

DEFINING EMERGENCY CONDITIONS

The following are the different levels of emergency with the appropriate communications, notifications, and involvement for each level:

LEVEL 1- A level 1 emergency includes a minor department or building incident that can be resolved by the responding service unit. This may result in calling in personnel and notifying the department where the problem occurred. An example is the Building & Grounds response to broken water pipe. There is no need to notify or involve anyone outside of the affected area.

LEVEL 2- A level 2 emergency includes a department or building incident that can be resolved with existing College resources or limited outside help. A Level 2 incident is usually a one-dimensional event that has a limited duration and little impact on the campus community beyond those using the space/building in which it occurred. Examples include: minor chemical or fuel oil spills, building loss of heat or electricity for several hours, or a minor fire confined to a room and not involving hazardous chemicals. Notification may be made to College administration.

LEVEL 1 & 2 EMERGENCIES

Emergencies at these levels usually are spontaneous and unfold rapidly, not lending to a formal declaration of emergency. For the most part, these emergencies are facilities related matters that can readily be resolved between the college facilities departments and other college groups, such as Telecommunications, Public Safety and Health and Safety. The President or designee must establish a protocol concerning who in the administration should be notified when such incidents occur.

LEVEL 3- Level 3 emergencies are incidents that are primarily people, rather than infrastructure focused. Examples include: assaults, sexual assaults, building/office occupations, hate crimes, or workplace violence. In these situations, the campus Emergency Response & Recovery (ERRT) Team plans must be implemented with involvement from the Office of Public Safety or local law enforcement and the University Emergency Management Team must be informed of the incident. Additionally, University/College Legal and Media Relations employees may need to be consulted depending upon the nature of the incident and its severity.

LEVEL 3 EMERGENCIES

College administrative staff comprises a critical group that must evaluate Level 3 situations. This group needs to be convened by the President or designee. The key element in this process is the notification of these individuals or their representatives so they can evaluate all facets and potential ramifications of a Level 3 situation. Certain situations that first emerge as minor may

have the potential to evolve into a major crisis if not appropriately handled. An example would be a simple assault that is later determined to be racially motivated. The college could suffer significant personal and institutional consequences if a situation such as this is not dealt with appropriately.

A variety of issues can become quite complex because of the varied institutional, student and community responses that must be coordinated. Examples of situations that have the potential to become of a magnitude that the university and its community would suffer include assaults, sexual assaults, building/office occupation, hate crimes, bomb threats, controversial speakers, symbolic structures and bias related crimes. This list is not all-inclusive, therefore if there is ever any question, appropriate senior administrative individuals must be informed.

LEVEL 4- A Level 4 emergency includes a major emergency that impacts a sizable portion of the campus and/or outside community. Level 4 emergencies may be single or multi-hazard situations and often require considerable coordination both within and outside the College. Level 4 emergencies also include imminent events on campus or in the general community that may develop into a major College crisis or a full disaster. Examples include: bomb threats, heating plant failures, extended power outages, weather emergencies, major fires, contagious disease outbreaks, or domestic water contamination. In these situations, campus Emergency Response Team plans must be implemented and the University Emergency Management Team must be notified and involved.

LEVEL 5- A level 5 emergency includes a catastrophic emergency event involving the entire campus and surrounding community. Immediate resolution of the disaster, which is usually multi-hazard, is beyond the emergency response capabilities of campus and local resources. Examples include: earthquakes, tornadoes, or major hurricanes that require State and Federal assistance. In these situations, campus Emergency Response Team plans must be implemented and the University Emergency Management Team must be notified and involved.

LEVEL 4 & 5 EMERGENCIES

The President or designee shall declare a Level 4 or 5 emergency upon recommendation of the Emergency Operations Group or when he/she deems it necessary to place into immediate effect emergency procedures that may result in the closing of all or part of the college campus. The President or designee may elect to activate the Emergency Response and Recovery Team (EERT) Policy Group as the situation dictates. It shall be the sole responsibility of the President or designee to declare an end to the state of emergency when appropriate

When a Level 4 or 5 emergency has been declared by the President or designee, the ERRT Operations Group will assemble as appropriate to address the emergency. Before assembling the Operations Group, on-scene responders are authorized to make necessary operational

decisions and to commit resources to mitigate and control the crisis. Public Safety Services may also request help from other college departments on an emergency basis, including asking staff to be pulled off less critical assignments to assist their officers.

EMERGENCY MANAGEMENT TEAM MEMBERSHIP

Members of the College Emergency Teams are designated by the President to serve as either permanent or “as-needed” members. For each group listed below, you will find suggested college management staff that should be considered for permanent membership for each group.

The **policy group** meets on an as-needed basis (as determined by the President) to address immediate concerns and long term planning needs.

The **operations group** meets when activated by the president to address a specific incident.

The **planning and support group** represents other departments within a college or the University that may assume temporary roles outside of their normal scope as needed by the operations or policy groups (upon authorization of the college president or designee).

POLICY GROUP

- ◆ Approves overall priorities and strategies
- ◆ Issues public information reports and instructions
- ◆ Liaises with governments and external organizations

NAME	TITLE	EXT. 718-260
Russell Hotzler	President	5400
Bonne August	Provost & VP for Academic Affairs	5560
Miguel Cairol	VP of Finance and Administration	5600
Marcela Armoza	VP of Enrollment and Student Affairs	4999
Gilen Chan	Special Counsel	4783
Steven Soiffer	Special Assistant to the President	5400
Lennix Anderson	Chief Administrative Superintendent of Buildings & Grounds	5337
Henry Deteskey	Director of Public Safety	5550

OPERATIONS GROUP

- ◆ Gathers, confines and evaluates incident information
- ◆ Defines and implements tactics and actions to resolve specific priority situations
- ◆ Identifies resource needs and shortfalls
- ◆ Reassigns and deploys individuals in support of critical needs

NAME	TITLE	EXT. 718-260
Miguel Cairol	VP of Finance and Administration	5600
Marcela Armoza	VP of Enrollment and Student Affairs	4999
Henry Deteskey	Director of Public Safety	5550
Lennix Anderson	Chief Administrative Superintendent of Buildings & Grounds	5337
Steven Soiffer	Special Assistant to the President	5400
Derek Lee	Environmental Health & Safety Officer	5858

Individuals from the following units may be asked to join the **Operations Group** as the situations dictates:

- ◆ Academic Deans, Directors & Chairpersons
- ◆ Campus Planning & Engineering Staff
- ◆ Student Activities Staff
- ◆ Athletics Staff
- ◆ College Cafeteria/Dining Services Staff
- ◆ Computing, Information Technology & Telecommunications Staff
- ◆ Employee Assistance/Counseling Services Staff

PLANNING & SUPPORT GROUP

- ◆ Provides administrative support for Operations & Policy Groups
- ◆ Documents situation status and tracks resource use
- ◆ Coordinates equipment and special installations

NAME	DEPARTMENT	EXT. 718-260
Brenda Alexander	Athletics & Recreation	5103
David Miller	Computing Information Services	5610
Jeff Novak	Central Stores	5840
Cynthia Bink	Counseling	5030
James Vazquez	Campus Facilities	5604
Joseph Lento	Student Affairs	5430
Mariano Alemany	Campus Facilities	5754
Alexis Chaconis	Admissions	5500
Marie Tinsley	Human Resources	473-8701
Linda Buist	Student Support Services	5143
Milton DeRienzo	Business Office	473-8900
David Turkiew	Facilities Rental	5523
Lawrence Arminas	Buildings & Grounds Supervising Engineer	5337
Henry Deteskey	Director of Public Safety	5550

EMERGENCY OPERATIONS CENTER (EOC)

In cases of general widespread emergencies (Level 4 or 5), the President or designee will direct the activation of the Emergency Operations Center (EOC) which will serve as the work space for the **Operations Group**. Normally, it will be located at N-319-President's Conference Room but under certain conditions (including power outage) it will be relocated to the Business Office Conference Room at Howard Building 11th floor. It can also be set up at other locations where necessary support facilities exist.

The EOC, regardless of location, shall have easy access to:

- Multiple campus phone lines (one for each member of the Operations Group)
- Minimum of one (1) phone line with campus phone system switch bypass capability
- Radio access via a scanning radio for all campus and local municipal frequencies
- Multiple campus computer network connections
- Large-scale campus map
- Reassignment of telephone pagers as necessary
- Radio or cell phone or text pager communication for up to five (5) people
- Designated FAX machine

PLANNING & SUPPORT GROUP

The following College offices are expected to assume various roles, as outlined, in an effort to provide a coordinated response to an emergency. In some circumstances, it may be necessary to request faculty or staff to assume temporary roles outside the normal scope of their duties, taking into consideration their ability to carry out those temporary roles. It is understood that if any department does not have specific roles for their personnel to carry out, then those personnel will automatically become part of a “pool” of reserve personnel to assist as assigned by those coordinating the specific emergency (i.e. the Center for Career Development, Admissions, and Financial Aid).

- ◆ **University Public Safety**
In emergency situations that involve the City of New York or other surrounding municipalities, activities of the ERRT must be coordinated with the NYC Mayors Office of Emergency Management (OEM). Contact the Office of the University Public Safety Director for liaison assistance with City agencies such as OEM and NYPD if necessary
- ◆ **Academic Deans & Chairs**
Identify and resolve instructional issues (re-assign classrooms and instructors) and coordinate faculty resources (substitute instructors and subject experts)
- ◆ **Athletics**
Coordinate use of the gym complex as a staging area, open temporary shelter and/or temporary morgue
- ◆ **Counseling Center**
Assist employees and students in coping with trauma

- ◆ Student Health Services and/or Public Safety EMT
 - Provide medical support and back-up
 - Assist in providing services to those with minor injuries
 - Provide trauma support
 - Coordinate with first aid services
 - May be asked to assist/provide onsite medical triage

- ◆ Campus Planning
 - Re-assign use of campus space (classrooms) as needed
 - Re-schedule classes and public events to include off-campus accommodations

- ◆ Print and Mail Center
 - Provide courier services to Policy and Operations Groups
 - Post signs and notices
 - Provide printed material as directed (letters to parents, posters, temporary procedures, etc.)

- ◆ Buildings & Grounds
 - Provide building information
 - Mitigate facility and grounds damages-restore to functional level
 - Assist Public Safety with creating a safety perimeter at the emergency site

- ◆ Public Safety & Security
 - Law enforcement
 - Crowd control
 - Evacuation
 - Site security
 - Mobile communications
 - Liaison with on-site fire and medical command personnel

- ◆ Purchasing
 - Obtain emergency goods and services, including pick-up/delivery to site of emergency

- ◆ New York City Fire Department/Emergency Medical Services
 - Treat immediate injuries.
 - Establish Medical Command in multi-injury situations

- ◆ Environmental Health & Safety Officer
 - Support Emergency Responders concerning OSHA matters
 - Link with City and State Environmental Authorities when necessary

- ◆ Student Affairs
 - Coordinate student notification and response
 - Liaise with parents

- ◆ Computer Information Services/Telecommunications
 - Coordinate temporary telephone, fax and computer hook-ups
 - Provide “broadcast” capability for phone mail and/or email
 - Arrange phone bank for necessary student call-outs to families
 - Coordinate pager and radio support

DIRECTION & COORDINATION OF AN UNPREDICTED EMERGENCY

When an unpredicted emergency occurs or a condition exists, it will be reported immediately to the College Public Safety Department at ext. 5550.

The Public Safety Dispatcher will follow a defined sequence of responses. The sequence, defined below, will be followed for nearly all emergency situations. Some situations might require a deviation from this sequence, but in all situations, full and complete communication with University officials is required. The usual sequence to be followed is:

1. Dispatch Peace Officers and make appropriate fire and/or medical rescue calls.

2. Notify the Director of Public Safety Services, or designee if unavailable, who will determine whether or not to initiate their emergency notification listing or selectively notify individuals (as established through policy set by the College President or designee)

3. If the emergency notification list is initiated, the President or designee, in consultation with the Emergency Operations Group Leader, will determine the appropriate level of emergency response(s) and to what extent the Emergency Response and Recovery Groups (Operations and/or Policy) will become involved.

CUNY CENTRAL OFFICE NOTIFICATIONS

Level 1 & 2 Emergencies

Central Office notifications, while not required at this level, should be considered if the event is still unfolding and has a high potential to develop into a higher level emergency.

Level 3 Emergencies

College Public Safety Director notifies Office of the University Public Safety Director.

Level 4 & 5 Emergencies

College Public Safety Director notifies Office of the University Public Safety Director.

College President or designee notifies Chancellor, Chief Operating Officer and Vice Chancellor for University Relations.