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Union College Medical Surge Plan 2024

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CHANGE RECORD Number & Date	Name	Summary
#1 January 2024	John Ball/Tom Constantine	Implementation of protocol

Union College Medical Surge Plan

This plan has been created to address Union College's medical/EMS capabilities, facilitate the proper notification to EMS systems throughout Schenectady County, and reduce any negative impact on EMS resources in the region when an excessive patient volume is taxing the resources of Health Services and/or the ambulance services that support the campus. This plan addresses the potential for temporary issues, usually related to attendance of larger events or gatherings, and the heat index; and to ensure that adequate medical care is provided during events that place stress on, or exceed, EMS infrastructure in our community.

The plan IS NOT a substitute or replacement for the Schenectady County Mass Casualty Incident (MCI) Plan but shall be considered a flexible plan to describe and manage contingency operations. The Schenectady County MCI plan is included as Exhibit 1 to this Plan.

The Medical Surge Plan will be implemented on a standby basis when planned or unplanned events warrant, and will function under the structure of the Incident Command System (ICS) and specifically by appropriate agencies at the Campus Emergency Operations Center (EOC) when it is operational.

The plan shall be activated at the discretion of:

1. Union College Director of Health Services, Director of Campus Safety & Security, or
2. Union College Situation Response Team (UCSRT)

The following levels have been established to capture and delineate Union's EMS Alert Level. These levels are based upon several factors and may change a few times during a busy day, but are intended to provide a baseline plan upon which active coordination and a common operating picture will be based:

- Normal daily operations – normal monitoring of Key Indicators, provided below, as needed.
- Heightened operations - increased monitoring of Key Indicators and notifications as indicated below.
- Med Surge Activation – surge plan activated by the authorized individual (see above).

These Levels will be discussed further in this document.

Daily Union EMS Operation Assumptions

Classes in session: a student-based EMT group is available to respond to calls; Wicker Wellness Center open business hours.

Special events (commencement, athletic event, etc.): the student EMS group (if in service) will be staged or be "on-call" as directed. If NYS DOH Part 18 requires additional EMS support for any event based on its size, Union College shall comply with those requirements as detailed in the application permit. Union College reserves the right stage a contracted ambulance provider with crew at any event it deems appropriate.

Threat Assessment

During special events, or in other circumstances as warranted, a daily threat assessment will be compiled, with the assistance of law enforcement, based upon recommendations from the Incident Commander (in cases of an active or ongoing incident), Director of Campus Safety & Security or Emergency Manager, as well as the following predicted variables. UCSRT can also request an assessment from appropriate key stakeholders based on awareness of an emerging incident:

- Anticipated Weather (heat index, high AQI, humidity, rain, etc.).
- Expected Event (campus event i.e. commencement, sports, concert, entertainment, etc.)
- Scheduled Concerts/Entertainment/Promotions; known protest event

The threat assessment shall be presented to key internal and external stakeholders (situation-dependent, at the discretion of the Director of Campus Safety and Security/designee) at a pre-event formal briefing, via email, or by remote meeting (i.e. Zoom).

Key Indicators

There are several factors that MAY suggest that Union College's EMS/medical capabilities could experience an increased patient volume:

- Heat Index (primarily > 86° F) or AQI in "dangerous and/or dangerous to all" levels.
- Hospital wait time or diversion status (> 45 minutes).
- Current Health Services/UCEMS activity volume.
- Observation of campus operations/activity.
- Scheduled events, or
- Onset of hostile or traumatic event (active shooter, structural collapse, motor vehicle accident with 3 or more patients) per Exhibit 1; divided into three (3) levels:
 1. Level 1 MCI: 3 to 8 patients
 2. Level 2 MCI: 9 to 20 patients
 3. Level 3 MCI: 20+ patients

Note: While specific numbers have been assigned to classify MCI incidents, an MCI may be declared at anytime the number of patients exceeds the normal response resources.

IT SHOULD BE STRESSED THAT AS KEY INDICATORS BEGIN TO PRESENT – IMMEDIATELY BRING THOSE TO THE ATTENTION OF CAMPUS SAFETY AND UCSRT - Incident Command, once established, will make notifications to appropriate personnel based on type, size, scope and complexity of the potential hazard to keep good information flow and a common operating picture.

Agency Responsibilities in this Plan

Incident Command, Union College Emergency Manager, Director of Campus Safety, UC Director of Health Services, Mohawk Ambulance Service/Schenectady Ambulance Service, and Schenectady FD EMS command, and/or Schenectady County Office of Emergency Management

- collect and analyze data, facilitate discussions and maintain open communications to provide situational awareness and a common operating picture

Schenectady Fire Department EMS

- assist with collection of data from fire agencies and NYSOFPD units (if on site).
- maintain open communications to provide situational awareness and a common operating picture.

City of Schenectady PD, Schenectady County Sheriff's Office, NYS Police

- assist with collection of data from law enforcement units on site, as well as Civil Support Team units if activated. Confer with external resources as determined by incident command.
- maintain open communications to provide situational awareness and a common operating picture

On-site External EMS Lead (Schenectady County EMS Director, etc.)

- assist with collection of data from EMS agencies, local hospital staff (ambulance turnaround times) and/or other stakeholders.
- maintain open communications to provide situational awareness and a common operating picture

Actions based upon Alert Levels

- Maintain situational awareness and open communications. Incident Command shall coordinate with Schenectady County Emergency Dispatch and notify the EOC if resources are augmented from other resources (i.e. mutual aid (Rotterdam Ambulance Service, for instance) to offset hospital wait times.
- EOC to monitor key indicators at two (2) hour intervals or as directed by incident command or the UCSRT.
- **EOC, in cooperation with Incident Command, can** require updates on Key Indicators and any other pertinent information from all Public Safety agencies **once every 30 minutes** if conditions warrant.
- **Incident Command and Union College liaison** consolidates information and pushes back out to responding agencies, public safety partners and Union/Incident PIO to ensure situational awareness.
- **EOC** notifies Schenectady County Department of Emergency Communications (County 911) that Union College is operating at a Heightened Operations level and County 911 makes notifications to the following:
 - Schenectady County Department of Emergency Management
 - County Ambulance Directors or as directed by County EMS
 - Mutual aid EMS/fire departments command officer(s)
- **EOC or UCSRT shall** notify Campus Safety of potential need for personnel to assist with EMS navigation of campus if Surge is activated. If normal mutual aid is brought on to the campus, Campus Safety personnel may be directed to the Wicker Wellness Center (or other location as warranted) to assist. At the direction of the Union College Medical Director, additional UCEMS student EMT personnel shall be activated and requested to stage at the Wicker Wellness Center for deployment as needed, and in accordance with guidance issued at the time of incident.
- **EOC** will provide status updates to the Schenectady County Department of Emergency Communications as determined by incident command. County 911 will forward this information on as above.
- **Operational Branches** monitor, discuss and recommend next action steps.
- **UCSRT, in conjunction with Incident Command** may consider additional actions based on the Heat Index plan, establishing rehab operations, bottled water distribution, establishing misting stations at various locations on campus and increased break opportunities for outside workers/responders.
- **Union College and Incident/External PIO** collaboratively pushes public safety announcements through appropriate and available methods.

Mutual Aid

The use of normal mutual aid resources may be needed during day-to-day operations. This could occur due to numerous reasons including, but not limited to, mechanical problems with vehicles, increased hospital turnaround times, or need for staff relief/rehab.

Request for normal mutual aid in these circumstances does not indicate a need to activate the medical surge plan. Requests will occur through normal communications channels and may include ambulances from within Schenectady County or neighboring jurisdictions, per existing mutual aid protocols.

Activation of Surge Plan

The decision to activate the Surge Plan can be made by UCSRT, Union College Medical Director or Director of Safety and Security. Proper notifications shall be made once this plan is activated.

- Notification will be made to UCSRT of the location of any unified command post and appropriate agency representatives should report to the command post.
- **Union College (Director of Campus Safety & Security or designee)** will notify Schenectady County 911 that the Medical Surge Plan has been activated, appropriate agency representatives should report to the incident command post and requests for additional resources will be made as needed
- **Schenectady County 911** will make notifications about activation of the Medical Surge plan in accordance with established protocols.
- **Union College Director of Campus Safety & Security or designee** notifies campus safety personnel to report to an appropriate location to be assigned to assist with County EMS navigation of the campus.
- **Union College PIO/Incident Command PIO** pushes joint public safety announcements through message boards, PA announcements, social media, and area media.
- **UCSRT, in cooperation with Incident Command** may consider additional actions based on the Heat Index plan, such as water distribution, establishing misting/cooling stations, etc.
- **UCSRTT/EOC/Incident Command** requires updates on Key Indicators (and any other pertinent information) from all partners **once every 30 minutes**.
- **EOC** will provide hourly status updates to Schenectady County 911, who will forward this information on as per established County protocols.

Deactivation of the Surge Plan

Deactivation of the Medical Surge Plan will occur at the direction of the senior EMS representative upon the recommendations of the UC Director of Health Services/designee and/or other key stakeholders. The following information will be reviewed and considered prior to deactivation:

Current EMS and UCEMS resources; current staffing numbers; current County EMS resources and current area hospital status

- **Schenectady County 911** makes notifications about deactivation of the Medical Surge plan in accordance with existing protocols.

Mutual Aid Ambulance Instructions

Ambulances are directed to report to the Wicker Wellness Center for or as otherwise directed by incident command.

Upon arrival at the Center, crews will report to UC Medical Services staff/Campus Safety designee who will provide them guidance/information if required, and pair them with a member of Campus Safety for campus navigation assistance.

Exhibits

1. Schenectady County MCI Plan (separate document)