“It was the Best of Times, it was the worst of times, it was the age of wisdom, it was the age of foolishness…” That classic citation from Charles Dickens’ A Tale of Two Cities can almost describe the past two years here at UWEM and the University’s emergency and disaster management and business continuity programs. As we close-out a historic biennium filled with so many accomplishments and activities, it is difficult to highlight them all. The crowning achievement was our move into the brand-new Emergency Operations Center this past Spring (see highlights in the April 2011 Disaster Digest). We accomplished this at the same time as the UW suffered the largest series of budget cuts since the Great Depression. Always embracing a challenge, your UWEM Team and our partners/stakeholders pressed on by providing an ever-expanding level of services to our campuses, our customers and our community. From the development of a 24/7 UWEM Duty Officer roster, to the completion of a new field incident command policy and procedure, roll-out of an exciting new business, academic and research continuity tool called “Husky Ready”, your UWEM Team and our partners have continued to provide national leadership on what constitutes a vibrant, active and visible emergency management program.

We currently are on the cusp of officially closing-out 3 grants which supported the university’s disaster readiness posture (Burke Museum & Padelford Garage seismic projects, and EOC equipment enhancements); however, looking down the road, we are a bit less optimistic of maintaining that level of external grant sustainment. Our federal government, a past financial supporter of the UW’s emergency programs, has effectively eliminated or significantly reduced grant and contract funding for colleges and universities to prepare and respond to emergencies, disasters and crises. So what does that mean for us? We will just have to refocus our efforts on our core mission. We will continue to accomplish this through the strategic and operational tools available to us and used on a daily/regular basis, including following our 5-year Strategic Plan (see article later in this newsletter on p. 10), continually executing and refining our Balanced Scorecard Program and initiating our new LEAN efforts.

Continued on the next page...
From the Director continued...

Finally, we often are asked “Why do you guys spend so much time and effort preparing for a disaster or emergency that may never happen here at the UW?” The answer is simple: collectively with our partners, stakeholders and EOC responders, we work to make sure that the UW can and will respond and recover from any size or type of disaster as quickly and effectively as possible to save lives, property and the environment!

As our friends from UW Benefits remind us, “the UW is not only a paycheck” – it is the source of livelihoods for thousands of employees, students, researchers and a major economic engine for the region. Recently, my partner Rick who works for AT&T in Redmond shared with me a true-story of how disasters can impact people working for a large employer with offices and employees scattered all across the globe – like the UW. The photos below are a Before-and-After of one of their stores in Joplin, Missouri.

Sadly, AT&T lost a valued member of their corporate family in that store that tragic day in May. While the UW may not have tornados, we do think about and constantly prepare for all kinds of disasters through regular plans, training, drills and exercises. Preparedness is not only about dollars and cents — it’s about saving lives.

Getting’ a Little Help From Our Friends

It has been a very busy five months for our staff since occupying the new UW EOC and getting it up and running at the UW Tower. We are happy to announce we will enjoy the assistance of a summer student volunteer to help our staff with all the little details that still need to be completed in making the new EOC fully functional.

Our summer volunteer is Spenser Vines. He is currently a UW student studying Biochemistry. Spenser is trained as an EMT basic and is involved in King County Search and Rescue. Spenser is also an officer in the student organization Husky EMS and is trained as an emergency shelter operator with the Red Cross. Other than helping out with UW Emergency Management projects, Spenser enjoys a wide range of outdoor activities and is interested in rural and remote medical care. Thanks, Spencer for your upcoming assistance! We really appreciate it.
And the Envelope Please...

The results are in! Drum roll …….. UWEM recently received the initial results of our biannual customer service survey which was conducted as part of our parent Facility Services organization’s efforts to regularly track customer satisfaction. Not unexpectedly, our customers, stakeholders and partners continue to give us high marks for the wide variety of services we provide to the campus community. During the months of April and May 2011, surveys were sent out to nearly 200 customers to rate us on everything from our timeliness, professionalism, competence, communications and even our website. A few scores improved, a few slipped a bit, but overall, our “average” rating/score on all 11 questions was 85% (ratings 4 or 5 on a 5-point scale).

Some basic highlights of the 2011 survey results:
(1) we continue to receive very high marks for being courteous, competent, professional and good communicators; (2) we need to work harder in coming up with more creative solutions to complex campus-wide problems, including simplifying our website – which has become a bit “cluttered” over the past 2 years; (3) many people (32%) of the campus still feel as if the UW is not adequately prepared to deal with a major disaster –although our score improved nearly 6% from 2009; and (4) while our ability to respond faster in times of crisis has increased slightly, our customers feel as if we have become less “visible”. We are hopeful that our recent move to the UW Tower will provide us with additional tools to address many of the areas requiring improvement. All of the suggestions, comments and scores will be more closely evaluated by our staff and our EMPC campus advisory committee this summer. Of course, survey or not, we welcome you comments or suggestions via our website: www.huskyem.org or via email at disaster@uw.edu.

Annual University-Wide Disaster Drill

What type of disaster will UW Emergency Management create this year? As major disasters don’t happen often enough for us to learn from and activate our plans we must practice by conducting disaster drills and exercises. Every year the UW conducts a university-wide disaster drill to test our people and systems. This year’s drill will be held Thursday, September 22nd 2011 and will be the first time we activate and test the new Emergency Operations Center. Prior to the drill, a majority of the 108 UW EOC responders will go through a series of hands on training in the new EOC. The goal is to familiarize them with the new facility and organization structure in which they will operate.
**LEAN Project**

The Business, Academic and Research Continuity (BARC) program will be part of a dedicated LEAN project with Facilities Services and representatives from other UW departments to determine the best way to implement and manage the new BARC program at an enterprise (campus-wide) level. Key focus points will include how to manage the costs of the program, efficiently train the hundreds of departments in basic BARC concepts and provide continuity of the program to build upon the continual planning from year to year. Interest in BARC has been steadily growing as various disasters across the world and nation have raised awareness of the need for proper planning and preparedness to mitigate against a potential disruption or recover in a more efficient manner, should a disruption actually occur.

Additional interest has been developed as UW Internal Audit begins to evaluate UW departments on what continuity planning they have in place, in compliance with APS 13.2 “Business Continuity Management”. To learn more about BARC and how it can be a tool to assist your department, please visit our [BARC website](#) or call 206.897.1882.

**Husky Ready Summer Pilot**

Kuali Ready is a business continuity software package that was developed by the Kuali Foundation, homed at UC Berkley and subscribed to by the UW. The subscription allows for the UW to customize the software, which was renamed locally to “Husky Ready.”

Husky Ready is a process-driven, all-hazards planning tool that helps a department or unit develop their continuity plan. It’s hosted at Berkley and available online anywhere Internet service exists, so it’s resilient to disruption. Husky Ready has an intuitive user interface and is often likened unto using TurboTax™ in terms of easy functionality.

Husky Ready is currently in a pilot project with select departments on the UW Seattle and UW Tacoma campuses. The purpose of the pilot is to evaluate practical issues with the tool and determine the best way to support an enterprise release of the tool. The pilot will end in August with a formal report identifying recommendations for improvement. The tool will go live to the rest of the UW System sometime in September 2011.

Husky Ready will become the standard tool through which all business, academic and research continuity planning will be performed at the University of Washington.
Bottoms Up...Bottoms Down

The UW’s Emergency Operations Center (EOC) is a critical command and control facility that the University uses to help coordinate response to and recovery from major incidents and disasters. If needed, the UW EOC can operate round the clock for 3 days without requiring additional supplies. Food and water have been provided for the EOC responders to help take care of them as they help take care of the University.

Part of that planning is to consider what happens after 3 days, particularly for something as important as water, if the municipal water supply is compromised. The UW EOC has developed a 3 tier water plan:

1. Short-term water in the form of personal 72 hour kits.
2. Emergency water storage provided by the UW EOC through specially canned water that has a 30 year (yes, that’s right: it’s good until 2041!!) shelf life.
3. Through a special filtering system that allows for the EOC to filter water from a natural source such as Lake Washington and produce potable water for the EOC. The unit is the Responder S by Aqua Sun, Intl. It can produce an output of 1 gallon per minute for as long as it has power and up to 100 gallons/day on the integrated solar power system.

Another consideration that naturally follows food and water planning is “waste management”. Specifically: human waste management. If the Seattle municipal water supply is not operating, there is an excellent chance that the toilets at the UW’s EOC will be non-functioning as well. The EOC now has an emergency “potty plan” to continue to meet the needs of the EOC responders in even the most dire of circumstances.

Taking a queue from camping toilets and domesticated felines everywhere, the EOC plan will use bio-degradable bags with a special powder to produce environmentally safe “human litter-boxes” that will meet the restroom needs of the EOC’s responders for at least 3 days. These bags will be used to line the non-functioning toilets in the restrooms near the EOC and the powder will maintain a healthily, sanitary environment by turning liquids into gel and controlling odor. The bags would be replaced at least daily or as needed. Disposal would take place in accordance with University policies and industry best practices for disaster waste management.
Japan Earthquake Sparks NW Fears

On March 11, 2011 a 9.0 magnitude earthquake struck just off the coast of Japan causing a tsunami that devastated coastal cities and rattled others hundreds of miles away. News of this earthquake sparked concern among the University community fearing similar devastation could occur in our state. UW Emergency Management responded to these concerns by hosting a road show of Earthquake Awareness & Personal Preparedness classes throughout March and April. Locations included the UW Tower, Health Sciences, UW Medical Center, Harborview, UW Bothell and UW Tacoma.

So you ask the question can we see similar devastation here in Washington State. The answer is YES but even greater!

The Japan earthquake occurred along the Japan Trench subduction zone. What is a subduction zone? The earth’s crust is made up of approximately fourteen tectonic plates. These tectonic plates move around the earth’s surface and where they interact we find two main structures. Spreading Centers occur at the plate boundary between two plates that are moving apart. The other interaction is known as Subduction Zones where one plate is moving under another plate. Subduction zones create the largest and most devastating earthquakes ranging between 8.0-9.0 magnitudes.

Just off our coast the Juan de Fuca plate is moving under the North American plate creating an 800 mile long earthquake fault known as the Cascadia subduction zone extending from northern California to Vancouver Island. Earthquakes have occurred along this fault anywhere between 200 and 1,000 years apart. The last time Cascadia ruptured was on January 26, 1700. It is not a matter if we will experience another earthquake, but when. Will you and your family be prepared to deal with the consequences of such an earthquake as Japan, New Zealand and Chile have recently experienced?

To learn more about this fault and others that exist in the Pacific Northwest please visit our webpage: www.huskyem.org If you are interested in having UW Emergency Management present earthquake and personal preparedness information to your department simply email Siri McLean, sirim@uw.edu for FREE training brought directly to you!
ADA Improvements for UW Outdoor Emergency Phones

Have you ever had that feeling while driving down a street or maybe walking a familiar path on campus that something has changed but you can’t quite put your finger on what it is? Your gut is telling you something is different, but everything looks…the same? After a while you start thinking you’re crazy?

Well, if you find yourself experiencing those sensations as you’re walking along pathways near the Fisheries Building, Stevens Court, Denny Field or along the Burke Gilman Trail at the south end of Rainier Vista, rest assured you’re not crazy. Something IS different! The changes may seem subtle, but they were designed to make a big difference.

The UW Outdoor Alert Towers in those areas have been modified to make the direct phone line to the UW Police Department more accessible, particularly for people in wheelchairs and others with mobility challenges. Improvements included rotating some of the towers; repaving the areas around the base for a clearer and easier approach; and for Stevens Court, relocating the tower across the pathway.

These improvements are part of UW Information Technology’s (UW-IT) continuing effort to improve and enhance emergency communications on campus. Later this summer, the UW Outdoor Alert Tower located on the top level of the South Campus Parking Garage will be moved across the parking lot to a location that is more accessible, and much more visible and centrally located.

The network of UW Outdoor Alert Towers is one tool in the communication toolkit the UW has in place to communicate with the campus community during emergencies and disasters. The towers house a direct emergency phone line to the UW Police and the public broadcast system for mass notification.

Welcome to our new EMPC Members

- Carol Cabe (Internal Audit)
- Charles Chamberlin (Libraries)
- Daniel Schwalbe (CISO)
- Josh Gana (Housing & Food Services)
Preparedness 101: Zombie Apocalypse

Editor’s Note: We wanted to share a blog post from our friends at the Centers for Disease Control. Preparing for a zombie attack, or other fictional disasters, can provide useful tips to get prepared for a real disaster. The following is an excerpt of the original blog post on the CDC Public Health Matters Blog May 16th, 2011 by Ali S. Khan.

There are all kinds of emergencies out there that we can prepare for. Take a zombie apocalypse for example. That’s right, I said z-o-m-b-i-e a-p-o-c-a-l-y-p-s-e. You may laugh now, but when it happens you’ll be happy you read this, and hey, maybe you’ll even learn a thing or two about how to prepare for a real emergency.

The rise of zombies in pop culture has given credence to the idea that a zombie apocalypse could happen. In such a scenario zombies would take over entire countries, roaming city streets eating anything living that got in their way. The proliferation of this idea has led many people to wonder “How do I prepare for a zombie apocalypse?”

Well, we’re here to answer that question for you, and hopefully share a few tips about preparing for real emergencies too!

So what do you need to do before zombies…or hurricanes or pandemics for example, actually happen? First of all, you should have an emergency kit in your house. This includes things like water, food, and other supplies to get you through the first couple of days before you can locate a zombie-free refugee camp (or in the event of a natural disaster, it will buy you some time until you are able to make your way to an evacuation shelter or utility lines are restored).
Below are a few items you should include in your kit, for a full list visit the CDC Emergency page.

- **Water** (1 gallon per person per day)
- **Food** (stock up on non-perishable items that you eat regularly)
- **Medications** (this includes prescription and non-prescription meds)
- **Tools and Supplies** (utility knife, duct tape, battery powered radio, etc.)
- **Sanitation and Hygiene** (household bleach, soap, towels, etc.)
- **Clothing and Bedding** (a change of clothes for each family member and blankets)
- **Important documents** (copies of your driver’s license, passport, and birth certificate to name a few)
- **First Aid supplies** (although you’re a goner if a zombie bites you, you can use these supplies to treat basic cuts and lacerations that you might get during a tornado or hurricane)

Once you’ve made your emergency kit, you should sit down with your family and come up with an emergency plan. This includes where you would go and who you would call if zombies started appearing outside your door step. You can also implement this plan if there is a flood, earthquake, or other emergency.

1. Identify the types of emergencies that are possible in your area. Besides a zombie apocalypse, this may include floods, tornadoes, or earthquakes. If you are unsure contact your local Red Cross chapter for more information. Family members meeting by their mailbox. You should pick two meeting places, one close to your home and one farther away.

2. Pick a meeting place for your family to regroup in case zombies invade your home…or your town evacuates because of a hurricane. Pick one place right outside your home for sudden emergencies and one place outside of your neighborhood in case you are unable to return home right away.

3. Identify your emergency contacts. Make a list of local contacts like the police, fire department, and your local zombie response team. Also identify an out-of-state contact that you can call during an emergency to let the rest of your family know you are ok.

Plan your evacuation route. When zombies are hungry they won’t stop until they get food (i.e., brains), which means you need to get out of town fast! Plan where you would go and multiple routes you would take ahead of time so that the flesh eaters don’t have a chance! This is also helpful when natural disasters strike and you have to take shelter fast.

To learn more about what UW Emergency Management does to prepare for and respond to emergencies of all kinds, visit: www.huskyem.org

To learn more about what CDC does to prepare, visit: http://emergency.cdc.gov/cdc/orgs_progs.asp
Time for Mid-Course Review

Following national standards for “regular review and update”, UWEM staff are about to embark on an ambitious project to dust-off our 5-year campus emergency management Strategic Plan (2009-2014). Found online here, the UW’s plan identifies over 100 goals, objective and specific projects that will shape our disaster readiness posture into the future. The UW’s Emergency Management Planning Committee (EMPC) will be formally providing input to the Plan update at its regularly-scheduled July 21st meeting (Location: UW Tower, Suite C140-E from 1:30 – 3:30pm), and members of the UW Campus Community are also welcomed to stop by and provide public comments and suggestions. With the recent fiscal challenges facing us, we will be looking closely at a restructuring and re-prioritization of projects and actions over the next 3 years. The Strategic Plan is not only for the UWEM Department, for the entire U-wide emergency management and business/academic/research continuity programs.

July: Under the Bed Items
When disaster strikes, it may be difficult to think as rationally and as quickly as you would like. The more procedures you have in place, and the easier they are to remember and implement, the more effective and efficient will be your response. We recommend that you keep basic response supplies under the bed. That way, day or night, you’ll know where to go to get the essentials.

August: Utility Safety
Natural gas leaks and explosions are responsible for a significant number of fires following any major earthquake. It is vital that all household members know how to shut off the natural gas.

September: Drop Cover & Hold
During earthquakes, many people’s fight/flight instinct urges them to run! – even when they know they should “drop, cover, hold.” Why? Rational thought (in other words, the knowing) flees. We learn to counter this instinctual response to run by practicing doing the safe thing. Studies show that people in our country tend to be hurt by falling objects, not collapsing structures. If you are on your feet trying to move, you are in danger from toppling bookcases, breaking windows, flying dishes, falling televisions, collapsing fire-