department will be tasked with disseminating news releases and other appropriate communication via a number of communication vehicles, including e-mail and social media. The University homepage will be used as a primary form of communication, as well, and will be updated with information about the incident as it develops.

RESPONSE FRAMEWORK

LEVELS OF EMERGENCY AT LOYOLA UNIVERSITY CHICAGO

There are three levels of emergency, Level I, II, and III. The higher the level of emergency, the larger the scale of the event and the more resources and coordination required to manage the event. Any given level may be bypassed, if necessary, to allow a response to proceed directly to a higher level.

Level of Emergency	Definition	Action	Staffing Required
I **EOC Standby/Closed**	• Small incident or event at one site • Two or more agencies involved • Potential threat of: 1. Flood 2. Severe storm 3. Escalating incident 4. IT Disruption	• Following standard operating procedures, the Incident Commander and appropriate support personnel access, stabilize, and manage the situation.	• Incident Commander • Director of Communication • Liaison Officer • Operations Section Chief
II **Partial EOC Activation**	• Moderate event • Two or more sites and several agencies involved • Major scheduled event (e.g., conference or sporting event) • Limited evacuations • Resource support required • Potential Threat: 1. Active Shooter 2. Civil Unrest 3. Death of student 4. Building Fire	• The Incident Commander gathers necessary resources and determines whether the EOC should be partially or fully activated based on the need for additional resources and coordination of campus services • The Incident Commander communicates to the Core Emergency Response Team and determines necessary staff to report to the EOC • EOC monitors and supports incident and provides information to key stakeholders • Some operations and classes may be suspended	• Incident Commander • Director of Communication • Liaison Officer • Section Chiefs (as required) • Limited activation of other EOC staff (as required)
III **Full EOC Activation**	• Major event • Multiple sites • Regional disaster	• The EOC is fully activated • EOC assesses all issues	• Incident Commander • Core Policy

	across the University and in concert with the Core Policy Team, establishes priorities and makes resource allocation. • Normal University operations may be suspended • The Incident Commander coordinates efforts with the city and/or state	Team • Section Chiefs • All EOC functions and positions (as required)

• Multiple agencies involved
• Extensive evacuations
• Resource support required
• Potential Threat:
 1. Tornado
 2. Terrorist Attack

Overview of Emergency Operations Center Staff

A Section is the term used to describe an area of responsibility of the EOC staff and is a part of the NIMS standards. In this plan, there are five sections in the EOC. Typically, staff will be assigned to one or more of these functions depending on size and scope of the incident. The functions are:

- **Management**: responsible for overall policy and coordination

- **Operations**: responsible for the response to a situation

- **Planning and Intelligence**: responsible for assessing the situation, writing situation reports, anticipating changing situations, and documenting the response

- **Logistics**: responsible for getting what is necessary to support operations (workers, personnel resources, supplies, and equipment)

- **Finance and Administration**: responsible for timekeeping of response workers during the disaster response and recovery phase, authoring/providing funding, keeping comprehensive financial records, and maintaining/managing all recovery records

The leader for each section is referred to as "Chief." The membership will be assigned from key department areas depending on the type of emergency.

Management Section: This section establishes the primary strategies and objectives and works with the other Sections to implement operations and deploy resources. This section includes the Incident Commander and other staff in crisis communication and administration who support the management functions. The Incident Commander determines which functions in the EOC should be activated and also appoints Section Chiefs based upon availability of personnel. The Incident Commander provides updates on the emergency response to the Core Policy Team and provides recommendations for policy-level divisions that must be authorized by the Core Policy Team.

Operations Section: The Operations Section coordinates the actual emergency response operations. This section may coordinate response operations with the appropriate areas of the University to deploy staff and services from respective departments. The Section may also coordinate and communicate directly with the Incident Commander. The Operations Section Chief is responsible for coordinating the Plan of Action. The purpose of the Plan of Action is to document the primary operational actions during an emergency, including the locations and resources that are assigned or will be needed to respond to the emergency. Depending on the nature of the emergency, the Operations Section may include the Section Chief, representatives from Campus Safety Student Development, ITS, and/or the Provost Office.

Planning and Intelligence Section: This Section receives, tracks, analyzes, and documents information on the incident and the EOC operations. This Section also provides specific information on damage and the impacts of the crisis. The Planning and Intelligence Section will also prepare the Incident Action Plan or strategic plan for managing the incident for the next operational period. Staff in this area may include Administrative Services, and Residence Life.

Logistics Section: This section is involved in tracking the use and availability of Loyola resources, as requested by Loyola administrators and/or government agencies. Depending on the needs for the emergency response, resources may include personnel, facility resources, or equipment. Staff for this Section may include Human Resources or Facilities.

Finance and Administrative Section: This section processes emergency finances in support of the Loyola emergency response and tracks data for insured losses and post-disaster-recovery programs. It is also responsible for ensuring that expenditures are appropriately accounted for and documented. The Finance and Administration Section may include staff from Risk Management or Accounting.

EMERGENCY RESPONSE PRIORITIES

Priorities for all emergency response at Loyola University Chicago are as follows:

Protection of Life
1. Students, faculty and staff
2. General Public

Stabilization of the event
1. Prevent the incident from expanding
2. Bring the situation to a point of order
3. Isolate the scene and control entry
4. Determine course of action

Protect the Environment
1. Confine, contain, or neutralize hazardous materials that may be released
2. Ensure, to the extent practical, that emergency response efforts do not adversely impact the environment

Protect University Property
1. Facilities necessary for shelter and care of students
2. Critical University records and collections
3. Facilities used for education and operational purposes
4. Research

Restoration of critical services, education, and research programs
1. Services critical to the wellbeing of students
2. Services critical to educational services
3. Services critical to facilities
4. Services critical to the integrity of research projects

 (other than those required to reestablish a basic operating environment, such as power, water, communications, etc., which have the highest priority for restoration)

Potential Hazards and Emergencies
This is a list of potential hazards and emergencies; however, this is not an exhaustive list. If there is any kind of disruption in the University community, administration should be alerted and they will determine if it is an Emergency that needs the EOC to be activated.

Tornado/Sever Weather	Flooding
Fire/Explosion	Structural Failure
Active Shooter/Violent Behavior	Riot/Civil Disturbance
Bomb Threat	IT Disruption and Outages
Utilities Disruption	Hazardous Material Accident
Terrorist Attack	Utility Failure
Epidemic/Biological Threat	

CAMPUS RECOVERY

Some situations may cause the campus to cease some, or all, University operations. In situations when University operations have been shut down, the first step to recovery is to ensure that the campus is safe and secure. The second step will be to restore critical infrastructures and campus facilities/grounds to a level that supports critical functions. The third step will be for the Core Policy Team to determine if and how to return to normal campus operations.

Business Continuity

Business continuity begins shortly after the emergency has begun. After an assessment of damage or impact of the problem has been completed, efforts are made toward restoring normal operations as quickly as possible, based on operational, financial, and other parameters. Business continuity is carried out at University, departmental, functional, or building levels, as appropriate.

The *Departmental Continuity Planners*, relying on their Business Continuity Plan, work with the Incident Commander to provide organizational structure, logistical support, and overall coordination during the response and recovery phases. In recovery mode, the Departmental Continuity Planner could assume the role of Incident Commander, which can be shared with other appropriate departments such as Facilities if reconstruction is required. During the initial emergency response, the Departmental Business Continuity Section Chiefs can provide liaison and/or support to the Emergency Team Sections when applicable.

Appendices

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APPENDIX A
Core Policy Team

The Core Policy Team of the University is comprised of the President, Provost, Sr. Vice President for Administrative Services , Sr. VP CFO & CBO, Vice President for University Marketing & Communications and other Vice Presidents as required by the type and/or scale of the emergency. This group provides executive leadership, support, expertise and guidance to the Core Emergency Response Team and impacted departments during an emergency.

Response:
- Provides the overall strategies for the University
- Provides leadership and motivation
- Establishes and ensures focus on top priorities
- Ensures adequate staff and resources are available to meet the needs of the Incident Commander and the Core Emergency Response Team
- Declares University emergency and/or orders suspension/alteration of University and academic operations
- Approves and issues official emergency policy statements, orders, and notices to support and manage the University's emergency response

Communication and Coordination with:
- University constituents and stakeholders
- Board of Trustees
- Core Emergency Response Team
- Deans and Directors of Divisions, Departments, Colleges, and Schools
- Loyola University Chicago Community

Financial:
- Authorizes large expenditures, atypical purchasing activity, contingency contracts, and funding of emergency projects exceeding current funding levels

Policy Level Decisions:
- Ultimate authority over any significant decisions that must be made during a crisis to avert or mitigate undesired consequences as soon as possible
- Approves waiving standard policies to facilitate response and recovery

Release of Information:
- Ultimate authority over public information releases

Recovery:
- Establishes University's strategic plan and recovery priorities
- Provides direction and vision for program recovery and post-event restoration

APPENDIX B
Core Emergency Response Team
This team provides executive leadership and oversight on all high-level emergency management decisions for the campus. Emergency Response is carried out by the Core Emergency Response Team, which operates out of the EOC.

Response:
- Recommends and/or initiates actions to protect the University

Communication and Coordination with:
- Core Policy Team
- Command Staff and General Staff
- Business Continuity Teams

Financial:
- Participates in fiscal administration

Policy-Level Decisions:
- Guides Incident Commander on policy-level decisions
- Informed of any significant decisions that must be made during a crisis to avert or mitigate undesired consequences as soon as possible

Release of Information:
- Reviews critical press and other releases prior to release of information

Recovery:
- Advises strategic policy and direction for recovery and resumption of normal operations
- Downgrades status to business as usual

Membership typically includes:

Sr. Vice President for Administrative Services	Vice President for Human Resources
Director of Campus Safety	Vice Provost
Vice President for Student Development	Director of Communication
Vice President of Information Services (CIO)	Assoc Vice President, Facilities

APPENDIX C
Incident Commander

The Chair of the Core Emergency Management Team may be the Incident Commander for large-scale University emergencies or the Incident Commander could come from other departments and units of the University such as Campus Safety or Facilities. The Incident Commander manages all emergency activities, including development, implementation, and review of strategic decisions, as well as post-event assessment.

General Responsibilities:
- Responsible for the management of all emergency-response activities, including:
  - Development and Implementation
  - Review of strategic decisions
  - Post-event assessment

Response:
- Establishes the level of organization needed
- Orders demobilization of the incident when appropriate
- Deactivates response as conditions return to normal
- Obtains a briefing from the prior Incident Commander and assesses the situation

Authorization and Approval:
- Authorized to act on behalf of the Core Emergency Response Team to implement response operations that are in the best interest of the University and in accordance with the goals of emergency response and recovery
- Approves and implements the Incident Action Plan
- Authorizes the release of information to the Loyola University Chicago University Marketing and Communication officer for release to the media
- Approves requests for additional resources, use of volunteers, and auxiliary personnel

Coordination and Collaboration:
- Coordinates and communicates with members of the Core Emergency Response Team, Core Policy Team, and the field units.
- Keeps all pertinent parties informed and up-to-date on all-important matters pertaining to the incident

Recovery:
- Facilitates the transition from the Response phase of the disaster into the Recovery phase of the disaster

APPENDIX D
Departmental Continuity Planners (DCP)

Departmental Continuity Planners (DCP) are responsible for developing, maintaining, and testing recovery plans for each department, function, or building, as appropriate. During an emergency situation, the DCPs operate under the overall direction of the Core Emergency Response Team and each Departmental Continuity Planner has the authority and the experience necessary to address all related operational and support issues critical to the successful execution of the BCP.

Response:
- May be actively involved in emergency response tactical operations

Communication and Coordination with:
- Core Emergency Response Team

Policy-Level Decisions:
- Empowered and authorized to make commitments for their respective organization or functional area

Recovery:
- Advises strategic policy and direction for recovery and resumption of normal operations
- Implements Business Continuity Plan

APPENDIX E
Business Continuity Planning Teams (BCPT)

This team's purpose is to provide strategic oversight and input on all business-continuity plans, policies, procedures, training, and exercises. Business continuity is the phase that usually begins after the situation has been stabilized.

Response:
- Not involved directly in emergency response tactical operations

Communication and Coordination with:
- Core Emergency Response Team
- Departmental Continuity Planners (DCP)

Policy-Level Decisions:
- Informed of any significant decisions that must be made during a crisis to avert or mitigate undesired consequences as soon as possible

Recovery:
- Advises strategic policy and direction for recovery and resumption of normal operations.
- Oversees implementation and coordination of departmental Business Continuity plans

Membership:
- Membership will be determined by each department with a Business Continuity plan

APPENDIX F
Emergency Operations Center

Function
Emergency situations that require extensive coordination of resources, manpower, and information sharing will be managed in part, or in full, from an Emergency Operations Center (EOC). The EOC is the centralized facility where emergency response and recovery activities are planned, coordinated, and delegated. The EOC will operate on a 24-hour, 7-day basis during extended events, with rotating shifts until the emergency is over. The Incident Commander determines whether the event no longer needs to be managed from the EOC. Normal shift rotation is 12 hours on, 12 hours off. The EOC will be activated during any situation that requires the immediate coordination of multiple University departments and auxiliaries. In the event of a Level II or III emergency when the EOC is activated, the EOC serves as the location where the Core Policy Team, Incident Commander, and Core Emergency Response Team, Section Chiefs gather, check-in, and assume their emergency-response roles.

Equipment
The primary EOC is equipped with, at a minimum, telephones, television with basic cable, laptop computers, internet connections (both hard-wired and wireless), radios, display systems, maps, supplies, support areas (kitchen, sleeping areas, showers), overflow workspace, and emergency power.

Communications
The EOC uses dispatch radios, telephones, and e-mail as the primary communication devices between the EOC and responders. Key emergency staff dispatched to the field are given radios to receive and report information to and from the EOC. A University-wide phone messaging system and mass distribution e-mails are used to contact response staff in buildings. In the event that all radio, telephone, and e-mail systems become unavailable, the satellite phones can be used to communicate with responders and other key personnel for the emergency.

Deactivation
The Incident Commander determines when an emergency is no longer a threat to the University or to people and is authorized to deactivate the EOC.

1. The **Incident Commander** will notify **Core Emergency Response Team** when they may begin shutting down to leave the EOC.

2. **Section Chiefs** are responsible for notifying their staff of the deactivation and ensuring that all actions are completed.

Maintenance
The Core Emergency Response Team is responsible for maintaining the EOC during non-emergency situations. All radio and equipment will be tested monthly, including the auxiliary generator, which is tested bi-weekly.

APPENDIX G

Procedures for Handling an Incident

Emergency Preparedness and Handling

The first step in emergency handling generally occurs when an incident is detected or is reported to a member of either the Core Emergency Response Team (or a member of the Expanded Core Emergency Response Team). An incident is an event that could lead to loss of, or disruption to, an organization's operations, services, critical technologies, or functions. If not managed, an incident can escalate into an emergency, crisis, or a disaster. Incident management is therefore the process of limiting the potential disruption caused by such an event, followed by a return to business as usual. The member who initially identifies the incident (or is notified of an incident) contacts the Sr. Vice President for Administrative Services or the alternates who will assess the nature of the event and determine if the event is to be categorized as an emergency. In many cases, the event is likely to move to Level 1 Emergency where the EOC is on standby only and communications are commenced without the EOC.

Emergency Event Handling Procedure:

1. Assess Emergency—The Incident Commander will work to identify the scope of the emergency, including evaluating the scope of the emergency, identifying what resources might be affected, how many resources are affected, if any services are unavailable as a result of the emergency, if any lives are in jeopardy, or if any operation of the University is significantly affected.

2. Assignment of Level of Emergency–The Incident Commander, together with the designated members of the Core Emergency Response Team, will assign the Level of Emergency. Actions associated with the Level of Emergency are instituted.

3. Communications–The Incident Commander, together with the designated members of the Core Emergency Response Team, will initiate communications to the affected parties (and in some cases to the University as a whole, depending on the nature of the emergency).

4. Protection and Safety–If required, the Incident Commander will work with Campus Safety and other required third parties to stabilize the situation.

5. Assessment–An assessment of the impact of the emergency will be done by the Incident Commander and members of the Core Emergency Response Team. This impact will be brought to the attention of the Core Policy Team, the full Core Emergency Response Team and Expanded Members of both the Core Policy Team and/or Expanded Members of the Core Emergency Response Team and then if necessary will organize into Sections that carry out the management, operations, planning & intelligence, logistics, finance & administrative functions necessary to respond and recover (depending on the nature of the emergency).

6. Re-Categorization of Emergency Level–At any time during the assessment of the impact and nature of the emergency, the Incident Commander may change the level of the emergency. If the Level is changed, communications should be directed to the Core Policy Team, Core

Emergency Response Team and Expanded Members of the Core Policy Team and/or Expanded Members of the Core Emergency Response Team.

7. Assignment of Resources–Based on the assessment of the impact and resources affected by the emergency, the Incident Commander may ask members of the Core Emergency Response Team (or Expanded Core Emergency Response Team) to assign additional resources with the appropriate knowledge and ability to contain and/or resolve the emergency.

8. Incident Containment–The emergency is contained and ongoing consequences of the emergency are assessed.

9. Determine Consequences–Once the emergency is contained, the Incident Commander will assign a team (or teams) to address ongoing consequences. The assigned team will communicate findings, plans, and progress for addressing the consequences to the Core Emergency Response Team.

10. Recovery Steps and Actions–The Incident Commander will oversee recovery steps and actions resulting from the emergency. A communications plan will be developed and followed to the affected constituents.

11. Prevention (Future)–The Incident Commander may also assign one or more teams to collect evidence on how the emergency occurred and if actions can be taken to avoid a similar emergency in the future. If a particular vulnerability is found within one or more Loyola groups, the Incident Commander or his designee will assign one or more groups responsible for prevention of a recurrence.

12. Process Improvement–The Core Emergency Response Team will work to ensure that the same type of emergency is not present or may be avoided at Loyola in the future.

APPENDIX H

Communication Tools

In the event of an emergency, the University has established several different communication tools. The primary tools are listed below, along with the constituency they would be used to communicate with.

- Loyola Alert
  - System that is managed by Campus Safety. Messages can be crafted per each incident and sent via text, voice call, and/or e-mail. Students, faculty, and staff all need to sign up for Loyola Alert and choose their preference for what kind of communication they would like to receive.
- Management Bulletin
  - Operated through Loyola Alert, the Management Bulletin is a group of about 40 individuals who hold key responsibilities at the University. Should an incident transpire, this will be the primary communication tool used to update the individuals who will most likely be managing the event. From those messages, they will then be able to update their staff accordingly.
- Loyola Website (LUC.edu)
  - In the event of an emergency, the Loyola homepage will display a large red bar at the top of the page that will have continuously updated information regarding the incident.
- E-mail
  - Once an incident has transpired, e-mail will be used to update students, faculty, and staff (e-mails will go to the @luc.edu accounts) in regards to the most prevalent and updated information. This information will also be available via LUC.edu.
- Emergency Information Line – **773.508.2545**
  - This is a general phone line that can be called at any point during an incident by any member of the community. There will be a recording in place with the most up-to-date and relevant information.
- Social Media
  - In the event of an emergency, the University's primary Facebook and Twitter pages will relay the most prevalent and updated information. Information here will be similar to what is sent via Loyola Alert, posted on LUC.edu, and within e-mails sent to @luc.edu accounts.
- Digital Screens
  - In the event of an emergency, the digital screens around campus will be used to display important updates for the campus community.
- Business Continuity Plans
  - Each department and school should have a business continuity plan. Within these plans, there should be a communications tree. Once the head of the unit is informed of the situation, he or she will need to communicate relevant information to the staff via the established communication tree.

- Panic Buttons
  - All classrooms have been equipped with emergency panic buttons. When F9 and F11 are pressed at the same time, an emergency notification is sent to the Campus Safety switchboard. A Campus Safety officer will respond immediately. The computer needs to be turned on, but no one needs to be logged in for this to work.