

UF CEMP Support Group Annex: Student Group

Lead Representatives

Dean of Students Office
Housing & Residence Education

Supporting Departments

Office of Student Life (UAA)
UF International Center
Units within the Division of Student Affairs

External Partners

Affiliated student housing (Capstone Partnership, Trimark Properties)
Off-campus student housing complexes
Vendor contracts

I. Introduction

A. Purpose

This Support Group Annex to the University of Florida (UF) Comprehensive Emergency Management Plan (CEMP) establishes actions UF departments must take in support of coordinating and executing emergency management activities that address student support services required during or after an emergency. This includes maintaining normal/daily operational support services and providing any additional support services needed as a result of the emergency.

B. Scope

This Support Group Annex to the University's CEMP identifies actions for activation, initial response, ongoing response, and recovery operations for lead and supporting departments in the Student Group and external partners that may support the Student Group during an emergency. This Support Group Annex is an integral component of the CEMP, and as such, shall be implemented as a standard operating guide for UF departments supporting the emergency management activities from within the University EOC. This Support Group Annex supports activities described in the CEMP Base Plan but does not supersede the Base Plan. Actions described in this Support Annex can be applied to any emergency at UF; actions outlined in the Incident Action Plan (IAP), created during the emergency response, will describe additional details of the response depending on the specifics of the incident.

In order to streamline coordination with external agencies, this Support Group Annex is intended to be consistent with the State of Florida CEMP, the Alachua County CEMP, and federal and higher education standards for emergency management.

This Support Group Annex applies to all UF departments assigned herein, with coordination from other departments at UF as well as external partners. This Support Group specifically describes activities that fall within the student support operations of the University.

II. Organization

A. Emergency Management Structure

The Departments assigned as lead representatives in this Support Group Annex will provide a representative to serve in the Emergency Operations Center (EOC). These representatives will coordinate tasks detailed in this Support Group Annex and contact additional resources to perform tasks as necessary. The Student Group representatives in the EOC will report on the status of Student Group tasks to the Emergency Management Group on a regular basis and as required.

The Student Group reports directly to the Emergency Management Group under the EOC organizational chart. The Emergency Management Group will work with all support groups to ensure appropriate tasking and response actions take place. The Student Group will pursue response actions according to this Annex and as directed by the Emergency Management Group, which reports directly to the University Administrator, filled by Assistant Vice President for Public and Environmental Safety or designee. The University Administrator will serve as a liaison between the EOC and the Policy Group, and will relay Policy Group decisions to the Support Groups represented in the EOC as necessary.

B. Coordination with other support groups

Through the Student Group representatives in the EOC, the Student Group will coordinate with all other Support Groups that have been activated to respond. The Emergency Management Group will serve as the coordination point and information dissemination point for all Support Groups in the EOC. However, Support Groups may coordinate directly with other Support Groups as necessary, as long as they keep the Emergency Management Group informed of actions performed and the status of the response and related tasks for their respective group.

III. Concept of Operations

A. General

The Student Group is responsible for supporting students and their families throughout an emergency and providing them with resources they may need to respond and recover. This Support Group applies to serving all UF students, but may be scaled to account for particular student groups, such as off campus students. In general, all tasks related to supporting students during and after an emergency will come through the Student Group. The Student Group will work with other Support Groups as necessary to perform actions and tasks associated with ensuring that students are supported with appropriate services and resources during and after an emergency. This may include continuing day-to-day support operations or enhancing services and/or operations as a result of the emergency.

This Support Group Annex describes the main tasks that the Student Group will perform during the response to and recovery from an emergency. The Primary Tasks, and Actions associated with completing those tasks, are detailed in the remainder of this Support Group Annex. This Support Group Annex is designed to serve as a guide for Student Group response and recovery tasks and should remain flexible and scalable depending on the incident. Response and recovery tasks are not limited to those described in this Support Group Annex, as additional Student Group tasks may arise as a result of the specifics of the emergency at hand.

B. Primary Tasks

The primary tasks coordinated by the Student Group in an emergency include:

1. Assist on-campus residents with housing and shelter and associated support services during and after an emergency if needed.
2. Communicate with off-campus students regarding mass care and post-disaster needs and services. Provide guidance on available housing and shelter resources.
3. Coordinate with Gator Dining to maintain appropriate food service for students. Provide information to students regarding operation of food service facilities, and facilitate delivery of food to residence halls if necessary.
4. Consider implementing an accountability system for locating students.
5. Coordinate with the Public Information Group on communicating with students and their families regarding emergency information and situation updates.
6. Coordinate with the Health Group to maintain health and counseling services for students in the event of an emergency, and enhance these services if needed.
7. Facilitate resources and care for students with functional needs during and after an emergency.
8. Provide information and resources to parents and families regarding students during and after an emergency. In significant incidents, establish a parent/family reception center to assist parents and families in receiving appropriate notifications and information.
9. Implement the procedures for student death support and notifications if necessary.
10. Establish a coordination system for student volunteers and fundraising. Facilitate the receipt and distribution of donations to students if necessary.

Each task, its associated actions, and departmental responsibilities are described in the next section.

IV. Actions and Responsibilities

The following tables detail steps that need to be taken to complete the primary tasks associated with supporting students during and after an emergency or disaster. The tables assign these steps to lead and supporting departments assigned to the Student Group.

Task #1: Assist on-campus residents with housing and shelter and associated support services during and after an emergency if needed.

Initial Response Actions

Actions	Responsible Department(s)
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Distribute message(s) to on-campus residents and HRE staff, including posting on the HRE website, identifying available staff and departmental resources assistance along with individual preparedness actions.	Housing and Residence Education (in coordination with the Public Information Group)
Identify vacancies in residence halls and apartments in order to provide housing for HRE essential personnel.	Housing and Residence Education
Initiate the HRE departmental response plan to maintain integrity of facilities.	Housing and Residence Education
Coordinate with HRE staff to determine any residential student needs regarding housing and sheltering. Initiate preparedness steps and educate residential students regarding actions to take as a result of the emergency.	Dean of Students Office Housing and Residence Education
Ongoing Response Actions	
Actions	Responsible Department(s)
Distribute message(s) to on-campus residents and HRE staff, including posting on the HRE website, containing updates regarding the emergency, the status of University operations, and available campus resources.	Housing and Residence Education (in coordination with the Public Information Group)
Coordinate staff for damage assessment teams to assess HRE facilities and systems.	Housing and Residence Education (in coordination with the Facilities Group)
Check on residential students and assist with needed supplies.	Housing and Residence Education
Recovery Actions	
Actions	Responsible Department(s)
Deploy necessary resources to repair/recover damaged HRE facilities and systems.	Housing and Residence Education (in coordination with the Facilities Group, Emergency Management Group, and Business
Communicate with residents regarding work being done to repair HRE facilities and systems in wake of the emergency and any necessary actions required.	Housing and Residence Education (in coordination with the Public Information Group)

Identify residents who have suffered personal property loss. Coordinate with the EH&S Office of Risk Management to begin property loss procedures when applicable.	Housing and Residence Education
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Task #2: Communicate with off-campus students regarding mass care and post-disaster needs and services. Provide guidance on available housing and shelter resources.

Initial Response Actions

Actions	Responsible Department(s)
Coordinate with Office of Off Campus Life to initiate the notification process to off-campus housing complexes (notification of apartment complex managers).	Division of Student Affairs (in coordination with the Public Information Group)
Communicate with off-campus students regarding emergency preparedness actions.	Division of Student Affairs /Office of Off Campus Life (in coordination with the Public Information Group)
Issue a request for off-campus students to self-identify if they are in a higher risk group (due to health reasons, medication needs, small children, etc.) and may require special assistance.	Division of Student Affairs /Office of Off Campus Life (in coordination with the Public Information Group)
Provide resources to off-campus students as necessary, and information on available shelters and emergency actions.	Division of Student Affairs / Office of Off Campus Life (in coordination with the Public Information Group)
If the Southwest Recreation Center and/or Reitz Union shelters are activated, support their operation.	Division of Student Affairs

Ongoing Response Actions

Actions	Responsible Department(s)
Continue communications to off-campus students as needed. Provide updates regarding the emergency.	Division of Student Affairs / Office of Off Campus Life (in coordination with the Public Information Group)
Provide outreach and or resources as necessary to off-campus students impacted by the emergency, including information on shelters.	Division of Student Affairs / Office of Off Campus Life (in coordination with the Public Information Group)

Recovery Actions

Actions	Responsible Department(s)
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Communicate with off-campus housing complexes to obtain information regarding damages or casualties of UF students resulting from the emergency. Provide assistance to affected students as necessary.	Dean of Students Office/ Office of Off Campus Life
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Task #3: Coordinate with Gator Dining to maintain appropriate food service for students. Provide information to students regarding operation of food service facilities, and facilitate delivery of food to residence halls if necessary.

Initial Response Actions

Actions	Responsible Department(s)
Educate students regarding preparedness actions, including maintaining appropriate emergency supplies.	Division of Student Affairs Housing and Residence Education Office of Off Campus Life
Determine operating times and locations for food service facilities.	Gator Dining Services
Communicate food service facility operating times and locations to the campus community.	Housing and Residence Education Gator Dining Services (in coordination with the Public Information Group and Business Group)
Coordinate delivery of food to residence halls if necessary.	Gator Dining Services Housing and Residence Education

Ongoing Response Actions

Actions	Responsible Department(s)
Maintain operations of dining services according to designated operating times and locations.	Gator Dining Services (in coordination with the Business Group)
Assist students in obtaining appropriate food and water supplies following the emergency.	Division of Student Affairs Gator Dining Services Housing and Residence Education Office of Off Campus Life

Recovery Actions

Actions	Responsible Department(s)
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Maintain operation of dining services according to designated operating times and locations. Reassess operating times and locations if necessary and communicate any changes to students.	Division of Student Affairs Gator Dining Services Housing and Residence Education Office of Off Campus Life (in coordination with the Public Information and Business Group)
Assist students in obtaining appropriate food and water supplies after the emergency.	Division of Student Affairs Gator Dining Services Housing and Residence Education Office of Off Campus Life

Task #4: Consider implementing an accountability system for locating students.

Initial Response Actions

Actions	Responsible Department(s)
Send an emergency notification to students regarding disaster or emergency.	Public Information Group
Utilize HRE staff to account for residents in HRE facilities. Prior to a tropical storm or hurricane, employ a check-in system to determine if students will stay or leave campus.	Housing and Residence Education
Establish a University-wide accountability system for students, such as the Red Cross Safe and Well Program.	Dean of Students Office

Ongoing Response Actions

Actions	Responsible Department(s)
Attempt to contact residential students who have not yet been accounted for, using emergency contact information on file.	Housing and Residence Education
Communicate with students the need to check in with family and friends and through a University system if one has been established for the emergency.	Dean of Students Office (in coordination with the Public Information Group)

Recovery Actions

Actions	Responsible Department(s)
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Work to determine the status of students who remain missing and coordinate with family members.	Dean of Students Office
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Task #5: Coordinate with the Public Information Group on communicating with students and their families regarding emergency information and situation updates.

Initial Response Actions

Actions	Responsible Department(s)
Maintain the ability to communicate with single-student, Graduate and Family Housing (GHF), and HRE staff for disseminating information regarding the emergency. During the summer semester, include the ability to communicate with summer conference groups.	Housing and Residence Education (in coordination with the Public Information Group)
Issue regular information updates for residential students and off-campus students.	Division of Student Affairs Housing and Residence Education (in coordination with the Public Information Group)
If technology is not available, communicate to students via word-of-mouth through Student Affairs staff (including Residence Assistants in HRE facilities) and by employing low-tech methods such as flyers, meetings, and information booths.	Division of Student Affairs Housing and Residence Education
Work with the Public Information Group to establish a call-in center for students and their families if needed.	Division of Student Affairs

Ongoing Response Actions

Actions	Responsible Department(s)
Communicate regularly with students through available methods regarding the emergency, including the status of the campus and University operations.	Division of Student Affairs (in coordination with Public Information Group)

Recovery Actions

Actions	Responsible Department(s)
Consider establishing a call center in coordination with University Relations for information requests.	Division of Student Affairs (in coordination with the Public Information Group)

Consider staffing information stations around campus for students to obtain information regarding the emergency and offer other services such as charging stations and accountability check-in.	Division of Student Affairs
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Task #6: Coordinate with the Health Group to maintain health and counseling services for students in the event of an emergency, and enhance these services if needed.

Initial Response Actions

Actions	Responsible Department(s)
Activate appropriate counseling services as needed including the University Counseling Resource Network (UCRN), Crisis Response Team, and Housing counseling team.	Division of Student Affairs Housing and Residence Education (in coordination with Health Group)
Provide referrals to the Counseling & Wellness Center for individual students needing counseling.	Division of Student Affairs
Determine if the Student Health Care Center can receive students and if so, communicate with students the ability to receive medical treatment at Student Health Care Center if needed.	Division of Student Affairs (in coordination with Health Group and Public Information Group)

Ongoing Response Actions

Actions	Responsible Department(s)
Continue referrals and coordination with counseling teams.	Division of Student Affairs Housing and Residence Education (in coordination with the Health Group)
Coordinate with the Dean of Students Office on referrals and students of concern.	Dean of Students Office Division of Student Affairs
Consult with the Student Health Care Center to determine the appropriate level of medical service needed for students.	Dean of Students Office (in coordination with the Health Group)

Recovery Actions

Actions	Responsible Department(s)
Refer students to the Counseling & Wellness Center for continued counseling services and publicize available counseling resources.	Division of Student Affairs (in coordination with the Public Information Group)

Coordinate with the Dean of Students Office on referrals and students of concern including involvement of the Behavioral Consultation Team (BDT).	Dean of Students Office Units within Student Affairs
Facilitate the provision of health and behavioral health services to students as needed after the emergency.	Division of Student Affairs (in coordination with the Health Group)

Task #7: Facilitate resources and care for students with functional needs during and after an emergency.

Initial Response Actions

Actions	Responsible Department(s)
Coordinate with the Disability Resource Center to determine functional needs issues for both on- and off-campus students. Request that students self-identify functional needs.	Dean of Students Office
Identify residents with functional needs and offer assistance if needed. Request that students self-identify functional needs.	Dean of Students Office Disability Resource Center Housing and Residence Education
Assist students with special needs impacted by the emergency including education about preparedness measures.	Dean of Students Office Disability Resource Center

Ongoing Response Actions

Actions	Responsible Department(s)
Continue outreach/communication to students with functional needs regarding campus resources and staff assistance available.	Dean of Students Office Disability Resource Center Housing and Residence Education
Provide assistance to students with functional needs as required.	Dean of Students Office

Recovery Actions

Actions	Responsible Department(s)
Communicate with HRE maintenance staff regarding repair and recovery issues involving students with functional needs.	Housing and Residence Education

Assist students with functional needs in obtaining resources necessary to recover from the emergency.	Dean of Students Office
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Task #8: Provide information and resources to parents and families regarding students during and after an emergency. In significant incidents, establish a parent/family Reception Center to assist parents and families in receiving appropriate notifications and information.

Initial Response Actions

Actions	Responsible Department(s)
Prepare for the establishment of a parent/family Reception Center in the event it becomes necessary.	Dean of Students Office
Provide initial outreach and education regarding the emergency and impact to the University for parents and families.	Dean of Students Office (in coordination with the Public Information Group)

Ongoing Response Actions

Actions	Responsible Department(s)
Continue outreach to parents and families as needed.	Dean of Students Office (in coordination with the Public Information Group)
Establish a network of personnel who will staff the Reception Center including Campus Ministers, Counseling and Wellness Center, UF Police Department and other appropriate organizations. Identify the location, parking area, and resources needed and notify any departments/areas affected by the Reception Center if needed.	Dean of Students Office
Work with the Public Information Group to ensure the Media area is separate from the Reception Center.	Dean of Students Office (in coordination with the Public Information Group)

Recovery Actions

Actions	Responsible Department(s)
Organize a parent/family Reception Center to coordinate with parents and families regarding students impacted by the disaster or emergency.	Dean of Students Office

Task #9: Implement the procedures for student death support and notifications if necessary.

Initial Response Actions	
Actions	Responsible Department(s)
Train additional teams that can appropriately inform family members of a death, according to the student death protocol.	Dean of Students Office (in coordination with the Health Group)
Ongoing Response Actions	
Actions	Responsible Department(s)
If required, follow the student death notification process to appropriately inform parents and family of student death(s). This activity may be incorporated into the parent/family Reception Center.	Dean of Students Office
Communicate with the Public Information Group about any student death(s), in addition to regular notifications of campus constituents of student death(s), according to the student death protocol.	Dean of Students Office
Recovery Actions	
Actions	Responsible Department(s)
Provide appropriate follow-up care and counseling services for those impacted by the student deaths(s) including campus memorial services if needed.	Dean of Students Office (in coordination with the Health Group)

Task #10: Establish a coordination system for student volunteers and fundraising. Facilitate the receipt and distribution of donations to students if necessary.

Initial Response Actions	
Actions	Responsible Department(s)
Determine volunteer and donations management activities, including related outreach and education programs, procedures to activate mutual aid, communications and facilities management, a volunteer/donations coordination team, a call center, relevant points of contact, safety and security, and demobilization procedures.	Division of Student Affairs

Implement a coordination system for volunteers desiring to assist UF in the aftermath of a disaster. Use existing procedures for managing volunteers within Student Activities and Involvement and the Center for Leadership and Service if possible.	Division of Student Affairs Center for Leadership and Service Student Activities and Involvement
Implement a system for coordinating physical and monetary donations made to the University in response to the emergency.	Division of Student Affairs (in coordination with the University Foundation)
Ongoing Response Actions	
Actions	Responsible Department(s)
Communicate appropriate volunteer and donations opportunities for both students desiring to assist and for those outside the University community providing assistance.	Division of Student Affairs Center for Leadership and Service Student Activities and Involvement
Track volunteers and donations received.	Division of Student Affairs Center for Leadership and Service Student Activities and Involvement
Work with shelter coordinators, HRE, and Physical Plant to determine any immediate needs and create drop off and sorting areas.	Division of Student Affairs Center for Leadership and Service Student Activities and Involvement
In coordination with Environmental Health & Safety, monitor the safety of volunteers associated with UF.	Division of Student Affairs
Recovery Actions	
Actions	Responsible Department(s)
Establish an appropriate process to distribute donated funds and resources to impacted students.	Division of Student Affairs Center for Leadership and Service Student Activities and Involvement