Department of University Advancement

2014

Campus Emergency Preparedness Plan
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Emergency Planning Policy
Virginia International University organizes, coordinates, and directs available resources toward an effective response to, and recovery from emergencies. The effectiveness of this effort is dependent on the development of a comprehensive central plan. This policy includes a chain of command establishing the authority and responsibilities of campus officials and staff members, and requires that colleges, units and individual departments designate emergency coordinators with the authority to make modifications in emergency procedures and to commit resources for emergency preparedness and recovery, as necessary.

Reason for Policy
The safety of the VIU community, students, faculty staff and visitors is the goal of the Campus Emergency Preparedness Plan (CEPP). This plan should be used as a tool to understand how the university will respond in the event of an emergency and what you can do to protect yourself and others from potential harm.

Entities Affected by this Policy
All members of the university community.

Emergency Levels
An emergency at VIU is designated as a level 1, level 2, or level 3 situation:
Level 1: A localized or contained incident that is quickly resolved with internal resources or limited help.
Level 2: A major emergency that impacts portions of the campus, and that may affect mission-critical functions or life safety.
Level 3: An emergency that involves the entire campus and surrounding community.

The response actions of emergency personnel are guided by VIU’s desire to protect the following, in priority order:
Top Priority: People
Secondary Priority: Intellectual property (includes any research animals or plants)
Tertiary Priority: Facilities, equipment and other property.

Introduction
Emergencies can occur at any time, without warning. Careful planning, with an emphasis on safety, can help members of the VIU community handle crises and emergencies with appropriate responses, and may save lives. Every member of the VIU community shares responsibility for emergency preparedness. College/Administrative Unit leaders are responsible for ensuring that their departments have emergency plans in place and that all employees are familiar with and have practiced their emergency plans. College/Unit leaders are also responsible for assigning emergency planning and response duties to appropriate staff members and ensuring that these employees know what the expectations and responsibilities are for these roles.
The VIU Emergency Preparedness Plan establishes an emergency leadership structure, defines responsibilities and roles, and is written in accordance with The Emergency Preparedness Planning Policy of our institution. This plan has been developed to ensure University preparedness in response, business continuity, and recovery for the entire campus.

The primary goals of the VIU Emergency Preparedness Plan are:
- To protect lives, intellectual property and facilities.
- To prevent or minimize the impact of emergencies and to maximize the effectiveness of the campus community in responding to inevitable occurrences.
- To provide for the continuity of campus operations in pursuit of the VIU Mission Statement.

University Response
As the first responsible university official on the scene, the VIU incident commander (or designee) is empowered to take all reasonable measures deemed necessary to preserve health & safety including:
- Deploy appropriate resources to the scene
- Call in other agencies as needed
- Apply immediate remedies as necessary
- Communicate with stakeholders on the scene or potentially at risk
- Notify the Office of the Vice President and/or the University Advancement Crisis Manager
- Notify key campus officials including senior executives as appropriate

Office of Emergency Planning and Quality Assurance
The Office of Emergency Planning and Quality Assurance (OEPQA) will provide central coordination of emergency planning/management activities for the University. Prior to an emergency this office oversees the process for creating and maintaining the institutional emergency preparedness plan and ensures that appropriate emergency and incident training is provided to senior leadership. When necessary, the OEPQA will review and recommend changes regarding new or revised emergency management policies and procedures. During an emergency, this office provides staff and coordination support to the Incident Commander and the Emergency Operations Center as needed.

VIU Emergency Management Committee (VEMC)
The purpose of the VIU Emergency Management Committee (VEMC) is to:
- Provide coordination for the promotion of activities, services and resources that reduce or eliminate risk to people and property from incidents or events and their effect,
- Adequately lead the University in its preparedness efforts by providing guidance and support to the Office of Emergency Planning and Quality Assurance in its planning and training efforts
- Conduct after-incident debriefings for the purpose of reviewing what went well, and identifying gaps that must be addressed to assure adequate University preparedness.

The members of VEMC represent key essential units that may provide a service during an emergency. These groups are critical in running segments of the campus during normal operation. This committee will meet to review the reliability of these functions during emergencies, and their ability to continue providing services to ensure business continuity and recovery to key areas on campus as soon as possible. This committee may suggest to the University that sub-committees be
formed to develop strategies for emergency planning, such as H1N1, Emergency Mass Notification, and may appoint designees and resources for essential units to meet the needs of the University for preparedness and emergencies.

**Designated Campus Essential Services Units**

There are 6 campus units that may be required to provide essential services and aid to the campus during an emergency.

- Office of the President
- University Advancement
- Student Affairs
- Information Technology
- Property Management
- Human Resources
VIU Incident Command System

VIU Incident Commander

Operations
- EMS Control
- Scene Security
- Tactical Rescue
- Negotiators

Planning
- Collects & Analyzes Information
- Plans ahead for future needs of the incident

Logistics
- Communication
- Supplies
- Welfare of Personnel

Finance & Administration
- Manages all financial matters for an incident
Applying the ICS to VIU

Incident Commander

VEMC
Emergency Coordination & Response Support

Operations
Planning
Logistics
Finance & Administration

University Assignments

- Student & Staff Accountability
- Diagrams, floor plans & maps
- Personal & Medical Records
- Hospital Liaison
- Intelligence Gathering
- Information manager

- Counseling Services
- Internet/Telecom. Management & Tech. Support
- Legal Counsel
- Student Affairs Representative
- Academic Representative
Emergency Preparedness

Having a well-organized Emergency Preparedness Team will positively impact VIU’s ability to successfully respond promptly and properly when an emergency occurs. This team’s main purpose is to lead the university through the incident, focusing on the key tasks within the unit that must be accomplished. Individuals that should be part of this team are key university leaders, the emergency coordinator, and administrative directors with functional expertise in areas such as IT, Human Resources, & Property Management. Activities for this group may be:

- **Business continuity**: disseminating emergency instructions, assisting evacuations and security, and dealing with immediate issues raised by response units.

- **Recovery**: preparing documentation on the effects of the emergency, coordinating facility and program restoration according to priorities identified by the Incident Commander leader.

During the annual plan review process, each individual should review their critical functions, and the employees assigned supporting roles. VIU will need to verify those staff identified as performing roles in critical functions that must continue even in the event that the University suspends operations (e.g. inclement weather). These staff must be reported as essential personnel and supervisors must notify these employees of the expectations and responsibilities during an emergency event.

The first step in building preparedness is to assemble appropriate human and physical resources to do the job. Emergency preparedness involves a series of actions, each of which contributes to a unit’s ability to respond promptly and properly when an emergency occurs. Many of the actions that need to be taken must conform to the specific needs of the unit. Your unique unit emergency plan needs to consider a variety of factors including:

- the number of faculty, staff and students involved;
- their physical distribution and location;
- the nature of the unit’s teaching, research and extension activities;
- the unit’s critical functions and processes;
- personnel required to perform mission critical functions even when the University suspends operations;
- available routes for evacuation; and
- Site-specific circumstances.

Activities to be accomplished in advance include:
- Appointment of Emergency Coordinators and unit contacts
- Creation of an Emergency Plan
- Creation of a unit emergency hotline
- Development of evacuation plans (including the evacuation of persons with disabilities) and safe shutdown and start up procedures for unit specific teaching and research.

Business Continuity

Business continuity is the second phase of an emergency incident, and often begins while the initial emergency response actions are still being completed. During business continuity, the VIU Emergency Preparedness Team assesses facility damages, program disruptions and other issues that may be disrupted due to the emergency. As the assessment emerges, Senior Leaders, with advice provided by the Incident Commander, members of the VEMC may make decisions about the continuance of mission critical functions that may impact university operations.
Emergency Communications

General information
Emergency procedures are in place to allow VIU to quickly notify authorities and the campus population when an emergency situation is underway and then provide instructions on how to respond. These communications will be carried out through the use of e-mail, SMS (text messaging) and campus-wide announcements.

Once an emergency has progressed past the initial response period, communications will be developed based on information provided by on-scene responders to the Incident Commander and/or Senior Leadership. These groups have the responsibility of deciding when and what should be communicated to the VIU community, surrounding communities, and the media. University Communications has responsibility for communicating outward to these groups.

Campus Closing Guidelines
There are several situations in which the university may need to close. Among the most common is inclement weather. The guidelines in place for a campus closure include various departments within the university. The decision-maker on campus closures is the President. The Director of University Advancement coordinates the closing effort with support from various departments within the university.
In the event of a campus closure, certain essential personnel will still report to the office. Essential personnel include:

- Admission Office Representative
- Accounting Representative
- Registrar
- IT Department Representative

All foresight will be used to prepare for a campus closure whenever possible. The President will make a decision as early as possible to mitigate potential impact on the VIU Community. The Executive Director of Institutional Effectiveness & QA will keep the President apprised of all information on impending situation including closing status of nearby institutions & notifications on the PS Business Parks website. When a decision has been made, the Executive Director of Institutional Effectiveness & QA will notify the Business Affairs Coordinator and they will take the following steps to ensure information is disseminated as quickly and efficiently as possible:

- Call VP of Finance & Technology & notify of the closing. Follow up with website announcement text, CAMS announcement text & text for email to students
- Immediately post delay/closing status on all news outlets
- Send email to staff@viu.edu and studentstaff@viu.edu
- Update SMS Text Alert System & website
- Post delay/closing status on all social media outlets
- Email all department heads with text to include on their social media pages. It is the responsibility of all staff to be in touch with their department head throughout the course of an emergency closing.
- Inform the Vice President of Academic Affairs to inform about closing status. VP of Academic Affairs will disseminate information to the Deans, Program Coordinators, and Faculty.

When the campus is set to re-open, all notifications will be removed or edited to reflect that the university will resume normal operations.

Upon reopening of the campus, the Vice President of Academic Affairs will consult with the Registrar on scheduling make-up courses. It is acceptable for coursework to be made up via online education and assignments.

**Student Emergency Contact Information**

When enrolling at Virginia International University, students will be required to provide two emergency contacts. The admissions office and registrar are responsible for ensuring that students provide emergency contact information at the time of registration. The VIU Database routinely asks students to update emergency contact information every semester as they are registering for classes. Student Emergency Contacts should be used only when the student provides verbal consent, or if a student is incapacitated and unable to provide consent. When contacting a student or staff member's emergency contact, only the following information is permitted to be released:
Hello, this is [insert caller] from Virginia International University. [Student] has listed you as an emergency contact. There has been an incident and [student] is being transported to [insert hospital or location].

If an individual asks for more information, please note that we are unable to disclose any additional information, but that we expect the individual to be ok. If we do not know how serious the condition is or whether a full recovery is possible, just state that we cannot disclose any additional information due to privacy policies.

**Campus-wide Emergency**

In the event of an emergency that poses an immediate threat to the campus population, emergency mass notification systems will be activated. Redundant high and low tech solutions have been developed for these situations. The VIU community has been advised what to do when people receive a SMS (text message) or voice message, an email or other university announcement. [Promptly follow the directions given in the message, go to a safe location, and monitor the University website]

University Advancement is responsible for keeping timely updates about the emergency on the operating status and emergency web sites.

**On-going Communications during a Campus Emergency**

It is expected that during an emergency College and Administrative Unit leaders are responsible for ensuring that life-safety emergencies are reported by:
- Calling 911 from any campus phone or cell phone
- Accounting for the safety of faculty, staff and students.
- Contacting appropriate VIU emergency response units for safety or repairs assistance (e.g., Business & Property Management).
- Delivering critical University information and instructions to their constituents.
- If the VEMC is used:
  - OEPQA should forward emergency impact reports to their respective Dean or Vice President at their College/Unit Emergency Operations Center
  - Disseminate any emergency instructions from the University VEMC or OEPQA

**Personal Emergency Contact Information**

To ensure that the VIU community is notified in the event of an emergency, mail, voice, and text messaging systems have been put into place. The University has an “opt-in” system for collecting data for use in emergency notifications. In addition, information is collected for notification of others in the event that a person is involved in an emergency. A form has been created and should be completed by each individual who would like to be notified in the event of an emergency. This information is confidential and will be used only in the event of an emergency where notification is required.

**Types of Emergencies**

The safety of the VIU community, students, faculty staff and visitors is the goal of the Campus Emergency Preparedness Plan (CEPP). This plan should be used as a tool to understand how the university will respond in the event of an emergency and what you can do to protect yourself and others from potential harm.
The VIU Emergency Management Committee will conduct a threat assessment when an emergency or the threat of an emergency arises. Potential emergencies include, but are not limited to:

- Weather (Flood, snow, tornado etc.)
- Fire/Hazardous Materials
- Medical
- Pandemic
- Utility Failure
- Unusual Behavior
- Suspicious Packages
- Bomb Threats
- Active Shooter
- Chemical Spills
- Radiation Releases

**Weather Emergency**
In the event of an adverse weather condition such as a blizzard or ice storm, the VIU community is advised to check the university website at [http://www.viu.edu](http://www.viu.edu) for status of University operations. Condition updates such as delayed university openings, road closings, and university closings will be available on this site and through subsequent e-mails and local media as necessary.

**Fire/Hazardous Materials**
A fire or hazardous material emergency occurs when:

- A fire alarm is sounding
- An uncontrolled fire or imminent fire hazard is present in any campus building
- Smoke or odor of burning is detected in any campus building
- There is abnormal heating of anything in a campus building
- There is an uncontrolled release of a combustible or toxic gas, or a flammable liquid spill.

University policy for these circumstances is total evacuation until the issue is resolved.

Surviving a building fire:

1. Activate the fire alarm in the building if it is not already sounding
2. Leave the building by the nearest exit
3. Notify emergency responders from a safe place away from the building

**CRAWL IF THERE IS SMOKE**
Cleaner air is near the floor. Get as low as you can and get out.

**FEEL DOORS BEFORE OPENING**
Feel the metal knob on the door before opening. If it is hot, DO NOT OPEN. If it is cool, open the door slightly; if heat or heavy smoke are present close the door and wait for help to arrive.

**IF YOU GET TRAPPED KEEP DOORS CLOSED**
Place cloth or wet material if available around and under the door to prevent smoke from entering. Be prepared to signal your presence from a window if possible. Call 911 if there is a phone in the room.

IF YOU ARE ON FIRE...STOP, DROP AND ROLL

OBSTACLES
Storage of items that block corridors or doorways are strictly prohibited.

IF YOU ARE DISABLED
Learn about fire safety and be aware of your own capabilities and limitations. Plan ahead for fire emergencies.

Medical Emergencies
Call 911. The campus addresses are as follows:

- 3957 Pender Drive (Pender) Fairfax, Virginia 22030
- 3952 Pender Drive (Commonwealth) Fairfax, Virginia 22030
- 11200 Waples Mill Road Fairfax, Virginia 22030
- 4401 Village Drive, Fairfax, VA 22030

Remain on the telephone with the emergency operator until rescue personnel arrive. A first aid kit is located at the front desk of every VIU Campus building to aid in minor injuries.

Mental Health Emergencies
If someone appears to be a danger to themselves or others call 911. For less urgent matters call Sue Ann Myers in Student Affairs 703-591-7042 X322 or 703-309-8986

Alcohol Emergencies
Whenever someone consumes too much alcohol their behavior could become unpredictable. The degree of danger depends on the individual’s size, what and how much the person drank and over what time period. Call 911 if the person appears to be a danger to themselves or others.

Pandemic
In the event of a pandemic, VEMC will follow recommendations made by the Centers for Disease Control and disseminate information through e-mail and the emergency alert system if necessary.

Utility Failure
If there is a utility failure in your building please contact the Business Affairs Coordinator, Mr. James Ola. In the event of an extended, campus wide power failure instructions will be provided through the emergency alert system.

Unusual Behavior
Students with Behavior Problems
An instructor’s primary responsibility is teaching. If a student is being disruptive, the instructor must let the student know that he/she is aware of the behavior. A minimum amount of intervention should be used unless the student does not respond with changes in his or her behavior. The following guidelines can be considered in this situation.

1. Observe - Watch to see if the behavior will stop temporarily. If it does not stop, let the student know that he/she is being watched.
2. Engage - Address the student directly at his or her desk in order to detract as little as possible from the class. Ask if he/she has a question.
3. Intervene - If this does not work, ask the student to step outside for a brief conference. If there is a crisis, dismiss the class. Keep the discussion focused on the student’s behavior. If the student cannot stop the behavior ask him/her to leave the class and set up a meeting with him/her before the next class. At that meeting determine if the student’s actions are willful or intentional.
4. Consult - If this does not resolve the problem consult with the academic team and if necessary student services to determine a resolution.
5. Document - Keep records of the interactions and your response to the problem.

**Students that are Verbally Aggressive**
Allow the student to vent and describe what is upsetting him or her but indicate that verbally aggressive behavior is not acceptable. If the student gets too close to you ask him/her to sit down or move back. DO NOT ask other students to help quiet the troubled student down. DO NOT respond with threats, taunt or push the student. DO NOT ask for an explanation of the student’s behavior. Avoid “why” questions.

**Students Who are Violent or Physically Destructive**
Try to remain calm and call 911. Remain on the line with the operator until help arrives.

**The Student Who is in Poor Contact with Reality**
A student who is not in touch with reality may have difficulty separating fact from fiction. He or she may have auditory or visual hallucinations and may behave in unusual ways. He or she may be very scared, overwhelmed and frightened. DO respond with kindness. DO NOT argue or try to convince the student that he/she is irrational. DO NOT play along with the student’s delusions. If the student becomes a danger to themselves or others, call 911.

**Suspicious Packages**
Characteristics of suspicious letters or packages include:

- Excessive Postage
- Oily stains, discolorations or odor
- No return address
- Excessive weight
- Protruding wires or foil
- Ticking sound
- Excessive masking tape, string etc.
- Marked with restrictions such as “Personal” and “Confidential”
- Shows city or state in the postmark that does not match the return address
Actions to Take:

- Do not handle the package
- Do not clean any suspicious powder
- Leave the area and call 911
- Wash your hands with soap and water
- Remove clothing that may be contaminated
- Shower as soon as possible
- List all people who were in the area when the package was recognized

**Bomb Threats**

If you receive a bomb threat by telephone:

1. Remain calm. Do not put the caller on hold or transfer the call.
2. Pay attention!
   a. Does the caller have an accent?
   b. Can you hear background noise?
   c. Is the caller male or female?
   d. Does the caller sound old or young?
3. Write down the date and time the call was received and the exact words the caller used to make the threat.
4. Inform the Office of the President and do not evacuate the building until instructed to do so by the emergency alert system.

**Active Shooter**

How you react to an active shooter is often dictated by circumstances. Be aware that there could be more than one shooter. Try to remain calm.

1. Active Shooter Outside of Building
   Proceed to a room that can be locked. Turn off the lights, computer monitors, cell phones and if possible get on the floor. Call 911 and remain in place until you have an “all clear” signal from the authorities.
2. Active Shooter in the Building
   Follow the same procedure as above. If your room can’t be locked, and you can safely exit the building, do so.
3. Active Shooter Enters Classroom
   If possible alert the police to your location and leave the line open so a dispatcher can hear what is happening. If the shooter leaves the area, immediately proceed to a safer place. If you decide to flee do not carry anything with you and keep your hands visible at all times. Do not attempt to remove or help injured persons. Try not to touch anything near where the shooter was located.

**Chemical Spill or Radiation Release**
In the event of a chemical spill or radiation release:
- Immediately report the incident to the Police Department at 911 and give the location, material(s) involved and the extent of any injuries. Next, inform the Business Affairs Coordinator, Mr. James Ola.
- Activate the building alarm. Caution: The building alarm may be a local alarm and therefore might ring only in the building; you must also report the emergency by telephone.
- Evacuate the building and leave clear access for arriving emergency personnel.
- Assist the disabled in exiting the building! Remember that elevators are reserved for the disabled person's use. Do not use elevators in case of fire.
- If requested, assist emergency crews as necessary.
- A campus Emergency Command Post may be set up near the emergency site.
- Keep clear of the command post unless you have official business.
- Do not return to an evacuated building unless told to do so by a University official.

**Earthquake**
- If outdoors, move quickly away from buildings, utility poles and other structures. Caution: Always avoid power or utility lines as they may be energized.
- If in an automobile, stop in the safest place available, preferably away from power lines and trees. Stop as quickly as safety permits, but stay in the vehicle for shelter it offers.
- After the initial shock, evaluate the situation and if emergency help is necessary call the Police Department at 911.
- Protect all money by locking registers and safes. Lock all areas that have money.
- If an emergency exists, activate the building alarm. Caution: The building alarm rings in some building - you must also report the emergency by telephone.
- When the building evacuation alarm is sounded walk to the nearest marked exit and ask others to do the same.
- Assist the disabled in exiting the building! Remember that elevators are reserved for disabled person use. Do not use elevators in case of fire. Do not panic.
- Damaged facilities should be reported to the Police Department and the VEMS.
- Once outside move to a clear area at least 500 feet away from the affected buildings(s). Keep streets, fire lanes, hydrants and walkways clear for emergency vehicles and crews.
- Do not return to an evacuated building unless told to do so by a University official.

**University wide alerts will go out via the emergency alert system.**

**Emergency Assessment Checklist**
The Emergency Assessment Checklist is designed to be used as a planning tool. VIU recognizes that some critical incidents are fast paced and ever changing. Use of this checklist should primarily be used as a training tool, but can work well if the OEPQA has support in a command post during the incident.
<table>
<thead>
<tr>
<th>Consideration (If applicable)</th>
<th>Response</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>What is the subject matter of the emergency?</strong></td>
<td></td>
</tr>
<tr>
<td>Who identified the situation?</td>
<td></td>
</tr>
<tr>
<td><strong>When was the situation occurred and/or reported?</strong></td>
<td></td>
</tr>
<tr>
<td>Has the event resulted in death or significant loss to VIU?</td>
<td></td>
</tr>
<tr>
<td><strong>What probable cause exists?</strong></td>
<td></td>
</tr>
<tr>
<td>Is appropriate medical attention being provided?</td>
<td></td>
</tr>
<tr>
<td><strong>What containment has been done?</strong></td>
<td></td>
</tr>
<tr>
<td>Who should we notify and communicate with about this crisis?</td>
<td></td>
</tr>
<tr>
<td><strong>Have student emergency contact/family members been notified about injuries/deaths?</strong></td>
<td></td>
</tr>
<tr>
<td>Should campus safety plans (i.e., secure facilities, shelter in place) be activated?</td>
<td></td>
</tr>
<tr>
<td><strong>What legal and ethical issues exist?</strong></td>
<td></td>
</tr>
<tr>
<td>Has the media been dealt with?</td>
<td></td>
</tr>
<tr>
<td><strong>What is the plan for assisting those affected by the situation?</strong></td>
<td></td>
</tr>
</tbody>
</table>

**Emergency Preparedness Trainings**

OEPQA is striving to ensure that individuals assigned to various positions will fully understand the necessary tasks and responsibilities. Therefore, repeated and continuous training is essential to an understanding and the success of the CEPP.

The OEPQA and the VEMS will coordinate training annually. All individuals assigned to fulfill Campus Emergency Response Team positions will receive training on the role of the plan, functioning of the supporting teams, and their primary responsibilities. They will also receive an overview of the other emergency program roles. A variety of exercises and drills may be used to facilitate training, including the following:

*Team-based workshops:* Training workshops can be used to assist support teams and advance their planning or familiarity with their plans, roles and responsibilities. Materials are available that can be tailored for the various support teams or for management to use in refreshing the participants or orienting new team members.
Exercises
OEPQA will coordinate training exercises annually. A variety of exercises and drills may be used to facilitate training, including the following:

Tabletop exercises: Participants review and discuss how the plan would be activated and response efforts implemented. This type of exercise can be conducted with portions or all of the OEPQA, function support teams or multiple teams. They should be present and be facilitated by an external party.

Simulated exercise: Facilitators create an environment similar to that which may exist in a major campus emergency. Participants assume their Campus Emergency Response Team positions and imitate their roles and responsibilities. Several scenarios of various levels and complexities may unfold over the duration of the exercise. Full-scale exercises provide the opportunity to refine the plan and improve the functionality of response teams. An example of a simulated exercise would include routine fire drills and alarm monitoring.

Corrective Action Process
Over the course of time, elements of CEPP will be tested by experience of the VIU through exercises and through experience with emergencies and near-misses. There is also the opportunity to learn from other institutions’ experiences. The formal effort to identify issues with existing plans and procedures, deliberate on changes to the plan to provide a more complete or more correct approach will be the Corrective Action Process.

The process will begin with a review of the process or concept in an After Action Report (AAR). This document will detail the point of weakness in the plan as illuminated by an exercise or an actual event at the University or another institution. This document may be in the form of a brief Memo to the OEPQA for Campus or a more formal document as are developed after a major exercise or emergency activation.

In either case, the submitter of the recommendation will be able to present the case to the members of the OEPQA and discuss various methods of addressing the weakness in the plan. If approved, the appropriate Plans will be modified and actions needed to implement the change and train team members will be taken. The formal change in the document will be included in the annual update to the emergency plans.

Recovery Process

Introduction
After an emergency, the focus should be on the recovery of the people associated with the event and the recovery of the university’s operational processes. Once the safety and security of people has been assured, and emergency conditions have abated, assemble the Emergency Recovery Team to begin the restoration process for the university. Employees will need prompt and accurate answers to their questions about the department operational status, safety of the premises, and access. Your
best efforts to provide this information in as many ways as possible will better facilitate the recovery effort. Thorough documentation is the most important factor in assuring that VIU achieves the maximum cost recovery & mitigation possible.

It will be important to begin a timely and comprehensive assessment of the emergency's physical and operational effects. The information provided in the planning process will be the foundation for this process. All of the documentation on emergency impacts should be coordinated with the OEPQA.

Be aware that:
- The University will need ongoing status reports from the Incident Commander during the emergency to understand which programs can be fully operational. You will need to identify special facility, equipment, and personnel issues or resources that will speed business resumption.
- The University may need detailed data from the Incident Commander to estimate temporary space reallocation needs and strategies.
- Most insurance and FEMA assistance claims require extensive documentation of damaged facilities, lost equipment and resources, and special personnel expenses. Workers' Compensation claims may arise if there are injuries in the unit.
- Take note that you should plan to photograph or videotape facility or equipment damage to provide a visual supplement to the written impact data.
- It is very important that the Emergency Response Team record the emergency's physical effects before cleaning the areas or make repairs.

**Specific Recovery Procedures**
1. Assess the emergency's impact on the physical plant and operations. Gather the following information:
   a. Extent of physical damage to buildings and equipment; Photographs or videotape should be taken of the facility and equipment damage before any repairs are made or areas are cleaned.
   b. Personnel issues
   c. Your need for facilities, equipment, personnel, or other resources that will speed the business resumption. This may include detailed data for the unit to estimate temporary space needs and strategies.

2. Report to Incident Commander on the status with ongoing reports. Refer to the Operational Status Report form in the Recovery Forms section of this guide. This form is designed for use at the College/Administrative Unit level. Assess operational status of all areas in the unit.
3. Document the extent of damage. Most insurance or FEMA claims require extensive documentation of damaged facilities, lost equipment and resources and special expenses.
4. It is recommended that you contact the Accounting Office to see if a special account for recovery expenses will be required.
5. Notify clean up resources and agencies, such as Property Management or other outside agencies.

The Department should prepare unit specific recovery plans indicating plans for resuming partial and eventually full operation. Include possible alternative sites for office relocation.
Support Services and Resources

Emergencies are likely to affect students, faculty, and staff, and the individual departments may need to offer some scheduling flexibility or other help in order to achieve resumption of daily activities.

The Fairfax community has numerous resources available for counseling and aiding individuals. You can find assistance at [http://www.fairfaxcounty.gov](http://www.fairfaxcounty.gov)
Appendix A: Evacuation Routes
Appendix B: Emergency Phone Numbers

- Police, Fire, Ambulance: 9-1-1: TTY 911
- Public Safety Non-Emergency: 703-691-2131, TTY 703-204-2264
- Fairfax County Emergency Information Line: 703-817-7771, TTY 711
- Poison Control: 1-800-222-1222, TTY 711
- Roads: VDOT (Virginia Department of Transportation): 1-800-FOR-ROAD (1-800-367-7623), TTY 711
- Weather - National Weather Service Updates: 703-652-1210, TTY 711
- Fairfax County Main Phone Number: 703-FAIRFAX (703-324-7329), TTY 711

Utilities

- Power: Dominion Virginia Power: 1-866-DOM-HELP (1-866-366-4357), TTY 711; view outage map
- Water: Fairfax Water: 703-698-5800, TTY 703-698-7025; after hours: 703-698-5613, TTY 711
- Natural Gas: Washington Gas: 703-750-1400