All Hazards Emergency Operations Plan

New Mexico State University Las Cruces Campus and Doña Ana Community College-Espina Campus

August 23, 2018

Prepared by the NMSU Emergency Planning Committee in coordination with NMSU entities:

Central Administration Response Team
Environmental Health Safety & Risk Management
Facilities Operations
Fire Department
Information and Communication Technologies
Police Department
Marketing & Communications

Restricted Information Removed

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Preface and Approval to Implement

This document constitutes the All Hazards Emergency Operations Plan for the NMSU Las Cruces campus and DACC-Espina campus. It will be referred to as the "LC AHEOP" or the "Plan" throughout this document. It has been prepared by the New Mexico State University (NMSU) entities previously listed, pursuant to NMSU Policy 16.00 and Administrative Rules and Procedures 16.10. This August 23, 2018 Plan supersedes all previous versions; it also serves as the pertinent annex to (or section in) the City of Las Cruces/Doña Ana County All Hazards Plan, and any other such plans that rely upon it.

The LC AHEOP consists of nine sections and eight appendices, as indicated in the following table of contents. The appendices contain detailed personal contact and lines of succession, tactical and procedural information and protocols, which may be updated periodically, without the approval of the NMSU Chancellor.

Signed: _____ Date: _____

NMSU Chancellor Dan E. Arvizu

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I. PURPOSE

This Plan provides the approach to emergency management utilized at NMSU. It is not intended to be a step-by-step, detailed plan that lists every possible action that can be taken. Instead, it is designed to be a guiding document for Las Cruces and DACC-Espina campus administrators and emergency response personnel for the handling of major incidents and disasters. (It also may serve as a template for the other NMSU System components to assist them in the preparation of their emergency operations plans.) The Plan establishes a framework within which these administrators and responders work in order to ensure coordination, communication, and cooperation in times of crisis. It also establishes the relationships between, and responsibilities of, the various entities involved.

All major units at the Las Cruces and DACC-Espina campuses (e.g., colleges, departments, or other units) are required to prepare and maintain the following separate emergency planning documents.

Unit-Level Emergency Action Plans: These plans are intended to address exit and safety responses of unit-level personnel to hazards such as natural disasters, fires, hazardous material spills, and active killers. The goal of these plans is to move unit-level personnel and those in the area (to include students and visitors) to safety as quickly as possible; they are not intended to address actual response to the threats presented by said hazards. A component of a unit-level emergency action plan must be notification of emergency response personnel and communication within the unit.

Lines of Succession: All units shall maintain a listing of who is in charge, along with a line of succession of two or more additional people, if possible. Contact information for said individuals must be readily available, and the line of succession and contact information shall be communicated within each unit and to the next level of supervision.

Contact and Communication Plans: These plans identify the mechanism to be used for contacting unit personnel in the event a disaster takes place outside of business hours. This may include use of telephone trees, email, personal visits to homes, etc. (NOTE: Communication during an emergency should be addressed within the Unit-Level Emergency Action Plan.)

Continuity of Operations (COOP) Plans: These plans identify the key missions carried out by the unit, identifies mechanisms for continuing to meet/achieve them during or after a disaster and a very important list of essential positions and their functions.

Assistance in developing these plans is available from Environmental Health Safety & Risk Management, including but not limited to the Communicable Disease Preparedness Committee. In addition, public safety entities at NMSU are expected to maintain policies, procedures, and guideline manuals for their personnel that provide proper guidance in both daily and emergency situations.

II. PLAN AUTHORITY

This Plan is developed in accordance with the authority granted to the Board of Regents of New Mexico State University by the New Mexico Constitution (Article XII, Section 13) and state statute (21-8-3 NMSA 1978 et seq.)[1] to control and manage the University. By policy, 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 NMSU Chancellor 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.

For satellite facilities or campuses, 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 NMSU Chancellor must be notified immediately. Formal declarations of emergency must still come from the NMSU Chancellor or the Chancellor's designee.

(A listing of additional statutes and references related to emergency plans and management is contained in Appendix B.)

III. DECLARATION OF EMERGENCY

The NMSU Chancellor is authorized to declare a state of emergency and/or a disaster at NMSU or any of its sections or divisions as is deemed appropriate. Such a declaration shall invoke all agreements and plans (to include the City of Las Cruces/Doña Ana County All Hazards Plan and/or the State of New Mexico All Hazards Plan) necessary and appropriate for resolving the pending crisis. When the Chancellor is not available, the line of succession for said office shall be followed, with all such individuals having the authority to declare a disaster or emergency in the absence of the Chancellor.

IV. EMERGENCY MANAGEMENT STRUCTURE

NMSU utilizes the National Incident Management System (NIMS) and its subcomponent, the Incident Command System, as its crisis management model. This provides not only for a consistent approach in how incidents are managed within NMSU, but also facilitates the ability to coordinate with regional, state, and national plans in the event the incident requires utilization of those resources.

NMSU will comply with federal and state training in this area. 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 through NMSU Police or NMSU Fire Departments.

[1] 21-8-3 NMSA 1978, et seq.: The management of said college [university] and experiment station, the care and preservation of all property, of which such institution shall become possessed, the erection and construction of all buildings necessary for the use of said college [university] and station, and the disbursement and expenditure of all moneys provided for by this act, shall be vested in a board of five regents.

The NMSU Chief of Police and the NMSU Chief of Fire Department (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 and emergencies. (See Section V). They are authorized to conduct evacuations, shelter in place, close buildings, block roads, and take other such actions as are necessary for the immediate preservation of life and property. They may also request mutual aid pursuant to written agreements with other agencies without the need for a presidential declaration. In addition, they are authorized to activate the Central Administration Response Team ("CART") and the City of Las Cruces/Doña Ana County Emergency Operations Center in support of their emergency operations.

The NMSU System CART (also serves as the NMSU Las Cruces/DACC-Espina CART) is available to assist in long-term management (consequence and recovery) of emergencies. The NMSU System CART consists of positions and personnel from two distinct groups, as listed below.

- CART's primary responsibility is to make decisions relating to disaster/emergency consequence and recovery management for the NMSU system.
- CART Resource Personnel for Incident Management and Operations primary responsibility is to serve as either Incident Command or Emergency Responder as part of the active resolution of the emergent circumstances, and to provide information when feasible and as requested to CART.

Any member from the CART's two distinct groups may convene the CART, as that member deems necessary.

NMSU System CART:
NMSU Chancellor
President
Executive Vice President and Provost
Senior Vice President for Administration and Finance
Vice President for Student Affairs and Enrollment Management
Chief of Staff
Chief Legal Affairs Officer
Chief Information Officer/Associate Vice President Information Technology
Associate Vice President for Facilities and Services
Associate Vice President for Marketing and Communications
Associate Vice President for Administration and Finance
Assistant Vice President for Human Resource Services
Dean of Students

CART Resource Personnel for Incident Management and Operations:
Police Department
Fire Department
Facilities Operations and Utilities
Information & Communication Technologies
Environmental Health Safety & Risk Management
News and Media Relations
Aggie Health & Wellness Center
Housing and Residential Life
Biosafety/Export Control Manager

V. INCIDENT COMMAND

Responsibility for management and incident command during an emergency at NMSU Las Cruces, DACC-Espina campus is broken down as follows:

Police Department – Responsible for strategic and tactical plan development and management of incidents that involve:

Traffic crashes
All crimes
Known or suspected criminal involvement (including terrorist incidents)

Fire Department – Responsible for strategic and tactical plan development for the management of incidents that involve:

Fires and/or facility damage
Mass casualty incidents
Heavy or confined space rescue
Hazardous materials incidents
Medical incidents unified command

Facilities and Services – Responsible for strategic and tactical plan development and management of utility outages.

While a single incident commander normally handles the command function at an incident, when appropriate, such as when an incident overlaps areas of responsibility, a unified command structure may be utilized. This would be when representatives of multiple departments, offices, or individuals share in the command process. Such a structure may also be appropriate when responsibility for an incident is shared with off-campus jurisdictions or agencies.

During an incident, the designated Incident Command, as appropriate, is responsible for duties such as the following:

- Scene safety;
- Direction and control of on-scene response to the event and management of emergency resources committed to the incident;
- Warnings and advisories to people near the incident; and
- Determination and implementation of evacuations, sheltering in place, closing of buildings or roads that are necessary to protect life and/or property.

VI. ROLES OF CHANCELLOR AND CART

The NMSU Chancellor (or Chancellor's designee) is responsible for the following:

- Establishing objectives, policies, and priorities for safety at NMSU prior to an event (in order to guide the preparation, prevention, and response activities of emergency response personnel and others involved in the process);
- Obtaining and allocating resources in accordance with the objectives, policies, and priorities set forth;
- Leadership of the CART;
- 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; and
- Declarations of disaster and/or requests for assistance from other governmental entities.

In addition to the above, the CART is responsible for the following:

- Disaster consequence and recovery management including but not limited to continuity of operations for the University;
- Community-wide warnings and information;
- Resource support for the incident; and
- Tracking of employees and students relocated by the incident.

VII. COMMUNICATION WITH THE COMMUNITY

A critical component of any emergency management 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. NMSU has been utilizing a multi-tiered approach to reach the largest possible audience in the shortest period of time. It is important to understand that no single system can reach the entire populace of the University. Each of the tools below have individual limitations (such as there are no telephones inside classrooms to receive telephone emergency messages, and some professors do not allow students to bring cell phones into classrooms where they might receive text emergency messages). NMSU will exercise discretion on the best method of notification based on the circumstances of the emergency.

The following are the methods currently in place at NMSU:

Emergency Response Personnel (PUSH): 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 (which is in all of the police vehicles). While limited in range and reach, this provides the most immediate communication between responders and those in the area.

NMSU Faculty and Staff Responsible For Areas (PUSH): Emergency responders may also ask those responsible for a particular area (such as Resident Assistants in Housing and Residential Life) to provide additional information and take particular measures. The actual measures recommended will depend on exactly what is happening (gunman, fire, bomb threat, hazardous material spill, etc.), but may include evacuating an area, moving to an area of refuge, or sheltering in place.

Emergency Notification System (PUSH/PULL): This is a multi-faceted notification system that allows either the on-scene NMSU responders or authorized University personnel to send an emergency message. This system can send voice phone messages, cell phone text messages and email messages almost simultaneously. An emergency notification system has been in place on Las Cruces and DACC-Espina campus since 2003, and has been used in many emergency responses.

EMail System (PUSH): Campus-wide emails may be used to provide information to all students, faculty, and staff.

NMSU Website (PULL): In the event of an emergency, an alert message may be deployed onto NMSU home web page. At some time, the type of incident may warrant a complete "tear-away" and replacement of the Home Page to display only Emergency Notifications.

NMSU Call Line (PULL): NMSU also operates a call-in line (646-1000) that can be used to post information for the public to call in and receive. This line utilizes a recorded message format that can used to provide status and update information. It can provide similar information as the website, without the need to have computer access.

News Media (PUSH): The news media are used to push out information via newspaper, Internet, radio and television. A number of public information officers in the region have participated in a Southern New Mexico Public Information Officers Association since 2006 in order to provide coordinated media releases, joint information center operations, and backup support to each other. Some of these individuals can also activate the Emergency Alert System (that replaced the Emergency Broadcast System in 1997) to generate emergency tones and messages on local radio and television stations.

ADAPt (PULL): The Alternate Disaster Answering Point has been operational since March 2, 2007. This system differs from the above communication methods, as it is a call-in system designed to allow the University to answer a large volume of incoming telephone calls. This is a critical component of emergency communication, as it provides a mechanism for the community to contact the University and emergency management personnel to ask questions, provide information, or obtain further direction. This system is also identified as a key asset for regional use during disasters based on requests from the Office of Emergency Management.

Digital Signage (PUSH): There are approximately 40 digital signs located internal to some buildings on the NMSU Las Cruces campus that are tied to the Emergency Notification Systems that are activated when NMSU places an emergency message on https://www.nmsu.edu/.

VIII. READINESS AND RESPONSE LEVELS

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 (such as calling 911), how to reduce their chances of being involved in an emergency (such as avoiding driving through arroyos with flowing water), and what to do in common emergency situations (such as evacuation of buildings, use of fire extinguishers, and review of unit-level emergency plans). There are a variety of courses available on the campus to assist in this endeavor (https://safety.nmsu.edu/). NMSU Emergency Planning and Preparedness website is a quick reference guide to prepare for emergencies (http://emergencyplanning.nmsu.edu/).

Additional emergency planning information is available at http://safety.nmsu.edu/emergency-information/.

Public safety entities on the 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 or actually use it. Whenever items may 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 for Doña Ana County) the equipment or resources necessary.

RESPONSE LEVELS

Incidents can develop quickly, or they may 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 NMSU:

NORMAL Conditions

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 Emergency 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 pursuant to mutual aid agreements. CART personnel may be assembled to be briefed on a situation at this level, but will not need to take any official action.

EVENT Conditions

A number of special events are held at the University. When an event is scheduled, representatives from all involved departments (to include 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, CART 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 Conditions

When information is received that indicates an extraordinary hazard to the University community may exist (such as severe weather, a violent criminal in the area, etc.), emergency response personnel and the CART may go into a "watch" condition. At this level, personnel are tasked with monitoring the situation continuously (such as weather radar, water levels, or indications of violence), informing CART, 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. During this level, receipt of 911 calls is not necessary to learn about the overall emergency since the appropriate officials are already aware of it. However, 911 calls to report specific problems (such as people who are ill or injured) may still be appropriate.

WARNING Conditions

At this level, there is information that there is a direct threat to or near the University, and a high degree of alert is involved. Warnings are generally issued to the community with specific directions on what to do (e.g., seek shelter). Depending on the amount of time available beforehand, the CART 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 CART can be assembled and briefed.

EMERGENCY Conditions

When a large-scale disaster or emergency actually takes place (e.g., the event warned about transpires), actions need to be taken to respond to and control the situation(s). Multiple events may be taking place simultaneously, and/or a large number of buildings or people may be involved. Priority during such incidents must be preservation of life whenever possible, followed by stabilization or rescue of property. Actions that place lives in danger (such as people jumping into flood waters to try to save property) should be avoided. Continual contact with the community through whatever means are still available should be utilized at this level to continue to offer guidance and support.

INCIDENT TYPES/LEVELS

Each incident can be classified based on its magnitude or scale. In turn, 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 ICS-200 course by FEMA, and are utilized by NMSU 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 (a single operational period), and are generally considered the "normal" activities of an agency (such as a traffic stop or arrest). Generally, incident command positions are not identified and filled at this level.

Type 4: Incidents at this level require more resources, but are still able to be handled by the resources within the community. They may take longer, but on-scene operations are still completed within one operational period. Higher level incident command positions may be needed for this level of incident. An example is a serious crime where investigators must be called to help process a crime scene and collect evidence.

Type 3: At this level, 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 may involve activation of the Emergency Operations Center (EOC). Activation at this level may require a declaration of a disaster by the local community (in this case, the NMSU Chancellor). 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.

IX. PLAN DEVELOPMENT AND MAINTENANCE

The NMSU Chancellor's Advisory Emergency Planning Committee assists in the coordination of Plan review and regular maintenance with the following NMSU entities:

- Central Administration Response Team (CART)
- Environmental Health Safety & Risk Management
- Facilities Operations
- Fire Department
- Information and Communication Technologies
- Police Department
- Marketing and Communications
- Procurement Services
- International and Border Programs
- Auxiliary Services
- Dean of Students
- General Counsel
- New Mexico Department of Agriculture
- Alamogordo Community College
- Carlsbad Community College
- Doña Ana Community College
- Grants Community College
- Arrowhead Research Park

At a minimum, this Plan shall be reviewed every two years. Substantive changes require approval from the NMSU Chancellor. Annexes and appendices contain personal, tactical information, and operational procedures, which may be updated as needed, and which updates shall not require the Chancellor's approval, unless a change substantively affects a provision in Sections I through X of the Plan.

Once approved, this Plan shall be distributed to the Board of Regents, the University Chancellor, President, Executive Vice President and Provost, DACC campus President, Vice Presidents and Deans or equivalents. It should also be made available to the University community (without the appendices containing responder sensitive information) through the University's emergency management website (http://emergencyplanning.nmsu.edu/ and copies shall be placed in key locations (e.g., Emergency Operations Center (EOC) for Doña Ana County, NMSU Environmental Health Safety & Risk Management, Police and Fire Departments).

X. APPENDICES

Many of the appendices contain responder sensitive information that is restricted from access by the general public (such as home telephone numbers, relatives, vulnerabilities, etc.). Such appendices shall only be released on a need-to-know basis to duly authorized individuals.

APPENDIX B
Select New Mexico Statutes Relating to Public Purchases and Property

13-1-127. Emergency procurements

A. The state purchasing agent, a central purchasing office or a designee of either may make or authorize others to make emergency procurements when there exists a threat to public health, welfare, safety or property requiring procurement under emergency conditions; provided that emergency procurements shall be made with competition as is practicable under the circumstances. A written determination of the basis for the emergency procurement and for the selection of the particular contractor or vendor shall be included in the procurement file. Emergency procurements shall not include the purchase or lease purchase of heavy road equipment.

B. An emergency condition is a situation which creates a threat to public health, welfare or safety such as may arise by reason of floods, fires, epidemics, riots, acts of terrorism, equipment failures or similar events and includes the planning and preparing for an emergency response. The existence of the emergency condition creates an immediate and serious need for services, construction or items of tangible personal property that cannot be met through normal procurement methods and the lack of which would seriously threaten:
   (1) the functioning of government;
   (2) the preservation or protection of property; or
   (3) the health or safety of any person.

C. Money expended for planning and preparing for an emergency response shall be accounted for and reported to the legislative finance committee and the department of finance and administration within sixty days after the end of each fiscal year.

13-1-128. Sole source and emergency procurements; content and submission or record

All central purchasing offices shall maintain, for a minimum of three years, records of sole source and emergency procurements. The record of each such procurement shall be public record and shall contain:

A. the contractor's name and address;
B. the amount and term of the contract;
C. a listing of the services, construction or items of tangible personal property procured under the contract; and
D. the justification for the procurement method.

13-1-191. Bribes; gratuities and kickbacks; contract reference required

All contracts and solicitations therefore shall contain reference to the criminal laws prohibiting bribes, gratuities and kickbacks.

13-5-3.1. Public buildings; compliance with the national flood insurance program

A building that receives state appropriations for its construction or that is repaired or improved with state appropriations in an amount greater than fifty percent of the building's value before the repair or improvement shall comply with standards of the national flood insurance program and Section 3-18-7 NMSA 1978.

Appendix G (iii)

Disaster Reentry of Buildings or Areas

Emergency Response Functions

Only authorized emergency response personnel are allowed into a structure while Emergency Response Functions (ERFs) are being completed due to an incident/disaster. The ERFs will address emergency assessment, hazard operations, population protection, and incident management to mitigate the hazards and prepare for the Emergency Support Functions (EFSs) and the Short-Term Recovery Phase.

ESFs will include, but are not limited to, investigation of the incident, hazard assessment, utilities hazard mitigation, and structural analysis. ESFs will be a collective effort completed by the Incident Safety Officer, the NMSU Arson, Explosion and Bombing Investigation Team (AEBIT), NMSU Environmental Health Safety & Risk Management (EHS&RM), NMSU Mechanical, Electrical and Plumbing Services (MEP), and a structural engineer from Facilities and Services (FS) Project Development.

Key members in the ESFs phase will produce an in-depth safety plan to address the needs in the Short-Term and Long-Term Recovery Phases and the Recovery Support Functions (RSFs). Once the Safety Plan is completed, it will be turned over to Incident Command (IC) who will verify the plan's contents and sign-off on the plan as the first step to transfer authority and responsibility of the scene over to the Recovery Management Team (RMT).

Recovery Support Functions

The RMT membership at a minimum will be made up of a project manager, a safety officer, a security officer, and a building representative. The RMT will be in-charge of the Short- and Long-Term Recovery Phases which will lead into stabilization and finally re-occupancy of the structure. IC will transfer responsibility to the RMT only when ERFs have ceased, and ESFs will not be compromised. The RMT is responsible for knowing, adjusting, and implementing the Safety Plan.

RMT is responsible to limit entry to those individuals which have been identified as critical to the restoration operation or mitigation of hazards. Furthermore, additional requirements will be put in place by the RMT to ensure the safety of people and property, and possible requirements for being escorted. All individuals entering the structure during the recovery phases must be approved by the RMT, log-in/log-out for scene personnel accountability, and must be properly trained and equipped based on the hazards present.

Once IC transfers responsibility to the RMT the Short-Term Recovery Phase can start. RMT will categorize and prioritize personnel to be allowed into the facility based on the need to stabilize or restore services, salvage equipment and information, and start recovery. The RMT will than start the planning of Restoration and Re-Occupancy Segments as part of the Long-Term Recovery Phase.

Re-Occupancy

Re-occupancy will be established once it is confirmed the structure meets accepted Building Code, Fire Code, and NMSU standards deemed by the Associate Vice President of Facilities and Services.

Disaster Reentry of Buildings or Areas Continued Appendix G (iii)

SAFETY CHECKLIST

The following checklist is designed to facilitate "just-in-time" training of employees and others that are part of the Short-and Long-Term Recovery Phases. The RMT may modify so personnel are properly equipped and injury is avoided. As each item is verified based on the needs of the situation encountered, it should be checked off. Upon completion, the form should be signed by the employee and turned into the Safety Officer prior to entering the facility.

Clothing and Personnel Protective Equipment (PPE)

- ❑ Wear sturdy shoes, long sleeves, and long pants.
- ❑ Appropriate level of PPE will be worn; such as hard hat, leather gloves, safety glasses or goggles and watertight boots. Wear an N-95 (or higher) dust respirator if mold is present due to water damage. Wear rubber boots, rubber gloves and gobbles during cleanup or an area affected by the backflow of sewage.
- ❑ If debris is present and there is the risk of injury to the feet in the case of cleanup work, then shoes and boots with steel toe protection are required.
- ❑ Have insect repellants available. Use as appropriate.
- ❑ When using bleach or other cleaners, follow the instructions on the package. Wear eye, hand and face protection as appropriate and have plenty of clean water available for eyewash and other first aid treatments.
- ❑ Use portable flashlights for illumination. Have a spare light source on hand.
- ❑ Wear reflective vests.
- ❑ Properly wash and disinfect PPE after use as per manufacturer's specifications.

Reentering Buildings or Areas

- ❑ Conduct a preliminary inspection to verify stability before entering a flooded or formerly flooded building.
- ❑ Conduct a preliminary inspection to verify stability before operating vehicles over roadways or surfaces in a flooded or formerly flooded area.
- ❑ Work in buildings during daylight hours, if the electricity is off and there are no lights.
- ❑ Leave the building immediately if shifting or unusual noises are heard that signal that the structure may fall or if the scent of gas is detected or a gas leak is suspected.
- ❑ If gas is detected, evacuate the building and contact the Police Department at 911. Tell your supervisor. Do not turn on lights, light matches, smoke or do anything that could cause a spark. Do not return to the building until told that it is safe to do so.
- ❑ Report any obvious hazards such as downed power lines, frayed electrical wires, gas leaks or spilled chemicals.
- ❑ Report un-caged pets or animals including snakes/reptiles. Do not touch or attempt to catch or secure.

Electrical Hazards

- ❑ Do not touch downed power lines or any object or water that is in contact with such lines.
- ❑ Treat all power lines as energized until electricians determine that lines have been de-energized.
- ❑ Beware of overhead and underground power lines when clearing debris. Extreme caution is necessary when moving ladders and other equipment near overhead power lines to avoid inadvertent contact.
- ❑ If damage to an electrical system is suspected (for example, if the wiring has been under water, burning insulation is smelled, wires are visibly, frayed, or there are sparks), then have the electrical system in the building turned off and follow lockout/tag-out procedures before beginning work.

Disaster Reentry of Buildings or Areas Continued Appendix G (iii)

- ❑ Never turn power on or off or use an electric tool or appliance while standing in water.
- ❑ Electrical equipment such as extension cords, lights, etc. must be designed for wet locations as needed and must be undamaged. All electrical equipment must be grounded or double insulated. Use Ground-Fault Circuit Interrupters (GFCIs) for all wet locations.

Hazardous Materials Released

- ❑ If there are broken or spilled containers of hazardous materials or chemicals, notify NMSU Environmental Health Safety & Risk Management—by calling NMSU Police Department at 911 and advise them of the location.
- ❑ Do not move or touch the containers. If possible, open a window to assist with ventilation. If there is a chemical fume hood in the room and the electricity is on, open the front sash to the hood to aid in ventilation. Closed the door to the room. Place a temporary sign on the door for identification.

Equipment

- ❑ Use equipment as per manufacturer's specification. Never use generators or other gasoline, diesel, propane, or natural gas equipment inside the building.
- ❑ Fuel must be stored in approved safety cans. Use the proper PPE with the equipment as per manufacturer's specifications.

Fire Safety

- ❑ Have at least two portable fire extinguishers available and know how to use them. These may be the existing extinguishers inside a building.
- ❑ Call 911 if any of the following is noted:
    - The fire alarm system is sounding, flashing or the fire alarm panel is beeping.
    - An automatic sprinkler head is flowing water or pipes are leaking water.
- ❑ If a fire is discovered, follow the acronym ESCAPE – Evaluate the situation, Stop others from entering the area, Close the door to the room or area on fire and leave, Activate the alarm (if operational), Phone NMSU at 911, and Evacuate other rooms as you leave.

Hygiene

- ❑ Upon exiting the facility, wash thoroughly with soap and water.
- ❑ If you have any open cuts or sores that were exposed to floodwater, wash them with soap and water and seek medical care.
- ❑ If you were injured while inside, seek appropriate medical treatment, to include any vaccinations (e.g., tetanus) and submit a First Report of Incident to your supervisor.
- ❑ Wash all clothes used during cleanup in hot water and detergent. Wash separately from uncontaminated clothing.

I, _____, hereby acknowledge that I have reviewed the information contained above and understand the proper use of personal protective equipment and measures. I agree to follow safety protocols and to adhere to any special instructions provided by incident command personnel. I will notify the Recovery Management Team of any dangerous conditions I discover inside and will immediately leave the facility until the situation is made safe for re-entry.

SIGNATURE: _____ DATE: _____ TIME: _____

Appendix G (iv)

All Hazards – Continuity of Operations Plan (CoOP)

Instructions: All NMSU departments and units may use this form to complete a Continuity of Operations Plan (COOP) - to describe how your department will operate during a long term emergency and recover afterwards to be fully operational. Feel free to augment this template to meet your needs. For guidance, go to http://safety.nmsu.edu/emergency-information/ or contact Environmental Health Safety & Risk Management at ehs@nmsu.edu or 575-646-3327.

Department/Unit			
Plan Development	**Developer**	**Date Plan Updated**	
Head of Operations	**Name**	**Phone Number**	**Alt Phone Number**
Email address			

A: Background Information for Emergency Planning

No one can predict when an emergency might happen or how severe it will be. It is prudent to plan for one, especially since these plans can be applied to any major emergency that could threaten the health and safety of the campus community or disrupt University programs and essential operations. This plan should address any kind of emergency that is severe enough to impact the NMSU community including an infectious disease epidemic, severe weather events, fires or explosions, hazardous materials releases, extended utility outages, floods, terrorism or mass casualty events.

In the event of an emergency, NMSU will have four objectives:

- Protect life and health
- Safeguard our critical infrastructure (support, facilities and operations)
- Continue functions essential to university operations
- Resume normal teaching, research and service operations as soon as possible

B: Your Department's Objectives

Considering your department's unique mission, describe your teaching, research and service objectives:

C: More Information Regarding Your Department

Please note below information for your department's contact.

	Name	Phone Number	MSC #
COOP Contact			
Email address			
Department Location			

Please indicate below the principle nature of your department's operations (check all that apply):

- ❑ Instruction
- ❑ Laboratory research
- ❑ Other research
- ❑ Administration
- ❑ Student life support
- ❑ Research support
- ❑ Facilities support
- ❑ Other (describe) _____

D: Emergency Communication Systems

All NMSU employees are responsible for keeping informed of emergencies by monitoring news media reports, NMSU's web home page, by calling the NMSU Emergency Hotline (575-646-1000), email and phone alert messages. To rapidly communicate with your employees in an emergency, we encourage all departments to prepare and maintain a call tree.

Note below the system(s) you will use to contact your employees in an emergency. Departments should identify multiple communication systems that can be used for backup, after hours, when not on campus, or for other contingencies.

- ❑ Phone
- ❑ Email
- ❑ Text messaging
- ❑ Call tree
- ❑ Departmental web site
- ❑ Pager
- ❑ Instant messaging
- ❑ Other (describe) _____

E: Emergency Access to Information and Systems

If access to your department's information and systems is essential in an emergency, describe your emergency access plan below. This may include remote access (or authorization to allow remote access), contacting IT support, Canvas, off-site data backup, backup files on flash drives, hard copies, Smart phone or use of alternate email systems (e.g., Yahoo, Gmail).

Describe how your department will respond to the destruction of critical data. List essential functions that will need to have remote access to systems and individual's authorized to perform temporary but critical "work from home." Identify what critical data and records are backed up, whether the backup is stored on-site or off-site. Simulate a failure scenario that tests the ability to recover "lost" critical data.

F: Your Department's Essential Functions

Below list your department's functions that are essential to operational continuity and/or recovery. Identify position title and position number which is responsible for each essential function. List primary personnel and alternate personnel and make sure that alternates are sufficiently cross-trained to assume responsibilities.

Essential Function:			
	Primary	**Alternate**	**Second Alternate**
Position Number:			
People Responsible:			
Phone Numbers:			
Essential Function:			
	Primary	**Alternate**	**Second Alternate**
Position Number:			
People Responsible:			
Phone Numbers:			
Essential Function:			
	Primary	**Alternate**	**Second Alternate**
Position Number:			
People Responsible:			
Phone Numbers:			
Essential Function:			
	Primary	**Alternate**	**Second Alternate**
Position Number:			
People Responsible:			
Phone Numbers:			
Essential Function:			
	Primary	**Alternate**	**Second Alternate**
Position Number:			
People Responsible:			
Phone Numbers:			

Sections F and G contain the list of your department's key personnel and leaders - those responsible for the above essential functions. The Head of Operations and each primary person listed in an essential position are your department's primary **Essential Personnel.** In an emergency, essential personnel are expected to report to work unless directed by supervisor or public safety authorities not to report for health and safety reasons.

G: Your Department's Leadership Succession

List the people who can make operational decisions if the head of your department or unit is absent.

	Position Number	Name	Phone Number	Alt Phone Number
Head of Operations				
First Successor				
Second Successor				
Third Successor				

H: Key Internal (Within NMSU) Dependencies

All NMSU departments rely on ICT, Payroll, Purchasing, Business & Finance, Fire, Police, Human Resources and Facilities & Services. List below the other products and services upon which your department depends and the internal NMSU departments or units that provide them.

Dependency (product or service) :	
Provider (NMSU department):	
Dependency (product or service) :	
Provider (NMSU department):	
Dependency (product or service) :	
Provider (NMSU department):	
Dependency (product or service) :	
Provider (NMSU department):	
Dependency (product or service) :	
Provider (NMSU department):	
Provider (NMSU department):	
Dependency (product or service) **:**	
Provider (NMSU department):	
Dependency (product or service) **:**	
Provider (NMSU department):	
Dependency (product or service) **:**	
Provider (NMSU department):	

I: Key External Dependencies

List below the products, services, suppliers and providers upon which your department depends. We recommend that you encourage them to prepare continuity of operations plan.

Dependency (product or service):		
	Primary	**Alternate**
Supplier/Provider		
Phone Numbers		
Dependency (product or service):		
	Primary	**Alternate**
Supplier/Provider		
Phone Numbers		
Dependency (product or service):		
	Primary	**Alternate**
Supplier/Provider		
Phone Numbers		
Dependency (product or service):		
	Primary	**Alternate**
Supplier/Provider		
Phone Numbers		

J: Mitigation Strategies

Considering your objectives, dependencies and essential functions, describe below the steps you can take now to minimize the impact of various types of crises on your operations. For example, you may wish to **stock up on your critical supplies and develop contingency work-at-home procedures**. This may be the most important step of your emergency planning process. Formulation of your mitigation strategies may require reevaluation of your objectives and functions.

K: Exercising Your Plan & Informing Your Staff

Share your completed Plan with your staff. Hold exercises to test the Plan and maintain awareness. Note below the type of exercises you will use and their scheduled dates.

- ❑ Staff orientation meeting
- ❑ Call tree drill
- ❑ Tabletop exercise
- ❑ Interdepartmental exercise
- ❑ Emergency communication test
- ❑ Offsite information access test
- ❑ Unscheduled work at home day
- ❑ Emergency assembly drill
- ❑ Other drill (describe) _____

Exercise Dates
Staff Distribution Date

L: Recovery

Describe your plan to fully resume operations as soon as possible after the crisis has passed. Identify and address resumption/scheduling of normal activities and services, work backlog, resupply of inventories, absenteeism, the use of earned time off, and emotional needs.

M: Special Considerations for Your Department

Describe here any additional or unique considerations that your department may face in an emergency.

N: For Events Impacting the Region consider Home Emergency Planning for Individuals and Families

Employees, students and their families should plan for any type of emergency that could impact them in their home, apartment or residence hall. Don't wait—an emergency can occur at any time. Past experience has taught us that employees may not show up for work if they are concerned for the safety and security of their families. We recommend that your employees receive the following information, available on at http://www.flu.gov/pandemic/index.html and the Ready.Gov Website at http://www.ready.gov/.

- ❑ Guide for Individuals and Families
- ❑ Emergency Contacts Form
- ❑ Family Health Information Sheet
- ❑ Planning Checklist for Individuals and Families

O: CoOP Submission

Thank you for completing your department's All Hazards Continuity of Operations Plan (COOP). Please submit this Plan to your Dean or Vice President for approval and authorization of essential positions within your department/unit.

Dean/VP name:	Title:
Dean/VP signature:	Date submitted:

Send an electronic copy of the signed/approved CoOP to EHS&RM Executive Director kadoolit@nmsu.edu.

EHS&RM date received: _____

Date EHS&RM submitted to HRS: _____

Appendix I

Glossary of Terms and Abbreviations

The following terms and abbreviations are either used in this plan, or are common to the emergency management industry. They are contained here to provide a ready reference for those who may not use them on a daily basis, as well as to insure common understanding of meaning.

Business Contingency Planning: The process of identifying hazards, vulnerabilities, and capabilities (together deemed to be risks) and determining actions to be taken to minimize the risks during a disaster in order to maximize the potential for the business to successfully recover. Often, this process is a balancing act between risk and the cost of minimizing/eliminating the risk (a cost-benefit determination). Generally, this is the same as contingency planning, but specific to a business. See also, business continuity.

Business Continuity: This term is frequently favored in the private sector and refers to the process undertaken to develop a plan 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. The result of the process is a disaster or emergency management plan. Business continuity planning generally is seen as having a start, but never an end, as the plan developed must be continually tested, evaluated, and updated.

Business Impact Assessment/Analysis (BIA): The systematic evaluation of potential impacts resulting from various events or incidents. It consists of identifying the potential risks, evaluating the possible impact/costs to the organization, and usually methods of addressing these risks. It is through a BIA that an organization understands it vulnerabilities.

Business Recovery: This is the final phase of disaster management and refers to those measures taken in order to return the business to a successful and acceptable level of operation. See also, recovery.

Business Resumption: This term is frequently used in the information technology industry to refer to the process undertaken to develop a plan 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. The result of the process is a disaster or emergency management plan.

Capability: The ability to task resources against a risk in order to stop or reduce the loss of life or property. *See also*, risk.

CART: Central Administration Response Team

Civil Defense: A system developed during the Cold War era (1950's - 1980's) to help citizens prepare for and respond to a disaster. The term has been replaced with emergency management.

Contingency Planning: The process of identifying hazards, vulnerabilities, and capabilities (together referred to as risks) and determining actions to be taken to minimize the risks during a disaster in order to maximize the potential for the business to successfully recover. Often, this process is a balancing act between risk and the cost of minimizing/eliminating the risk (a cost-benefit determination). Generally, this is a broader term than business contingency planning, as it may apply to governmental or other organizational entities.

Glossary of Terms and Abbreviations Continued Appendix I

Continuity of Government (COG): This term refers to the ability of a government to continue to be able to provide services to its populace. This may range from life-safety services, such as first responders, to social programs. Included within COG is the establishment of a line of succession for decision-making (often much deeper than might exist for a private corporation), as well as a continuity of operations plan for essential services.

Continuity of Operations (COOP): This term is frequently favored in public sector organizations and refers to 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. It is often used interchangeably with the terms business resumption and continuity of operations. The result of the process is a disaster or emergency management plan.

Crisis Management: This is the practice of preventing, responding to, and recovering from an adverse event (e.g., a disaster). This term tends to be used by private businesses, and is generally interchangeable with the term emergency management. The end goal of crisis management is to ensure the longevity/survivability and economic success of the organization.

Crisis-Prepared: This is the term used to describe when an organization has integrated crisis/emergency management into their operations to ensure resiliency and survivability. Contrast with crisis-prone.

Crisis-Prone: This is the term used to describe when an organization has either fragmented or no crisis management plan or capability. Such an organization has a high probability (relatively) of collapse/failure during a disaster. Contrast with crisis-prepared.

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. See also mission critical function and mission critical process.

Criticality: A term used to categorize the level of importance a particular process has in the ability of the organization to carry out its mission. Ratings of criticality often are high, moderate, and low, though some organizations use ratings of critical, essential, and important. Criticality may also be expressed as a factor of time, and represent how quickly a process or function must be restored after a disaster. As such, importance may be classified as Tier 1 (functions that must be restored immediately), Tier II (those that must be restored within 72 hours), and Tier III (those which can be restored after 72 hours without significant adverse impact).

Disaster Management: This is the practice of preventing, responding to, and recovering from an adverse event (e.g., a disaster). This term is generally interchangeable with the terms crisis management and emergency management.

Disaster Preparedness: Those measures taken in order 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. This is one of the four phases of emergency management, and is often simply called preparedness. This term is most commonly used by private organizations/business.

Disaster Plan: The measures that are pre-identified to be taken during a disaster in order to minimize the loss of life, property, and processes. Generally, these are written down and may be referenced based on specific hazards (such as an earthquake), but they may also include a philosophy and guiding principles that are not hazard-specific (an "all-hazards" approach). May also be called an emergency operations plan.

Disaster Recovery: This is the final phase of disaster management and refers to those measures taken in order to return the entity (e.g., community) to an acceptable level of operation and normalcy. *See also*, recovery.

Disaster Recovery Plan: The measures that are pre-identified to be taken during a disaster in order to return the organization to an acceptable level of operation while minimizing the consumption of resources (to include people, time, and money). Generally, this will guide the organization/personnel during the recovery phase. May also be referred to as a continuity of operations plan.

Emergency Management: This is the practice of preventing, responding to, and recovering from an adverse event (e.g., a disaster). This term tends to be used by governmental organizations, and is generally interchangeable with the term crisis management. Contemporary emergency management has four parts: Mitigation, Preparedness, Response, and Recovery.

Emergency Management Plan: This is the document/practice/plan that provides guidance and direction in handling the actual emergency. The senior management or leadership of the organization generally uses it to guide them in decision making during the crisis.

Emergency Management Team: This refers to those individuals identified as key in helping coordinate 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 may have specific training and practice in handling emergencies.

Emergency Operations Center: This refers to the location where the emergency management team monitors the situation, makes decisions, and tasks resources. Generally, the emergency operations center will have basic essentials such as telephones, computers, televisions, and work space. It must be noted that in the public sector, the Emergency Operations Center may be a multi-agency coordination center, where resources are requested, identified, coordinated, and dispatched. In such case, the decision-making may not occur within the Emergency Operations Center, but rather be handled by the incident commander(s) (often located closer to the scene).

Emergency Preparedness: Those measures taken in order 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. This is one of the four phases of emergency management, and is often simply called preparedness. This term is most commonly used by governmental entities.

Emergency Response Functions (ERFs): Are the basic principles of emergency planning and mitigation, and outlines the process of assessing the emergency response organization's ability to perform four basic functions—emergency assessment, hazard operations, population protection, and incident management.

Emergency Support Functions (EFSs): Are the grouping of certain capabilities into an organizational structure to provide support, resources, program implementation, and services that are most likely needed to save lives, protect property and the environment, restore essential services and critical infrastructure, and help victims and communities return to normal following catastrophic incidents.

Excess Capacity: This refers to the amount of extra capacity a piece of equipment or a company has above what is required to carry out normal functions. Excess capacity may be seen as a waste of resources, or it can be planned in order to handle a surge (such as a call center being able to handle a heavier-than-normal load during a disaster).

Exposure: The result of introducing something of value (a person or property) to a hazard (such as falling debris). *See also*, risk.

First Responder: A term used to refer to those resources (usually police, fire, and emergency medical) 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 brought in to take over the management of the incident.

Hazard: An event (such as a tornado) that has the potential to adversely impact people or property. A primary hazard is generally the main event (e.g., a hurricane), while a secondary hazard (such as falling debris) is something that results from the primary hazard.

Home Rule: A system wherein local governments are given authority (either constitutionally or through legislation) to regulate purely local matters and to amend their own charters. This system of delegation of authority is common in many parts of the United States and is the result of the inability of state governments to effectively manage local issues.

Hot Site: This term refers to a location that is maintained in a constant state of readiness to take over functions should a primary site fail. It is intended to provide virtually zero return to objective time.

Incident Safety Officer: Works as a support officer for the Incident Commander at an emergency scene. The Safety Officer may 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 may pose immanent safety or health danger to the workers.

Infrastructure: The underlying resources that must be present in order to allow functions and processes to be carried out. Common critical infrastructures include electricity, transportation systems, pipelines, telecommunications, etc. The National Response Plan identified a list of critical infrastructures for the nation.

Insurance: The practice of passing off the potential liability of loss from a risk to someone else in exchange for a fee. The insurance provider will generally base the fee charged on an actuarial study that examines the potential frequency and severity of loss a potential incident might cause.

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.

Mirrored: This term refers to 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 be able to provide redundancy in the event the primary data storage equipment is damaged or lost.

Mission Critical Function: This refers to a key function that is central to an organization's ability to carry meet its primary goals (to include existing). Thus, if a mission critical function cannot be performed, the organization cannot fulfill its mission. *See also*, mission critical process.

Mission Critical Process: This refers to a key process that is 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. See also, mission critical function.

Mitigation: A measure(s) 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. Contrast with prevention.

National Response Framework (NRF): The guiding template that establishes the roles, responsibilities, and relationships between federal, state, and local resources during a disaster. It replaced the National Response Plan on March 22, 2008. Significant components of the NRF include a heavier emphasis on preparedness than was contained in the NRP, as well as the allowance of federal resources to respond to a disaster without request from a state when it is obvious that state and local resources are overwhelmed.

National Response Plan (NRP): The guiding document that identifies the relationships between federal, state, and local resources during a disaster. Developed after 9/11/2001, the NRP was replaced by the National Response Framework on March 22, 2008.

Plan: The written document that contains the policies and procedures used to guide the emergency management team during a crisis.

Preparedness: Those measures taken in order 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. This is one of the four phases of emergency management.

Prevention: The event-specific measure(s) taken to reduce the impact from a risk (such as moving valuables to the second floor of a house during a flood). Generally, prevention is a short-term approach to risk reduction. This contrasts with mitigation.

Privatization: The process of having private businesses/organizations carry out functions traditionally within the realm of the government. Often, privatization is pursued in order to achieve greater efficiency or to remove obstacles. There are various perspectives on the issue of privatization, with some viewing it as a trend toward global control by corporations and others seeing it as salvation for resource-strapped governments, with a myriad of views in between.

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. This is one of the four phases of emergency management, and the actions taken during this phase are

sometimes referred to as consequence management (to differentiate with crisis management during the response phase). The recovery phase may begin at the conclusion of the response phase, or it may (and often does) overlap with the latter portions of the response phase.

Recovery Strategy: The specific steps to be taken after an adverse event in order to return a process to its normal level of functioning.

Recovery Support Functions (RSFs): Are the grouping of certain capabilities into an organizational structure to provide support, resources, program implementation, and services that are most likely needed to protect lives, property and the environment,

restore services and infrastructure during Short-Term and Long-Term Recovery Phases following catastrophic incidents.

Redundancy: This term refers to having multiple means of providing something such that if the primary means fails, the secondary can take over. In terms of electricity, redundancy is often achieved through the use of uninterruptible power supplies and stand-by generators should the power from the main electrical grid be lost.

Resource: An item (person, piece of equipment, funding, etc.) that is available and can be brought to bear to address a need. During a disaster, most initial resources are those provided locally (such as first responders), with outside resources (such as state and federal) being released/deployed hours or days later.

Response: Event-specific measures taken in order to reduce or stop the loss of life and property. Generally, this starts with detection or notification of the event, dispatching of resources, taking action to resolve the event or its impact, and the recovery of the resources. An example is the "response" by fire fighters to a structure fire (starts with an alarm, fire fighters are dispatched to the scene; they put out the fire, and then return to their station to be ready for the next event). This is one of the four phases of emergency management, and is sometimes referred to as crisis management (as opposed to consequence management during the recovery phase).

Responsible Person: Is defined as individual(s) who have the authority to direct the management and policies of or make major decisions for a business or organizational entity.

Restoration: Returning a physical structure, essential government or commercial services or a societal condition back to a former or normal state of use through repairs, rebuilding or reestablishment.

Return To Objective (RTO): This is the amount of time that lapses between an adverse event and the return to normal (or acceptable) functioning. Depending on the organization and the process, this may be expressed in terms of minutes, hours, or days.

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. For most entities, this is generally treated as a function of obtaining insurance (to pass the risk to someone else in exchange for a monetary fee). However, proper risk management includes taking other measures (such as mitigation) that reduce the exposure (and will also reduce the cost of insurance).

Safety Officer: May perform the following daily 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 may pose immanent safety or health danger to the workers.

Security Officer: Is a person who is charged to protect property, assets, or people by maintaining a high visibility presence to deter illegal and inappropriate actions, observing (either directly, through patrols, or by watching alarm systems or video cameras) for signs of crime, fire or disorder; then taking action and reporting any incidents to emergency services as appropriate. They also perform access control at building entrances and vehicle gates and ensure that employees and visitors are accounted for and display proper passes or identification before entering the facility.

Self-Insured: This term refers to an organization that has assumed fiscal responsibility for paying out losses/claims should an adverse incident occurred. This is in contrast with obtaining outside insurance and paying someone else to accept the risk. Self-insurance may be warranted when the cost of obtaining outside coverage is simply too high, when outside coverage simply is not available, or when the organization feels it can mitigate some risks and manage others in a way that is more cost effective. Many governmental entities are self-insured to a certain level, at which point an outside "umbrella" or catastrophic policy starts to provide coverage (thereby accepting lower risks but passing off risks that exceed the level the organization is willing to accept).

Short-Term Recovery: Phase of recovery which addresses the health and safety needs beyond rescue, the assessment of the scope of damages and needs, the restoration of basic infrastructure and the mobilization of recovery organizations and resources including restarting and/or restoring essential services for recovery decision-making.

Stabilization: The process by which the immediate impacts of an incident on community systems are managed and contained.

Unfunded Mandate: This is a process whereby a higher level of government (such as the federal government over a state) establishes a requirement but does not provide resources (particularly money) to meet the requirement. Often, such requirements are tied to the ability of the subordinate

government to continue to receive other funding already provided (often in an unrelated or marginally related area). An example is the now defunct requirement of the federal government for states to set maximum speed limits on highways at 55 miles per hour, with the threat of losing highway maintenance and development funding.

Uninterruptible Power Supply (UPS): This refers to 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). UPS are usually employed as a means of achieving redundancy, and may serve either a single piece of equipment or be scaled up to supply power to multiple pieces of equipment (such as a rack of servers or even an entire building). The amount of time a UPS will provide power is a function of its capacity (how much power it has stored) and the load (power requirements) of the equipment that is running off of it.

Vulnerability: The extent to which something (e.g., a process) is susceptible to a given hazard once exposed.