

## Emergency Response Plan

### BU ERP C.1 BU Medical Campus Closure Plan

#### 1. Purpose

- 1.1. The purpose of the BU Medical Campus (BUMC) Closure Plan is to define the decision-making process for a Campus and/or school closure, delayed opening or early closure and the full notification process to students, faculty and staff.

#### 2. Applicability:

- 2.1 This plan applies to BUMC students, faculty and staff.

#### 3. Assumptions

- 3.1. BU Medical Campus (BUMC) has:
  - an academic and research mission,
  - clinical responsibilities at the Goldman School of Dental Medicine (GSDM)
  - clinical rotations for medical and dental students at BMC, the VA and other affiliated hospitals
  - faculty are the attending physicians at Boston Medical Center, the VA and other affiliated hospitals and clinics
- 3.2. BUMC may rarely need to issue a full closure, delayed opening or early closure of the campus or its classes. Delayed opening is particularly unlikely given that the morning commute for clinicians would delay from ~5 to 8 am into the 7 to 10 am hours of peak traffic interval.
- 3.3. The Emergency Management Division shall keep the University Leadership aware of changing weather conditions and other situations that may affect the safety of Boston University students, faculty, staff and property.
- 3.4. Given our clinical responsibilities, BUMC will close for a weather-related event, such as a snowstorm, only when the circumstances are extremely severe, generally less often than the Charles River Campus (CRC) closes. The BUMC generally closes when the Governor of the Commonwealth declares a snow emergency (only essential vehicles permitted on the roads) and the Massachusetts Bay Transportation Authority (MBTA) curtails transit service.
- 3.5. The authority to close one or more schools on BUMC resides with the Medical Campus Provost and the Senior Vice President for Operations. The Associate Provost of the Medical Campus (Tom Moore) is the designated backup for the provost.
- 3.6. A decision should be made at the earliest time to allow for prompt, efficient notification to students, faculty and staff.
- 3.7. The Boston University Emergency Response Command System (BU ERCS) and BU Alert System is used for emergency notifications.

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- 3.8. A situation that warrants a full day closure, delayed opening or early release of the BUMC may result in a declaration of an appropriate emergency phase.

### 4. Definitions

- 4.1. **BU Medical Campus Closing** – A closing of the entire Medical Campus, (classes, administrative offices and research buildings). Only essential personnel are required to report to work. Essential personnel include, but are not limited to, Public Safety, Animal Science Center (ASC), Facilities Management, Environmental Health and Safety and Emergency Management Personnel.
- 4.2. **Class Cancellation** – A cancellation of classes within a school. The Dean of the school may cancel classes and /or clinical activity/patient appointments.
- 4.3. **EMD** – Emergency Management Division
- 4.4. **BUMC Emergency Management Planning Committee** is comprised of representatives from the BUMC schools and departments. This group meets monthly to discuss current emergency preparedness issues on the MC.
- 4.5. The **Boston University Emergency Response Command System (BU ERCS)** is used by the EMD to notify BMC and BU officials of emergency situations and phases that affect and Boston University.
- 4.6. The **BU Alert System** is an emergency notification system that is used by Boston University to notify students, faculty and staff of an impending or actual emergency event and specific actions to be taken.

### 5. School Closure Procedures

- 5.1. When conditions exist that warrant a possible cancellation of classes, or closing of a school, or the BUMC, the Provost (or the Associate Provost) will communicate with BUMC leadership to assess the situation and take appropriate action.
- 5.1.1. This communication may take place either in person or via conference call that can be facilitated by EMD via the BMC/BU ECRS.
- 5.1.2. When the situation is weather related, the BUMC Deans' Team Group consisting of the following individuals will be engaged:
- |                          |   |
|--------------------------|---|
| Provost                  | Karen Antman and/or Tom Moore                     |
| Administration           | Gary Nicksa, Diane Tucker and/or Patricia Sheehan |
| Medical School           | Karen Antman and/or Douglas Hughes                |
| Graduate Medical Science | Linda Hyman and/or Hee-Young Park                 |
| Dental School            | Jeffrey Hutter and/or Tim McDonough               |
| Public Health            | Sandro Galea and/or Lisa Sullivan                 |
| Communications           | Maria Ober or her designee                        |
- 5.1.3. For events other than weather related emergencies, BUMC Incident Commanders Group will be included (Gary Nicksa, Kevin Tuohey,)

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- 5.1.4. The BUMC ICS Resource Group, consisting of the following people, should be included as necessary to provide information relative to the incident of conditions.

Public Safety	Connie Packard and/or William Gibbons
Emergency Management	Steve Morash
Facilities	John Barton and/or Jim Munroe
Health and Safety	Bob Whitfield and/or David Krikorian
Human Resources	Patricia Sheehan

- 5.2. When the decision is made on a full day closure, delayed opening or an early dismissal, the EMD will notify the students, faculty and staff.
- 5.3. The EMD will notify the BUMC and BU Switchboard Operators of any outgoing emergency notification prior to being sent.

## 6. Emergency Communications and Notifications

- 6.1. Upon a decision to implement a full day closure, or a delayed opening for the entire campus, the MC Office of Human Resources (Patricia Sheehan) shall notify the following media outlets of the status of MC:

- WBUR 90.9 FM
- WBZ NewsRadio 1030 and WBZ-TV
- WBZ-TV Channel 4 and CBSBoston.com
- WCVB-TV Channel 5
- WHDH-TV Channel 7
- WLVI-TV Channel 56
- WFXT FOX 25 and [www.myfoxboston.com](http://www.myfoxboston.com)

Announcements and information regarding cancellation of classes or patient appointments will be made on these radio and television stations between the hours of 6:00 A.M. to 9:00 A.M.

- 6.2. The Emergency Management Division is responsible for:
- Notifying the MC School Closing Group via the BMC/BUMC Emergency Response Command System.
  - Notifying students, faculty and staff via the BU Alert System.
  - Updating the Emergency Communication web page, and all other MC web pages.
  - Providing continuous updates during the course of the event.
  - Updating the BUMC Emergency Information Telephone Line.
  - Requesting that each school update their web page.
- 6.3. The following people are authorized to use the BU Alert System to issue a notice to faculty and staff that there is a change in the class schedule at Boston University Medical Campus. This notification will occur via email and Web pages updates.

Maria Ober

Connie Packard

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Lisa Brown  
 Patricia Sheehan

Robert Whitfield  
 Stephen Morash

### 7. After Action Reports/Corrective Improvement Plan

- 7.1. After an emergency notification, the EMD will meet to review the incident, its response and any recommendations in an After Action Report (AAR) that will be presented to the BUMC Emergency Management Planning Committee, the BUMC Provost and the Vice President of Operations.
- 7.2. After the AAR is completed, a Corrective Improvement Plan (CIP) will be prepared that determines which recommendations from the AAR will become action items. The CIP will outline the action item, person or organization with lead responsibility, and timeline for completion.
- 7.3. The Emergency Management Division is responsible for the completion of the After-Action Report and the Corrective Action Plan.

### 8. References

- 8.1. BU Emergency Response Plan
- 8.2. BUMC School Closing Policy
- 8.3. BU Emergency Response System Command School Closing Notification Procedures
- 8.4. BMC/BUMC Emergency Information Telephone Line Procedures
- 8.5. BU School of Public Health Closing Procedures 11/2015
- 8.6. BU Emergency Management Web Page,

### 9. Revision History

Version	Section / Paragraph Changed	Changes Made	Effective Date
V.1	N/A	None, Original Version	7/28/11
V.2	Throughout	Personnel and Procedures were revised and updated by the Deans of each school	11/15/15
V.2	Throughout	Emergency Response Planning has been changed to Emergency Management	11/15/15
V.2	6.1	Updated media outlets	11/15/15
V.3	5.1.4	Replaced Paul Stone with William Gibbons for Public Safety	11/30/15
V.4	Reference 8.5	Changed "Educational Media" to "Office of Resource Scheduling"	12/1/2015

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V.5	Throughout	Update personnel changes	10/14/2016
V.6	8.3	Revised wording for BUMC School Open message	11/5/2016
V.7	Title	Renumbered to bring into line with other BU ERPs	7/3/2017

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### Section 8.2: BU Medical Campus Emergency Closings Policy

Boston University Medical Campus, which includes academic, research, patient care activities and residential properties, generally does not close during emergency or disaster situations, but may reduce its activities as appropriate to the situation.

The Boston University Medical Campus Office of the Provost in consultation with the Office of the Senior Vice President will determine if, and when, individual buildings or services at the Boston University Medical Campus are to close and what staffing levels should remain on the campus.

If weather or other emergency conditions warrant the all-day closing, delayed opening or early closing of the Medical Campus, the Office of Human Resources will notify all Vice Presidents, Deans and Directors so that they may pass the information on to their employees. Information on the status of Medical Campus operations will also be distributed through the news media, Medical Campus websites and on the disaster emergency phone line at 617 638-6886.

Boston University Medical Campus will initiate actions in response to existing or projected weather conditions or other emergency / disaster situations in accordance with the Boston University Emergency Response Plan.

#### **Procedure:**

The Boston University Emergency Management Division manages and updates an Emergency Information Line at 617-638-6886 and an Emergency Communications Web Page at <http://www.bu.edu/ehs/comm/> that includes current information on the status of classes, patient care schedules, parking facilities, and relevant building, grounds and transportation issues. This weather line and web site are activated in the event of a current or planned cancellation of classes or other activities.

Authorized members of Boston University Medical Campus administration will notify the Emergency Management Division regarding changes to the normal operating procedures for the Medical Campus. The Emergency Management Division will update both the Emergency Information Line and the web page as necessary.

Announcements and information regarding cancellation of classes or patient appointments will be made between the hours of 6:00 A.M. to 9:00 A.M. on the radio and television stations listed in the BUMC School Closing Plan Section 6.1.

These radio and television stations are the only stations authorized to announce Medical Campus closings and delayed openings.

Boston University Medical Campus considers certain employees to be essential. The determination of 'essential' versus 'non-essential' personnel is made on a case-by-case basis by department heads depending on the needs of the Medical Campus.

If weather conditions or other emergency / disaster situations warrant ongoing incident management, Boston University Medical Campus will activate a command center operating under the direction of an Incident Commander.

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The following individuals may respond as Incident Commander:

- Kevin Tuohey, Executive Director of Research Compliance, Incident Commander.
- Gary Nicksa, Senior Vice President for Operations Alternate Incident Commander.
- Scott Pare, Executive Director of Public Safety, Alternate Incident Commander.

The command center telephone number is 617 638-6860.

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### **Section 8.3: Using Send Word Now to Send a Message for a BUMC School Closure, Early Closure or a Delayed Opening**

A situation will arise that will necessitate the use of Send Word Now to notify the appropriate BU officials of a School Closure, Early Closure or a Delayed Opening. The step by step Process for sending a message is found on Page 7 of the Send Word Now User Manual.

In a quick summary, here are the steps necessary to Send A Message:

**First, log in** to [www.sendwordnow.net](http://www.sendwordnow.net) , Then enter your User ID and Password.

**Click Send A Message**

**Select a Group(s)** You will have only one group to choose from, **BUMC\_School\_Closing**.

Confirm the Group and then Click Yes

**Confirm Recipients:**

**Choose Proper Template and Compose Message:** There are three pre-canned templates to address the various closures or delayed openings. These templates need some verbiage concerning the date and time to be inserted into the template. After you have completed the Message Template, **click Spell Check**.

Here are the three sample templates in order of likely use:

**CRC closed; Medical Campus open.**

***Boston University Medical Campus will be open (date).***

***BUSM MD and GMS classes will be held as scheduled, unless notified by course instructor. Medical, PA and GMS students who are assigned to inpatient services or clinics are expected to be present, if possible. Students who are assigned to outpatient services should check with their course director or the policy at the clinical site.***

***The Henry M. Goldman School of Dental Medicine will follow normal school hours. All Patient Treatment Centers will be open for patient care and all classes will be held as scheduled, unless notified by the Office of Academic Affairs. GSDM students who are on externship, should check with the policy at their respective externship site.***

***BU School of Public Health classes will be held as scheduled unless notified by course instructor. SPH non-essential staff may telecommute or take a personal day.***

**Medical Campus Closed; CRC closed;**



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***Today is Friday, January 26<sup>th</sup>. Boston University Medical Campus is closed. However, employees in essential services must report as scheduled. Essential services include, but are not limited to, Public Safety, Facilities Management, Office of Environmental Health and Safety, Occupational and Environmental Medicine and Mail Services. Please communicate this information to your staff.***

### BUMC Early Closure

***Today is Friday, January 26<sup>th</sup>. Boston University Medical Campus only, will be closing at 1:30 pm. However, employees in essential services must report as scheduled. Essential services include, but are not limited to, Public Safety, Facilities Management, Office of Environmental Health and Safety, Occupational and Environmental Medicine and Mail Services. Please communicate this information to your staff.***

### Medical Campus Closed; CRC open: i.e. Rare, Local BUMC issue

***Today is Friday, January 26<sup>th</sup>. Boston University Medical Campus only, will be closed. However, employees in essential services must report as scheduled. Essential services include, but are not limited to, Public Safety, Facilities Management, Office of Environmental Health and Safety, Occupational and Environmental Medicine and Mail Services. Please communicate this information to your staff.***

**Delayed Opening (rare, if ever, since an 11 am opening would be a four hour delay for clinical faculty and students; a delay to 9 am would result in a rush hour commute.)**

***Today is Friday, January 26<sup>th</sup>. Boston University Medical Campus only, will be delayed in opening until 11:00 am. However, employees in essential services must report as scheduled. Essential services include, but are not limited to, Public Safety, Facilities Management, Office of Environmental Health and Safety, Occupational and Environmental Medicine and Mail Service. Please communicate this information to your staff.***

**Choose the Broadcast Devices:**

**Click Send**

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### Section 8.4: Procedures for Changing the BUMC Emergency Information Telephone Line

1. Dial 6176386565
2. At the prompt, Press Pound (#)
3. At the prompt, enter 36887
4. At the prompt, enter 112233#
5. Press 4
6. Press 1
7. Press 1
8. Record your message
9. Enter star (\*)
10. You're finished. Hang Up.

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### **Section 8.5: BOSTON UNIVERSITY SCHOOL OF PUBLIC HEALTH Emergency Closing Procedures**

The decision to close SPH for classes and the decision to close the Medical Campus for employees are made independently of one another. *However, if the Medical Campus is closed for the day, no classes will be held.*

A responsible party is designated for each decision in these processes. A backup person is designated for each responsible party. That person will fill the role in the absence of the responsible party. When both parties are absent, decision making and notification responsibility will move up rather than down the chain.

#### **I. Emergency Closings for Classes:**

##### **Decision:**

The Dean of SPH (Sandro Galea) has designated the Associate Dean for Education (Lisa Sullivan) as the responsible party to determine whether or not classes are delayed or cancelled. The Associate Dean for Education makes this decision in consultation with the Director of Professional and Academic Services (Alan Hatton) who will also serve as the back-up decision maker.

The timing and broadcast of the decision to cancel classes will be as follows:

- 10 a.m. or earlier class cancellations will be posted as early as feasible, and no later than 7 a.m.
- 2 p.m. class cancellations will be posted by 11 a.m.
- 6 p.m. class cancellations will be posted by 3 p.m.

##### **Notification:**

Once a decision is made to cancel classes, the Associate Dean for Education will notify the Director of Graduate Student Life (Mary Murphy Phillips) or her back-up (Brendan Hoey), the Director of Communications (Kara Peterson) or her back-up (Anna McKay) and the Manager of Operations (Michael Koehler) or his back-up (Clara Pereira).

##### **The Director of Graduate Student Life will:**

- Notify the Office of Resource Scheduling (to post cancellation notice outside classroom)

##### **The Director of Communications will:**

- Post a message on the SPH website ; and,
- Send a broadcast email to SPH employees and students.

##### **The Manager of Operations will:**

- Record an employee closure message on the main SPH telephone number.

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**Note: If the Medical Campus is closed, a BU Alert phone message to that effect will be sent to all students and to those faculty and staff who have not opted out of this emergency notification program.**

### II. Emergency Closings for Employees:

**Decision:** The decision to close the Medical Campus for the day is made by Medical Campus Administration (Karen Antman, Provost; or her back-up, Tom Moore, Assoc. Provost, and Gary Nicksa, Senior Vice President for Operations) in consultation with the Dean of SPH (Sandro Galea) and other Medical Campus deans. The SPH Associate Dean for Education (Lisa Sullivan) serves as back-up for the SPH Dean.

#### Notification:

Once informed of an emergency closing decision, the Dean or the Associate Dean will notify both the Director of Communications (Kara Peterson) or her back-up (Anna McKay) and the SPH Manager of Operations (Michael Koehler) or his back-up (Clara Pereira ).

The Director of Communication or the SPH Insider editor will:

- Post a message on the SPH website; and
- Send a broadcast email to SPH employees and students.

The Manager of Operations will record an employee closure message on the main SPH telephone number.

**Note: In the event the Medical Campus is closed, a BU Alert phone message to that effect will be sent to all students and to those faculty and staff who have not opted out of this emergency notification program.**

### III. Delayed Openings and Early Releases

#### Decision:

The decision to delay opening the Medical Campus or to have an early release is made by Medical Campus Administration (Karen Antman, Provost; or the Associate Provost, Tom Moore and Gary Nicksa, Senior Vice President for Operations) in consultation with the Deans of the Goldman School of Dental Medicine and the School of Public Health, Sandro Galea. The GSDM Executive Director of Finance and Operations, Timothy McDonough, and SPH Associate Dean for Education (Lisa Sullivan) serves as back-ups for the GSDM and SPH Dean respectively.

A list of essential SPH employees will be developed and maintained by the Associate Dean for Administration and Finance. The list will designate those employees who must report to work when there is a delayed opening or an early release for employees but classes are being held. The Talbot reception desk must be covered during working hours when classes are in session.

**Notification:** same as in “**Emergency Closing for Classes**” above.

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### Contact Information:

NAME	BUMC	EMAIL	HOME	CELL	OTHER
Sandro Galea	617-638-4639	sgalea		917-930-6923	
Kara Peterson	617-638-4052	kara		617-512-3729	
Michael Koehler	617-414-1466	mkoehler		908-914-2376	
Brendan Hoey	617-638-5067	Bren-dan2		781-929-3325	
Mary Murphy-Philips	617-638-5059	mcmurph	781-279-3378	617-335-9884	
Alan Hatton	617-638-5072	alhatton		517-449-1663	
Lisa Sullivan	617-638-5047	lsull		617-797-4347	
Control Center	617-638-4144				
Telecommunications Help Desk	617-414-4500				
Ed Media/Room Scheduling	617-638-4040				
Public Safety	617-414-4444				

### Essential Employees

POSITION	BUMC PHONE
<b>Receptionist</b>	<b>617-638-4684</b>
<b>One representative from Student Services</b>	<b>617-638-5059</b>
<b>One representative from the Registrar's Office</b>	<b>617-638-4963</b>