

Division of Administrative Services

EMERGENCY MANAGEMENT



EMERGENCY PREPAREDNESS AND TERRORISM AWARENESS TRAINING



LIVE ◀ LEARN ▶ WORK

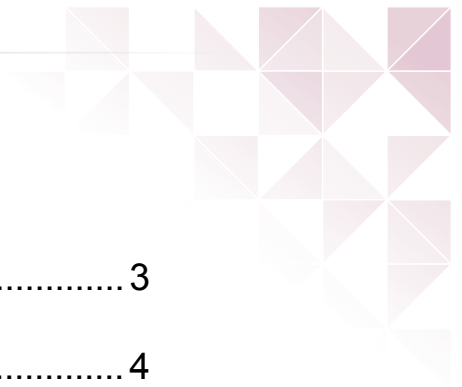


TABLE OF CONTENTS

Introduction.....	3
Emergency Management at Virginia Tech	4
Emergency Planning at Virginia Tech	4
What To Do In An Emergency.....	5
Emergency Preparedness.....	8
Phases of Emergency Management.....	10
Emergency Notification at Virginia Tech	11
Terrorism Awareness	12
Conclusion and Assessment.....	13

To promote a culture of preparedness
and disaster resilience at Virginia Tech:

<http://emergency.vt.edu/programs/training/emprep.html>



INTRODUCTION

NAVIGATION TIPS

Below is an explanation of the buttons needed to navigate through this training. The buttons are found to the upper left.

- ➡ NEXT SLIDE: Go to the next slide in the training.
- ⬅ PREVIOUS SLIDE: Go to the previous slide in the training (even if it is not the last slide displayed).
- 🏠 TRAINING HOME: Go to the training's main menu. It displays the eight chapters within this module.

NAVIGATION TIPS

Below is an explanation of the additional options provided for this module. These buttons are also found to the left.

- 📖 VOCABULARY: Display a list of terms introduced in this training.
- ✉ CONTACT: Use your computer's email to contact the Virginia Tech Office of Emergency Management.

NAVIGATION TIPS

Here are some tips to help you navigate through this module.

- ▶ Do NOT use your browser's back or forward buttons to navigate through this module as they will close the training without saving your progress. Instead, use the circular buttons to the left.
- ▶ This training will introduce some emergency management terminology. When you see a term displayed in maroon like this—**emergency management**—place your cursor over it to see a definition. Try it above.
- ▶ The module also provides links to additional resources. Single click the link and the resource will open in a new window. Try it below: www.emergency.vt.edu

ABOUT THIS MODULE

This module should take about 30 minutes to complete. At this time, you are required to complete this training only once—refreshers are recommended but not required. Please contact the Office of Emergency Management if you have questions on the information provided in this training or require assistance with related materials.

The Office of Emergency Management is also developing more comprehensive online resources. They will include detailed guides on how to "**Be Hokie Ready**"—tools for strengthening the culture of emergency preparedness on-campus and the resiliency of the university as a whole.

For more information, please visit Emergency Management's website: www.emergency.vt.edu



TRAINING OVERVIEW

1. Emergency Management at Virginia Tech
2. Emergency Planning at Virginia Tech
3. What to do in an Emergency
4. Emergency Preparedness
5. Phases of Emergency Management
6. Emergency Notification at Virginia Tech
7. Terrorism Awareness

EMERGENCY MANAGEMENT AT VIRGINIA TECH

VIRGINIA TECH OFFICE OF EMERGENCY MANAGEMENT

The goal of the Office of Emergency Management is to build a culture of **emergency preparedness** throughout the Virginia Tech community and to continue to enhance and improve the disaster resilience of the university. There will always be some chance of an emergency and preparedness is essential for managing the outcome and minimizing the impact. We work closely with university employees, students, the local community, and our state and national partners to develop an all-hazards approach to build, sustain, and improve:

1. Individual preparedness
2. Departmental readiness
3. University resiliency.

NIMS

NIMS stands for the **National Incident Management System**. Virginia Tech, local, state, regional, and federal partners use the NIMS for all incident responses. This system provides a common language and administrative structure that help responders to work as a team. A single command and control system (“Incident Command”) enables multiple agencies to share resources and to expand or contract operations when an incident is more or less severe.

EMERGENCY PLANNING AT VIRGINIA TECH

EMERGENCY PLANS

Emergency planning at Virginia Tech occurs at multiple levels:

4. **Hazard Mitigation Plan**: Identifies the likelihood and potential impact of natural hazards and steps to reduce vulnerability through the use of Hazard Identification and Risk Assessment (HIRA) analysis.



5. **Crisis and Emergency Management Plan (CEMP)**: Guides overarching response to emergencies which may occur at the University.
6. **Continuity of Operations Plan (COOP)**: Outlines procedures to maintain essential functions of Virginia Tech departments in a disaster.
7. **Emergency Action Plan (EAP)**: Based at the department-level and provides immediate action planning per building for life safety during an emergency.

CONTINUITY OF OPERATIONS

Virginia Tech is required by state and federal standards to have a Continuity of Operations Plan (COOP). The COOP identifies functions that are essential to University departmental operations and aims to preserve or quickly restore essential functions that may be compromised in an emergency. For example, a department may need to anticipate losing access to facilities, resources, or even personnel.

Each department within Virginia Tech is expected to develop a COOP. The Office of Emergency Management offers a template to support each office in its plan. For more assistance, please contact the Office of Emergency Management.

COOP RESPONSE

Every Virginia Tech affiliate is vital to the mission of the university, but when a disaster interrupts normal operations, employees will be designated “essential” or “non-essential,” depending on their role in the COOP.

Under extreme circumstances, Virginia Tech affiliates may be asked to remain at home or alter their schedules as part of response and recovery efforts.

- ▶ **ESSENTIAL**: Supervisors designate employees as essential if their role is critical to maintaining or restoring core functions of the department.
- ▶ **NON-ESSENTIAL**: Employees designated as non-essential may not be asked to report immediately, but will be used as back-up team members for extended support and relief.

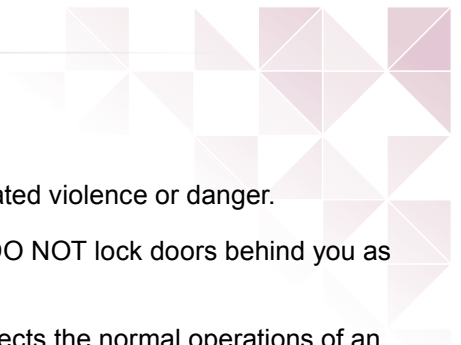
WHAT TO DO IN AN EMERGENCY

EMERGENCY PREPAREDNESS: IT'S EVERY HOKIES' RESPONSIBILITY

Emergencies can happen to anyone, anytime, anywhere, and they can strike without warning. Some types of emergencies require you to evacuate immediately; others require you to **“shelter-in-place”** or **“secure-in-place”**. You will be better prepared and Virginia Tech more resilient if you are able to:

1. Remain **calm**.
2. Quickly and calmly **assess** the situation.
3. **Respond** appropriately.

Each person's needs and abilities may vary, but everyone can benefit by planning ahead. Make sure your response to an emergency will be well considered.



WHAT TO DO IN AN EMERGENCY

Secure-in-Place: Place a locked door or other barricade between you and the associated violence or danger.

Shelter-in-Place: Move inside to a building space that protects you from the danger. DO NOT lock doors behind you as others may also need to shelter-in-place.

Evacuation: A building evacuation may occur during a life safety event that directly affects the normal operations of an individual building on the Virginia Tech campus.

HOW DO I SECURE-IN-PLACE?

- ▶ **REMAIN CALM!**
- ▶ If you are outside during a secure-in-place emergency you should seek cover in the nearest unlocked building.
- ▶ If the buildings in the immediate area have exterior doors that have been locked, continue to move away from the danger, seek cover, move to another building, or leave campus if it is safe to do so.
- ▶ Once inside, find an interior room and lock or barricade the doors.
- ▶ To minimize vulnerability, turn off lights, silence phones, draw blinds, and move away from windows.
- ▶ Await further instruction from VT Alerts and emergency personnel.
- ▶ DO NOT leave until an “All Clear” is received.

WHAT IF SOMEONE WANT TO ENTER A SECURE AREA?

If there is any doubt about the safety of the individuals inside the room or building, the area needs to remain secure. Allowing someone to enter a secure location may endanger you and others. USE GOOD JUDGMENT.

If there are individuals outside the secured door who wish to get in, several factors should be considered to determine if it is safe:

- ▶ Can you see the area outside the door to determine that someone is not lying in wait? Is it a trap?
- ▶ If a physical description of the subject was given in the secure-in-place alert, consider similarities such as age, race, clothing description, height, weight, sex, and hair and eye color.

If the decision is made to let a person in, consider the following:

- ▶ Have the person leave anything he or she is carrying (a backpack, laptop case, package, etc.) on the ground, outside of the secure area.
- ▶ Have the subject lift up his or her shirt, coat, and/or jacket until the waistline is visible and rotate 360 degrees to see if he or she is concealing a weapon.

Remember, always use common sense. There are exceptions to all guidance and prescribed directions.



SPECIAL CONSIDERATIONS DURING A SECURE-IN-PLACE EVENT

Fire Alarm: If you hear a fire alarm while securing-in-place, it may be an attempt by an assailant to lure you out of your secure location. Evacuate only if you see or smell smoke or any other evidence of a fire. Remember to use good judgment.

Contact with Law Enforcement: As law enforcement works to secure campus, you may be told to raise your hands, lie on the floor or even be placed in handcuffs. Do as you are instructed. These actions are taken for the protection of everyone.

HOW DO I SHELTER-IN-PLACE?

▶ **REMAIN CALM!**

- ▶ Immediately seek shelter inside the closest sturdy building. Do not wait until you physically see a tornado or severe weather event to react.
- ▶ Resist the temptation to go outside and check the weather conditions yourself.
- ▶ Once inside, stay away from windows, glass, and unsecured objects that may fall.
- ▶ Seek shelter in interior rooms and corridors.
- ▶ Avoid large free-standing expanses such as auditoriums and gymnasiums.
- ▶ DO NOT use elevators.
- ▶ Await further instruction from VT Alerts and emergency personnel.
- ▶ DO NOT leave until an “All Clear” is received.

During a tornado, seek shelter on the lowest level possible. If warranted, consider crouching near the floor and seeking additional shelter under a sturdy desk or table, or cover your head with your hands.

Remember, always use common sense. There are exceptions to all guidance and prescribed directions.

HOW DO I EVACUATE?

In advance, locate the nearest exit from your location and determine the route you will follow to reach that exit in an emergency. Establish an alternate route to be used in the event your first route is blocked or unsafe.

If time and conditions permit, secure your workplace and take with you important personal items that are easily accessible—such as car keys, purse, medication, and glasses. Read and understand the following steps:

▶ **REMAIN CALM!**

- ▶ Follow instructions from emergency personnel.
- ▶ Check doors for heat before opening and if the door is hot, do not open it.
- ▶ Walk, DO NOT run, push, or crowd. Use handrails in stairwells and stay to the right.
- ▶ Keep noise to a minimum so you can hear emergency instructions.
- ▶ Assist people with disabilities.
- ▶ Unless otherwise instructed, move quickly away from the building towards an assembly point.
- ▶ Watch for falling glass and other debris.

- ▶ Keep roadways and walkways clear for emergency vehicles.
- ▶ If you have relocated away from the building, DO NOT return until notified that it is safe.

EMERGENCY PREPAREDNESS

IDENTIFYING AND UNDERSTANDING RISKS AND VULNERABILITIES

The first step in emergency preparedness is identifying and assessing risks. Once you know your **vulnerabilities**, you can develop ways to reduce them. A **hazard vulnerability assessment** is a valuable tool for getting started.

A hazard vulnerability assessment focuses on:

1. The potential consequences of an emergency.
2. Ways to reduce those consequences.
3. Improving the prevention and management of future incidents.

TYPES OF HAZARDS

A hazard vulnerability assessment focuses on four types of **hazards**:

1. **Natural:** severe weather, earthquake, drought, flood, or epidemic.
2. **Technological:** electrical, water, natural gas, sewer, communication systems, transportation failure, or fuel shortage.
3. **Human-Related:** hostage-taking, robbery, civil disturbance, bomb threat, workplace violence, child abduction, or other physical harm.
4. **Hazardous Materials:** chemical spill or radiological accident.

FOLLOW DIRECTIONS OF FIRST RESPONDERS

In an emergency, you can count on police, fire, and emergency medical personnel for first response. Training and certification assure that they know what to do. Your job is to:

- ▶ Follow instructions from emergency response personnel.
- ▶ Remain calm and give assistance as appropriate. Help as you are trained to do so.
- ▶ Evacuate, shelter-in-place, or secure-in-place—whichever is appropriate or authorities advise you to do. In the absence of official direction, do whichever seems to best fit the situation. For example, if there is smoke or a fire, evacuate immediately.
- ▶ Follow your unit's **Emergency Action Plan**.

PREPAREDNESS ESSENTIALS

You, your friends and classmates, coworkers, and families are important to Virginia Tech. Help yourself and those around you to stay safe in an emergency:



MAKE A PLAN: When creating a plan, consider how you will communicate with others, how you will help those around you, how to evacuate, shelter-in-place, or secure-in-place and what to do if you become separated from housemates, workmates, or family.



GET A KIT: You should have enough basic supplies to sustain you and dependents for at least three days. The kit should be readily available and include at the very least water, food, a first aid kit, any prescription medicines, and a crank or battery powered radio with spare batteries. Tailor your kits to specific climates and locations.



BE INFORMED: Know how to use Virginia Tech's emergency notification system to receive VT Phone Alerts, Desktop Alerts, and Twitter updates (@vtalerts).

WHAT YOU CAN DO TO BE MORE INVOLVED

As you plan for emergencies, consider sharing your knowledge and skills with the community. Some options that provide special training and need volunteers are:

- ▶ [Your Campus or Community Emergency Response Team \(C-CERT and CERT\)](#)
- ▶ [Medical Reserve Corps \(MRC\)](#)
- ▶ [Red Cross](#)

You can also register to be a part of the Governor's Adjunct Workforce. This provides a list of potential volunteers to be contacted for availability during a local, state, or national event. Registering does not obligate you to participate:

- ▶ [Governor's Adjunct Workforce](#)

RECOMMENDED RESPONSE ACTIONS

Virginia Tech has created a one-page list of basic actions for responding to various potential hazards.

1. Click the emergency image below to view the poster.
2. Print a copy and record your location in the bottom right corner.
3. Post it in plain view.

EMERGENCY

By keeping this list handy, you or anyone in your area can quickly learn how to respond and to get help.



PHASES OF EMERGENCY MANAGEMENT

THE FOUR PHASES OF EMERGENCY MANAGEMENT

There are four phases in managing an emergency:

1. *Mitigate*
2. *Prepare*
3. *Respond*
4. *Recover*

MITIGATION: BE PROACTIVE, NOT JUST REACTIVE!

You can mitigate hazards by removing them or by reducing their potential impacts. Some examples of mitigation:

- ▶ Store copies of records and digital files off-site.
- ▶ Elevate important papers, medications, or other valued possessions in areas that are prone to flooding.
- ▶ Use Safe Ride if you must cross campus alone at night.
- ▶ Keep fire exits clear and smoke detectors working.

PREPAREDNESS

Preparedness activities entail determining and rehearsing what you would do in an emergency. Examples of preparedness activities include:



Practice using the evacuation map for your workplace. Identify your role in case of an emergency and practice that, too.



Identify sources for up-to-date emergency information at Virginia Tech and within the community. VT Alerts is a good starting point.



Develop a plan for staying in touch with roommates, coworkers, and family during an emergency.



Pursue training to improve your ability to respond in an emergency. CPR and first aid courses are two helpful options.

RESPONSE

Response actions aim to protect public safety and the environment during a disaster. Police, fire, and emergency medical personnel are professionally prepared for first response. However, you can also contribute by preparing to evacuate or shelter-in-place and to receive instructions from **first responders**. Examples of response efforts include:

- ▶ Call 911 to report any emergency, including suspicious activity. Calling 911 from a campus phone will connect you to the Virginia Tech Police Department. To reach the Virginia Tech Police from a cell phone, dial (540) 231-6411.
- ▶ Stay calm and exercise **common sense**.



- ▶ Evacuate buildings immediately when you hear an alarm or when requested by authorities.
- ▶ Complete tasks that may have been assigned to you. You might, for example, take the roll at a predetermined place after an evacuation.

RECOVERY

Recovery comes after the urgency of response. When the situation is more secure, focus on rebuilding and returning to normal ways of life. Examples of recovery actions include:

- ▶ Assess damages and clear debris.
- ▶ Participate in programs to identify and meet disaster-related emotional needs.
- ▶ Salvage furniture, equipment, and records.
- ▶ Follow your work plan to recover business records and restore office operations.

EMERGENCY NOTIFICATION AT VIRGINIA TECH

COMMUNICATION DURING AN EMERGENCY

A key component of any plan is communication.

Virginia Tech has developed an Emergency Notification System—VT Alerts—to quickly and effectively warn of imminent danger. In case of a campus emergency, Virginia Tech will use some or all of the following media: Virginia Tech website, VT Phone Alerts, VT Desktop Alerts, Broadcast Emergency Email, Electronic Message Boards, Campus Sirens and Loud Speakers, and the Weather and Emergency Hotline. Other systems may be added as new technologies develop.

To learn more about VT Alerts, please visit: www.alerts.vt.edu

EMERGENCY NOTIFICATION AT VIRGINIA TECH

Use the Black arrows below to learn more about the channels used in the Virginia Tech Emergency Notification System (ENS).

- ▶ **Virginia Tech Website:** www.vt.edu provides the most complete and validated incident information.
- ▶ **VT Phone Alerts:** Sends text messages to your cell phone. Remember to update your Virginia Tech account if you change or disconnect your phone.
- ▶ **VT Desktop Alerts:** Accesses the ENS via the Internet to obtain alerts. It is a separate download that can put on work and personal computers. In order to use this software, you must be logged in to your computer and it must be connected to the Internet.
- ▶ **Broadcast Emergency Email:** Sends emergency messages to all vt.edu email accounts. This system stands alone and is not the daily email system; your VT email address is automatically included in this emergency system.
- ▶ **Electronic Message Boards:** Posts emergency notifications in some large classrooms, offices, and public areas around the main Blacksburg campus.

- ▶ **Campus Sirens & Loud Speakers:** Alerts people outside on campus to emergency situations. Take action if you hear the siren and look for more information in a VT Alerts text message, email, or on the VT website.
- ▶ **Weather & Emergency Hotline:** Call (540) 231-6668 to reach the weather/emergency hotline.
- ▶ **Twitter:** All VT Alerts are also broadcast via Twitter, @vtalerts.

Even without signing up, emergency notifications will be sent to you through all delivery methods except for VT Phone Alerts and VT Desktop Alerts. Click on the orange arrows to the left to continue with the module.

TERRORISM AWARENESS

TERRORISM AWARENESS

Terrorism awareness is a topic of great concern in both the Commonwealth of Virginia and the United States. Rather than expecting our military and emergency services personnel to be exclusively responsible for our security, we must all share in the effort to protect ourselves and those around us.

Terrorism is defined in Title 22 of the United States Code, section 2656f(d) as:

“Premeditated, politically motivated violence perpetrated against noncombatant targets by sub-national groups or clandestine agents, usually intended to influence an audience.”

A more common definition of terrorism, according to the Merriam Webster dictionary, is:

“The systematic use of terror, especially as a means of coercion.”


TERRORISM IS NOT NEW

Terrorism has been used by various groups for centuries. Most anti-terrorism experts agree that there is no true root cause of terrorism, but there are common preconditions such as a perceived lack of democracy, rapid modernization, extremist ideologies, and inequity of power.

There have been international terrorists directed by foreign-based individuals or groups such as Al Qaeda, Hezbollah, the Irish Republican Army, ETA, Aum Shinrikyo, or Hamas. However, there have also been domestic terrorists—like Timothy McVeigh and Terry Nichols, both of whom were responsible for the 1995 Oklahoma City bombing—and extremist organizations that focus on anti-government, racist, environmental, or religious causes. Street gangs have also posed similar threats in many communities.

THE GOAL OF TERRORISM IS TO CREATE FEELINGS OF ANXIETY AND FEAR

- ▶ Terrorist actions are unpredictable by design, but their goals often focus on:
- ▶ Creating anxiety and fear among the public.
- ▶ Undermining confidence in the government.


- 
- ▶ Influencing government.
 - ▶ Influencing social policy.


Terrorists often seek targets with the potential for large casualties or optimal publicity—like shopping malls, entertainment venues, tourist attractions, utility companies, mass transit systems, hospitals, bridges, tunnels, and government facilities.

Terrorist tactics often include bombing, arson, murder, hostage-taking, kidnapping, hijacking, sabotage, cyber- attacks, identity theft, and others.

WHAT CAN YOU DO TO PROTECT YOURSELF AND OTHERS?

Each of us can make a difference in defending ourselves against terrorism.

 **Be observant:** Be aware of unusual events, objects, and people.

 **Report what you observe:** Tell someone in authority about your observations; let the professionals investigate.

If you suspect a terrorist incident, you should:

1. Evacuate the area.
2. Report the incident immediately by calling 911. Do not become a victim.

CONCLUSION

TEST WHAT YOU LEARNED AND TAKE THE ASSESSMENT!

<https://hrapps.hr.vt.edu/testingapp/Exam.aspx?t=1>

If you are an employee of the Commonwealth of Virginia you are required to take the assessment piece associated with this module, as mandated by Governor's Executive Order 44 (2007) and Executive Order 41 (2011). If you receive a passing score—that is, you correctly answer 13 of the 18 questions—then your attempt will be recorded and you will not have to take the assessment again. If you do not receive a passing score, it is your responsibility to retake the assessment until you do.

Follow the link above to take the assessment. You will need your Virginia Tech PID and password to login.

Though you only have to pass the assessment once, it is suggested that you review the content featured in the module periodically. Good luck!



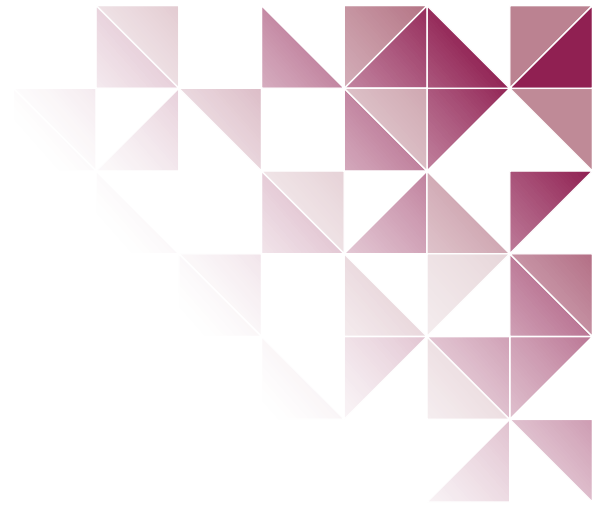
EMERGENCY PREPAREDNESS VOCABULARY: A-L

- ▶ **“Be Hokie Ready”:** An all-hazards approach to emergency management at Virginia Tech that aims to build a caring, prepared community. It’s every Hokie’s responsibility!
- ▶ **Common Sense in an Emergency:** Judgment based on an assessment of the situation that would be available to anyone exercising due diligence.
- ▶ **Emergency:** An incident that threatens public safety, health, and welfare.
- ▶ **Emergency Action Plan:** Systematic procedures that clearly detail what needs to be done (when and by whom) before, during, and after an emergency.
- ▶ **Emergency Management:** The administration of resources and responsibilities when addressing emergencies. Plans focus on mitigation, emergency preparedness, response, continuity of operations, and recovery.
- ▶ **Emergency Preparedness:** Activities and measures taken in advance to ensure effective response to the impact of hazards, including the issuance of timely and effective early warnings and the temporary evacuation of people and property from threatened locations.
- ▶ **First Responder:** A public safety official, like a police officer or firefighter, whose emergency support skills are professionally certified.
- ▶ **Hazard:** An incident that may cause injury or death, property damage, social and economic disruption, or environmental harm.
- ▶ **Hazard Vulnerability Assessment:** The process of identifying, assessing, and prioritizing the vulnerabilities of a place or organization.

EMERGENCY PREPAREDNESS VOCABULARY: M-Z

- ▶ **Mitigate:** Enact measures to avoid or reduce the potential impact of hazards.
- ▶ **National Incident Management System:** According to FEMA, NIMS provides a systematic, proactive approach to guide departments and agencies at all levels of government, non-governmental organizations, and the private sector to work seamlessly to prevent, protect against, respond to, recover from, and mitigate the effects of incidents, regardless of cause, size, location, or complexity, in order to reduce the loss of life and property and harm to the environment.
- ▶ **Prepare:** Get ready to respond effectively in an emergency: make a plan, get a kit, and be informed.
- ▶ **Recover:** Restore or improve living conditions in a disaster-stricken community.
- ▶ **Respond:** Take care of yourself and help others during and immediately after a disaster.
- ▶ **“Secure-in-Place”:** Place a locked door or other barricade between you and the associated violence or danger. Secure-in-place events typically occur when there is a threat of an active shooter or other form of physical violence.
- ▶ **“Shelter-in-Place”:** Move inside to a building space that protects you from the danger. DO NOT lock doors behind you as others may also need to shelter-in-place. This is required when there is a severe weather-related or other outdoor emergency.
- ▶ **Vulnerability:** The physical, social, economic, and environmental conditions that increase the susceptibility of a community to the impact of hazards.





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EMERGENCY MANAGEMENT

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