Penn
UNIVERSITY of PENNSYLVANIA
DIVISION of PUBLIC SAFETY

OPERATIONAL PROCEDURE 1. PENN EMERGENCY INCIDENT MANAGEMENT

1.0   PURPOSE

1.1   Emergency Response Guideline to provide a basic procedural framework for responding to emergencies at the University of Pennsylvania. This Guideline establishes the definition of an emergency, the overall command structure, and the roles and responsibilities of University departments and units available during an emergency.

1.2   The three (3) main priorities during any emergency situation at the University of Pennsylvania campus are as follows:

- **Life Safety**
- **Incident Stabilization**
- **Property and Environmental Conservation**

2.0   DEFINITIONS

2.1   All-Hazards - Natural or manmade events, that warrant actions to protect life, property, environment, public health, safety, and the mission of the University.

2.2   Check-In - The process through which resources first report to an incident. All responders, regardless of agency affiliation, must report in to receive an assignment in accordance with the procedures established by the Incident Commander.

2.3   Command Post (CP) - The field location where the primary incident management functions are performed, such as designate communications, staging area(s), outer/inner perimeter.

2.4   Communications - The process of transmission of information through verbal, written, or symbolic means.

2.4.1   Emergency Communications/Dispatch Center - University emergency dispatch center (PennComm) that receives emergency calls from the public and coordinates the emergency response.

2.4.1.1   Business Services: 215-898-9155

2.4.1.2   EHRS On-Call Number: 215-898-4453

2.4.1.3   FRES Operations Control Center (OCC): 215-746-6620

2.5   Crisis Management Action Plan (CMP) – The University's plan that provides the administrative framework for responding to crises.

2.6   Incident Commander (IC) - The individual responsible for all incident activities. The IC has overall authority and responsibility for conducting incident operations and is responsible for the management of all incident operations at the incident site.

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2.7 **Incident Response Team (IRT)** – Penn personnel who physically go to the scene of the emergency. The IRT is in contact with PennComm and reports to the Incident Commander. Members of the IRT will perform various functions under the Incident Command Systems as directed by the Incident Commander.

2.8 **Liaison Officer (LO) –** Under a unified command structure, an appropriate representative of the University of Pennsylvania will liaison with the lead outside agency. This representative will serve as the "Point-of-Contact" between the University of Pennsylvania and the Incident Commander of the event for the outside agency.

2.9 **Staging Area (SA) -** Temporary location for available resources. A Staging Area can be any location in which personnel, supplies, and equipment can be temporarily housed or parked while awaiting operational assignment.

2.10 **Unified Command (UC) -** An Incident Command System utilized when emergency incidents cross University divisions, schools, and centers with the purpose of establishing a common set of objectives, strategies, and a single incident action plan.

3.0   LEVELS OF EMERGENCY RESPONSE

3.1 **Levels of Response** - The severity or level of the incident may increase or decrease during response activities, requiring the level of response to be adjusted. It is critical that the IRT assess the situation at the start of the incident and throughout the incident.

3.2 **Levels of Emergency Response:**

3.2.1 **Isolated or Limited Critical Incident (Level 1 Emergency) -** An isolated or limited critical incident requires a response that can be managed with University resources.

3.2.2 **Localized Critical Incident (Level 2 Emergency) -** A localized critical incident is a significant department or building incident that can be resolved with existing University resources or with normal assistance from city response agencies.

3.2.3 **Major Critical Incident (Level 3 Emergency) -** A catastrophic emergency that impacts all or a sizable portion of the campus or University community.

4.0   RESPONSIBILITY

4.1 The Penn Emergency Incident Management System is activated whenever an emergency condition exists in which normal operations cannot be performed and immediate action is required. In an emergency, the University's immediate tactics involve coordinating a safe response by implementing the following:

- Establish command
- Assess the situation / Identify hazard
- Initiate emergency procedures / Develop an Incident Action Plan
- Notifications and Communications
- Secure the scene
- Liaison with responding agencies
- Coordinate a unified recovery process and initiate Mission Continuity Plan(s)
- Conduct an after-action review

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5.0   PROCEDURES

5.1   PennComm, working with OCC, coordinates emergency response activities for all responding University of Pennsylvania entities and outside agencies.

5.2   PennComm will notify City of Philadelphia Fire Communications Center (FCC) and relay the emergency. FCC will determine the level of emergency and dispatch resources according to PFD Directive 39-13.

5.3   Penn Police are dispatched to all emergencies and will establish the Incident Command System as per the Crisis Management Plan.

5.3.1   The ranking on-scene Division of Public Safety representative will act as the Incident Commander (IC).

5.3.2   The IC will assign a Liaison Officer as the "Point-of-Contact" between the University of Pennsylvania and the outside agency.

5.3.3   Utilizing the expertise of the IRT, the Penn IC will coordinate the response of all University resources.

5.3.4   The IC is responsible for ensuring that all the activities from the incident or emergency are documented**.**

5.3.5   The IC will determine when to terminate the emergency, deactivate the IC, and transition to normal university governance and operations. The termination of an emergency event at University of Pennsylvania will be facilitated through the IC with technical input from the Incident Response Team.

5.4   **Initial Report** – The initial arriving responder shall report the nature and conditions of the incident including:
- Accurate location
- Type and scope of incident
- Actions needed
- Additional resources required

5.5   **Establish Command Post** – The Command Post should be established and communicated to PennComm during the initial phase of the incident.

5.4.1   Incident Action Plan – Evaluation and exchange of information to establish a framework for the mitigation of the incident.

5.4.2   Staging Area – Established by the IC for the coordination of personnel and resources.

5.4.3   Request required resources.

5.4.4   Damage assessments should begin as soon as it is safe and reasonable to do so.

5.6   **Demobilization** - As the incident command post objectives are achieved and tasks are completed, the resources will be demobilized. The process for demobilizing is developed and approved by the IC. This shift in activity and focus will be communicated through the IRT to the university community. As a rule outside agency assets will be demobilized prior to university assets performing similar duties.

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5.7 **University Recovery** - Recovery efforts should begin immediately and continue throughout the response phase of any emergency. Planning for recovery before an event will assist University divisions, schools, and centers in making the transition as seamless as possible. Recovery efforts must remain dynamic due to the changing nature of the event, gaps in information, and conflicting information regarding the scope of the incident, the duration of the incident, and the number of University divisions, schools and centers affected. The IRT will identify and work with specific staff members and those functions needed for short- and long-term recovery efforts.

5.8 **Post-Incident Review -** The Division of Public Safety shall conduct the post-incident review. This is undertaken to identify deficiencies in the plan and to determine necessary actions for correcting the deficiencies. The post-incident review is intended to identify which response procedures, equipment, and techniques were effective, which were not, and the reason(s) why.

5.9 **Mission Continuity -** This plan recognizes that preparation for, response to, and recovery from an emergency requires the cooperative efforts of all departments. Each department should maintain an operation and recovery/continuity plan that lays out the resources, priorities, and functions each department will, in accordance with the mission continuity plan, undertake to return to their pre-incident condition.

6.0   REVIEW AND TRAINING

6.1 The Division of Public Safety, Fire and Emergency Services, will coordinate an annual training and tabletop exercise, in the month of January.

7.0   GENERAL REFERENCES

7.1 City of Philadelphia – Philadelphia Fire Department Directive #39

7.2 City of Philadelphia – Emergency Operations Plan

7.3 City of Philadelphia Fire Code, Chapter 4 – Emergency Planning & Preparedness

7.4 University of Pennsylvania **-** Mission Continuity Plan(s)

7.5 University of Pennsylvania – Crisis Management Plan

8.0   CONTACT INFORMATION

8.1 For question regarding this guideline contact Fire and Emergency Services at (215) 573-7857 or FES@publicsafety.upenn.edu