

Emergency Support Function (ESF) #18: PERSONNEL (Volunteer) MANAGEMENT

ESF Activation Contact: Cornell University Police (607)255-1111	
Primary Department	Division of Human Resources PH: (607)254-1324 Contact: Dianna Marsh
	Student and Campus Life PH: (607)255-8550 Contact: Pat Wynn
	Infrastructure Properties and Planning PH: (607)255-5322
	Procurement Services (Contracting with Temp Agencies) PH: (607) 255-7402 Contact: Glen Morey
	University Communications PH: (607) 255-9929 or (607) 255-5353 Contact: John McKain or John Carberry
External Agencies	American Red Cross Tompkins County PH: (607)273-6684

I. Purposes

- a) This ESF lists the Cornell University departments and external agencies responsible for management of employees and volunteers that may be utilized during an emergency.

II. Scope

- a) Includes all emergencies where the addition of personnel resources (employees and volunteers) may be needed to mitigate or resolve the emergency.
- b) Coordinate requests for personnel resource assistance as determined by the incident command.
- c) Manage personnel registration and assignment including documentation of individual's skills, training, and experience to facilitate proper alignment of personnel to assignments.
- d) The incident commander will retain operational control of assigned personnel
- e) May be activated by the Incident Commander to respond to incidents that are beyond the capabilities of the initial emergency response actions.
- f) May be activated to respond to incidents that overwhelm normal Incident Command response actions.

III. Situation

- a) Emergency Conditions and Hazards
 - i) All emergency incidents, natural or human-caused may benefit from the additional resources and expertise offered by addition personnel including Cornell employees and University affiliated and non-affiliated volunteers.
 - ii) Duration and intensity of the emergency will most often dictate the need for additional personnel resources.
 - iii) Cornell University may periodically experience emergency and disaster situations that will require response by University resources and outside agencies and the restoration of essential services. Potential emergencies and disasters include both natural and human-caused incidents.
 - iv) See Cornell's Risk Assessment for a description of potential emergencies.

IV. Assumptions

- a) Use of personnel will be dependent upon the type and duration of the emergency and the expertise available.
- b) Personnel resources will not normally be deployed for incidents that last less than 24 hours.
- c) Emergencies may result in the appearance of spontaneous volunteers. Management of spontaneous volunteers is normally beyond the capabilities of initial emergency responders.
- d) Personnel assisting at an incident will have differing skills, training, and experience and will need to be vetted to determine the appropriate work assignments.
- e) Personnel will need to be issued appropriate protective equipment based on incident scene site safety analyses.
- f) Personnel will need to be briefed on site safety plans and procedures, work assignments, supervisory structure, and communications plans prior to beginning work at the incident scene.
- g) Initial emergency response capabilities may be inadequate to manage the incident.
- h) University resources will be quickly overwhelmed.
- i) Communication systems may fail during a major incident.
- j) Backup systems will be available but may take time to activate.
- k) Shortfalls can be expected in both support personnel and equipment.

- l) State and federal assistance may not be immediately available.

V. Concept of Operations

a) General

- i) The Cornell University Emergency Operations Plan provides overall guidance for emergency operations.
- ii) ESF Annexes define roles and responsibilities, planned concept of operation, and internal and external capabilities and resources.
- iii) ESF annexes are designed to provide basic information to include points of contact in case additional resources or expertise is needed at the incident scene or on an Incident Management Team.

b) Organization

- i) National Incident Management System concepts will be used for response to all incidents.
- ii) Incident or Unified Command will be used by responding departments.
- iii) When requested, ESF personnel will report to the Incident Command Post or other location, or will participate as members of an Incident Management Team.

c) Notification

- i) Campus incidents involving requests for ESF-18 assistance are to be reported to the Cornell University Police Department (CUPD) Dispatch Center by calling 911 from a campus phone or 607-255-1111 from an off campus phone.
- ii) The CUPD Dispatch Center will notify the Human Resources ESF Representative of the incident or request for assistance.
- iii) Requests for additional resources shall occur under the authority of the Incident/Unified Command
 - (1) Requests for additional personnel resources should be made through the HR representative on scene. The HR representative will use the appropriate notification methods as required:
 - (a) Direct notification of HR personnel responsible for personnel management.
 - (b) Request resources via HR representative on the Incident Management Team (if activated) or the Incident Leadership Team.

d) Direction, Control and Authority to Act

- i) The Incident Command System (ICS) is used by University personnel to respond to emergencies and incidents.
 - ii) During the emergency response phase, all responders will be under the direction and control of the incident's Incident/Unified Command.
 - iii) Responders reporting to the incident scene will report to the Incident Commander at the Incident Command Post unless otherwise directed by the Incident Commander.
 - iv) The Incident/Unified Command is authorized to take actions necessary to contain and control the incident to protect and reduce impact to lives, research, property, the environment, and campus operations.
- e) Actions
- i) Preparedness
 - (1) HR shall develop and maintain response plans and procedures to manage personnel resources including Cornell employees and University affiliated and non-affiliated volunteers.
 - (2) HR will utilize online or paper survey tools to collect required personnel information and availability based on the specific needs of the event. University Communications will assist in communications to employees and students to recruit personnel.
 - (3) HR shall maintain continuity of operation (COOP) plans for the scope of capabilities identified in the ESF. Service recovery priorities and resources shall be identified in the C-COOP planning tool and further detailed through plans and procedures.
 - (4) HR shall develop and maintain a list of campus and community personnel and volunteer resources that could be requested during an emergency.
 - (5) HR shall maintain a list of personnel (at least one primary and one back-up) that can be called to serve on an Incident Management Team to manage personnel resource related support functions.
 - (6) Develop procedures to document use of personnel resources and track costs for any potential reimbursement.
 - (7) Participate in exercises and training to validate this annex and any supporting plans and procedures.
 - ii) Response
 - (1) Act as liaison to campus and community personnel resources.

(2) In conjunction with the Incident Commander, coordinate emergency information for public release through ESF #17a - Communications.

iii) Recovery

(1) Coordinate personnel related assistance as needed by the Incident Commander, Incident Management Team, and/or Incident Leadership Team.

(2) Ensure that appropriate records of personnel utilization are maintained during the event.

(3) Ensure that ESF-18 personnel, departments or agencies maintain appropriate records of costs incurred during the event.

VI. Responsibilities

a) Primary Department: Cornell Human Resources

i) Serve as the lead agency for personnel resource related support functions and support the response and recovery operations after ESF activation.

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

iii) Identify, train, and assign personnel to serve as ESF-18 representatives at an Incident Command Post or on an Incident Management Team (IMT) when a University IMT is assembled.

b) Support Departments

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

ii) Support the primary department as needed.

VII. Capabilities

a) Cornell University Human Resources

i) Capable of response to incidents where the addition of personnel resources can augment or relieve the burden of primary responders during response or recovery phases.

VIII. Resources

a) HR Resources

i) Cornell University HR Service Center – East Hill Office Building

ii) Online survey tool Qualtrics to collect volunteer information and collect costs.

IX. Policies and Procedures

- a) University
 - i) University Policy 6.5, University Volunteers
 - ii) University Policy 6.9, Time Away from Work (excluding Academic and Bargaining unit staff) Volunteer Firefighters, Emergency Medical Technician, and Emergency Responder Leave
 - iii) University Policy 6.6.13, Flexibility in the Workplace

X. Attachments

- a) None

Plan Review and Revision History

Summary of Changes	Date	Completed By
Full ESF review and update to version 3.0	6/28/2017	D.Marsh
Version 2.0 updates	9/12/2017	Office Emg. Mgmt.