

## ESF #2: COMMUNICATION AND TECHNOLOGY

Primary Department	Support Department	External Agencies
<p>Chief Information Officer Phone: 406-447-6958 Cell: 406-683-7146</p> <p>Director of Marketing, Communications and Alumni Relations</p>	<p>HC: Information Technology Dept</p> <ul style="list-style-type: none"> <li>- Donaldson Campus 1115 North Roberts: 004/115</li> <li>- Airport Campus 2300 Airport Road: 109F</li> </ul> <p><a href="mailto:IT@HelenaCollege.edu">Email: IT@HelenaCollege.edu</a></p> <p>Dean/CEO Sandy Bauman Phone: (406) 447-6928 Cell: (406) 750-2460</p> <p>Executive Director of Operations Phone: 406-447-6926 Cell: 617-446-3691</p> <p>Director of Crisis and Emergency Management Phone: 406-447-6382 Cell: 406-461-0635</p>	<p><b>City/County Agencies</b></p> <ul style="list-style-type: none"> <li>- Helena-Lewis and Clark County Communications Center 3425 Skyway Drive Helena, MT 59602</li> <li>- Lewis &amp; Clark Co. Department of Disaster &amp; Emergency Services</li> <li>- Capitol City Amateur Radio Club Amateur Radio Emergency Services</li> </ul> <p><b>State Agencies</b></p> <ul style="list-style-type: none"> <li>- Montana Department of Disaster &amp; Emergency Services</li> <li>- University of MT- Missoula Emergency Preparedness Officer Paula Short: 406-546-3839</li> <li>- University of MT- Missoula VP- Marketing and Communications 406-243-2522</li> </ul> <p><b>UM Affiliate Campuses Communication Specialists</b></p> <ul style="list-style-type: none"> <li>- UM-Western Matt Raffety (406) 925-2074</li> <li>- MT-Tech Amanda Badovinac (406) 496-4828</li> </ul>

## **2.1 Purpose**

*Emergency Support Function (ESF) #2: Communications and Technology* was developed to identify and define emergency communications and technology operations and responsibilities in response to natural disasters, and other emergencies. ESF-2 is intended to support, not supplant existing Communications and Technology resources and systems.

The purpose of ESF 2 is to maintain communication and technology systems to ensure operations, instructional continuity and support public safety in normal operating conditions and emergency situations.

## **2.2 Scope**

This ESF applies to the Helena College communication assets including radios, 911, voice and data links, telephone and cellular systems, National Warning System, Regroup Emergency Alert Notification System (EAS), and Public Alert and Warning systems.

A) The ESF-2 team should provide capability support to the Technology and Communications Departments as needed.

ESF-2 works to ensure accurate and efficient transmission of information during an incident.

B) Coordinates communication activities and resources during the response phase immediately following an emergency or disaster.

C) Facilitates damage assessments to establish priorities and determine needs of available communication resources.

D) May be activated to respond to incidents that overwhelm normal Incident Command response actions.

E) Tests of Helena College warning systems should be conducted periodically to familiarize system administrators/managers with their use and functionality.

## **2.3 Situation**

A) Emergency Conditions and Hazards

1) The 911 Center is the primary Public Safety Answering Point (PSAP) for the county and the cities of Helena and East Helena. Emergency calls for service are received by the 911 Center and dispatched to the appropriate public safety agencies.

2) Helena College Chief Information Officer & and support personnel within the Information and Technology Services have overall responsibilities over HC Communication and Technology devices and systems.

3) The Dean/CEO and Director of Marketing, Communication, and Alumni Relations have ultimate authority over written and verbal communications to the campus community.

4) Helena College may periodically experience emergency and disaster situations that will require restoration of essential services. Potential emergencies and disasters include both natural and human-caused incidents.

5) See Helena College's All Threat/Hazard Annexes for a description of potential emergencies.

6) Helena College does not have on-campus living or a designated food/catering service designed to provide meal services on a day-to-day basis. Both campus locations close and lock at designated times through the week.

## **2.4 Assumptions**

- A) Helena College authorities will require accurate and timely information on which to base their decisions and focus their response actions.
- B) Routine day-to-day modes of communication will continue to be utilized to the degree that they survive the disaster.
- C) Normal forms of communications may be severely interrupted during the early phases of an emergency or disaster.
- D) The loss of some or all telephone service will reduce or eliminate the effectiveness of the 911 Dispatch Center and most City/County Departments.
- E) The management and logistics of communications support is highly situational and is dependent upon flexibility and adaptability.
- F) Significant incidents may require evacuation of one or both campus locations.
- G) At a time when the need for real time electronically processed information is greatest, the capability to produce it may be seriously restricted or nonexistent due to widespread damage to communications and power systems facilities.
- H) If electronic emergency information systems are not available, paper logs may be used to record events, communications & messages, damage assessments, situation reports, resources utilized, man-hours expended, etc.
- I) College resources will be quickly overwhelmed.
- J) Backup systems will be available but may take time to activate.
- K) Shortfalls can be expected in both support personnel and equipment.
- L) City, County, State and Federal assistance may not be immediately available.

## **2.5 Concept of Operations**

### **A) General**

- 1) The Emergency Operation Plan provides overall guidance for emergency planning.
- 2) ESF annexes are designed to provide basic information to include points of contact in case additional resources or expertise is needed at the EOC or incident scene.
- 3) All forms of communications will be utilized until those systems result in failure. Handwritten communications may very well be used as a last resort.

### **B) Organization**

- 1) National Incident Management System concepts will be used for all incidents.
- 2) Incident or Unified Command will be used by responding departments.
- 3) When requested ESF personnel will report to the EOC or ICP and use the EOP to activate and operate during an incident or event.

### C) Notification

- 1) If ESF-2 needs to be activated the Emergency Manager or designee will contact the departments or agencies listed in this annex to report to the EOC.
- 2) The Dean/CEO, Chief Information Officer, Executive Director of Operations, or the Director of Marketing, Communications, and Alumni Relations, are the point of contact for all emergency warning notifications.
  - (i) Helena College Regroup Emergency ALERT Notification System will normally be activated on their direction.
  - (ii) If life safety is in jeopardy, the Emergency Manager/Incident Commander can direct Helena College Regroup Emergency Notification ALERT System activation.
- 3) The Emergency Manager or designee will notify other key personnel as required.
- 4) Request for resources normally comes to the Emergency Operations Center (EOC), if activated. If the EOC is not activated, requests should be sent to the on-scene Emergency Manager/Incident Commander for coordination between the Emergency Management Advisory Team and Incident/Unified Command.

### D) Direction, Control and Authority to Act

- 1) The Incident Command System (ICS) is used by Helena College personnel to respond to emergencies and disasters. During the emergency response phase, all responders will report to the designated Incident Commander at the Incident Command Post.
- 2) **Do not self-deploy to the incident scene.** Wait to be contacted or try to contact the Emergency Operations Center for guidance and direction.
  - (i) Do **not** call the Helena-Lewis and Clark County Communication Center unless you have critical information to report.

### E) Actions

- 1) Preparedness
  - (i) Develop and maintain a list of possible resources that could be requested in an emergency.
  - (ii) Maintain a list of personnel (at least one primary and one back up individual) that can be called to the EOC, as needed.
  - (iii) Ensure alternate or backup communications systems are working and available.
  - (iv) Coordinate common communications procedures/guidelines.
  - (v) Develop and conduct training to improve all-hazard incident management capability for response communications.

(vi) Develop exercises/drills of sufficient intensity to challenge management and operations and to test the knowledge, skills, and abilities of individuals and organizations for response communications.

(vii) Participate in Emergency Management training and exercises.

(viii) Develop and maintain a communications resource inventory and test emergency procedures/guidelines.

(ix) Develop procedures to document costs for any potential reimbursement.

## 2) Response

(i) Implement incident communications interoperability plans and protocols.

(ii) Communicate incident response information.

(iii) Use established common response communications language (i.e., plain English) to ensure information dissemination is timely, clear, and understood by all receivers.

(iv) Ensure that all critical communications networks are functioning.

(v) Establish and maintain response communications systems onsite.

(vi) Maintain existing equipment and follow established procedures/guidelines for communicating with internal and external stakeholders/responders.

(vii) Implement procedures/guidelines to inspect and protect communications equipment.

(viii) Ensure emergency communications equipment can be repaired on a 24-hour basis.

(ix) Assist in setting up a communication bridge for the Emergency Management Advisory Team and Emergency Response Team.

(x) Establish and ensure communications between the ICP and the EOC. Keep the EOC informed of field operations as able.

(xi) When requested by the Emergency Manager or designee, responding personnel will report to the Incident Command Post before being assigned tasks.

(xii) Assist Communications, Marketing, & Media Personnel in maintaining and execution of the Regroup Emergency Notification Alert system.

(xiii) Coordinate emergency information for public release through the EOC, Emergency Manager & Dean/CEO.

### 3) Recovery

- (i) Coordinate communication assistance as needed by the Incident Commander, EOC Emergency Manager, or Emergency Management Advisory Team, as appropriate.
- (ii) Phase down operations, as appropriate.
- (iii) Continue to perform tasks necessary to expedite restoration and recovery operations.
- (iv) Clean, repair, and perform maintenance on all equipment before returning to normal operations or storage.
- (v) Coordinate and conduct a post-disaster situation analysis to review and determine the effectiveness of the pre-established tasks, responsibilities, reporting procedures/guidelines and formats to document any crucial lessons-learned and to make necessary changes in this ESF Annex to improve future operations.
- (vi) Ensure that ESF-2 team members, or their agencies maintain appropriate records of costs incurred during the event.

### 4) Mitigation

- (i) Test all communications and warning equipment to ensure the workability of the equipment.
- (ii) Develop and maintain back-up systems, including back-up power ability.
- (iii) Attempt to construct / place new equipment away from possible hazards.
- (iv) Ensure methods are in place to protect communications equipment, including cyber and telecommunications resources.

## 2.6 Responsibilities

### A) Primary Department

- 1) Serve as the lead agency for ESF-2, supporting the response and recovery operations after activation of the EOC.
- 2) Develop, maintain, and update plans and procedures for use during an emergency.
- 3) Identify, train, and assign personnel to staff ESF-2 when the College EOC is activated.
  - (i) At a minimum, the National Incident Management System ICS-100 and IS-700 online classes should be completed by assigned personnel.
- 4) Provide Communication & Technical Support

### B) Support Departments

- 1) Develop, maintain, and update plans and procedures for use during an emergency.

2) Identify, train, and assign personnel to staff ESF-2 when the College EOC is activated.

(i) At a minimum, the National Incident Management System ICS-100 and IS-700 online classes should be completed by assigned personnel.

3) Support the primary department as needed.

C) Available External Resources **(See Master Resource List)**