

Ultimate Medical Academy
Emergency Preparedness Plan

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1. Purpose

The purpose of this Emergency Preparedness Plan is to provide important information in the event a man-made or natural crisis occurs within UMA or the general area of UMA’s facilities in Tampa and Clearwater. This plan will assist in anticipating emergencies and help initiate the appropriate response.

2. Mission

UMA will respond to a crisis event in a safe, effective and timely manner. UMA resources and equipment will be utilized to accomplish the following priorities:

- Priority I: Protection of Human Life & Maintenance of a Safe Environment
- Priority II: Protection of Business Assets
- Priority III: Maintenance or Rapid Restoration of Critical Business Operations
- Priority IV: Assessment of Damages
- Priority V: Restoration of General Business Operations

Priority II and Priority III are at an approximately equal level.

3. UMA Incident Commander

The UMA Incident Commander is a senior member of the EMC and oversees the ERT. The UMA Incident Commander is the individual responsible for the command and control of all aspects of a crisis. Clearly the UMA Incident Commander must have the authority and ability to make quick decisions in critical situations.

Table 1 – UMA Incident Commanders

UMA Facility Incident Commander	Location
Derek Apanovitch, President	3101 W. Dr. Martin Luther King Blvd, Tampa, FL
Mark Gutmann, Campus Director	1255 Cleveland Street, Clearwater, FL
Matt Verratti, Executive Vice President	9309 N. Florida Ave., #300, Tampa, FL

4. Directing Emergency Response

At the onset of a crisis where life-safety or a hazardous environment is a concern, normal business operations cease and the UMA Incident Commander takes charge of all operations. The initial objectives in responding to the crisis are as follows:

1. Protect life and prevent injuries
2. Contain or control the crisis
3. Mitigate damages
4. Classify the level of response needed
5. Summon the necessary resources (internal and external)

5. *Emergency Management Committee (EMC)*

The Emergency Management Committee (EMC) is an assemblage of executive-level management who make crisis-related, strategic decisions. The responsibilities of this body include:

- Gather facts and analyze conditions.
- Allocate and direct the distribution of resources.
- Request needed resources that are internally unavailable but are available from outside sources.
- Responsible for final policy decisions.
- Make strategic decisions during a crisis.

The EMC is comprised of the following members:

Table 2 – Emergency Management Committee

Contact Name	Contact Phone Number
Derek Apanovitch	813-476-3732
Tim Kliethermes	813-382-1026
Sue Edwards	404-316-2774
Mike Becker	847-924-8961
Greg Mueller	630-567-4734
Geordie Hyland	202-904-0042
Nicole Anzuoni	201-780-1959
Jeremy Wilson	813-230-1615
April Neumann	646-770-7575
Mark Gutmann	863-529-1705
Tom Rametta	732-861-1873
Martha Monfried	813-928-6885

6. *Emergency Response Team (ERT)*

At the direction of the UMA Incident Commander, the Emergency Response Team (ERT) is responsible for the execution during a crisis. The ERT reports directly to the EMC. The UMA Incident Commander oversees the ERT, which is comprised of management personnel representing areas of the business that have critical plan execution responsibilities.

The ERT includes both primary and alternate members. Alternate members direct and execute their responsibilities in the absence/unavailability of the primary member. All members are management personnel who are familiar with their department's planning responsibilities. Certain individuals may be members of both the EMC and ERT.

All primary and alternate members need to be knowledgeable of overall operations. Members must also be available during a crisis.

<u>Area of Responsibility</u>	<u>Primary Member(s)</u>	<u>Alternate Member(s)</u>
Clearwater Campus		
Campus Academics – Clearwater	Mark Gutmann: 863-529-1705	Maja Stearns: 727-518-4158
Campus Admissions – Clearwater	Mark Gutmann: 863-529-1705	Maja Stearns: 727-518-4158
Campus Student Finance – Clearwater	Jill Sellers: 727-698-0585	Mark Gutman: 863-529-1705
Campus Placement – Clearwater	Mark Gutmann: 863-529-1705	Maja Stearns: 727-518-4158
Online Operations and Shared Services (MLK)		
Administration & Executive – Shared	Derek Apanovitch: 813-476-3732	Greg Mueller: 630-567-4734
Facilities – Shared	Tim Kliethermes: 813-382-1026	Matt Holland: 813-508-3203
Human Resources – Shared	Rebecca Pessel: 813-523-6004	Megan Dean: 813-748-4405
Information Systems – Shared	Jeremy Wilson: 813-230-1615	Rick Myers: 813-391-0141
Online Academics	Geordie Hyland: 202-904-0042	Julene Robinson: 813-233-6487
Online Student Finance	Nadine Bailey: 813-785-3849	Liz Accomando: 630-862-1581
Online Placement	April Neumann: 646-770-7575	Andrew Moberg: 813-220-1619
Online Operations and Shared Services (North Florida)		
Online Admissions	Michael Becker: 847-924-8961	Steve Hernandez: 954-254-1363
Online Student Finance	Robbie Bussard: 813-965-3363	Jennifer Ortiz: 407-453-3553
Compliance	Becky Handsaker: 727-204-7477	Mike Becker: 847-924-8961

7. *Level of Response*

In responding to any crisis, it is important for the UMA Incident Commander to classify the level of the crisis that is not a Minor Incident. Crisis levels are classified as follows:

Level 1 Crisis: Minor Incident – A Level 1 Crisis: Minor Incident is defined as a local event with limited impact which does not affect the overall functioning capacity of the business. Examples would include a contained hazardous material incident or a limited power outage. The Initial Responders and/or Facilities typically handle the situation. The crisis is documented and the UMA Incident Commander will be notified later but neither the EMC nor the ERT take action.

Level 2 Crisis: Emergency – A Level 2 Crisis: Emergency is any incident, potential or actual, which seriously disrupts the overall operation of the business. Examples would include a small but uncontained building fire, a civil disturbance or a widespread power outage of extended duration. The Initial Responders and/or Facilities cannot handle the situation. The UMA Incident Commander is immediately notified. A Level 2 Crisis: Emergency requires the activation of the ERT and the EMC). Several support and/or operational groups take action and outside emergency services may also be involved.

Level 3 Crisis: Disaster – A Level 3 Crisis: Disaster is any crisis that has taken place and has seriously impaired or halted the operations of the business. Examples would include a hurricane, a damaging tornado, a major building fire or other significant crisis. In some cases, large numbers of employee casualties and severe damage may be sustained. The crisis would likely disable normal business operations for at least 24 hours and outside emergency services would not always be immediately

available. The UMA Incident Commander is immediately notified. A Level 3 Crisis: Disaster requires the activation of the ERT and the EMC. Most (if not all) support and operational groups take action and outside emergency services will likely be summoned.

8. *UMA Spokesperson & Communications Chair*

As a key component of the entire plan, the communication effort needs extensive planning. The most critical individuals are the Incident Commanders and the Senior Director of Public Relations, Martha Monfried ('UMA spokesperson'). Unless otherwise authorized by the EMC, the UMA Spokesperson is the only UMA representative authorized to speak to the media on behalf of UMA about an emergency.

9. *Communications*

Plan Activation

In case of any type of emergency, individuals making the discovery should first move to a safe location and then contact UMA Alert (844-862-2537). Individuals making the discovery may also contact 911, or take other appropriate emergency actions. Initial responders should never intervene in any crime or dangerous event.

Emergency Communications to Employees and Students

Emergency information is communicated to employees and ground students via the phone system, alarm system, bullhorn and/or text messages. Emergency instructions will indicate the need to perform a facility evacuation or a shelter-in-place and (if available) will provide more detail. Faculty, staff and students are knowledgeable in how to perform a facility evacuation or a shelter-in-place via annual drills at each location. (*Attachment C*)

Online students may get updates on emergency situations taking place at UMA facilities, as well as the status of any service interruptions via email.

Media Communications

Unless otherwise approved by the EMC, only the UMA Spokesperson is authorized to speak with the news media.

Role of Employees

Every employee should familiarize themselves with the emergency procedures and evacuation routes. Employees should be prepared to assess situations quickly but thoroughly and use common sense in determining a course of action. Everyone should also be able to execute shelter-in-place/emergency lockdown procedures. They should evacuate to assembly areas in an orderly manner when directed to do so by management personnel, emergency personnel or when an alarm sounds. This education will come from annual drills at each location as well as during new employee orientation.

All employees are responsible for securing their work areas. Work areas need to be secured in advance of certain weather systems (hurricanes and floods).

Faculty and Staff

Faculty and staff who have been designated to relocate to remote sites will be released earlier to make personal preparations and to travel to the remote site location(s). All employees are encouraged to take proper safety steps for themselves and their families.

10. Floods

Expected Impact

- Possible building content damage and damage to motor vehicles in the parking lot from flooding at the Tampa campus
- Utility disruptions possible but widespread utility failures are unlikely
- Travel may become difficult or impossible (especially if the flooding conditions are caused by a high wind event, such as a Tropical Storm)
- In an extreme situation, normal business operations may be disrupted for a day or two because transportation disruptions
- The Tampa campus may be closed longer if building flooding occurs
- Critical business operations may have to be conducted from remote locations

Special (Pre-Crisis) Actions

- At the Watch Point (36-hours from expected impact) or earlier
 - Begin regular meetings of the ERT & EMC:
 - Meetings should be held at 5:30 am (early morning meetings may be conducted by telephone among selected members) and 5:30 pm or more frequently as necessary
 - Government officials will generally announce evacuation orders in either the late afternoon or pre-dawn hours following weather updates
 - Update the UMA emergency hotline and webpage at 6:00 am and 6:00 pm or more frequently as necessary (*Attachment B*)
 - If applicable, activate the Information Systems alternate site and release alternate site personnel to complete personal preparations and travel (located in Atlanta, Georgia)
- At the Warning Point (24-hours from expected impact or earlier)
 - Facilities:
 - Secures the grounds
 - Monitors the weather continuously
 - Secures building contents in common areas
 - Distributes supplies to employees to secure office & classroom contents
 - If flooding in the Tampa parking lot is threatening, has everyone relocate parked motor vehicles in lower areas of the west parking lot to higher ground

- Employees secure building contents in offices and classrooms (see *Appendix A*)
- Call Center employees designated to work at remote locations may be instructed to travel to remote locations
- Call Center employees who can work from home are released to setup Home Office operations
- Everyone will need to be released before travel conditions become dangerous
- Critical business operations are maintained at the Information Systems alternate site, the Call Center Home Office Team and (possibly) by the Call Center Remote Site Team

Post Crisis Actions

- Execute Emergency Response Actions (*Attachment A*)

11. Fire and Facility Evacuation

Immediate Actions

- If a fire is discovered, the individual shall immediately pull the closest fire alarm switch.
- When a fire alarm is activated, all occupants will evacuate the building in an orderly and safe manner.
- Evacuation needs to be made to a designated area where individuals can be accounted for. Staff will be instructed not to stop to grab any equipment or personal effects, except for grade books.

Evacuation Procedures

Evacuation orders may be given for multiple purposes. When an evacuation of a building is ordered, the evacuation will be performed in an orderly and safe manner. All students/staff are to assemble in designated areas. (*Attachment C*)

1. Become familiar with exit locations.
2. When the fire alarm sounds, prepare to evacuate immediately.
3. Do not panic, but walk quickly to the closest emergency exit.
4. Do not use cell phones.
5. Walk in a single file line to the right through corridors and stairwells.
6. Avoid unnecessary talking and keep the lines moving.
7. Individuals requiring assistance in evacuation should proceed to stairwell entrance area and wait for assistance.
8. If smoke is encountered, drop to the floor and crawl along the wall to the nearest exit.
9. When approaching a closed door, feel the door with the back of your hand. If the door is cool, carefully open the door and (if safe) proceed with the evacuation.

10. Instructors are responsible for getting all their students out and taking role at their designated safe meeting area. (*Attachment C*) Attendance should be reported to the department head and any missing students should be reported to the Incident Commander.

Fire Deputies

The Fire Deputies for the Clearwater, Tampa and Online/Shared Services (MLK) locations are:

Fire Deputy Name	Location	Phone Number
Lori Aslin	Clearwater	727-674-2617
Cory Shapiro	Clearwater	727-499-0483
Chris Ignaut	Tampa – Ground	813-420-7296
Larry Jackson	Tampa – Ground	813-362-7334
Matt Donovan	Tampa – Online	813-449-3684
Patrick Quinlan	Tampa – Online	630-217-8116
Megan Dean	MLK - Online	813-748-4405
Catalina DiPierro	MLK - Online	813-388-4357
Matt Nelmes	MLK - Online	814-641-0376
Elizabeth Accomando	MLK - Online	630-862-1581
Beau Benton	MLK - Online	352-572-4870
Mike Skirvin	MLK - Online	813-386-1888
David Johns	MLK - Online	813-387-6797
Rebecca Sarlo	MLK - Online	727-580-0630
Brian Valencia	MLK - Online	813-442-3847
Nadine Bailey	MLK - Online	813-785-3849
Matt Goody	MLK - Online	603-361-2481
Andrew Moberg	MLK - Online	813-220-1619
Lindsey England	MLK - Online	941-713-1476
Kristie Schweyer	MLK - Online	727-776-1403
Toni Riggs	MLK - Online	813-240-6075

Fire Deputies must:

1. Conduct a sweep of assigned area and be certain that everyone has evacuated.
2. Initiate evacuation procedures, as necessary.
3. Close doors as areas are evacuated.
4. Assist with the extraction of any physically challenged personnel. If necessary, record the location of any individuals who require emergency personnel to assist with the extraction.
5. Maintain an orderly evacuation.
6. Record inappropriate actions (panic, use of elevators, etc.).
7. Assemble personnel at a designated safe location and account for personnel. (*Attachment C*)
8. Record any missing personnel and their last known location.
9. Document evacuation time.
10. In the most minor of incidents, faculty and staff with training in the use of fire extinguishers are permitted to use extinguishers.

11. Be the last ones out.

12. Shelter-in-Place (a/k/a Emergency Lockdown)

There are several emergency situations where an evacuation of a building, room and/or office area is not advisable – hostile intruder, hazardous release outside, terrorist attack outside, etc. These threats require shelter-in-place procedures to be executed – the exact opposite of a facility evacuation. Often shelter-in-place situations constitute life-threatening events and conducting a facility evacuation or failing to respond properly could be a fatal mistake.

Communications

- A shelter-in-place will usually be announced by voice/text communication.
- If a situation that may require a shelter-in-place is discovered, the individual making the discovery shall immediately move to a safe location, contact UMA Alert (and 911, if appropriate) and provide as much information as possible.
- Security guard and/or UMA representative to activate silent alarm
- Evacuation alarms are not to be sounded.

13. Hazardous Release – In the Building

Chemical, biological or radiation releases of an accidental non-terrorist related event.

Expected Impact

- General panic
- Injuries or sickness possible
- Normal operations are likely shut down
- Some physical damage possible
- Environmental contamination almost certain

Special Actions

- The UMA Incident Commander is notified
- The EMC is activated
- Facilities establishes perimeter control around affected areas
- Facilities contacts outside emergency services (police, EMS, etc.)
- Facilities shuts down ventilation systems to affected areas
- Affected individuals quarantine themselves
- Unaffected individuals relocate to a safe area, most likely by conducting a building evacuation and moving to an area upwind of the release
- Evacuation gathering areas should be located upwind of the contaminated area
- Facilities prepares to address environmental issues
- Contact subcontractors to handle:
 - Hazardous spill cleanup
 - Decontamination
- Crisis Communications Team:
 - Together with the UMA Incident Commander, establish an accurate description of the event
 - Prepare for the media
 - Together with HR, contact relatives of affected employees
 - Together with Student Affairs, contact relatives of affected students

- Update the UMA emergency hotline and webpage (*Attachment B*)
- Home Office Call Center employees will likely commence business operations from homes and local hotels

Post Crisis Actions

- Full Emergency Response Actions (*Attachment A*) and Business Continuity and Recovery Actions (*Attachment B*) may need to be executed

14. Hazardous Release – In the Immediate Area

Chemical, biological or radiation releases of an accidental non-terrorist related events

Expected Impact

- General panic
- Injuries or sickness possible
- Fatalities or fatal exposures possible
- Physical damage possible
- Environmental contamination almost certain

Special Actions

- The UMA Incident Commander is notified
- The EOC is activated
- Facilities establishes perimeter control around affected areas
- Facilities contacts outside emergency services (police, EMS, etc.)
- A shelter-in-place order should be considered
- Facilities shuts down ventilation systems
- Affected individuals quarantine themselves
- Unaffected individuals relocate to a safe area
- Facilities prepares to address environmental issues
- If the incident is on campus, contact subcontractors to handle:
 - Hazardous spill cleanup
 - Decontamination
- EMC:
 - Together with the UMA Incident Commander, establish an accurate description of the event
 - Prepare for the media
 - Together with HR, contact relatives of affected employees
 - Together with Student Affairs, contact relatives of affected students
 - Update the UMA emergency hotline and webpage (*Attachment B*)
- Faculty, staff and students may be released and routed out of harm's way
(Faculty, staff and students should never be released into a dangerous environment)

Post Crisis Actions

- Full Emergency Response Actions (*Attachment A*) may need to be executed

15. Procedures – Hazardous Release Outside

- Everyone in hallways or open areas is to seek shelter in the nearest room.
- Close windows and window treatments.

- Everyone is to remain quiet and not enter hallways or open areas.
- Crouch down in areas that are away from windows.
- Air ventilation systems will be shut down.
- A vertical evacuation may be considered.

16. Natural Disasters

For any of the following natural disasters resulting in a loss of power, arrangements have been made to initiate generator power to maintain operations so long as no damage has been done to the facilities that would affect employee and student safety.

Earthquakes

- If an earthquake strikes, take cover immediately under a sturdy object.
 - Be prepared to move with the object and, if possible, grab the object.
 - Cover your head, neck and face fully possible.
 - Stay away from, fully possible, windows and items that might fall.
- Do not attempt an evacuation during the earthquake.
- Once the shaking stops; evacuate and remain prepared for aftershocks.
 - Do not move seriously injured individuals.
 - Provide search and rescue personnel with the last known location of any missing victim.
- Once outside seek open areas away from power lines, buildings and objects that might fall.

Hurricanes and Floods

UMA will close before travel conditions become dangerous and will not reopen until the environment is safe. Therefore, there are no special on-site safety guidelines. Employees are required to secure work areas for potential flood and/or wind damage prior to being released (*see Attachment A*).

Employees who have been designated to relocate to remote locations will be released earlier to make personal preparations and to travel to the recovery site location(s).

Expected Impact

Category 1

- Some wind damage/trees down
- Possible building content damage from flooding
- Temporary utility disruptions likely
- Normal business operations disrupted for a couple of days

Category 2

- Wind damage/trees down
- Possible building content damage from flooding
- Building structure damage possible
- Utility disruptions likely
- Normal business operations disrupted for three to seven days

Category 3 or higher

- Substantial wind damage/trees down
- Significant building content damage likely from high winds

- Building structure damage likely
- Building destruction possible (especially for a category 4 or 5 hurricane)
- Extensive utility disruptions likely
- Normal business operations disrupted for several weeks or longer

Special (Pre-Crisis) Actions

At the Alert Point (72 hours from expected impact)

- Begin regular meetings of the ERT & EMC:
 - Meetings should be held at 5:30 am (early morning meetings may be conducted by telephone among selected members) and 5:30 pm or more frequently as necessary
 - Government officials will generally announce governmental evacuation orders in either the late afternoon or pre-dawn hours following weather updates
 - The UMA emergency hotline and internal messaging system is updated at 6:00 am and 6:00 pm or more frequently as necessary (*Attachment B*)
- Facilities:
 - Checks emergency supply quantities
 - Secure any needed fuel, supplies, etc.
 - Continuously monitors the weather
- If applicable, work with Information Technology department on continuity and security of systems and back-ups

At the Watch Point (36-hours from expected impact or earlier)

- Facilities:
 - Secures the grounds
 - Monitors the weather continuously
 - Secures building contents in common areas
 - Distributes supplies to employees to secure office & classroom contents

At the Warning Point (24-hours from expected impact)

- Facilities completes any unfinished tasks:
 - Securing the grounds
 - Securing building structures
 - Securing building contents in common areas
 - Distributing supplies to employees to secure office & classroom contents
- Facilities monitors the weather continuously
- Employees secure building contents in offices and classrooms (see *Attachment A*)
- Normal business activities are cancelled
- Everyone will need to be released before travel conditions become dangerous
- Facilities makes a final inspection of the building(s) and secures the perimeter

Post Crisis Actions

- Execute Emergency Response Actions (*Attachment A*)

Mid-Latitude Storms, Winter/Ice Storms and Tropical Storms

UMA will close before travel conditions become dangerous and will not reopen until the environment is safe. Therefore, there are no special on-site safety guidelines for non-storm personnel.

Thunderstorms

Observe the following rules if lightning is occurring or is about to commence:

- Avoid water fixtures, telephone lines and any electrical conducting materials.
- Stay inside buildings and off grounds and parking lots.
- UMA's buildings are designed to withstand significant damage resulting from thunderstorm wind, rain, hail and lightning strikes.
- If you are outdoors or not on campus, depending on your location, keep the following in mind:
 - If in your home or a building, follow the rules.
 - While in your car, keep in mind that because cars are low profile and supported on rubber tires (an effective electric insulator), they are generally (but not always) safe from lightning strikes. Electrical current will also generally follow a path around, rather than through, the passenger compartment (not necessarily true for convertibles).
 - If in an open area, go to the nearest ditch or ravine and drop to your knees. Do not do any of the following:
 - stand in an open area
 - stand underneath a tall tree (especially if it is in an isolated area)
 - seek shelter in a small structure in an open area
 - stand in or around a body of water
 - If in a wooded area, go to a low area of small trees/bushes.
 - Stay away from anything metal (farm equipment, golf clubs, wire fences, metal buildings, etc.).
 - If you feel your hair standing on end, drop to your knees bend forward and put your hands on your knees; do not lie flat on the ground.

Tornadoes

Expected Impact (EF2 tornado – expect more damage from an EF3 tornado (extremely rare in central Florida) and less damage from EF1 tornado)

- Panic possible
- Wind damage/downed trees
- Building content damage probable
- Building structure damage very possible
- Utility disruptions likely
- Injuries probable
- Fatalities possible

Special (Pre-Crisis) Actions

At the Watch Point

- Facilities continuously monitors the weather
- The UMA Incident Commander is contacted

At the Warning Point

- Everyone conducts a shelter-in-place/remains indoors

Post Crisis Actions

- Execute Emergency Response Actions (*Attachment A*)

UMA will monitor the weather on an ongoing basis if the Weather Service issues a tornado watch or warning. If a tornado is spotted or imminent, take the following steps immediately:

- Notification of a pending disaster will be announced by the phone system, alarm system, bullhorn and/or text messages.
- Evacuate all trailers and temporary structures; proceed immediately to a structurally secure building.
 - Go to the interior area of the building.
 - Avoid west and south facing exterior walls and rooms (tornadoes generally travel from the southwest to the northeast in Central Florida).
 - Take cover under a sturdy object.
 - Protect your head, neck and face.
 - Stay away from windows, glass and items that might fall.

17. Disturbances

In the event, any of the following disturbances calls for subtly contacting 911, UMA's facilities have been equipped with panic buttons that will silently carry out that need.

Civil Disturbance – Peaceful Demonstration

Expected Impact

- General distraction
- Escalation possible

Special Actions

- Facilities monitors the situation
- EMC is placed on alert
- The UMA Incident Commander is notified

Post Crisis Actions

- Emergency Response Actions (*Attachment A*) will not likely have to be executed

18. Hostile Intruder/Violent Student/Violent Employee

Expected Impact

- Injuries possible
- Fatalities possible
- Normal operations are likely shut down temporarily
- Physical damage and environmental contamination possible

Special Actions

- The UMA Incident Commander is notified
- EMC may be activated
- If hallways and other walkways are dangerous, order a shelter-in-place
- Facilities contacts outside emergency services (police, EMS, etc.) as necessary
- If the event is ongoing:
 - The police department will likely set up a building perimeter and probably a closer inner perimeter
 - If the subject or subjects have injured anyone, arriving officers will take actions to

- prevent further harm
- If the subject or subjects have only threatened harm, then a negotiating team would be set up
- Follow police department instructions
- EMC:
 - Together with the UMA Incident Commander, establish an accurate description of the event
 - Prepare for the media
 - Together with HR, contact relatives of affected employees
 - Together with Student Services, contact relatives of affected students
 - Update the UMA emergency hotline and webpage (*Attachment B*)

Post Crisis Actions

- Full Emergency Response Actions (*Attachment A*) will not likely have to be executed

19. Civil Disturbance – Violent Demonstration

Expected Impact

- Injuries possible
- Physical damage possible
- Normal operations will likely be disabled until the situation stabilizes

Special Actions

- EMC is placed on alert
- The UMA Incident Commander is notified
- Facilities contacts the police department
- If applicable, Facilities contacts emergency medical services
- EMC prepares for the media
- HR and Student Services contact relatives of affected employees or students
- Facilities addresses any damages
- Faculty, staff and students may be instructed to conduct an emergency lockdown
- Faculty, staff and students may be released and routed out of harm's way
(Faculty, staff and students should never be released into a dangerous environment)

Post Crisis Actions

- Activate Emergency Response Actions (*Attachment A*) as necessary

20. Criminal, Threatening, or Abusive Acts

(Drug-Related/Rapes/Robberies/Shootings/Suicide Attempts)

Expected Impact

- Injuries possible
- Fatalities possible
- Normal operations are likely shut down at least briefly
- Physical damage and environmental contamination unlikely

Special Actions

- The EMC may be activated

- If hallways and other walkways are dangerous, order a shelter-in-place
- Facilities establishes perimeter control around affected areas
- Facilities contacts outside emergency services (police, EMS, etc.) as necessary
- If the event is ongoing:
 - The police department will likely set up a building perimeter and probably a closer inner perimeter
 - If the subject or subjects have injured anyone, arriving officers will take actions to prevent further harm
 - If the subject or subjects have only threatened harm, then a negotiating team would be set up
 - Follow police department instructions
- Facilities to review video footage if available.
- EMC:
 - Together with the UMA Incident Commander, establish an accurate description of the event
 - Contact the Title IX Coordinator to determine any needed actions to comply with Title IX.
 - Prepare for the media
 - Together with HR, contact relatives of affected employees
 - Together with Student Affairs, contact relatives of affected students
 - Update the UMA emergency hotline and webpage (*Attachment B*)

Post Crisis Actions

- Full Emergency Response Actions (*Attachment A*) will not likely have to be executed.
 - a. Abusive or Threatening Individual**
 1. Stay calm and collect your thoughts. Assess the level of threat. Don't risk staying in a situation if you think physical attack is possible.
 2. If the situation at any point appears dangerous, go to a safe place and call for assistance from Facilities and/or 911 as the situation warrants.
 3. If the situation does not appear to be dangerous, take steps to de-escalate the conflict.
 - a. Move individual away from an audience.
 - b. Use a clear, calm, strong voice.
 - c. Keep your body language non-threatening.
 - d. Do not use words that threaten or intimidate.
 - e. Be respectful—do not shame, blame or judge the individual; do not label the other's emotions
 - f. Listen to the individual and allow them to vent.
 - g. Do not argue—let them express their anger.
 - h. Empathize with the individual—imagine yourself in the same situation.
 - i. Ask the individual how the problem may be solved.
 - j. Think about the possible ways to solve the problem.
 - k. If you are unable to solve the problem, ask for help.
 - l. Thank the individual for bringing the concern to your attention.
 - m. If at any time the conflict becomes dangerous, go to a safe place and call Facilities and/or 911, as the situation warrants. Facilities will notify the

police department as warranted.

b. Weapons Suspected in the Office Area

1. Follow the Firearms Policy.

c. Weapons Pulled or Displayed

1. If an individual displays a gun in the office area, DO NOT try to disarm the individual.
2. Remain calm.
3. STAY AWAY from the individual with the gun. Talk to the individual in as controlled a manner as possible.
4. Ask the individual to put the gun down and move away from it.
5. Do what you can to get the attention of another colleague to attempt to follow the Firearms Policy, contacting UMA Alert.

d. Hostage Incident

1. Follow the instructions of the hostage taker.
2. Do not try to disarm or negotiate with the hostage taker.
3. Do not offer yourself as a hostage.
4. Do focus your attention on what is happening and make mental lists of events and a description of the perpetrator(s).
5. If hostages are taken away, make sure you know who they are and remember what the hostage taker says at this specific moment of the incident.
 - a. When it is feasible, contact 911.
 - b. When police arrive, follow their instructions.

e. Procedures – Hostile Intruder/Violent Student or Employee

1. Everyone in hallways or open areas should seek shelter in the nearest room.
2. Lock and barricade doors.
3. Close windows and window treatments.
4. Turn off lights.
5. Contact 911.
6. Everyone is to remain calm and quiet, and not enter hallways or open areas.
7. Crouch down in areas that are out of sight from doors and windows.
8. For a hostile intruder or violent student or employee situation occurring inside a UMA building, should the fire alarm sound, do not evacuate the building unless:
 - a. You have firsthand knowledge that there is a fire in the building, or
 - b. You have been advised by police or UMA official to evacuate the building, or
 - c. There is imminent danger in the immediate area.

21. Sudden Emergency

Airplane Crash/Bomb Detonation/Building Collapse/Explosion/Fire

Expected Impact

- General panic likely
- Injuries likely
- Fatalities likely

- Physical damage certain
- Environmental contamination very likely
- Although damages may be restricted to a limited area, the event could be catastrophic

Special Actions

- A shelter-in-place or (more likely) a building evacuation should automatically take place

Post Crisis Actions

- Full Emergency Response Actions (*Attachment A*) will be executed

22. Bomb Threat

(This is a type of ‘Sudden Emergency’ but applies only if there is merely a threat rather than an actual bomb detonation.)

Expected Impact

- Since this is only a threat, it is assumed that there are no injuries or damages
- The building will be closed temporarily

Special Actions

- Evacuate the threatened building
- Facilities contacts the police department or pulls the silent alarm

Post Crisis Actions

- The Emergency Response Actions (*Attachment A*) will not be executed

23. Terrorist Attack – In the Immediate Area (within 1 mile radius of a UMA facility)

Expected Impact

- General panic almost certain
- Injuries or sickness likely
- Fatalities or fatal exposures likely
- Additional acts possible
- Physical damage likely
- Environmental contamination likely
- Normal operations shut down

Special Actions

- Initially very few (if any) steps other than those steps necessary for life safety can be executed
- The UMA Incident Commander is notified
- The EMC is activated (members travel to the site only if it is safe to do so)
- Facilities contacts outside emergency services (police, EMS, etc.) or triggers the silent alarm
- Facilities may shut down ventilation systems
- Affected individuals quarantine themselves
- Unaffected individuals relocate to a safe place
- Depending on the exact circumstances, everyone will likely execute a shelter-in-place
- Do not mass individuals in large numbers at a single location

Post Crisis Actions

- Full Emergency Response Actions (*Attachment A*) will be executed once the situation is stabilized

24. Terrorist Attack – In the General Region (outside a 1-mile radius of a UMA facility)

Expected Impact

- Little (if any) direct impact nonetheless, general panic may occur especially if the general area is affected
- In any event, normal operations may be affected
- If the general area is affected:
 - Contamination could spread to the campus
 - Travel to and from the campus will likely be impaired
 - Many faculty, staff and students will be concerned about their family situations

Special Actions

- The UMA Incident Commander is notified
- Facilities monitors the situation
- Facilities may shut down ventilation systems
- If the immediate area *is unaffected*, either:
 - Consider closing UMA
 - Instruct everyone to return to their residence to monitor the situation
 - Normal operations will resume once the attack is over and the environment is safe
 - Provide ongoing news coverage to all faculty, staff and students
- If the general area *is affected*:
 - Close all normal operations
 - Faculty, staff and students may be instructed to conduct an emergency lockdown
 - Facilities establishes perimeter control
 - All individuals leaving UMA should be instructed to avoid any dangerous areas
 - Normal operations will resume once the attack is over and travel to and from the campus is safe
 - Faculty, staff and students may be released and routed out of harm's way
 - (Faculty, staff and students should never be released into a dangerous environment)

Post Crisis Actions

- Emergency Response Actions (*Attachment A*) may need to be executed

25. Accidents

(Note that severe accidents such as a plane crash or a hazardous release are addressed elsewhere)

Expected Impact

- Injuries likely
- Fatalities possible
- Normal operations may be affected
- In most instances, UMA-wide operations will not be seriously affected
- Major physical damage and environmental contamination unlikely but possible under certain events

Special Actions

- The UMA Incident Commander is notified
- EMC may be activated
- Facilities establishes perimeter control around affected areas
- Facilities contacts outside emergency services (police, EMS, etc.)
- EMC:
 - Together with the UMA Incident Commander, establish an accurate description of the event
 - Prepare for the media
 - Together with HR, contact relatives of affected employees
 - Together with Student Affairs, contact relatives of affected students
 - Update the UMA emergency hotline and webpage (*Attachment B*)

Post Crisis Actions

- Full Emergency Response Actions (*Attachment A*) will not likely have to be executed

26. Medical Emergency or Epidemic/Pandemic

Expected Impact*

- Fatalities:
 - Possible within the workforce and possibly at significant levels
 - Numerous (in the thousands or more) nationwide/worldwide
- High absentee rates
- Areas will almost certainly be quarantined
- Even with quarantines, widespread impact possible
- Duration would not likely be short, hampering any rapid recovery efforts
- Areas would likely be affected in waves lasting several weeks
- Medical facilities not able to attend to all cases in a timely manner
- Effective vaccines would not likely be readily available
- Some general warning period is likely, but it may be a brief warning
- General panic likely
- Enormous post-crisis event socioeconomic changes are possible
- Normal business operations could be suspended for a significant period

*This scenario assumes that a highly contagious and deadly virus exists and there is no effective vaccine in sufficient quantities available.

Special (Pre-Crisis and Ongoing) Actions

Pre-Event (Ongoing)

- Identify a person and group to monitor the situation
- Develop plans to maintain necessary operations to the extent possible. Consider work from home plans where possible.
- Establish return-to-work policies
- Consider assisting faculty, staff and students with access to vaccination program
- Have faculty, staff and students practice good hygiene habits while at UMA
- Place ‘Wash Hands’ and other hygiene messages in bathrooms and in other areas
- Maintain adequate hand sanitization stations

- Collaborate with public health agencies

Post Crisis Actions

- Full Emergency Response Actions (*Attachment A*) will likely have to be executed

27. Training

Staff training

At new hire orientation, all UMA employees are provided a copy of the Emergency Preparedness Plan (EPP) and emergency evacuation plans are discussed and reviewed. On an annual basis, each location conducts an emergency drill and provides an updated notice of the EPP to each employee. The EPP is also posted on UMA’s intranet site.

Student Training

All UMA students are provided a copy of the Emergency Preparedness Plan (EPP) during orientation. For the ground campuses, emergency exit areas are discussed and posted emergency exit signs are pointed out to the students. As a reminder to students, staff and faculty, an emergency exit map is posted in each classroom, laboratory and main office area. For the online campus, all students are provided a copy of the EPP in the learning management system.

28. Attachments

Attachment A – Securing Work Areas

Campus Closing Checklist – Flood Threat

If UMA suspends normal business operations in response to the threat of a tropical storm or other rain/flood event, the following activities must be carried out prior to employees being released.

1. Ground-floor occupants in buildings subject to flooding:
 - Unplug computers, printers and other electrical appliances
 - Relocate contents from bottom drawers of desks and file cabinets to locations safe from flooding
 - Move all equipment, books, papers and other valuables off the floor to locations safe from flooding
 - If necessary, relocate equipment and other valuables to a higher floor or higher location (*Be sure that equipment and other valuables that are moved outside your work area are tagged for easy identification and retrieval*)
 - If relocation to a higher floor is difficult or impossible, cover and secure or encase and seal equipment and other valuables in plastic
2. Faculty take gradebooks to designated area for securing (only time grade books are permitted to leave classroom)
3. Check contents of refrigerators and set to coldest setting
4. Empty trash receptacles of items likely to rot
5. Take home all personal items of value
6. Close and latch all windows and close and lock all doors
7. Stay tuned to the radio/television for additional information and check the UMA emergency webpage or call the UMA emergency hotline
8. Other: _____

- 9. Other: _____
- 10. Other: _____
- 11. Other: _____

Campus Closing Checklist – Wind and Flood (Hurricane) Threat

If UMA suspends normal operations in response to the threat of a hurricane or other severe wind and/or flood event, the following activities must be carried out prior to employees being released.

- 1. All employees:
 - Unplug computers, printers and other electrical appliances
 - Relocate contents from bottom drawers of desks and file cabinets to locations safe from water damage
 - Move all equipment, books, papers and other valuables away from windows, off the floor and consider moving to interior areas of the building. *(Be sure that equipment and other valuables that are moved outside your work area are tagged for easy identification and retrieval)*

Note: Wind-driven rain can cause some flooding at all floor levels, so executing this procedure is advisable even for upper-floor levels and for locations that do not face a flood or storm surge threat.

- For ground-floor occupants in buildings subject to flooding: If necessary, relocate equipment and other valuables to a higher floor or higher location. *(Be sure that equipment and other valuables that are moved outside your work area are tagged for easy identification and retrieval).*
- Cover and secure or encase and seal equipment and other valuables in plastic
- Clear desktops, tables and exposed horizontal surfaces of materials subject to damage
- Close and latch (or secure with tape) all filing cabinets
- To the fullest extent possible, turn bookcases, shelving units, etc. around to face walls
- Place telephones in desk drawers. Leave telephones plugged in *(you will be able to receive emergency messages)*

Note: Closing window treatments and applying masking tape on windows provides no real protection. If the window is breached, window treatments just batter about causing additional damage. Tape on window glass causes no damage but it is a waste of time and money.

- 2. Check contents of refrigerators and set to coldest setting
- 3. Empty trash receptacles of items likely to rot
- 4. Take home all personal items of value
- 5. Close and latch all windows and close and lock all doors
- 6. Stay tuned to the radio/television for additional information, check the UMA emergency webpage or call the UMA emergency hotline
- 7. Other: _____
- 8. Other: _____
- 9. Other: _____

Attachment B – Employee/Student Phone Hotline and One Call Now Operating Instructions

Emergency Hotline Activation and Change Emergency Audio Procedure

Activate Emergency Schedule by Campus

1. Dial UMA Main number 813-532-8000
2. Hit # then your extension and IC password then #
3. Press 5 for Personal Options
4. Press 9 for Admin Options
5. To activate unplanned schedule by campus hit 1
6. Option 5 (Service Desk Outage)
7. Option 1

Record Audio Files for Emergency Messages

1. Dial UMA Main number 813-532-8000
2. Press # then your extension and IC password then #
3. Press 5 for Personal Options
4. Press 9 for Admin Options
5. To record unplanned schedule audio message press 2
6. Enter the number of the Audio File you would like to rerecord followed by the # sign
 - a. 1000 for Tampa Emergency Audio
 - b. 2000 for Online Emergency Audio
 - c. 3000 for Clearwater Emergency Audio
 - d. 4000 emergency employee hotline
 - e. 8000 for Service Desk Outage
7. Press 1 to record new audio
8. Press 4 to save new recording

“Business As Usual” Message Sample

Thank you for calling the UMA IT Service Desk. There are currently no known service outages at this time. If you have a service request, please use HEAT Self Service. To report a service outage incident please remain on the line while your call is directed to our next available engineer.

Outage Message Sample

Thank you for calling the UMA IT Service Desk. UMA is currently experiencing the following service outage: _____. We are working to restore normal operation currently and anticipate resolution by _____. If you need assistance with any other issue, please remain on the line while your call is directed to the next available engineer.

Audio File Number Associations

1000 Emergency Tampa Audio
2000 Emergency Online Audio
3000 Emergency Clearwater Audio
4000 UMA Employee Weather Hotline

One Call Now Operating Instructions

The URLs for registering are as follows:

Clearwater Campus (Students) - www.ultimatemedical.edu/ClearwaterAlerts

Instructions for Students to register:

- Go to Ultimatemedical.edu/ClearwaterAlerts
- Click the sign up button:



- [Register using the email address](#) on your student record
- Once you have registered, you will have the opportunity to add other forms of contact, including:
 - other email addresses
 - mobile phone number
 - or home/landline number

UMA Staff (All Campuses) - www.ultimatemedical.edu/StaffAlerts

Here are the instructions for staff:

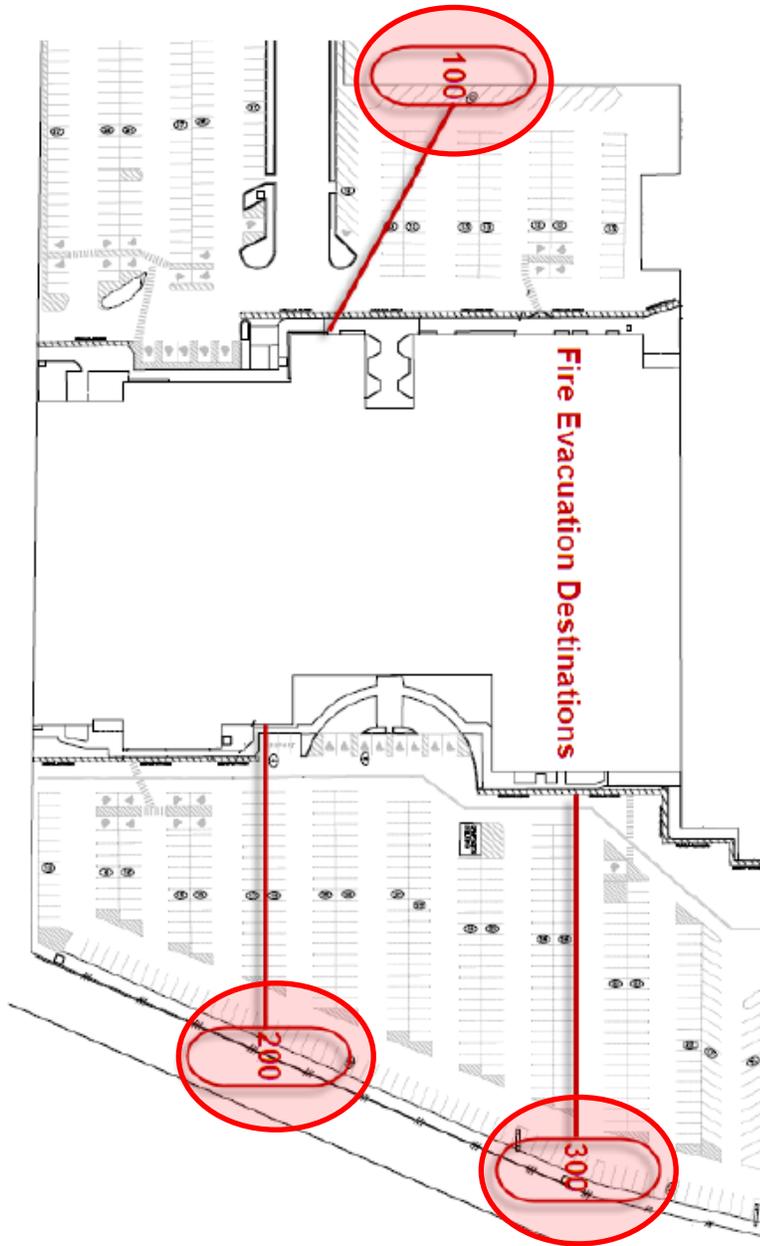
To register to receive emergency alerts [view the tutorial](#), and then [sign up using your ultimatemedical.edu](#) email address. Once you have registered, you will have the opportunity to add other forms of contact, including:

- personal email addresses
- mobile phone number
- and landline.

Please note that you will have to verify each contact method by acknowledging the text message/email/phone call that you receive upon registration. This simply assures that the information you submitted is correct. If you would like to update or change your information at any time you may come back [to this page](#) to do so.

Attachment C – Emergency assembly areas

North Florida Emergency Assembly Area



Attachment C – Emergency assembly areas

MLK Emergency Assembly Area



Attachment C – Emergency assembly areas

CLW Emergency Assembly Area

