

# Disaster Exercise Engaging Central Administration Response Team and University Administrative Council

Emergency Planning Committee

Co-Chairs Katrina Doolittle, Stephen Lopez, Johnny Carrillo, Alton Looney

MAY 14, 2019



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## Emergency Planning Committee Member Organizations and Introduction

- Associate Vice-President for Facilities and Services
- NMSU Fire Chief
- NMSU Police Chief
- Executive Director for Environmental Health Safety and Risk Management
- Assistant VP for Auxiliary Services
- Associate VP for Marketing and Communications
- Director Media Relations
- Executive Director Facilities and Services
- Chief Information Officer and Associate VP for Information and Communication Technologies
- Dean of Students
- NM Department of Agriculture Director/Secretary or designee
- Associate Provost for International and Border Programs or designee
- Doña Ana Community College President or designee
- Alamogordo Community College President or designee
- Grants Community College President or designee
- Carlsbad Community College President or designee
- Facility Manager for Arrowhead
- General Counsel or designee

## Summary Report of May 14, 2019 Exercise

A disaster exercise engaging NMSU Central Administrative Response Team (CART) and members of University Administrative Council (UAC) was conducted on May 14, 2019 in Corbett Senate Chambers from 10:30-12:00pm. The scenario centered around an international terrorist incident and NMSU's coordinated local response. The exercise engaged the CART, Resource Personnel and other University Administrative Council members in an open discussion of important steps and response plans that focused on the human impact, communications, economic and political issues and acknowledged the potential financial and reputational impacts. Members engaged and contributed their response plans which are based on experience, and NMSU guidelines. Those response guides reviewed in advance include: 1) Protocols for Dealing with Death, Life Threatening Injury or Illness for University Students, Employees and Guests and 2) International Crisis Management.

Stephen Lopez led the exercise with support from Katrina Doolittle. Scenario development was select members of Emergency Planning Committee including Glen Haubold, Michael Schmelzle, Stephen Lopez, Johnny Carrillo and Katrina Doolittle. This exercise meets many university needs along with satisfying certain accreditation and regulatory requirements. The Emergency Planning Committee (EPC) maintains the record of debrief and actionable items. It was a productive exercise with excellent engagement from most of the members and response plans were contributed by almost every area of CART and Resource Personnel.



**Figure 1. May 14 Central Administration Response Team, members of University Administrative Council and Resource Personnel engaged in disaster exercise facilitated by Stephen Lopez**

## Summary Report of May 14, 2019 Exercise Continued

The following notes and action items were compiled and reviewed by Emergency Planning Committee on May 23, 2019. Polly Wagner led the debrief and members reviewed the following notes and action items were assigned for follow-up. The files related to exercise, meeting minutes and this report are stored on the NMSU EPC SharePoint.

### A. Day 1 – Initial Actions

#### Day 1

**1:30 PM:** The President's Chief of Staff (COS) receives a call from a distraught spouse of a faculty member who thinks his wife may be at the W Hotel in Mexico City attending a conference. The caller has no other information except their name. The COS checks the phonebook and then calls the College of Ag to see if they have any information that would help. The person in the office does not know any details but does say that she thinks that there are many people attending the 4th International Symposium on Collaboration with Engineering, Food Science, and Agriculture in Mexico City at the hotel.

1. International and Border Programs (IBP) should be contacted, they will have all required info of travelers (NMSU employees and students only, not necessarily family members that may have gone along).
2. If reimbursement is desired, the process through IBP is required.
3. Information is web-based so easily accessible by Rod McSherry and his team.
4. May want to consider if others need emergency access to the information such as Police Dept, and Human Resource Services (HRS)?
5. Dr. Jones indicated that HRS would have access to emergency contact information on their system as well.
6. Itineraries would be available through IBP and Vice President for Research office.

### B. Convene CART

#### Day 1

**2:30 PM:** The COS and the Provost – who is the ranking officer present on campus – decide to convene CART. In the excitement, all resource personnel are called in. By 3:30, the group has convened in Hadley Hall room 130.

1. CART and resource team are gathered.
2. NMSU to reach out to Embassy/Consulate in Mexico.

## **Summary Report of May 14, 2019 Exercise Continued**

3. Time to put together media announcement led by Justin Bannister/Marketing and Communications team. Crisis communication only. Only communicate facts that we can confirm. Announce when next update will be available and where.
4. Emergency Notification will need to be planned carefully.
5. Centralize phone calls (VoIP) by setting up the call center. Information and Communications Technologies and Police Department can set up call center in about an hour.
6. Set up support center for family members to come to when on campus.
  - a. Out of town family, dedicated hotline.
  - b. Keep family communication separate.
  - c. Try to isolate family communications from social media to minimize rumor transfer.
  - d. Keep family up to date on facts and what we know.
  - e. We, NMSU, will want the burden to communicate with family, not the FBI.
  - f. Counselor and spirituals support for family.
  - g. Focus on family needs.
7. Environmental Health Safety & Risk Management (EHS&RM) will notify the State of NM Risk Management Division of incident.
8. President returns, assumes role as acting Chancellor, notifies and maintains communication with Regents and Governor.

### **C. Other things brought up during exercise:**

1. Pre-determined locations and backup locations for CART, Call Center, Support Center for Family,
2. Would an off-campus location be needed in the event of an on-campus incident? County EOC available but facility is small.
3. Dean of Students to determine post-vention plan and implement.
4. Food delivery for CART/Resource Team/Call Center team, ect...
5. Consider shifts of staff dependent of length of time for incident.
6. At a certain point later in the incident, it will be acceptable to use social media for updates with facts only. Up to Justin Bannister/Marketing and Communications team to determine and post.
7. We will have many that are not harmed but are separated from IDs, phones, passports, ect... How to assist them?
  - a. Embassy/consulate.
  - b. Reach out to other academia for knowledge gathering. Do we have partners in Mexico available to assist our people there?
  - c. IBP will have copies of passports on file.

## Summary Report of May 14, 2019 Exercise Continued

- d. Focus on special needs of our people there. Ask family. Medications? Medical attention?
  - e. Send our plane or a chartered plane (notify RMD for proper insurance coverage notification).
8. Discussion of F-1 Student and J-1 Scholar

Things to consider for the F-1 student and his wife:

- a. *How will NMSU know that the F-2 dependent spouse accompanied the F-1 principal visa holder?*

No direct response was given by the group with respect to this question because it is similar to US citizens/Permanent Residents who have spouses/dependents accompanying them. There is presently no way for the group to know this information. The travel form used in IBP is strictly filled out for reimbursement purposes. Dependents, who are typically not traveling for official reasons, are not eligible for reimbursement and are not included on the form.

- b. *How will emergency contacts for the student and spouse be notified of situation?*

IBP/ISSS would contact NMSU Police, who would have emergency contact information. However, owing to time-zone differences where the contacts may live and the real possibility that the contacts may not speak English, IBP would coordinate with NMSU Police which could provide interpreters.

- c. *How will NMSU respond to calls for information from inside and outside the US?*

These calls should be routed to the NMSU Police call center. Again, there may be challenges in being able to communicate with callers who may not speak English, so interpreters would have to be available.

- d. *What steps need to be taken with DHS to report on student and spouse's situation?*

There is no reporting requirement ISSS has to notify Department of Homeland Security in the event of an emergency. However, NMSU Police would most likely contact federal law enforcement agencies and ISSS would contact SEVP (Student and Exchange Visitor Program) to notify them that some of our F-1 students are experiencing an extraordinary situation which could impact on their immigration status should they return to the US.

- e. *Wife will no longer qualify as F-2 dependent in the absence of F-1 visa holder. Will steps should be taken to allow her to reenter the US?*

IBP/ISSS would contact the nearest embassy/consulate to report on this situation and request guidance on how to proceed to get permission for the F-2 to reenter the US.

- f. *Who will interface with US embassy/consulate? Will Chinese consulate be notified?*

IBP/ISSS would be able to act as a liaison with the US embassy/consulate. University leadership would decide who would contact the Chinese consulate and when that would occur. IBP would be available to advise on this, if requested.

## Summary Report of May 14, 2019 Exercise Continued

- g. *What will be health insurance concerns (repatriation of remains, treatment in foreign hospital if spouse didn't purchase supplemental insurance)?*

Our students and dependents are required to have health insurance as part of university enrollment requirements. This insurance will cover emergency medical evacuation to the nearest appropriate care facility for stabilization of condition and then the students are either sent back to continue their school program or back to their home country if they are unable to continue their studies. Repatriation coverage is up to \$25,000 and remains are always sent to the student's home country.

- h. *Who would the J-1 scholar contact if she is separated from the hotel group? Would she have that information? What are alternate means for her to reach points of contact if her phone isn't working?*

No specific answer was given. The J-1 scholar could contact her embassy/consulate (if there is one in that location) or could contact Mexican police. These agencies could assist the scholar in connecting with the group and with NMSU.

- i. *The J-1 scholar lost her passport and contacts the German embassy for help. However, in the confusion, she cannot get a new passport right away. What support does NMSU give the scholar who is unable to reenter the US and must stay on longer in Mexico?*

No specific answer was given. The scholar should contact NMSU, and IBP would coordinate with leadership to see what resources are available. IBP/ISSS would advocate with the US consulate for assistance in getting visa permission for the J-1 to return to the US owing to the extraordinary circumstances.

- j. *Department of State must be notified whenever an Exchange Visitor is involved in an incident. ISSS will handle this, but how is ISSS notified? Who will be the liaison with DOS should they require further information and decide to arrive for an on-site visit?*

No specific answer was given. If internationals are involved, and if they filled out the appropriate travel forms before departing NMSU, we would be able to know that the scholar was part of the group. ISSS is required to notify the Office of Private Sector Exchange Administration at the Department of State (DOS) when incidents occur. ISSS would initially be in liaison with DOS, but IBP would be notified should DOS visit the site. IBP would then notify leadership for any guidance.

9. President Floros recommended follow up to review travel process and evaluate what information we want to capture centrally.

## List of attendees

Sign in log attached. Place holder.



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5/14/19 CART Exercise

Name	Org
NORMA GRIJALVA	ICT
JoAnne Dupre	Research
Polly Wagner	ENS+RM
Andy Bowen	Police
JEFFREY HARVEY	POLICE
Jim Hoffman	Dean College of Bus
Will Jones	DCS
MCNNEL SCHNEELZER	IBP
Rod McSherry	IBP
Tolmay Carrillo	FIRE
Lois McKee	AHWC
Judi Vuolz, MD	AHWC
Carol MacDonald, RN	AHWC
Ophelia Watkins	Housing & Res Life
Michelle Bernstein	Housing & Residential Life
Mónica F. Torres	DICE
KEN VAN WINKLE	NMSU - ALAMOGORDO
Mickey D. Bor	NMSU Grants
John B. Grotta	NMSU Carlisle
Rui Gifuent-s	VPR NMSU
Leonard Martinez	Chief of Staff-Chancellor
Anton Loney	F&S
Adam Cavotta	BOR
Gena Jones	HRS
Andy Burke	Admin & Fin.
USA L. Warren	UGC
Scott Field	UGC

NAME	Org
Renay Scott	Student Success
Laura Castilla	OIE
Ermelinda Quintela	Audit Services
John D. Flores	President
Melody Munson-McGee	Office of President
April Mason	Provost
Cruz Fant	Deputy Provost
Justin Bannister	Marketing & Comm.
MINERVA BAUMANN	Marketing/Comm.
KATRINA DASHITTLE	EHS & RM
Stephen Lopez	Police Dept