Letter from the President

Dear Fellow Members of the USM Community:

At the University of Southern Maine, we are committed to the safety of our community. We also recognize there are many types of emergencies – from natural disasters to cyber-attacks, from fires to acts of terrorism. Emergency preparedness is one of our highest priorities for the institution.

For us, a commitment to emergency preparedness means planning, prevention, response, and recovery to any emergency of any type. It also means community engagement, training, communication, and partnership. Emergencies can take many forms and often happen without warning. Through preparedness, we are working to mitigate the effects an emergency could have on our community.

We all have a role to play: Each member of the community is responsible to prepare themselves for an emergency. Please join me, and your colleagues, and take time to familiarize yourselves with this Emergency Operations Plan. I also ask that you review and understand the areas of responsibility within the Emergency Support Functions. Individual preparedness is fundamental for a community to respond effectively to an emergency.

Together we are prepared, and together we fulfill USM’s commitment to the safety of our community.

Sincerely,

Dr. Glenn Cummings
President
Statement on Emergency Preparedness

To the USM Community:

Emergencies and disruptive incidents may affect university operations at any time. To protect the safety and security of our students, faculty, and staff, while minimizing disruptions, the entire USM community must take steps to prepare itself for such events. This Emergency Operations Plan addresses USM's response to emergencies by taking an all-hazards approach. While this plan is a fundamental component in the preparedness process, individuals and university units must make reasonable efforts to prepare for emergencies.

Divisions, departments, and offices should familiarize themselves with information in this plan. Individuals should familiarize themselves with other preparedness resources available from the Office of Environmental Health and Safety at http://usm.maine.edu/safety and Public Safety at http://usm.maine.edu/police.

Working together, we can continue to make the University of Southern Maine a safe and prepared community.

Jeannine Diddle Uzza
Provost and Vice President for Academic Affairs

H. Buster Neel
Interim Chief Business Officer

Nancy Griffin
Vice President of Enrollment Management and Student Affairs
Record of Revisions

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University of Southern Maine
November 2016
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Introduction

Purpose

The University of Southern Maine (USM) Emergency Operations Plan (EOP) describes how the university responds to emergencies, addresses hazards and establishes policies, methodology, responsibilities and operations designed to effectively and efficiently address the needs of USM during an incident. It is intended to be a “living” document that will reflect the continually evolving environment at USM with each update. The primary objectives of the EOP are to:

- Contribute to the safety of students, faculty, staff and visitors
- Effectively manage the response operations to an emergency affecting USM
- Contribute to the protection of life, property and the environment
- Minimize disruption of university operations and activities
- Effectively work with internal resources and external partners during emergency operations
- Restore the university to normal operations

Scope

This EOP applies to all USM divisions, departments and offices at the Portland, Gorham and Lewiston campuses, education centers and other USM related locations.

This plan addresses coordination and management of emergency preparedness, prevention, protection, response, recovery and mitigation operations (See Comprehensive Preparedness Guide 101 Version 2) and various emergency functions carried out by identified divisions, departments, offices and the Critical Incident Response Team, which is comprised of the President’s Cabinet (PC) and the Emergency Response Group (ERG).

Concepts in this plan apply to any incident when the health, safety or security of students, faculty, staff or visitors is threatened, as well as protection of university property. Since USM is vulnerable to a variety of natural and human-caused hazards, this plan takes an all-hazards approach. The concepts in this plan can be used for all incidents that may affect university operations.

USM embraces the individual differences of our students, faculty, staff and visitors. Some members of the community have access and functional needs which may require certain accommodations. Divisions, departments and offices will plan for people with access and functional need accommodations during emergency preparedness, response, recovery and mitigation efforts.

The Emergency Response Group developed this Emergency Operations Plan in collaboration with university representatives. The roles and responsibilities of identified parties are included in this plan. Training and exercises will be conducted on a regular basis to ensure university capabilities. The Offices of Public Safety, Facilities Management and Environmental Health and Safety are responsible for conducting the majority of the training and exercises to assist in USM preparations for, responses to and recovery from incidents that may affect the university.
Campus Locations

The University of Southern Maine is a university that is located on three distinct campuses.

Portland
The Portland campus is located on 26.4 acres of land in Portland, Maine. This campus is an academic/conference campus with no residential student housing. This campus also includes the University of Maine School of Law as well as libraries and recreational facilities. The campus has 39 buildings for a total of 1,219,000 square feet of facility space. The largest facility is a four story parking garage. There are 10 multistory academic buildings and 27 smaller facilities, mostly small houses. Shuttle service runs between the Gorham campus and the Portland campus.

Gorham
The Gorham campus is located on 102 acres of land in Gorham, Maine. This campus is made up of residential, academic and sports facilities as well as an art gallery. The campus has 43 buildings for a total of 1,116,000 square feet of facility space. Along with academic facilities, there is the sport complex, which includes a field house, gymnasium, ice arena, playing fields, and a childcare center. Six buildings are residence facilities housing approximately 1,200 students. There are 15 academic/athletic buildings and 28 smaller facilities. Shuttle service runs between the Gorham campus and the Portland campus.

Lewiston/Auburn
The Lewiston/Auburn campus is located on the outskirts of the city of Lewiston. The property is 8.3 acres with one building with a total of 128,000 square feet. The building is an academic building. There are no residential facilities.

Concept of Operations

Overview

University divisions, departments and offices respond to emergencies by using pre-established standard operating procedures. When incidents increase in magnitude, additional resources and coordination may be required to support emergency response and recovery efforts.

USM operations are guided by the National Incident Management System (NIMS), as established by the Federal Emergency Management Agency (FEMA). NIMS provides a nationwide template enabling federal, state, local and private sector non-governmental organizations to work together effectively and efficiently to prevent, prepare for, respond to and recover from incidents regardless of cause, size or complexity. Two components of NIMS are the Incident Command System (ICS) and Emergency Support Functions (ESF). Consistent with NIMS, USM operations incorporate the basic structure of the ICS, while making necessary adjustments and incorporating emergency support functions (ESF) to meet the unique needs of the university. ICS is the model tool for command, control and coordination of a response, and it provides a means to coordinate the efforts of the university and external partners as they work toward the common goal of stabilizing an incident and protecting life, property and the environment. ESFs organize university capabilities to coordinate internal emergency response and recovery operations.
Roles and Responsibilities

The university has identified divisions, departments, offices and individuals that have a role in emergency preparedness, response and recovery operations and that have specific responsibilities to meet the needs of an incident. Responsible parties are listed below, along with a brief description of their respective roles and responsibilities for the university, and will coordinate emergency efforts through the USM established organizational structure. As needed, the ERG will be activated and become responsible for overseeing the university’s strategic, operational and tactical-level activities during emergency response and recovery efforts. USM divisions, departments, offices and individuals not listed in this plan may be requested to participate in these efforts as needed.

1. **Office of the President**: The Office of the President is responsible for the operation of the institution and relationships with the community.

2. **Office of the Provost**: The Office of the Provost and Vice President for Academic Affairs is responsible for the operations of 4 colleges. The deans of the colleges report directly to the Provost. Other areas under the Office of the Provost include research, the university libraries, and community engagement and career development.

3. **Office of the Chief Business Officer**: The Chief Business Officer has primary responsibility for the management of USM financial resources. This office includes the areas of Finance, Facilities Management and Public Safety.

4. **Office of Vice President of Enrollment Management and Student Affairs**: The Vice President of Enrollment Management and Student Affairs is responsible for Residential Life, Admissions, Student Life, Advising, Athletics and Recreation, Registrar and Diversity and Inclusion.

5. **Emergency Response Group**: The Emergency Response Group (ERG) works to ensure that the University of Southern Maine community works together to mitigate, prepare for, respond to and recover from all hazards. This includes, but is not limited to, overseeing the University Emergency Operations Center; maintaining the Emergency Operations Plan; managing emergency communication systems, such as USM Campus Advisories and USM Alert; participating in and conducting exercises; examining emergency and special event plans; and developing and managing internal resources and external partnerships.

6. **Office of Environmental Health and Safety**: The Office of Environmental Health and Safety manages occupational and environmental health issues on campus. The office oversees emergency preparedness, response and recovery efforts, health and safety inspections, fire and life safety, the Automated External Defibrillator (AED) program, hazardous materials management and industrial hygiene. The Director of the Office of Environmental Health and Safety or his designee serves as the Facilities Emergency Coordinator (FEC) for the university.

7. **University of Southern Maine Police Department (USM Police)**: The University of Southern Maine Police Department oversees campus law enforcement, campus safety, crime prevention, the Cleary Act Report and provides emergency response. The University of Southern Maine Police Department is the law enforcement agency for the university with sworn police officers by the Maine Criminal Justice Academy.

8. **Critical Incident Response Team (CIRT)**: The two Emergency Management Teams—President’s Cabinet (PC) and the Emergency Response Group (ERG) are responsible for overseeing the university’s strategic and tactical-level activities during emergency response and
9. **Emergency Support Functions (ESFs):** USM organizes university capabilities into 14 ESFs that coordinate university emergency response and recovery operations. Each ESF identifies primary and support divisions, departments and offices that are responsible for ensuring operational capabilities. The ERG will activate appropriate ESFs to support incident needs.

10. **Designated Employees:** University Human Resources will provide guidance to divisions, departments and offices to assist in identifying and informing employees prior to an emergency that their job responsibilities include fulfilling a specific critical function within their area of responsibility during a university closure or emergency and will provide support during response and recovery operations as needed. This also may apply to contracted service providers.

**Emergency Management Structure**

The university’s Critical Incident Response Team (CIRT) is responsible for overseeing the university’s strategic and tactical-level activities during emergency response and recovery efforts. The CIRT includes the President’s Cabinet (PC) and the Emergency Response Group (ERG). Each member represents his or her division, department or office, and may task his or her respective unit and designated employees to assist in emergency response and recovery efforts. The CIRT may request assistance from external partners, service providers and suppliers for additional support.
1. **President’s Cabinet**

The President’s Cabinet (PC) is the strategic-level Team responsible for policy and decision making that helps protect life, property and the environment while limiting vulnerability and damage to the university during an incident. PC members respond to concerns of the Chancellor, System’s Office, and the Board of Trustees. Members of the PC are:

- President
- Provost and Executive Vice President for Academic Affairs
- Vice President of Enrollment Management and Student Affairs
- Chief Business Officer
- Vice President for Advancement and President of the USM Foundation
- Human Resources Leader
- Executive Director of Public Affairs
- Special Assistant to the President
- Chief of Staff to the Provost and Academic Affairs

During an emergency, the PC is also supported by an administrative staff member who records decisions made and actions taken.

2. **Emergency Response Group**

The Emergency Response Group (ERG) is led by a chairperson and is responsible for coordinating and implementing the university’s response within its members’ respective divisions, departments or offices. The group collects and disseminates information regarding the incident, provides advice to the PC and ensures the continuity of each member’s areas of responsibility. Members of the ERG optimize the overall university response by understanding each other’s intentions and coordinating actions. Members of the ERG include representation from:

- Finance Division
- Office of Environmental Health and Safety
- Division of Information Technology
- Facilities Management
- University Police Department
- Office of the Provost
- Division of Enrollment Management and Student Affairs
- Public Affairs

The ERG disseminates information via various tools and partners, including but not limited to the university’s homepage (www.usm.maine.edu), USM Campus Advisories, USM Alert, USM Information Line (207-780-4000) and social media.

3. **Emergency Operations Support**

The CIRT will first rely on university capabilities and resources for response and recovery efforts by using emergency support functions and designated employees. Service providers and suppliers may be used to augment response capabilities and resources.

   a. **Emergency Support Functions**

Emergency response and recovery operations are organized under Emergency Support Functions (ESF). The ERG will activate appropriate ESFs to support response and recovery efforts. There are 14 ESFs with identified primary USM divisions, departments and offices listed below. For additional information, see *Emergency Support Functions 1 to 14.*
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<tr>
<th>Emergency Support Function</th>
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<td>ESF 16: Hazardous Materials</td>
<td>Office of Environmental Health and Safety</td>
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Primary and support divisions, departments and offices assigned to ESFs have underlying responsibilities. Those underlying responsibilities are listed below.

**Primary Divisions, Departments or Offices:**
The primary unit identified in an emergency support function is the coordinator of that function and will:

- Oversee the emergency support function and those providing emergency operations support
- Notify appropriate USM staff and external partners as needed
- Establish and maintain communication to and from the Critical Incident Response Team
- Organize response actions, utilizing the Critical Incident Response Team
- Coordinate tasks and manage assignments
- Staff the University Emergency Operations Center (EOC), including additional shift employees, if necessary
- Determine the need for and obtain additional resources
- Communicate resource needs to others
- Collect and disseminate incident information
- Coordinate efforts with district, local, state, federal and external partners as appropriate
- Maintain and update Emergency Support Function Annex as necessary
- Provide regular status updates

Support Divisions, Departments or Offices:

A. Identified units that support the primary unit will:
- Provide support to primary unit and respective Critical Incident Response Team
- Begin and maintain an activities log of incident related information and actions
- Track all damage, time, resources used, expenses and actions taken
- Gather information from those providing emergency operations support
- Provide status updates, incident information and resource requests to the primary unit

B. Designated Employees
The ERG members will notify designated employees that their assistance is needed to support response and recovery operations. Designated employees will fulfill specific critical functions as needed.

C. Service Providers and Suppliers
Service providers and suppliers used in incident response and recovery operations should be pre-identified, pre-approved and pre-contracted. Some incidents may require resources that USM has not pre-identified or pre-contracted. Resource procurement will be made in accordance with USM procurement policies and procedures unless the Chief Business Officer or designee approves an exception. The Finance Division provides assistance in the procurement and management of needed resources.

4. External Partners
USM may use mutual aid agreements to obtain additional assistance and/or resources when the needs of the incident have overwhelmed the capabilities of the University. Many relationships and agreements exist with the Cities of Portland and Gorham, particularly with their fire and police departments. Additional partners should be established with the local Red Cross, State Department of Emergency Planning and local community groups.

Response and Recovery

USM Portland, Gorham and Lewiston campuses are all institutional operating entities and are integrated into USM’s administration and divisions. The roles and responsibilities of the CIRT, identified divisions, departments, offices and individuals remain the same regardless of location. Each location participates in incident response and recovery consistent with the roles and responsibilities that this EOP and inclusive emergency support functions describe.

USM response and recovery efforts for each location will be carried out in accordance with that location’s specified operations and protocols. Capabilities, resources and the need for additional assistance will vary depending on the location. If an incident exceeds the capabilities of a particular campus, USM departments and offices will provide additional resources as requested.

Mitigation and Preparedness

Mitigation and preparedness actions are taken in advance of an emergency to prepare for and minimize the potential impacts caused by incidents at USM.
Mitigation efforts include enforcing building codes, planning for land use, training and education of the university population on the need for mitigation and implementing infrastructure enhancement measures to reduce a hazard's impact.

Preparedness activities consist of almost any pre-emergency action that will improve the safety or effectiveness of emergency response. Preparedness activities have the potential to save lives, reduce property damage and enhance individual and community control over the subsequent emergency response. These actions are taken to protect lives, property and the environment of USM students, faculty, staff and visitors. Preparedness actions include the development, participation and facilitation of trainings and exercises with the CIRT and various USM divisions, departments and offices. USM will coordinate mitigation and preparedness efforts with the local jurisdictions and external partners as necessary.

Safety and Security units (Facilities Management, Environmental Health and Safety, and Police), in addition to other university offices, administer a variety of programs designed to help educate the USM community on emergency preparedness. Personal preparedness information is distributed to students, faculty and staff. Additional information is available on the Public Safety website (usm.maine.edu/police).

Preparedness is important at all levels of the university. Each division, department and office should take the following preparedness actions:

- Regularly review emergency preparedness information with staff and faculty
- Implement an emergency plan that functions with USM’s EOP and ESF and includes evacuation, shelter-in-place, continuity of operations and emergency communications considerations
- Train staff and faculty on emergency plans
- Identify employees that have job responsibilities that include fulfilling a specific critical function within their area of responsibility during a university closure or emergency and inform them of this responsibility on an annual basis
- Routinely backup critical data and important documents
- Procure and maintain necessary emergency supplies and items
- Maintain a list of pre-identified, pre-approved and pre-contracted service providers and suppliers
- Coordinate with other divisions, departments and offices as needed
- Routinely test and exercise planning efforts
Incident Life Cycle

During an emergency affecting USM, the university will respond consistent with the Incident Life Cycle. This cycle includes three phases that provide guidelines for emergency operations: Initial Actions, Continuing Actions and Recovery Operations. Actions included in each Incident Life Cycle phase may not necessarily be completed in sequential order and may sometimes be undertaken concurrently.

### Initial Actions

**Notification**

The Facilities Management, Environmental Health and Safety and Campus Police will likely be the first to receive notification of an incident. Some incidents can be resolved with normal response capabilities while others may require additional resources or coordination. Incidents escalate to emergencies when life, property or environment of the USM community is threatened.

If emergency response efforts require more than the normal response capabilities of the university, the above referenced departments will notify the ERG and PC as needed. The ERG and PC will provide a message to be released to the USM community and as needed, the media and external community.

Additional information regarding USM’s communications systems is included in Emergency Support Function #2: Communications.
**Activation**
Any individual member of the President’s Cabinet and/or Emergency Response Group can activate CIRT.

When CIRT is activated the ERG will notify the primary division, department or office of the EFS and when, where and how to report to the appropriate Emergency Operations Center. ERG members will provide their respective divisions, departments and offices with information regarding the emergency and their role in response and recovery.

**Continuing Actions**

**Situation Awareness**
Situational awareness is the ability to identify, evaluate and monitor activities and information throughout the incident. Those providing emergency operations support will provide information to members of the ERG through their respective division, department and office representatives, and the ERG will communicate pertinent information to the PC. Decisions regarding further actions will depend on available situational awareness information.

**Response**
Response operations may differ depending on the nature of the incident. Actions listed may not necessarily be required and will occur based on incident needs. Once incident notifications occur, CIRT may be activated. The PC makes necessary policy decisions and the ERG makes necessary tactical response decisions.

Emergency Operations Support members may require their division, department or office and designated employees to assist in emergency response operations. Those involved in emergency operations support will provide incident-related information to the ERG and support operations through the recovery phase. The CIRT will determine the need for continued response efforts and initiation of recovery efforts. The CIRT will continue to communicate to the public and USM community as needed.

**Damage Assessment**
Following the onset of an incident, the Facilities Management Department and its supporting units are responsible for carrying out damage assessments in accordance with the roles and responsibilities outlined in ESF #7. Damage assessments will be used to quickly determine and report the location, severity and nature of damage. The CIRT will use damage assessment and utility disruption information to coordinate response and recovery efforts.

**Documenting Damage, Time, Resources Used, Expenses and Actions Taken**
Record keeping in real time is vital for effective emergency response and recovery efforts. During emergency response and recovery, each division, department and office involved in the response is responsible for keeping detailed records of all damage, employee time, payroll information, resources used, expenditures, procurement activities, contracts, actions taken and other relevant information. Documentation should begin as soon as response efforts start and continue until recovery operations are complete. The CIRT may request collected information at any time during response and recovery operations.

Records and reporting for financial tracking and reimbursement purposes will follow USM established protocols and procedures unless the Chief Business Officer approves an exception. The Finance Division is responsible for providing financial services and managing the documentation and tracking of expenses related to university emergency response and recovery efforts.
Recovery Operations

Returning to Normal
Following an incident, it is the goal of the university to return to normal as quickly as possible. Recovery operations consist of both short-term and long-term activities. Short-term recovery includes damage assessment and the return of essential functions, such as utilities, emergency services and essential business functions, to minimum operating standards. Long-term recovery activities include repairs and reconstruction that may last for months or years. If long-term recovery efforts are needed, plans will be developed to address specific needs due to that particular emergency and university priorities.

During recovery, the university will reasonably rely on university capabilities and resources to restore normal operations first. Service providers and suppliers used in recovery operations should be pre-identified, pre-approved and pre-contracted. Some recovery operations may require resources that USM has not pre-identified or pre-contracted. Resource procurement will be made in accordance with current USM procurement policies and procedures unless the Chief Business Officer approves an exception. The Finance Division provides assistance in the procurement and management of needed resources.

After Action Report
Following an incident, the Office of Environmental Health and Safety will write an After Action Report to identify operational successes, areas for improvement and other key issues affecting the management of the incident. Development of this report will include feedback from divisions, departments and offices that were involved in response and recovery efforts. This report will be used to improve plans and procedures for future response operations. The Office of Environmental Health and Safety will identify and comply with the proper local, state and or federal reporting requirements.
Planning Assumptions

USM developed this EOP to prepare for emergency response efforts with the following assumptions:

- USM will maintain a current and well-communicated EOP to manage emergency operations.
- An incident may occur at any time of the day or night, weekend or holiday and with little or no warning.
- The succession of events in an incident is not predictable. Published operational plans may require modifications in order to meet the requirements of the emergency.
- USM is exposed to a variety of natural and human-caused hazards that have the potential to disrupt the community and cause damage.
- Critical Incident Response Team will be able to oversee and manage university emergency response and recovery efforts.
- Incidents affecting the university may also impact the surrounding community. It is necessary for the university to prepare for and carry out emergency response and recovery operations in conjunction with external partners.
- USM divisions, departments and offices are responsible for their designated emergency support functions as outlined in this plan.

Hazards

USM is vulnerable to both natural and human-caused hazards. The university has taken into consideration these risks in the development of this all-hazards based plan. Listed below are some of the most likely hazards:

- Severe Weather (e.g., thunderstorms, hurricanes, winter storms, flooding, extreme heat)
- Medical Emergencies
- Fire
- Special Events
- Government Activities
- Public Health Emergencies
- Utility Failures
- Chemical Spills
- Suspicious/Unusual Packages
- Violence/Active Shooter
- Earthquakes
- Cyber Attacks
Plan Development and Maintenance

The Emergency Response Group is responsible for the development and maintenance of this EOP. The EOP will be reviewed on an annual basis and updated as needed. Each division, department and office mentioned in the plan is responsible for informing the Co-chairs of the Emergency Response Group with updated information as appropriate. Revisions may be made based on operational and regulatory changes, best practices and corrective actions identified through exercises, emergency activations and assessment processes.
### Acronyms

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<th>Acronym</th>
<th>Description</th>
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<tr>
<td>AED</td>
<td>Automated External Defibrillator</td>
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<td>Critical Incident Response Team</td>
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<td>Facility Emergency Coordinator</td>
</tr>
<tr>
<td>FEMA</td>
<td>Federal Emergency Management Agency</td>
</tr>
<tr>
<td>FEMS</td>
<td>Fire and Emergency Medical Services</td>
</tr>
<tr>
<td>HSEMA</td>
<td>Homeland Security and Emergency Management Agency (D.C.)</td>
</tr>
<tr>
<td>ICS</td>
<td>Incident Command System</td>
</tr>
<tr>
<td>MOU</td>
<td>Memorandum of Understanding</td>
</tr>
<tr>
<td>NIMS</td>
<td>National Incident Management System</td>
</tr>
<tr>
<td>OGC</td>
<td>Office of General Counsel</td>
</tr>
<tr>
<td>PC</td>
<td>President’s Cabinet</td>
</tr>
<tr>
<td>USM</td>
<td>University of Southern Maine</td>
</tr>
<tr>
<td>UPD</td>
<td>University of Southern Maine Police Department</td>
</tr>
</tbody>
</table>
Definitions

**After Action Report** – A report used for the review of incidents, events, actions and operations that occur as a result as an emergency, documenting the lessons learned from the emergency.

**Automated External Defibrillator** - A portable device that checks the heart rhythm and can send an electric shock to the heart to try to restore a normal rhythm.

**Emergency** – An occurrence, whether natural or human-caused, intentional or accidental, that threatens the life, property and environment of the USM community, disrupts normal university operations and warrants immediate action. A “large-scale emergency” (sometimes termed a “disaster”) is caused by an incident that requires aid beyond the local resource capability. See “Incident.”

**Emergency Management** – The organized analysis, planning, decision-making, assignment and coordination of resources to the mitigation of, preparedness for, response to or recovery from an emergency of any kind, whether from attack, human-caused or natural sources.

**Emergency Operations Center (EOC)** – The location where members of the President’s Cabinet and Emergency Response Group convene and manage the incident.

**Emergency Operations Plan (EOP)** – A document that focuses on how an organization will respond to emergencies and planned events. The plan states the method for taking coordinated action to meet the needs of an emergency situation.

**Emergency Support Function (ESF)** – A systematic approach for coordinating incident response and recovery efforts across the university’s divisions, departments and offices. University units identified in this Emergency Operations Plan are organized to support critical functions.

**Event** – A planned function, possibly involving several university stakeholders, community members and external partners.

**Federal Emergency Management Agency (FEMA)** – At the federal level of government, the Federal Emergency Management Agency is involved in mitigation, preparedness, response and recovery activities. The Federal Emergency Management Agency, in conjunction with state government, provides planning assistance, training events, exercise programs and research on the latest mitigation measures. Additional information may be found at www.fema.gov.

**Incident** – An occurrence that may be planned or unplanned that may affect university operations or escalate to an emergency by threatening the life, property or environment of the USM community. See “Emergency.”

**Incident Commander (IC)** – The leader of the emergency response field operations. Many times the IC position will be filled by a University of Southern Maine Police Department representative.
Incident Command System (ICS) – A standardized on-scene emergency management construct specifically designed to provide for the adoption of an integrated organizational structure that reflects the complexity and demands of single or multiple incidents, without being hindered by organizational or jurisdictional boundaries.

Critical Incident Response Team – The Critical Incident Response Team: President’s Cabinet (PC) and the Emergency Response Group (ERG) are responsible for overseeing the university’s strategic and tactical-level activities during emergency response and recovery efforts.

Mitigation – Actions taken to prepare for and prevent the possible effects of an emergency to the university.

National Incident Management System (NIMS) – The national standard used for the management of emergencies. The system is applicable and adaptable to all levels of incidents and responding agencies, organizations and jurisdictions. Additional information may be found at www.fema.gov/nims.

People with Access and Functional Needs (PAFN) – Individuals who have additional needs before, after or during an incident in functional areas such as communication, transportation, supervision, medical care and maintaining independence. The PAFN population is not limited to just those with physical disabilities, but also includes others such as those with medical needs, those with service or support animals, the non-English speaking, children or those without transportation.
Emergency Support Function #1 Transportation Emergency

Primary Department:
University of Southern Maine Public Safety/Police Department

Secondary Departments:
Campus Life
Office of Environmental Health & Safety
Department of Facilities Management
President’s Office/Cabinet
Emergency Response Group

1. Introduction
   A. Purpose
   The University of Southern Maine (USM) Emergency Operations Plan (EOP) describes how the university responds to emergencies, addresses hazards and establishes policies, methodology, responsibilities and operations designed to effectively and efficiently address the needs of USM during an incident. The primary objectives of the EOP are to:

   • Contribute to the safety of students, faculty, staff and visitors
   • Effectively manage the response operations to an emergency affecting USM
   • Contribute to the protection of life, property and the environment
   • Minimize disruption of university operations and activities
   • Effectively work with internal resources and external partners during emergency operations
   • Restore the university to normal operations

   The purpose of this Emergency Support Annex # 1 is to outline the key responsibilities and operating procedures of the USM Public Safety/Police Department with transportation needs during a campus emergency.

   B. Scope
   This Emergency Support Function (ESF) identifies the role of the USM Public Safety/Police Department to:
   1. Provide the management and coordination of transportation during an emergency;
   2. Facilitate evacuation under the discretion of the lead department with assistance from support departments; and

2. Organizational Structure During Operations
   This section outlines the basic structure and operating procedures of the University of Southern Maine’s Critical Incident Response Team (CIRT) and the University Transportation Services during an emergency.
A. **General**
The University of Southern Maine contracts with external resources and community partners who provide transportation services to and from the campuses.

The Critical Incident Response Team (CIRT) is comprised of the President’s Cabinet (PC) and the Emergency Response Team (ERG). This ESF and the CIRT will activate when an incident occurs that requires the resources of all or part of the Emergency Response Group.

B. **Organization**
This ESF will be implemented by the Chief of Police of the UPD or designee as well as supervisors, departments, and University organizations within the command and control of the University Police Department. Once the ESF is operational it will function under the direction of the Chief of Police/Director of Public Safety or designee.

The Incident Command System (ICS) is used by USM personnel to respond to emergencies and disasters. During the emergency response phase, all responders will report to the designated Incident Commander (IC) at the Emergency Operations Center (EOC)

C. **Notification**
There are several on campus emergency call boxes which connect directly to USM Public Safety Dispatch Center at the Portland and Gorham campuses. Call boxes on the USM Lewiston campus (LAC) connect directly to the Regional Emergency Operations Center that dispatches emergency calls generated from that area.

Notification of an emergency from the Portland and Gorham campuses can be made by calling 911 from any campus land line telephone; which will be automatically connected to the USM Public Safety/Police Department Dispatch Center. Notification of an emergency from LAC can be made by calling 9-911 from any campus land line; which will be automatically directed to the Regional Emergency Operations Center that dispatches emergency calls generated from that area.

Dialing 911 from a cell phone will be answered by the regional Emergency Communications Center established for the location in which the call was made. Once initial contact is made with the regional Emergency Communications Center, the call will be immediately transferred to the USM Public Safety/Police Department.

Upon notification of the emergency, the University Public Safety/Police Department (UPD) will alert appropriate personnel through the UPD Dispatch Center’s call list.

In conjunction with the other primary and support agencies, UPD will make a rapid initial assessment of the situation and, as appropriate, notify and activate one or more support agencies. Deployment of personnel and resources will take place within the framework of the Emergency Operations Center (EOC).

If appropriate, the Chief of Police or Facilities Emergency Coordinator will activate the Critical Incident Response Team (CIRT) and the USM Emergency Alert System which includes, but is not limited to, E2 Campus Emergency Alert System and social media messages to the university community.
Upon determination by the University Chief of Police/Director of Public Safety (UPD) or designee, the following steps will be taken:

1. The Chief of Police/Director of Public Safety or designee will then notify the transportation companies providing service to the USM campuses. The Chief of Police/Director of Public Safety will also notify the USM Department of Facilities Management for use of university vans or other appropriate vehicles.

2. Chief of Police/Director of Public Safety or designee will continue to have direct communication with the transportation service providers throughout the duration of the emergency incident to coordinate activities, including but not limited to, determining the pickup/drop off locations, status of incident and demobilization of the incident response.

D. Emergency Response Actions

1. No one will self-employ to the incident scene. Support personnel will wait to be contacted or try to contact the Emergency Operations Center for guidance and direction. No support personnel will contact the USM Public Safety Dispatch Center unless they have critical information in reference to the incident.

2. When contacted by the IC or FEC, the Emergency Response Group and support personnel will report directly to the Emergency Operations Center.

3. Assist and work with the Emergency Response Group’s Public Information Office (PIO) and Incident Commander for a public release of information through the Emergency Operations Center.

4. Develop and maintain a list of possible resources that could be requested in an emergency to include but are not limited to resources from the City of Portland and the Gorham School District. For the Lewiston Auburn Campus (LAC) the transportation resources could include the Lewiston and Auburn School District’s transportation services.

5. Maintain a list of personnel (at least one primary and one alternate) that can be called to the EOC, as needed.

E. Recovery Actions

The Incident Commander determines when it is safe to allow reentry on the campus. Notification that an area is considered safe for re-entry is generally performed through the public information office and the USM Alert system as well as removing barriers to entry of the campus.

Ensure that the University Police Department/Public Safety has maintained appropriate records of resources used and costs incurred during the incident.
Once the Incident Commander determine that the emergency conditions have stabilized, the Incident Commander will direct the initiation of recovery operations in conjunction with the UPD (or designee), contracted external resources and community partners who provide transportation services to and from the campuses.

F. Deactivation
1. Partial deactivation would occur based on the extent of the current response and recovery actions and at the discretion of the Incident Commander.

2. Deactivation of this ESF would occur when the following conditions are met:
   a. Regular transportation schedule for USM is fully restored.
   b. Activated resources have been released to normal duty by primary jurisdiction.

G. Responsibilities
1. Maintain, develop and update plans for use during an emergency or disaster.

2. Serve as the lead contact for support with response and recovery operations after activation of the EOC.

3. Contact transportation providers and maintain Letters of Agreements or MOUs

4. Serve as a liaison between the transportation providers and the Emergency Response Group.

3. Phone Contacts

<table>
<thead>
<tr>
<th>Primary Department</th>
<th>Support Department(s)</th>
<th>External Agencies</th>
</tr>
</thead>
<tbody>
<tr>
<td>USM Public Safety/Police Dept.</td>
<td>Campus Life</td>
<td>Custom Coach and Limousine</td>
</tr>
<tr>
<td>Phone: 207-780-5211</td>
<td>Phone: 207-780-5240</td>
<td>Phone: 207-797-9100</td>
</tr>
<tr>
<td>Phone: 911</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Office of Environmental Health and Safety</td>
<td>Gorham School Dept.</td>
</tr>
<tr>
<td></td>
<td>Phone: 207-780-5338</td>
<td>Transporting Division</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Phone: 207-893-2547</td>
</tr>
<tr>
<td></td>
<td>Facilities Management</td>
<td>City of Portland</td>
</tr>
<tr>
<td></td>
<td>Phone: 207-780-4160 P&amp;G</td>
<td>Emergency Management Dept.</td>
</tr>
<tr>
<td></td>
<td>Phone: 207-753-6514 Lewiston</td>
<td>(207) 756-8053</td>
</tr>
<tr>
<td></td>
<td>Public Relations</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Phone: 207-780-4444</td>
<td></td>
</tr>
<tr>
<td></td>
<td>President’s Office</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Phone: 207-780-4480</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Dean of Lewiston Campus</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Phone: 207-753-6594</td>
<td></td>
</tr>
</tbody>
</table>
Emergency Support Function Annex #2: Communications

Primary Department:
University Services: Information Technology (US:IT)

Secondary Departments:
UMS Campus Card Services
US:IT Networkmaine (Telecommunications)
University Public Safety/Police Department (UPD)
Office of Environmental Health and Safety (EH&S)
Facilities Management (FM)

1. Introduction
   A. Purpose
   The University of Southern Maine (USM) Emergency Operations Plan (EOP) describes how the university responds to emergencies, addresses hazards and establishes policies, methodology, responsibilities and operations designed to effectively and efficiently address the needs of USM during an incident. The primary objectives of the EOP are to:

   - Contribute to the safety of students, faculty, staff and visitors
   - Effectively manage the response operations to an emergency affecting USM
   - Contribute to the protection of life, property and the environment
   - Minimize disruption of university operations and activities
   - Effectively work with internal resources and external partners during emergency operations
   - Restore the university to normal operations

   The purpose of this Emergency Support Function Annex is to maintain communication systems to ensure business and academic continuity as well as support its operating procedure during an emergency.

   B. Scope
   1. Ensure accurate and efficient transmission of information in the event of an emergency or disaster.

   2. Facilitate damage assessments to establish priorities and determine the needs of available communication resources at USM.

   3. Coordinate communication activities and resources during the response phase immediately following an emergency or disaster.
2. Organizational Structure During Operations

A. General
The Critical Incident Response Team (CIRT) is comprised of the President’s Cabinet (PC) and the Emergency Response Team (ERG). This ESF and the CIRT will activate when an incident occurs that requires the resources of all or part of the Emergency Response Group.

B. Organization
This Emergency Support Function will be composed of US:IT as well as supervisors, departments, and University organizations within the command and control of the US:IT. Once the ESF is operational it will function under the direction and control of US:IT.

The Incident Command System (ICS) is used by USM personnel to respond to emergencies and disasters. During the emergency response phase, all responders will report to the designated Incident Commander (IC) at the Emergency Operations Center (EOC)

C. Notification
There are several on campus emergency call boxes which connect directly to USM Public Safety Dispatch Center at the Portland and Gorham campuses. Call boxes on the USM Lewiston campus (LAC) connect directly to the Regional Emergency Operations Center that dispatches emergency calls generated from that area.

Notification of an emergency from the Portland and Gorham campuses can be made by calling 911 from any campus land line telephone; which will be automatically connected to the USM Public Safety/Police Department Dispatch Center. Notification of an emergency from LAC can be made by calling 9-911 from any campus land line; which will be automatically directed to the Regional Emergency Operations Center that dispatches emergency calls generated from that area.

Dialing 911 from a cell phone will be answered by the regional Emergency Communications Center established for the location in which the call was made. Once initial contact is made with the regional Emergency Communications Center, the call will be immediately transferred to the USM Public Safety/Police Department.

Upon notification of the emergency, the University Public Safety/Police Department (UPD) will alert appropriate personnel through the UPD Dispatch Center’s call list.

In conjunction with the other primary and support agencies, US:IT will make a rapid initial assessment of the situation and, as appropriate, notify and activate one or more support agencies. Deployment of personnel and resources will take place within the framework of the Emergency Operations Center (EOC).

If appropriate, the Incident Commander (IC) or Facilities Emergency Coordinator (FEC) will activate the Critical Incident Response Team (CIRT) and the USM Emergency Alert System which includes, but is not limited to, E2 Campus Emergency Alert System and social media messages to the university community.
D. Emergency Response Actions
1. No one will self-employ to the incident scene. Support personnel will wait to be contacted or try to contact the Emergency Operations Center for guidance and direction. No support personnel will contact the USM Public Safety Dispatch Center unless they have critical information in reference to the incident.

2. When contacted by the IC or FEC, the Emergency Response Group and support personnel will report directly to the Emergency Operations Center.

3. Assist and work with the Emergency Response Group’s Public Information Office (PIO) and Incident Commander for a public release of information through the Emergency Operations Center.

4. Obtain, prioritize and allocate appropriate and available communication resources within US:IT.

5. Develop and maintain a list of possible resources that could be requested in an emergency.

6. Maintain a list of personnel (at least one primary and one back up individual) that can be called to the EOC, as needed.

E. Recovery Actions
1. Coordinate communication efforts as needed by the Incident Commander, ERG, and PC.

2. As directed by the National Incident Management System, to maintain interoperability by providing a flexible communications and information system to allow emergency management and response personnel and their affiliated organizations to communicate within and across departments and agencies via voice, data, or video-on-demand, in real-time, when needed, and when authorized.

3. Responsibilities
A. Primary Departments
1. Maintain, develop and update plans for use during an emergency or disaster.

2. Serve as the lead contact for support with response and recovery operations after activation of the EOC.

3. Provide technical support and guidance.

4. Identify and train personnel staff to this ESF.

B. Support Departments
1. Maintain, develop and update plans for use during an emergency or disaster.
2. Identify and train personnel staff to this ESF.

4. **Phone Contacts**

<table>
<thead>
<tr>
<th>Primary Department</th>
<th>Support Department(s)</th>
<th>External Agencies</th>
</tr>
</thead>
<tbody>
<tr>
<td>US:IT</td>
<td>US:IT Campus Card Services</td>
<td>Maine Emergency Management Agency</td>
</tr>
<tr>
<td>207 780 4897</td>
<td>Phone: 207-780-4600 (Portland)</td>
<td>Phone: 207-624-4400</td>
</tr>
<tr>
<td></td>
<td>207-780-5600 (Gorham Campus)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>207-753-6630 (LAC Campus)</td>
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</tr>
<tr>
<td></td>
<td>US:IT Network Maine</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Phone: 207-561-3501</td>
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</tr>
<tr>
<td></td>
<td>University Public Safety/Police Dept.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Phone: 207-780-5211</td>
<td></td>
</tr>
<tr>
<td></td>
<td>911 (Portland &amp; Gorham)</td>
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<tr>
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<td>9-911 (LAC)</td>
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</tr>
<tr>
<td></td>
<td>Office of Environmental Health and Safety</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Phone: 207-780-5338</td>
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<tr>
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<td>Facilities Management</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Phone: 207-780-4160 (P&amp;G)</td>
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<td>Phone: 207-753-6514 (Lewiston)</td>
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<td>President’s Office</td>
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<td></td>
<td>Phone: 207-780-4480</td>
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<td>Lewiston Campus Dean</td>
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</tr>
<tr>
<td></td>
<td>207-753-6594</td>
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<td></td>
<td>Campus Life</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Phone: 207-780-5240</td>
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</tbody>
</table>
Emergency Support Function Annex #3: Public Works and Engineering

Primary Department:
Department of Facilities Management

Secondary Departments:
Office of Environmental Health and Safety
University Police Department/Public Safety

1. Introduction
   A. Purpose

   The University of Southern Maine (USM) Emergency Operations Plan (EOP) describes how the university responds to emergencies, addresses hazards and establishes policies, methodology, responsibilities and operations designed to effectively and efficiently address the needs of USM during an incident. The primary objectives of the EOP are to:

   • Contribute to the safety of students, faculty, staff and visitors
   • Effectively manage the response operations to an emergency affecting USM
   • Contribute to the protection of life, property and the environment
   • Minimize disruption of university operations and activities
   • Effectively work with internal resources and external partners during emergency operations
   • Restore the university to normal operations

   1. The purpose of this Emergency Support Function Annex #3 is to describe the internal and external departments responsible for public works infrastructure actions that may take place during an emergency.

   2. Provide and coordinate resources (personnel, equipment, facilities, materials and supplies) to support public works and infrastructure needs during an emergency or disaster.

   3. This ESF encompasses water, sewer and electrical resources, as well as individual repairs for USM campus buildings.

   B. Scope

   May include, but is not limited to, the following:
   1. Infrastructure protection and emergency repair
   2. Debris clearance and providing emergency ingress/egress to affected areas(s)
   3. Assessing extent of damage
   4. Emergency restoration of critical public services and facilities
   5. Repair and maintenance
   6. Provide maintenance of the buildings and grounds and engineering-related support
7. May be activated to respond to incidents that overwhelm normal Incident Command response actions.

2. Organizational Structure During Operations
   A. General
   The University of Southern Maine may periodically experience emergency and disaster situations that will require restoration of essential services. Potential emergencies and disasters include both natural and human-caused incidents.

   B. Organization
   This Emergency Support Function #3 will be composed of the Department of Facilities Management (DFM), as well as supervisory departments and university organizations within the command and control of DFM. Once the ESF is operational it will function under the direction and control of the Incident Commander (IC) or his/her designee.

   The Incident Command System (ICS) is used by USM personnel to respond to emergencies and disasters. During the emergency response phase, all responders will report to the designated Incident Commander at the Emergency Operations Center (EOC).

   C. Notification
   There are several on campus emergency call boxes which connect directly to USM Public Safety Dispatch Center at the Portland and Gorham campuses. Call boxes on the USM Lewiston campus (LAC) connect directly to the Regional Emergency Operations Center that dispatches emergency calls generated from that area.

   Notification of an emergency from the Portland and Gorham campuses can be made by calling 911 from any campus land line telephone; which will be automatically connected to the USM Public Safety/Police Department Dispatch Center. Notification of an emergency from LAC can be made by calling 9-911 from any campus land line; which will be automatically directed to the Regional Emergency Operations Center that dispatches emergency calls generated from that area.

   Dialing 911 from a cell phone will be answered by the regional Emergency Communications Center established for the location in which the call was made. Once initial contact is made with the regional Emergency Communications Center, the call will be immediately transferred to the USM Public Safety/Police Department.

   Upon notification of the emergency under this ESF, the University Public Safety/Police Department (UPD) will alert the Department of Facilities Management (DFM) through the UPD Dispatch Center’s call list who will assist in the coordination of the emergency response to the incident.

   DFM will make a rapid initial assessment of the situation and, as appropriate, notify and activate one or more support agencies. Deployment of personnel and resources will take place within the framework of the Emergency Operations Center (EOC).
If appropriate, the Incident Commander or Facilities Emergency Coordinator (FEC) will activate the Critical Incident Response Team (CIRT) and the USM Emergency Alert System which includes, but is not limited to, E2 Campus Emergency Alert System and social media messages to the university community.

D. Emergency Response Actions
National Incident Management System concepts will be used for all incidents. Incident or Unified Command will be used by responding departments. When requested, ESF personnel will report to the EOC and use the EOP to activate and operate during an incident or event.

1. No one will self-employ to the incident scene. Support personnel will wait to be contacted or try to contact the Emergency Operations Center for guidance and direction. No support personnel will contact the USM Public Safety Dispatch Center unless they have critical information in reference to the incident.

2. When contacted by the IC or the FEC, the Emergency Response Group and support personnel will report directly to the Emergency Operations Center.

3. If an evacuation of the campus is necessary, ERG will contact our community partners in that area for assistance and use of facilities.

4. The Incident Commander or designee will work with the Emergency Response Group’s Public Information Office (PIO) for a public release of information through the Emergency Operations Center.

E. Recovery Actions
1. Prioritize and implement the restoration of critical university facilities and services including but not limited to: electricity, potable water, sanitary sewer, storm water systems, heating, and telephone service.

2. Coordinate assistance as needed by the Incident Commander, EOC Director, or Emergency Response Group, as appropriate.

3. Ensure that ESF team members or their agencies maintain appropriate records of costs incurred during the event.

F. Deactivation
1. Partial deactivation would occur based on the extent of the current response and recovery actions and at the discretion of the Incident Commander.

2. Deactivation of this ESF would occur when the Incident Commander declares the emergency has been contained and University activities are restored to normal operations.

G. Responsibilities
Primary Department – Department of Facilities Management
1. Address significant disruptions in public works for any reason, whether caused by physical disruption or unexpected operational failure of such systems.

2. Address the impact that damage to public works system in one section of campus may have on the supplies, systems, and components in other sections of the campus relying on the same system.

3. Serve as the lead department for this ESF by supporting the response and recovery actions.

4. Identify, train and assign personnel to staff this ESF when the USM Emergency Operations Center is activated.

5. Maintain a list of personnel that can be called to the EOC as needed.

3. **Phone Contacts**

<table>
<thead>
<tr>
<th>Primary Department</th>
<th>Support Department(s)</th>
<th>External Agencies</th>
</tr>
</thead>
<tbody>
<tr>
<td>Depart. of Facilities Management 207-780-4160</td>
<td>Office of Environmental Health and Safety 207-780-5406</td>
<td>Portland Police Department Phone: 911 Phone: 207-874-8575</td>
</tr>
<tr>
<td></td>
<td>University Police Department 207-780-5211</td>
<td>Gorham Police Department Phone: 911 Phone: 207-839-5581</td>
</tr>
<tr>
<td></td>
<td>University Information Technology 207-780-4897</td>
<td>Lewiston Police Department Phone: 911 Phone: 207-784-6421</td>
</tr>
<tr>
<td></td>
<td>President’s Office 207-780-4480</td>
<td>Cumberland County Sheriff’s Department Phone: 207-893-2810</td>
</tr>
<tr>
<td></td>
<td>Office of Public Affairs 207-780-4444</td>
<td>Maine Emergency Management Agency Phone: 207-624-4400</td>
</tr>
<tr>
<td></td>
<td>Office of Enrollment Management and Student Affairs Phone: 207-7804770</td>
<td>Cumberland County Emergency Management Phone: 207-892-6785</td>
</tr>
<tr>
<td></td>
<td>Finance &amp; Administration 207-780-4497</td>
<td>City of Portland Emergency Management Phone: 207-756-8053</td>
</tr>
</tbody>
</table>
Emergency Support Function Annex#4: Firefighting

Primary Department:
Environmental Health and Safety

Secondary Departments:
Finance Division
Division of Information Technology
Department of Facilities Management
University Police Department
Office of the Provost
Division of Enrollment Management and Student Affairs
Public Affairs

1. Introduction
   A. Purpose

   The University of Southern Maine (USM) Emergency Operations Plan (EOP) describes how the university responds to emergencies, addresses hazards and establishes policies, methodology, responsibilities and operations designed to effectively and efficiently address the needs of USM during an incident. The primary objectives of the EOP are to:

   - Contribute to the safety of students, faculty, staff and visitors
   - Effectively manage the response operations to an emergency affecting USM
   - Contribute to the protection of life, property and the environment
   - Minimize disruption of university operations and activities
   - Effectively work with internal resources and external partners during emergency operations
   - Restore the university to normal operations

   1. The purpose of this Emergency Support Function Annex #4 is to describe the internal and external departments responsible for firefighting activities that may take place during an emergency.

   2. Define roles and responsibilities necessary to provide and coordinate resources (personnel, equipment, facilities, materials, and supplies) to support firefighting activities during an emergency or disaster.

B. Scope

   1. Infrastructure protection and emergency actions.

   2. Coordination between USM and external partners in the prevention of and response to firefighting activities.
2. Organizational Structure During Operations

A. General
The University of Southern Maine may periodically experience emergency and disaster situations that will require restoration of essential services. Potential emergencies and disasters include both natural and human-caused incidents.

This plan recognizes the importance of integrating and coordinating any emergency response undertaken on each campus with that of the larger county and other government emergency response agencies. It is meant to define the relationship between USM and these broad emergency response organizations to ensure the existence of a comprehensive, unified command structure needed to effectively respond to an emergency.

B. Organization
The University Emergency Operations Plan (EOP) provides overall guidance for emergency planning. This Emergency Support Function #4 will be composed of the Office of Environmental Health and Services (EH&S), as well as supervisory departments and university organizations within the command and control of EH&S. Once the ESF is operational it will function under the direction and control of the Incident Commander (IC) or his/her designee.

ESF #4 is designed to provide basic information to include points of contact in case additional resources or expertise are needed at the EOC or incident scene.

The Incident Command System (ICS) is used by USM personnel to respond to emergencies and disasters. During the emergency response phase, all responders will report to the designated Incident Commander at the Emergency Operations Center (EOC)

C. Notification
There are several on campus emergency call boxes which connect directly to USM Public Safety Dispatch Center at the Portland and Gorham campuses. Call boxes on the USM Lewiston campus (LAC) connect directly to the Regional Emergency Operations Center that dispatches emergency calls generated from that area.

Notification of an emergency from the Portland and Gorham campuses can be made by calling 911 from any campus land line telephone; which will be automatically connected to the USM Public Safety/Police Department Dispatch Center. Notification of an emergency from LAC can be made by calling 9-911 from any campus land line; which will be automatically directed to the Regional Emergency Operations Center that dispatches emergency calls generated from that area.

Dialing 911 from a cell phone will be answered by the regional Emergency Communications Center established for the location in which the call was made. Once initial contact is made with the regional Emergency Communications Center, the call will be immediately transferred to the USM Public Safety/Police Department.
Upon notification of the emergency under this ESF, the University Public Safety/Police Department (UPD) will alert the Office of Environmental Health and Safety (EH&S) through the UPD Dispatch Center’s call list who will assist in the coordination of the emergency response to the incident.

EH&S will make a rapid initial assessment of the situation and, as appropriate, notify and activate one or more support agencies. Deployment of personnel and resources will take place within the framework of the Emergency Operations Center (EOC).

If appropriate, the Incident Commander or Facilities Emergency Coordinator (FEC) will activate the Critical Incident Response Team (CIRT) and the USM Emergency Alert System which includes, but is not limited to, E2 Campus Emergency Alert System and social media messages to the university community.

EH&S will assume the role of FEC

D. Emergency Response Actions
   National Incident Management System concepts will be used for all incidents. Incident or Unified Command will be used by responding departments. When requested, ESF personnel will report to the EOC and use the EOP to activate and operate during an incident or event.

1. No one will self-employ to the incident scene. Support personnel will wait to be contacted or try to contact the Emergency Operations Center for guidance and direction. No support personnel will contact the USM Public Safety Dispatch Center unless they have critical information in reference to the incident.

2. When contacted by the Incident Commander or the Facilities Emergency Coordinator, the Emergency Response Group and support personnel will report directly to the Emergency Operations Center.

3. The Incident Commander/FEC or designee will work with the Emergency Response Group’s Public Information Office (PIO) for a public release of information through the Emergency Operations Center.

4. USM EH&S will serve as Incident Commander/FEC for fire related support functions and support the response and recovery operations after ESF activation.

5. ERG will Support the primary department as needed.

E. Recovery Actions
   Depending on the nature of the emergency and extent of contamination or damage, recovery can take several forms including cleanup, restoration, and renovation.
1. The cleanup would involve satisfying the requirements of the Maine Department of Environmental Protection (DEP) and the Federal Environmental Protection Agency (EPA) Life Safety Codes. In addition, all emergency and security systems need to be returned to working order to protect the safety of the people and the environment. These systems might include emergency supplies, alarm systems, emergency lighting, infrastructure and other systems. The FEC and EH&S will consider the safety of the community and the environment prior to resuming normal operations.

2. The Incident Commander determines when it is safe to release a building or area to USM for further mitigation and recovery efforts.

3. Notification that an area is considered safe for re-entry is generally performed through the public information office and the USM Alert system as well as removing barriers to entry of the structure.

4. Ensure that the Office of Environmental Health and Safety has maintained appropriate records of resources used and costs incurred during the incident.

F. Deactivation
1. Partial deactivation would occur based on the extent of the current response and recovery actions and at the discretion of the Incident Commander.

2. Deactivation of this ESF would occur when the Incident Commander declares the emergency has been contained and University activities are restored to normal operations.

3. If the nature of the incident requires an extension of certain emergency services (i.e. Health and Counseling services) the Emergency Response Group (ERG) will then employ special task groups to coordinate these continuing activities.

G. Responsibilities
Primary Department - Environmental Health and Safety

1. Director of EH&S assumes the role of Facility Emergency Coordinator (FEC).

2. Provides for coordination between departments and partnering agencies to mitigate, prepare, respond, and recover from a fire-fighting incident.

3. Ensure the appropriate personnel are trained to the proper level of NIMS.

4. Establish plans and MOUs for use internally and with partnering agencies to provide response and mitigation activities for hazardous materials incidents.

5. Develop and maintain a list of possible resources that could be requested in an emergency.
6. Maintain a list of vendors to assist with the cleanup.

7. Maintain a list of trained personnel to serve in the EOC as needed.

8. Participate in drills and exercises when requested.

9. At a minimum, assigned personnel should complete the National Incident Management System ICS-100 and IS-700 on line classes.

### 3. Phone Contacts

<table>
<thead>
<tr>
<th>Primary Department</th>
<th>Support Department(s)</th>
<th>External Agencies</th>
</tr>
</thead>
<tbody>
<tr>
<td>Environmental Health and Safety</td>
<td>Facilities Management</td>
<td>Gorham Police Department</td>
</tr>
<tr>
<td>Phone: 207-780-5338</td>
<td>Phone: 207-780-4160 P&amp;G</td>
<td>Phone: 911</td>
</tr>
<tr>
<td></td>
<td>Phone: 207-753-6514 Lewiston</td>
<td>Phone: 207-839-5581</td>
</tr>
<tr>
<td></td>
<td>USM Public Safety/Police Dept.</td>
<td>Portland Police Department</td>
</tr>
<tr>
<td></td>
<td>Phone: 207-780-5211</td>
<td>Phone: 911</td>
</tr>
<tr>
<td></td>
<td>Office of Enrollment Management and Student Affairs</td>
<td>Lewiston Police Department</td>
</tr>
<tr>
<td></td>
<td>Phone: 207-7804770</td>
<td>Phone: 911</td>
</tr>
<tr>
<td></td>
<td>Lewiston Campus Dean</td>
<td>Phone: 207-784-6421</td>
</tr>
<tr>
<td></td>
<td>Phone: 207-753-6594</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Office of the Dean of Students</td>
<td>Maine State Police</td>
</tr>
<tr>
<td></td>
<td>Phone: 207-780-5242</td>
<td>Phone: 911</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Phone: 207-657-3030</td>
</tr>
<tr>
<td></td>
<td>Office of Campus Life</td>
<td>Cumberland County Sheriff’s Department</td>
</tr>
<tr>
<td></td>
<td>Phone: 207-780-8466</td>
<td>Phone: 207-893-2810</td>
</tr>
<tr>
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</tr>
<tr>
<td></td>
<td>Health and Counseling</td>
<td>Maine Emergency Management Agency</td>
</tr>
<tr>
<td></td>
<td>Phone: 207-780-4050</td>
<td>Phone: 207-624-4400</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Public Relations</td>
<td>Cumberland County Emergency Management</td>
</tr>
<tr>
<td></td>
<td>Phone: 207-780-4444</td>
<td>Phone: 207-892-6785</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>President’s Office</td>
<td>Maine Department of Environmental Protection</td>
</tr>
<tr>
<td></td>
<td>Phone: 207-780-4480</td>
<td>Oil Spill Response</td>
</tr>
<tr>
<td></td>
<td></td>
<td>(800) 482-0777</td>
</tr>
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</table>
Emergency Support Function Annex #5: Emergency Management

Primary Department:
USM Emergency Response Group (ERG)

Secondary Departments:
President’s Cabinet
USM Public Safety/Police Department
Environmental Health and Safety
Department of Facilities Management
Telecommunications
Office of Public Affairs

1. Introduction
   A. Purpose
   The University of Southern Maine (USM) Emergency Operations Plan (EOP) describes how the university responds to emergencies, addresses hazards and establishes policies, methodology, responsibilities and operations designed to effectively and efficiently address the needs of USM during an incident. The primary objectives of the EOP are to:

   • Contribute to the safety of students, faculty, staff and visitors
   • Effectively manage the response operations to an emergency affecting USM
   • Contribute to the protection of life, property and the environment
   • Minimize disruption of university operations and activities
   • Effectively work with internal resources and external partners during emergency operations
   • Restore the university to normal operations

   This Emergency Support Function #5 lists internal and external departments responsible for the coordination of emergency management actions that may take place during an incident.

   B. Scope
   ESF-5 includes the development and maintenance of University emergency plans and incident action planning.

2. Organizational Structure During Operations
   A. General
   The University of Southern Maine may experience emergency and disaster incidents that will require the activation of the Emergency Response Group. USM’s Emergency Operations Plan provides overall guidance for emergency planning. This ESF is drafted to
provide basic information to include points of contact in case additional resources are needed at the Emergency Operations Center or incident scene.

B. **Organization**
This Emergency Support Function Annex #5 is composed of the Emergency Response Group (ERG). ERG and the President’s Cabinet (PC) are the two organizations that make up USM’s Critical Incident Response Team (CIRT). Once the ESF is operational it will function under the direction and control of the Incident Commander or his/her designee.

The Incident Command System (ICS) is used by USM personnel to respond to emergencies and disasters. During the emergency response phase, all responders will report to the designated Incident Commander (IC) at the Emergency Operations Center (EOC).

C. **Notification**
There are several on campus emergency call boxes which connect directly to USM Public Safety Dispatch Center at the Portland and Gorham campuses. Call boxes on the USM Lewiston campus (LAC) connect directly to the Regional Emergency Operations Center that dispatches emergency calls generated from that area.

Notification of an emergency from the Portland and Gorham campuses can be made by calling 911 from any campus land line telephone; which will be automatically connected to the USM Public Safety/Police Department Dispatch Center. Notification of an emergency from LAC can be made by calling 9-911 from any campus land line; which will be automatically directed to the Regional Emergency Operations Center that dispatches emergency calls generated from that area.

Dialing 911 from a cell phone will be answered by the regional Emergency Communications Center established for the location in which the call was made. Once initial contact is made with the regional Emergency Communications Center, the call will be immediately transferred to the USM Public Safety/Police Department.

Upon notification of the emergency under this ESF, the University Public Safety/Police Department (UPD) will alert the Emergency Response Group through the UPD Dispatch Center’s call list who will assist in the coordination of the emergency response to the incident.

The ERG will make a rapid initial assessment of the situation and, as appropriate, notify and activate one or more support agencies. Deployment of personnel and resources will take place within the framework of the Emergency Operations Center (EOC).

If appropriate, the Incident ERG will activate the Emergency Alert System which includes, but is not limited to, E2 Campus Emergency Alert System and social media messages to the university community.

D. **Emergency Response Actions**
1. No one will self-employ to the incident scene. Support personnel will wait to be contacted or try to contact the Emergency Operations Center for guidance and direction. No support personnel will contact the USM Public Safety Dispatch Center unless they have critical information in reference to the incident.

2. When contacted by the Incident Commander or the Facilities Emergency Coordinator, the Emergency Response Group and support personnel will report directly to the Emergency Operations Center.

3. The Incident Commander or designee will work with the Emergency Response Group’s Public Information Office (PIO) for a public release of information through the Emergency Operations Center.

E. Recovery Actions

1. Coordinate assistance as needed by the Incident Commander, EOC Director, or the Critical Incident Response Team as appropriate.

2. Ensure that this Emergency Support Function departments maintain appropriate records of resources used and costs incurred during the incident.

F. Deactivation

1. Partial deactivation would occur based on the extent of the current response and recovery actions and at the discretion of the Incident Commander.

2. Deactivation of this ESF would occur when the Incident Commander declares the emergency has been contained and University activities are restored to normal operations.

3. If the nature of the incident requires an extension of certain emergency services (i.e. Health and Counseling services) the Emergency Response Group (ERG) will then employ special task groups to coordinate these continuing activities.

G. Responsibilities

Primary Department/Group: Emergency Response Group

1. Serve as the lead agency for ESF #5, supporting the response and recovery operations after activation of the Emergency Operations Center.

2. Identify, train and assign personnel to staff ESF #5 when USM Emergency Operations Center is activated.

3. At a minimum, the National Incident Management System ICS-100, ICS-200, IS-700 and IS-800 on line classes should be completed by assigned personnel. In addition ICS-300 and ICS-400 in residence training must be completed by designated leadership positions.

4. Maintain plans and procedures for providing timely information and guidance to the public in time of emergency.
5. Test and exercise plans and procedures.

### 3. Phone Contacts

<table>
<thead>
<tr>
<th>Primary Department</th>
<th>Support Department(s)</th>
<th>External Agencies</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emergency Response Group Members:</td>
<td>Vice President of Enrollment Management and Student Affairs</td>
<td>Gorham Police Department</td>
</tr>
<tr>
<td>Chief of Police, Co-chair</td>
<td>Phone: 207-780-4770</td>
<td>Phone: 911</td>
</tr>
<tr>
<td>Phone: 207-780-5211</td>
<td>Chief Financial Officer</td>
<td>Phone: 207-839-5581</td>
</tr>
<tr>
<td>Regulatory Compliance Admin. Co-chair Phone: 207-228-8279</td>
<td>207-780-4484</td>
<td>Portland Police Department</td>
</tr>
<tr>
<td>Director Environmental Health &amp; Safety (FEC)</td>
<td>Phone: 207-780-5338</td>
<td>Phone: 911</td>
</tr>
<tr>
<td>Phone: 207-780-4160</td>
<td>Chief of Staff to the Provost</td>
<td>Lewiston Police Department</td>
</tr>
<tr>
<td>Phone: 207-753-6514</td>
<td>Phone: 207-228-8231</td>
<td>Phone: 207-784-6421</td>
</tr>
<tr>
<td>Lewiston Dean 207-753-6594</td>
<td>Director of Counseling Services</td>
<td>Red Cross</td>
</tr>
<tr>
<td>Dean of Students Phone: 207-780-5242</td>
<td>President’s Office</td>
<td>Gorham School District</td>
</tr>
<tr>
<td>Executive Director of Public Affairs Phone: 207-780-4444</td>
<td>Phone: 207-780-4480</td>
<td>Superintendent’s Office</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Phone: 207-222-1012</td>
</tr>
<tr>
<td></td>
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<td>City of Portland Emergency Management Coordinator Phone: 207-756-8053</td>
</tr>
</tbody>
</table>
Emergency Support Function Annex #6: Mass Care, Emergency Assistance, Housing, and Human Services

Primary Department:
Campus Life

Secondary Departments:
Office of Enrollment Management and Student Affairs
Dean of Students
USM Public Safety/Police Department
Dining Services
Health & Counseling
Department of Facilities Management
Environmental Health and Safety

1. Introduction
   A. Purpose
      The University of Southern Maine (USM) Emergency Operations Plan (EOP) describes how the university responds to emergencies, addresses hazards and establishes policies, methodology, responsibilities and operations designed to effectively and efficiently address the needs of USM during an incident. The primary objectives of the EOP are to:

      • Contribute to the safety of students, faculty, staff and visitors
      • Effectively manage the response operations to an emergency affecting USM
      • Contribute to the protection of life, property and the environment
      • Minimize disruption of university operations and activities
      • Effectively work with internal resources and external partners during emergency operations
      • Restore the university to normal operations

      The purpose of this Emergency Support Function Annex is to describe the internal and external departments responsible for mass care of the university employees, students and support personnel during an emergency.

   B. Scope
      The scope includes mass care, temporary shelters, emergency mass feeding, disaster housing, food safety & security and other human services.

2. Organizational Structure During Operations
   A. General
      The University of Southern Maine may experience emergency and disaster incidents that will require the implementation for mass care and human services. USM’s Emergency Operations Plan provides overall guidance for emergency planning. This ESF is drafted to provide basic information to include points of contact in case additional resources are needed at the Emergency Operations Center or incident scene.
B. **Organization**

This Emergency Support Function #6 will be composed of the Office of Campus Life, as well as supervisory departments and university organizations within the command and control of the USM Office of Campus Life. Once the ESF is operational it will function under the direction and control of the Incident Commander or his/her designee.

The Incident Command System (ICS) is used by USM personnel to respond to emergencies and disasters. During the emergency response phase, all responders will report to the designated Incident Commander (IC) at the Emergency Operations Center (EOC).

C. **Notification**

There are several on campus emergency call boxes which connect directly to USM Public Safety Dispatch Center at the Portland and Gorham campuses. Call boxes on the USM Lewiston campus (LAC) connect directly to the Regional Emergency Operations Center that dispatches emergency calls generated from that area.

Notification of an emergency from the Portland and Gorham campuses can be made by calling 911 from any campus land line telephone; which will be automatically connected to the USM Public Safety/Police Department Dispatch Center. Notification of an emergency from LAC can be made by calling 9-911 from any campus land line; which will be automatically directed to the Regional Emergency Operations Center that dispatches emergency calls generated from that area.

Dialing 911 from a cell phone will be answered by the regional Emergency Communications Center established for the location in which the call was made. Once initial contact is made with the regional Emergency Communications Center, the call will be immediately transferred to the USM Public Safety/Police Department.

Upon notification of the emergency under this ESF, the University Public Safety/Police Department (UPD) will alert the Office of the Dean of Students through the UPD Dispatch Center’s call list who will assist in the coordination of the emergency response to the incident. Upon notification of the emergency, Campus Life will contact the Dean of Students and the Vice President of Enrollment Management and Student Affairs.

The Office of Campus Life will make a rapid initial assessment of the situation and, as appropriate, notify and activate one or more support agencies. Deployment of personnel and resources will take place within the framework of the Emergency Operations Center (EOC).

If appropriate, the Incident Commander or Facilities Emergency Coordinator will activate the Critical Incident Response Team (CIRT) and the USM Emergency Alert System which includes, but is not limited to, E2 Campus Emergency Alert System and social media messages to the university community.

D. **Emergency Response Actions**

1. No one will self-employ to the incident scene. Support personnel will wait to be contacted or try to contact the Emergency Operations Center for guidance and
direction. No support personnel will contact the USM Public Safety Dispatch Center unless they have critical information in reference to the incident.

2. When contacted by the Incident Commander or the Facilities Emergency Coordinator, the Emergency Response Group and support personnel will report directly to the Emergency Operations Center.

3. If an evacuation of the campus is necessary, ERG will contact our community partner for that area for assistance and use of its facilities.

4. If mass care, evacuation or temporary housing is needed, a triage center will be activated at the Gorham campus field house or the Sullivan Gym in Portland. If necessary to evacuate the campuses the Gorham High School gym will be used as an evacuation site. USM has Memorandums of Understanding with the Gorham School District. The Portland campus will evacuate to a site offered by the City of Portland. USM has a community partnership with the City of Portland’s Emergency Management Office. The Director of Campus Life, the Dean of Students, and USM’s Police Department/Public Safety will coordinate the transportation of the faculty, staff and students to the above referenced locations.

5. If food services are needed, the Director of Campus Life will contact dining services to provide the necessary supplies to the evacuation or mass care centers.

6. The Incident Commander or designee will work with the Emergency Response Group’s Public Information Office (PIO) for a public release of information through the Emergency Operations Center.

7. Depending on the nature of the emergency (mass fatality, public health emergency, etc.) health and counseling services may be required. The Director of Campus Life and Office Dean of Students will follow up with University Health and Counseling to ensure faculty, staff and students have the appropriate resources available to them during and after a campus or community emergency.

E. Recovery Actions
   1. Coordinate assistance as needed by the Incident Commander, EOC Director, or the Critical Incident Response Team as appropriate.

2. Ensure that this Emergency Support Function members or their agencies maintain appropriate records of resources used and costs incurred during the incident.

F. Deactivation
   1. Partial deactivation would occur based on the extent of the current response and recovery actions and at the discretion of the Incident Commander.

2. Deactivation of this ESF would occur when the Incident Commander declares the emergency has been contained and University activities are restored to normal operations.
3. If the nature of the incident requires an extension of certain emergency services (i.e. Health and Counseling services) the Emergency Response Group (ERG) will employ special task groups to coordinate these continuing activities.

G. Responsibilities
Primary Department – Director of Campus Life
1. Serve as the lead department for this ESF by supporting the response and recovery actions.

2. Identify, train and assign personnel to staff this ESF when the USM Emergency Operations Center is activated.

3. Maintain a list of personnel that can be called to the EOC as needed.

3. Phone Contacts

<table>
<thead>
<tr>
<th>Primary Department</th>
<th>Support Department(s)</th>
<th>External Agencies</th>
</tr>
</thead>
<tbody>
<tr>
<td>Campus Life</td>
<td>Office of Enrollment Management &amp; Student Affairs</td>
<td>Red Cross</td>
</tr>
<tr>
<td>Phone: 207-228-8466</td>
<td>Phone: 207-7804770</td>
<td>Phone: 207-874-1192</td>
</tr>
<tr>
<td></td>
<td>Office of the Dean of Students</td>
<td>Gorham School District Superintendent’s Office</td>
</tr>
<tr>
<td></td>
<td>Phone: 207-780-5242</td>
<td>Phone: 207-222-1012</td>
</tr>
<tr>
<td></td>
<td>Health and Counseling</td>
<td>Gorham Police Department</td>
</tr>
<tr>
<td></td>
<td>Phone: 207-780-4050</td>
<td>Phone: 911</td>
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<tr>
<td></td>
<td>Dining Services</td>
<td>Phone: 207-839-5581</td>
</tr>
<tr>
<td></td>
<td>Gorham Campus: 207-780-5420</td>
<td>Portland Police Department</td>
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<td>Portland Campus: 207-780-4039</td>
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<tr>
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<td>USM Public Safety/Police Dept.</td>
<td>Phone: 207-874-8575</td>
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<tr>
<td></td>
<td>Phone: 207-780-5211</td>
<td>Lewiston Police Department</td>
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<tr>
<td></td>
<td>Environmental Health and Safety</td>
<td>Phone: 911</td>
</tr>
<tr>
<td></td>
<td>Phone: 207-780-5338</td>
<td>Phone: 207-784-6421</td>
</tr>
<tr>
<td></td>
<td>Facilities Management</td>
<td>City of Portland Emergency Management</td>
</tr>
<tr>
<td></td>
<td>Phone: 207-780-4160 P&amp;G</td>
<td>Phone: 207-756-8053</td>
</tr>
<tr>
<td></td>
<td>Phone: 207-753-6514 Lewiston</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Dean of Lewiston Campus</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Phone: 207-753-6594</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Public Relations</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Phone: 207-780-4444</td>
<td></td>
</tr>
</tbody>
</table>
Emergency Support Function Annex #7: Logistics Management & Resource Support

Primary Department:
Department of Facilities Management

Secondary Departments:
Office of Enrollment Management and Student Affairs Campus Life
Card Services
USM Public Safety/Police Department Dining
Services
Environmental Health and Safety

1. Introduction
   A. Purpose
      The University of Southern Maine (USM) Emergency Operations Plan (EOP) describes how the university responds to emergencies, addresses hazards and establishes policies, methodology, responsibilities and operations designed to effectively and efficiently address the needs of USM during an incident. The primary objectives of the EOP are to:

      ● Contribute to the safety of students, faculty, staff and visitors
      ● Effectively manage the response operations to an emergency affecting USM
      ● Contribute to the protection of life, property and the environment
      ● Minimize disruption of university operations and activities
      ● Effectively work with internal resources and external partners during emergency operations
      ● Restore the university to normal operations

      The purpose of this Emergency Support Function Annex #7 is to describe the logistics and resources available from the Department of Facilities Management (DFM).

   B. Scope
      The scope includes comprehensive campus incident logistics planning, management and resource support to include, but is not limited to, locating, procuring and issuing resources, personnel and equipment.

2. Organizational Structure During Operations
   A. General
      The University of Southern Maine may experience emergency and disaster incidents that will require special access to DFM resources. Potential emergencies and disasters include both natural and human-caused incidents.
B. Organization
This Emergency Support Function #7 will be composed of the Department of Facilities Management and its leadership team. Leadership of DFM consists of the following individuals: Executive Director of facilities management; the Director of Maintenance, Utilities & Grounds; the Assistant Director of Finance and Administration; the Director of Environmental Services; the Assistant Director for Sustainable Programs; and the Facilities Manager of Lewiston-Auburn College.

The primary point person for this Annex #7 is the Executive Director of Facilities Management. Under the Executive Director, the Director of Maintenance, Utilities & Grounds will provide coordination for utility issues related to heating, cooling, electricity, phone lines, and water. The Director of Environmental Services will provide coordination of physical resources such as furniture, cleaning supplies, and transportation equipment. The Assistant Director for Sustainable Programs will provide additional support for transportation equipment, as well as waste management coordination. The Assistant Director of Finance and Administration will provide support for emergency expenditures and general information.

Once this ESF #7 is operational it will function under the direction and control of the Incident Commander or his/her designee. The Incident Command System (ICS) is used by USM personnel to respond to emergencies and disasters. During the emergency response phase, all responders will report to the designated Incident Commander (IC) at the Emergency Operations Center (EOC).

C. Notification
There are several on campus emergency call boxes which connect directly to USM Public Safety Dispatch Center at the Portland and Gorham campuses. Call boxes on the USM Lewiston campus (LAC) connect directly to the Regional Emergency Operations Center that dispatches emergency calls generated from that area.

Notification of an emergency from the Portland and Gorham campuses can be made by calling 911 from any campus land line telephone; which will be automatically connected to the USM Public Safety/Police Department Dispatch Center. Notification of an emergency from LAC can be made by calling 9-911 from any campus land line; which will be automatically directed to the Regional Emergency Operations Center that dispatches emergency calls generated from that area.

Dialing 911 from a cell phone will be answered by the regional Emergency Communications Center established for the location in which the call was made. Once initial contact is made with the regional Emergency Communications Center, the call will be immediately transferred to the USM Public Safety/Police Department.

Upon notification of the emergency under this ESF, the University Public Safety/Police Department (UPD) will alert the Department of Facilities Management through the UPD Dispatch Center’s call list who will assist in the coordination of the emergency response to the incident.
In conjunction with the other primary and support agencies, DFM will make a rapid initial assessment of the situation and, as appropriate, notify and activate one or more support agencies. Deployment of personnel and resources will take place within the framework of the Emergency Operations Center (EOC).

If appropriate, the Incident Commander (IC) or Facilities Emergency Coordinator (FEC) will activate the Critical Incident Response Team (CIRT) and the USM Emergency Alert System which includes, but is not limited to, E2 Campus Emergency Alert System and social media messages to the university community.

D. Emergency Response & Recovery Actions
National Incident Management System concepts will be used for all incidents. Incident or Unified Command will be used by responding departments. When requested, ESF personnel will report to the EOC and use the EOP to operate during an incident or event.

1. No one will self-employ to the incident scene. Support personnel will wait to be contacted or try to contact the Emergency Operations Center for guidance and direction. No support personnel will contact the USM Public Safety Dispatch Center unless they have critical information in reference to the incident.

2. When contacted by the Incident Commander or the Facilities Emergency Coordinator, the Emergency Response Group (ERG) and support personnel will report directly to the Emergency Operations Center.

3. If an evacuation of the campus is necessary, ERG will contact our community partner for that area for assistance and use of its facilities.

4. The Incident Commander or designee will work with the ERG’s Public Information Office (PIO) for a public release of information through the Emergency Operations Center.

E. Potential Emergencies:
Actions would be specific to the type of emergency. Below please find examples of possible scenarios along with the corresponding actions related to logistics and resource support that the DFM would offer. It is important to note that the scenarios below reflect a small portion of possible emergency situations in which this ESF #7 would be activated.

1. Shelter residential students: In a short-term emergency situation such as a loss of power, custodial and waste management crews would provide support for night-time fire watches, as well as emergency generators for high priority areas and student medication. In a long-term situation, DFM would provide support for delivery of supplies. For public health emergencies like epidemics or pandemics, DFM would provide labor and supplies for cleaning buildings.

2. Shelter commuter students, staff and faculty: DFM would provide the support described under section one in addition to support for students, staff or faculty who do not have a permanent residence on campus. DFM would provide blankets and
sheets for temporary use. Any beds or cots that are currently stored can also be provided for temporary use. DFM would also transport furniture or supplies to various locations on campus in order to meet existing needs for temporary sleeping areas, office areas, or other necessary accommodations.

3. Evacuate: DFM would provide its campus fleet of vehicles to help evacuate students, staff, or faculty in the event that evacuation is critical. DFM currently maintains several trucks, vans and cars.

4. Clean-up: DFM would provide services for removing debris and cleaning buildings and grounds for a variety of emergency situations.

F. Recovery
   1. DFM will coordinate this ESF under the direction of the Incident Commander at the Emergency Operations Center, utilizing the roles identified under section 2.B.

   2. Ensure that ESF team members or their agencies maintain appropriate records of costs incurred during the event.

G. Deactivation
   1. Partial deactivation would occur based on the extent of the current response and recovery actions and at the discretion of the Incident Commander.

   2. Deactivation of this ESF #7 would occur when the IC declares the emergency has been contained and the university activities are restored to normal operations.

H. Responsibilities
   1. Participate in any exercises, as appropriate.

   2. Identify, train and assign personnel to staff this ESF when the USM Emergency Operations Center is activated. Training and assignments will be made on an annual basis.

   3. Develop and maintain a list of possible resources that could be requested during an emergency.

   4. Update the phone contacts list below on an annual basis and maintain a list of personnel (at least one primary and one alternate) that can be called to the EOC as needed.

   5. Develop procedures to document costs for any potential reimbursement.
### 3. Phone Contacts

<table>
<thead>
<tr>
<th>Primary Department</th>
<th>Support Department(s)</th>
<th>External Vendors</th>
</tr>
</thead>
<tbody>
<tr>
<td>Facilities Management (FM)</td>
<td>Office of Enrollment Management and Student Affairs</td>
<td>Troiano Waste Removal Services</td>
</tr>
<tr>
<td></td>
<td>Office of the Dean of Students</td>
<td>Phone: 207-767-2070 Rockingham Electric Light supplier</td>
</tr>
<tr>
<td></td>
<td>Dining Services</td>
<td>Phone: 207-332-0677</td>
</tr>
<tr>
<td></td>
<td>Gorham Campus: 207-780-5420</td>
<td>Portland Police Department</td>
</tr>
<tr>
<td></td>
<td>Portland Campus: 207-780-4039</td>
<td>Phone: 207-874-8575</td>
</tr>
<tr>
<td></td>
<td>USM Public Safety/Police Dept.</td>
<td>Gorham Police Department</td>
</tr>
<tr>
<td></td>
<td>Phone: 207-780-5211</td>
<td>Phone: 207-839-5581</td>
</tr>
<tr>
<td></td>
<td>Environmental Health and Safety</td>
<td>Lewiston Police Department</td>
</tr>
<tr>
<td></td>
<td>Phone: 207-780-5338</td>
<td>Phone: 207-784-6421</td>
</tr>
<tr>
<td>John Souther</td>
<td>Office of Enrollment Management and Student Affairs</td>
<td>Cumberland County Sheriff’s Department</td>
</tr>
<tr>
<td>Executive Director of FM</td>
<td>Office of the Dean of Students</td>
<td>Phone: 207-893-2810</td>
</tr>
<tr>
<td></td>
<td>Dining Services</td>
<td>Maine Emergency Management Agency</td>
</tr>
<tr>
<td></td>
<td>Gorham Campus: 207-780-5420</td>
<td>Phone: 207-624-4400</td>
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<tr>
<td></td>
<td>Portland Campus: 207-780-4039</td>
<td>Cumberland County Emergency Management</td>
</tr>
<tr>
<td></td>
<td>USM Public Safety/Police Dept.</td>
<td>Phone: 207-892-6785</td>
</tr>
<tr>
<td></td>
<td>Phone: 207-780-5211</td>
<td>City of Portland Emergency Management Office</td>
</tr>
<tr>
<td>Robert G. Adams</td>
<td>Environmental Health and Safety</td>
<td>Phone: 207-756-8053</td>
</tr>
<tr>
<td>Director of Maintenance, Utilities &amp; Grounds</td>
<td>Phone: 207-780-5338</td>
<td></td>
</tr>
<tr>
<td>Lee Forest</td>
<td>Troiano Waste Removal Services</td>
<td></td>
</tr>
<tr>
<td>Director of Environmental Services</td>
<td>Office of Enrollment Management and Student Affairs</td>
<td>Phone: 207-767-2070 Rockingham Electric Light supplier</td>
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<tr>
<td></td>
<td>Office of the Dean of Students</td>
<td>Phone: 207-332-0677</td>
</tr>
<tr>
<td></td>
<td>Dining Services</td>
<td>Portland Police Department</td>
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<tr>
<td></td>
<td>Gorham Campus: 207-780-5420</td>
<td>Phone: 207-874-8575</td>
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<td>Portland Campus: 207-780-4039</td>
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<td>Lewiston Police Department</td>
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<td></td>
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<td>Phone: 207-784-6421</td>
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<td></td>
<td>Phone: 207-780-5338</td>
<td>Cumberland County Sheriff’s Department</td>
</tr>
<tr>
<td></td>
<td>Troiano Waste Removal Services</td>
<td>Phone: 207-893-2810 Maine Emergency Management Agency</td>
</tr>
<tr>
<td>Jessica Picard</td>
<td>Portland Police Department</td>
<td>Phone: 207-624-4400</td>
</tr>
<tr>
<td>Assistant Director of Finance and Administration</td>
<td>Gorham Police Department</td>
<td>Cumberland County Emergency Management</td>
</tr>
<tr>
<td></td>
<td>Phone: 207-780-5211</td>
<td>Phone: 207-892-6785</td>
</tr>
<tr>
<td></td>
<td>Environmental Health and Safety</td>
<td>City of Portland Emergency Management Office</td>
</tr>
<tr>
<td></td>
<td>Phone: 207-780-5338</td>
<td>Phone: 207-756-8053</td>
</tr>
<tr>
<td>Aaron Witham</td>
<td>Troiano Waste Removal Services</td>
<td></td>
</tr>
<tr>
<td>Assistant Director for Sustainable Programs.</td>
<td>Portland Police Department</td>
<td>Phone: 207-874-8575</td>
</tr>
<tr>
<td></td>
<td>Gorham Police Department</td>
<td>Gorham Police Department</td>
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<tr>
<td></td>
<td>Phone: 207-839-5581</td>
<td>Phone: 207-784-6421</td>
</tr>
<tr>
<td></td>
<td>Cumberland County Sheriff’s Department</td>
<td>Maine Emergency Management Agency</td>
</tr>
<tr>
<td></td>
<td>Phone: 207-893-2810</td>
<td>Phone: 207-624-4400</td>
</tr>
<tr>
<td></td>
<td>Cumberland County Emergency Management</td>
<td>Cumberland County Emergency Management</td>
</tr>
<tr>
<td></td>
<td>Phone: 207-892-6785</td>
<td>Phone: 207-892-6785</td>
</tr>
<tr>
<td>Randy Estes</td>
<td>City of Portland Emergency Management Office</td>
<td></td>
</tr>
<tr>
<td>Facilities Manager, Lewiston-Auburn College</td>
<td>Phone: 207-756-8053</td>
<td></td>
</tr>
</tbody>
</table>
Emergency Support Function Annexes #8: Public Health and Medical Services

Primary Department:
Office of the Dean of Students (DoS)

Secondary Departments:
Office of Enrollment Management and Student Affairs
Campus Life (CL)
University Public Safety/Police Department (UPD)
Environmental Health and Safety (EH&S)
Facilities Management (FM)
Health and Counseling (H&C)

1. Introduction
   A. Purpose
      The University of Southern Maine (USM) Emergency Operations Plan (EOP) describes how the university responds to emergencies, addresses hazards and establishes policies, methodology, responsibilities and operations designed to effectively and efficiently address the needs of USM during an incident. The primary objectives of the EOP are to:

      - Contribute to the safety of students, faculty, staff and visitors
      - Effectively manage the response operations to an emergency affecting USM
      - Contribute to the protection of life, property and the environment
      - Minimize disruption of university operations and activities
      - Effectively work with internal resources and external partners during emergency operations
      - Restore the university to normal operations

      The purpose of this Emergency Support Function Annex is to describe the internal and external departments responsible for public health, mental health, religious services and medical services that may be needed in an emergency.

   B. Scope
      This ESF includes medical and mental health services, public assistance, mass fatality management and religious requirements. Services may include triage treatment and emergency transportation.

2. Organizational Structure During Operations
   A. General
      The University of Southern Maine may experience emergency and disaster incidents that will require the activation of the Emergency Response Group (ERG). USM’s Emergency Operations Plan provides overall guidance for emergency planning. This ESF is drafted to
provide basic information to include points of contact in case additional resources are needed at the Emergency Operations Center or incident scene.

B. Organization
This Emergency Support Function #8 will be composed of the Office of the Dean of Students, as well as supervisory departments and university organizations within the command and control of the USM Office of Dean of Students. Once the ESF is operational it will function under the direction and control of the Incident Commander or his/her designee.

The Incident Command System (ICS) is used by USM personnel to respond to emergencies and disasters. During the emergency response phase, all responders will report to the designated Incident Commander (IC) at the Emergency Operations Center (EOC).

C. Notification
There are several on-campus emergency call boxes which connect directly to USM Public Safety Dispatch Center at the Portland and Gorham campuses. Call boxes on the USM Lewiston campus (LAC) connect directly to the Regional Emergency Operations Center that dispatches emergency calls generated from that area.

Notification of an emergency from the Portland and Gorham campuses can be made by calling 911 from any campus land line telephone; which will be automatically connected to the USM Public Safety/Police Department Dispatch Center. Notification of an emergency from LAC can be made by calling 9-911 from any campus land line; which will be automatically directed to the Regional Emergency Operations Center that dispatches emergency calls generated from that area.

Dialing 911 from a cell phone will be answered by the regional Emergency Communications Center established for the location in which the call was made. Once initial contact is made with the regional Emergency Communications Center, the call will be immediately transferred to the USM Public Safety/Police Department.

Upon notification of the emergency under this ESF, the University Public Safety/Police Department (UPD) will alert the Office of the Dean of Students through the UPD Dispatch Center’s call list who will assist in the coordination of the emergency response to the incident. Upon notification of the emergency, the Office of the Dean of Students will contact the Vice President of Enrollment Management and Student Affairs.

In conjunction with the other primary and support agencies, the Office of the Dean of Students will make a rapid initial assessment of the situation and, as appropriate, notify and activate one or more support agencies. Deployment of personnel and resources will take place within the framework of the Emergency Operations Center (EOC).

If appropriate, the Incident Commander or Facility Emergency Coordinator (FEC) will activate the Critical Incident Response Team (CIRT) and the USM Emergency Alert System which includes, but is not limited to, E2 Campus Emergency Alert System and social media messages to the university community.
D. Emergency Response Actions

1. No one will self-employ to the incident scene. Support personnel will wait to be contacted or try to contact the Emergency Operations Center for guidance and direction. No support personnel will contact the USM Public Safety Dispatch Center unless they have critical information in reference to the incident.

2. When contacted by the Incident Commander or the FEC, the Emergency Response Group and support personnel will report directly to the Emergency Operations Center.

3. The Incident Commander or designee will work with the Emergency Response Group’s Public Information Office (PIO) for a public release of information through the Emergency Operations Center.

4. Depending on the nature of the emergency (mass fatality, public health emergency, etc.) health and counseling services may be required. The Office of the Dean of Students will follow up with University Health and Counseling to ensure faculty, staff and students have the appropriate resources available to them during and after a campus or community emergency.

E. Recovery Actions

1. Coordinate assistance as needed by the Incident Commander, EOC Director, or the Critical Incident Response Team as appropriate.

2. Ensure that this Emergency Support Function members or their agencies maintain appropriate records of resources used and costs incurred during the incident.

F. Deactivation

1. Partial deactivation would occur based on the extent of the current response and recovery actions and at the discretion of the Incident Commander.

2. Deactivation of this ESF would occur when the Incident Commander declares the emergency has been contained and University activities are restored to normal operations.

3. If the nature of the incident requires an extension of certain emergency services (i.e. Health and Counseling services) the Emergency Response Group (ERG) will than employ special task groups to coordinate these continuing activities.
G. Responsibilities

Primary Department – Office of the Dean of Students

1. Serve as the lead department for this ESF by supporting the response and recovery actions.

2. Identify, train and assign personnel to staff this ESF when the USM Emergency Operations Center is activated.

3. Maintain a list of personnel that can be called to the EOC as needed.

3. Phone Contacts

<table>
<thead>
<tr>
<th>Primary Department</th>
<th>Support Department(s)</th>
<th>External Agencies</th>
</tr>
</thead>
</table>
| Office of the Dean of Students | Office of Enrollment Management and Student Affairs 
Phone: 207-7804770 | Gorham Police Department 
Phone: 911 
Phone: 207-839-5581 |
|                     | Dean of Lewiston Campus 
Phone: 207-753-6594 | Portland Police Department 
Phone: 911 
Phone: 207-874-8575 |
|                     | Office of Campus Life 
Phone: 207-780-8466 | Lewiston Police Department 
Phone: 911 
Phone: 207-784-6421 |
|                     | Health and Counseling 
Phone: 207-780-4050 | Red Cross 
Phone: 207-874-1192 |
|                     | Environmental Health and Safety 
Phone: 207-780-5338 | Gorham School District 
Superintendent’s Office 
Phone: 207-222-1012 |
|                     | Facilities Management 
Phone: 207-780-4160 P&G 
Phone: 207-753-6514 Lewiston | City of Portland Emergency Management Coordinator 
207-756-8053 |
|                     | Public Relations 
Phone: 207-780-4444 | |
|                     | President’s Office 
Phone: 207-780-4480 | |
Emergency Support Function Annex #9: Search and Rescue

Primary Department:  
Dean of Students (DoS)

Secondary Departments:  
USM Public Safety/Police Department (USMPD)  
Environmental Health and Safety (EH&S)  
Campus Life (CL)  
Residential Life (RL)

Other Resources  
Behavioral Intervention Team

1. Introduction  
   A. Purpose  
The University of Southern Maine (USM) Emergency Operations Plan (EOP) describes how the university responds to emergencies, addresses hazards and establishes policies, methodology, responsibilities and operations designed to effectively and efficiently address the needs of USM during an incident. The primary objectives of the EOP are to:

   - Contribute to the safety of students, faculty, staff and visitors  
   - Effectively manage the response operations to an emergency affecting USM  
   - Contribute to the protection of life, property and the environment  
   - Minimize disruption of university operations and activities  
   - Effectively work with internal resources and external partners during emergency operations  
   - Restore the university to normal operations

The purpose of this Emergency Support Function #9 is to coordinate the search and rescue of missing persons; which may involve locating missing students.

   B. Scope  
The scope of this Emergency Support Function is to describe the chain of command and the procedures taken in the event of a report of a missing student.

2. Organizational Structure During Operations  
   A. General  
The University of Southern Maine may experience emergency and disaster incidents that will require the implementation for search and rescue operations. USM’s Emergency Operations Plan provides overall guidance for emergency planning. This ESF is drafted to provide basic information to include points of contact in case additional resources are needed at the Emergency Operations Center or incident scene.
B. Organization

This Emergency Support Function #9 will be composed of the Dean of Student (DoS), as well as supervisory departments and university organizations within the command and control of the DoS. Once the ESF is operational it will function under the direction and control of the Incident Commander or his/her designee.

The Incident Command System (ICS) is used by USM personnel to respond to emergencies and disasters. During the emergency response phase, all responders will report to the designated Incident Commander (IC) at the Emergency Operations Center (EOC).

C. Notification

There are several on campus emergency call boxes which connect directly to USM Public Safety Dispatch Center at the Portland and Gorham campuses. Call boxes on the USM Lewiston campus (LAC) connect directly to the Regional Emergency Operations Center that dispatches emergency calls generated from that area.

Notification of an emergency from the Portland and Gorham campuses can be made by calling 911 from any campus land line telephone; which will be automatically connected to the USM Public Safety/Police Department Dispatch Center. Notification of an emergency from LAC can be made by calling 9-911 from any campus land line; which will be automatically directed to the Regional Emergency Operations Center that dispatches emergency calls generated from that area.

Dialing 911 from a cell phone will be answered by the regional Emergency Communications Center established for the location in which the call was made. Once initial contact is made with the regional Emergency Communications Center, the call will be immediately transferred to the USM Public Safety/Police Department.

Upon notification of the emergency under this ESF, the University Public Safety/Police Department (UPD) will alert the Dean of Students through the UPD Dispatch Center’s call list who will assist in the coordination of the emergency response to the incident. Upon notification, the Dean of Students will contact the Vice President of Enrollment Management and Student Affairs and Campus Life.

In conjunction with the other primary and support agencies, the Dean of Students will make a rapid initial assessment of the situation and, as appropriate, notify and activate one or more support agencies. Deployment of personnel and resources will take place within the framework of the Emergency Operations Center (EOC).

If appropriate, the Incident Commander (IC) or any member of the ERG will activate the USM Emergency Alert System which includes, but is not limited to, E2 Campus Emergency Alert System and social media messages to the university community.

Once notified, the ERG will meet at the Emergency Operations Center to assess the incident. The ERG may contact the supporting departments to report to the EOC to assist in the emergency response.
D. Emergency Response Actions
National Incident Management System concepts will be used for all incidents. Incident or Unified Command will be used by responding departments. When requested, ESF personnel will report to the EOC and use the EOP to activate and operate during an incident or event.

1. No one will self-employ to the incident scene. Support personnel will wait to be contacted or try to contact the Emergency Operations Center for guidance and direction. No support personnel will contact the USM Public Safety Dispatch Center unless they have critical information in reference to the incident.

2. When contacted by the IC or the FEC, the Emergency Response Group (ERG) and support personnel will report directly to the Emergency Operations Center.

3. If the use of external search or rescue services are necessary, ERG will contact the local Police Department, Game Warden Service and Fire Department for assistance.

4. The Incident Commander or designee will work with the Emergency Response Group’s Public Information Office (PIO) for a public release of information through the Emergency Operations Center.

E. Recovery Actions
1. Coordinate assistance as needed by the Incident Commander, EOC Director, or the Critical Incident Response Team as appropriate.

2. Ensure that this Emergency Support Function members or their agencies maintain appropriate records of resources used and costs incurred during the incident.

F. Deactivation
1. Partial deactivation would occur based on the extent of the current response and recovery actions and at the discretion of the Incident Commander.

2. Deactivation of this ESF would occur when the Incident Commander declares the emergency has been contained and University activities are restored to normal operations.

3. If the nature of the incident requires an extension of certain emergency services (i.e. Health and Counseling services) the Emergency Response Group will then employ special task groups to coordinate these continuing activities.

G. Responsibilities
Primary Department – Dean of Students

1. Serve as the lead department for this ESF by supporting the response and recovery actions.
2. Identify, train and assign personnel to staff this ESF when the USM Emergency Operations Center is activated.

3. Maintain a list of personnel that can be called to the EOC as needed.

3. **Phone Contacts**

<table>
<thead>
<tr>
<th>Primary Department</th>
<th>Support Department(s)</th>
<th>External Agencies</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dean of Students</td>
<td>USM Public Safety/Police Dept.</td>
<td>Maine Warden Service</td>
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<tr>
<td>207-780-5242</td>
<td>Phone: 207-780-5211</td>
<td>(207) 287-8000</td>
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<tr>
<td></td>
<td>Office of Environmental Health and Safety</td>
<td>Gorham Police Department</td>
</tr>
<tr>
<td></td>
<td>Phone: 207-780-5338</td>
<td>Phone: 911</td>
</tr>
<tr>
<td></td>
<td>Public Relations</td>
<td>Phone: 207-839-5581</td>
</tr>
<tr>
<td></td>
<td>Phone: 207-780-4444</td>
<td>Portland Police Department</td>
</tr>
<tr>
<td></td>
<td>President’s Office</td>
<td>Phone: 911</td>
</tr>
<tr>
<td></td>
<td>Phone: 207-780-4480</td>
<td>Phone: 207-874-8575</td>
</tr>
<tr>
<td></td>
<td>Dean of Lewiston Campus</td>
<td>Lewiston Police Department</td>
</tr>
<tr>
<td></td>
<td>Phone: 207-753-6594</td>
<td>Phone: 911</td>
</tr>
<tr>
<td></td>
<td>Campus Life</td>
<td>Phone: 207-784-6421</td>
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<td>Phone: 207-780-5240</td>
<td>Maine State Police</td>
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<tr>
<td></td>
<td>Facilities Management</td>
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<td></td>
<td>Phone: 207-780-4160 P&amp;G</td>
<td>Phone: 207-657-3030</td>
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<td></td>
<td>Phone: 207-753-6514 Lewiston</td>
<td>Cumberland County Sheriff’s</td>
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<tr>
<td></td>
<td>Office of Enrollment Management &amp; Student</td>
<td>Department</td>
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<td>Affairs Phone: 207-7804770</td>
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<td>Gorham Fire &amp; Rescue</td>
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<td>Portland Fire &amp; Rescue</td>
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<td>207-874-8400</td>
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<tr>
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<td>Lewiston Fire Department</td>
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<tr>
<td></td>
<td></td>
<td>207-513-3000</td>
</tr>
</tbody>
</table>
Emergency Support Function Annex 10: Oil Response

Primary Department:
Department of Facilities Management

Secondary Departments:
Office of Environmental Health and Safety
University Police Department/Public Safety

1. Introduction
   A. Purpose
   The University of Southern Maine (USM) Emergency Operations Plan (EOP) describes how the university responds to emergencies, addresses hazards and establishes policies, methodology, responsibilities and operations designed to effectively and efficiently address the needs of USM during an incident. The primary objectives of the EOP are to:

   - Contribute to the safety of students, faculty, staff and visitors
   - Effectively manage the response operations to an emergency affecting USM
   - Contribute to the protection of life, property and the environment
   - Minimize disruption of university operations and activities
   - Effectively work with internal resources and external partners during emergency operations
   - Restore the university to normal operations

   The purpose of this Emergency Support Function Annex #10 is to describe the internal and external departments responsible for response in case of an oil spill on university property.

   B. Scope
   Scope includes all emergencies involving oil spill prevention control and counter measures. Coordinate the response to and recovery from an oil release. May be activated to respond to incidents that overwhelm normal Incident Command response actions.

2. Organizational Structure During Operations
   A. General
   The University of Southern Maine may periodically experience emergency and disaster situations that will require oil spill prevention control and counter measures (SPCC). Potential emergencies and disasters include both natural and human-caused incidents.

   B. Organization
   This Emergency Support Function #10 will be composed of the Department of Facilities Management (DFM), as well as supervisory departments and university organizations within the command and control of DFM. Once this ESF is operational it will function under the direction and control of the Incident Commander or his/her designee.
The Incident Command System (ICS) is used by USM personnel to respond to emergencies and disasters. During the emergency response phase, all responders will report to the designated Incident Commander (IC) at the Emergency Operations Center (EOC).

C. Notification
There are several on campus emergency call boxes which connect directly to USM Public Safety Dispatch Center at the Portland and Gorham campuses. Call boxes on the USM Lewiston campus (LAC) connect directly to the Regional Emergency Operations Center that dispatches emergency calls generated from that area.

Notification of an emergency from the Portland and Gorham campuses can be made by calling 911 from any campus land line telephone; which will be automatically connected to the USM Public Safety/Police Department Dispatch Center. Notification of an emergency from LAC can be made by calling 9-911 from any campus land line; which will be automatically directed to the Regional Emergency Operations Center that dispatches emergency calls generated from that area.

Dialing 911 from a cell phone will be answered by the regional Emergency Communications Center established for the location in which the call was made. Once initial contact is made with the regional Emergency Communications Center, the call will be immediately transferred to the USM Public Safety/Police Department.

Upon notification of the emergency under this ESF #10, the University Public Safety/Police Department (UPD) will alert the DFM through the UPD Dispatch Center’s call list who will assist in the coordination of the emergency response to the incident.

In conjunction with the other primary and support agencies, DFM will make a rapid initial assessment of the situation and, as appropriate, notify and activate one or more support agencies. Deployment of personnel and resources will take place within the framework of the Emergency Operations Center (EOC).

If appropriate, the Incident Commander (IC) or Facilities Emergency Coordinator (FEC) will activate the Critical Incident Response Team (CIRT) and the USM Emergency Alert System which includes, but is not limited to, E2 Campus Emergency Alert System and social media messages to the university community.

D. Emergency Response Actions
The Department of Facilities Management will follow its Oil Spill Control and Countermeasures Plan (OSPCC), held separately from this ESF.

National Incident Management System concepts will be used for all incidents. Incident or Unified Command will be used by responding departments. When requested, ESF personnel will report to the EOC and use the EOP to activate and operate during an incident or event.

1. No one will self-employ the incident scene. Support personnel will wait to be contacted or try to contact the Emergency Operations Center for guidance and
direction. No support personnel will contact the USM Public Safety Dispatch Center unless they have critical information in reference to the incident.

2. When contacted by the Incident Commander or the Facilities Emergency Coordinator, the Emergency Response Group and support personnel will report directly to the Emergency Operations Center.

3. If an evacuation of the campus is necessary, ERG will contact our community partner in that area for assistance and use of its facilities.

4. The Incident Commander or designee will work with the Emergency Response Group’s Public Information Office (PIO) for a public release of information through the Emergency Operations Center.

E. Recovery Actions
1. Prioritize and implement the restoration of critical university facilities and services. The uncontrolled discharge of oil to groundwater and surface water, or soil is prohibited by State or Federal laws. It is imperative that action be taken to respond to a spill once it has occurred. Depending on the volume and characteristics of the material released, DEP has defined spill response as either a “Minor Spill Response” or “Major Spill Response”.

2. Coordinate assistance as needed by the Incident Commander, EOC Director, or Executive Leadership Policy Group, as appropriate.

3. Ensure that ESF team members or their agencies maintain appropriate records of costs incurred during the event.

F. Deactivation
1. Partial deactivation would occur based on the extent of the current response and recovery actions and at the discretion of the Incident Commander.

2. Deactivation of this ESF would occur when the Incident Commander declares the emergency has been contained and University activities are restored to normal operations.

G. Responsibilities
1. Serve as the primary department for ESF #10, supporting the response and recovery operations after activation of the EOC.

2. Develop, maintain and update plans and procedures for use during an emergency.

3. Identify, train and assign personnel to staff ESF #10 when university EOC is activated.
4. At a minimum, the National Incident Management System ICS-100, ICS-20, IS-700 and IS-800 online classes should be completed by assigned personnel. In addition ICS-300 and ICS-40 in residence training must be completed by designated leadership positions.

5. Maintain a list of personnel that can be called to the EOC as needed.

### 3. Phone Contacts

<table>
<thead>
<tr>
<th>Primary Department</th>
<th>Support Department(s)</th>
<th>External Agencies</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dept. of Facilities Management 207-780-4160</td>
<td>Office of Environmental Health and Safety 207-780-5406 Office of Environmental Health and Safety 207-780-5406</td>
<td>Portland Police Department Phone: 911 Phone: 207-874-8575</td>
</tr>
<tr>
<td></td>
<td>University Police Department 207-780-5211</td>
<td>Gorham Police Department Phone: 911 Phone: 207-839-5581</td>
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<td></td>
<td>President’s Office 207-780-4480</td>
<td>Lewiston Police Department Phone: 911 Phone: 207-784-6421</td>
</tr>
<tr>
<td></td>
<td>Office of Public Affairs 207-780-4444</td>
<td>Cumberland County Sheriff’s Department Phone: 207-893-2810</td>
</tr>
<tr>
<td></td>
<td>Finance &amp; Administration 207-780-4497</td>
<td>Maine Emergency Management Agency Phone: 207-624-4400</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Maine Department of Environmental Protection Oil Spill Response (800) 482-0777</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Cumberland County Emergency Management Phone: 207-892-6785</td>
</tr>
</tbody>
</table>
Emergency Support Function Annexes #12: Energy

Primary Department:
Department of Facilities Management

Secondary Departments:
Environmental Health and Safety Office
University Police Department
University Systems Information Technology Department

1. Introduction
   A. Purpose
   The following ESF annex organizes the applicable University of Southern Maine departments into groups according to their roles in response to a campus emergency or disaster. The ESF annex provides basic information on available internal and external departments and agencies that might be needed for an incident that affects the University of Southern Maine. Each ESF has at least one lead department within the University that will lead the specific response, one or more supporting departments within the University that will provide response support, and one or more external supporting departments from the surrounding communities of Portland, Gorham, Lewiston and Auburn. The primary objectives of the EOP are to:

   • Contribute to the safety of students, faculty, staff and visitors
   • Effectively manage the response operations to an emergency affecting USM
   • Contribute to the protection of life, property and the environment
   • Minimize disruption of university operations and activities
   • Effectively work with internal resources and external partners during emergency operations
   • Restore the university to normal operations

   The purpose of this Emergency Support Function Annex is to describe the internal and external departments responsible for restoring energy services of the university during an emergency.

   B. Scope
   The scope may include but is not limited to the following:

   1) Infrastructure protection and emergency repair.
   2) Assessing extent of damage.
   3) Emergency restoration of critical public services and facilities.
   4) Repair and maintenance of generation and distribution systems.
   5) Provide maintenance of the buildings and grounds and engineering-related support.
2. **Organizational Structure During Operations**

**A. General**
The University of Southern Maine may periodically experience emergency and disaster situations that will require restoration of essential services. Potential emergencies and disasters include both natural and human-caused incidents.

**B. Organization**
This Emergency Support Function #12 will be composed of the Department of Facilities Management (DFM), as well as supervisory departments and university organizations within the command and control of the Department of Facilities Management. Once the ESF is operational it will function under the direction and control of the Incident Commander or his/her designee.

The Incident Command System (ICS) is used by USM personnel to respond to emergencies and disasters. During the emergency response phase, all responders will report to the designated Incident Commander (IC) at the Emergency Operations Center (EOC).

**C. Notification**
There are several on campus emergency call boxes which connect directly to USM Public Safety Dispatch Center at the Portland and Gorham campuses. Call boxes on the USM Lewiston campus (LAC) connect directly to the Regional Emergency Operations Center that dispatches emergency calls generated from that area.

Notification of an emergency from the Portland and Gorham campuses can be made by calling 911 from any campus land line telephone; which will be automatically connected to the USM Public Safety/Police Department Dispatch Center. Notification of an emergency from LAC can be made by calling 9-911 from any campus land line; which will be automatically directed to the Regional Emergency Operations Center that dispatches emergency calls generated from that area.

Dialing 911 from a cell phone will be answered by the regional Emergency Communications Center established for the location in which the call was made. Once initial contact is made with the regional Emergency Communications Center, the call will be immediately transferred to the USM Public Safety/Police Department.

Upon notification of the emergency under this ESF, the University Public Safety/Police Department (UPD) will alert the Department of Facilities Management through the UPD Dispatch Center’s call list who will assist in the coordination of the emergency response to the incident.

DFM will make a rapid initial assessment of the situation and, as appropriate, notify and activate one or more support agencies. Deployment of personnel and resources will take place within the framework of the Emergency Operations Center (EOC).

If appropriate, the Incident Commander or Facilities Emergency Coordinator will activate the Critical Incident Response Team (CIRT) and the USM Emergency Alert System which
includes, but is not limited to, E2 Campus Emergency Alert System and social media messages to the university community.

D. Emergency Response Actions
National Incident Management System concepts will be used for all incidents. Incident or Unified Command will be used by responding departments. When requested, ESF personnel will report to the EOC and use the EOP to activate and operate during an incident or event.

1. No one will self-employ to the incident scene. Support personnel will wait to be contacted or try to contact the Emergency Operations Center for guidance and direction. No support personnel will contact the USM Public Safety Dispatch Center unless they have critical information in reference to the incident.

2. When contacted by the Incident Commander or the Facilities Emergency Coordinator, the Emergency Response Group and support personnel will report directly to the Emergency Operations Center.

3. If an evacuation of the campus is necessary, ERG will contact our community partner in that area for assistance and use of its facilities.

4. The Incident Commander or designee will work with the Emergency Response Group’s Public Information Office (PIO) for a public release of information through the Emergency Operations Center.

E. Recovery Actions
(i) Prioritize and implement the restoration of critical university facilities and services, including but not limited to: electricity, potable water, sanitary sewer, storm water systems, heating, and telephone service.

(ii) Coordinate assistance as needed by the Incident Commander, EOC Director, or Executive Leadership Policy Group, as appropriate.

(iii) Ensure that ESF team members or their agencies maintain appropriate records of costs incurred during the event.

F. Deactivation
1. Partial deactivation would occur based on the extent of the current response and recovery actions and at the discretion of the Incident Commander.

2. Deactivation of this ESF would occur when the Incident Commander declares the emergency has been contained and University activities are restored to normal operations.
G. Responsibilities
Primary Department – Department of Facilities Management

1. Address significant disruptions in energy supplies for any reason, whether caused by physical disruption of energy transmission and distribution systems or unexpected operational failure of such systems.

2. Address the impact that damage to an energy system in one section of campus may have on energy supplies, systems, and components in other sections of the campus relying on the same system.

3. Serve as the lead department for this ESF by supporting the response and recovery actions.

4. Identify, train and assign personnel to staff this ESF when the USM Emergency Operations Center is activated.

5. Maintain a list of personnel that can be called to the EOC as needed.

3. Phone Contacts

<table>
<thead>
<tr>
<th>Primary Department</th>
<th>Support Department(s)</th>
<th>External Agencies</th>
</tr>
</thead>
<tbody>
<tr>
<td>Depart. of Facilities Management 207-780-4160</td>
<td>Office of Environmental Health and Safety 207-780-5406</td>
<td>Portland Police Department  Phone: 911 Phone: 207-874-8575</td>
</tr>
<tr>
<td></td>
<td>University Police Department 207-780-5211</td>
<td>Gorham Police Department  Phone: 911 Phone: 207-839-5581</td>
</tr>
<tr>
<td></td>
<td>University Information Technology 207-780-4897</td>
<td>Lewiston Police Department  Phone: 911 Phone: 207-784-6421</td>
</tr>
<tr>
<td></td>
<td>President’s Office 207-780-4480</td>
<td>Cumberland County Sheriff’s Department  Phone: 207-893-2810</td>
</tr>
<tr>
<td></td>
<td>Office of Public Affairs 207-780-4444</td>
<td>Maine Emergency Management Agency  Phone: 207-624-4400</td>
</tr>
<tr>
<td></td>
<td>Office of Enrollment Management and Student Affairs Phone: 207-7804770</td>
<td>Cumberland County Emergency Management Phone: 207-892-6785</td>
</tr>
<tr>
<td></td>
<td>Finance &amp; Administration 207-780-4497</td>
<td></td>
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</tbody>
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Emergency Support Function Annexes #13: Public Safety and Security

Primary Department:
University of Southern Maine (USM) Public Safety/Police Department.

Secondary Departments:
University Facilities Management
University Office of Environmental Health & Safety
University Public Relations
University President’s Office/Cabinet
University Transportation
University Campus Life Offices

1. Introduction
   A. Purpose
   The University of Southern Maine (USM) Emergency Operations Plan (EOP) follows the National Incident Management System model and describes how the university responds to emergencies, addresses hazards and establishes policies, methodology, responsibilities and operations designed to effectively and efficiently address the needs of USM during an incident. The primary objectives of the EOP are to:

   • Contribute to the safety of students, faculty, staff and visitors
   • Effectively manage the response operations to an emergency affecting USM
   • Contribute to the protection of life, property and the environment
   • Minimize disruption of university operations and activities
   • Effectively work with internal resources and external partners during emergency operations
   • Restore the university to normal operations

   Purpose of this Emergency Support Function (ESF) – Provide public safety and security assistance to the university and local communities during emergency situations.

   B. Scope
   ESF resources include those from all State, county or local law enforcement departments or agencies as well as Federal agencies to accomplish the core mission of public safety and security.

   This ESF does not supersede or override the policies or mutual aid and assistance agreements of any local, state, county or Federal jurisdiction. Federal and State law enforcement agencies retain all specific responsibilities accorded to them by statute, regulation, policy or custom.
2. Organizational Structure During Operations

A. General
The University of Southern Maine may experience emergency and disaster incidents that will require the implementation for search and rescue operations. USM’s Emergency Operations Plan provides overall guidance for emergency planning. This ESF is drafted to provide basic information to include points of contact in case additional resources are needed at the Emergency Operations Center or incident scene.

B. Organization
This ESF #13 will be composed of the USM Chief of Police and the Police Lieutenant as well as supervisors and officers within the command and control of the USM Public Safety/Police Department. Once the ESF is operational it will function under the direction and control of the Chief of Police or his alternate.

The Incident Command System (ICS) is used by USM personnel to respond to emergencies and disasters. During the emergency response phase, all responders will report to the designated Incident Commander (IC) at the Emergency Operations Center (EOC).

C. Notification
There are several on campus emergency call boxes which connect directly to USM Public Safety Dispatch Center at the Portland and Gorham campuses. Call boxes on the USM Lewiston campus (LAC) connect directly to the Regional Emergency Operations Center that dispatches emergency calls generated from that area.

Notification of an emergency from the Portland and Gorham campuses can be made by calling 911 from any campus land line telephone; which will be automatically connected to the USM Public Safety/Police Department Dispatch Center. Notification of an emergency from LAC can be made by calling 9-911 from any campus land line; which will be automatically directed to the Regional Emergency Operations Center that dispatches emergency calls generated from that area.

Dialing 911 from a cell phone will be answered by the regional Emergency Communications Center established for the location in which the call was made. Once initial contact is made with the regional Emergency Communications Center, the call will be immediately transferred to the USM Public Safety/Police Department.

Upon notification of the emergency, the University Public Safety/Police Department (UPD) will alert appropriate personnel through the UPD Dispatch Center’s call list. To assist in the coordination of USM Police activities, Police liaisons will be posted at the designated Emergency Operations Center (EOC) and other command and control sites required or requested.

In conjunction with the other primary and support agencies, UPD will make a rapid initial assessment of the situation and, as appropriate, notify and activate one or more support agencies. Deployment of personnel and resources will take place within the framework of the Emergency Operations Center (EOC).
If appropriate, UPD or any member of the Emergency Response Team will activate the USM Emergency Alert System which includes, but is not limited to, E2 Campus Emergency Alert System and social media messages to the university community.

Once notified, the ERG will meet at the Emergency Operations Center to assess the incident. The ERG may contact the supporting departments to report to the EOC to assist in the emergency response.

D. Emergency Response Actions
1. No one will self-employ to the incident scene. Support personnel will wait to be contacted or try to contact the Emergency Operations Center for guidance and direction. No support personnel will contact the USM Public Safety Dispatch Center unless they have critical information in reference to the incident.

2. When contacted by the Incident Commander or the Facilities Emergency Coordinator, the Emergency Response Group and support personnel will report directly to the Emergency Operations Center.

3. The Incident Commander or designee will work with the Emergency Response Group’s Public Information Office (PIO) for a public release of information through the Emergency Operations Center.

E. Recovery Actions
Recovery efforts will require the coordination of security in the affected area(s), traffic and control point(s) implementation, mobilization and demobilization of resources, manpower and equipment.

1. Coordinate assistance as needed by the Incident Commander, EOC Director, or the Critical Incident Response Team as appropriate.

2. Ensure that this Emergency Support Function members or their agencies maintain appropriate records of resources used and costs incurred during the incident.

F. Deactivation
1. Partial deactivation would occur based on the extent of the current response and recovery actions and at the discretion of the Incident Commander.

2. Deactivation of this ESF would occur when the Incident Commander declares the emergency has been contained and University activities are restored to normal operations.

G. Responsibilities
Primary Department – University Public Safety/Police Department

1. Serve as the lead agency for ESF #13 Emergency Management, supporting the response and recovery operations after activation of the Emergency Operations Center.
2. Identify, train and assign personnel to staff ESF #13 Emergency Management when USM Emergency Operations Center is activated.

3. At a minimum, the National Incident Management System ICS-100, ICS-200, IS-700 and IS-800 on line classes should be completed by assigned personnel. In addition ICS-300 and ICS-400 in residence training must be completed by designated leadership positions.

4. Maintain plans and procedures for providing timely information and guidance to the public in time of emergency.

5. Test and exercise plans and procedures.

3. **Phone Contacts**

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<tr>
<th>Primary Department</th>
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<th>External Agencies</th>
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<tbody>
<tr>
<td>USM Public Safety/Police Dept.</td>
<td>Office of Environmental Health and Safety Phone: 207-780-5338</td>
<td>Gorham Police Department Phone: 911 Phone: 207-839-5581</td>
</tr>
<tr>
<td>Phone: 207-780-5211 Phone: 911</td>
<td>Facilities Management Phone: 207-780-4160 P&amp;G Phone: 207-753-6514 Lewiston Public Relations Phone: 207-780-4444</td>
<td>Portland Police Department Phone: 911 Phone: 207-874-8575</td>
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<td></td>
<td>President’s Office Phone: 207-780-4480</td>
<td>Lewiston Police Department Phone: 911 Phone: 207-784-6421</td>
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<td></td>
<td>Dean of Lewiston Campus Phone: 207-753-6594</td>
<td>Maine State Police Phone: 911 Phone: 207-657-3030</td>
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<td>Campus Life Phone: 207-780-5240</td>
<td>Cumberland County Sheriff’s Department Phone: 207-893-2810</td>
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<td>Maine Emergency Management Agency Phone: 207-624-4400</td>
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<td>Cumberland County Emergency Management Phone: 207-892-6785</td>
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<tr>
<td></td>
<td></td>
<td>Transportation – Custom Coach and Limousine Phone: 207-797-9100</td>
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</table>
Emergency Support Function Annex #15: External Affairs

Primary Department:
Office of Public Affairs

Secondary Departments:
Office of the President
Office of Marketing

1. Introduction
   A. Purpose
      The University of Southern Maine (USM) Emergency Operations Plan (EOP) describes how the university responds to emergencies, addresses hazards and establishes policies, methodology, responsibilities and operations designed to effectively and efficiently address the needs of USM during an incident. The primary objectives of the EOP are to:

      1. Contribute to the safety of students, faculty, staff and visitors
      2. Effectively manage the response operations to an emergency affecting USM
      3. Contribute to the protection of life, property and the environment
      4. Minimize disruption of university operations and activities
      5. Effectively work with internal resources and external partners during emergency operations
      6. Restore the university to normal operations

      The purpose of this Emergency Support Function Annex is to understand the flow of information to the media in normal operating conditions and emergency situations.

   B. Scope
      The scope of this Emergency Support Function Annex is to describe in the event of a campus incident or emergency the methods by which information will be distributed to the campus community (faculty, staff and students), to the public, parents, and university stakeholders. Depending upon the incident or the emergency, the delivery of communications will vary and may be accomplished independently or in conjunction with municipalities and related entities.

2. Organizational Structure During Operations
   A. General
      Public information is critical before, during, and after an emergency or significant incident. As such, the campus leadership in general, and those responsible for public information dissemination specifically, have a responsibility to ensure these needs are met.

   B. Organization
      In the event of an incident or emergency, all information will be channeled through the Office of Public Affairs, which will assume the lead in disseminating official information to the university, the public and related stakeholders.
The Office of Public Affairs will closely coordinate its communications with the Emergency Response Group (ERG) and the President’s Cabinet (PC), and in the event of an incident that involves outside entities and agencies, the Office of Public Affairs will closely coordinate its communications with such entities and agencies as well.

C. Notification

Precisely how information is disseminated will vary on the type and scope of the incident. Vehicles that may be used, include:

- Use of Listserv email list management for faculty, staff and students
- Press releases
- Press conferences
- University web site
- Social media (University Facebook page and Twitter)
- Texts messages and alerts

D. Emergency Response Actions

National Incident Management System concepts will be used for all incidents. Incident or Unified Command will be used by responding departments. When requested, ESF personnel will report to the EOC and use the EOP to activate and operate during an incident or event.

1. No one will self-employ to the incident scene. Support personnel will wait to be contacted or try to contact the Emergency Operations Center for guidance and direction. No support personnel will contact the USM Public Safety Dispatch Center unless they have critical information in reference to the incident.

2. When contacted by the Incident Commander or the Facilities Emergency Coordinator, the Emergency Response Group and support personnel will report directly to the Emergency Operations Center.

3. The Incident Commander or designee will work with the Emergency Response Group’s Public Information Office (PIO) from the Office of Public Affairs for a release of information to community through the Emergency Operations Center.

4. In instances where a joint incident command center is established, a joint communication center will be established with other participating agencies, so that the gathering and dissemination of information is closely coordinated. The joint communications center will be in as close proximity to the joint incident command center as possible.
E. **Recovery Actions**
   1. Using many of the same systems used during the emergency itself, the Office of Public Affairs will continue to disseminate information through the recovery phase until deemed complete by the university or outside agencies.
   2. Coordinate assistance as needed by the Incident Commander, EOC Director, or the Critical Incident Response Team as appropriate.
   3. Ensure that this Emergency Support Function members or their agencies maintain appropriate records of resources used and costs incurred during the incident.

F. **Deactivation**
   Deactivation of this ESF would occur when the Incident Commander declares the emergency has been contained and University activities are restored to normal operations. At that time, a final notice will go out to university community and other related stakeholders informing them of such.

G. **Responsibilities**
   Primary Department – Office of Public Affairs
   1. Serve as the lead department for this ESF by supporting the response and recovery actions.
   2. Identify, train and assign personnel to staff this ESF when the USM Emergency Operations Center is activated.
   3. Maintain a list of personnel that can be called to the EOC as needed.

3. **Phone Contacts**

<table>
<thead>
<tr>
<th>Primary Department</th>
<th>Support Department(s)</th>
<th>External Agencies</th>
</tr>
</thead>
<tbody>
<tr>
<td>Office of Public Affairs</td>
<td>Office of the President 207-780-4480</td>
<td>Town of Portland and agencies</td>
</tr>
<tr>
<td>Executive Director</td>
<td>Office of Marketing 207-780-4771</td>
<td>Town of Gorham and agencies</td>
</tr>
<tr>
<td>207-780-4444</td>
<td>USM Public Safety/Police Dept. Phone: 207-780-5211</td>
<td>Town of Lewiston and agencies</td>
</tr>
<tr>
<td>Communications Director</td>
<td></td>
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<td>207-780-4150</td>
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</table>
Emergency Support Function ANNEX #16: Hazardous Materials Response

Primary Department:
Office of Environmental Health and Safety (EH&S)

Secondary Departments:
- Finance Division
- Division of Information Technology
- Department of Facilities Management
- University Police Department
- Office of the Provost
- Division of Enrollment Management and Student Affairs
- Public Affairs
- University of Maine System

1. Introduction
   A. Purpose
      The purpose of the ESF #16 Annex is to define actions and roles necessary to provide a coordinated response of the ERG from an actual or potential discharge and/or release of a hazardous material at a USM campus and comply with the following regulatory requirements.

   B. Scope
      USM utilizes outside resources for support with Hazardous Materials Response activities. Portland Fire, Gorham Fire & Rescue, Lewiston Fire are the primary agencies to provide the University with fire suppression/rescue services; additional support is provided by mutual aid.

      1. Response to hazardous materials incidents is generally carried out in accordance with the Hazardous Substances Pollution Contingency Plan. For purposes of this annex, “hazardous materials” is a general term intended to mean hazardous substances, pollutants, and contaminants as defined in Maine Revised Statutes Annotated (MRSA) TITLE 38 Subchapter III Hazardous Material Control 38 § 1318-C Spill prevention control and cleanup plan. Hazardous materials include chemical, biological, and radiological substances, whether accidentally or intentionally released.

      2. Appropriate general actions can include, but are not limited to: actions to prevent, minimize, or mitigate a release; efforts to detect and assess the extent of contamination (including sampling and analysis and environmental monitoring); actions to stabilize the release and prevent the spread of contamination; analysis of options for environmental cleanup and waste disposition; implementation of environmental cleanup; and storage, treatment, and disposal of hazardous materials.
3. ESF #16 includes all emergencies involving hazardous materials including chemical, biological and radiological materials.

4. ESF #16 may be activated by the Incident Commander (IC) to respond to incidents that are beyond the capabilities of the initial emergency response actions.

5. ESF #16 may be activated to respond to incidents that overwhelm normal Incident Command response actions.

2. Organizational Structure During Operations
   A. General
   The University of Southern Maine may experience emergency and disaster incidents that will require the implementation of this Hazardous Material Response ESF #16. USM’s Emergency Operations Plan provides overall guidance for emergency planning. This ESF is drafted to provide basic information to include points of contact in case additional resources are needed at the Emergency Operations Center or incident scene.

   B. Organization
   This Emergency Support Function #16 will be composed of the Office of Environmental Health and Safety (EH&S). The primary point person for this Annex #16 is the Director of EH&S.

   Once this ESF is operational it will function under the direction and control of the Incident Commander or his/her designee. The Incident Command System (ICS) is used by USM personnel to respond to emergencies and disasters. During the emergency response, all responders will report to the designated Incident Commander (IC) at the Emergency Operations Center (EOC).

   C. Notification
   Campus incidents involving hazardous materials and requests for ESF #16 assistance are to be reported to the University Police Department Dispatch Center.

   There are several on campus emergency call boxes which connect directly to USM Public Safety Dispatch Center at the Portland and Gorham campuses. Call boxes on the USM Lewiston campus (LAC) connect directly to the Regional Emergency Operations Center that dispatches emergency calls generated from that area.

   Notification of an emergency from the Portland and Gorham campuses can be made by calling 911 from any campus land line telephone; which will be automatically connected to the USM Public Safety/Police Department Dispatch Center. Notification of an emergency from LAC can be made by calling 9-911 from any campus land line; which will be automatically directed to the Regional Emergency Operations Center that dispatches emergency calls generated from that area.
Dialing 911 from a cell phone will be answered by the regional Emergency Communications Center established for the location in which the call was made. Once initial contact is made with the regional Emergency Communications Center, the call will be immediately transferred to the USM Public Safety/Police Department.

Upon notification of the emergency under this ESF, the University Public Safety/Police Department (UPD) will alert the EH&S through the UPD Dispatch Center’s call list who will assist in the coordination of the emergency response to the incident.

EH&S will make a rapid initial assessment of the situation and, as appropriate, notify and activate one or more support agencies. Deployment of personnel and resources will take place within the framework of the Emergency Operations Center (EOC).

If appropriate, the Incident Commander (IC) or Facilities Emergency Coordinator (FEC) will activate the Critical Incident Response Team (CIRT) and the USM Emergency Alert System which includes, but is not limited to, E2 Campus Emergency Alert System and social media messages to the university community.

D. Emergency Response Actions
National Incident Management System concepts will be used for all incidents. Incident or Unified Command will be used by responding departments. When requested, ESF personnel will report to the EOC and use the EOP to activate and operate during an incident or event.

1. No one will self-employ to the incident scene. Support personnel will wait to be contacted or try to contact the Emergency Operations Center for guidance and direction. No support personnel will contact the USM Public Safety Dispatch Center unless they have critical information in reference to the incident.

2. When contacted by the Incident Commander or the Facilities Emergency Coordinator, the Emergency Response Group and support personnel will report directly to the Emergency Operations Center.

3. The Incident Commander or designee will work with the Emergency Response Group’s Public Information Office (PIO) for a public release of information through the Emergency Operations Center.

4. USM EH&S will serve as Incident Commander/FEC for hazardous materials related support functions and support the response and recovery operations after ESF activation.

E. Recovery Actions
Depending on the nature of the emergency and extent of contamination or damage, recovery can take several forms including cleanup, restoration, and renovation.

1. Hazardous material incident cleanup would involve satisfying the requirements of the Maine Department of Environmental Protection (DEP) and the Federal Environmental
Protection Agency (EPA) Life Safety Codes. In addition, all emergency and security systems need to be returned to working order to protect the safety of the community and the environment. These systems might include emergency supplies, alarm systems, emergency lighting, infrastructure and other systems.

2. The Incident Commander determines when it is safe to release a building or area to USM for further mitigation and recovery efforts.

3. Notification that an area is considered safe for re-entry is generally performed using the normal means of communication and removing barriers to entry.

4. Ensure that EH&S has maintained appropriate records of resources used and costs incurred during the incident.

F. **Deactivation**
   1. Partial deactivation would occur based on the extent of the current response and recovery actions and at the discretion of the Incident Commander.

2. Deactivation of this ESF would occur when the Incident Commander declares the emergency has been contained and University activities are restored to normal operations.

3. If the nature of the incident requires an extension of certain emergency services (i.e. Health and Counseling services) the Emergency Response Group (ERG) will then employ special task groups to coordinate these continuing activities.

G. **Responsibilities**

   Primary Department: Environmental Health and Safety

   1. Director or EH&S assumes the role of Facility Emergency Coordinator (FEC)

   2. Provides for coordination between departments and partnering agencies to mitigate, prepare, respond, and recover from a hazardous material incident.

   3. Ensure that the appropriate personnel are trained to the proper level of NIMS

   4. Establish policies, procedures, plans, and programs to address identified hazardous materials incidents.

   5. Develop and maintain a list of possible resources that could be requested in an emergency.

   6. Maintain a list of vendors to assist with the cleanup and disposal of hazardous materials.
7. Update phone contacts below on an annual basis and maintain a list of personnel (at least one primary and alternate) that can be called to the EOC as needed.

8. Participate in drills and exercises when requested and develop, maintain, and update plans and procedures for use during an emergency.

9. Identify, train, and assign personnel to serve as ESF #16 representatives at an Incident Command Post or on the University Emergency Response Group Team (ERG).

10. Develop procedures to document costs for any potential reimbursement.

11. The FEC must report the hazardous materials incident to the appropriate agencies.

### 3. Phone Contacts

<table>
<thead>
<tr>
<th>Primary Department</th>
<th>Support Department(s)</th>
<th>External Agencies</th>
</tr>
</thead>
</table>
| Environmental Health and Safety | Public Safety/Police Department 207-780-5211  
Facilities Management  
Phone: 207-780-4160  
Phone: 207-753-6514 Lewiston | Gorham Police Department  
Phone: 911  
Phone: 207-839-5581 |
|  | Facilities Management  
Phone: 207-780-4160  
Phone: 207-753-6514 Lewiston | Portland Police Department  
Phone: 911  
Phone: 207-874-8575 |
|  | Office of Enrollment Management and Student Affairs  
Phone: 207-7804770 | Lewiston Police Department  
Phone: 911  
Phone: 207-784-6421 |
|  | Dean of Lewiston Campus  
Phone: 207-753-6594 | Cumberland County Sheriff’s Department  
Phone: 207-893-2810 |
|  | President’s Office  
Phone: 207-780-4480 | Maine Emergency Management Agency  
Phone: 207-624-4400 |
|  |  | Cumberland County Emergency Management  
Phone: 207-892-6785 |
|  |  | Maine Department of Environmental Protection Hazardous Waste Department (207) 287-7688. |