

Emergency Operations Plan

2022

**Raise
High**

Value Statement

At the George Washington University (GW), the safety of our people and our community is our highest priority. We serve with integrity and courage; we lead with openness, respect, and honesty. We treat people with compassion and care. We lead through collaboration by engaging with others to foster shared responsibility and decision-making. We value and include people from all cultures, backgrounds, and perspectives. We work hard to be excellent and to persevere in the face of any challenge. We raise each other and our community high.

Principles

1. Protect Life
2. Protect Property
3. Protect Business Operations
4. Lift-Up the Community: Raise High

Introduction

For the wellbeing and safety of our students, staff, faculty, volunteers, visitors, and contractors, hereafter collectively the “GW Community”, GW developed this Emergency Operations Plan (EOP) to direct university operations during times of emergency.

The responsibility to act to protect the wellness and safety of the GW Community is shared by all community members. The Office of Emergency Management (OEM) leads the coordination of the activities described in this plan but the duty to care for oneself and others is universal.

Purpose

The EOP describes how the university responds to emergencies and establishes lines of authority, responsibility, and communication to effectively manage resources and personnel during an emergency. It is a living document that reflects the continually evolving environment within and around GW. The primary objectives of the EOP are to:

- Guide the effective execution of operations to protect life, public health, property and the environment at GW.
- 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

The EOP applies to all GW schools, divisions, departments, and offices on the Foggy Bottom, Mount Vernon, and Virginia Science and Technology campuses; education centers; and other GW-related facilities. International travel and crises domestic and abroad are governed by plans through the International Services Office and the Office of Risk Management. The EOP does not supersede or replace the procedures for safety, hazardous materials response, or other procedures that are already in place at GW. It supplements those procedures with an emergency management structure, which provides for the immediate focus of management on response operations and the early transition to recovery operations.

An emergency is defined as any incident, natural or human-caused, planned or unplanned, that compels action to protect lives, public health, or property to best ensure the safety of the community. Emergencies include any incident that materially impacts or has the significant potential to impact, the ability of the university to carry out core functions. Impacts may include physical and/or mental harm to people; damage or disruption to campus property, facilities, roads, critical infrastructure, people, essential

technology, access to commodities; or widespread impacts within the surrounding community that affect the university. In some cases, the university President may declare a State of Emergency which gives Emergency Management certain authority to act on behalf of the university. Declaration of a State of Emergency is not required for an incident to be considered an emergency as defined by this EOP.

Authorities

The EOP governs the management of preparedness, response, and recovery activities for any emergency or incident that impacts university operations on any campus, education center, or other GW facility.

Review and Revision

The EOP is a living document that changes by necessity to reflect lessons learned before, during, and after incidents and special events. Twice annually, OEM leads a “lessons learned” discussion with key partners and stakeholders to discuss operations in response to planned and unplanned emergencies and identify opportunities to update the EOP. Updates to the EOP are made by OEM and published to appropriate partners accordingly.

Emergency Response Categories

The university categorizes emergencies in terms of their impact or potential impact to campus. Each category of emergency is named to identify what is happening and/or where it is happening. These categories are not sequential or exclusive; for example, a Response Underway and a Local Area Emergency can occur simultaneously.

Category	Description
Steady State	Nothing out of the ordinary is happening, normal operations
Monitoring and Reporting	Something may happen or is happening with a minor impact on campus operations or the potential to impact campus operations; OEM is monitoring (e.g., water main break, facility utility disruption, snow emergency, metro closure or delay, traffic crash or disruption)
Enhanced Readiness	Something is happening with a high potential to impact campus operations; assets are pre-positioned and protective measures are taken; OEM is monitoring and coordinating (e.g., demonstration, hurricane, National Special Security Event)
Response Underway	An incident is occurring that requires a response; OEM is coordinating and university personnel are responding (e.g., hazardous materials spill, residence hall fire, building evacuation, temporary sheltering operation)
University Wide Emergency	A major incident is occurring that requires a response; Emergency Operations Center (EOC) is open (e.g., hurricane, pandemic, cyberattack, active shooter)
Local Area Emergency	An incident is occurring that significantly impacts the region and causes disruption to community services that the university is dependent on such as utilities, emergency services, transportation, commodities

In Steady State, there is no disruption to routine day to day activities. During **Monitoring and Reporting**, OEM is aware of an incident that is occurring or may occur where expected impacts are minor. OEM monitors the incident and provides updates to the university community before, during, and after as appropriate. In **Enhanced Readiness**, OEM is aware of an incident that may occur where protective measures or pre-positioning of assets may be necessary, such as in case of a forecasted hurricane or large, planned demonstration. OEM monitors the incident, receives appropriate information and intelligence, leads pre-incident planning and coordination, and provides updates to leadership and the GW Community before, during and after. **Response Underway** refers to any incident where expedient action is necessary to protect lives and property. OEM coordinates the response and provides updates to

leadership and the community. A **University Wide Emergency** refers to any incident that significantly impacts operations, such as a pandemic, cyberattack, or act of violence. OEM coordinates the response, receives appropriate information and intelligence, secures necessary resources, tracks costs and impact, and provides updates to leadership and the community. A **Local Area Emergency** refers to a widespread incident that impacts the region and critical services the university depends on such as utilities, transportation, or commodities. OEM may open the EOC during any of these scenarios.

At any level of emergency, the university coordinates response activities with appropriate emergency services or public safety services as needed, including the Metropolitan Police Department or D.C. Fire and Emergency Medical Services.

After an incident or planned event ends, OEM continues to coordinate demobilization and facilitate the return to Steady State. During this recovery period, the EOC may remain open to facilitate effective communications and coordination across university departments, offices, and facilities.

Planning Approach

The EOP covers all types of emergencies by focusing on delivering certain capabilities (e.g., shelter, commodities, public messages) regardless of the hazard or threat type. This is a form of all-hazards planning known as capability-based planning.

The university focuses its planning efforts on the types of emergencies that occur more frequently or are considered more likely to occur than catastrophic or low frequency emergencies. This approach to planning focuses on creating a wellness and safety culture within the GW Community where safety and preparedness are part of everyday life and all individual members have a role to play in planning, preparation, response, and recovery. During complex or catastrophic emergencies, the university remains ready to integrate into larger, area-wide operations with local, state, and/or federal officials.

Additionally, the university uses a standard impact-probability methodology to define and categorize types of emergencies. The EOP categorizes emergencies in terms of their impact or potential impact to campus where each category of emergency is named to identify what is happening and/or where it is happening.

Risk-Based Approach

The university established a risk position statement which clearly outlines the risk appetite for emergency operations. This statement provides the risk tolerance levels to inform the implementation of the EOP, including the response approach and subsequent decision-making.

GW operates within a low to medium risk appetite range for maintaining and protecting physical assets and infrastructure, including Information Technology (IT) systems. GW operates within a low risk appetite for safety: the safety of the GW Community is the highest priority.

Generally, if the risk is above the tolerance level, the expected action is to mitigate or avoid the risk. If the risk is within the tolerance level, the expected action is to accept and monitor the risk. If the risk is below the tolerance level, there is no emergency action required.

Roles and Responsibilities

Emergency Decision-Making

The university follows the nationally recognized standard for coordinating and managing emergency response known as the National Incident Management System (NIMS). In alignment with NIMS, an

incident is handled at the lowest organizational level possible. Consistent with the university's categories of emergencies, the smallest incidents are handled at the department, school, or business unit level. As an incident becomes larger and its impact increases, additional units of support and coordination are added. The university's key decision-making groups and their roles and responsibilities during an emergency are described below. These titles are specific to the role the individual has in emergency operations and are supplemental to whatever title the individual may have otherwise. In addition, OEM may activate other groups or task forces to support emergency operations when Incident Command determines it is necessary.

Succession of Decision-Making

In an emergency, decision-making at the policy level authority follows a line of delegation. For the university it is as follows:

1. The President
2. The Provost and Executive Vice President for Academic Affairs
3. The Executive Vice President and Chief Administration Officer

The President may delegate their authority to the Incident Commander (IC) or another university leader in real-time; such orders supersede this EOP.

Crisis Decision Team

The Crisis Decision Team (CDT) is comprised of university senior leaders including the President, Provost, and the Executive Vice President and Chief Administration Officer. Key Advisors to the CDT include the Vice President and General Counsel and the Vice President for Communications and Marketing. During an incident, the CDT determines the university's policy for daily operations according to the nature of the current emergency. The CDT acts on behalf of the university as an institution to ensure continuity of operations, safeguard solvency, and preserve the reputation and character of the university.

Incident Command

The Incident Command System is used to direct the immediate operational response to the incident. The IC runs the response and makes decisions to best protect life, public health, and property. When expedient decisions must be made to protect lives, public health, and property, and ensure the safety of the university and its population, the IC maintains operational authority, followed by the Deputy Incident Commander, and EOC Manager, when the EOC is open. These persons may delegate their authority to the most appropriate operational leader for the incident. The Director of Emergency Management is the IC unless otherwise delegated by written or verbal order; the position of Deputy Incident Commander is filled by the Assistant Vice President of University Resilience unless otherwise delegated by written or verbal order. The position of EOC Manager is filled on an incident-by-incident basis by the IC.

The IC is supported by the Command and General Staff, known collectively as Incident Command. Each of these jobs has a specific designated purpose and set of tasks. The Command Staff include the Public Information Officer (PIO), the Safety Officer, and the Liaison Officer. GW has an additional Command Staff position called the Raise High Officer (RHO). The General Staff consist of the Operations Section Chief, the Planning Section Chief, the Logistics Section Chief, and the Finance and Administration Section Chief. Within the university, the Operations Section Chief typically remains in the field to direct the response. The remaining Command and General Staff support the IC from the EOC. The positions filled in the Command and General staff for each incident is determined at the IC's discretion, according to the scale of the incident.

Emergency Operations Center

The EOC is activated to coordinate resources, actions, and messages across the university and to provide critical information to the CDT regarding the incident. The EOC supports the IC by securing necessary staff and resources, tracking the incident and forecasting potential impacts, and preparing documentation and briefings. The EOC is comprised of representatives from key departments, schools, and business units as well as technical experts and senior advisors. The purpose of these representatives is to facilitate a coordinated response, share information, and advise the IC. The EOC also houses the Joint Information Center (JIC).

Generally, during Monitoring and Reporting and Enhanced Readiness, OEM staff perform their designated critical functions in coordination with impacted parties and the Emergency Management Task Force (EMTF) without opening the EOC. For the remaining categories of emergency, the EOC is likely to open virtually, hybrid, or fully in-person with staffing levels dictated by the circumstances of the incident.

Joint Information Center

The Joint Information Center is activated to coordinate public messages. During an incident, it is imperative that the university provide clear, unified messages to its numerous stakeholders. The Public Information Officer is responsible for this task and uses the Joint Information Center as a mechanism to coordinate across departments, schools, and business units so that messages from the university are consistent, timely, and accurate. Emergency alerts are distinct from public messages and are issued at the direction of the IC.

Emergency Management Task Force

The Emergency Management Task Force is an informal planning and coordination body established to support OEM. The Emergency Management Task Force is comprised of operational leaders representing critical business units and services across the university. During incidents, many members of the Emergency Management Task Force serve as liaisons to the EOC. The Emergency Management Task Force serves in an advisory role; it does not have standing authorities.

Mission Packages

Overview

During an emergency, certain critical functions and services must be provided to maintain safety and wellbeing. Within the EOP, these functions are organized into mission packages that outline what the mission objective is, what success looks like for the mission, who is responsible for executing the mission, and who supports the mission. There are a total of nine mission packages:

1. Information and Alerts,
2. Situational Awareness,
3. Emergency Housing,
4. Emergency Commodities,
5. Emergency Medical Services,
6. Protection,
7. Damage Assessment and Remediation,
8. Family Support, and
9. Volunteer and Donations Management.

The charts on the following pages detail each mission package.

MP01- Information and Alerts

What the Mission Is	What is the Mission	Notify the GW Community of any emergency that may impact their personal safety or ability to access, be present at, live on, or otherwise use campus facilities and services.	
	Operations Goal	Disseminate information updates and alerts to appropriate stakeholders in a timely manner.	
	Customer Experience Goal	You know what to expect, what the university is doing about the incident, and what you can do to take care of yourself and others.	
	Objectives	<ol style="list-style-type: none"> 1. Issue safety directives (Alert). 2. Convey Campus Operating Status (Alert or Advisory). 3. Provide context and information about the planned event or incident to allow the GW Community to make informed decisions about how to adjust their behavior or plans (Advisory). 4. Describe university operations in response to an incident or ahead of a planned event (Advisory or Message). 5. Reassure the GW Community (Message). 6. Respond to media inquiries and requests (Message). 	
Who Does It	Departments Involved	Responsible: OEM/EOC: alerts; PIO: advisories and messages Accountable: IC, Vice President of Marketing and Communications Consulted: Departments/units directly impacted/involved, RHO, Counsel, Office of Advocacy and Support (OAS) Informed: CDT, EOC, EMTF	
What They Need to Do It	Key Information Requirements	No Notice <ul style="list-style-type: none"> - What the incident is - Location of the incident - Campus operations status - Communities impacted (e.g., students, department-wide, school) - Description of known or expected impact - Estimated duration - If action needs to be taken by the message recipient - Actions being taken by response officials 	Notice <ul style="list-style-type: none"> - What the incident or planned event is - When the impact is expected or a planned event will take place - Where the impact is expected - Communities impacted (e.g., students, department-wide, school) - Estimated duration - Description of known or expected impact - If action needs to be taken by the message recipient - Actions planned by response officials
	Deliverables	Campus advisories, alerts, statements from university leadership	
	Systems Used	VEOCI, Rave, campusadvisories.gwu.edu, InformaCast, Reach, Email	
	Tools	Emergency Notification Standard Operating Procedure (SOP), Severe Weather SOP; <i>message templates</i>	

MP02- Situational Awareness

What the Mission Is	What is the Mission	Collect, maintain, and process information about planned and unplanned incidents to provide timely analysis and forecasts of potential impact to Incident Command and the CDT.	
	Operations Goal	Prepare briefings, forecasts, and reports to inform Incident Command and the CDT.	
	Customer Experience Goal	You know what is taking place, the extent of the current and projected impact, and receive various scenarios describing alternative outcomes or resolutions and their projected impacts to enhance your decision-making.	
	Objectives	<ol style="list-style-type: none"> 1. Collect information related to the incident and its designated standing information needs (SIN). 2. Process and analyze information and data collected to produce intelligence. 3. Present processed information (intelligence) in regular situation updates at a frequency dictated by the Planning Section Chief or Incident Command. 4. Brief the EOC and Incident Command on the current situation. Brief CDT if requested. 5. Prepare forecasts that identify possible outcomes and project potential impacts. 6. Maintain incident data according to Incident Command directives and university policies. 	
Who Does It	Departments Involved	Responsible: Planning Section Chief Accountable: IC Consulted: Departments/units directly impacted/involved, EOC staff Informed: CDT, EOC	
What They Need to Do It	Key Information Requirements	No Notice <ul style="list-style-type: none"> - What the incident is - Location of the incident - Who is impacted (e.g., students, department-wide, school) - Campus Operating Status - Accountability for location and status of students and personnel on-campus - Status of campus infrastructure including communications and IT - Description of known or expected impact - Estimated duration - Actions being taken by response officials - Status of campus access - Sentiment of campus community - Weather conditions - Traffic conditions 	Notice <ul style="list-style-type: none"> - Projected start and duration of impact - Description of the incident - Where the expected impact is (location) - Projected impacts to local government services, transit, critical infrastructure, utilities - Projected or known restrictions of movement (vehicles and people) throughout the area - Projected impacts to direct campus access - Threat assessment- if human caused/adversarial - Forecast for 12-24-36 hrs (incident dependent) - Sentiment of the campus community towards the planned event – expected

- Status of metro and public transit
 - Status of government services (e.g., fire, EMS, law enforcement)
 - Hospital status
 - Threat information- if human caused or adversarial
 - Campus activities and community activities adjacent to location in the upcoming 12-24 hours
- participation of the campus community in said event

Deliverables	Situation Briefs (written), VEOCI updates (written), Intelligence Briefs (written, verbal), EOC briefings (verbal), planning forecasts (written)
Systems Used	VEOCI, the Homeland Security Information Network, National Capital Region Threat Intelligence Consortium, WebEOC
Tools	SINs Matrix, Situation Brief template

MP03- Emergency Housing

What the Mission Is	What is the Mission	Provide secure and sanitary sheltering to residential students, staff, and faculty displaced by an emergency.	
	Operations Goal	Identify appropriate alternative housing for displaced persons and provide supporting logistics to relocate them expediently.	
	Customer Experience Goal	You receive secure and sanitary shelter within a reasonable time of a displacement.	
	Objectives	<ol style="list-style-type: none"> 1. Determine the number of impacted persons and the expected duration of impact. 2. Displacement that occurs and can be handled at the business unit level does not require Mission Package activation. 3. Within [60] minutes of a no-notice incident, if practicable, provide a reception center for displaced persons where they can receive needed commodities, incident updates and information, and work with a housing coordinator. 4. Refer to the Temporary Shelter SOP. 5. Identify secure and sanitary alternatives for housing that meet displaced persons access, functional, mobility, and identity needs. 6. Work with displaced persons to structure alternative housing arrangements and logistics. 7. Facilitate transition for displaced persons to alternative housing; secure necessary support and logistics. 	
Who Does It	Departments Involved	<p>Responsible: Campus Living and Residential Education (CLRE) Accountable: IC, Vice President and Dean of Students Consulted: OEM, OAS, Office of Disability and Support Services, Counsel, Raise High Officer Informed: CDT, EOC, PIO, EMTF</p>	
What They Need to Do It	Key Information Requirements	<p>No Notice</p> <ul style="list-style-type: none"> - What the incident is - Location of the incident - Who is impacted (e.g., students, department-wide, school) - How many persons are displaced - Accountability for location and status of impacted students and personnel on-campus - Description of known or expected impact - Estimated duration 	<p>Notice</p> <ul style="list-style-type: none"> - Description of the incident - Anticipated location of impact - Projected start and duration of impact - Projected number of impacted persons
	Deliverables	Reception Center	
	Systems Used	VEOCI, RMS Mercury, CBORD	
	Tools	Temporary Shelter SOP	

MP04- Emergency Commodities

What the Mission Is	What is the Mission	Provide life-sustaining essential supplies such as food, water, and over-the-counter medications as well as consumable goods and emergency supplies to support impacted persons.	
	Operations Goal	Secure and distribute needed life-sustaining commodities immediately following a qualifying incident; procure and distribute consumable goods and emergency supplies expediently.	
	Customer Experience Goal	If practicable, you receive life-sustaining commodities within 6 hours of an incident and essential consumable goods and emergency supplies expediently.	
	Objectives	<ol style="list-style-type: none"> 1. Identify the immediate and future needs of impacted persons. 2. Within four hours of a no-notice incident, establish a commodity distribution point(s). 3. Secure and distribute life-sustaining commodities to impacted persons. 4. Maintain real-time inventory of supplies and order as required to meet incident needs. 5. In less emergent situations, work with impacted departments/business units to identify needs and in coordination with procurement, purchase necessary goods. 6. Facilitate distribution of consumable goods and emergency supplies through commodity distribution points or alternate approved plan. 7. Conduct a post-incident inventory of commodities and re-stock as needed. 	
Who Does It	Departments Involved	Responsible: Logistics Section Chief Accountable: IC Consulted: Impacted departments/units, Procurement, Dining, Facilities, Transportation & Logistics Informed: CDT, EOC, PIO, EMTF	
What They Need to Do It	Key Information Requirements	No Notice <ul style="list-style-type: none"> - What the incident is; - Who is impacted (e.g., students, department-wide, school) - Description of identified needs - Estimated duration 	Notice <ul style="list-style-type: none"> - Description of the incident - Projected start and duration of impact - Projected number of impacted persons - Description of anticipated needs
	Deliverables	Commodity Distribution Point	
	Systems Used	VEOCI, Concur, FleetManager	
	Tools	N/A	

MP05- Emergency Medical Services

What the Mission Is	What is the Mission	Provide emergency medical services to people on GW property and to the community when requested.	
	Operations Goal	Safely and effectively provide basic emergency medicine and transport to ill/injured persons within scope of practice.	
	Customer Experience Goal	You receive appropriate, timely emergency medical care and transport to definitive care.	
	Objectives	<ol style="list-style-type: none"> 1. Respond to calls for service. 2. Provide appropriate emergency medical care within scope of practice; effectively transition to definitive care as needed. 3. Staff casualty collection points and/or aid stations as required. 4. Transported injured persons to definitive care. 5. Provide mental health crisis support; effectively transition to definitive care as needed. 6. Support special events as requested. 7. Staff casualty collection points and/or aid stations as required. 	
Who Does It	Departments Involved	Responsible: EMeRG Accountable: Incident Commander, Medical Unit Leader Consulted: OEM, Senior Medical Advisor (EOC), Division for Student Affairs Informed: CDT, Incident Command	
What They Need to Do It	Key Information Requirements	No Notice <ul style="list-style-type: none"> - What the incident is - Where the incident is - How many persons are injured - Description of patient condition and nature of injuries, if known - Current threats on-scene - Hospital status 	Notice <ul style="list-style-type: none"> - Description of the incident - Projected start and duration of incident - Allocated Staff - Anticipated care requirements and potential patient volume
	Deliverables	Casualty Collection Point/aid station; Electronic Patient Care Reporting for care about first aid and total patient counts	
	Systems Used	VEOCI, EDO Suite, Aladtec Emergency Medical Services Manager	
	Tools	EMeRG COGs, Mass Care EOP, Mass Casualty Incident Supplies	

MP06- Protection

What the Mission Is	What is the Mission	Provide physical security to GW people and property and support people's emotional and mental security.	
	Operations Goal	Safeguard students, staff, faculty, volunteers, visitors, and contractors physically, mentally, and emotionally while on GW property.	
	Customer Experience Goal	You feel secure on campus, in GW facilities, and during GW activities and events.	
	Objectives	<ol style="list-style-type: none"> 1. Respond to calls for service. 2. In appropriate circumstances, provide a physical presence to deter negative and threatening behavior. 3. Use a trauma-informed approach to address mental health and non-physical crises. 4. Provide people with connections to advocates and mental health services. 5. Coordinate with local law enforcement to facilitate effective mitigation of crime and acts of violence. 6. Monitor potentially impactful activities on campus. 7. Support OEM during emergency operations and special events as requested. 	
Who Does It	Departments Involved	Responsible: GW Police Department (GWPD) Accountable: Chief of Police Consulted: Incident Command, RHO, OAS, OGC Informed: CDT, Command Staff	
What They Need to Do It	Key Information Requirements	No Notice	Notice
		<ul style="list-style-type: none"> - What the incident is - Where the incident is - Who is impacted (i.e., students, department-wide, school) - Current threats on-scene - Events/activities in the immediate area - Accountability of persons on campus (if wide-spread impacts) 	<ul style="list-style-type: none"> - Description of the incident - Projected start and duration of incident - Anticipated impacts to campus spaces/attendance (special events) - Allocated Staff - Anticipated street closures - Anticipated access issues
	Deliverables	GWPD Incident Reports and supplementals; share intelligence reports from local law enforcement organizations	
	Systems Used	VEOCI, ELEVEO, GENETEC (CCTV footage), NCIC, WALES, CBORD CS Gold	
	Tools	GWPD SOPs, duty supplies	

MP07- Damage Assessment and Remediation

What the Mission Is	What is the Mission	Assess the physical, structural impact to the university facilities and roadways to determine safety and habitability of spaces.	
	Operations Goal	Gain a rapid understanding of the impacts to campus spaces and facilities and to then remove debris and restore space to safe and habitable condition.	
	Customer Experience Goal	You know when you will be able to access and use campus spaces safely.	
	Objectives	<ol style="list-style-type: none"> 1. Conduct a dashboard assessment of impact to campus within 1-2 hours. 2. Secure immediate threats e.g., branches that may fall. 3. Provide EOC with photos and reports from facilities. 4. Coordinate with GWPD for security in damaged areas when necessary. 5. Secure services to remove and properly dispose of debris on campus within 4-6 hours. 6. Secure engineering expertise to assess the structural condition of buildings, sidewalks, roadways within 24-48 hours of the incident. 7. In large incident, provide Incident Command with a plan and timetable for debris removal and clean-up/restoration services. 	
Who Does It	Departments Involved	Responsible: Facilities Accountable: Safety Consulted: OEM, vendors/consultants, impacted departments/business units; Risk Management Informed: CDT, Incident Command	
What They Need to Do It	Key Information Requirements	No Notice <ul style="list-style-type: none"> - What the incident is - Where the incident is - Who is impacted (i.e., students, department-wide, school) - Known threats and hazards in the impact area (e.g. wires down, presence of hazardous materials) 	Notice <ul style="list-style-type: none"> - Description of the incident/event - Projected start and duration of incident - Anticipated impacts to campus facilities and systems - Anticipated street closures - Anticipated access issues - Anticipated hazards or threats
	Deliverables	Debris Management Plan; Restoration and Recovery Plan; incident photos and reports	
	Systems Used	VEOCI, [call center]	
	Tools	Facilities SOPs	

MP08- Family Support

What the Mission Is	What is the Mission	Provide information and support to families of impacted students, staff, and faculty immediately after an incident and throughout the recovery period.
	Operations Goal	Provide timely and accurate accountability information for students, staff, and faculty after a qualifying incident and provide compassionate support to families.
	Customer Experience Goal	You receive information about your loved one in a timely and sensitive manner. You receive the support you need in a compassionate way.
	Objectives	<ol style="list-style-type: none"> 1. Centralize accountability for persons on impacted campuses and facilitate family reunification. 2. If necessary, establish a family support call-center within 60 minutes of a qualifying incident. 3. If necessary, open a Family Assistance Center (FAC) within 24 hours of a qualifying incident. 4. Secure space and personnel to receive and care for families. 5. Facilitate travel, accommodations, and access to campus for impacted families. 6. When a FAC is not open, assign a Navigator to each impacted family. 7. Facilitate coordination across GW to resolve family needs. 8. Coordinate with PIO/JIC to provide appropriate public messages related to family support. 9. Coordinate campus-wide grief support and memorial events/services as necessary.
Who Does It	Departments Involved	<p>Responsible: Raise High Officer</p> <p>Accountable: Vice President and Dean of Students, Provost, Human Resources (HR)</p> <p>Consulted: OEM, CLRE, Office for Study Abroad, HR, Provost's Office, Communications, GWPD, Legal</p> <p>Informed: CDT, EOC, EMTF</p>
What They Need to Do It	Key Information Requirements	<p>No Notice</p> <ul style="list-style-type: none"> - What the incident is - Who is impacted (e.g., students, department-wide, school) - Estimated persons impacted - Description of identified needs
Deliverables		Accountability report, Call Center, FAC
Systems Used		VEOCI, Black Swan
Tools		University Protocol for Responding to Death of a Student

MP09- Volunteer and Donations Management

What the Mission Is	What is the Mission	Coordinate the integration of volunteers and donated commodities during response and recovery efforts.	
	Operations Goal	Effectively integrate volunteers and donated goods into ongoing university response and recovery operations.	
	Customer Experience Goal	You feel appreciated and welcome as a volunteer or donor during an emergency.	
	Objectives	<ol style="list-style-type: none"> 1. Connect volunteers to active operations tasks accepting volunteer assistance. 2. Facilitate hand-off between volunteers and appropriate task leader. 3. When appropriate, ensure waivers are signed, and safety briefing/campus orientation is provided. 4. Collect check-in/check-out paperwork and roster post event. 5. Coordinate offers to donate commodities with the Logistics Section Chief. 6. Assist Logistics Section with receiving, documenting, and distributing donations as requested. 	
Who Does It	Departments Involved	Responsible: Assigned per incident Accountable: IC Consulted: Relevant task leads, Finance, OGC, HR Informed: CDT, EOC, PIO, EMTF, Procurement	
What They Need to Do It	Key Information Requirements	Requests to Volunteer	Requests to Donate Commodities
		<ul style="list-style-type: none"> - Point of contact - Number of persons - Availability - Desired task - Age and activity level (to ensure tasks are appropriately) 	<ul style="list-style-type: none"> - Point of contact - Item(s) to be donated - Amount/volume and condition of donation (i.e., palletized, boxed, loose) - Shipping, receiving, and storage requirements - Estimated arrival time
	Deliverables	Volunteer accountability reports, donation receipts and documentation	
	Systems Used	VEOCI	
Tools	N/A		

Critical Support Services

Overview

Critical support services are essential services required to operate the university. There are seven: Access, IT, Procurement, Finance, Transportation, Facilities, and Utilities. This section of the plan identifies the essential functions and emergency service goals of each critical support service. The offices responsible for providing critical support services develop and maintain their own continuity of operations plans and policies to ensure that its mission can be executed in accordance with the emergency service goals.

Support Function	Service Goal	Essential Services	Responsible Business Unit
Access	Control facility access and provide GWorld card payment services in accordance with continuity plans	<ul style="list-style-type: none"> - Ability to open or lockdown facilities - Maintaining standard access control model/preassigned individual access levels - Ability to grant access cards to mission critical personnel in real-time - Payment services for food through dining partners 	GWorld Office
IT and Communications Systems	Operate and maintain critical systems to support emergency operations in accordance with IT continuity plans	<ul style="list-style-type: none"> - Ability to connect to the Internet - Ability to send GW Alerts over Rave - Ability to access and use critical systems: VEOCI, Rave, InformaCast, Reach - Ability to communicate by email - Ability to communicate by phone - Ability to communicate on GW public safety radio - Ability to establish remote access, or physical access to systems if power is out 	IT
Procurement	Source, purchase, and procure emergency commodities expeditiously in accordance with emergency purchasing policies	<ul style="list-style-type: none"> - Ability to execute emergency commodity purchases - Ability to authorize emergency contracts 	Procure to Pay
Finance	Record and track emergency expenses in accordance with Federal Emergency Management Agency and Stafford Act requirements and protect financial solvency	<ul style="list-style-type: none"> - Ability to track emergency expenses and provide real-time cost data - Ability to maintain solvency 	Treasury
Transportation	Move people and commodities into, around, and out of campus	<ul style="list-style-type: none"> - Ability to transport persons to or from campus as needed - Ability to deliver supplies and emergency commodities - Ability to track vehicles using FleetManager 	Transportation, Logistics, Facilities Planning and Construction

Support Function	Service Goal	Essential Services	Responsible Business Unit
Facilities	Operate GW buildings and facilities safely and make habitable following any emergency	<ul style="list-style-type: none"> - Ability to determine safety of buildings and facilities - Ability to determine habitability of buildings and facilities - Secure any threats to GW facilities, e.g., branches that may fall - Conduct damage assessment in alignment with Risk Management and Insurance requirements 	Facilities Planning and Construction
Utilities	Monitor utilities for proper, continuing operation	<ul style="list-style-type: none"> - See Appendix B 	Facilities Planning and Construction

Appendices

- A. Acronym List
- B. Utilities at the University

Appendix A: Acronym List

CDT	Crisis Decision Team
CLRE	Campus Living and Residential Education
EOC	Emergency Operations Center
EOP	Emergency Operations Plan
FAC	Family Assistance Center
GW	George Washington University
GWPD	George Washington Police Department
HR	Human Resources
IC	Incident Commander
IT	Information Technology
NIMS	National Incident Management System
OAS	Office of Advocacy and Support
OEM	Office of Emergency Management
OGC	Office of the Vice President and General Counsel
RHO	Raise High Officer
SIN	Standing Information Needs
SOP	Standard Operating Procedure

Appendix B: Utilities at the University

Overview

GW relies on utilities provided by local area providers, including water, power, and gas. In the event of utility outages, the GW campus will regain utilities as the providers are able to restore coverage. Facilities Central is the point of contact for utility providers and will appoint GW resources to assist with outages as appropriate or needed.

Some GW operated buildings have generators to provide emergency backup power to life safety and other critical equipment in the buildings. Generators automatically turn on when power is disrupted.

Reporting Utility Outages

To report a utility outage, first contact GW Emergency Maintenance through Facilities Central. If they are unavailable, contact the utility provider:

Utility	Provider Name	Reporting Number
GW Emergency Maintenance	GW Facilities Central	202-994-6706, option 2
Electricity	Pepco	1-877-737-2662
Water	DC Water	202-612-3400
Gas	Washington Gas	844-927-4427