

Utah Valley University

Emergency Operations Plan



Revised October 2024

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Letter of Promulgation

Utah Valley University is a teaching institution that provides opportunity, promotes student success, and meets regional educational needs. Consistent with this mission, UVU is committed to protecting the health and safety of our employees, students, and visitors. UVU will protect its properties in accordance with regulatory requirement and will strive to minimize property damage and any interruption of functions that would prohibit the institution from achieving its mission.

This Emergency Operations Plan strives to minimize the impact of emergencies and maximize the effectiveness of the campus community's response to and recovery from their inevitable occurrence. Although these situations are unpredictable, this plan allows for an immediate response by university employees, thereby minimizing danger to our campus. This can only be accomplished by working together and with members of the UVU community understanding their role in an emergency situation.

This plan should be used as a training tool to prepare individuals responsible for emergency response and should be reviewed frequently. Training and exercises will be conducted periodically to ensure that those who have a role in the plan are competent to fulfill that role during an emergency.

The Emergency Operations Plan is dynamic in nature and will be reviewed and updated annually or as necessary. The Director of Emergency/Risk Management will be responsible for making those appropriate changes.

Thank you,

Astrid Tuminez
President
Utah Valley University

Date: _____

C. Concept of Operations (Purpose, Scope, Mission)

Purpose: The purpose of the Utah Valley University Emergency Operations Plan (EOP) is to establish guidelines, procedures, and an organizational structure for response to emergencies and disasters occurring on campus (including all UVU campuses). In addition to the main “all hazards plan” there are a series of hazard-specific plans identified using a Hazardous Vulnerability Analysis (HVA) process. This process identifies top hazards, risks, and threats. They include, but are not limited to, earthquake, severe weather, utilities loss, wildland fires, active shooter, hazardous material release, and others. The Incident Command System (ICS), the National Response Framework (NFR) and the National Incident Management System (NIMS) for handling emergencies that disrupt normal campus operations are considered and utilized in this written document and in the planning process.

Scope: This EOP is a university level plan that guides the response of Utah Valley University’s personnel and resources during an emergency. The EOP and organization shall be subordinate to State and Federal plans during a disaster declaration by those authorities. The EOP is designed to provide a framework and guidance for a coordinated response to minor, major, and large-scale disasters. This plan does not replace the procedures for safety, hazardous materials response, or other emergency measures already established at the university. Instead, it supplements these existing procedures with a temporary crisis management structure, which provides for an immediate managerial focus on response operations and an early transition to recovery operations.

Situational Overview: Utah Valley University is one of Utah’s largest public universities. The University offers over 160 undergraduate degrees, 80 certificates, 18 graduate degrees with 44 fully online programs.

The University campus includes 573 acres and 70 buildings. There are several satellite campuses as well, such as Wasatch Campus in Heber, Utah, West Campus that includes the health professions building, the Emergency Services and Aviation buildings located in Provo, Utah, Culinary Arts building in North Orem, Thanksgiving Point in Lehi, and the Capitol Reef Station. There are four soccer fields in Vineyard, Utah including an enclosed soccer field. There are several hundred acres associated with the Vineyard property that are not developed at this time. There are approximately 43,000 students with 2000 staff and 1700 faculty. Estimations show a potential of 20,000 to 25,000 people on the main campus during the busiest times of the day (except for summer and academic breaks). At this time there is no on-campus residential housing owned by the University. There are 800 units at The Green, that houses first-year students that are associated with the University.

Utah Valley University Emergency Operation Plan (EOP)

Mission Statement: UVU's EOP mission is to provide an integrated, comprehensive emergency management program for Utah Valley University to save lives, protect property, promote continuity of operations, and reduce the overall effects of a large-scale disaster. This is accomplished by following the emergency management principles:

Preparedness, Planning, Protection: Activities completed or ongoing before the emergency incident, such as writing or updating the EOP, establishing or updating hazards, risks, and threats analysis, training/education for incidents that rank high on the hazards risk assessment. Participating in disaster drills and exercises on campus and off-campus interfacing with the community with their associated planning/preparation.

Mitigation: Actions or activities that will lessen the impact of a disaster or emergency incident examples may include: stabilization of non-structural infrastructure (securing objects that can shift during an earthquake), administering flu vaccine to employees, plowing roads and applying salt to walkways during a snow storm, testing generators that turn on during a power outage, establishing and practicing communications with students, employees and the community before an emergency or disaster.

Response: Actions or activities that start directly after a disaster or emergency incident has begun or shortly after it is over. The following are examples of response actions or activities: Law enforcement responding to an active shooter incident, building marshals evacuating a building during a fire, Emergency Medical Services (EMS) responding to a mass casualty incident, and structural engineers completing assessments on buildings after an earthquake.

Recovery: Actions or activities that begin as soon as the disaster or emergency incident is over and may be separated into short-term and long-term phases. May include activities such as: rebuilding infrastructure, clean-up and debris removal, long-term medical care, mental health services, and returning to normal or better if possible.

Concept of Operations: The EOP is an "all-hazards" document. In other words, it contains concepts, policies, and procedures that apply regardless of the nature or origin of an emergency or disaster, and it is not designed to address unique conditions that result from a particular hazard or event. The plan does, however, provide a framework for emergency operations staff and other relevant department and agency personnel to work together developing and maintaining hazard-specific annexes. Because this plan is designed as a flexible management system, part, or all of it may be activated as appropriate to a situation. Moreover, although it is based on a worst-case scenario and provides for the critical functions and roles of the university during disaster response, its general procedures for the management of information, activities, and operations can be applied as needed during any level of emergency.

D. Plan Assumptions

The following statements reflect certain known facts and reasonable assumptions upon which components of the plan are based.

- A disaster may occur at any time of the day or night, weekend, or holiday, with little or no warning.
- The succession of events in a disaster is not entirely predictable hence, published support and operational plans will serve only as a guide and may require field modification to meet the requirements of the incident.
- Incidents may affect residents in the neighborhoods surrounding the university and beyond. Therefore, city, county, and state services may be overwhelmed. There may be a delay in off-campus response services in a catastrophic disaster that may take 72 hours or more for a response.
- Incidents that affect portions of the city, county, or region and not the university directly may require the involvement of the university. The degree of involvement would be dependent on university leadership.
- People may become stranded at the university, and conditions may be unsafe to travel off-campus.
- Communication and exchange of information will be one of the highest priority operations for the university's Emergency Operations Center (EOC).
- Any size of EOC may be activated to coordinate response actions and resources.
- A plan such as this can never address every possible incident. It defines a process for resolving most any situation.
- Contact with families and households of the university community may be interrupted.
- Normal suppliers may not be able to deliver materials.
- Critical lifeline utilities may be interrupted, including water delivery, electrical power, natural gas, telephone communications, microwave and repeater-based radio systems, cellular telephones, and information systems.

E. Plan Objectives

Organization:

This plan will:

- Provide guidelines for the most critical functions during an emergency response.
- Provide an easy-to-follow format in which users (university employees and students) can quickly determine their roles, responsibilities, and primary tasks.
- Link and coordinate processes, actions, and the exchange of critical information into an efficient and real-time overall response in which all entities have access to the emergency response process and know what is going on at the university.

Communications and Information Management

This plan will:

- Serve as the central point of communications both for receipt and transmission of urgent information and messages.
- Serve as the official point of contact of the university during emergencies when normal channels are interrupted.
- Provide 24-hour, comprehensive communication services for voice, data, and operational system.
- Collect all disaster information for notification, public information, documentation and post-incident analysis.
- Provide a basis for training staff and organizations in emergency response management.

Decision Making

This plan will serve as a reference for:

- Determining the level of response and extent of emergency control and coordination that should be activated when incidents occur through a clear decision process.

Response Operations

This plan will provide guidelines for:

- Utilizing university resources to implement a comprehensive and efficient emergency management response team (those who respond to the EOC and those who may be at the scene).
- Continuously preparing a proactive emergency response management action plan for the possibilities and eventualities of emerging incidents. This includes providing training for

and practice of likely disaster scenarios. (training, tabletop exercises, full-scale exercises).

Recovery Operations

This plan will supply guidelines for:

- Transitioning response operations to more normal management processes.
- Supporting business continuity plans or return to operation plans and processes, as needed, during recovery phases.
- Providing documentation and information support to the FEMA disaster assistance program as needed.

F. Activities by Phase of Emergency Management

This plan addresses emergency preparedness activities that take place during all four phases of emergency management. These emergency management phases include:

Mitigation

UVU will conduct mitigation activities as an integral part of the emergency management program. Mitigation is intended to eliminate hazards, reduce the probability of hazards causing an emergency, and lessen the consequences of unavoidable hazards. Mitigation is generally a pre-disaster activity, although mitigation may also occur in the aftermath of an emergency situation with the intent of avoiding repetition of the situation.

Preparedness/Protection

Preparedness activities will be conducted to develop the response capabilities needed in the event of an emergency. Preparedness is everyone's responsibility. Colleges, schools and divisions must develop specific plans and procedures to assist in the overall implementation and maintenance of emergency plans. The preparedness activities included in the emergency management program are:

- Providing emergency equipment and facilities.
- Emergency planning, which includes maintaining this plan, its annexes, and its appropriate guidelines.
- Conducting or arranging appropriate training for emergency responders, emergency management personnel, other local officials, and volunteer groups who assist this jurisdiction during emergencies.
- Conducting periodic drills and exercises to test emergency plans and training. As possible drills and exercises should be conducted with the community (city, county, healthcare facilities, and state).

Response

UVU will respond to emergency situations as effectively and efficiently as possible. The focus of most of this plan and its annexes is on planning for the response to emergencies. Response operations are intended to resolve a situation while minimizing casualties and property damage. Response activities include warnings, emergency medical services, firefighting, law enforcement operations, evacuation, shelter and mass care, search and rescue, communications, as well as other associated functions.

Recovery

If a disaster occurs, UVU will carry out a recovery program that involves both short-term and long-term efforts.

- **Short-term recovery** seeks to restore vital services and provide the basic needs of the university community. These activities may include mental health services, immediate medical services, law enforcement activities, safety and security to immediately affected areas, emergency and crisis communications, infrastructure operations, utilities restoration, returning to all normal operations quickly, and other immediate activities depending on the incident.
- **Long-term recovery** focuses on restoring the university to its normal state or better if possible. The federal government, pursuant to the Stafford Act, provides the vast majority of disaster recovery assistance. The recovery process includes assistance to individuals, businesses, government entities and other public institutions. Examples of recovery programs include temporary housing, restoration of university services, debris removal, restoration of utilities, disaster mental health services, and reconstruction of damaged roads and facilities.

G. Federal and State Authorities

Federal Authorities

- Presidential Policy Directive PPD-8: National Preparedness
- President Policy Directive PPD-21: Critical Infrastructure
- Homeland Security Presidential Directive HSPD-5: Management of Domestic Incidents
- Robert T Stafford Disaster Relief and Emergency Assistance Act, Public Law 93-288, as amended
- Code of Federal Regulations (CFR), Title 44, Emergency Management Assistance
- Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act (Clery Act), 20 USC 1092f

Utah State Authorities

- Utah Code Title 53 (Public Safety Code) Chapter 2a (Emergency Management Act)

H. Levels of Response

The university classifies responses using a three-level system, according to increasing severity. The severity of an incident will be identified by the incident commander (IC) or the first qualified individual to arrive at the scene of the incident. The severity level of the incident may increase or decrease during response activities, requiring the level of response to be adjusted. The severity of an incident is determined by the threat to the safety of the campus community and university property, as well as the ability of the university to manage the incident.

Low Risk Emergency: (Most Common Incident)

A minor emergency that is limited in scope and potential effects, may involve:

- A limited area and/or limited population.
- An evacuation or in-place sheltering, typically limited to the immediate area of the incident.
- The provision of warnings and public instructions in the immediate area, not university wide.
- Incident management by one or two local response agencies (UVU Police, Orem City Police, or EMS) or departments acting under the IC, with requests for resource support being handled through agency and/or departmental channels.
- The limited external assistance from other local response agencies or contractors.

Normal university response services will be able to manage incidents without activation of an EOC. The incident may result in minor injury to members of the campus community and minor damage to university facilities and will affect a single localized area of the campus.

Moderate Risk Emergency:

A moderate emergency that is larger in scope and more severe in terms of actual or potential effects. Characteristics include:

- A large area, significant population, or important facilities.
- The implementation of large-scale evacuation or in-place sheltering and implementation of possible temporary shelter.
- University-wide warning and public instructions.
- A multi-agency response operating under an IC.
- External assistance from other local response agencies, contractors and limited assistance from state or federal agencies.
- Activation of the EOC to provide general guidance and direction, coordinate external support, and provide resource support for the incident.

High Risk Emergency:

A disaster involving the occurrence or threat of significant casualties and/or widespread property damage that is beyond the capability of the university and local government to handle with its own resources. A High-Risk Emergency involves:

- A large area, sizable population, and/or important facilities (this could be on campus or involve the entire community).
- The implementation of large-scale evacuation or in-place sheltering, and implementation of temporary shelter and mass care operations.
- Community-wide warning and public instructions.
- Response by multiple local response agencies operating under one or more Incident Commander (includes city, county ICs.)
- Significant external assistance from other local response agencies, contractors, and extensive state or federal assistance.
- Activation of the EOC to provide general guidance and direction, provide emergency information to the public, coordinate state and federal support, and coordinate resource support for emergency operations.

OPERATIONS

I. Activation of Emergency Operations Center (EOC) and Emergency Operations Plan (EOP)

This plan identifies the functional groups, management structure, key responsibilities, emergency assignments and general procedures to follow during a disaster or emergency incident. The Emergency Operation Plan (EOP) is activated whenever disaster/emergency conditions exist in which normal operations cannot be performed and immediate action is required to:

1. Save and protect lives.
2. Coordinate communications on and off-campus.
3. Prevent damage to the environment, systems, and property.
4. Provide essential services (law enforcement, information technology, business services, healthcare).
5. Temporarily assign university staff to perform emergency work.
6. Invoke emergency authorization to procure and allocate resources.
7. Activate and staff the Emergency Operations Center (EOC).

Activation of the Emergency Operation Center (EOC):

Utah Valley University's EOC may be activated partially or fully depending upon the need in the following ways:

- **Limited Activation (Low Risk Incident):** a response to a small incident in the field that would require only the responding staff to manage the problem. This is the most common incident type, which occurs frequently. This type of incident is managed using campus resources and may need outside assistance (city law enforcement, EMS, or vendors with specific supplies for restoration of services). Notification to senior leadership is not immediate.

Examples of this type of incident include flooding due to a pipe break, a small fire that can be extinguished by those present, a chemical vapor that requires evacuation of a small location, utility failure (loss of power) for a brief period. This type of incident will likely resolve within hours.

Most incidents in this category will not escalate to the opening of an EOC, but incident management principles could still be utilized to manage the situation.

Utah Valley University Emergency Operation Plan (EOP)

Planned Events, a partial EOC may be opened during a planned event, such as commencement, speaker on campus, concert, or any other event that meets criteria after a risk assessment has been completed.

- **Partial Activation (Moderate Risk Incident):** a response to a larger incident that involves more resources than are on campus. This would likely involve the media, and notification to senior leadership would be immediate. Timely communication campus-wide may be necessary. There is the potential of imminent harm to people and damage or destruction to property.

Activation of the EOC may be initiated by the Chief of Police (or designee) in collaboration with the following positions as possible: Associate Vice President of Facilities, Emergency Management, Vice President of Administration and Strategic Relations, and the Provost of Academic Affairs. This will depend upon the availability of these people; all do not need to be contacted in order to activate the EOC or initiate a response.

The EOC should be activated even if only partially so decision-makers and EOC staff may gather and manage the incident, which may include but is not limited to: managing resources off-campus, media relations, communications with staff, faculty, students, and visitors, communications with the Board of Trustees and the community at large, business continuity measures, recovery strategies, and so forth. This type of incident has the potential to quickly escalate into a larger incident or could as quickly decrease in severity.

Examples of this type of incident may include: Bomb threat or explosion, active shooter, hostage situation, larger fire that engulfs an entire building with the potential to grow, large chemical spill that requires sheltering in place for a lengthy period of time, severe weather that may cause damage or trap people on campus, an infectious disease outbreak that is affecting the staff/faculty/students ability to be on campus, and so forth. This type of incident could last for many hours or even days.

- **Full Activation (High Risk Incident):** in response to a large-scale incident requiring resources on campus, off-campus and beyond. The likelihood of running out of resources is great or imminent. The likelihood of injury to people and damage or destruction to property is high. Notification to senior leadership would be immediate. This is a catastrophic event with huge implications for business, reputation, and everyday operations. The incident could potentially last for weeks, months, or longer.

Utah Valley University Emergency Operation Plan (EOP)

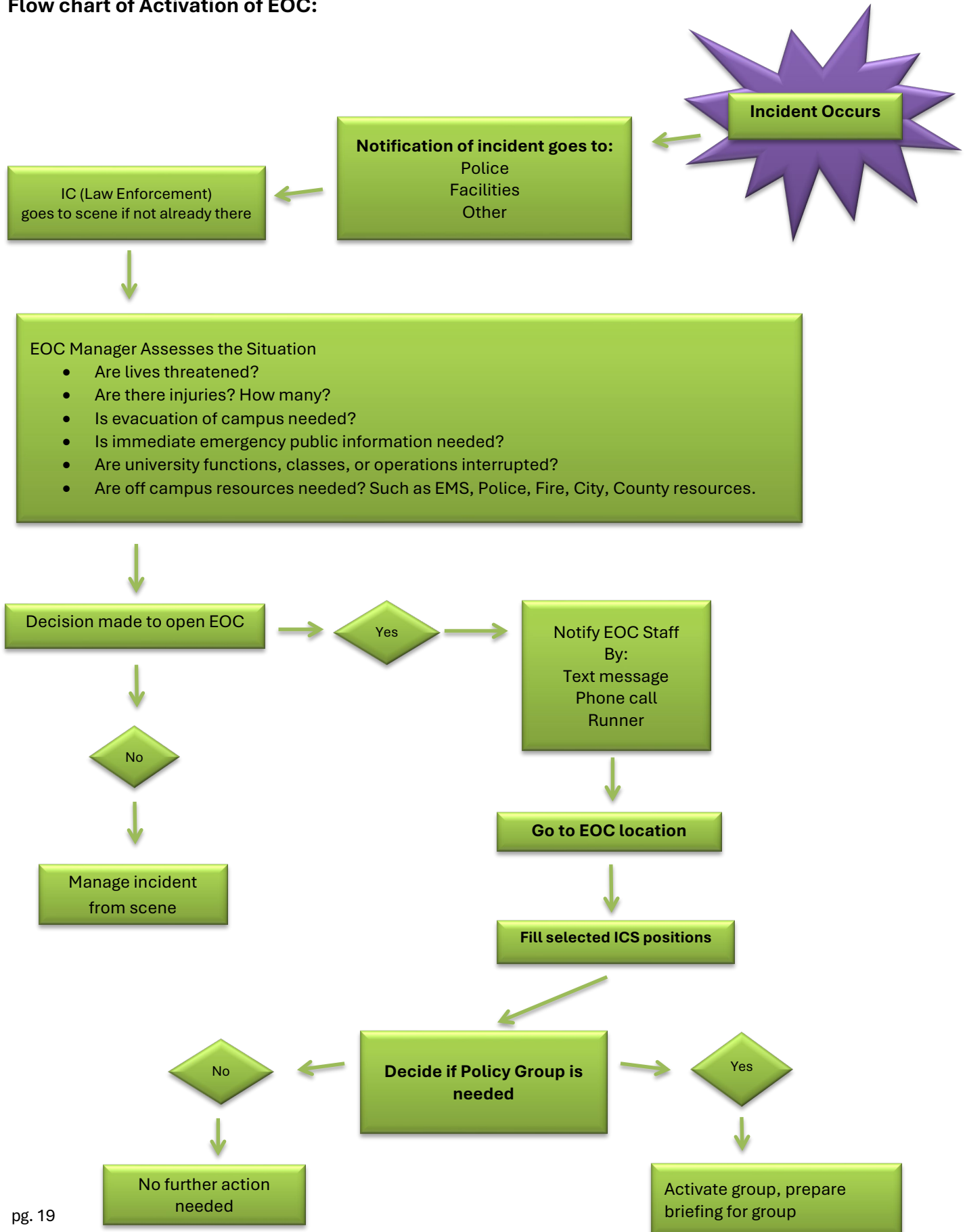
Activation of the EOC would be initiated by the Chief of Police (or designee) in collaboration with anyone in the President's Cabinet, Emergency Management, or any leadership position that may be available. Due to the severity of the incident, the EOC activation is obvious and does not formally require a decision.

Examples of this type of incident include large scale earthquake (over 6.0 in magnitude) causing structural damage and injuries to people, multiple bomb explosions on campus, utility disruption that lasted for weeks, flood inundation due to dam failure, and so on. This type of incident would last for weeks, months, or longer.

Note: It is understood any one of these incidents could escalate to something bigger or deescalate. Depending upon many unknown factors will determine what level of activation is needed. To the degree that this occurs the university will also determine the size and scope needed to manage the incident through the activation of the EOC.

The organizational flowchart below shows how this may operate:

Flow chart of Activation of EOC:



J. Emergency Operations Center (EOC)/Incident Command System (ICS)

When the decision has been made to activate the EOC, the location may vary depending on the severity, length, or other determining factors of the incident. It may be as simple as a few people in the Presidential Suite to pre-designated locations that will accommodate more people, equipment, and resources. When the activation of the EOC has been announced the location of the EOC will be assumed to be in the primary EOC location unless otherwise directed.

Locations of the EOC:

- *Primary EOC* will be in Fugal Gateway (Trustees Conference Room)
- *Secondary EOC* or off campus (when needed) will be in the Young Alumni Bld. YA ?
- *Small incident* will be in the UVU police department (specifically when the response is police oriented)
- Other locations may be selected as well, depending on what is needed and the type of situation

Methods for notification of those who would respond to and manage the EOC:

- The event itself for example an earthquake, consider the ground shaking the notification
- Telephone use land lines or cell phones by voice or by text
- Radios used by police, custodial, facilities, building marshals, or others
- In-person use of runners, if communications systems have failed

Organization of Incident Command System (within the EOC):

Incident Commander (IC): The person at the scene (on campus) whose responsibility is to manage the activities, functions, tactical efforts where the incident is located. There may be other agencies involved as well, and they will communicate with the IC. The IC will communicate directly with the EOC giving a status report, sharing situational awareness, and requesting additional resources beyond what they are able to request. The IC is usually a UVU law enforcement representative.

EOC Manager: The VP of Administration and Strategic Relations or designee assumes leadership of the EOC. They will communicate with the IC (on scene) if appropriate and the Policy Group. This position will make decisions as appropriate for this group and approve all communications prior to posting.

Policy Group: The President, cabinet, and others as designated. This group is ultimately responsible for establishing the university's overarching priorities and direction during a disaster incident. The Policy Group works closely with the Emergency Operations Center (EOC) Manager.

Utah Valley University Emergency Operation Plan (EOP)

The Policy Group communicates with the Board of Trustees, Board of Regents, and other groups as needed throughout the incident. This group defines and endorses the emergency management and business continuity program roles and responsibilities found in this document.

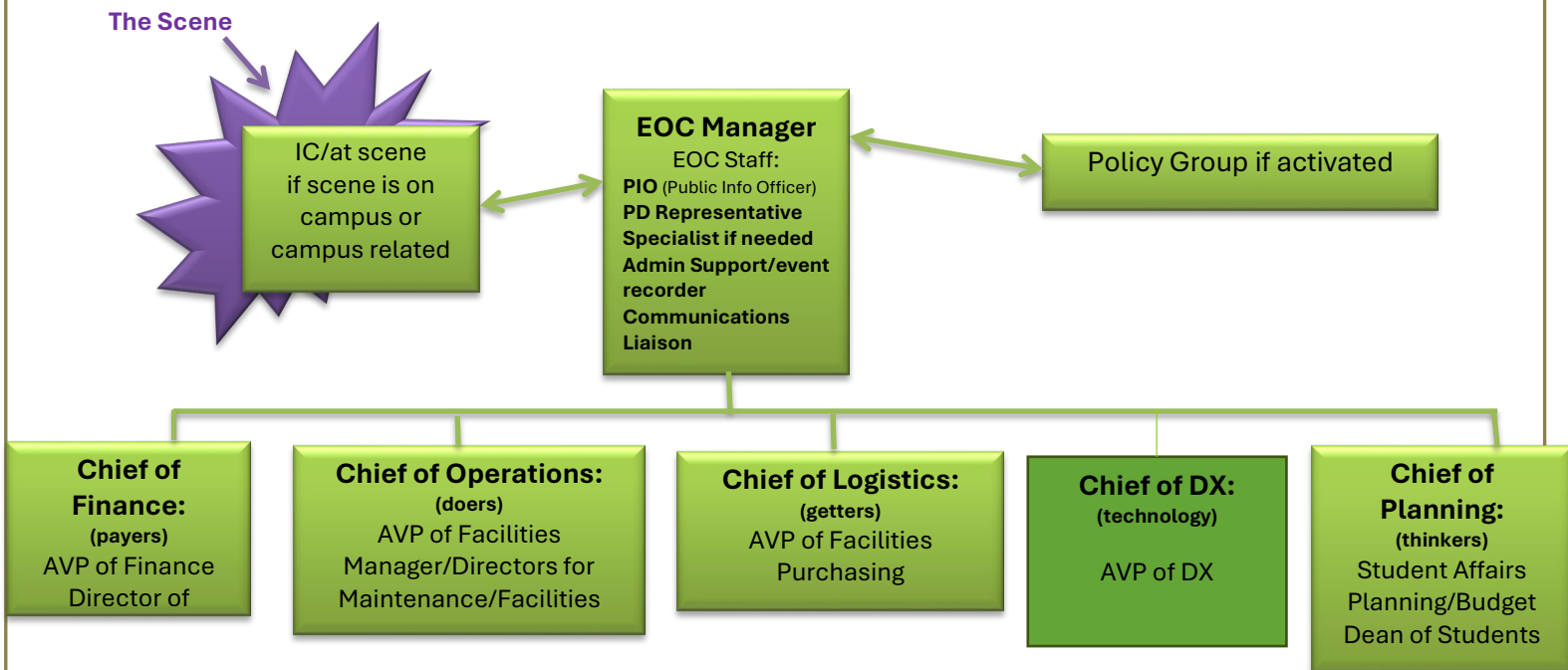
There may be overlap in representatives of the Policy Group and the EOC, this may be modified as needed. There should be good communication between the two established groups. At times the two groups may be housed together. Factors that may affect this would be severity and length of the incident.

The Emergency Operations Center (EOC): is the group responsible for supporting the IC at the scene as it relates to operations, tasks, activities associated with the incident overall. The disaster incident will dictate who and what positions of the ICS may be involved in the operations of response and recovery throughout the disaster. The following UVU positions or department representatives may be needed to fill ICS positions within the EOC. Remember this system is flexible and scalable depending upon the needs of the incident type or severity. Other positions and departments may be included depending on the need.

- VP of Administration and Strategic Relations (EOC Manager)
- Director of Emergency Management/Safety
- Associate Vice President of Facilities
- Director of Physical Plant/Maintenance
- Law Enforcement
- Marketing and Communications
- Public Relations (public information officer)
- Information Technology
- Finance/Budget/Procurement
- Human Resources
- Student Affairs
- Student Health Services (medical/mental health)
- Fire Marshall
- Environmental Health and Safety Coordinator
- Risk Manager
- Associate Dean of Students
- Dean of Students
- Director of Accessibility Services
- General Counsel

ICS Positions in the EOC: Below is the EOC Organizational Chart, which indicates the main positions held in the EOC and provides a brief description of how each position. This is a guide to use when deciding what positions need to be activated and who will likely be appointed to fill each position.

EOC Organizational Chart



Note: There may be additional positions added below each chief as needed or necessary to perform a task or additional function. This will be the decision of the chief.

Position/Roles in the EOC with a brief description: (All positions have a Job Action Sheet (JAS) associated with their role, found in Appendix J)

EOC Manager: Supervising position within the EOC, communicates with the IC at the scene and with the Policy Group as needed (if activated). This position supports operations at the scene, coordinates communication with other entities and groups, documents incident, coordinates possible outside resources or communications that may be needed and other duties as assigned.

EOC Staff: The group that may be needed to run the EOC

Public Information Officer (PIO): Communicates with the media (when needed), writes messages that go out to students/employees (approved by EOC manager and/or Policy Group)

Police Department Representative: Acts as a liaison between the IC at the scene and the EOC, receives and transmits information at the scene, and may communicate and coordinate with outside agencies as well (City Police Representatives, SWAT, Bomb Squad, State Resources, etc.)

Specialist: A person who has a specific skill set or a content matter expert that may be needed during a type of scenario (Medical/Health: Student Health Services Representative, Chemical Spill/Exposure: Faculty Chemistry Representative or HAZMAT Specialist)

Administrative Support: Records and documents the timeline of the event, keeps track of requests made and filled and other duties as assigned. There may be a need for more than one person to fill this role.

IT Specialist: Accesses and utilizes the text messaging system, provides updates on uvu.info (disaster website). May assist with other IT-related issues.

Communications: Answers all incoming phone calls or radio transmissions ensuring those messages or calls get to the right position within the EOC. Tracks communications that leave and enter the EOC. There may be a need for more than one person to fill this role.

Liaison: Interfaces with outside agencies to coordinate and communicate status reports, requesting resources, and intelligence gathering concerning the scene (on or off campus).

Chief of Finance (payers): Tracks and documents expenditures, expedites procurement measures, tracks and documents supplies, equipment, and people; Responsible for identifying potential and actual costs associated with an incident, activate agreements (MOU's) if needed and work closely with other EOC staff.

Chief of Operations (doers): Coordinates people getting jobs and tasks completed. Examples: barricade roads, provide traffic control points, get equipment from one location to another, fix and repair systems if there is a failure (utilities), assess infrastructure damage after an earthquake, etc.

Utah Valley University Emergency Operation Plan (EOP)

Chief of Logistics (getters): Coordinates obtaining or procuring supplies, equipment, people that may be needed for the operations of the incident. Provides security and creates staging areas for supplies, equipment, and students if needed.

Chief of Planning (thinkers): Anticipate future needs depending on the incident, write and publish the Incident Action Plan (IAP) (goals, objectives during the operational periods), take care of the needs of people (coordinate food, water, shelter, if needed).

Chief of Digital Transformation (technology): Manages all functions and operations associated with digital transformation. Gather and share information regarding ability to use digital technology and report on damage or limitations to use technology.

Note: Each Chief may need others to execute, perform, complete tasks, functions or to be their eyes and ears outside of the EOC positions may be created as needed and people activated as needed depending on the incident.

There are additional positions with corresponding Job Action Sheets (JAS). These positions are subordinate to the chief positions. It is up to each Chief to activate them depending on the need. The additional positions simply stimulate thinking or provide possible areas that may need to be considered and can be incident-specific or used every time. The JAS can be found in Appendix J.

An Incident on Campus:

Examples: Large structural fire requiring evacuation, chemical spill that requires evacuation, large utility failure not easily repaired, active shooter, hostage situation, bomb threat or explosion, or an incident that affects the geographic area of the campus.

If the incident is on campus, then the Incident Commander (IC) will either be selected from UVU law enforcement or will be chosen from another department. That person will be at or near the scene. The IC will communicate regularly with the EOC staff. The EOC's purpose is to support the IC and the scene with what is needed (people, equipment, supplies, other). The EOC staff will manage and coordinate other activities such as media, notification to outside groups, and communications with students and employees and so forth.

If the incident is large enough to include the Policy Group, then they will be physically located near the EOC.

An Incident off Campus:

Examples: Flood inundation from dam failures (Deer Creek and Jordanelle), earthquake, aviation crash (UVU airplane), wildfire with smoke inhalation, and large chemical spill (railroad tanker, freeway tanker).

If the incident is off-campus and affects the daily operations on campus and requires activation of the EOC, where possible, UVU law enforcement or designee will be at or near the scene. Their purpose will be to communicate with the EOC on campus giving intelligence, status reports, expected outcomes, and timelines. Many times, the disaster will be widespread and having an IC at the scene may not be possible. If a multiple agency EOC is activated (unified command), this person would represent UVU's interests and provide possible assistance to the community.

Flow of Communications and Operations after the EOC is activated: The flow of communication is critical throughout the duration of the incident.

In the first few minutes to hours of an incident all types of information are needed. Below is a list of questions that may need to be answered if the incident is on campus.

Communications from the scene on campus to EOC:

Nature of incident: fire, bomb threat or device, gas leak, etc.

Where is the incident located?

Are university operations impacted (immediately and potentially)?

What types of injuries exist? Is EMS needed from the city?

What university assets are damaged?

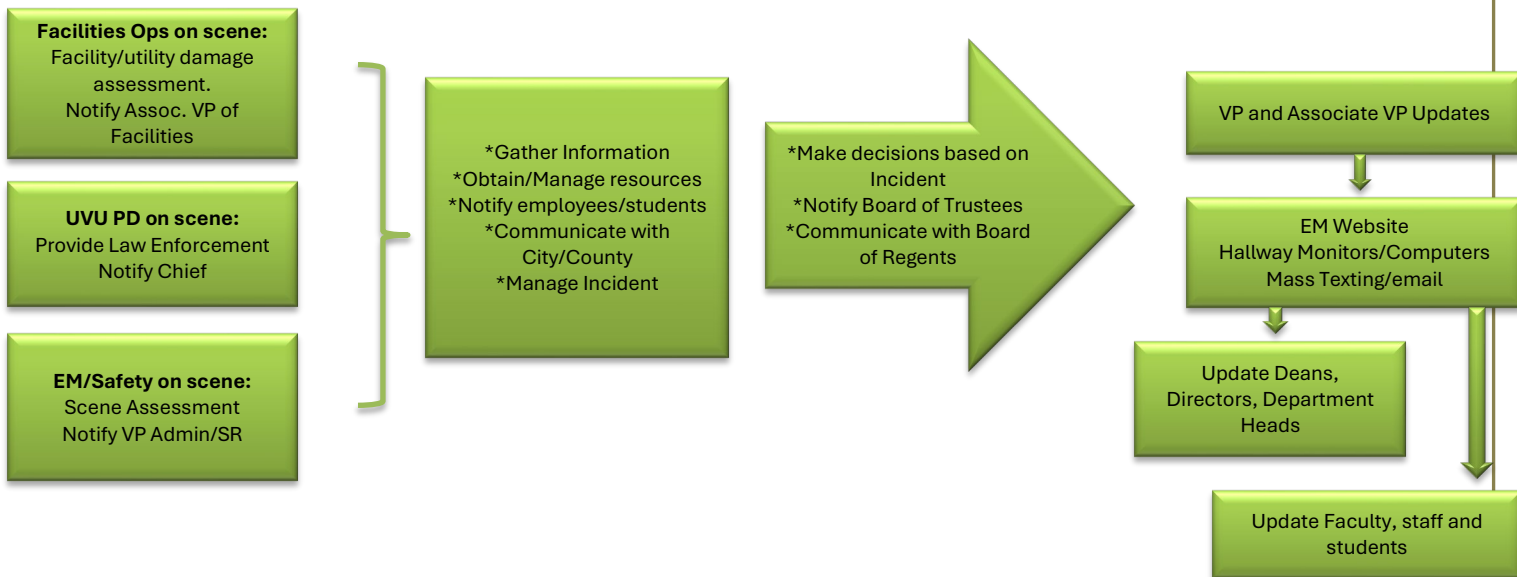
- What resources are currently at the scene (campus, community)?
- Who needs to be notified?
- What is the message to the students, employees, and public?
- Is evacuation of campus needed?
- Estimated time for stabilization, repairs, and return to normal (where applicable).

First responders provide information to the on-scene incident commander and/or to the directors of their departments or designees. They will communicate via handheld radio, cell phone, or by runner to the EOC.

Below is a flowchart of how the communication flow may work.

Flow of Information/Communication

Incident Updates → **EOC Activated** → **Policy Group** → **Campus**



K. Direction, Control, and Coordination of the Incident:

First responding agencies work with other campus departments for assistance with logistics, resources, and intelligence.

Tactical:

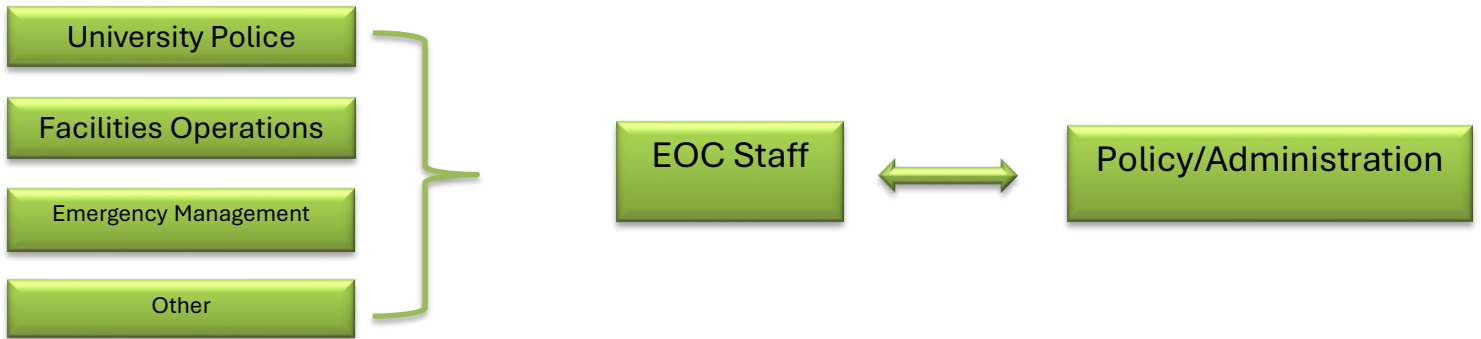
On-scene command
Management and long-range
strategic issues

Operations/EOC:

Assessment and Prioritization

Strategic:

Crisis



L. Support Teams

Community:

City Emergency Management: depending on the scope of the disaster and what part of campus is involved communication and coordination with City EM may be necessary.

Orem City Emergency Management

EM: Heath Stevenson, cell phone: 801-472-8621, office: 801-229-7146

EOC Phone Number:

EOC Location: Public Safety Building adjacent to Orem City Center (State Street and Center Street)

Provo City Emergency Management

EM: Chris Blinzinger, cell phone: 801-404-6368

EOC Phone Number (s): 801-377-7135, 801-377-9379

Alternates: 801-852-7131, 801-852-7132

EOC Location: 351 West Center Street, Police Training Room

County Emergency Management:

Utah County Emergency Management

EM: Peter Quittner, cell phone: 801-404-6050

EOC Phone Number: 801-851-4150

EOC Location: Spanish Fork Sheriff's Office Complex, same building as jail

Wasatch County Emergency Management

EM: Jeremy Hales Cell Phone:

Office: 435-657-3544

EOC Phone Number: 435-657-3525, Fax: 435-657-4055

EOC Location: Search and Rescue Building, 1359 South US Highway 40, Heber City

Other Support Groups:

Orem City EMS/Fire/Law Enforcement: Accessed through UVU Police

Provo City EMS/Fire/Law Enforcement: Accessed through UVU Police

Wasatch Sheriff's Office: Accessed through UVU Police

Wasatch County Health Department: Lewis Hastings, 435-657-3262 (office)

Utah County Metro Bomb Squad: Accessed through UVU Police

Provo/Orem/BYU Metro SWAT: Accessed through UVU Police

Provo City, Orem City, and Utah County HAZMAT Teams: Accessed through UVU Police

State Assistance would go through the County Emergency Manager

Wasatch Mental Health: Accessed through the UVU Student Health Center

Utah Valley University Emergency Operation Plan (EOP)

Utah County Health Department: Emergency Response Coordinator Kylaas Flanagan
Office (801-851-7503), Cell (801-960-2705)
Red Cross: Disaster Program Manager (Utah County) Office: 435-315-5746, Cell:

Campus:

Building Marshalls and Floor Captains: These are people assigned by building to help during a disaster or emergency incident. They have radios for communication, and they have back packs with basic supplies to help assist in their responsibilities. They will coordinate with the floor captains who are to help on their designated floors those that may need assistance during a disaster. Building marshals and floor captains receive annual training reviewing roles and responsibility. Building marshals and floor captains practice their training twice a year. The Great Shakeout statewide earthquake exercise and the annual fire drills.

The main purpose of building marshals and floor captains:

- Evacuation during an incident when needed.
- Accounting for employees, as much as possible.

Emergency Response Team (UVU's Paramedic/EMS team): This team is active during the week during office hours for smaller incidents. They coordinate with UVU police and Orem City Paramedics. During a disaster incident they would be utilized to help care for and assist with transport for those who are injured.

Police Department: Are activated at any time 24/7 by calling UVU dispatch at 801-863-5555.

Behavioral Assessment Team (BAT): This team meets regularly to identify and assist troubled students. Their primary purpose is to proactively respond before a student escalates to violence (when possible).

Student Response Team: The emergent response section of the BAT team. If there is an emergent need with a student, they can be notified and will act immediately (phone number: 801-863-5555)

Air Support: UVU Aviation may be able to offer some support, depending on the situation.

Mental Health: Additional off-campus resources can be activated. These resources may come from a variety of locations. To activate the EOC would contact the Sr. Director of Student Health Services.

M. Communications

Rapid and timely communication of information to the campus community during emergency situations is critical. In addition, accurate and timely communication of information to incident response personnel is required for an adequate response to emergency incidents. See Campus-Wide Emergency Communications Plan at https://www.uvu.edu/policies/university_guidelines.html for additional detailed information regarding communications during an emergency or disaster. UVU will coordinate and communicate with all appropriate agencies, boards, and other local county groups.

Utah Valley University utilizes several means of communication in managing varying levels of incidents. These means of communication will be tested for proper functionality.

During day-to-day emergency and disaster incidents, the following response organizations will communicate with their designated liaison groups:

University Department	Off-Campus Liaison Assignments
Public Safety	Law Enforcement Agencies FBI, Bomb Squad, SWAT teams, others
Emergency Management/Safety Department	EOC’s for appropriate city, county, and County Health Department
Facilities	All Utility Providers UDOT Contractors/Vendors as appropriate
University Relations/Communications	Media Outlets
DX	Vendors, contractors or other services that enhance the ability to communicate

ALERTS and NOTIFICATIONS:

Utah Valley University has several communication methods that would be used (as possible) to reach students and employees with time-sensitive information during unforeseen incidents or emergencies using:

- Public Announcement System: through fire alarm annunciation system
- Email: alert that goes through UVU email service
- Text messaging: UVUAlert, goes to cell phones unless the person has opted out
- Electronic bulletin boards: alert goes to monitors in major hallways and gathering areas
- Desk top computer monitors: alert goes to monitors giving digital info or an audible alert
- University homepage: www.uvu.edu with an emergency backup website located at www.uvu.info
- Social Media outlets will be used as possible

Communications during an incident:

There are several types of communication abilities that can be utilized during an incident. The communication method used may vary depending on the incident. The following are examples of how these methods will be used:

Device	On or Off-Campus	Off-campus contacts
Radios (800 megahertz)	On/Off	Police Departments, Dispatch
HAM radios	On/Off	City EOCs, County EOCs, Scene (if a HAM operator is located there), UVU’s HAM radio operators
Cell Phones	On/Off	Unlimited unless functionality is disrupted
Land Lines/Desk Phones	On/Off	Unlimited unless functionality is disrupted
Runners	On	
Desktop Computers	On	

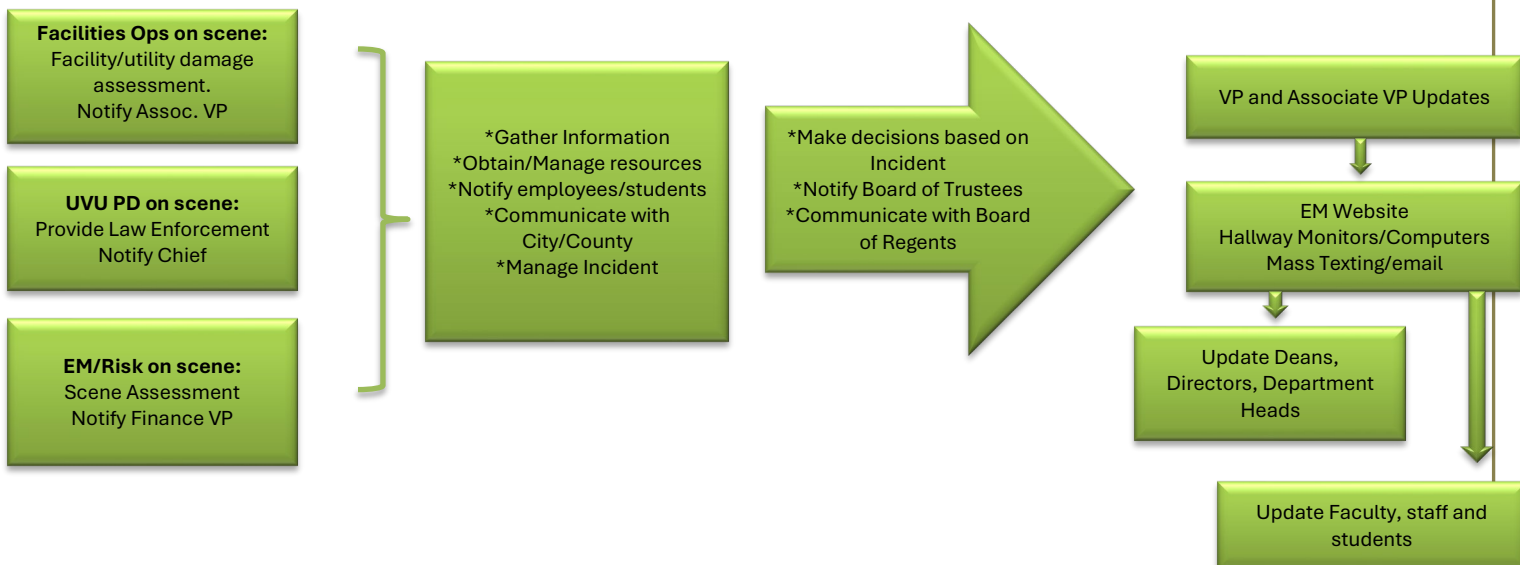
Radios (400 megahertz)	On	Building Marshalls, Parking, Custodial, Facilities
Satellite Phones	On/Off	County, City EOC's. Other phones on campus.

Note: Cell phone communication is often the first type of communication to be lost in a large incident. Remember that texting may be a better means of communication than a phone call as it uses a smaller band width.

Communication from the scene to the EOC and to the campus community is important. A diagram below outlines the flow and process of gathering information and ultimately sending it out.

Flow of Information/Communication

Incident Updates → **EOC Activated** → **Policy Group** → **Campus**



Communication with the Media:

The Marketing/Communications department will communicate with media outlets providing them with timely and appropriate information concerning the incident. These messages are approved by the EOC and/or Policy Group as needed. It is important to share accurate and appropriate information with the media by way of one source to reduce rumors and false or misleading information. For this reason, if a media outlet contacts a university employee, they will refer the contact to the University Marketing/Communications Department.

Locations for Press Conferences:

Locations for speaking with the media may be set up in advance and communicated with the media outlets. Depending on the incident, the following principles should be used when selecting a location:

- Easy to access (parking, easy to find) for both media outlets and UVU campus officials
- Keep designated media location away from affected family and friends of those involved
- Close enough to see campus without being in the way of response efforts
- Away from the EOC

N. RECOVERY PLAN

Recovery

Recovery operations should be considered at the start of the incident and not only following the response phase. Recovery will have three phases: short-term, intermediate-term, and long-term. Section Chiefs should begin considering recovery along with demobilization of personnel and supplies early in the incident.

Short-Term

The objective for short term recovery is to restore the university to minimal capacity. The short-term could last from 0-3 months.

- Life Safety (most immediate).
- Damage assessment.
- Debris removal.
- Infrastructure restoration.
- Reestablish University's responsibilities.
- Academic instruction has been restored.
- Reduction and demolition of hazardous structures.
- Restoring critical business functions.
- Crisis counseling to the affected population.
- Emergency repairs to damaged infrastructure.
- Look at the business continuity plan (how do we stay in business?)

Intermediate-Term

The objective for intermediate-term recovery is to have ongoing activities that are characterized by temporary actions that will assist in providing a bridge to more permanent measures. In this term, most of the essential services have been restored, but the university is far from a pre-disaster state.

The intermediate term could last from 1-6 months and will typically overlap the short-term and long-term.

- Academic instruction has resumed but could be on a limited basis and in unconventional formats for example, alternated site locations, web-based delivery, independent study, etc.

Utah Valley University Emergency Operation Plan (EOP)

- Delivering mental and behavioral health services to individuals and families.
- Researchers have determined the extent of the damage incurred and have made preliminary decisions on their ability to continue their research at the University.
- Primary transportation routes in and out of the University have been open but might not be fully restored.
- Information technology, critical servers and networks, and the widely used application have been re-established.
- Insurance claims are being processed.

Long-Term

The objective for long-term recovery is to restore facilities to pre-disaster conditions or better. The long-term could last from a few months to a few years. The main goals for long-term recovery operations include:

- Returning the university to pre-disaster level or better.
- After Action Report and Improvement Plan.
- Improving the university's EOP based on lessons learned from the incident.
- Reimbursement for qualifying disaster costs.
- Integration of mitigation strategies into recovery and operations planning.
- Delivering mental and behavioral health services to individuals and families.
- Provide assistance to those transitioning to permanent housing if applicable.
- Ensuring the student's degree progress is not delayed or penalized as a result of the disruption.
- Rebuilding university's buildings and facilities to appropriate resiliency for future disasters.

University Recovery Command and Governance

The university's initial recovery operations will take place within the Emergency Operations Center (EOC) and will be structured similarly to the Incident Command System (ICS) in tangent with the Incident Action Plan (IAP) and the Business Continuity Plan (BCP). Functions of the EOC will decline as recovery transitions through each phase. The EOC Manager will determine, with the consultation of the Policy Group when demobilization of the EOC will take place and what the long-term recovery will look like. During short-term and intermediate-term recovery, some departments may be asked to defer their normal day-to-day operations to devote personnel and equipment to assist in the recovery process.

O. Post Incident Review/After Action Report and Improvement Plan

After any real incident or exercise a post-incident review will take place. This would include those key stakeholders who were involved in response to the incident. This is often called a debriefing or hot wash. It allows those involved to offer or suggest comments regarding processes or procedures that went well and should be repeated or enhanced if needed. It also allows those involved to offer or suggest comments regarding weaknesses or failures in processes or procedures that occurred during the response to the incident. When making changes, a focus on correcting processes and procedures, not people, will be most helpful.

A hot wash or debriefing should be held as soon after the incident as possible. Because memory of the incident will fade, it is critical to capture the information of the incident so that changes can be made. The debriefing should take place in a no-fault environment to best gather the critical information that is needed for improvement.

The incident is documented in writing; this is called an After-Action Report/Improvement Plan (AAR/IP). This is usually completed by the Emergency Manager with the assistance of those involved if needed. The AAR/IP is shared with the VP of Administration and Strategic Relations and the President's Council for review. The contents will also be shared with any department that may need to participate in the improvement plan as well.

The Emergency Manager will track the Improvement Plan elements to ensure they are not only identified but corrected as possible. All reports or paperwork produced during a disaster incident will be saved and stored with the Emergency Manager. This becomes critical for tracking improvements and for any potential FEMA reimbursements if the disaster is Presidentially Declared.

OTHER

P. Training and Exercises

The University will participate in and conduct regular training for employees that relate to hazards, risks, and threats identified on the Hazardous Vulnerability Analysis. There will be ongoing assessments performed if new threats or hazards arise that may need attention, education, or training. Student participation in exercises would be through the annual fire drills and Shakeout earthquake exercise.

Different methods of training and exercises:

Tabletops: A tabletop exercise involves key personnel discussing simulated scenarios in an informal setting. Tabletop exercises can be used to assess plans, procedures, and guidelines.

Functional Exercises: A functional exercise examines and/or validates the coordination, command, and control between various multi-agency coordination centers (EOC, Scene, Policy Group). A functional exercise does not involve any “boots on the ground” (emergency officials responding to an incident in real-time)

Full-Scale Exercises: A full-scale exercise is a multi-agency, multi-discipline, multi-department, and “boots on the ground” response. There are people, equipment, and supplies moved. The purpose is to pattern the response as close to what would really occur during an actual emergency/disaster incident.

Drills: A drill is a coordinated, supervised activity usually employed to test a single, specific operation or function within a single entity, such as radio checks, communications plans, or evacuation drills. (fire drills, hazardous materials spill, radio checks, activation, and use of campus HAM radios)

Q. Emergency Operation Plan Development and Maintenance

The purpose of the university's emergency planning effort is to coordinate enterprise-wide planning related to protection of our greatest resource, our people, as well as our teaching and community service responsibilities.

The following are basic operating principles for the planning effort:

- Decisions based on reliable data
- Planning based on stakeholder inclusion
- Commitment to continuous improvement of plan outcomes

The university's office of emergency management is tasked with development of a basic EOP, which articulates the implementation and development of supplemental plans and appendixes and annexes (as determined to be necessary) to accomplish plan goals and objectives. The office of EM is responsible for reviewing regulations, hazard analysis, mitigation strategies, and discussing and developing recommended language for a campus plan. This EOP follows the principles that come from state and local guidance, FEMA's concept for developing risk-based, all-hazard emergency operations plans and incorporates the National Incident Management System (NIMS) concepts.

The EM office works with content experts in its work. Content experts are individuals with unique experiences, education, preparation, authority deemed necessary and/or useful to the development of an EOP. Content experts are invited to inform and influence the office of EM in its work.

The Director of Emergency Management/Safety is responsible for ensuring all plans and procedures are developed and executed in accordance with local, state, and federal plans, regulations, and standards relevant to emergency management. Those duties include:

- Developing plans in support of NIMS
- Working with city, county, and state officials when developing plans
- Ensure plans are reviewed and approved by the EPAC, promulgated by University Administration (the President), tested by way of exercise and drills, and updated every three-years or sooner as needed
- Writing and tracking any After Action Reports/Improvement Plans

A complete review of the EOP and incident-specific plans will occur every three years.

The Emergency Manager, with the assistance as needed, is responsible for developing and implementing the campus drills and exercises. These should be held regularly and with enough frequency to keep the members of the EOC prepared. At a minimum, this should occur annually.

R. Glossary of Terms/Acronyms

Alphabetical

AAR/IP: After Action Plan/Improvement Plan
AVP: Associate Vice President
BAT: Behavioral Assessment Team
BYU: Brigham Young University
CERT: Community Emergency Response Team
EM: Emergency Management
EMS: Emergency Medical Services
EMT: Emergency Medical Technician
EOC: Emergency Operations Center
EOP: Emergency Operation Plan
EPAC: Emergency Preparedness Advisory Committee
FEMA: Federal Emergency Management Association
HAM: Amateur Radio
HAZMAT: Hazardous Materials
IAP: Incident Action Plan
IC: Incident Commander
ICS: Incident Command System
IT: Information Technology
JAS: Job Action Sheet
MOU/MOA: Memorandum of Understanding/Agreement
NIMS: National Incident Management System
NRF: National Response Framework
PD: Police Department
PIO: Public Information Officer
Stafford Act:
SWAT: Special Weapons and Tactics
UCAS: Utah County Academy of Sciences
UDOT: Utah Department of Transportation
UTA: Utah Transit Authority
UVU: Utah Valley University

S. Record of EOP Distribution and Revisions**Record of EOP Distribution:**

A limited number of hard copies will be printed. Digital versions are available for review or can be downloaded 24/7 from the Emergency Management website. www.uvu.edu/emergencymanagement

Department	Number of Hard Copy Plans
Master Binder (Emergency Management)	1
Emergency Operations Center (primary/secondary locations)	2
Chief of Police	1

Record of Revisions:

This plan goes through continuous, ongoing changes based on the results of actual events, post-exercises, drills, activities, or trainings. UVU Emergency Management does not go through a formal annual plan review process but rather makes incremental changes, modifications, and adjustments to this plan as conditions change. By posting these changes on the UVU Emergency Management website, the most up-to-date version of this plan is instantly available to all UVU and partnered responders 24/7.

A formal documented plan review and revision process will occur every other three years as possible in which we solicit public, internal, and external stakeholder comments. Records of these revisions are maintained by the UVU Emergency Management Department.

Date	Section of Plan	Summary of changes made	Who
8-2014	Entire plan re-written	Entire plan re-written. EPAC members reviewed all sections and had feedback and input during the rewriting process.	Robin Ebmeyer, Director of Emergency/Risk Management
11- 2016	Entire Plan Reviewed	Minor changes made throughout the document. Updates made (numbers, people, and position changes)	Robin Ebmeyer, Director of Emergency Management/Safety
6-2018	Entire Plan Reviewed	<ul style="list-style-type: none"> • Several incident specific plans were added, others reviewed and updated. Older copies saved. • Grammar, typos, and other errors were corrected. • Changes made to Page 30, removed a section regarding Campus CERT. This team does not exist. Also added a UVU resource (Mental Health and how to access this resource) • Page 31, references the Campus Emergency Communications Guideline, which is a more detailed document about communications during an emergency. • Page 32, added social media as a means of communication to students, staff, faculty, and visitors • Table of contents revised (11-2018) • Recovery section added. 	Robin Ebmeyer, Director of Emergency Management/Safety
10-2021	Entire Plan Reviewed	<ul style="list-style-type: none"> • Some incident specific plans were updated (dated added to each plan to track updates). • Extensive grammar and other language errors were improved. • Table of contents revised 	Robin Ebmeyer, Director of EM/Safety

10-2024	Entire Plan Reviewed	<ul style="list-style-type: none">• Minor changes made throughout the document. Updates made (numbers, people, and position changes)• Changed who will have a printed copy of EOP	Robin Ebmeyer, Director of EM/Safety
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Internal Flood Plan (Updated October 2024)

Purpose: The internal flood plan provides detailed procedures to be implemented when flooding occurs inside university buildings. Internal flooding is typically an unexpected event that can be financially and structurally devastating. This type of event could be caused by storms, facility location in a flood zone, broken pipe or water main, septic tank and drain problems, city sewer system pressurization, hydrostatic pressure, or other circumstances.

Historical Information: In past years, UVU has had spontaneous pipes break, pipes that freeze and break, fire suppression system pipes freeze and break, leaking from pipes or equipment, flooding due to construction, and weather-related flooding.

Prepare/Planning: Before the incident

This plan is intended to help protect students, faculty, staff, and visitors and prevent further harm to UVU property during a flood. During an extreme internal flood, a partial or complete evacuation of the properties may be needed. The scenario for an internal flood should always be assessed and evacuation should be considered if,

There is a direct threat to safety and/or life of individuals in the area. For example, water that encounters electrically energized equipment such as lights, wall outlets, floor outlets, machinery, computers, etc.

There is any possibility of contaminated water due to sewage, chemicals, or other substances.

Different sizes of flooding,

Small flooding that is localized and can be cleaned up quickly, not a lot of damage to ceilings, flooring, furniture, or equipment.

Medium to larger flooding that includes several floors or departments where there is damage to ceilings, flooring, furniture, or equipment (computers, servers, electronics, machinery, other). Possible contamination with chemicals or biological substances, or other. This incident will immediately take a much larger response effort to clean up and recover.

Response:

Immediate:

Notify Plant Operations at ext. 8130 (801-863-8130) during regular business hours 7 am-5 pm, Monday-Friday (except designated holidays). After 5 pm, on weekends, or on holidays, contact the UVU police department at ext. 5555 (801-863-5555).

Note the location of the building, room, area or outdoors, grounds, etc.

If possible, determine the source of the water (piping, roof, floor, drains, etc.).

Use caution and stay clear if the water could encounter electrically energized equipment such as lights, wall outlets, floor outlets, machinery, etc.

If you can do so SAFELY, turn off any lighting or equipment that may encounter the water to help prevent additional damage or electrical hazard.

Evacuation of the area, if necessary.

Who needs to be notified of the event? This could vary depending on the extent of flooding. Initially police, facilities, and the department where the flooding occurs. If the flooding is extensive and covers several floors, departments, etc. Additional services may be needed, consider: Custodial Supervisors, AVP of area, VP of area, Emergency Manager, Risk Manager, Safety Coordinator, Fire Marshal, and others as applicable.

Recovery, short term (within a couple of hours of incident/first 72 hours):

Identify who will clean up. UVU custodial can help with water removal and carpet cleaning. Affected departments may need to come to assist and help with removing their personal items.

If the flood covers a large area, consider an outside vendor to assist with clean-up and possible mitigation of mold issues. Contact UVU's Safety Manager for any mold testing. Contact custodial for off campus vendors to assist with clean up.

Damage assessment, photos, description of incident, timelines. This will be useful if there is an insurance claim. UVU Risk Management will assist with insurance claims.

Determine if daily or operational services (business, academic) can continue? If they cannot continue in their original space, identify locations services can be moved or transferred temporarily.

Is there any chance the flood water is contaminated? What are the possible contaminants? (harmful chemicals, biological substances, other) What other departments or outside agencies need to be notified if there is contamination.

Tracking of expenses: Claims coordinator (risk management)

If flooding is large enough and involves evacuation and moving services to other areas and an extended clean-up, consider activating a partial EOC to coordinate and manage response for the first 72 hours.

Recovery, long-term (days, weeks, months):

If applicable a Project Manager (PM) from facilities is assigned to coordinate clean up and restoration of the affected area.

Coordination, management, communication will continue via the PM and others as needed until the clean-up is finished and services and operations have returned to normal.

UVU Aviation Plane Crash Plan (October 2024)

Purpose: The plan provides procedures that would be implemented after an airplane crash. This plan is a high-level plan. Specific details are included in aviation plans written by the aerospace department.

Classification:

Class A: Death or total loss

Class B: Major Injuries/Property Damage

Class C: Minor Injuries/Property Damage

Class D: Below \$500 Damage

Class E: No damage/precautionary landing

Response of classification A-C

On-Campus

- **Immediate:**
 - Call 911, if needed.
 - Investigate the incident.
 - Complete an internal incident report.
 - Contact the FAA.
 - Remove plane back to university hangar.

Off-Campus

- **Immediate:**
 - Call 911, will likely be called by those close to the incident.
 - Identify those in the plane.
 - Secure crash scene as possible, likely completed by area police.
 - Contact the FAA.
 - Investigate the incident as possible or participate and cooperate with other investigating entities.
 - Complete an internal incident report.
 - Return plane back to university hangar as possible.

Response of classification D-E

- **Immediate:**

- Complete an internal incident report
- Return plane back to the university hangar for inspection

Death: In the event of a death of a student or university employee, refer to the university guidelines for ***Handling a Death of an Employee*** or ***Student Accident and Death***

https://www.uvu.edu/policies/docs/death_of_employee.pdf

https://www.uvu.edu/policies/docs/student_accident_and_death.pdf

Earthquake (updated October 2024)

Before the Shaking:

1. Attach bookcases, cabinets, compressed gas cylinders, and furnishings to a wall or floor. Please contact facilities or put in a work order to secure items in work areas and offices.
2. Store all heavy items below head level.
3. Participate with the university in the statewide Great Shakeout each year (April).
4. Know the location of all possible exits in the area. Exit routes need to be cleared at all times.
5. Identify safe areas once a room or office is entered.
6. Identify hazards within your area. (e.g., large amounts of glass, objects on shelves, overhead items, wall hangings, etc.)
7. Consider an emergency kit in your office, car, and at home. Consider always having 16 ounces water and 1200 calories available to you.
8. Know if you are in an area where there are hazardous materials that could spill (chemistry labs, automotive, other areas) and know what procedures are in place when there is a spill. In general, if you smell something do not go towards it, get away from it.
9. Educate yourself. A good resource can be found at www.beready.utah.gov.

During the shaking: **DUCK, COVER,** and **HOLD ON!**

1. Protect your head, neck, and face.
2. Stay calm and avoid shouting and running around.
3. Stay away from windows that could shatter or large items that could fall on you.
4. *Indoors:* Stay inside. Evacuate only if you feel unsafe to stay inside. Take cover under a sturdy desk, table, or other furniture until the shaking stops. In a hallway, sit against the wall and protect your head with your arms. In an auditorium, duck between the rows of seats and protect your head.
Note: It is hard to move anywhere quickly during the shaking.
5. *Outside:* Debris falling from the outside of buildings can cause serious injury or death. Move to an open area away from buildings, trees, power lines, and other falling hazards. Once in the open, remain there until the shaking stops. Do not enter buildings until structural safety can be assessed.
6. *In a Vehicle:* Stop as quickly as safety permits. **DO NOT STOP NEXT TO BUILDINGS. DO NOT STOP ON OR UNDER POWER LINES, OVERPASSES, AND HEAVY OBJECTS.** Turn off the engine and remain in the vehicle. When tremors stop, proceed carefully, watching for falling objects, downed electrical wires, and broken or undermined roadways.
7. *In a Wheelchair:* Lock the wheels and cover your head.

After the shaking:

1. Assess the situation. Be prepared to seek shelter again. Aftershocks are usually less severe than the original shaking, but not always. Aftershocks have potential to cause additional damage or collapse weakened structures.
2. Check yourself and others for injuries. Provide basic first aid and assistance as your level of training allows.
3. Check for injured or physically limited people who might have trouble evacuating the building. Offer help only as your ability permits. Do not attempt to move seriously injured persons unless they are in immediate danger of further injury. Report the location of injured persons to emergency

personnel. Building Marshals (assigned to each building) have a radio they can utilize to communicate or send a runner to a designated location.

4. Use extreme caution and watch for falling debris while exiting the building
5. Exit the building in an orderly manner.
6. Use caution on stairways that may be obstructed or damaged.
7. Do not attempt to use elevators.
8. Use telephones ONLY to report life-threatening emergencies. Cell service may be limited; however, text messages are more likely to get through. Check www.uvu.info for additional information.
9. Know where to find fire extinguishers, AEDs (automated external defibrillator), evacuation devices (in buildings where one would have to descend a staircase to get out of the building). See www.uvu/emergencymanagement.
10. Consider a container or backpack with emergency supplies and first aid supplies in your area. Building Marshals/Floor Captains have some supplies.

University Response:

1. An Emergency Operations Center (EOC) will be activated. Immediate action will be taken to respond to injured persons and to mitigate further property damage. They will determine campus closure, canceled classes and other immediate decisions. They will determine a schedule for meeting to continue response and recover actions.
2. Every effort to communicate will be used. www.uvu.info will periodically provide new information as it becomes available.
3. In general, the campus should evacuate as quickly as possible, injured located and assisted, and communication with campus community as possible.
4. Facilities personnel will shut down all utilities (power, water, gas, other) to decrease any chance of further damage (flooding, fires, explosions) until they can conduct building by building assessments. As possible they will restore utilities. They have a prioritized list of what buildings will have utilities restored.
5. Building marshals and floor captains, if available, will assist in evacuation efforts, reporting injuries, and accounting for employees as able. Other student groups can be utilized as they become available.
6. A campus facilities team will assess the structural damage as soon as possible (if possible 24-48 hours after) and provide further information and documentation. An assessment form will be completed, and a color-coded placard posted physically to the building indicating whether people can re-enter the building. All assessment forms will be given to Utah Division of Facilities Construction Management (DFCM) to assist with their continued assessments of the buildings.
7. Do not reenter a building without permission to do so.
8. UVU will work closely with city and county emergency management as it relates to response and recovery.
9. UVU has an agreement with the American Red Cross to provide a community shelter in a designated safe area. Those who are unable to get home or whose homes have been damaged may use this shelter.
10. Sometime after the earthquake and as possible, DFCM will conduct a more thorough assessment of the UVU buildings to determine repairs. Timing of this will depend upon availability, prioritization, and severity of the incident.

Hazardous Materials Spill (updated October 2024)

On-Campus:

A hazardous material is any substance or agent (biological, chemical, radiological, and/or physical), which can pose a risk to humans, the environment, and property.

Before The Spill:

Be aware of hazardous materials in your area as possible.

If in a chemistry/biology/science lab, follow any protocols that have been given.

Have a general understanding of what a Safety Data Sheet (SDS) is.

Know the location of an eye wash station or shower should you need to decontaminate.

Directly After the Spill:

If possible, locate the SDS of hazardous materials involved.

Do not attempt to clean up the hazardous spill

Use the following acronym RAIN:

Recognize to potential hazard/threat

Avoid becoming contaminated/injured

Isolate the hazardous area

Notify the appropriate support.

The appropriate support may be a lab manager, instructor, or police department (5555)

If there has been an exposure, in general, do the following: You will want to consult the SDS document for details about medical response.

Skin:

- Immediately flush with cool water for at least 15 minutes
- Remove all contaminated clothing.
- If there are no visible burns remove all jewelry.

Eyes:

- Immediately begin irrigating the eye(s).
- Remove contact lens if possible.

Smoke or Airborne contaminants:

- Relocate to an area where there is fresh air.
- Never attempt to enter a location where potentially dangerous air contaminants exit.

**In each situation seek immediate medical attention as required*

Evacuate if needed to get to a safe location

DO NOT RE-ENTER THE AREA until directed to by authorized personnel.

Off-Campus:

In the event a hazardous materials spill takes place off-campus and affects campus, such as a roadway or railway accident causing a spill, first responders may notify UVU dispatch of the incident. This will then be communicated to UVU Police, the Emergency Manager, and other senior leadership.

The following actions may occur:

- A determination about opening an EOC will be made (senior leadership).
- Communication to the campus community about protective actions (shelter-in-place).
- Communication with city EMS/Fire and/or Police depending on which campus is affected.
- HVAC employees notified to initiate shutting down air handler systems.
- Notify University Marketing/Communications regarding any media requests or campus communications.
- Consider health effects to people exposed.
- Consider partial or total evacuation.
- Consider cancelation of classes. Consider university closure.
- Consider recovery actions that need to be taken.

All response actions are contingent upon where the chemical spill is located, how much hazardous material is involved, wind direction, type of chemical and so on.

UVU will confer with proper authorities before lifting a shelter-in-place order or returning to campus if evacuated.

Infectious Disease Response Plan (updated October 2024)

Introduction

Utah Valley University (UVU) is in central Utah, with campuses in Utah and Wasatch County.

Members of the campus community frequently engage in international and interstate travel. Students and faculty come from across the globe, and many participate in various study abroad programs, conferences, events, and personal travel outside of the region throughout the year.

Local and state agencies (ex. Utah County Department of Health, State Department of Water Quality) monitor infectious diseases, and infectious disease agents, with regular updates to the region as threats become severe. The Utah County Health Department requires local health care providers and labs to report over 60 communicable diseases. Some of these infectious diseases include:

- Influenza and other vector-borne diseases (H1N1 Influenza A, West Nile, H5N1 Avian flu)
- Foodborne diseases (Salmonellosis, E. Coli)
- COVID 19 and its variants

UVU's Office for Global Engagement monitors global outbreak conditions that may impact international travel programs. The Student Health Services (SHS) office also monitors illness cases that present among students seeking treatment.

Students and personnel may need to be informed of regional or global outbreaks that can impact the campus community. University operations can also be affected depending upon incident-specific circumstances.

Organization leadership coordinating the response to an infectious disease incident may need to provide effective direction to students and personnel, provide clear situation information on campus operational changes, and inform the public of these updates.

Purpose

This plan provides instructions and guidance to effectively address the response of Utah Valley University to infectious disease incidents or threats.

The plan identifies how infectious disease information is gathered and assessed, mitigation efforts, the decision-making process, and communication methods.

Assessment, Mitigation, and Response

Global and regional government (health departments) alerts, case information from the campus SHS, and general news reports are the primary means of recognizing the potential for an infectious disease outbreak.

Some diseases can be regularly anticipated (seasonal flu) while others cannot. For regularly occurring diseases, on-campus mitigation efforts are already in place. These include:

- Full-time employee flu shots provided by Human Resources
- Student wellness check-ups offered by the Student Health Center
- Education and wellness campaigns by the Student Health Center

Should other infectious diseases become regularly occurring, appropriate mitigation strategies will also be implemented.

In the case of an irregular or novel infectious disease incident, university response activities may include the below activities:

- Activation of an information gathering and decision-making workgroup. Many of those who currently respond to the Emergency Operations Center (EOC) would be included in this group.
- Containment of disease strategies including, do not come to campus while ill, mask usage, class or event cancellation, travel restrictions, movement of classes to a live-stream or online environment and other social distancing techniques.
- Participate in possible testing that may be organized by state or local health departments
- Distribution of vaccines or medication as obtained from the Utah County Department of Health
- Communications with the students, staff, and faculty on a regular basis as the environment will change quickly.
- Collaboration with state, local health departments, emergency management groups, and legislative bodies.
- Be prepared to track illness using technology and report that to several illness to the required entities and to university leadership.
- Use expertise on campus for study of infectious disease, consider involving someone with expertise in epidemiology.
- Engage with senior leaders immediately for decision making and communications to campus.

For acute infectious diseases, response activities are categorized based on threat level according to the following criteria:

Level	Description	Criteria	Activities
1	Planning	No confirmed cases within two degrees of association of the campus community (Example: If a student lives with their cousin, the cousin is within one degree of the campus community. The cousin’s co-workers would be within two degrees of the campus community)	Monitoring, action plan updates, and readiness assessment
2	Alert	Confirmed exposure within two degrees of campus	Notifications to targeted campus populations, increased monitoring, allocation of resources as needed, social distancing
3	Danger	Suspected on-campus case OR confirmed case in Utah County	Consider campus-wide communications and protective actions such as social isolation
4	Full	Confirmed on-campus case(s)	Screening and continued isolation procedures, EOC as needed

Should the work group plan altering normal campus operations, they will also form an action plan that includes communications informing the campus community.

Communication methods include texts, campus-wide monitor alerts, website notifications, local and regional media contacts for dissemination, and postings at the www.uvu.info website.

The work group will reconvene as necessary according to the severity and anticipated impact of the incident.

Loss of Power/Electricity: (updated October 2024)

Information about power on UVU campus

- UVU campuses receive power from Rocky Mountain Power. UVU main campus has added a substation on the north side of campus. The substation is dependent on Rocky Mountain Power and may not be affected when power in the surrounding areas goes down.
- Most of Orem main campus is connected to the substation, however some areas are not (see map). This means if there is a general power outage in the area, the main campus may still be up and running while buildings close by may have a loss of power.
- There are generators located throughout campus that will activate within several seconds of power loss. Generators power life safety equipment (i.e. police dispatch center, elevators, hallway lights, etc.)
- Some desk top computers have a battery (UPS), a standalone battery backup “black box” that could last for a couple of hours. Without the UPS desk top computers will not work during a loss of power. Laptops will work depending on how much battery power is stored.
- **Responsibilities for Building Marshals/Floor Captains:** If possible, this group will conduct a quick check to see if people are okay and safe. They may call facilities at 801-863-8130 if there is something extreme that needs to be reported. They may call 911 or 5555 (UVU PD) if there is a life-or-death emergency.
- In general, most power outages last for less than an hour. It will take 30-40 minutes to ascertain the problem, solution, and timing of the return of power. If the length of power loss is longer there will be communication with the campus about what to expect and actions that should be taken.

What should you do if the power goes out?

- Ensure personal safety and the safety of others close by. If possible, move to an area with more light.
- Wait for about 15 minutes before calling facilities. The reason for this is most power outages are short-term. There are immediate actions being taken when power is lost to assess and ascertain the cause and how fast power can be restored, this takes time. After 15 minutes call facilities at 801-863-8130. If it is after hours call 801-863-5555 (UVU PD dispatch).
- If in an elevator when the power goes out, the elevator will return to the ground level and the doors will open. Do not use the elevator when the power is off. If the elevator does not return to the ground floor, use the emergency phone/button inside the elevator to call for help.
- Do not assume that because there is a power loss employees should go home. As mentioned most loss of power is short-term.

What is UVU Facilities doing during the power outage?

- The immediate response is to figure out if the power outage is localized to UVU main campus or if it goes beyond the campus. Is the problem UVU’s or Rocky Mountain Power’s?
- UVU representatives will call Rocky Mountain Power immediately to find out more information.

- Once the problem has been identified, a time frame is estimated for the return of power. This time frame can and often will change. This information will be shared as possible throughout the campus.
- Communication methods: Alertus (desk computers), UVUAlert: text message, UVU app notification, main UVU website announcement, public announcement system.

What happens during a long-term power outage?

- After the first 30-40 minutes there should be enough information to know how large the problem is and the scope of repair.
- When this information is known an Emergency Operations Center (EOC) may be activated. This will allow appropriate decisions to be made and communication to be shared with the campus community about what will happen and what to expect.
- There will be several factors that determine whether the campus will remain open or close. These factors will not be known until the event occurs.

Water Leak, Loss, or Contamination: (updated October 2024)

IN CASE OF WATER LEAK:

1. Use caution and stay clear of the water if it encounters electrically energized equipment such as lights, wall outlets, floor outlets, machinery, etc.
2. IF YOU CAN DO SO SAFELY, turn off any lighting or equipment that may come in contact with the water to help prevent additional damage or electrical hazard.
3. If possible, determine the source of the water (piping, roof, floor, drains, etc.).
4. Also note the location of the building, room, area or outdoors, grounds, etc.
5. Notify facilities at 801-863-8130 during regular business hours 7a.m.- 5p.m. After 5 p.m. and on weekends, contact the UVU Police Department at 801-863-5555.

IN CASE OF WATER LOSS:

1. If you find that no water is available in restroom areas or drinking fountains call facilities at 801-863-8130. After 5pm or on weekends, contact the UVU Police Department at 801-863-5555.
2. Information about the loss of water and its expected duration will be available as soon as possible on www.uvu.info, and every effort will be made to communicate (text messages, push notifications, email and so on) with the campus community timelines and other helpful information.
3. Do NOT assume employees will go home. Water loss may not affect the entire campus. It takes some time to sort out the cause and repair or restoration of water. Water loss is rare and historically has been restored within a couple of hours. Additionally, due to several water mains entering campus, water can often be redirected without any effect to the campus community.
4. Do NOT turn on taps or flush toilets of non-automated fixtures.

AFTER WATER RETURNS:

1. Automated sinks and toilets will not run until they are reset. Custodial and facilities personnel will reset fixtures.

IN CASE OF WATER CONTAMINATION:

1. Water contamination would likely be a decree or directive from the local health department with additional information of how long and what is needed during that time.
2. If water is contaminated, there can be no drinking from sinks, drinking fountains, bottle filling stations, etc. However, non-potable water operations would continue such as toilet flushing, or utility uses and so on.

3. Every effort would be made to communicate with the campus community regarding contamination and the return of clean water. Signs would be posted as well to alert people of the concern.

4. There are a variety of methods that would be employed to communicate, such as mass text messaging, push notifications, the www.info.uvu website, posted notifications, and others.

TRIGGERS FOR CLOSING CAMPUS:

1. Leaking or flooding, water loss, or water contamination may affect portions or even the entire campus. Each incident will be reviewed, and it should NOT be assumed that because there is a leak, loss of water, or contamination that employees will be released or sent home. Senior leaders will meet to review and decide what actions need to be taken. Every effort will be made to communicate the plan of action as soon as possible.

2. Some triggers that may require an evacuation or school closure may be but are not limited to how extensive the flooding is, how long it will take to repair, areas such as the central plants that may cause the loss of heating and cooling operations and so on.

3. Historically as flooding/leaking has occurred it has not encompassed the entire campus. Every effort would be made to continue operations even if workplace locations were temporarily changed or remote work is available.

SUGGESTIONS FOR PREPAREDNESS:

1. Water is essential to successful operations on campus; it is also essential to our students, faculty, staff, and visitors. The university has a small supply of potable water in its everyday stores. There are vendors who could also supply the university with water if it needs arise.

2. Each department, area, or even office should consider having a case of bottled water available to those in your area should the occasion arise.

HVAC System Failure Plan (updated October 2024)

Purpose: The heating ventilation and air conditioning (HVAC) plan provides procedures that would be implemented after an HVAC failure. The HVAC system runs throughout main campus and provides heating and cooling to the campus. Depending on how the HVAC system fails there could be structural and financial challenges.

Central Plant: 3 plants that work together

Gas Leak: A crack in the pipe or gasket

- **Immediate:**
 - Isolate the problem
 - Shut down gas feed to the affected area
 - Contact dispatch
 - HVAC team and UVU Fire Marshal will decide whether the building will be evacuated.

Pressure Loss (water): A frozen coil, pipe connection separation

- **Immediate:**
 - Isolate the problem
 - Address the problem
 - Consider shut down isolation valves
 - Bring the pressure back up

Electrical Issues: When the central plant loses electricity, the University loses the ability to heat or cool campus. Campus can get by about 5 hours with the central plant off line.

- **Immediate:**
 - Team up with electricians to trouble shoot the problem
 - Consider outside contractors to assist
 - When the issue is fix restart the plant

IT networking issue: Could affect one or multiply buildings

- **Immediate:**
 - Trouble shoot the network to isolate the issue
 - Call IT operation management
 - Dispatch people to fix the problem

Controller failure: The mechanical systems don't operate properly

- **Immediate:**

- Find the faulty controller
- Replace with back up controller

- The failure of any one of these systems could be short-term and localized or failure could be long-term and broad. If failure in any one of these areas persists for greater than 30-40 minutes, the AVP of facilities will be notified. The AVP of facilities will then notify a decision-making group (those needed to decide regarding short- or long-term actions) to make decisions about closing an affected area up to and including campus closure.
- Communication to campus would be made as needed to guide actions to be taken and respond to the situation. Every effort will be made to communicate with the campus community about problems, responses, and protective actions to be taken.

Severe Weather Plan (updated October 2024)

Severe Weather Definition: Winter storms/blizzard, high winds (microburst) or straight winds, flooding, severe thunderstorms/hailstorms, or other weather phenomena.

Purpose: To determine what can be done prior to weather-related scenarios to protect people on campus and protect property. Review common actions for any weather-related scenario. Address additional plans and actions for common weather-related scenarios.

Storm-Ready Designation: UVU has met criteria with the National Weather Service to be designated as a Storm-Ready university. This designation was renewed summer/2024.

Weather forecast for indoor and outdoor events: Campus groups may need a weather forecast for an indoor or outside event (athletics, events staff, etc.). The respective planning group for that event may contact the Office of Emergency Management/Safety for a weather forecast.

General Weather-related actions

Office of Emergency Management and Safety will monitor weather-related issues. Weather can occur any time during the day/night. Some weather is more predictable than others. IF there is a concern that arises, anyone on the Weather Watch Team may initiate a call or meeting (virtually, by phone, in-person). Remember to consider all UVU campuses.

Weather Watch Team: all or part of team may meet. An asterisk indicates those required for decision making.

- Provost or academic designee (Wayne Vaught) *
- VP Administration/Finance or designee (Val Peterson) *
- Director of internal communications (Josh Berndt)
- Director Public Relations (Scott Trotter)
- Director of Public Safety/Police Chief (Jeff Long/Interim Chief)
- Associate VP of Facilities (Frank Young) *
- Director of EM/Safety (Robin Ebmeyer)
- Safety Coordinator (Justin Hansen)

Criteria for University Closure: (Questions asked while considering university closure)

- Weather forecast (current and next hour, 2 hours, 4 hours, and so on). Review local weather, can call National Weather Services (in Salt Lake City)
- Monitor local public school district and their decisions
- Number of calls through facilities (requests for action)
- Type of calls through facilities (incidents that create an unsafe environment)

- Public safety calls (number of weather-related police calls)
- Number of serious accidents (slips/falls, vehicle accidents, number of injuries requiring healthcare)
- Ability to keep sidewalks/roadways clear (enough staff, equipment, supplies)

University Closure: Communication, operational functions that continue

- **Decide:** open or closed status of campus based on criteria listed in this plan.
- **Notification: Use** all appropriate means and methods of communication to alert the campus community of the decisions that have been made regarding closure and reevaluation and re-opening.
- What needs to happen to safely get people off the campus? Is there anything the university can do to assist? (transportation, communications).
- **Who stays: What** essential staff will still need to work? This may depend on the scenario as to who would need to stay.
 - Grounds for clearing roadways and sidewalks
 - Plant Operations to ensure HVAC systems are working
 - Facilities to assess building damage
 - Police Department to ensure safety and security for facilities and direct people away from campus while closed
 - Other essential staff, to be determined

Recovery: Time to reopen

- The Weather Watch Team and any others needed will convene in person or through electronic means. They will assess the situation and decide what actions are next.
- **Notification:** Use all appropriate means and methods of communication to alert the campus community of the decisions that have been made regarding re-opening.
- What needs to happen in the physical environment before it is safe to reopen and stay open (utilities functioning, transportation available, physical infrastructure intact, clear roadways and sidewalks)
 - Communication written for text and email and uvu.info (emergency/disaster website).
 - Mass text/email sent out to campus community.

Scenario Specific Information

Snowstorms: blizzard or heavy snow can impact transportation to and from campus, transportation within campus boundaries, cause power outages, and increase injury from falls.

Utah Valley University Emergency Operation Plan (EOP)

Experience on campus. It is common for UVU to experience a winter storm that activates the Weather Watch Team, to assess, decide about campus closure, and communicate to campus.

- Preparedness/Mitigation: Weather is monitored by facilities personnel. Large storms are reviewed for possible impact. Pre-scripted messaging developed for ease of use and quick execution of messages to campus. Snow removal staff are made aware of impending storms.
- Response/Recovery:
 - Snow removal staff are notified when ½ inch of snow accumulates on roads and sidewalks. They deploy day or night to initiate snow removal for roadways/sidewalks
 - Custodial staff increase cleaning of wet interior hallways/stairways
 - The potential of school closure will be discussed by an executive group (mixture of EOC/Policy group members) if a storm has a potentially large impact
 - Information/communication will be shared with the campus community as needed for possible closure and reopening. Appropriate communication methods will be utilized.

Additional criteria to consider for school closure during a snow/blizzard:

- Weather forecast from National Weather Service (current and next hour, 2 hours, 4 hours, and so on) look at weather websites that can show local weather and forecast
- Ability to keep sidewalks/roadways clear (enough staff, equipment, supplies)
- What local school districts have closed or remained open (Alpine, Provo, Nebo, Wasatch Counties, most have a Facebook page or website where they will post an alert)
- May consider BYU campus status
- Review recommendations from Utah Department of Transportation, State agencies, other appropriate agencies from the state, county, or city

Procedure for evening/night/early morning winter storms:

- Review weather forecast
- If a storm will hit during the night or early morning, notify the Weather Watch Team
- May meet late in the evening (10:00 pm) or early in the morning (5:00 am) to assess conditions
- Decide if campus will remain open or if it will close
- Decide whether classes will be held face-to-face or move to remote or live-stream as possible
- Communication to campus would go out in the evening by 10:30 pm or in the morning by 6:00 am as much as possible depending upon the situation.

High Winds (microburst or straight-line winds): usually associated with a storm and can occur suddenly lasting for a short amount of time.

Utah Valley University Emergency Operation Plan (EOP)

Experience on campus. High wind associated with storms has occurred and affected campus. There has been property damage such as, vehicles, broken tree branches, downed light poles, and flying debris.

- Preparedness/Mitigation: Knowing what the weather is for the day and taking proper precautions and securing or removing items that could become flying debris—rolling up car windows, etc.
- Response/Recovery:
 - Take cover or shelter indoors is possible to avoid injury
 - If there are injured people, damage to property, respond as quickly as possible to remove risk of further injury or damage from occurring
 - Get medical help if needed for people injured by calling 801-863-5555 (UVU Police) or 911 (city dispatch)
 - Remove hazards or secure damaged property
 - Call facilities at 801-863-8130 to initiate repairs to property

Flooding: An accumulation of water due to a rainstorm that has the potential of causing injury or damage to people and property.

Experience on campus. Flooding has occurred on campus from rainwater, a broken water pipe, or water leaking from roof to the inside of a building. This guideline will focus on flooding that is weather-related.

- Preparedness/Mitigation: Facilities are generally aware of areas that have a high potential of flooding during a heavy rainstorm. They have taken actions to decrease the potential of flooding (i.e. ballroom floor) across campus. Despite these actions there are still certain areas where water can get deep (at the roundabout) and people should use good judgment when negotiating these areas.
- Response/Recovery:
 - If an employee notices water coming into a building during or after a rainstorm, they should call facilities at 801-863-8130.
 - If there are any actions that can be reasonably taken to direct water away from causing property damage, they should be taken, if these actions would be risky for the employee they should NOT be taken.

Severe thunderstorm, lightning, or hail: a storm with thunder and lightning and typically also heavy rain or hail.

Utah Valley University Emergency Operation Plan (EOP)

Experience on campus. Every year campus experiences these types of storms, often these storms are associated with flooding and at times high winds. Damage from flooding, high winds, and flying debris has occurred. Lightning related storms are also frequent, and we have had lightning strikes on campus (with little damage). We have experienced from time-to-time hailstorms as well.

- Preparedness/Mitigation: Be aware of the weather forecast in advance, be prepared to come indoors for cover if lightning begins.
- Response/Recovery:
 - Seek shelter during heavy rainstorm, lightning, or hailstorm
 - If you are unable to get inside a building, get in a vehicle, if possible
 - During lightning do not stand under a tree or metal poles
 - Get medical help if needed for people injured by calling 801-863-5555 (UVU Police) or 911 (city dispatch)
 - Remove hazards or secure damaged property
 - Call facilities at 801-863-8130 to initiate repairs to property

FIRE (updated October 2024)

Report ALL fires by calling 911 or UVU Police at 801-863-5555.

WHEN A FIRE ALARM SOUNDS:

1. STAY CALM and IMMEDIATELY LEAVE THE BUILDING. ALWAYS!
2. Close, but DO NOT lock, the door behind you. **A closed door can act as a fire barrier.**
3. Touch closed doors with the back of your hand to test for heat; do not open if they are hot.
4. Use stairways to exit. DO NOT use an elevator as an emergency exit.
5. Assist those with disabilities as necessary and able to safely leave the building.
6. Evacuation devices are available in buildings that require the use of stairs to get outside. These devices are located on the top floor in or near a staircase. Know where these evacuation devices are prior to needing them. Maps of locations, www.uvu/emergencymangement
7. Instruct individuals ignoring the fire alarm to leave immediately. Do not endanger yourself by staying with people who will not leave.
8. If it is possible and safe, take necessary personal belongings with you (purse, wallet, keys, phone, etc.)
9. Report to the Emergency Assembly Point of your building if it is free of smoke, check in with Building Marshal for accountability.
10. Keep streets and walkways clear for emergency vehicles and personnel.
11. DO NOT RE-ENTER THE AFFECTED BUILDING until you are directed to do so.

IF IT IS A SMALL, EXTINGUISHABLE FIRE:

1. Report the fire by activating the nearest fire alarm.
2. If the fire is small, use the fire extinguisher in your area. Ensure the extinguisher is appropriate for that fire type. If in a kitchen use the kitchen fire extinguisher. Aim the fire extinguisher at the base of the flame.
3. DO NOT endanger yourself to put out a fire.
4. Get help if necessary.

SAFE EVACUATION ROUTE (minimal or no fire and/or smoke):

1. Exit immediately to the emergency assembly area (if smoke free) and wait for instructions. If available and able, a building marshal or floor captain (orange vest) will direct you to the assembly area.
2. Pull the fire alarm and warn others nearby as you are leaving.
3. Close doors if time permits.
4. Move away from the fire and smoke whenever possible.
5. Touch closed doors with the back of your hand to test for heat; do not open them if hot.
6. Use stairs only; DO NOT use elevators.
7. DO NOT RE-ENTER THE AFFECTED BUILDING until you are directed to do so.

UNSAFE EVACUATION ROUTE (excessive smoke and or heat, or the exit door is warm or hot to the touch):

1. Remain in your work area.

2. Stuff the cracks around the door with towels, lab coats, throw rugs, etc. to keep out as much smoke as possible.
3. If there are no flames or smoke outside the nearest window, open it at the top (to exhaust any heat or smoke in the room) and at the bottom (for a source of outdoor air) if the window allows.
4. Signal for help by hanging a “flag” (sheet, jacket, etc.) out of the window.
5. From a safe location call University Police at 801-863-5555 or 911.
6. Do not attempt to jump from the upper floors of a multi-story building as injuries from jumps could be fatal. However, depending on the building structure getting out a window onto a roof (where there is no smoke/fire) may be an option. This is a personal decision, and the risks and benefits will need to be weighed by the individual.

BUSINESS OPERATING IN REPURPOSED HOUSE

1. Report to University Police at 801-863-5555 or 911 as buildings are not connected to university fire alarm system.
2. Ensure everyone in the area is aware of the evacuation, there is no central alarm system. There are smoke detectors that will alarm.
3. Follow previous fire safety instructions as applicable.

FIRE SAFETY AND PROTECTION

The potential for loss of life or injury from a fire-related incident can be a serious risk on campus. UVU takes a proactive approach to recognize and evaluate fire safety risks and institute appropriate steps to remove or reduce them.

Our Fire Safety Program includes:

1. Code compliance (UVU complies with International Fire Code).
2. Education of the campus community in fire safety practices.
3. Fire drills (annual).
4. Enforcement to correct fire safety violations.
5. Facility design and construction.

WHAT CONSTITUTES A FIRE EMERGENCY

1. A building fire evacuation alarm is sounding.
2. An uncontrolled fire or imminent fire hazard occurs in any building or area of the campus.
3. The presence of smoke or the odor of burning.
4. Spontaneous or abnormal heating of any material, an uncontrolled release of combustible or toxic gas or other material, or a flammable liquid spill.

What to know before a fire:

- Where the closest Fire Extinguisher is located.

- Where the closest Fire Pull Station is located.
- Where the closest EMERGENCY EXIT is.

Basic steps for using a fire extinguisher:

1. Remove the extinguisher from the hanger or cabinet and hold it upright.
2. Remove the pin.
3. Remove the nozzle from its hook on the side of the extinguisher and aim the nozzle at the base of the fire. Do not aim the nozzle directly at the flames.
4. Stand within 10 feet of the fire. Do not cause the fire to ignite other materials by blowing the fire with the extinguisher. Never fight a fire alone and always leave an escape path. Do not become blocked in when trying to put out a fire.
5. Squeeze the handle together using short bursts.
6. Use a sideways sweeping motion, sweeping across the width of the fire, not up and down. Continue to apply the extinguishing agent to the base of the flames.
7. As the flames retreat, walk forward while extinguishing the flames until the fire is out.
8. PASS: **P**oint, **A**im at the base of fire, **S**queeze the handle, then **S**weep

The Fire Marshall provides fire extinguisher training by request at 801-863-8021.

Types of Fire Extinguishers: ABC type extinguisher is what is found on campus. The K type can be found in kitchen areas.

A		Common Combustibles	Wood, paper, cloth etc.
B		Flammable liquids and gases	Gasoline, propane and solvents
C		Live electrical equipment	Computers, fax machines
D		Combustible metals	Magnesium, lithium, titanium
K		Cooking media	Cooking oils and fats

ELEVATORS

Elevator shafts and stairwells can produce a chimney effect that draws up heat and smoke. The elevator should be programmed to go to a pre-designated floor when the fire alarm is activated to be available to emergency responders using manual controls. Therefore, it is critical to never use the elevator in a fire emergency.

INTERRUPTION OF FIRE ALARM

1. No person may shut off any fire protection or alarm system during a fire emergency incident without the permission of the fire department, UVU Fire Marshal, or police officer in charge.
2. It will be the responsibility of Fire or Police personnel to reset or cause the alarm to be set.

EMERGENCY EVACUATION AREAS

Each building has a designated rally/assembly point. Check with the Building Marshal/Floor Captains to know where they are located.

Active Shooter/Active Assailant/Violent Intruder (updated October 2024)**Introduction**

Effective response to an active shooter event requires effective planning and role reinforcement through training for personnel caught in the incident, as well as for leaders coordinating the response to the incident.

Personnel in the vicinity of an active shooter may need to evacuate or shelter in place depending upon circumstances unique to that incident.

Organization leadership coordinating the response to an active shooter incident need to be able to provide effective direction to personnel in the vicinity of the active shooter, provide clear situation information to first responders, and inform the public.

Purpose

This active shooter response plan provides instructions and guidance to effectively address the response of Utah Valley University to an active shooter or violent intruder incident.

This document was prepared in coordination and cooperation of the UVU Police Department and other local law enforcement agencies.

Preparedness

An active shooter is an individual actively engaged in killing or attempting to kill people in a confined and populated place; in most cases, active shooters use firearms, and there is no pattern or method to their selection of victims. Active shooter situations are unpredictable and evolve quickly. Typically, the immediate deployment of law enforcement is required to stop the shooting and mitigate harm to victims. Because active shooter situations are often over within 8-10 minutes, before law enforcement arrives on the scene, individuals must be prepared both mentally and physically to deal with an active shooter situation.

Command Structure/Response Organization

The initial response will be led by university police and would likely include a unified command structure with other responding law enforcement agencies. The location of this command structure will be decided upon at the time of the incident. University police will communicate with outside law enforcement agencies regarding response, meeting locations, crime scene details, and other needed resources. The Incident Commander (IC) at the scene will communicate with the university EOC when it is activated.

An emergency operations center (EOC) and policy group will be activated as soon as possible in an area close to but likely not on the main campus. Their function will be to support the IC (at the scene) communicate to on and off campus audiences, and coordinate response activities from a campus perspective. This group will make high-level decisions about school closure.

Pre-Incident Planning

Active shooter incidents often begin and conclude quickly, leaving university leadership and university police little to no time to coordinate response procedures with employees. University readiness requires that leaders develop and exercise response plans that apply general preparedness and response protocols. Training and exercising the plan allows the university to identify gaps, correct weaknesses, and validate the plan.

A. Employee/Student Training and Awareness

- Training captures the development of skills and/or understanding through procedurally defined learning activities.
- Active shooter face-to-face training is available by contacting the office of emergency management at 801-863-7977. They also offer a hands-on component of training.
- Active shooter training videos are available on the emergency management website: www.uvu/emergencymangement.

B. Prepare for an Incident

- Learn how to recognize potential workplace violence and suspicious behavior.
- Identify the location of the nearest exits in a room, office, or building, identify potential safe hideouts.
- Become familiar with what to expect from law enforcement during an active shooter incident.
- Know who to call to report an incident and what information to provide about the situation.
 - Call 911: For imminent life or death situations. Notifies Orem Police Dispatch (who will respond AND notify UVU PD)
 - Call extension 801-863-5555: Notifies UVU Police Dispatch (who will respond AND notify Orem Police Dispatch)
- Know who to call to report suspicious behavior, if a person's behavior is unusual or concerning or someone is making statements of concern.
 - Call extension 801-863-1234: Tip line to alert university of suspicious behavior of a student, employee, or visitor on campus
- Behavior Assessment Team (BAT): A team on campus meets regularly to perform assessments of those who have concerning behavior. This could include students, employees, and visitors. This team uses behavior based operational assessments of persons of concern.

To contact this team call:

- The Dean of Students 801-863-8681
- www.uvu.edu/bat or anonymous call to 801-863-1234
- **If there is imminent danger call: 911** (Orem City Dispatch) or 801-863-5555 for UVU PD dispatch.

C. Exercise Emergency Plans Regularly and Repeatedly

- Schedule regular training, drills, tabletop, and functional exercises.
- Assess gaps in plans, exercises, and training

D. Establish a Relationship with Emergency Responders

- Involve emergency services responders from multiple agencies in training and exercises.
- Invite all emergency services responders to tour the university and provide details about the buildings that will help responders to adjust their protocols, if necessary,
- Involve other agencies as needed, such as the FBI, DHS, and relevant state agencies.

Incident Response Considerations**A. Students/Faculty/Staff:**

- **RUN** away if possible
 - Determine an escape route based on where an active shooter may be located. If it is unclear where the shooter is, hide/barricade in a room before running into a hallway where the shooter may be.
 - Leave your belongings behind if gathering them will slow you down. Always keep your hands empty and visible.
 - Help others run away, if possible, but do not attempt to move the wounded. Run-away even if others do not agree to follow.
 - Move quickly to a safe place far from the shooter and take cover. Remain there until the police arrive and give instructions.
 - Remain calm. Avoid screaming or yelling as you run away.
 - Follow all instructions given by law enforcement.
 - When and only if it is safe call 911.
- **HIDE** if applicable/necessary
 - Go to the nearest room, office, or classroom and lock the door(s). If the door does not lock, wedge the door shut or use heavy furniture to barricade it.
 - Identify an escape route in the event you are directed to evacuate.
 - Close blinds, turn off lights, and cover windows, if able.
 - Silence all noise, including cell phones, radios, and computers.
 - Have one person call 911 if it is safe to do so. Be prepared to answer the dispatcher's questions.
 - If it is not safe to talk, keep the phone on so it can be monitored by the dispatcher.
 - Stay out of sight and take cover behind large, thick items or furniture.
 - Do not open the door until the person can provide a satisfactory identification.
 - Remain under cover until law enforcement advises it is safe to evacuate.
 - Positively verify the identity of law enforcement as an unfamiliar voice may be the shooter attempting to lure victims from a safe place.
- **FIGHT**, if you must

- If there is no opportunity to run or hide, as a last resort, and only when your life is in imminent danger, attempt to disrupt and/or incapacitate the active shooter.
- Use any object in the vicinity to throw at and disorient the shooter even a couple of seconds of disruption could cause less shooting and a chance to run-away.

- **Consideration for Specific Areas:**
In a classroom or office

- STAY THERE. Secure the door.
- If the door has no lock and the door opens in, a heavy door wedge should be kept on hand and driven in as hard as you can or use heavy furniture to barricade the door.
- If the door has a window, cover it if you can. Get out of sight of the door and stay low and quiet. Silence cell phones and other electronic devices.
- If no police are on scene, move well away from the shooter and find safe cover positions and wait for the police to arrive.
- When the police have arrived on scene follow their directions.
- Do not leave the area entirely; you may have valuable information regarding the suspect or incident that responding police officers will need. Once in a safe place, stay there.

In hallways or corridors

- If you are in a hallway, get to a nearby room and secure it. Unless you are close to an exit, do not attempt to run through a long hallway to get to an exit as you may encounter the shooter.

In large rooms or auditoriums

- If in a gym, theater, or auditorium and the shooter is NOT present, move out external exits and get to safety. When encountering responding police officers, keep your hands visible and do as you are directed.

Trapped with the shooter

- If you are trapped in a room with the shooter, do not do anything to provoke the shooter. If no shooting is occurring, do what the shooter says and do not move suddenly.
- If the shooter starts shooting, take decisive action:

Run: Get to an exit.

Fight: Attack the shooter. Attacking the shooter is very dangerous but may be less dangerous than doing nothing in some cases. A moving target is harder to hit than a stationary one.

Open spaces

- Stay alert and look for cover such as brick walls, large trees, retaining walls, parked vehicles, or any other object that may stop gunfire rounds from penetrating.
- Always notify the police by calling 911 as soon as it is safe to do so.

- **Be Aware of those with access and functional needs:**
 - This group of people may need extra assistance to Run or Hide.
 - They may be very disoriented or scared if they cannot hear or see.
 - Think about escape routes for those that may need it.

- **Respond Appropriately When Law Enforcement Arrives:**
 - Remain calm and follow officers' instructions.
 - Raise your hands, spread your fingers, and always keep your hands visible.
 - Do not run when police enter the vicinity. Drop to the floor, if you are told to do so, or move calmly out of the area or building.
 - Do not make quick moves toward officers or hold on to them for safety.
 - Avoid pointing, screaming, or yelling.
 - Do not stop officers asking for help or directions. Evacuate the building in the direction the officers arrived in while keeping your hands above your head.
 - For your own safety, do not get upset or argue if an officer questions whether you are a shooter or a victim. Do not resist, even if you are handcuffed and searched.
 - If you are a witness, you will be asked to give a statement to the police.

- **When is it safe to come out of hiding or return to the building?**
 - Stay hidden and quiet until a law enforcement officer tells you it is safe, or you receive other valid information that lets you know the incident has ended.
 - Law enforcement may enter the room with keys and give instructions regarding evacuation.
 - A mass text notification may be sent indicating it is safe and clear.
 - Other forms of communication may be used to let people know it is safe and clear.

B. University Law Enforcement:

- Identifying secondary impacts
 - Identify additional shooters or other threats
- Establish a safe location to stage evacuees/injured
- Assist emergency medical services (EMS) and other law enforcement agencies
- Manage the crime scene
- Conduct interviews
- Consider a family reunification area (work with EOC to establish)
- Manage the perimeter
 - Control or prevent the entrance of the media into secure or sensitive areas

C. Warnings, Messages, and Signage

To notify students, faculty, and staff of the incidents happening on campus, mass text messages are pre-scripted. This section includes information related to how messages will reach the students, faculty, and staff, including location and method of communicating warnings and messages.

- Mass Text Notification: a text message will be sent as soon as possible.
 - Opt-Out Program, phone numbers are automatically added to mass text messaging system. If one would like to remove their number, they may do so.
- Overhead announcement: a public announcement system will be used to alert people of danger.
- Alertus: a system that displays information on hallway monitors and campus computers.
- UVU app, push notifications: For those that have the app, a notification will be sent.
- UVU Emergency website: www.uvu.info. This website will have more information, and updates can be found as the incident progresses. Many of the other communications methods listed will refer to this site for more information.
- UVU email: as possible information will be sent.
- UVU social media: as possible information will be sent through these resources.

D. Activation, Staging, and Mobilization**Emergency Medical Support Staging**

The university police/IC will coordinate with EMS and locate a secure area for the injured to collect. Injured will be taken as soon as possible for medical treatment, triage, and transport.

Family Reunification Assistance

The university EOC and/or university police will set up an appropriate location for family reunification. This area will allow those involved in the incident a location to be reunited with friends and family. Considerations should be made for food services, mental health services, easy public access. (note: this area needs to be away from the media)

- Possible locations to consider:
 - Off campus locations, church buildings close to campus, other campus owned but off campus locations.

Crime Scene/Interview Staging

The university police/IC will select an area to conduct interviews for those who were close to, involved with, or have information regarding the incident.

Considerations should be taken to:

- Select an area large enough to provide privacy and discourage witnesses from talking to each other
- Provide snacks/water for witnesses
- Paper and pens to allow for written statements
- Provide mental health services

Incident Recovery Considerations

- Consider establishing a hotline early on for family and friends to call who are looking for information.
- Publish information quickly to main UVU website (referring to www.uvu.info for updates.
- Gather information related to victim identities, extent of injuries, and what hospitals are being utilized.
- Coordinating with the university EOC, notify the family members of those who died. Wait until the police have made notification with families.
 - Use personnel who are specifically trained for this responsibility.
- Procure mental health counselors for employees and families.
- Develop an action plan to handle concerns about returning to work.

Consideration for students, faculty, and staff

- Consider:
 - Returning to work may be difficult for some. An assessment of time off may need to occur on a case-by-case basis.
 - Returning to class may be difficult for some. An assessment of time off may need to occur on a case-by-case basis.
 - Mental health services, short-term and long-term, should be offered.
 - Funeral leave accommodations.
 - Overwork, burnout: the first few days directly after an incident may have many employees working more than usual to cover for absent employees. Consider memorandum of agreements (MOAs) with other universities in the state to relieve UVU employees, allowing needed respite to occur.
 - Other

Communicate Internally

- After the initial emergency communications, continue to give updates to students, faculty, and staff regarding the situation.
- When to return to normal business operations.
- Where to obtain mental health services if needed.
- If work location has changed temporarily? Where will the work be conducted?

Communicate Externally

- Identify the designated university official for responding to media inquiries.
- Determine what information and details the university will provide to the media that will ease community concerns without inciting panic or hindering the investigation.
- Continue to provide updates for several days.
- Contact Board of Trustees, Regents, and other state departments.

Continue Business Operations

- Implement business recovery/continuity plans: which business operations will stay open, which will close temporarily, if any.
- Make re-entry decisions after the site is released by law enforcement.
- Provide safety and security debriefings.
- Provide interim employees for the positions occupied by those deceased or injured.
- Take actions to ensure employees feel safe. This may include more police officers that are visible for a period.
- Determine how the institution will continue operating with limited business operations or with certain areas of the institution designated a crime scene.
- Depending on the location of the incident some business operations may need to be moved to another location temporarily.

II. Post-Incident Review/After Action Report (AAR) Process

An AAR should be conducted immediately following an exercise or incident and should involve representatives from each participating agency/organization. This should include information on the major events, all lessons learned, and review any new initiatives developed or identified during the exercise or incident.

The AAR should also include a discussion of all techniques, tactics, and procedures utilized during the exercise/incident to include what went right and what went wrong. It should identify any issues and the consequences resulting from the potential or actual outcomes of those issues.

Following the AAR meetings and discussion, an After Action Report/Improvement Plan (AAR/IP) should be written which identifies areas that require improvements, the actions required, the timelines for implementing those improvements, and the organization and party responsible for this action.

The AAR/IP should be shared with all stakeholders and used to further define the plans and procedures related to incidents at the university.

Bomb Threat Plan (updated October 2024)

Introduction: Why, Scope, Purpose of plan and subsequent training (who)

A bomb is any device capable of producing damage to material, and injury or death to personnel, when detonated. A bomb may be:

“Incendiary,” causing fire-producing heat and little explosion;

“Explosive,” causing damage by fragmentation, heat, and blast wave;

“Dirty,” causing a release of radiological material.

Homemade bombs are commonly referred to as improvised explosive devices (IED) and can vary in size, shape, and material. An IED in a vehicle is a vehicle-born improvised explosive device (VBIED).

In most cases, bomb threats are designed to disrupt the normal business operations of the institution. All bomb threats will be taken seriously. The UVU PD will determine the appropriate course of action and the members of the EOC leadership will be notified if needed. Not all bomb threats are legitimate, and evacuation or searching is not always required.

Purpose: This plan has been created as a precautionary measure to deal with bomb threats and suspicious devices or packages. This plan is designed to have faculty, staff, students, visitors, and police work as a team to ensure a safe environment.

Everyday Monitoring: We may not have the ability to control whether a bomb threat occurs, but we can be aware of and monitor daily for suspicious activity and objects. The police participate actively in daily monitoring. Having staff/faculty monitor and be observant assists the police in their responsibilities.

What to watch for:

Monitor suspicious behavior or happenings of people who:

- Are not where they are supposed to be (restricted area, etc.).
- Look lost and/or wandering around.
- Appear to be conducting unusual surveillance.
- Cause disruption or intentionally distracting behavior.
- Show an unusual interest in an employee or student.
- Abandon an item and leave the area quickly.
- Openly possess a dangerous item and/or use a vehicle in a suspicious way (parking, erratic driving following, etc.)

Note: monitoring a suspect should not be based on national origin, ethnicity, color, race, gender, or age.

Look for items or devices that:

- Were abandoned and left in the open.
- Were abandoned and hidden.
- Appear to be suspicious or dangerous, such as a canister, tank, metal box, bottle, etc.
- Have an attached message.
- Appear to be emitting a mist, gas, vapor, or odor.

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- Seem to have seepage or leakage of a suspicious substance.
- Are connected to wires, timers, tanks, or bottles.
- Appear to be the source of a foreign substance that is causing people to cough, have trouble breathing, feel nauseated, lose consciousness, or have any other medical reaction.

IF YOU SEE SOMETHING SAY SOMETHING: Call UVU Police Dispatch at 801-863-5555

Receiving the threat, types of threats:

A bomb threat may be received in several ways. A threat may be received by telephone (this is the most common), written message (letter or on a wall), e-mail, face-to-face interaction, social media (more and more common), or suspicious package delivery by mail or messenger.

Phoned Threats: What to do:

- Start a recording device, if one is available, or note the caller I.D. number, if available.
- Signal another staff member to call 911 or 801-863-5555.
- Write down the threat.
- Fill out as much of the UVU bomb threat checklist as possible, including responses to detailed questions the receiver of the call would ask.
 - Check List: A hard copy at your desk
 - Electronic Checklist: uvu.edu scroll down and under “help” select “emergency” then scroll down to bomb check list.
- Be available after the call for the University Police to interview you.

Written Threats: What to do:

- Handle the item as little as possible (preserve evidence).
- Notify University Police 801-863-5555 or 911.
- If a note is discovered in an area such as a bathroom or private office, do not touch it, call the police.
- Note where the item was found, the date and time, any situations or conditions surrounding the discovery, and any other person who may have seen the threat.

Emailed Threat: What to do:

- Notify University Police.
- Print, photograph, or copy down the message. Include the header of the e-mail.
- Save the e-mail, if possible.
- Leave the email open until assistance arrives.

Verbal Threat: What to do:

- Project calmness; move and speak slowly, quietly and confidently.
- Notify the University Police via 801-863-5555 as soon as safely possible.
- Note the description of the person who made the threat:
 - Name of person if known, or if a name was given
 - Vocal distinguishers, accent if any
 - Gender, if possible

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- Type and color of clothing, shoes
- Body size and height
- Hair, eye, and skin color
- Other distinguishing features (scars, tattoos, and piercings)
- Note the direction in which the person who made the threat leaves and be ready to give the description to the police department.

Social media: What to do:

- Report it to University Police via 801-863-5555.
- Note the name of the person making the threat and the application (Facebook, Twitter, etc.) they used to make it.
- Record the exact wording of the threat as it was posted.
- Take a screenshot or photograph of the computer, if possible, to provide it to the University Police.

Rumor: What to do:

- If a rumor regarding a bomb threat is overhead write down exactly what was heard, from who and where it was heard, then report the rumor to University Police via 801-863-5555.

Evacuation:

Evacuation will not always be necessary however, if the threat is found to be credible or a suspicious item is found that could be a potential bomb, then an evacuation may be recommended. Evacuation around the potential bomb should be no less than 400 feet. Farther distances may be recommended. Refer to the bomb threat Stand-off Distance chart located in this document for more information.

Emergency personnel and designated university officials will facilitate evacuation. Students, faculty, and staff will be notified using several modes of communication that an evacuation is necessary. Emergency personnel or UVU Police will notify individuals when reentry to the building can be made. There is no specified time frame for permitting students and faculty back into the isolated area. Return will depend solely upon the information received and the results of the investigation by public safety authorities.

Actions that should NOT be taken:

- Do not allow any faculty, staff, students, or visitors access to or near the proximity of the suspicious package.
- Do not pull the fire alarms while evacuating buildings, unless specifically directed to do so by emergency personnel.
- If the package is touched not realizing it is a possible bomb (opening a container or backpack) let, go of or replace the package and move away from the package. Call University Police via 801-863-5555.

Any one of the following actions could trigger an explosive device:

- Touching, lifting, or moving the package.
- Using a cell phone or radio in the immediate area.

Actions that should be taken:

- If asked to evacuate and if possible, take personal items such as purses, wallets, computer bags, etc.

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- Student rosters should be kept current. It is possible that the individual who made the threat is a student, and a current list would assist law enforcement.
- All media inquiries should go through university marketing/communications.
- The UVU campus community will be notified mainly through text message of the status of the incident. Additionally, there are multiple other methods of communication beyond text that would be used as needed.
- Assist building personnel with evacuation and prevent others from entering the danger area.
- Communicate with fellow employees paying particular attention to those that may have a hearing, visual or other type of challenge that may make traditional communication methods more difficult.

Response:

Searching for Suspicious Packages/Objects:

Use the acronym RAIN once a suspicious package is found.

Recognize: identify a suspicious package.

Alert: those around the suspicious package, do not touch or open the package.

Isolate: have people move away from the package.

Notify: Call police (801-863-5555).

Staff and Faculty:

If an evacuation of a building is required the staff and faculty working there should do a quick visual scan of their office, suite, department, or area as they evacuate reporting anything that may be suspicious to UVU Police once out of the building.

Staff and faculty should take their personal belongings with them as they evacuate if possible.

Designated Staff:

Designated staff are those familiar with the buildings such as custodial (supervisors/leads), police, and facility personnel. They will perform a rapid search in public and non-secured areas. Following these guidelines:

- Look for items that look out of place or objects that are left behind or unattended.
- Perform a visual scan using a uniform or consistent way of looking for example, begin the scan by looking at the ceiling and working your way from one side to the other finishing with the floor, looking in corners, behind objects, in garbage containers, and so on.
- Do not touch any suspicious object and take a photo if possible (phone camera).
- If something suspicious is identified notify the nearest UVU police officer.
- Try to be as accurate as possible when describing the device as possible and why it is deemed to be suspicious.
- Avoid using radios or walkie-talkie devices as radio signals can detonate explosive devices. Once several hundred feet away from the suspicious object a radio can be used. Send a runner to the police to report what was found.
- Do not start any evacuation procedures without authority from UVU police.

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- As a search could occur while people remain in the building it would be best not to announce that while searching. However, if an evacuation is ordered and people want to know why, consider saying, “We have a possible problem in the building and would like to ask you to leave the building in an orderly fashion while the situation is further evaluated.” Versus, “a bomb threat has been called in”.

Building Marshals/Floor Captains and police officers as available will assist in evacuating all people from the building.

All Clear:

- If no suspicious device is located, then the police will issue an “All Clear” announcement and all people can resume normal operations.

Public Awareness/Mail Room Safety:

Public awareness of mail bombs has increased at all levels, including in university mailrooms and offices. The most important thing to remember when finding a suspicious package or letter is not to touch the item. Clear the area immediately and notify the University Police via 801-863-5555.

To apply proper safety procedures, it is important to know the type of mail normally received and look for the following: (see graphic)

- Mail bombs come in letters, books, and packages of various sizes, shapes, and colors.
- Letter texture may feel ridged, look uneven or lopsided, or feel bulkier than normal.
- Excessive amounts of postage may be present—often far more than needed.
- The sender is unknown or there is no return address.
- Handwritten notes appear, such as “rush,” “personal,” or “private”.
- The addressee normally does not receive mail at the office.
- Cut or pasted homemade labels are used for lettering.
- The letter or package may emit an odor, have oily stains, or appear to have been disassembled and re-glued.
- Distorted or foreign writing is present.
- Resistance or even pressure is felt when trying to remove contents from the package.
- Several combinations of tape are used to secure the package.
- Contents of the parcel may slosh or sound like liquid.
- Packages may emit noises, such as the sound of a clock ticking.
- The package or letter shows a city or state in the postmark that does not match the return address.
- The package or letter is marked Foreign Mail, Air Mail, and Special Delivery.
- The package has protruding wires or aluminum foil.
- The package or letter has incorrect titles or a title, but no name, or misspellings of common words are present.

In addition to physical characteristics, consideration should also be given to the listed factors to help determine the likelihood of the threat:

Is there a commonsense explanation for the letter?

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Have all reasonable explanations been exhausted?

If you are unable to allay suspicions, call the University Police dispatch at 801-863-5555









If the suspicious letter or package is unopened:

- Do not open the package. Do not shake or empty the contents of any suspicious envelope or package. Immediately report the incident to the University Police.
- Have everyone vacate the immediate area and close any door or section near the area to prevent others from entering.
- The person who handled the letter/package should wash their hands with soap and water to prevent spreading any powder or other chemicals to their face.
- List all individuals who handled or were within close proximity to the suspicious letter or package.

If the suspicious letter or package is opened:

- Stay calm. Immediately report the incident to University Police via 801-863-5555. Follow any instructions given by the dispatcher.
- Do not try to clean up the substance, if applicable. Cover the spilled contents immediately with anything (i.e., clothing, paper, trash can).
- Remove heavily contaminated clothing as soon as possible, and place in a plastic bag or some other container that can be sealed. This clothing bag should be given to the emergency responders for proper handling.
- Shower with soap and water as soon as possible. Do not use bleach or other disinfectants on your skin.

 **BOMB THREAT STAND-OFF CHART**

Threat Description Improvised Explosive Device (IED)		Explosives Capacity ¹ (TNT Equivalent)	Building Evacuation Distance ²	Outdoor Evacuation Distance ³
	Pipe Bomb	5 LBS	70 FT	1200 FT
	Suicide Bomber	20 LBS	110 FT	1700 FT
	Briefcase/Suitcase	50 LBS	150 FT	1850 FT
	Car	500 LBS	320 FT	1500 FT
	SUV/Van	1,000 LBS	400 FT	2400 FT
	Small Moving Van/ Delivery Truck	4,000 LBS	640 FT	3800 FT
	Moving Van/ Water Truck	10,000 LBS	860 FT	5100 FT
	Semi-Trailer	60,000 LBS	1570 FT	9300 FT

1. These capacities are based on the maximum weight of explosive material that could reasonably fit in a container of similar size.
 2. Personnel in buildings are provided a high degree of protection from death or serious injury; however, glass breakage and building debris may still cause some injuries. Unstrengthened buildings can be expected to sustain damage that approximates five percent of their replacement cost.
 3. If personnel cannot enter a building to seek shelter they must evacuate to the minimum distance recommended by Outdoor Evacuation Distance. These distance is governed by the greater hazard of fragmentation distance, glass breakage or threshold for ear drum rupture.

SUSPICIOUS MAIL OR PACKAGES

Protect yourself, your business, and your mailroom.

If you receive a suspicious letter or package:

- Stop. Don't handle.
- Isolate it immediately.
- Don't open, smell, or taste.
- Activate your emergency plan. Notify a supervisor.

Warning signs for suspicious mail:






- Restrictive markings
- No return address
- Sealed with tape
- Misspelled words, badly typed or written
- Unknown powder or suspicious substance
- Possibly mailed from a foreign country
- Excessive postage

Warning signs for suspicious packages:

- Excessive tape
- Oily stains, discolorations, crystallization on wrapper
- Strange color
- Incorrect title or addressed to title only
- Rigid or bulky
- Loosened or uneven
- Protruding wires

If you suspect the mail or package contains a bomb (explosive), or radiological, biological, or chemical threat:

- Isolate area immediately
- Call 911
- Wash your hands with soap and water

To order this poster, call 1-800-327-8227

Poster 84
September 2006
PSN70642 408707

Utah Valley University Emergency Operation Plan (EOP)

Demonstration, Disturbance, March, Protest, Riot Plan

There are several reasons why a demonstration or a gathering may occur. The university monitors possible gatherings through Student Affairs, Mar/Comm, and UVU Police. Many groups will reach out and the university works with the groups to make plans to keep all parties safe during the event. Each plan is customized to the event.

Below are scenarios of what can or has happened on campus and the response.

Peaceful Gathering

1. Avoid provoking or obstructing the demonstrators.
2. If concerned, avoid the area of disturbance to ensure personal safety for all.
3. Continue with normal routine.
4. Preplanned large demonstrations may have been arranged for local law enforcement presence.
5. University employees are not obligated to monitor but may report any signs of vandalism or signs of escalation to UVU Police Department.

Highly Charged Events (i.e. controversial speaker)

Major Event Assessment Committee (MEAC)

Employees or students involved in the planning of a large event meet with the MEAC, a committee on campus that reviews all large events. There are criteria which when met trigger this committee to convene. Part of the review is to assess risks, threats, and hazards of the event. If the risk, threat, or hazard reaches a certain point additional safeguards may be put in place. For example, if a UVU group has invited a speaker that for some is controversial and there is knowledge of protestors or threats of violence, more detailed plans are made to ensure everyone's safety.

Some events are planned by off-campus groups and are not affiliated with any group on campus. For example, space on campus may be rented to hold an event or invite a speaker that reaches past the campus community into the surrounding community. Recent examples would include Utah's Senate Debate, GOP State convention, etc. If there are risks, threats, or hazards with this type of event a campus group will meet and review the risk, threat, or hazard.

At times it may be determined that the office of EM will activate a partial EOC (emergency operations center) to monitor activities during the event. If this occurs an EAP (emergency action plan) will be written in advance of the event, and this plan will be distributed to those involved in the EOC.

See policy 425 (MEAC) for more detailed information.

Disruptive behaviors in general – If the disturbance is life-threatening, call 911 and University Police at 801-863-5555

If a disturbance seems to threaten the occupants inside a building: Report it immediately to university police and take the following actions:

1. If employees/students/visitors feel their safety is at risk evacuate the area and notify the UVU police.
2. Distance yourself from the disturbance.

3. Follow any instructions given by police, fire, or university officials.

Classroom/Lecture Disruption:

1. Remain calm.
2. Request the offending person(s) leave.

If they refuse to leave:

1. Be courteous and do not further provoke the situation.
2. Call the university police or 911.
3. Identify key physical description such as individuals' clothing, physical description, and activity engaged in.

All individuals planning and or participating in a protest, march, or demonstration on any Utah Valley University premises must adhere to:

Utah Valley University Policies and Procedures (last updated June 22, 2017)

Policy Title: Freedom of Speech *Policy Number:* 161

EVACUATION PROCEDURES (updated October 2024)

GENERAL EVACUATION PROCEDURES

1. It is the responsibility of every person to immediately evacuate campus buildings when:
 - A. A fire or life safety emergency occurs.
 - B. The fire alarms sound.
 - C. Notified to do so by emergency response personnel or a building marshal. Larger evacuations will be announced by the UVU mass text messaging system, public address (PA) system located within the main campus facilities, university-wide email, and/or social media.
2. All students, faculty, and staff are required to leave the building, will not restrict or impede the evacuation, and remain outside until the emergency is over.
3. Be aware of all exits from your area and building.
4. Keep calm and walk quickly to the nearest marked exit and ask others to do the same.
5. DO NOT use elevators.
6. If possible and if it does not delay your exit, take your personal belongings with you. Do not jeopardize your safety to gather them.
7. Assist persons with disabilities, access, or functional needs.
8. Go to your designated Assembly/Rally Point if directed to and remain together.
9. If able, account for the employees in your area. This is the responsibility of the Building Marshal.
10. Notify emergency personnel if you suspect someone may be trapped in the building.
11. Stay clear of first responders.
12. DO NOT RE-ENTER THE AFFECTED BUILDING until you are directed to do so by an authorized public safety, facilities, or administrative representative.

BUILDING EVACUATION

1. Emergency procedures require everyone to exit a building when the fire alarm is activated.
2. DO NOT use elevators for fire/earthquake evacuation; they may be damaged/unreliable.
3. Proceed toward the nearest safe exit.
4. After exiting your building and if directed, go to your building Assembly/Rally Point. If that area is no longer safe, determine the safest place away from imminent danger.
5. Wait for instructions from emergency personnel. DO NOT return to your building until notified by emergency personnel.

COMPLETE OR PARTIAL CAMPUS EVACUATION

1. Evacuation of the entire campus would be an extremely unlikely event. However, the president of the university or designee (delineation of authority) or police are ultimately responsible for ordering a campus-wide evacuation. In this situation, primary and secondary evacuation routes should be identified.
2. After a major incident, such as a major earthquake, a staggered release of the campus population would be the most likely situation to require all individuals to leave the campus.

3. Localized events, such as a single building fire or a chemical release, would require evacuation of the immediate area. Fire or police personnel in this case would direct the evacuation. You may also receive directions through the UVU Alert system (mass text messaging system).
4. During a complete campus evacuation, parking services, university police, and Orem police (as required) will direct traffic to maintain a smooth flow of vehicles.
5. If individuals cannot leave after a disaster, a shelter on campus may be established depending on circumstances. Red Cross would assist with activating a shelter.
6. Every effort will be made to communicate with the campus community regarding the situation and the progression of the situation through UVU Alert (mass text messaging system), email, push notification (through the UVU app), an emergency website (www.uvu.info), or other communication means.