

EMERGENCY RESPONSE PROCEDURES

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For any comments, feedback, or query, please contact: policies@aub.edu.lb.

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Section 1 - Introduction

The American University of Beirut is subject to several natural and man-made risks. These include, but are not limited to: earthquakes, fires, hazardous materials spills, lightning, terrorist acts, bomb threats, etc... Preventive and security measures cannot assure elimination of all risks. Consequently, the University has established an Emergency Response Team (ERT) and devised an Emergency Response Plan (ERP) to deal with emergency situations.

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Section 2 - The Emergency Response Team (ERT)

The ERT is composed of about 25 individuals from the AUBMC and campus departments under the leadership of the director of Environmental Health, Safety, and Risk Management (EHSRM). The EHSRM Department supervises the team and works closely with the AUB Protection Office, Physical Plant, and other departments during emergencies. The ERT provides first and basic response to fires, releases of hazardous and toxic materials, and can perform limited rescue services.

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Section 3 - Purpose of the Emergency Response Plan (ERP)

The purpose of the ERP is to establish a system for emergency response that:

1. Helps save lives.
2. Helps protect property.
3. Prevents escalation of losses.
4. Assures fast response to and quick recovery from each emergency.
5. Provides for efficient use of university and other resources in the case of an emergency.
To achieve these goals, the University has adopted an Incident Management System (IMS) that involves the establishment of an Incident Command Post (ICP) for responding to each and every emergency.

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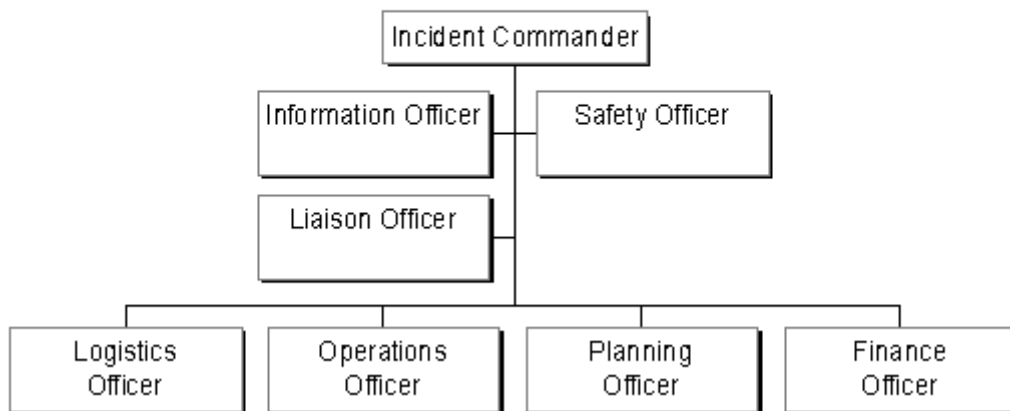
Section 4 - The Incident Command Post (ICP)

An ICP shall be set up for each emergency. The size, equipment, and personnel needs for each ICP shall be determined by the nature of the emergency. The ICP shall coordinate activities of all the University, outside official agency, private or other emergency response teams or personnel. The ICP organizational structure will depend upon the type and magnitude of an incident. The ICP builds its structure as people responding to the incident start to arrive. The highest-ranking member of the ERT who is capable of directing resources committed to the incident will assume the duty of Incident Commander (IC). As other ERT members arrive, a pre-designated person will assume the IC position and will have the responsibility of directing all the activities in the incident ([Appendix I](#)).

A basic ICP will be comprised of four sections: logistics, operations, planning, and finance. Each ICP shall establish commanding officers for information, safety, and liaison. The specific organization and structure of an ICP will depend on the management needs of the incident. In small incidents, one person may simultaneously manage all functional areas of the ICP, and no further organization is required. In larger incidents, some or all of the four sections will require separate commanding officers.

The basic organizational structure of an ICP will be as in Figure 1:

Fig. 1
Incident Command Post



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Section 5 - Incident Definition of Responsibilities

1. Incident Commander (IC)

Is the person in charge of all the operations and activities needed to manage the incident. These include strategic objectives of the response operation, ordering and releasing resources, assigning tasks, etc...

2. Information Officer (IO)

Obtains briefings and information from the IC and deals with the press or news media. This assures uniform information to the public and will help safeguard the image of the University in emergency situations.

3. Safety Officer (SO)

Responsible to make sure that all personnel observe safe procedures and practices. The SO identifies unsafe or hazardous conditions or actions, formulates measures to protect the safety of personnel, and takes immediate action to stop or prevent unsafe acts and close areas of unsafe conditions. The SO may act immediately when conditions Immediately Dangerous to Life and Health (IDLH) exist, without having to go through the regular line of authority.

4. Liaison Officer (LO)

Responsible for coordination of communications between the various agencies that are involved in the emergency response.

5. Operations Officer (OO)

Directs all the incident tactical resources to accomplish the strategic objectives, as determined by the IC. This person assures that resources are used effectively to carry out and achieve the incident management goals.

6. Planning Officer (PO)

Collects and evaluates information that is relevant to the ongoing and future operations of the response. Based on the information collected, the PO develops written or oral action plans.

7. Logistics Officer (LO)

Responsible for making sure that needed services and supplies are available or provided quickly. Examples are locating and providing fuel, equipment, spill control supplies, food supplies for ERT members and victims, etc... The LO maintains records on equipment, supplies, and all expendable items used during the emergency response.

8. Finance Officer (FO)

Maintains records of all expenditures associated with the emergency response.

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Section 6 - Incident Command Post Setup

Upon receiving notification of an emergency situation, the ERT and the Protection Office shall obtain information about the nature and extent of the emergency, so that appropriate emergency response personnel may be called. The Protection Office is supplied with a list of emergency response personnel who can deal with specific kinds of emergencies. This list includes outside university agencies ([Appendix I](#)).

The Protection Office shall inform personnel, as in the emergency notification list, and proceed to the site accompanied with members of the Lebanese Security Forces, as may be needed.

1. The Protection Office Carries Out the Following Tasks:

- a. Provides communications for the Emergency Response Team and other external agencies.
- b. Controls the evacuation of the building's occupants outside the building by moving occupants away from the building as the alarm is sounding.
- c. Directs and controls the vehicular traffic to protect the Emergency Response Team and/or Fire Brigade personnel, and may, if necessary, block streets and detour traffic.
- d. Assists the Emergency Response Team as needed.
- e. Officers may fight fire if they have been trained to do so, their exit is assured, the fire is small, and provided that the rescue, alarm, and evacuation steps have taken place.
- f. Assists in various duties as required by the incident commander.
- g. Provides the liaison officer position if requested by the incident commander.

2. The Emergency Response Team Assumes Command of the Emergency Upon Arrival to the Emergency Scene and Does the Following:

- a. Conducts basic rescue, fire fighting, as well as limited hazardous material spill remediation, chemical, biological, radiation agent response, or other emergency operations.
- b. Assists with communications and location and activation of the fire alarm and fire suppression equipment within buildings, as needed.
- c. Determines the cause of the alarm's activation.
- d. Follows-up to mitigate false alarms, when possible.
- e. Coordinates the building evacuation procedures.

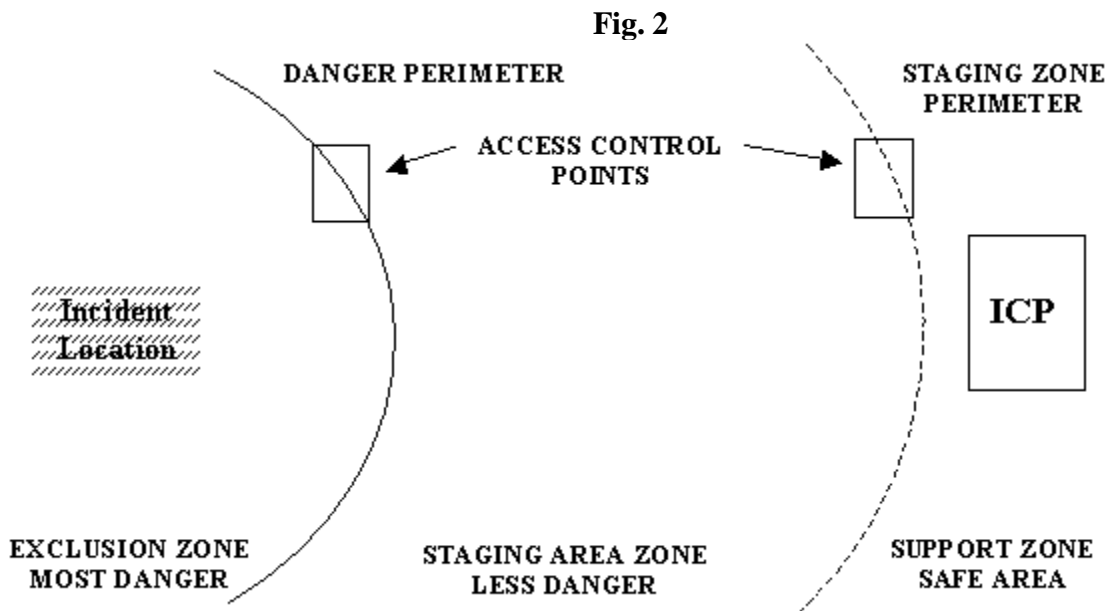
- f. Assists in investigating fires or other emergencies to determine the cause.
- g. Silences and resets the alarm, when feasible.

3. Normally, Three Control Zones Are Established: the Danger or Exclusion Zone, the Staging Area Zone, and the Support Zone:

- a. The danger or exclusion zone is the actual site of the incident such as a spill, fire, bomb location, etc...
- b. The staging area zone is an area surrounding or outside the exclusion zone, where it is safe to prepare personnel and equipment to deal with the emergency. This area can be used to help or decontaminate or provide initial treatment of victims as they are removed from the exclusion zone.
- c. The support zone is a zone outside the staging area zone. In this zone, the command post may be situated. Incoming emergency response teams and officers of the ICP will meet in this area to receive their instructions.

Access control points are established for each area, and only authorized personnel are allowed to enter.

The following (Fig. 2) represents a schematic diagram of the incident area and control zones:



The ERT shall establish an ICP in a safe area outside the danger zone and assume its command (Fig. 2.) The ERT evaluates the situation and decides to increase or decrease the size of the areas that need to be under control.

Protection Office personnel or first responders should not enter dangerous or contaminated areas so that they do not endanger their lives or contribute to the spread of contamination. The Emergency Response Team will provide clearance and instructions for personnel who need to enter a danger zone. The emergency response team will also evacuate, decontaminate, and help handle and manage personnel who may have entered dangerous or contaminated areas.

Each person, including officers and emergency response personnel, must follow the directives of their superiors. Instructions should be clear and must be obeyed. Petty issues shall not be discussed. Only in cases that may make the difference between life and death, or where catastrophic losses could arise, may persons question the orders of their superiors during an emergency. The rule is: “follow instructions and discuss later after the emergency is over.”

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Section 7 - Emergency Response Critique

Following each emergency (real or practice), a meeting will be held for responders to critique the response, ask questions, and discuss ways of improving emergency response in the future. The IC or his/her designee chairs this meeting. The meeting is minuted, and the decisions/recommendations made are distributed to all concerned.

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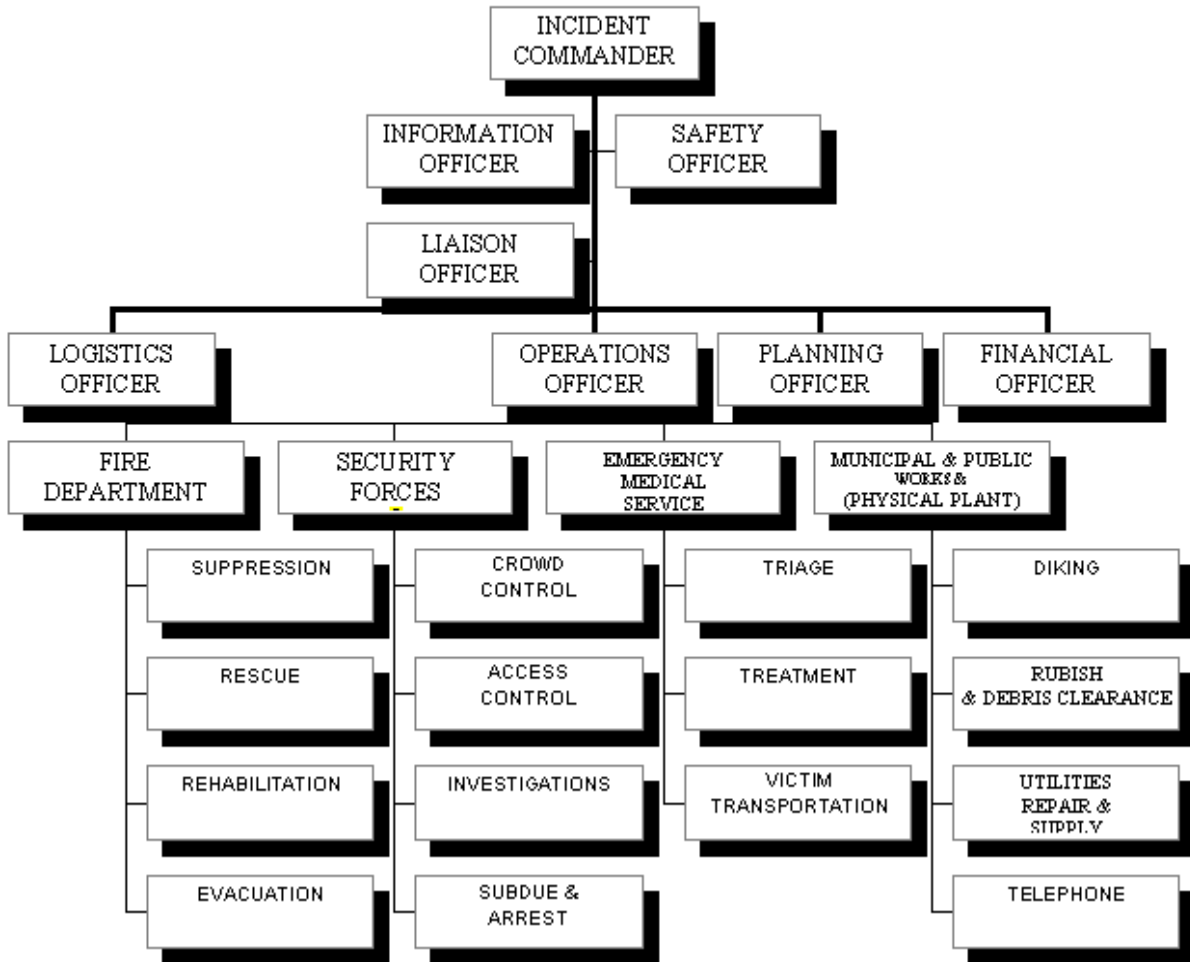
Section 8 - Coordination with Other Agencies (Large Incidents)

Practice sessions involving outside agencies are held to assure proper coordination and effective response. Every agency must accept that each incident will have one IC who is responsible for directing the emergency response activities. A large incident may involve other agencies, including but not limited to: the Beirut Fire Brigade, Lebanese Security Forces, emergency medical services (Red Cross or other ambulance services), Civil Defense Team, Beirut Public Works or Municipality Teams. When these teams arrive, they should report to the ICP for briefing and job assignment. Each team shall have its own commander or leader who, in turn, reports to the incident commander.

For a large incident with multi-agency response, the organization of the ICS may look like Figure 3:

Fig. 3

**Incident Command Post
(large incidents)**



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Section 9 - Policy Group (Crisis Response Team)

The Policy Group is comprised of senior executives who may be convened by the president and when requested by the IC to deal with the issues arising from a major disaster or other serious incidents, e.g., an incident requiring the closing of facilities, or politically motivated acts such as bomb threats or kidnapping. The executives and meeting locations are indicated in [Appendix II](#). If the first meeting place is unavailable, the group will meet in the second place, or third place, etc... If all the designated places are unavailable, then the head of the Policy Group will decide on a meeting place.

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Section 10 - Emergency Funds

The incident commander has the authority of a department head/manager to authorize immediate expenditures up to \$5,000 in order to assist in dealing with an emergency, or to mitigate further losses. Petty cash from the EHSRM Office may be used for this purpose, and additional funds, up to \$5,000, will be made available by the university cashier upon request. All expenditures shall be accounted for and justified by the IC.

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Section 11 - Security Emergencies

For emergencies involving security matters such as kidnapping, assaults, thefts, bomb threats, civil disturbance, etc., the Protection Office shall perform the response and the chief of Protection will assume the role of IC.

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Section 12 - AUBMC Disaster Plan

The AUBMC Disaster Plan shall be implemented in the case of major external disasters such as fires, earthquakes, floods, civil disturbance, or another situation leading to an influx of casualties exceeding twenty in a short period of time that strains the emergency facilities of the hospital. The ERT may be called to assist, provided the team is not involved in another emergency.

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APPENDIX I EMERGENCY CONTACT NUMBERS

The following persons, response teams, or agencies will be contacted for each emergency as specified below.

For each emergency:

1. Contact the incident commander. Hierarchy for incident command is:

		Office Ext.	Pager	Mobile	Home
1.	EHS&RM Director	---	---	---	---
2.	Mr. Bilal El Iskandarani	2368	0069	03/909115	03/754500
3.	Mr. Raja Abdallah	2361	0061	03/909112	01/790086
4.	Mr. Talal Abou Mjahed	2362	0062	71/180108	05/434952
5.	Mr. Salah Bayyoud	2345	0067	03/909116	03/380806
6.	Mr. Nazir Marouch	---	0074	03/366250	01/366625
7.	Mr. Mike Rebeiz	2366	0077	03/909117	01/739553

2. In addition to the above, the following specialized agencies or personnel should be contacted in case of:
 - a. Bomb threats, suspicious objects found, terrorist acts, or other security emergencies: Protection Office (2400), Lebanese Security (Tel. 112).
 - b. Kidnapping or other politically motivated acts, the Policy Group shall meet and decide which officials to contact (contact Protection at extension 2400).
3. In case of fire, contact:

	Office Ext.	Pager	Mobile	Home
Environmental Health, Safety, & Risk Management	2360	---	---	---
EHS&RM Director	---	---	---	---
Mr. Bilal El Iskandarani	2368	0069	03/909115	03/754500
Mr. Salah Bayyoud	2345	0067	03/909116	03/380806
Dr. Raja Abdallah	2361	0061	03/909112	---

	Phone
Beirut Fire Brigade	175

4. In case of emergencies involving hazardous materials such as chemical, biological, or for any incident in a laboratory, contact:

	Office Ext.	Pager	Mobile	Home
Environmental Health, Safety, & Risk Management	2360	---	---	---
EHS&RM Director	---	---	---	---
Mr. Bilal El Iskandarani	2368	0069	03/909115	03/754500
Dr. Raja Abdallah	2361	0061	03/909112	---
Mr. Talal Abou Mjahed	2362	0062	71/180108	05/434952

5. In case of emergencies involving radioactive material, contact:

	Office Ext.	Pager	Mobile	Home
Environmental Health, Safety & Risk Management	2360	---	---	---
EHS&RM Director	---	---	---	---
Mr. Bilal El Iskandarani	2368	0069	03/909115	01/790086
Mr. Mohammad Tamin	2378	0038	03/909117	---

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APPENDIX II

POLICY GROUP (CRISIS RESPONSE TEAM)

The Policy Group shall be comprised of the following persons or their delegates: the president, VP for facilities (chair), VP for finance, director of EHSRM, chief of protection, director of physical plant, director of business services, VP for human resources, dean of student affairs, comptroller, internal auditor, provost, director of AUBMC, and director of information and public relations.

Meeting places will be communicated to the members of the policy group in advance.

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