

NEW MEXICO HIGHLANDS UNIVERSITY



EMERGENCY OPERATIONS PLAN

2018

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Letter of Promulgation

New Mexico Highlands University is committed to protecting the welfare of its students, faculty, staff, community members, and property. In accordance with this commitment, I have authorized the Highlands' Emergency Planning Committee to develop the Emergency Operations Plan. Through this plan, the university strives to lessen the impact of emergency situations while maximizing the effectiveness of the university's response and recovery during an emergency.

By working together and being familiar with the Emergency Operations Plan, we can be prepared to meet the critical, fast-moving challenges of unanticipated emergency situations. In order for us to respond to the best of our ability, regardless of where an emergency situation surfaces, Highlands expects departments to develop their own plans to effectively organize, coordinate and respond to an emergency situation.

The EMERGENCY OPERATIONS PLAN includes a chain of command that establishes the authority and responsibilities of university officials and employees. The plan also requires the college to designate a person(s) who will have the authority to make modifications in emergency procedures and commit resources to emergency response plans as deemed necessary.

The EMERGENCY OPERATIONS PLAN is designed to help the appropriate university employees respond effectively in an emergency situation. Although these incidents are unpredictable, the plan allows for an immediate response by Emergency Operation Center members, outside police resources and emergency agencies in a collective effort to minimize an incident's impact on people and university property.

Faculty and staff should understand their role in an emergency situation. Please take time to review the Emergency Operations Plan so you can support the Emergency Operations Center in its efforts to protect our students, faculty, staff and visitors should an emergency arise.

Thank you,

Dr. Sam Minner
President, New Mexico Highlands University

1.0 DEFINITIONS

- **Business Continuity:** The process for ensuring the long-term survival and economic success of an organization after a disaster. It is often used interchangeably with the terms “business resumption” and “continuity of operations.”
- **Business Recovery:** The final phase of disaster management and measures taken to return the institution to a successful and acceptable level of operation.
- **Continuity of Operations (COOP):** The process undertaken to develop a plan for ensuring the ability to resume supplying critical functions/services during a crisis as well as ensuring the long-term survival of an organization after a disaster.
- **Critical:** A term often used to describe something as being essential or very important. The use of the terms implies that loss of whatever is being described (e.g., a critical infrastructure) will result in the inability to carry out essential functions and/or the inability to achieve its mission.
- **Emergency:** A situation that poses an immediate risk to health, life, property, or the environment.
- **Emergency Management:** The practice of preparing for, preventing, responding to, and recovering from an emergency and/or planned event.
- **Emergency Manager:** The NMHU employee or outside designated official/consultant responsible for maintaining the Emergency Operations Plan, coordinating exercises, and emergency preparedness and planning.
- **Emergency Planning Team (EPT):** Individuals identified as key in coordinating a response to an emergency. Those on the emergency management team are frequently the people in charge of critical units within the organization (and essential support functions), and they might have specific training and practice in handling emergencies.
- **Emergency Operation Center (EOC):** The physical location where the emergency planning team monitors a situation, makes decisions, and tasks resources. Generally, the Emergency Operations Center will have basic essentials such as telephones, computers, televisions, and work space. (Maps and relevant documents?)
- **Emergency Operations Center Manager:** The individual responsible for the management, direction and coordination of the Emergency Operations Center. This individual will be appointed by the President in consultation with the Emergency Planning Team.
- **Emergency Operations Plan (EOP):** The EOP assigns responsibility to organizations and individuals for carrying out specific actions at projected times and places in an emergency or planned event that exceeds the capability or routine responsibility of any one agency. The plan also sets forth lines of authority and organizational relationships and shows how all actions will be coordinated.
- **Emergency Procurement:** The immediate purchase of materials, resources and/or services that cannot be met through normal procurement methods due to an emergency incident that seriously threatens public health/safety and assists in the preservation and/or the functioning of property.
- **Exposure:** The result of introducing something of value (a person or property) to a hazard (such as falling debris).
- **First Responder:** Resources (usually police, fire, and emergency services) immediately deployed in response to an adverse incident. First responders will generally be equipped to address routinely

encountered incidents, but generally have limited resources to be able to handle larger, more complex incidents. In such incidents, specialized resources (such as a hazardous materials team, an urban search and rescue team, or a special response team) may be requested to support the incident.

- **Hazard:** An event (such as a winter storm) that has the potential to adversely impact people or property. A primary hazard is generally the main event (e.g., a high wind event), while a secondary hazard (such as falling trees or branches) is something that results from the primary hazard.
- **Hazardous Materials:** Substances or materials which, because of their chemical, physical, or biological nature, pose a potential risk to life, health, or property if they are released. Explosive substances, flammable or combustible substances, poison, and radioactive materials are all classified as hazardous materials.
- **Incident Commander (IC):** The on-scene individual responsible for all aspects of an emergency response or planned event; including quickly developing incident objectives, managing all incident operations, applications of resources as well as responsibility for all persons involved.
- **Incident Command System (ICS):** A management system designed to enable effective and efficient incident management by integrating a combination of facilities, equipment, personnel, procedures, and communications operating within a common organizational structure. ICS is normally structured in five major functional activities: command, operations, planning, logistics and finance/administration.
- **Incident Safety Officer** – works as a support officer for the Incident Commander at an emergency scene. The Safety Officer can perform the following functions: prepare a site-specific Safety and Health Plan, identify and cause correction of occupational safety and health hazards, continuously monitor workers for exposure to safety or health hazardous conditions, and alter, suspend, evacuate or terminate activities that pose imminent safety or health danger to the workers.
- **Infrastructure:** The underlying resources or facilities that must be present to allow functions and processes to be carried out. Common critical infrastructures include electricity, transportation systems, pipelines, telecommunications, etc. The National Response Plan identifies a list of critical infrastructures for the nation.
- **Local Emergency:** The existence of conditions of disaster or of extreme peril to the safety of persons or property, which conditions are, or are likely to be, beyond the control of the services, personnel, equipment, and facilities of the organization and which requires the collaborative efforts of other entities.
- **Long-Term Recovery** – the process through which a community or region that experiences a major disaster or emergency returns to its pre-disaster condition or better.
- **Major Disaster:** Any natural catastrophe, such as fire, flood, explosion, that in the determination of the President of the United States causes damage of sufficient severity and magnitude to warrant major disaster assistance to supplement the efforts of state and local governments and disaster relief organizations in alleviating damage, loss, and hardship.
- **Mirrored:** The practice of making exact and real-time copies of data, usually on a computer hard drive or server. The purpose of the mirrored data is to provide redundancy in the event the primary data storage equipment is damaged or lost.
- **Mission-Critical Function:** A key function central to an organization's ability to meet its primary goals. Thus, if a mission-critical function cannot be performed, the organization cannot fulfill its mission.

- **Mission-Critical Process:** A key process central to an organization's ability to achieve its primary function/mission. Thus, if a mission-critical process cannot be completed, the organization cannot fulfill its mission.
- **Mitigation:** A measure or measures taken to reduce exposure to or consequences from a risk that is not event specific. For example, elevating a building above flood stage reduces exposure to all potential floods and is a permanent, long-term approach. This is one of the four phases of emergency management.
- **National Incident Management System (NIMS):** A comprehensive incident response system developed by the Department of Homeland Security. NIMS provides a consistent nationwide approach for federal, state, and local governments to work effectively and efficiently together to prepare for, prevent, respond to, and recover from domestic incidents, regardless of cause, size, or complexity.
- **National Response Framework (NRF):** The guiding template that establishes the roles, responsibilities, and relationships between federal, state, and local resources during a disaster.
- **Planned Event:** A preplanned, non-emergency event. Examples include: concerts, sporting events, fiestas, ceremonies, graduation, etc.
- **Preparedness:** Measures taken to get ready to respond to and recover from an adverse event (e.g., a disaster). This includes obtaining equipment, developing plans, conducting exercises, training personnel, etc.
- **Prevention:** The event-specific measure(s) taken to reduce the impact from a risk. Generally, prevention is a short-term approach to risk reduction.
- **Policy Group:** This group is designated by the NMHU President and is responsible for policy-level direction and decisions. Membership may include: Provost, Vice-Presidents, Director of Athletics, Director of University Relations, and/or Dean of Students. Other members to this group may be appointed by the president at any time.
- **Recovery:** The returning of processes (or a community) to a state of normalcy following a disaster. This may take hours, days, months, or years depending on the damage done by the event.
- **Response:** The efforts to minimize the risks created in an emergency by protecting the people, the environment, and property, and the efforts to return the scene to normal pre-emergency conditions.
- **Risk:** The potential adverse impact when people and/or property are exposed to a primary or secondary hazard. Risk is a function of hazard, exposure, vulnerability, and capability.
- **Risk Analysis:** The process of identifying risks to a business or organization (such as loss of power). Organizations will vary in their susceptibility to a given risk based on reliance upon the impacted infrastructure/resource and the availability of alternatives (to include redundancy and alternate routes/paths).
- **Risk Assessment:** This is a final product of a risk analysis and a business impact analysis, showing how each risk relates to organizational continuity.
- **Risk Management:** This term generally refers to the identification of risks and a means of reducing exposure to the risk.
- **Severe Weather Statement:** Used to report severe weather, to cancel all or part of a warning and to provide follow-up information on a warning in effect.

- **Shelter-in-Place:** The term related to protection measures which means selecting an interior room or rooms within your facility, or ones with no or few windows, and taking refuge there. In many cases, local authorities will issue advice to shelter-in-place via TV or radio.
- **Situational Awareness:** An ongoing process of gathering information by observation and by communication with others. This information is integrated to create an individual's perception of a given situation.
- **Special Weather Statement:** Used to pass along information on non-severe weather events and the status of watches. It may also include information on urban flooding and winter weather events, and to clear areas of severe weather watches.
- **Watch:** Severe weather or flash flood watch means that conditions are such that a storm or flood of significant magnitude is likely to occur. Persons within the area alerted should take precautionary steps.
- **Warning:** Announcement that threatening conditions (thunderstorm, high winds, tornado, flooding, dam or levee failure) are occurring or are imminent; and are expected to have a harmful effect upon the area alerted. Persons within the area must take immediate steps to protect themselves.
- **Uninterruptible Power Supply (UPS):** A battery-powered system that constantly monitors the electrical power provided by the main grid and takes over to provide power to downstream resources (such as lighting and computers) should the grid-provided power be of unacceptable quality (or in case it is lost all together).
- **University Safety Officer:** The designated Environmental Health and Safety official who functions as the lead safety officer for New Mexico Highlands University. This individual must maintain a nationally recognized certification as a safety officer in the fields of: fire suppression, hazardous materials and/or emergency management.

2.0 EMERGENCY PLANNING TEAM (EPT)

The Emergency Planning Team (EPT) is responsible for the development, implementation and coordination of the Emergency Operations Plan. The EPT has been granted authority by the NMHU President to manage and direct the emergency management activities for NMHU. Team participants will be standing members in order to develop consistency across the training and implementation requirements of this plan.

The information below depicts the membership, by department, of the Emergency Planning Team.

- *NMHU (Internal) Membership*
 - NMHU Police
 - Chief of Police
 - Environmental Health and Safety
 - University Safety Officer
 - Dean of Students
 - ITS Director
 - Director of Media Relations
 - Facilities Director
 - Facilities Supervisor
 - Athletics Department
 - Housing Office
 - Human Resources
 - Purchasing Director
 - ITS Representative
 - Faculty Representative
 - Student Representative

- *External Membership* – provides consultation and is not considered a standing member of the team.
 - San Miguel County/Las Vegas Emergency Manager

2.1 Responsibilities:

The Emergency Planning Team is responsible for the following concepts related to emergency activities or planned events:

- Determine the scope and impact of the incident/event.
- Prioritize emergency actions.
- Deploy and coordinate resources and equipment.
- Communicate critical information and instructions.
- Coordinate press briefings and response.
- Monitor and re-evaluate conditions.
- Coordinate with department level personnel on scope and impact of the incident on their departments.
- Coordinate with other government agencies.

3.0 EMERGENCY OPERATIONS PLAN FUNDAMENTALS

The Emergency Operations Plan (EOP) provides the approach to emergency management utilized at NMHU. The intent of the EOP is not to identify every hazard or risk that may impact NMHU, nor is it intended to provide every tactical solution. Instead, it is designed to be a guiding document for the university administrators and emergency response personnel for the handling of major incidents, disasters and/or planned events. It establishes a framework within which these administrators and responders work to ensure coordination, communication, and cooperation in times of crisis or planned event.

The EOP is separated into three primary areas. The areas are identified below:

1. **Basic Plan-** The basic plan incorporates the responsibilities and key components of the emergency operations plan. This plan will be approved by the NMHU Board of Regents, NMHU President, the Executive Management Team and the Faculty, Staff and Student Senates.
2. **Functional Appendices:** The functional appendices are directly related to specific concepts and/or responsibilities related to emergency management. Changes, additions, or edits to the functional appendices can be authorized by the Emergency Planning Team. These appendices are usually considered strategy and are not identified in the basic plan and are often considered confidential.
3. **Tactical Annexes:** The tactical annexes provide specific discussion on hazards, emergency management position responsibilities and/or other tactical considerations. These annexes are considered confidential pursuant to New Mexico Statute 14-2-1.A (7). The tactical annexes can also be changed, modified or edited based on recognized industry standards for law enforcement, fire, emergency management or other similar industries. Changes or additions will be authorized by the Emergency Planning Team.

3.1 Purpose

This plan provides the management structure, key responsibilities, emergency assignments and general procedures to follow during and immediately after an emergency. NMHU adopted this plan to address the immediate requirements for an emergency, disaster or planned event in which normal operations are interrupted and special measures must be taken to:

1. Save and protect the lives of students, faculty, staff, and the public.
2. Manage immediate communications and information regarding emergency operations and campus safety.
3. Managing coordination and support for maintaining essential services and operations.
4. Collect, manage and analyze information to support decision-making and creating incident action plans.
5. Manage university resources effectively in an emergency or planned event.

3.2 Scope

The EOP was developed in accordance with the authority granted to the Board of Regents of New Mexico Highlands University by the New Mexico Constitution (Article XII, Section 13.A) and state statute (21-1-10 NMSA). In addition, the Board of Regents has delegated the authority to manage the daily operations of the university, including authority to approve emergency planning documents, to

the NMHU president who has in turn authorized personnel in certain departments to take those actions necessary for mitigating, preventing, preparing, responding, and recovering to/from emergencies and disasters.

Campus Centers: the person in charge of such facility has full authority to take those actions necessary to preserve life during an emergency, to include evacuation of buildings and requesting assistance from local public safety agencies without need to first obtain authorization, however, the NMHU president and the Emergency Management Planning Team must be notified immediately. Formal declarations of emergency must still come from the NMHU president or the president's designee.

3.3 Plan Authority

The organizational and operational concepts contained in the EOP is established based on the following authorities and references:

A. Federal

1. Robert T. Stafford Disaster Relief & Emergency Assistance Act, as Amended, 42 U.S.C 5121
2. Emergency Planning and Community Right-To Know Act, 42 U.S.C. 5101
3. Emergency Management and Assistance, 44 CFR
4. Presidential Directive-3, 2002
5. Hazardous Waste Operations & Emergency Response, 29 CFR 1910.120
6. National Response Plan
7. Federal Radiological Emergency Response Plan

B. State

1. Emergency Management Assistance Compact, 11-15-2, NMSA
2. New Mexico Emergency Response Act, 74-4B-1, NMSA
3. New Mexico All-Hazard Emergency Operations Plan, 2016
4. Disaster Assistance Program
5. Local Government Handbook
6. New Mexico Department of Public Safety
7. New Mexico Department of Homeland Security and Emergency Management

3.3.1 Emergency/Incident Right-to-Enter

Upon the declaration of an emergency or a planned event, the Emergency Planning Team and/or first responders, including their employees, agents, contractors, cooperators, and/or student employees, have the right-to-enter any facility, office, laboratory, studio, or other area which may be impacted by the emergency or event.

3.4 Emergency Response Mission and Priorities

In dealing with any emergency, all available NMHU personnel, equipment and resources will be made available to respond to and provide protection of life, property and operations with the following priorities:

- **Priority # 1: Life Safety** - assisting the injured, evacuating hazardous areas, eliminating life safety hazards.

- **Priority # 2: Life Support and Assessment** - eliminating or minimizing risks to facilities and systems that could lead to serious property loss beyond that already sustained.
- **Priority # 3: Restoration of General Campus Operations** - restoration of services, facilities and programs to allow resumption of classes and research programs.

3.5 EOP Plan Activation

This plan is activated whenever emergency conditions exist, or prior to a planned event, in which normal operations cannot be performed and immediate action is required to:

- Save and protect lives
- Coordinate communications
- Prevent damage to the environment, systems and property
- Provide essential services
- Temporarily assign NMHU staff to perform emergency work
- Invoke emergency authorization to procure and allocate resources
- Activate and staff the Emergency Operations Center

3.6 Emergency Manager

The NMHU Emergency Manager (EM) is responsible for maintaining the Emergency Operations Plan, coordinating exercises, and for emergency preparedness and planning. The Emergency Manager is an essential component to the success of emergency preparedness and planning. The EM will also coordinate emergency management training for the emergency planning team and the campus as a whole.

3.7 EOP Plan Maintenance and Review

To maintain a current and functional plan, the Emergency Operations Plan will be formally reviewed annually with appropriate revisions made. This plan will be updated, as necessary, based upon deficiencies identified by the drills and exercises, changes in organizational structure, facilities, technological changes, etc. The President or his/her designee is authorized to and shall prepare procedures to implement this policy statement.

Interim revisions will be made when one of the following occurs:

- A change in university site or facility configuration, which materially alters the information contained within the plan or affects implementation of the plan.
- A change in response resources identified by after-action reports.
- Internal assessments, third party reviews, or issues identified in drills or actual responses which require significant changes.
- New laws or policies are implemented which affect the contents or implementation of the plan.
- Additional changes deemed significant.

Approved changes will be incorporated into the plan and forwarded to all departments and individuals identified as having possession of the plan.

4.0 DECLARATION OF EMERGENCY/PLANNED EVENT

The NMHU president is authorized to declare a state of emergency, a disaster, and/or planned event at NMHU or any of its campus centers as is deemed appropriate. Such a declaration shall invoke all agreements and plans necessary and appropriate for resolving the incident. When the president is not available, the line of succession for said office shall be followed, with all such individuals having the authority to declare a disaster, emergency, and/or planned event in the absence of the president.

4.1 Readiness

A community prepared for emergencies is most likely to be able to recover from a disaster. As a result, university offices and officials are strongly encouraged to notify all employees and students under their control of how to obtain assistance in an emergency, how to reduce their chances of being involved in an emergency, and what to do in common emergency situations.

Public safety entities on campus are also expected to be prepared to carry out their assigned missions. All personnel should be properly trained in the roles they might reasonably be expected to fill and/or the duties they might carry out. Equipment provided by the university should be maintained in proper working order, and employees should regularly practice with it. Whenever items might be required that are not normally available, the public safety entities should have a mechanism for locating and obtaining (often through mutual aid agreements or the Emergency Operations Center) the equipment or resources necessary.

4.2 Response Levels

Incidents can develop quickly, or they can build up over a period of time. Response to each differs, as the amount of time available in which to make decisions and take actions is significantly different. Recognizing this, the following are the response levels in use at NMHU:

- **NORMAL**

At this level, emergency response personnel carry out their normal duties. Notification of an incident may be received through a telephone call (generally 911) into the NMHU Dispatch Center. Units will be assigned to respond to and handle the incident as appropriate, and an Incident Command Post may be established at or near the scene. Limited assistance from other jurisdictions or agencies may be requested. The NMHU Executive Team may be assembled to be briefed on a situation at this level, but will not need to take any official action.

- **PLANNED EVENT**

A number of special events are held at NMHU. When a planned event is scheduled, representatives from all involved departments (including police and fire) engage in developing a plan for safely handling the event. This may involve obtaining assistance from other jurisdictions or agencies, closing roads, buildings, or parking lots, or other such action as is necessary to make the event as safe as is reasonable based on the information available. As with the normal condition level, NMHU Executive Team personnel may be briefed on situations taking place at this level but will generally not need to take any official action as a group.

- **WATCH**

When information is received that indicates an extraordinary hazard to the NMHU community might exist (such as severe weather, a violent criminal in the area, etc.), emergency response

personnel and the NMHU Executive Team may go into a “watch” condition. At this level, personnel are tasked with monitoring the situation, continuously informing NMHU Executive Team and preparing messages that can be sent out if circumstances change. A general advisory may be sent out to the community to make them aware of the situation and prepare them to be ready to take action should the situation change.

- **WARNING**

At this level, there is information that there is a direct threat to NMHU, and a high degree of alertness is involved. Depending on the amount of time available beforehand, the NMHU Executive Team may already be assembled and able to assist in this process. If not, emergency response personnel will be responsible for all actions, decisions, and primary notification necessary until such time as the NMHU Executive Team can be assembled and briefed.

- **EMERGENCY**

When a large-scale disaster or emergency actually takes place, actions need to be taken to respond to and control the situation(s). Multiple events might be taking place simultaneously, and/or a large number of buildings or people might be involved. Priority during such incidents must be preservation of life whenever possible, followed by stabilization or rescue of property. Continual contact with the community through all available means should be utilized at this level to continue to offer guidance and support.

4.3 Incident/Event Types

Each incident can be classified based on its complexity or magnitude. This allows emergency response personnel to quickly identify the number and types of resources that might be needed to respond to and handle the emergency. The following types/levels are based on the *National Incident Management System*, and are utilized by NMHU and surrounding entities:

- **Type 5:** At this level, the incident can be handled by the agency/agencies responding from within the jurisdiction. These are handled within a few hours and are generally considered the “normal” activities of an agency.
- **Type 4:** Incidents at this level require more resources but are typically handled by the resources within the community. Higher level incident command positions may be needed for this level of incident.
- **Type 3:** Type 3 incidents are typically defined when local resources are overwhelmed and assistance from surrounding communities is needed to respond to the incident. This may be handled simply through mutual aid agreements, or it might involve activation of the EOC. Activation at this level may require a declaration of a disaster by the local community. Incident command positions are filled at this level.
- **Type 2:** Incidents of this magnitude overwhelm local communities, regardless of mutual aid, and activation of state resources and operations center is necessary. Activation at this level requires a disaster declaration both by the local community, as well as the county.
- **Type 1:** Incidents at this level require assistance from surrounding states either through Emergency Management Assistance Compacts (EMACs), or through request for and activation of

federal resources (such as the Federal Emergency Management Agency). Activation at this level generally requires a declaration of emergency by the governor.

5.0 EMERGENCY MANAGEMENT STRUCTURE

New Mexico Highlands University utilizes the *National Incident Management System* (NIMS) and its subcomponent, the *Incident Command System*, as its emergency management model. The system provides for a consistent approach to incident management as well as the ability to coordinate with local, regional, state, and national agencies in the event the incident requires utilization of those resources.

5.1 Role of the President

The NMHU President (or president's designee) is responsible for the following:

- Establishing objectives, policies, and priorities for safety at NMHU prior to an event (in order to guide the preparation, prevention, and response activities of emergency response personnel and others involved in the process).
- The president or his/her designee is authorized to and shall prepare procedures to implement this policy statement.
- Obtaining and allocating resources in accordance with the established/adopted objectives, policies, and priorities.
- Leadership of the Emergency Management Team.
- Coordination of various units within the university in response to a major incident or disaster.
- Determination of cancellation of classes or closing of the university.
- Declarations of disaster and/or requests for assistance from other governmental entities.

5.2 Roles of the Executive Management Team

The Executive Management Team shall make and/or support the President (or function in his/her absence) in major emergency or disaster response decisions, establish priorities and strategies as necessitated by the situation at hand and based upon the economic, political, legal or other implications of both the actual or potential threat. The following individuals comprise the membership of the Executive Management Team:

- President
- Provost
- Vice President, Finance and Administration
- Vice President of Strategic Enrollment Management
- Director of Athletics
- Dean of Students
- Director of University Relations
- Vice President of Advancement
- Faculty Senate Chair
- Staff Senate President
- HU Leadership Fellow

The Executive Management Team will be given periodic situation updates by the Emergency Operations Center. If required, the Executive Management Team will be requested to meet with either the Incident Commander or the EOC Manager when policy decisions are required.

5.3 Emergency Operations Center (EOC)

The Emergency Operations Center (EOC) is the physical location where emergency plan team officials meet to support incident/planned event operations and make critical decisions during a crises or disaster situation. The EOC will be activated per the request of the Incident Commander, and/or the President and/or the Emergency Planning Team. When activated, all normal lines of authority, University procedures and regulations will be superseded by the appointed members of the Emergency Planning Team. When the EOC is deactivated, all normal chains of authority, regulations and procedures will immediately resume.

NMHU coordinates its emergency preparedness planning with the City of Las Vegas, San Miguel County, and the State of New Mexico and other agencies and organizations to ensure that university procedures are consistent with current government practice. The underlying goal of the EOC and that NMHU is able to maintain effective emergency communications and coordination during an incident.

5.3.1 EOC Manager

The EOC manager will be determined by the Emergency Planning Team and will function as the authority having responsibility for all actions at the Emergency Operations Center (EOC). When directed by the president or designee, the EOC manager will be responsible to notify each member of the Emergency Planning Team to convene at the Emergency Operations Center or other designated location dictated by the incident. The EOC manager shall also appoint a deputy EOC manager.

5.3.2 EOC Operations Center Command Structure

The organization of the Emergency Operations Center is based on the National Incident Command System (NICS). NMHU's Emergency Operations Plan separates emergency decision-making into functional sections at the Emergency Operations Center. NMHU's Emergency Operations Center Team is divided into six (6) functional working groups including:

1. Command and Control (EOC Manager)
 - a. Safety
 - b. Public Information
 - c. Liaison
2. Operations Section
3. Intelligence Section
4. Planning Section
5. Finance/Administration Section

5.3.3 EOC Group Members

Membership within the EOC should be consistent and considered a standing team. This concept will allow for more efficient, safe and functional responsibility for each member and his or her specific role. Additional personnel may be assembled as necessary to address specific emergency conditions. Multiple employees may be called upon to support the activities of the EOC.

- EOC Manager – Dean of Students or designee
- Deputy EOC Manager- Director of ITS
- Safety Officer- University Safety Officer or designee
- Information Officer- Director of University Relations or designee
- Liaison Officer- Human Resources
- Operations Section Chief- TBD
- Planning Section Chief- TBD
- Intelligence Section Chief- Chief of Police or designee
- Logistics Section Chief- Director of Facilities
- Finance/Admiration Section Chief- Purchasing Director

6.0 INCIDENT MANAGEMENT

The Emergency Response Plan is designed according to principles and concepts of the *National Incident Management System (NIMS)* specifically requiring the utilization of the Incident Command System (ICS).

6.1 Incident Command System (ICS)

The Incident Command System (ICS) is a standardized on-scene emergency management construct specifically designed to provide for the adoption of an integrated organizational structure that reflects the complexity and demands of single or multiple incidents, without being hindered by jurisdictional boundaries. ICS is the combination of facilities, equipment, personnel, procedures, and communications operating within a common organizational structure, designed to aid in the management of resources during incidents. It is used for all kinds of emergencies and is applicable to small as well as large and complex incidents. ICS is used by various jurisdictions and functional agencies, both public and private, to organize field-level incident management operations.

6.1.1 Incident Commander

The Chief of Police or the University Safety Officer (or their respective designees) are responsible, as appropriate depending upon the type of emergency, for acting as the Incident Commander on the scene of disasters, emergencies or planned events. They are authorized to conduct evacuations, shelter in place, close buildings, block roads, and take other such actions as necessary for the immediate preservation of life and property. They may also request mutual aid pursuant to written agreements with other agencies. In addition, they are authorized to activate the Emergency Operations Center in support of their emergency operations.

6.1.2 Incident Command Post

The Incident Command Post (ICP) is the field location at which the primary tactical-level, on-scene incident command functions are performed. The location of the ICP will be determined by the IC and most of the time, should be kept separate from the EOC. The ICP should be identified by a green rotating or flashing light.

It is essential that NMHU employees do not visit the ICP unless requested to do so. Additional personnel can impact the accountability and decision making of the Incident Commander and directly impact the safety of individuals involved in the incident/event.

6.2 Training

NMHU will comply with federal and state training for emergency response activities. Personnel with a direct role in emergency preparedness, incident management, and those who may reasonably be expected to be called upon for emergency management decisions during an emergency must complete the appropriate NIMS course. Training is available online or from the EHS Department. All NMHU personnel who might be involved in an emergency incident should take the basic NIMS/ICS training provided by DHS/FEMA. At a minimum this should include:

- IS-700.a NIMS An Introduction
- IS-100 Introduction to the Incident Command System, ICS-100
- IS-800.B National Response Framework, An Introduction

First responders for NMHU emergency incidents or planned events will also complete higher-level NIMS/ICS courses at the earliest available opportunity:

- IS-200.b - ICS for Single Resources and Initial Action Incidents
- ICS-300 – Intermediate All-Hazards ICS for Expanding Incidents
- ICS-400 – Advanced ICS Command and General Staff-Complex Incidents

Emergency Operations Center personnel, (or faculty or staff who could be assigned to the Emergency Operations Center) are recommended to complete the following training courses online:

- IS-701.a NIMS Multiagency Coordination System (MACS) Course
- IS-702.a National Incident Management System (NIMS) Public Information Systems
- IS-703.a NIMS Resource Management Course
- G-191 Incident Command System/Emergency Operations Center Interface (classroom)

It is recommended that the Emergency Management Team participate in the following course:

- IS-100 Introduction to the Incident Command System, ICS-100 or
- ICS-402 ICS for Executives

7.0 HAZARDS AND RISK ASSESSMENT

A hazard and risk assessment is the process to identify potential hazards to analyze what could happen if a hazard occurs. A detailed and comprehensive hazard and risk assessment was completed by the Emergency Planning Team and included in the *Functional Appendix – B*.

7.1 Potential Emergency Incidents

It is essential that the university understands the potential emergency incidents that can impact the campus or community of Las Vegas. Providing training and scenario exercises will increase the situational awareness for all members thus, improving their ability to properly react to potential emergency incidents.

The table below depicts the common and potential emergency situations that NMHU may encounter.

Specific information related to each potential emergency is included in the Tactical Annexes of this plan.

| Natural | Technological | Human-Caused |
|---|--|---|
| <ul style="list-style-type: none"> • Winter Storms • High Winds • Floods • Thunderstorms/Lightning • Wildfires • Droughts • Extreme Heat • Earthquake • Tornadoes • Biological Hazards • Bloodborne Pathogen • Infectious Disease | <ul style="list-style-type: none"> • Building/Property Fires • Fire Sprinkler/Broken Pipes • Cyber Attacks • Power Outages • Property Collapse • Transportation Accidents • Loss of Heat for Buildings • Communication Outages • Explosion • Gas Leaks | <ul style="list-style-type: none"> • Fire • Active Shooter • Hazardous Materials Spills • Chemical Release • Civil Disorder • Terrorism • Workplace Violence • Act of Violence • Sexual Misconduct • Bomb Threat • Drugs • Suicide Prevention • Unattended Death • Vandalism/Theft • Medical Emergency • Open Campus/Door Security • Telephone Threats |

7.1.1 Evacuation Protocols

In most cases of an emergency incident, the most appropriate method to ensure the safety of employees is to evacuate a facility. This is critical in cases of a fire, sprinkler rupture or in a land subsidence. There are times that shelter-in-place might be the most appropriate method to safely protect employees. Examples of shelter-in-place include: active shooter or tornados.

NMHU Campus Police and the University Safety Officer will determine the most appropriate evacuation type and inform the impacted facilities through emergency text notification, PA systems, email alerts or other mass notification alerts. It is critical that employees know the best course of action for an emergency and train/practice throughout the year for certain emergency incidents. The EHS Department and NMHU Campus Police will provide training and practice activities for specific types of emergencies.

7.1.2 Temporary Evacuation Shelters

During the event of an extended building/facility evacuation, NMHU has established temporary evacuation shelters on campus. The temporary evacuation shelters are intended to provide relief from the weather or environmental conditions for the evacuees. The pre-identified temporary evacuation shelters include the following facilities/locations:

- Student Center – 1st floor Ballroom, or other spaces as needed.
- Sala de Madrid
- Stu Clark – 1st Floor Common Area
- Wilson Gymnasium
- Iffeld Auditorium
- Connor Hall

7.2 Risk Assessment

The Emergency Planning Team is responsible for conducting a threat, hazard and risk assessment. A review will take place every two years. The information related to the risk assessment summary is included in Appendix B- (*confidential*)

8.0 RECOVERY

Recovery is the process taken to restore conditions to a functional state after an emergency/incident. It is often described as the returning of processes (or a community) to a state of normalcy. Recovery efforts may take hours, days, months, or years depending on the damage done by the incident. The EOC will coordinate recovery efforts utilizing the structure identified above. Departments, staff and/or faculty may be called upon to assist recovery efforts.

8.1 Plan De-Activation

The decision to de-activate the EOP will be based on the following consideration:

- Incident Commander, EPT, EOC Manager and the President have determined the conditions have stabilized and normal operations can resume.

De-activation of the EOP will be formally announced to the university community. The EPT will meet as soon as feasible to begin the process of an after-action review (see below).

8.2 After-Action Review

The After-Action Review (AAR) occurs soon after the incident, event or exercise. The format of the AAR is the combination of a presentation of the events and actions taken during the event along with a group discussion about those events and actions. The AAR evaluation serves as the basis for:

- Evaluating if the incident/exercise objectives and if they were achieved
- Evaluating training and staffing deficiencies
- Evaluating necessary upgrades and corrections to all plans, protocols and procedures
- Evaluating if additional inter-agency coordination is required for effective emergency response

The Emergency Planning Team will draft the After-Action Report following the After-Action Review and then forward for review to all incident/exercise participants. Any recommendations and improvements in the After-Action Report will be incorporated into the Emergency Operations Plan at the earliest date.

8.3 Cost Recovery

The EOC may appoint an “Emergency Cost Recovery Work Group.” The composition of the work group will be related to the nature and magnitude of the emergency, but will include a core membership of the following personnel:

1. Vice President for Finance and Administrative Services
2. Director of Facilities
3. Director of Purchasing
4. Budget Director
5. Director of Environmental Health & Safety
6. Dean of Students (when applicable)

8.4 Continuity of Business Operations

The Continuity of Business Operations plans identify the key missions carried out by identified departments and identifies mechanisms for continuing to meet/achieve them during or after an emergency or disaster. The Continuity of Business Operations Plan is included in *Appendix E* (confidential).

9.0 EMERGENCY COMMUNICATION PLAN

A critical component of any emergency operations plan is the dissemination of information to the community. The timely distribution of accurate information and guidelines serves multiple purposes, including helping citizens protect themselves from hazards, keeping people away from emergency scenes, and controlling rumors. NMHU will utilize a multitiered approach to reach the largest possible audience in the shortest amount of time. It is important to understand that no single system can reach the entire populace of the university.

9.1 Notification and Warnings

Each of the communication methods below have individual limitations (such as there are no telephones inside classrooms to receive telephone emergency messages). NMHU will exercise discretion on the best method of notification based on the circumstances of the emergency or event.

The following are the methods currently in place at NMHU:

- **NMHU Dispatch:** NMHU Dispatch will provide all communication for incident or planned event activities for all NMHU first responders.
- **Emergency Response Personnel:** There will be direct communication from the personnel on scene to those in the immediate area. This may be face-to-face, or via a public address system (in all of the first responder vehicles). While limited in range and reach, this provides the most immediate communication between responders and those in the area.
- **NMHU Faculty & Staff Responsible for Specific Functions/Areas:** Emergency responders or the Emergency Planning Team may also ask those responsible for a particular area (such as Resident Assistants) to provide additional information and take particular measures. The actual measures recommended will depend on the type of incident and may include evacuating an area, moving to an area of refuge, or sheltering in place.
- **Emergency Text Message Notification System:** This system allows the Office of University Relations to issue a mass text notification for all NMHU faculty, staff and students who have opted into the program. The Incident Commander and/or EOC can request the Director of University Relations to initiate this notification system.
- **E-Mail System:** The Director of University Relations can authorize emergency notification through a campuswide email alert system. The use of this function can be requested by the Incident Commander or EOC.
- **NMHU Website:** In the event of an emergency or planned event, an alert message can be deployed onto NMHU home webpage.
- **News Media:** The Director of University Relations can authorize the dissemination of information to local news media. The news media are used to disseminate information via newspaper, Internet, radio and television.

9.2 Emergency Communications

The Director of University Relations or his or her designee is responsible for preparing/developing emergency communication messages and activating the emergency communications system(s).

9.3 Media Interaction

The Director of University Relations or his or her designee, is responsible for all interaction with media entities. As a note, media should never be allowed onto an incident scene without approval from the Director of University Relations in conjunction and approval from the Incident Commander. Media should also be escorted to ensure their safety is provided for.

9.3.1 Media Staging Areas

Media staging areas have been identified in this plan and should be utilized when deemed appropriate by the EOC, ICP and/or Director of University Relations. The predetermined media staging areas are:

1. Sala de Madrid Parking Lot
2. East Student Union Parking Lot – eastside of 8th Street
3. Others as determined by the IC and/or EOC or Director of University Relations.

10.0 ADOPTION

This Emergency Operations Plan, along with the authority for the Emergency Management Committee to amend the plan to adapt to changing needs and add tactical indexes, was approved by the New Mexico Highlands Board of Regents during its regular October 26, 2018 meeting.

10.1 Prepared By

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