
**UNIVERSITY OF HAWAI‘I AT
HILO**

**EMERGENCY
OPERATIONS
PLAN**

September 2012

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UNIVERSITY OF HAWAI‘I AT HILO EMERGENCY OPERATIONS PLAN

Safety is important here at the University of Hawai‘i at Hilo. The University of Hawai‘i at Hilo has a comprehensive Emergency Operations Plan outlining campus emergency response and recovery procedures. The Plan was established as a supplement to the administrative policies, procedures and practices followed during normal university operations. When implemented, it serves as the University of Hawai‘i at Hilo’s emergency operations plan, setting forth the authorities and policies for activation, personnel emergency assignments and operational procedures. The major goals of the Plan are the preservation of life, the protection of property and continuity of academic and business operations.

All decisions made in response to any emergency or disaster will be done in a thoughtful and measured manner. All facts and circumstances will be evaluated in relation to any decision making in formulating an on-going action or recovery plan. The purpose of a measured response is to insure that there isn’t an overreaction to any given situation and that appropriate action is taken to properly handle and mitigate any emergency or disaster.

APPROVED BY:

Signature on file
Dr. Donald Straney, Chancellor UHH
(EOP Plan Executive)

2013 April 13
Date

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1. PURPOSE AND AUTHORITY

A. PURPOSE

The Emergency Operations Plan (EOP) shall provide the necessary guidance to organize and direct University of Hawai'i at Hilo's operation in the event of an emergency and/or civil defense action that may be necessary (University of Hawai'i APM A-9.700, Plan for Emergency and Civil Defense Events).

B. CAMPUS PRIORITIES

The University of Hawai'i at Hilo (UHH) emergency response organization shall respond to an emergency situation in an organized, safe, effective and timely manner. UHH personnel and equipment will be utilized to accomplish the following priorities:

Priority I Protect Life and Safety

Priority II Assess Critical Infrastructure and Facilities

Priority III Restore/Maintain Campus Operations and Resume Education/Research Programs

C. EMERGENCY CLASSIFICATIONS

I. Type 1 (Minor Incident)

- a. A Type 1 minor incident is localized or in a small area. It can be quickly resolved with existing UHH resources or limited outside help. A Type 1 incident has little or no impact on personnel or normal operations outside the locally affected area.
- b. Type 1 incidents do not require activation of the UHH EOC. Impacted personnel, departments or offices coordinate directly with operational personnel from the UHH Environmental Health & Safety Office, Auxiliary Services, Facilities/Planning, Campus Security or other units to resolve Type 1 incidents. In certain incidents, the UHH Director of Communications will be asked to provide necessary media releases.
- c. Examples: Odor complaints, localized chemical spill, plumbing failure or water leak.

II. Type 2 (Emergency)

- a. A Type 2 emergency disrupts sizable portions of the Campus community. Type 2 emergencies require assistance from external organizations. These events can escalate quickly and have serious consequences for mission-critical functions and/or life and safety.
- b. The UHH EOP Executive (Chancellor) or an authorized representative receives intelligence from responding operational departments or from the Campus Security Call Center and determines whether the EOP and Emergency Operations Center (EOC) should be activated.
- c. Senior members of the Chancellor's Executive Council, the President of the University of Hawai'i, and County/State Civil Defense may be alerted depending on the nature and severity of the emergency.
- d. Examples: Building fire or explosion, biological or terrorist threat, major chemical or hazardous material spill, severe windstorm or flooding, and extensive utility outage. Also includes external emergencies that may affect Campus personnel or operations.

III. Type 3 (Disaster)

- a. A Type 3 disaster involves a large part of the Campus and its surrounding community. Normal Campus operations are curtailed or suspended. The effects of the disaster are wide-ranging and complex. A timely resolution of disaster conditions requires campus-wide cooperation and extensive coordination and support from external jurisdictions.
- b. The Chancellor is notified and the EOP and EOC are activated. County/State Civil Defense is notified and communications opened. UHH EOC members and other key personnel are alerted to report to Campus and Emergency Operations Center. Operations and Finance units activate plans to respond with facilities personnel and resources and provide the necessary financial, contracting and claims support. Plans and Logistics units activate plans to provide intelligence, record keeping and distributes material and equipment and assigns personnel where needed. The UHH EOP Executive activates the Public Information Plan and requests support from the System Joint Information Office.

- c. The President is notified and the System EMP and Emergency Operations Center (EOC) may be activated

D. TYPES OF EMERGENCIES

I. Human-Caused Hazards

Emergencies such as unlawful assemblies resulting in riots; labor strikes; large scale demonstrations, threats of violence against individuals or groups, utility failures; chemical or radiological accidents; bomb and bioterroristic threats; shooting incidents; fires; explosions; aircraft crash and others. Additionally, biological outbreaks and pandemics may be considered as Human-caused hazards. In the event of Pandemic event, refer to the UHH Pandemic plan.

II. Natural Hazards

Storms, hurricanes, waterspouts, tornadoes, and droughts are considered **Meteorological Hazards** and may threaten any part of the State or the entire State at the same time.

Earthquakes, tsunamis and volcanic activity are considered to be **Geological Hazards** and may occur with little or no warning.

Most **Other Natural Hazards** are associated with either meteorological or geological hazards and may include landslides, mudslides, and forest/brush fires.

E. REPORTING A POTENTIAL EMERGENCY

For identified Police, Fire and/or Medical Emergencies, call 911 (9-911 from campus phones) and provide the requested information. For all other emergencies, contact the University Campus Security Office at 974-7911 (4-7911 from campus phones) and provide the following information:

- Your Name.
- Your location and telephone extension or number.
- Type of emergency.
- Special Directions (if any).

F. AUTHORITY

I. State of Hawai‘i

The Governor's Administrative Directive No. 90-13, dated September 21, 1990, State of Hawai'i Plan for Emergency Preparedness, states: "State departments and agencies and county governments are responsible for developing and maintaining disaster response plans which are in consonance with this plan. Specific procedures, action-oriented checklists, and prepackaged administrative forms required for prompt and effective response to disaster situations are to be included."

II. University of Hawai'i and Community Colleges

Executive Policy E2.203 Plan for Emergency and Civil Defense Actions dated August 1983, directed Chancellors to "develop, implement and maintain an emergency operations plan to meet the particular needs and circumstances of the campuses and organizations under their jurisdiction. University of Hawai'i at Mānoa will include the system offices, facilities, personnel and operation in its plan."

III. University of Hawai'i at Hilo (UHH)

The UHH Chancellor is responsible for the protection of the physical and academic environment of the UHH, and for the security and public safety program to provide that protection. The Chancellor or Designee, has the authority to suspend classes and close campus; whenever possible, it will be done so in collaboration with the Hawai'i Community College (HawCC).

IV. Delegation of the UHH Chancellor's Authority

The Emergency Operations Plan delegates the Chancellor's authority for maintenance of order to specific individuals. It also defines specific tasks and responsibilities these individuals have for maintenance of order during periods of emergency.

a. Plan Director (Vice-Chancellor for Administrative Affairs)

During periods of campus emergency, as the Emergency Plan Director, acts for the Chancellor and may make decisions accordingly.

b. Director of Campus Security

Authority for the security of grounds, buildings and other property is delegated to the Director of Campus Security.

c. Vice Chancellor for Student Affairs

The Chancellor delegates authority to implement and administer University regulations and policies affecting discipline for students to the Vice Chancellor for Student Affairs.

2. ORGANIZATION

A. PLAN RESPONSIBILITY AND CONTROL

I. Plan Direction and Control - System wide

In a system wide scale disaster or emergency, the overall Emergency Operations Plan is under the command of the UH President and is directed by the UH Director of Logistical Services. The UH President's Office will be the liaison between all local, county, regional, State emergency service agencies and the various campuses and units of the UH system. It will also establish communication with the campuses for the purposes of public information (news releases) and resources assistance (mutual aid) mobilization.

II. Plan Direction and Control - UHH

Emergency operations are under the command of the UHH Chancellor. The Emergency Operations Plan is directed by the UHH Vice Chancellor for Administrative Affairs. The Plan Director is responsible for implementing and coordinating emergency operations.

III. UHH Chain of Command

When emergency conditions are such that normal campus operational efforts can no longer effectively deal with the emergency, the Emergency Operations Plan will be placed into effect and the chain of command will be:

Plan Executive --Chancellor

Alternate #1 --Vice Chancellor for Administrative Affairs

Alternate #2 --Vice-Chancellor for Student Affairs

Alternate #3 --Vice Chancellor for Academic Affairs

Plan Director --Vice Chancellor for Administrative Affairs

Alternate #1 -- Vice-Chancellor for Student Affairs

Alternate #2 -- Vice Chancellor for Academic Affairs

Alternate #3 -- Director of Campus Security

IV. Emergency Notification Procedure

Dependent on the nature of the situation, only the following officers will receive initial notification. Auxiliary Services/Campus Security is charged with this responsibility.

a. Working Hours

During working hours, the UHH telephone operator will notify the following individuals of an emergency:

- (1) UHH Chancellor
- (2) UHH Vice Chancellor for Administrative Affairs
- (3) UHH Vice Chancellor for Academic Affairs
- (4) UHH Vice Chancellor for Student Affairs
- (5) UHH Director of University Relations
- (6) UHH Director of Auxiliary Services
- (7) UHH Director of Campus Security
- (8) UHH Director of Environmental Health & Safety
- (9) UHH Director of Housing
- (10) HawCC Chancellor
- (11) HawCC Vice Chancellor for Administrative Affairs

b. Outside Working Hours

Home telephone numbers of the above individuals shall be available at the Auxiliary Services/Campus Security office for use in an emergency. (See also, Attachment 1)

c. Emergency Operations Plan Officers

The UHH Plan Director's office will notify the Emergency Operations Plan Officers providing directions as necessary.

V. In the Absence of the UHH Chancellor

In the absence of the UHH Chancellor, the UHH Vice Chancellor for Administrative Affairs or predesignated employee is authorized and directed to take actions as described herein, or other actions as may, in his/her judgment, be necessary to save lives, and mitigate the effects of disasters and disruptions. As soon as possible, thereafter, the individual shall notify the UHH Chancellor of actions taken.

VI. Emergency Telephone Numbers

Emergency Telephone Numbers for the following Departments/Agencies and Staff are located in Attachment 1.

Department/Agency

1. Police Department
2. Fire Department
3. Civil Defense Agency
4. Campus Security

UHH Staff

1. Chancellor
2. Vice Chancellor for Administrative Affairs
3. Vice Chancellor for Academic Affairs
4. Vice Chancellor for Student Affairs
5. Director of Environmental Health & Safety
6. Director of Auxiliary Services
7. Director of Campus Security
8. Director of Facilities/Planning
9. Director of Housing
10. Director, Student Medical Services
11. Director of Media Relations
12. Webmaster
13. CTAHR County Administrator (UH Manoa unit)

HawCC Staff

1. Chancellor
2. Vice Chancellor for Administrative Affairs
3. Vice Chancellor for Academic Affairs
4. Vice-Chancellor for Student Affairs
5. Director, UH Center at West Hawaii
6. Dean of Liberal Arts & Public Service
7. Dean of Career & Technical Education
8. Director of Continuing Education and Training
9. Auxiliary Services Officer
10. Webmaster

B. PLAN DIRECTOR

I. Responsibility and Authority

The Plan Director shall be responsible for the overall operation and coordination of the Emergency Operations Plan under the supervision of the Plan Executives. No part of this plan will be implemented unless specifically ordered by the Plan Director or in his/her absence, by said alternates.

II. Policies and Procedures

Plan policies and procedures are the responsibility of the Plan Director and must be approved by the UHH Chancellor. The Plan Director may conduct meetings and

schedule such reports from unit heads as necessary to update records and maintain maximum efficiency in time of sudden emergency.

III. Updating and Maintenance of Emergency Operations Plan

The Plan Director shall update and maintain the Emergency Operations Plan, distributing revisions as required.

IV. Emergency Operations Center (EOC)

The UHH Emergency Operations Center (EOC) will be in the University Classroom Building, room 103 (UCB103). Its title will be the UHH Emergency Operations Center.

V. Records

The Plan Director shall maintain such records as necessary to keep the Emergency Operations Plan current at all times. This will include updated personnel records, emergency communications and equipment lists, and shelter managers.

VI. Liaison with and Use of Outside Agencies

Outside assistance will be summoned by the Plan Director at the discretion of the Plan Executive. When an emergency is pending, such as a potential riot, outside agencies shall be informed as early as possible in advance by the Plan Director. The decision as to whether the emergency is of sufficient magnitude to request special outside assistance rests solely with the Plan Executive. This includes the decision to enlist the aid of State and County disaster units, as well as law enforcement assistance.

VII. Notification Responsibilities

The Plan Director will be responsible for notifying the various Deans and Directors of any emergency or incident that may require action. However, in the event of a local emergency requiring immediate action, such as evacuation of a building, and in the absence of instructions from a superior, each Dean and Director or designated employee is authorized and directed to take actions as necessary that may, in the individual's judgment, be necessary to save lives and mitigate the effects of disasters and disruptions. These actions must be reported at the earliest opportunity to the Plan Director.

C. EMERGENCY OPERATIONS PLAN OFFICERS

The following campus administrative personnel are assigned as Emergency Operations Plan (EOP) Officers during any contingency when all or part of this plan is implemented. **Prior to or after any disaster, they shall automatically report to the Emergency Operations**

Center as quickly as possible.

- I. Incident Commander/Plan Director----- UHH Vice Chancellor for Administrative Affairs

Command Staff

- II. Public Information Officer/Webmaster---Director Media Relations/Webmaster
- III. Safety Officer-----Director of Environmental Health & Safety
- IV. Outside Agency Liaison-----Director of Environmental Health & Safety
- V. Security-----Director of Campus Security

General Staff

- VI. Operations Section Chief----- Director of Auxiliary Services
- VII. Logistics Section Chief----- Director of Auxiliary Services
- VIII. Planning Section Chief----- Director of Facilities/Planning
- IX. Finance/Human Resources Section Chief—Director Business Office/Human Resources
- X. Personnel Support Section Chief----- UHH Vice Chancellor for Student Affairs

D. GENERAL RESPONSIBILITIES OF EOP OFFICERS

Campus personnel designated as Emergency Operations Plan Officers shall be responsible for:

- Preparation and submittal of a practical plan of emergency action for their units.
- Appointment of their alternates.
- Staffing an emergency crew for their unit, and maintaining a current roster of this crew.
- Providing adequate training of their emergency crew.
- Maintaining liaison with various community resources within their specialty.

I. COMMAND STAFF

- a. Public Information Officer/Webmaster

Assignment

The Director of Media Relations in the University Relations Office is designated as Public Information Officer (PIO) and shall report to the EOC to act as liaison with the

news media and the public. The PIO shall also be responsible for email notifications to faculty, staff, and students. The Webmaster shall be tasked with providing emergency information on the UHH Home Page as well as periodic updates to the web page as needed.

Duties

- Assist in handling inquiries from the public relative to the emergency, as well as assist in suppressing rumors that are usually prevalent during crisis periods. Campus telephone operators are to refer calls from the public relative to the emergency to the Public Information Officer.
- Establish communications with the local radio and TV stations.
- Prepare, for the news media, statements for release by the UHH Chancellor concerning the University Emergency operations.
- Compose and distribute email notifications to faculty, staff, and students.
- Update web page to show emergency information and provide periodic updates as needed.
- Maintain a complete record or diary of events during an emergency situation.
- Maintain a complete file of all statements released to the news media.

Issuance of Official Statements

Other than the UHH Chancellor, only the following administrators are authorized to issue any required, official statements during an emergency situation:

- i. UHH Plan Director: All other aspects of the emergency operation.
- ii. UHH Dean of Student Services: Student activities

b. Safety Officer

Assignment

The Environmental Health and Safety Officer is designated Safety Officer and shall report to the EOC. When appropriate the Safety Officer shall report either to the scene of the emergency to provide advice and assistance or to the Civil Defense office to facilitate communications.

Duties

- Act as Civil Defense Coordinator and establish relations with the local civil defense organization.

- Organize, coordinate and direct the campus fire prevention and fire control organization.
- Develop and administer an effective emergency training and educational program in the areas of damage assessment, usage of emergency fire equipment or any areas in which prior training would be essential in an emergency.
- Maintain up-to-date records of all fire equipment as to location, condition, etc., and maps indicating location of all fire alarm boxes, water lines, fire hydrants and building exit routes.

c. Outside Agency Liaison

Assignment

The Outside Agency Liaison is designated as the Environmental health and Safety Officer and shall report to the EOC or Civil Defense as warranted.

Duties

- Establish and maintain liaison with the local fire department.
- Act as campus liaison with the Hawai‘i County Police Department.
- Facilitate communication between agencies and development of Unified Command where necessary.

d. Campus Security

Assignment

The Director of Campus Security is designated as the Campus Security Chief and shall report to the EOC in the event of emergency.

Duties

- Provide first notice and first response in emergency situations, alerting Emergency Operations Officers as required.
- Arrange for training of all Campus Security Personnel in crowd control.
- Establish coordination with the County Police Department, private security companies or civilian personnel to obtain necessary personnel to supplement the regular Campus Security force as necessary in an emergency.
- Assist with Planning and Operations Sections to ensure orderly control of personnel and traffic.

II. GENERAL STAFF

a. Operations Section Chief

Responsibility

The Director of Auxiliary Services is designated as the Operations Section Chief and shall be responsible for implementing/directing the Incident Action Plan, establishing situational control, and helping to restore normal conditions.

Assignment

The Operations Section Chief shall report to the EOC as required in the event of emergency.

Duties

- Organization, mobilization, and operation of UHH physical resources, including restoration of utilities, if required, during an emergency.
- Responsible for the maintenance of public safety, the security of the grounds, buildings and campus property.
- Control and direct foot and vehicle traffic for orderly evacuation of buildings and campus.
- If an emergency is declared on campus, staff all automobile entrances and limit access to only those persons authorized to be on campus.
- Check and secure, if required, all buildings affected by an emergency.
- Control utilities to buildings, securing or maintaining those required.
- Provide periodic reports to the EOC listing deaths or injuries, including the extent, disposition and status of treatment.
- Prepare required buildings for sleeping purposes and assign spaces. This may involve the use of buildings not normally used for sleeping.

b. Logistics Section Chief

Responsibility

The Director of Auxiliary Services is designated as the Logistics Section Chief and shall be responsible for obtaining, maintaining, and accounting for essential personnel, equipment, and supplies. The Logistics Section Chief is tasked with setting up and maintaining incident facilities as well as providing support transportation and communications.

Assignment

The Logistics Section Chief shall report to the EOC as required in the event of emergency.

Duties

- Provide portable public address systems, portable radios, backup electrical power, etc. required at an emergency site.
- Provide equipment such as electrical generators, emergency lighting (i.e. lanterns flashlights, candles, and batteries), and alternate communication systems at the EOC.
- Provide manpower, as needed, to Campus Security.
- Providing adequate emergency communications and transportation facilities.
- Provide radio communication equipment to permit communication with Civil Defense, police, fire and other agencies during an emergency.
- Maintain updated inventory of all campus radio and paging equipment.
- Maintain an up-to-date inventory of operational vehicles and equipment and an adequate fuel reserve.
- Control usage and location of all serviceable motor vehicles throughout the emergency operation.
- Maintain and provide to the EOC a current inventory of apparatus, auxiliary and heavy equipment that would be available during an emergency. This list should include any items of heavy equipment which can be used to bulldoze, lift, dig, scrape or drag.
- Develop an effective medical response to disaster situation to help save lives, prevent suffering and minimize personal injuries and losses.
- Along with the Planning Section Chief and Safety Officer, determine landing sites for MEDEVAC helicopter on campus and prepare plans for utilization of this type of transport in an emergency.
- Develop procedures to coordinate flow to off-campus medical facilities if required, as well as on-campus cooperation between Campus Security, local police and Student Health Center.
- Maintain a reasonable amount of medical supplies (i.e. bandages, dressings, splints, aspirin/non-aspirin, antiseptic solutions, rubbing alcohol, etc.)

c. Planning Section Chief

Responsibility

The Facilities Planner is designated the Planning Section Chief and shall be responsible for collecting, evaluating, and displaying incident intelligence and information of UHH

physical resources, including restoration of utilities, if required, during an emergency. The Planning Section Chief shall determine whether a building is structurally sound for occupancy. The Planning Section Chief is also responsible for preparing and documenting Incident Action Plans and maintaining incident documentation.

Assignment

The Planning Section Chief will report to the scene of the emergency with radio capacity* to provide advice and assistance to the Operations Section Chief. He will remain on the scene until released by the Incident Commander or Operations Section Chief.

***Radios must not be used in situations where explosives may be present, such as Bomb Threat situations.**

Duties

- Provide engineering services, damage surveys, emergency construction and demolition plans to minimize the adverse results of a disaster and restore normal operation.
- Provide damage assessment by surveying campus buildings immediately after and at intervals during an emergency, reporting findings to EOC. Photographic documentation is essential and should be utilized.
- Determine locations of critical electrical needs in the event of an extended power outage and establish procedures to acquire required power equipment (i.e. generators).
- Determine feasibility/desirability to maintain alternate radio communications (other than present system) on campus.
- Devise methods for the storage, safety, issue, use and repair of vehicles and equipment under emergency conditions.

d. Finance/Human Resources Section Chief

Responsibility

The Directors of Business Services and Human Resources are designated the Finance/Human Resources Section Chiefs and as such shall be responsible for contract negotiation and monitoring, cost analysis, overtime and personnel obligations, and procurement.

Assignment

The Finance/Human Resources Chiefs shall report to the EOC as required in the event of an emergency.

Duties

- Maintain records on persons using emergency housing and feeding facilities and submit to the Plan Director a report of activities and operations conducted and cost of such.
- Approve emergency procurement as needed
- Monitor personnel work hours and approve overtime as required.
- Provide compensation for injury or damage to property.

e. Personnel Support Section Chief

Responsibility

The Vice Chancellor for Student Affairs is designated the Personnel Support Section Chief and shall be responsible for providing lodging and provisions for students and campus personnel who remain on campus during and emergency incident.

Assignment

The Personnel Support Chef shall report to the EOC as required during and emergency.

Duties

- Develop plans to operate, as needed, the campus housing and feeding facilities to accommodate and/or feed the normal university population and non-university personnel as the facilities permit, in the event of a major disaster. All Food Service Facilities will be used as required and the directors/operators of these facilities will report to this section during emergency operation requiring the activation of this service.
- Insure that all resident managers and other staff personnel are trained and aware of their duties in the event of a disaster.
- Insure that emergency provisions (food and water) for approximately two hundred fifty (250) people are available for a minimum of three (3) days.
- Recruit student volunteers that could be effectively used in an emergency and establish the functions that these student volunteers would perform. Students will not be used in hazardous activities but could be used for crowd control, building evacuation, messengers between the various emergency centers and offices.
- Insure Directors of Student Medical Services and Student Housing have resources to operate during emergency.

III. DESIGNATED PLAN ALTERNATES

Plan Director----- UHH Vice Chancellor for Administrative Affairs
Alternate #1---- Vice-Chancellor of Student Affairs
Alternate #2---- Vice-Chancellor of Academic Affairs

Public Information Officer/Webmaster-----Director of Media Relations/Webmaster
Alternate #1-----Director, University Relations
Alternate #2-----University Relations – Public Information Officer

Safety Officer-----Director of Environmental Health & Safety
Alternate #1-----Unit Diving Coordinator
Alternate #2-----Director of Auxiliary Services

Outside Agency Liaison-----Director of Environmental Health & Safety
Alternate #1-----Unit Diving Coordinator
Alternate #2-----Director of Campus Security

Campus Security-----Director of Campus Security
Alternate #1-----Director of Auxiliary Services
Alternate #2-----Director of Environmental Health & Safety

Operations Section Chief-----Director of Auxiliary Services
Alternate #1-----Director of Campus Security
Alternate #2-----Auxiliary & Facilities Officer

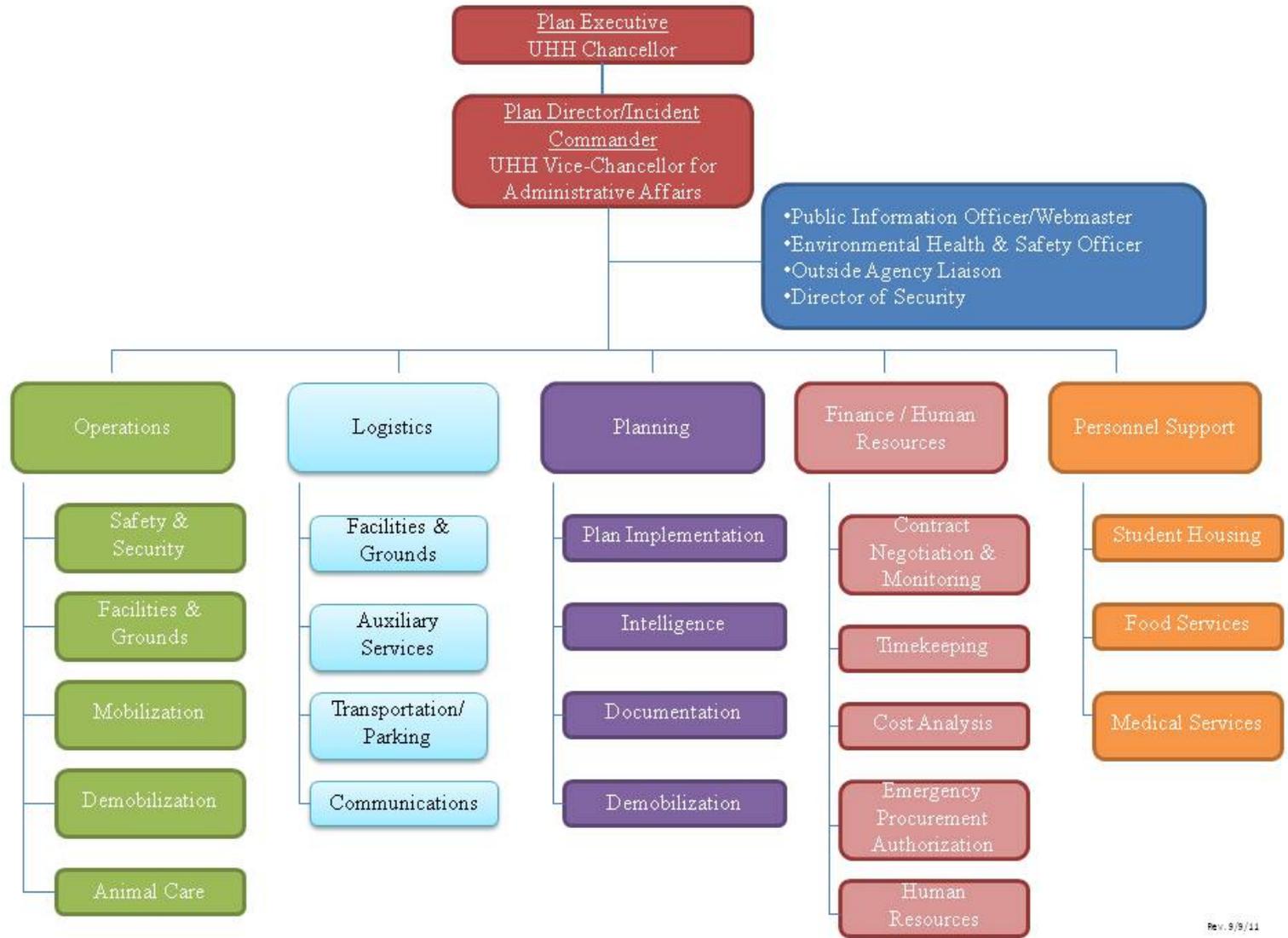
Logistics Section Chief -----Director of Auxiliary Services
Alternate #1-----Building Maintenance Supervisor
Alternate #2-----General Services Supervisor

Planning Section Chief-----Director of Facilities/Planning
Alternate #1-----Facilities/Planning Project Manager
Alternate #2-----Facilities/Planning Project Manager

Finance/Human Resources Section Chief-Director of Business Office/Human Resources
Alternate #1-----Administrative Officer, Business Office
Alternate #2-----Associate Director, Human Resources

Personnel Support Section Chief-----Vice-Chancellor - Student Affairs
Alternate #1-----Associate Vice-Chancellor of Student Affairs
Alternate #2-----Dean of Students

IV. ORGANIZATIONAL CHART



3. DISSEMINATION OF EMERGENCY INFORMATION

Disaster conditions occurring during scheduled class periods will require expeditious communication of information and instructions to employees and students. Uncertainty and confusion must be avoided, prevented or minimized and the protection of lives must be the primary concern.

A. COMMUNICATION SYSTEMS

I. Mobile Loudspeakers (Audio Hailers)

Audio hailers (bull horns) will be utilized at the Field Control Point for on-site public information and instruction purposes.

II. Radio

The local radio stations have the potential of reaching a considerable number of employees and students. Likewise, television stations may also carry emergency messages through the Emergency Broadcast System (EBS). During a major disaster, tune in to a local EBS radio station.

III. Electronic Communications

Emergency information shall be sent periodically to faculty, staff, and student email accounts as well as cell phone text messages via UH Alert. Information and updates shall also be posted on the UHH Home Page, Twitter, and Facebook accounts.

IV. Building Fire Alarm Systems

Most buildings have independent audible fire alarm systems that can be activated to indicate that immediate evacuation of a building is ordered. **IMPORTANT: DO NOT** activate the Fire Alarm Systems for building evacuation in the event of a Bomb Threat

V. Campus Telephone System or Word of Mouth

While slow compared to the above, these systems can be utilized in conjunction with any of the above. The dissemination of emergency information and instructions by means of a "communication pyramid" telephone system will be utilized. All Deans and Directors will be contacted who, in turn, will contact their sub-units.

B. EMERGENCY ANNOUNCEMENTS

INFORMATION TO BE DISSEMINATED THROUGH UHH SECURITY PERSONNEL, UHH SWITCHBOARD OPERATOR, AND AUTHORIZED PERSONNEL ONLY.

I. Alert

This is the traditional alert to advise all persons involved to prepare for an emergency with further instructions to follow.

II. Suspend Classes

The UHH Chancellor or designee is authorized to suspend classes. This action shall be considered as a rapid method of removing employees and students from the campus and dispersing them as rapidly as possible.

III. Evacuate Buildings and/or Campus

Each person appointed as **Building Administrator or Assistant Building Administrator** for that building shall announce the evacuation signal. The names of the Building Administrator and Assistant Building Administrator and subsequent replacements shall be sent to the Environmental Health and Safety Office for inclusion into the Emergency Operations Plan. **(See Attachment 1 for listing of Building Administrators and Assistant Building Administrators).**

The signal to evacuate any building will be by mobile loudspeaker, and/or word of mouth. On hearing the alarm, all persons will leave the building in an orderly manner. Without compromising their safety, the Building Administrator and/or the Assistant Building Administrator, for the respective building, will ensure that all personnel are clear of the building and that all necessary utilities are secured.

Provisions and responsibilities for the safe notification and evacuation of those individuals with disabilities are outlined in Addendum – Emergency Considerations for those with Disability Issues.

This simple emergency announcement should suffice to begin an orderly evacuation of the building by the staff and non-essential employees. Campus residents--dormitory students and staff residents--may or may not be evacuated, depending on conditions. All campus personnel not essential to carrying out the Emergency Operations Plan must be dismissed and encouraged to proceed to their home if sufficient time is available.

Building Evacuation is Appropriate For:

- Hurricanes
- Fire
- Bomb Threat, Explosion or threat of Explosion
- Bioterrorism
- Shooting Incidents
- Hazardous Material Incident
- Post-earthquake
- Any occurrence which would make a building uninhabitable

IV. Convert Campus

Action to convert the campus to temporary shelters will be accomplished only upon direction from the UHH Chancellor or designee. In the event of extensive personal property damage from tsunami, flood, earthquake, etc., portions of the campus may be used for temporary shelter for persons who lost their homes. The UHH Chancellor will designate buildings to be utilized for shelter after being notified by Civil Defense of the extent of shelter space and other services required.

V. Seek Shelter

The UHH Chancellor or designee may order Seek Shelter for disasters such as sudden windstorm, hurricane, flood, etc. Shelters are listed under **Appendix B and Appendix C**.

C. EMAIL ALERTS/WEBPAGE UPDATES

Following initial notification of emergency, the EOC shall issue update notifications at 6 AM, 12 noon, and 6 PM or more frequently as required.

D. CIVIL DEFENSE WARNINGS AND ALERT SIGNALS

Know the Civil Defense warning and alert signals and what action to take when hearing them (Refer to the *Civil Defense Disaster Preparedness Information* section in the Hawaiian Telcom Phonebook).

- A STEADY THREE (3) MINUTE SIREN TONE IS THE ATTENTION ALERT SIGNAL.
- Tune your radio or television to any station and listen for emergency information and instructions.
- Listen to Emergency Alert System broadcasts for further instructions and the all-clear announcement.

APPENDIX A

ACTION TO BE TAKEN DURING SPECIFIC

EMERGENCIES

1. FIRE

A. Fire Within a Building

If a fire is detected within a building, the following procedures will be followed:

- i. Alert others in the building. Activate the building fire alarm. All building occupants shall immediately evacuate the building.
- ii. Call the Fire Department and report the fire. Inform Campus Security of the situation and actions taken.
- iii. Fire extinguishers are provided for emergency responders. Do not attempt to use fire extinguishers unless properly trained.
- iv. Do not re-enter the building.
- v. Stay upwind of the fire/smoke and remain at a safe distance from the fire and firefighting equipment. Render first aid as may be required.
- vi. Security personnel will keep access roads open for emergency vehicles and direct fire fighters to location of fire.
- vii. The Chancellor or designee will direct further action as required.

B. Fire Near a Building

If a fire is detected near a building, the following procedures will be followed:

- i. Inform Campus Security of the fire. If the nearby fire poses an immediate threat to students, faculty, and staff or the building, Activate the building fire alarm to evacuate the building.
- ii. The Chancellor or designee will evaluate the situation and determine the need to evacuate the building or area. The Fire Department may be called depending on the nature of the fire.
- iii. Fire extinguishers are provided for emergency responders. Do not attempt to use fire extinguishers unless properly trained
- iv. The Chancellor or designee will direct further action as required.

2. EARTHQUAKE

Earthquakes usually strike without warning. The following actions, as time permits, should be accomplished:

A. Inside of Buildings:

- i. **DROP** to the ground; take **COVER** by getting under a sturdy table or other piece of furniture; and **HOLD ON** until the shaking stops. If there isn't a table or desk near you, seek cover against an interior wall or inside corner,

protecting your head and neck with your arms. **Do not** use a doorway except if you know it is a strongly supported, load-bearing doorway and it is close to you.

- ii. Avoid areas near large windows, tall furniture and heavy hanging objects.
- iii. After the earthquake, remain calm. Do not leave the building until the shaking is over. Then exit in a calm and orderly manner. Do not use the elevators. DO NOT BLINDLY RUN OUTSIDE, parts of buildings may still be falling.
- iv. Do not return to buildings for any reason until they have been declared safe.
- v. The Building Administrator and Assistant Building Administrator should observe from a safe distance from all building entrances to see that no one re-enters the buildings.
- vi. Do not light any fires after the earthquake. If your area has gas utilities, do not flip switches, including light switches, which may spark and ignite the gas.
- vii. Avoid touching electrical wires which may have fallen.
- viii. Check for injured persons. Render first aid if trained. Do not move the victim unless he or she is in immediate danger. Seek emergency help as soon as possible.
- ix. The Chancellor or designee will determine the advisability of closing the campus. If necessary he/she will try to procure the advice of competent authorities about the safety of the building.
- x. Turn on the radio for latest bulletins.
- xi. Subsequent shocks may follow the initial tremor. Do not return to buildings until officials declare them safe.

B. Outside of Buildings:

- i. The safest place is in the open. Stay there until the earthquake is over.
- ii. Move away from buildings, trees, and exposed wires.
- iii. DO NOT RUN.
- iv. Follow the procedures under "*Inside Building*" in previous section (B) #4 through #7.
- v. In Car or Bus: On a mountain road, the side of the road may not be the safest place; hence the driver should quickly consider the terrain before deciding where to stop.
- vi. If possible, pull to side of road away from any buildings, and crouch or lie down in car.
- vii. Set brakes.
- viii. Turn off ignition.
- ix. Wait until earthquake is over.
- x. Follow procedures *iv* through *vii* under "*Inside Building*" in previous section (A).

3. SEVERE WINDSTORM

A. Severe windstorms usually strike without warning. The following actions if time permits, should be accomplished. Classes may be suspended to allow students, faculty and staff to return home. Dormitory students shall be guided by instructions from the Housing staff.

i. Operations Section:

- a. Assist with taping of glass panes on windows and doors.
- b. Secure any outside staging, scaffolding, planking, loose iron roofing, and anything that can blow away.
- c. Shut off gas to buildings when campus operations cease.

ii. Occupants of Buildings:

- a. Tape up glass panes on windows and doors.
- b. Close windows and blinds (draw all drapery in a closed position). Stay away from glass windows.
- c. Secure loose materials (i.e. store inside of file cabinets, desk drawers, etc.).

B. If high winds develop during instructional hours with little or no warning, the following emergency action steps should be followed:

- i. Everyone should seek shelter immediately.
- ii. Employees and Students should be assembled inside shelters or best available buildings. (Refer to *Appendix B, Hurricane Rating of University Space*). Each person responsible for a building, classroom or laboratory shall ensure that all disabled/handicapped persons have been assisted to reach cover.
- iii. Close windows and blinds (draw all drapery in a closed position). Stay away from glass windows.
- iv. During the windstorm, remain near an inside wall, on the lower level if possible.
- v. Stay inside the building as loose flying objects, downed wires, falling branches/trees, etc. may pose life-threatening situations.
- vi. Avoid structures with large roof spans.
- vii. Evacuate rooms subject to full force winds.
- viii. Keep tuned to the Emergency Broadcast System radio station for latest advisory information.

C. Actions after the winds subside:

- i. After the winds subside, temporarily secure damaged buildings to prevent further weather damage.

- ii. Notify the Operations Section Chief or Campus Security of any break, damage, or suspected break, in any utility system or building.
- iii. Do not touch any downed wires due to electrical hazards. Notify Campus Security, the Operations Section Chief, and the Hawaiian Electric Light Company of the downed wires.
- iv. Should anyone detect gas, notify Campus Security and the Operations Section Chief. Ventilate the building if able to do so safely. Do not light any matches, lighters, etc. or turn on any device that may cause ignition.
- v. Be careful of broken glass and other sharp objects (eg. protruding nails, jagged metal edges).
- vi. If a building sustained considerable damage from the windstorm, do not enter the building until given permission by the Planning Section Chief.

4. HURRICANE

The Central Pacific Hurricane season runs from June 1 to November 30. Although the greatest likelihood for hurricanes is during the hurricane season, Central Pacific Hurricane Center continually monitors for the threat of tropical systems throughout the year. The National Weather Service Forecast Office in Honolulu activates the CPHC when: (1) a tropical cyclone moves into the Central Pacific from the Eastern Pacific, (2) a tropical cyclone forms in the Central Pacific, or (3) a tropical cyclone moves into the Central Pacific from the West.

Winds that exceed 74 miles per hour are a Hurricane. When a tropical depression forms, the National Weather Service begins to issue a series of advisories, which include watches and warnings, based on the strength and position of the approaching storm. See *Attachment 2 Informational Brochure – Hurricanes*.

A **Hurricane Watch** is issued by the National Weather Service when there is a threat of a Hurricane within 48 hours. Preliminary precautions should be taken.

A **Hurricane Warning** is issued by the National Weather Service when sustained winds of 74 MPH or more are expected in a specified area in 36 hours or less. Actions for protection of life and property should begin immediately when the warning is issued.

With the advance warning systems through our Hawai'i County Civil Defense Office, we should have sufficient time to prepare ourselves to minimize and/or eliminate injury or death and to protect our University through preventive maintenance and precautions before and when the Hurricane arrives.

A. Actions to be taken in preparation to a **Hurricane Watch**:

The University will automatically proceed to Emergency Status.

- i. Emergency Operations Plan Officers shall immediately be contacted and made aware of the situation. If required, they shall report to the Emergency Operations

- Center. The Auxiliary Services personnel shall assist in securing the campus by following the instructions above in *Section 3 Severe Windstorm A.1*, if time and conditions permit (i.e. taping and boarding of glass windows & doors, etc.). The Emergency Operations Plan Officers shall assist Auxiliary Services personnel in any way, if needed.
- ii. The Emergency Operations Center will assist in preparing the Evacuation Centers for those who may need to evacuate to these centers (see *APPENDIX C-Civil Defense Designated Hurricane Evacuation Centers on Campus* for buildings approved by the Hawai‘i County Civil Defense). The Emergency Operations Center will also serve as liason with the Hawai‘i County Civil Defense to notify the public of these centers.
 - iii. The Chancellor or Designee will evaluate current information and make a determination whether to suspend and close campus upon notification of a **Hurricane Watch**. All University of Hawai‘i at Hilo functions that are scheduled within this **watch** phase should be evaluated and postponed or cancelled as needed. Dormitory students shall be guided by instructions from the Housing Officer.
 - iv. The Logistics Section Chief shall insure that emergency equipment is readily available (i.e. electrical generators, emergency lighting, AM/FM radios, alternate communication systems).
 - v. The Personnel Support Section Chief shall insure and coordinate with the contracted Service Provider that **emergency provisions (food and water)** for approximately two hundred fifty (250) people are available for a minimum of three (3) days.
 - vi. The Public Information Officer and the Webmaster shall provide notifications via email and website to faculty, staff, and students regarding the status of University operations. Updates shall be provided at 6 AM, 12 noon, and 6 PM (or more often as required).

B. Actions to be taken in preparation to a Hurricane Warning:

- i. Everyone shall evacuate the campus unless seeking shelter in the designated Evacuation Centers. Dormitory students shall evacuate to locations designated by the Housing Officer (i.e. specified dorms that are Hurricane proof, Evacuation Centers).
- ii. If for some reason certain individuals are unable to evacuate the campus and the Hurricane arrives, follow the instructions on Page 26, Section B, “If high winds develop during instructional hours with little or no warning.”

C. Actions to be taken after the Hurricane subsides:

- i. After the Hurricane subsides and the all clear signal is given either by notification of phone or radio from the Hawai'i County Civil Defense, all classes shall be suspended and the campus shall remain closed until further notice.
- ii. When the all clear signal is given, the Emergency Operations Plan Officers shall automatically report to the Emergency Operations Center, assuming roads are clear, their families are safe and their property secured. The EOP Officers shall assist by following the instructions on Page 26, Section C, "Actions after the winds subside."
- iii. The Planning Section Chief along with the Operations Section Chief shall inspect all buildings to insure that all buildings on campus are safe to enter. In addition, they shall identify buildings which are unsafe to enter and shall make the necessary repairs.
- iv. The Planning Section Chief shall notify the Chancellor or Designee when the campus is safe to resume classes.
- v. The Chancellor or Designee has the authority to reopen the campus and to resume classes.
- vi. Announcement of reopening of the campus and resumed operations shall be provided via local media, as well as email and website notifications.

5. TSUNAMI OR FLOOD

Tsunami

- A. A tsunami is a series of destructive ocean waves affecting all shorelines. Tsunamis may occur with advance warning or without advance warning (i.e. locally generated).
- B. In case of a tsunami, Civil Defense will sound the ATTENTION ALERT SIGNAL which is a steady blast for one minute on sirens, followed by one minute silence--repeated as necessary. Upon hearing the sirens, turn on the radio and listen for instructions.
- C. In the event that a **TSUNAMI WATCH OR WARNING** is issued by Civil Defense, Campus Security shall notify the Chancellors, Vice Chancellors, Deans, Directors, and those in charge of off-campus facilities/activities. These individuals shall immediately notify their respective units of the Civil Defense warning and to take proper action. **Note:** Personnel may not be able to hear the Civil Defense sirens from certain locations of the campuses. Therefore, it is essential for Auxiliary Services to notify these individuals without delay.

UHH units currently located in Tsunami Evacuation Zone

- Pacific Aquaculture & Coastal Resources Center
- Hawaii Innovation Center at Hilo (Old Bank of Hawaii Building)
- Kilauea Financial Plaza
- Marine Science Research Vessel, Hilo Harbor

- D. Upon hearing the Civil Defense sirens and/or obtaining information that a tsunami warning has been issued, all beach/ocean related activities will immediately cease and individuals will evacuate to higher grounds. No one shall return to lower grounds until after the "all clear" declaration is given by Civil Defense.
- E. Potentially serious traffic problems can develop during a tsunami alert. In reducing traffic problems during this situation, all employees and students **not** in a tsunami inundation zone shall remain where they are. Only those employees and students working in an tsunami inundation zone (refer to the Civil Defense Evacuation Maps in the Hawaiian Telcom Phonebook), those having family members in a tsunami inundation zone, and those with unique and special reasons (i.e., having a boat which needs to be removed to the open ocean) may be released (Governor's Administrative Directive No. 96-07, Policy Governing Tsunami Alert Procedures).

Flash Floods

- A. Flash floods are the rapid flooding of streams, valleys, low lying and flood prone areas caused by heavy rains.
- B. Flood Warnings are issued by the National Weather Service. Civil Defense may sound the ATTENTION ALERT SIGNAL. Listen to the radio for information and instructions.
- C. Keep away from flood prone areas, do not enter flooded roadways, paths, streams, flood control systems, etc.

6. VOLCANIC ERUPTION

- A. Being of volcanic origin with ongoing activity, the Island of Hawai'i is vulnerable to volcanic eruptions and lava flows. The Hawai'i Volcano Observatory (HVO) usually provides information about impending activity. Civil Defense (CD) issues advance warning/evacuation notices to the public regarding volcanic activity but at times may not be able to do so due to the unpredictable nature of volcanoes.

B. Upon receiving a warning notice:

- i. Tune in to an Emergency Broadcast System radio station for latest advisory information.
- ii. If advised to prepare for evacuation, personnel should secure equipment and buildings; they may also remove valuable items that are relatively easy to transport.
- iii. If advised to evacuate, keep in mind that in the event of an eruption and lava flow, a long term or permanent evacuation may be possible. The lava flow may cut off roads, utilities and partially or completely destroy property. Alternative sites to conduct operations may become necessary.

7. HAZARDOUS MATERIAL INCIDENT

A. Hazardous material incidents of disaster magnitude would include run away experiments, major spills or release of radioactive material, or storage accidents involving large quantities of toxic substances. Should such an accident endanger the employees and students of the University of Hawai‘i at Hilo, the following procedures will be followed:

- i. Immediately inform the Environmental Health and Safety Office and Campus Security of the incident. Where necessary for safety, employees and students will take immediate action without waiting for direction from University officials.
- ii. The Chancellor or designee will evaluate the situation and determine the need to evacuate the building/campus. If a decision is made to evacuate the building/campus, the evacuation procedure will be followed.
- iii. All employees and students should stay upwind of the incident and remain at a safe distance to avoid contact (i.e. fumes, gases, vapors, etc.) with the hazardous material.
- iv. The Safety Officer or Campus Security shall notify the Hawai‘i County Civil Defense and the Fire Department of the incident and seek medical assistance as required.

B. Security personnel shall prevent entry into incident areas.

C. The Chancellor or designee will direct further action as required.

8. MAJOR UTILITY OUTAGE

A. In the event of a major utility outage, the following steps are to be followed:

- i. In all cases of electricity, water, gas or communications outages, notify the Operations Section Chief Officer (Auxiliary Services) at 974-7369. Auxiliary Services personnel will determine the extent of the outage and take corrective action.

B. Electricity Outage

- i. Disconnect all equipment which could be damaged by power surge when electricity is restored.
- ii. Turn off lights, appliances, window air conditioners and other energy users to reduce power requirements for restoration.

C. Water Outage

- i. Conserve water resources until restored, keep taps closed.
- ii. If localized to main campus, request Auxiliary Services to arrange with Board of Water Supply to provide water distribution point for essential use.

D. Gas Outage

- i. Close all outlets.
- ii. Contact Auxiliary Services if unable to access gas shut off valves.

9. EXPLOSION OR THREAT OF EXPLOSION

In the event of an explosion at the University of Hawai'i at Hilo or Hawai'i Community College, or the threat of an explosion--such as those caused by leaking gas, a faulty boiler or both within a campus/site building--the following will be accomplished:

A. Explosion:

- i. If an explosion occurs without warning, take cover by lying on the floor*.
- ii. If the explosion occurs within the building, or threatens the building, the instructor should immediately evacuate the building.
- iii. Move to an area of safety, and maintain control.
- iv. Check for injured persons. Render first aid if trained.
- v. Notify Campus Security. Campus Security will notify other agencies as needed.
- vi. Fight fires only if trained and without endangering yourself or others.
- vii. Students and staff should not return to the building until Fire Department officials declare the building to be safe for occupancy.
- viii. The Chancellor will direct further action as required.

B. Threat of Explosion:

- i. Sound the building fire alarm. This will automatically implement action to evacuate the building.
- ii. Follow procedures *iii* through *vi* under "*EXPLOSION*" above.
- iii. The Campus Security will direct further action as required.

*Faculty should instruct students to react in the same manner on their own to this type of catastrophe in case it occurs when the faculty is temporarily not present.

10. BOMB THREAT

A. When a Bomb Threat Is Received:

- i. Keep the caller on the line as long as possible. Utilize the BOMB THREAT CHECKLIST (Exhibit A). Ask the caller to repeat the message. Record every word spoken by the person.
- ii. If the caller does not indicate the location of the bomb or the time of possible detonation, ask for this information.
- iii. Inform the caller that the building is occupied and the detonation of the bomb could result in death or serious injury to many innocent people.
- iv. Pay particular attention to peculiar background noises such as motors running, background music, or any other sounds which may give a clue as to the location of the caller.
- v. Listen closely to the voice (male or female), voice quality (calm, excited), accents and speech impediments. Immediately after the caller hangs up, report the call to Campus Security and fill out the BOMB THREAT CHECKLIST as completely as possible.

B. Evacuation of Building/Campus

Campus Security will report the information immediately to the Hawai'i County Civil Defense, Hawai'i Police Department and Hawai'i Fire Department. Campus Security shall work with the Chancellor's Office to evaluate the threat and decide whether to evacuate the building/campus, not to evacuate, and/or search on a limited basis. If a decision to evacuate the building/campus is made, the following actions will be taken:

- i. Call all security personnel on campus to report to immediate area of the building involved and to standby for further instructions. Campus Security will coordinate the evacuation.
- ii. During normal working hours, verbal notification, will evacuate the building. Inform employees and students of the bomb threat and request an orderly

evacuation from the building area to a designated area of the campus or complete evacuation of the campus.

- iii. After normal working hours, Campus Security will inform the Chancellor of the threat. Campus Security will inform the Chancellor and work with the Hawai'i County Civil Defense, Hawai'i Police Department, and Hawai'i Fire Department and evaluate the threat and take appropriate action.
- iv. **Two-way radios, cellular phones and fire alarms should not** be used during the interim since the radio frequency transmission could activate the explosive device.

C. Location of Suspicious Object

- i. Personnel locating any suspicious object should report this to Campus Security. Do not move, jar, or touch the objects or anything attached thereto. The removal/disarming of an explosive device must be left to the professionals in explosive ordinance disposal.
- ii. Evacuate the area of all other personnel involved in the search. Do not permit re-entry into the area until the device has been removed/disarmed.

D. Re-occupancy of Building

- i. After a search has been completed and all located explosive devices have been removed, or no explosive devices have been located, and the building is declared safe, re-entry will be permitted.
- ii. The decision to permit re-entry must be made by the Chancellor or Plan Director.

E. ALL BOMB THREATS MUST BE TREATED AS LEGITIMATE AND MUST BE IMMEDIATELY REPORTED.

11. EXHIBIT A
CHECK LIST WHEN YOU RECEIVE A BOMB THREAT

Time and Date Reported: _____

How Reported: _____

Exact Words of Caller: _____

Questions to Ask:

1. When is bomb going to explode? _____

2. Where is bomb right now? _____

3. What kind of bomb is it? _____

4. What does it look like? _____

5. Why did you place the bomb? _____

6. Where are you calling from? _____

Description of Caller's Voice:

Male _____ Female _____ Young _____ Middle Age _____ Old _____

Tone of Voice: _____

Background Noises? _____

Has an Accent? _____ Is voice familiar? _____

If so, who did it sound like? _____

Other voice characteristics: _____

Time Caller Hung Up: _____ Remarks: _____

Name, Address, Telephone of Recipient: _____

12. BIOTERRORISTIC THREAT

A. When a BIOTERRORISTIC Threat of Anthrax or Threat to use any other Biological Agent is received:

- i. Call 911, inform the Hazardous Materials (HazMat) Team of the Fire Department of the threat.
- ii. Notify Campus Security of situation; however, **Do not call Campus Security or any other staff member for emergency response.**
- iii. Evacuate in a professional manner and stay upwind of the building.
- iv. Entry into the building should be restricted. Police Department will enforce a quarantine and NO ENTRY ZONE.
- v. Remain at the Evacuation Area, until an All CLEAR is announced by the Emergency Personnel.

B. Handling of Suspicious UNOPENED Letter or Package Marked with Threatening Message such as “ANTHRAX”:*

- i. Do not shake or empty the contents of any suspicious envelope or package.
- ii. PLACE the envelope or package in a plastic bag or some other type of container or prevent leakage of contents.
- iii. If you do not have any container, then COVER the envelope or package with anything (e.g., clothing, paper, trash can, etc.) and do not remove this cover.
- iv. Then LEAVE the room and CLOSE the door, or section off the area to prevent others from entering (i.e., keep others away).
- v. WASH your hands with soap and water to prevent spreading any powder to your face.
- vi. What to do next ... notify your supervisor, campus security, and call 911.
- vii. LIST all people who were in the room or area when this suspicious letter or package was recognized. Give this list to both the police and the Department of Health authorities for follow-up investigations and advice.

C. Envelope with Powder and Powder Spills Out Onto Surface:*

- i. DO NOT try to CLEAN UP the powder. COVER the spilled contents immediately with anything (e.g., clothing, paper, trash can, etc.) and do not remove this cover!
- ii. Then LEAVE the room and CLOSE the door, or section off the area to prevent others from entering (i.e., keep others away).

- iii. WASH your hands with soap and water to prevent spreading any powder to your face.
- iv. What to do next ... notify your supervisor, campus security, and call 911.
- v. REMOVE heavily contaminated clothing as soon as possible and place in a plastic bag, or some other container that can be sealed. This clothing bag should be given to the emergency responders for proper handling.
- vi. SHOWER with soap and water as soon as possible. Do Not Use Bleach Or Other Disinfectant On Your Skin.
- vii. If possible, list all people who were in the room or area, especially those who had actual contact with the powder. Give this list to both the police and Department of Health authorities so that proper instructions can be given for medical follow-up, and to law enforcement officials for further investigation.

****from State of Hawai'i Department of Health, Guidelines for Handling Anthrax Scares or Threats in Letters and Packages.***

D. ALL BIOTERRORISTIC THREATS MUST BE TREATED AS LEGITIMATE AND ACTION MUST BE TAKEN IMMEDIATELY.

13. WORKPLACE VIOLENCE

A. Try to remain calm. Your actions may help calm a potentially violent situation, or they may escalate the problem.

- Stay calm. Don't be in a hurry.
- Be empathetic. Show you are concerned.
- Try to have the other person and yourself sit down. Sitting is a less aggressive position.
- Give positive-outcome statements, such as "We can get this straightened out."
- Give positive feedback for continued talking, such as "I'm glad you're telling me how you feel."
- Stay out of arms' reach.
- Have limited eye contact.
- Take notes.
- Avoid yelling or arguing.
- Do not joke or be sarcastic.

B. If someone becomes agitated:

- Leave the scene immediately, if possible. Call Campus Security from a safe place.
- Or try to alert a co-worker that there is a problem; e.g. by calling and using an agreed upon code word to indicate trouble.

C. Practice preventive measures:

- Discuss and agree on circumstances and situations in the workplace that everyone should watch out for. Have procedures, signals and code words in place to deal with threatening situations.
- Avoid scheduling appointments for times when no one else is in the area. Alert your colleagues in advance about a difficult meeting, and keep the door to the room open, or meet in a public area.
- Try to avoid working alone after hours. If you have to work late, advise a colleague, friend or family member.
- When working after office hours, keep doors locked and do not open the door unless you are expecting someone.
- Report any strange or unusual activities in and around your workplace immediately to your supervisor, Campus Security, and/or the police.
- Do not leave money or valuable belongings out in the open. Purses should be locked in a desk or cabinet.
- Lock your office and/or lab doors when these areas are not in use, even when you are leaving for "just a moment."
- Always walk in well-lit areas and know your surroundings. If you think you are being followed, do not go home; go where there are other people. Call Campus Security as soon as you are in a safe place.
- Report to your building administrator any workplace locks, windows or lights that are in need of repair or attention.

D. Immediate or Imminent Danger

If a reported or on-going incident of possible workplace violence, in the judgment of the first line supervisor, presents an immediate or imminent danger they will immediately take the following action:

- Notify the Hawai'i County Police Department – 911 (9-911 from a campus phone).
- Call Campus Security – 974-7911 (47911 from a campus phone).
- Call their immediate supervisor (Director/Dean/Vice Chancellor).
- Decide whether to continue operations or evacuate the area.

14. SHOOTING INCIDENTS

A. Whenever a shooting incident occurs on our campus, the following steps should be taken:

RESPONDING TO AN ACTIVE SHOOTER

Introduction

An active shooter is a person who appears to be actively engaged in killing or attempting to kill people in a populated area; in most cases active shooters use firearms and there is no pattern or method to their selection of victims. These situations are dynamic and evolve rapidly, demanding immediate deployment of law enforcement resources to stop the shooting and mitigate harm to innocent victims. This document provides guidance to faculty, staff, and students who may be caught in an active shooter situation, and describes what to expect from responding police officers.

Guidance to faculty, staff, and students

In general, how you respond to an active shooter will be dictated by the specific circumstances of the encounter, bearing in mind there could be more than one shooter involved in the same situation. If you find yourself involved in an active shooter situation, try to remain calm and use these guidelines to help you plan a strategy for survival.

1. **If an active shooter is outside your building**, proceed to a room that can be locked, close and lock all the windows and doors, and turn off all the lights; if possible, get everyone down on the floor and ensure that no one is visible from outside the room. One person in the room should call 911, advise the dispatcher of what is taking place, and inform him/her of your location; remain in place until the police give the "all clear." Unfamiliar voices may be the shooter attempting to lure victims from their safe space; do not respond to any voice commands until you can verify with certainty that they are being issued by a police officer.
2. **If an active shooter is in the same building you are**, determine if the room you are in can be locked and if so, follow the same procedure described in the previous paragraph. If your room can't be locked, determine if there is a nearby location that can be reached safely and secured, or if you can safely exit the building. If you decide to move from your current location, be sure to follow the instructions outlined below.
3. **If an active shooter enters your office or classroom**, try to remain calm. Dial 911, if possible, and alert police to the shooter's location; if you can't speak, leave the line open so the dispatcher can listen to what's taking place. If there is no opportunity for escape or hiding, it might be possible to negotiate with the shooter; attempting to overpower the shooter with force should be considered a very last resort, after all other options have been exhausted. If the shooter leaves the area, proceed immediately to a safer place and do not touch anything that was in the vicinity of the shooter.

No matter what the circumstances, if you decide to flee during an active shooting situation, make sure you have an escape route and plan in mind. Do not attempt to

carry anything while fleeing; move quickly, keep your hands visible, and follow the instructions of any police officers you may encounter. Do not attempt to remove injured people; instead, leave wounded victims where they are and notify authorities of their location as soon as possible. Do not try to drive off campus until advised it is safe to do so by police.

What to expect from responding police officers

Police officers responding to an active shooter are trained to proceed immediately to the area in which shots were last heard; their purpose is to stop the shooting as quickly as possible. The first responding officers will normally be in teams; they may be dressed in regular patrol uniforms, or they may be wearing external bulletproof vests, Kevlar helmets, and other tactical equipment. The officers may be armed with rifles, shotguns, or handguns, and might also be using pepper spray or tear gas to control the situation. Regardless of how they appear, remain calm, do as the officers tell you, and do not be afraid of them. Put down any bags or packages you may be carrying and keep your hands visible at all times; if you know where the shooter is, tell the officers. The first officers to arrive will not stop to aid injured people; rescue teams composed of other officers and emergency medical personnel will follow the first officers into secured areas to treat and remove injured persons. Keep in mind that even once you have escaped to a safer location, the entire area is still a crime scene; police will usually not let anyone leave until the situation is fully under control and all witnesses have been identified and questioned. Until you are released, remain at whatever assembly point authorities designate.

General Quick Response Guide

Secure immediate area:

- Lock and barricade doors
- Turn off lights
- Close blinds
- Silence cell phones
- Block windows
- Turn off radios and computer monitors
- Keep occupants calm, quiet, and out of sight
- Keep yourself out of sight and take adequate cover/protection i.e. concrete walls, thick desks, filing cabinets (cover may protect you from bullets)
- Place signs in exterior windows to identify the location of injured persons

Contacting Authorities:

- Use 47911 from a campus phone to contact UHH Campus Security (974-7911 from a cell phone).
- Use 911 (Dialing 9-911 from a campus phone will connect with Hawaii County Police Department).

- Dialing 911 from a cell phone will connect you with Hawaii County Police Department. Be sure to give the call taker your exact location.

Be aware that the 911 system will likely be overwhelmed. Program the UHH Campus Security phone number (974-7911) into your cell phone for emergency use.

What to Report:

- Your specific location- building name and office/room number
- Number of people at your specific location
- Injuries- number injured, types of injuries
- Assailant(s) - location, number of suspects, race/gender, clothing description, physical features, type of weapons (long gun or hand gun), backpack, shooters identity if known, separate explosions from gunfire, etc.

Un-Securing an area:

- Consider risks before un-securing rooms
- Remember, the shooter will not stop until they are engaged by an outside force.
- Attempts to rescue people should only be attempted if it can be accomplished without further endangering the persons inside a secured area.
- Consider the safety of masses vs. the safety of a few.
- If doubt exists for the safety of the individuals inside the room, the area should remain secured.

15. CIVIL DISTURBANCES/LABOR STRIKES

The most important function in either of these types of emergency is that of security operations. All principal entrances to the campus must be manned to ensure free access for authorized personnel and to restrict access of unauthorized personnel.

A. Civil Disturbance

With a civil disturbance, such as a "sit-in", a decision by the Chancellor must be reached within a reasonable time whether to take police action or not. Prior to taking such firm action, every possible attempt must be made to persuade the demonstrators to stop the disturbance voluntarily. Only as a last resort should arrests be contemplated since, once the municipal police are called on campus, the resulting actions are under their control and not under the control of University officials.

B. Labor Strike

During a labor strike, all non-essential maintenance must be stopped and only emergency maintenance service is to be provided. Possibly the most important

maintenance item during a labor strike involving blue collar workers will be the cleaning of rest rooms and trash removal. As many volunteers as possible should be recruited to handle rest room cleaning and an attempt should be made to contract trash removal to a commercial company.

16. WAR

In the event that enemy-initiated action against the United States may be imminent, Civil Defense will sound the sirens at which time personnel shall turn on their radios for emergency information and instructions.

Auxiliary Services shall notify the Chancellors, Deans and Directors of any Civil Defense warnings or /alert notices. **Note: Civil Defense sirens may not be heard from certain locations of the campuses. Therefore, it is essential for Auxiliary Services to notify these individuals without delay.**

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APPENDIX B

HURRICANE RATING OF UNIVERSITY SPACE

1. Rating Types and Definition:

The destruction force of a hurricane is unpredictable. This rating is only intended to minimize the damages caused by hurricane. It is not intended to guarantee the integrity of a structure under such a natural disaster.

2. Type "A" Safe Room:

- A. Very well constructed, well protected, which should survive very severe hurricane (up to Force 4).
- B. Floor: Concrete
- C. Wall: Concrete or CM with small or no exterior window
- D. Ceiling (roof): Concrete or heavy lumber

3. Type "B" Safe Room:

- A. Well constructed rooms, which should survive severe hurricane (up to Force 3).
- B. Floor: Concrete
- C. Wall: Concrete or CM with exterior windows
- D. Ceiling (roof): Concrete, concrete/steel or heavy lumber

4. Type "C" Safe Room:

- A. Well constructed rooms, which should survive hurricane (up to Force 1).
- B. Most rooms on campus are type "C" safe rooms, except rooms to avoid as below.

5. Type of Rooms to avoid:

- A. Floor: Light structure without tie-down
- B. Wall: Light structure and wall with large windows
- C. Roof: Light metal roof on light lumber structure
- D. Ceiling: Suspended ceiling under light roof

6. Shelters for emergency other than hurricane. (Do not take shelter under structure during earthquake.)

A. Shelters for non-hurricane emergencies

1. Old Gym
 2. Campus Center
 3. EKH Classrooms
 4. Dorm Recreation Rooms
 5. Hale Kehau Dining Room
 6. Library Lanai
 7. Institute for Astronomy
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APPENDIX C
CIVIL DEFENSE DESIGNATED HURRICANE
EVACUATION CENTERS ON CAMPUS

The Hawai'i County Civil Defense designated the following UHH and HawCC buildings as Hurricane Evacuation Centers:

<u>Hurricane Evacuation Center No.</u>	<u>Facility</u>
001	HawCC Cafeteria
002	New Gym - Kawili Street
002A	Theater-Auditorium

Note that the shelters listed above will only be opened by order of Hawaii County Civil Defense. UH personnel are not responsible for providing manpower for shelters. Manpower as well as food and supplies are to be provided by volunteers trained by Hawaii County Civil Defense and American Red Cross.

Important Disclaimer:

This manual has been prepared for your convenience. It is intended as a reference guide and contains general descriptions and summaries of various policies, benefits, procedures, and rules. This manual is not a contract or binding agreement. It does not supersede laws, rules, collective bargaining agreements, policies and procedures, and benefit plan documents pertaining to the various subject matters covered. Pay provisions and benefits vary by type of employment appointment and collective bargaining agreement, and are subject to change.

Please note that if the circumstances following any disaster require appropriate action, pursuant to Chapter 128, Hawaii Revised Statutes (HRS), the Governor is authorized to proclaim that a disaster has occurred and, if necessary, suspend any law, which impedes or tends to impede or is detrimental to the expeditious and efficient execution of, or to conflict with, disaster relief or other emergency functions. This authority to suspend any law includes, but is not limited to, laws relating to procurement and civil service.

You should also be aware that pursuant to Chapter 128, HRS, the Governor may also order and direct government agencies, officers, and employees, state or local, to take such action and employ such measures for law enforcement, medical, health, fire fighting, traffic control, warnings and signals, engineering, rescue, construction, emergency housing, and other welfare, hospitalization, transportation, water supply, public information, training, and other civil defense and emergency functions as may be necessary, and utilize the services, materials, and facilities of the agencies and officers. All such agencies and officers are required to cooperate with and extend their services, materials, and facilities to the Governor as the Governor may request. Therefore, you should be prepared, should you be called upon, to provide civil defense and emergency functions outside of your normal employment duties. Of course, pursuant to Chapter 128, HRS, you will retain your salary and all of your employment benefits while engaged in civil defense function.

For further information, please contact your Departmental Personnel Office or refer to the applicable laws, rules, collective bargaining agreements, policies and procedures, or benefit plan documents.

Attachments

Attachment 1

Emergency Telephone Numbers & Building Administrators

Link to: <http://hilo.hawaii.edu/emergency/appendixA.php>

Attachment 2

Informational Brochure – Weather Safety: Hurricanes

Link to: http://www.nws.noaa.gov/om/hurricane/resources/hurricane-safety_flyer.pdf

Attachment 3

Hurricane Safety Checklist

Link to:

<http://www.redcross.org/prepare/disaster/hurricane>

Addendum

ADDENDUM FOR PERSONS WITH DISABILITIES

See University of Hawaii at Hilo – Disabilities Services Web Page:

<http://www.uhh.hawaii.edu/studentaffairs/uds/>

See Hawaii Community College - Ha‘awi Kokua Program Web Page:

<http://hawaii.hawaii.edu/disability-services/>