

Is your Campus Crisis Ready?

2018 Best Practices in Higher Education
Emergency Management Conference



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- ▶ Certified Emergency Manager
- ▶ 18 yrs FD
- ▶ 20 yrs EM
 - 13 yrs @ WUSTL
- ▶ FEMA
 - L363, IEMC, Executive Leadership course
- ▶ Mass Notification Systems



Emergency Planning Solutions, LLC

- ▶ FEMA G367 Executive Course
- ▶ FEMA L0363 EM for Higher Ed Course
- ▶ Active Shooter Training
- ▶ Customized EM Training
- ▶ EOP Writing/Review
- ▶ Exercise Design/Facilitation
- ▶ Hazard/Risk Assessments
- ▶ ENS Design, Policy
- ▶ Crisis-Ready Campus® Program
- ▶ Crisis Communications Planning

Who's In the Room

- ▶ Higher Ed
- ▶ K-12
- ▶ Government
- ▶ Business Sector



Are you crisis ready?

- ▶ Events over the past 10–20 years have put pressure on higher ed (and K–12) to put more effort into emergency planning and preparedness
- ▶ National and state legislation have put various mandates in place with little funding and limited enforcement
- ▶ So how do you know if your institution has done enough and/or the right thing?

Conduct an assessment of your EM program

- ▶ Have you conducted an assessment of your program to see what is done well and where your gaps are?
- ▶ Hire a consultant, ask your local EM or a colleague from a peer institution to do it
- ▶ Develop a “scorecard”/checklist based on national standards and best practices
- ▶ Here are essential program areas that need to be covered:

Hazard Vulnerability Assessment

- ▶ Have you conducted and/or updated a hazard vulnerability assessment (HVA) in the past 12 months?
- ▶ A HVA is necessary in order to know what hazards your institution is vulnerable to. Functional and hazard specific annexes should then be developed in your emergency operations plan based on the HVA

Emergency Operations Plan

- ▶ Do you have an EOP?
- ▶ Is it updated annually? When was the last time that it was updated?
- ▶ Does the EOP contain the critical elements?

Emergency Operations Plan

- ▶ Letter of Promulgation
- ▶ Purpose & Assumptions
- ▶ Concept of Operations
- ▶ Regulatory Compliance
- ▶ Declaration of Emergency
- ▶ Support from External Agencies
- ▶ EOC Activation
- ▶ EOC Activation Levels
- ▶ Training/Exercises
- ▶ Plan Maintenance
- ▶ Direction & Control (ICS)
- ▶ Functional Annexes
- ▶ Hazard-Specific Annexes
- ▶ Attachments

Functional Annexes

- ▶ Business Continuity Plan
- ▶ Public Information & Warning/Crisis Communications
 - Including ENS policy
- ▶ Lockdown
- ▶ Evacuation
- ▶ Public Health
- ▶ Security
- ▶ Mass Care/Sheltering
- ▶ Resource Management



Hazard-Specific Annexes

- ▶ Active Shooter/Threat
- ▶ Fire
- ▶ Bomb Threat/Suspicious Device
- ▶ Civil Unrest
- ▶ Community Health Crisis
- ▶ Earthquakes
- ▶ Hazardous Materials
- ▶ Weather Related Emergencies
- ▶ Power Outage
- ▶ Mass Casualty/Death
- ▶ Cyber Threat
- ▶ Others????



Attachments

- ▶ EOC Setup & Security
- ▶ Forms
- ▶ Checklists
- ▶ Campus Plan View
- ▶ Contact Lists
- ▶ Internal & External Resource Lists
- ▶ Training/Exercise Schedule



Functional Needs/ADA

Do your plans include procedures for those with functional needs?

- ▶ If assistance is needed, the student/employee should identify at least twice the number of volunteers who are willing and able to provide assistance
- ▶ Institution should provide students and employees with written directions, maps or floor plans of evacuation routes and discuss exit paths and alternative exits
- ▶ Provide first responders with a list of persons that require evacuation assistance

Maps/Signage

Do you have evacuation maps and emergency procedures posted?

Danforth Campus Emergency Preparedness

<http://emergency.wustl.edu>

Fire/Hazardous Material Release

- Activate the nearest fire alarm.
- Close windows and doors, if you can.
- Evacuate the building immediately by following the EXIT signs. Do not use the elevators.
- Walk to the nearest Emergency Assembly Point. Do not return to the building unless told to by someone in charge.
- Alert WUSTL at (314) 935-5555. Refer to floor diagrams for locations of exits, fire alarms, and fire extinguishers.

Medical Emergency

- Don't move the patient unless in danger at current location.
- Stay with the patient until help arrives.
- Call the emergency number for your location.
- Stay on phone until given OK.
- Meet emergency personnel and guide them to patient.

Suspicious Person or Activity

Immediately call the WUSTL at (314) 935-5555 or from any Blue Light Emergency Telephone to report what you have seen.

Severe Weather/Tornado

- Proceed immediately to the lowest possible level of building.
- Seek cover in interior rooms or halls.
- Remain until "all clear" is heard.

Earthquake

- Do not leave building until shaking has stopped.
- Get under desks or heavy tables or brace yourself in hallway or classroom.
- Cover head with arms, books, or other items to protect from falling objects.
- Evacuate building by nearest safe route when shaking stops.
- Report to Emergency Assembly Point and wait for further instructions.


Shooter/Violence

- Leave the building if someone is in it or shooting is heard or something else seems. Notify someone you may encounter to exit the building.
- If you cannot leave the building, lock or baricade yourself in the nearest room.
- Hide and keep as quiet as possible.
- Call the Campus Emergency number (314) 935-5555 if possible.

Emergency Assembly Point

If you need to evacuate the building, use nearest safe exit. Report to the designated Assembly Point for this building. Remain at the Emergency Assembly Point until you receive an "all clear" or further instructions.

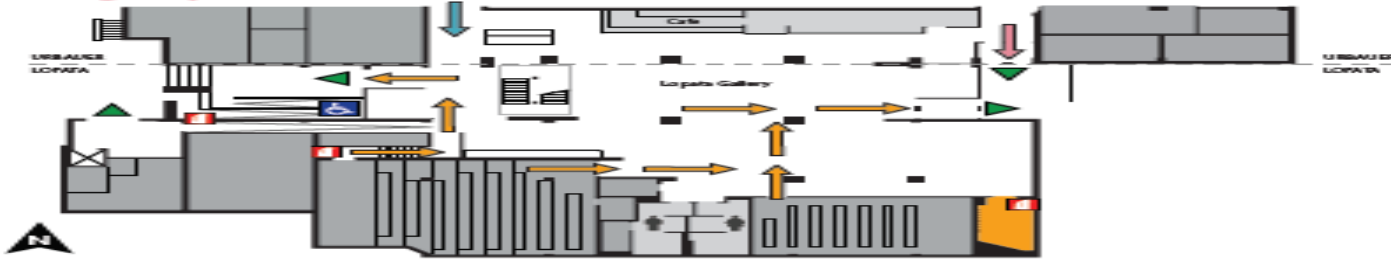
Where to go in emergencies



Keep your information current

Washington University can only get emergency information to you if the University knows how to reach you. To keep your information in an emergency, the University must have your current contact information including your email address, home phone number, and cell phone number. Please go to emergency.wustl.edu and follow the instructions to update your information for the emergency notification system.

Emergency Exit Route




FIRST FLOOR

LOPATA HALL
Building 122 Washington University
School of Engineering
One Brookings Drive
St. Louis, MO 63120

In Case of Fire Dial (314) 935-5555
Use Stairway for Exit
DO NOT USE ELEVATORS

LEGEND

You Are Here	Stairs
Evacuation Route	Elevator
Exits	Emergency Assembly Point
Fire Alarm Pull Station	Accessible Entry
Fire Extinguisher	



Lockdown Procedures / Active Shooter

Can you easily lock exterior doors via card access and interior doors from the inside of the room/office?



First Responder Access

Can first responders quickly access the building?



Public Health/Point of Distribution

- ▶ Do you have a public health/communicable disease plan?
- ▶ Do you have a plan to distribute vaccines, medications, etc. in the event of a wide-spread illness (POD)?

Emergency Notification System

- ▶ Is your system tested at least annually?
- ▶ Are components checked more frequently?
- ▶ Are authorized users tested at least monthly?
- ▶ Opt-in vs Opt-out
- ▶ Multi-modal components and activation
- ▶ Do you have pre-crafted messages loaded into the system for common threats?
- ▶ How do you alert contractors, contract employees, visitors?

Crisis Communications

- ▶ Do you have a written crisis communications plan?
- ▶ Pre-crafted templates for likely emergencies
- ▶ Emergency website
- ▶ Call center
- ▶ Social media/media monitoring
- ▶ Spokesperson training
- ▶ Media areas identified

Emergency Contracts

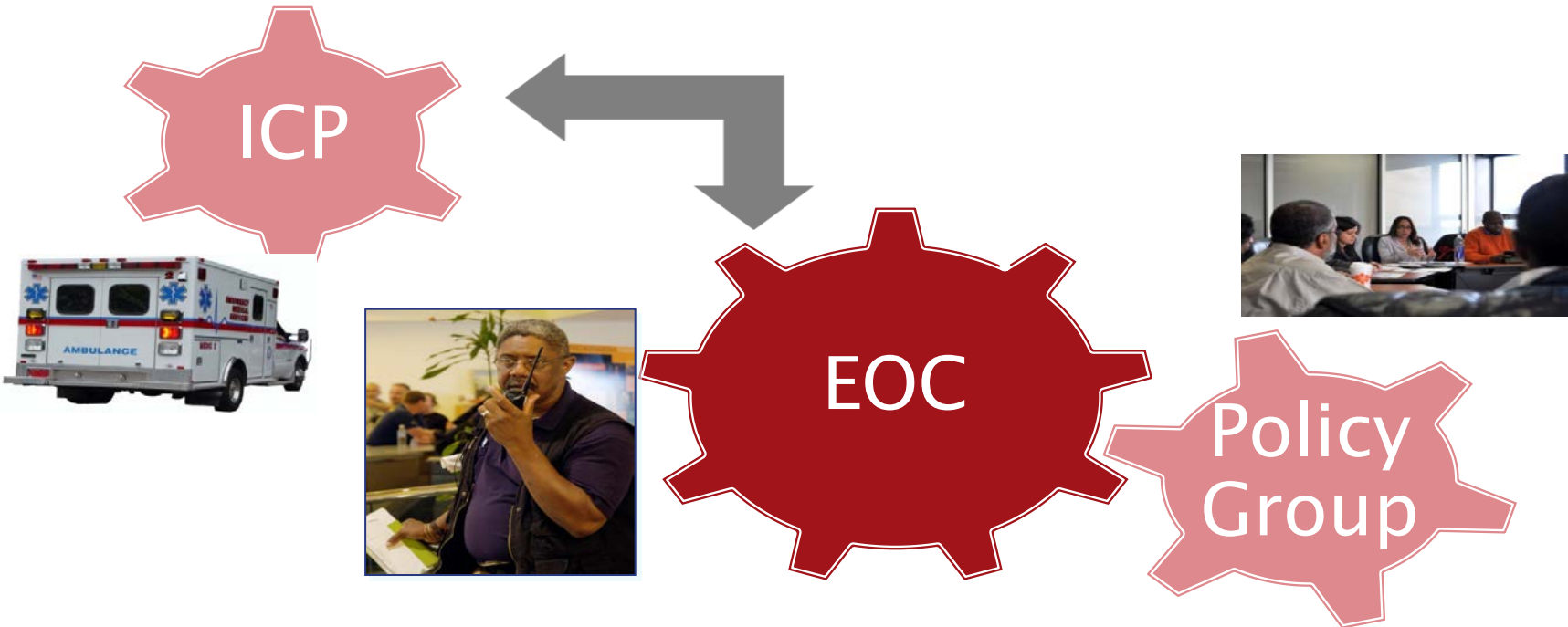
- ▶ Do you have contracts in place/service level agreements for critical areas?
 - Food service
 - Fuel (vehicles and generators)
 - Water extraction
 - Specialty (library, artwork, archives)
 - Bus service
 - Sheltering/housing
 - Heavy equipment
 - Sanitation



Emergency Operations Center(s)

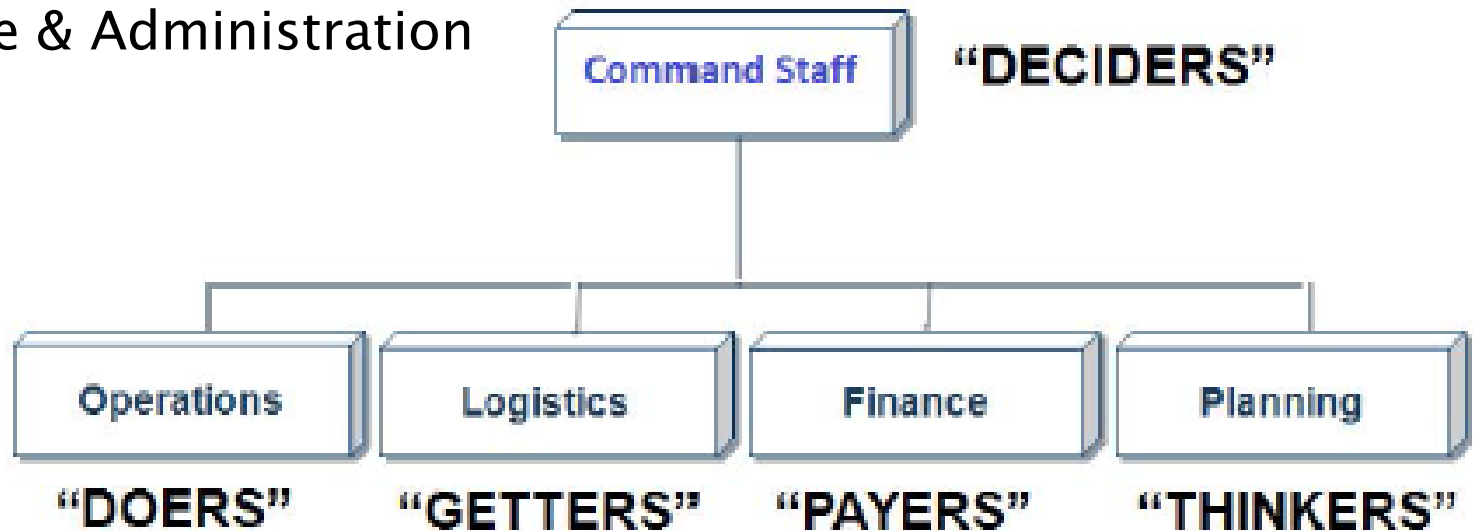
- ▶ Do you have a “hot-site” EOC in a hardened facility?
- ▶ Do you have a back-up and/or off-site EOC?
- ▶ Do you have an on-site EOC at your Athletics Complex/Stadium?

EOC/ICP Interface



Incident Command System

- ▶ There are five (5) major management functions:
 - Command Staff
 - Operations
 - Planning
 - Logistics
 - Finance & Administration



Travel Abroad Tracking

Do you track employees/students traveling abroad?

- ▶ International travel policy
- ▶ Travel registry
- ▶ Travel insurance/evacuation
- ▶ Petition process



Utilities

Do you have redundant utility feeds to campus?

- ▶ Electrical
- ▶ Water
- ▶ Natural Gas
- ▶ Phone
- ▶ Internet/Network



Behavior Intervention Team (BIT)/Behavior Assessment Team (BAT)

- ▶ One of the most useful tools an institution can develop to identify, evaluate, and address these troubling signs is a multidisciplinary campus Behavior Intervention/Assessment Team

Disaster Recovery

- ▶ Do you have a written DR Plan?
- ▶ Is the plan exercised/tested annually
 - How about equipment (generator, HVAC, etc)
- ▶ Is data backed up/stored outside the region

Clery Act/HEOA

Are you publishing an annual report prior to Oct. 1?

- ▶ ENS Policy
- ▶ Annually test ENS and evac
- ▶ Timely Warnings
- ▶ Crime stats

Training

- ▶ Do you have emergency management training programs that include:
 - Basic EM procedures for all employees and students
 - Advanced EM training for campus first responders (police, EH&S, facilities, etc.)
 - Training for EOC staff (FEMA L0363)
 - Specific training for key areas such as ResLife/Ras and Emergency Preparedness/Building Coordinators
 - Training for campus leadership (FEMA G367)

Training

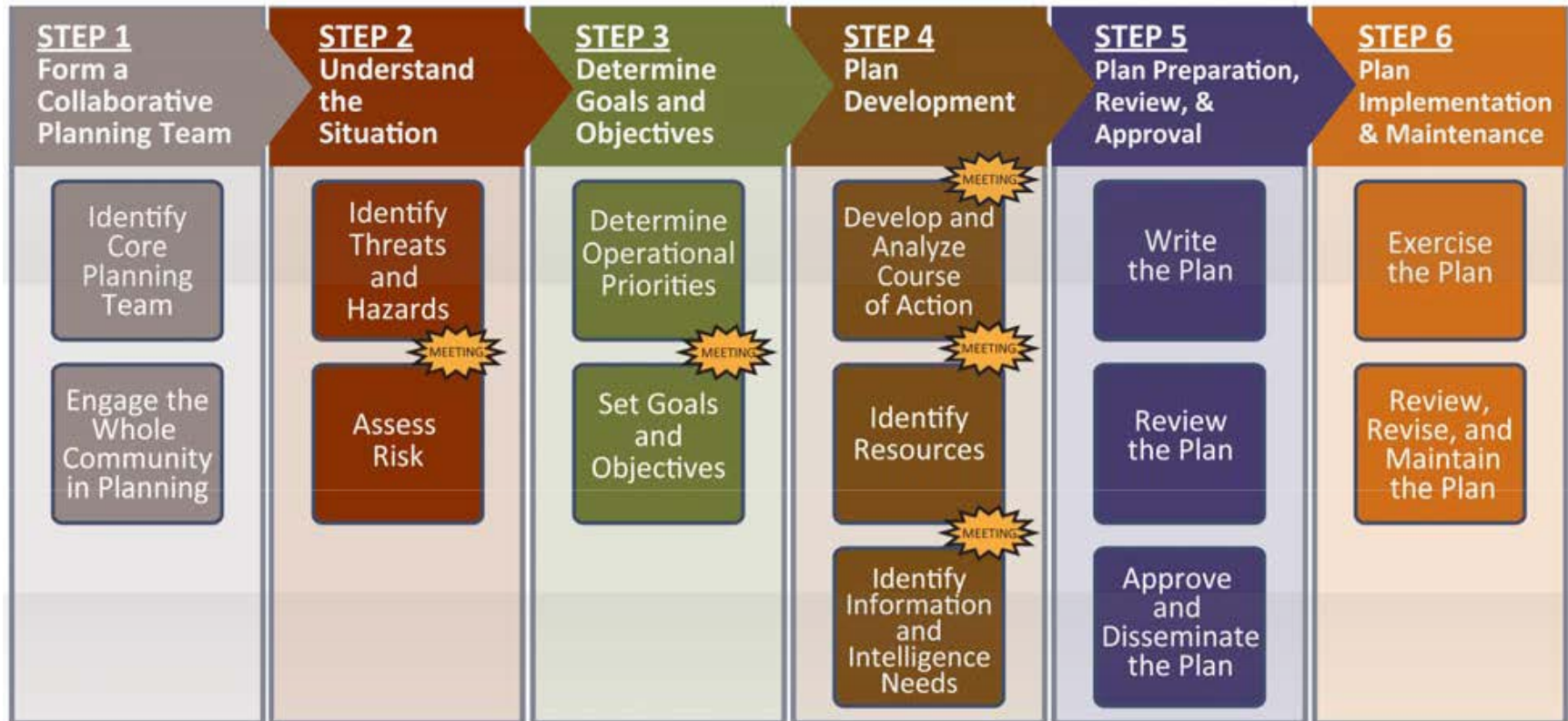
- ▶ Is training:
 - Required
 - Done in live sessions
 - Conducted on-line
 - Part of new employee/student orientation
 - Offered at various times of the year

Exercises/Drills

Do you have a drill and exercise program?

- ▶ Regular tabletop & functional exercises through-out the year
- ▶ A full-scale exercise every 3–5 years
- ▶ 4 fire drills a year for residential buildings (per fire code) and at least an annual for all other buildings
- ▶ An annual evacuation drill for the campus (HEOA)
- ▶ An annual test of your emergency notification system (HEOA)
- ▶ Lockdown
- ▶ Severe Weather
- ▶ Earthquake, Tsunami

Emergency Planning Process



Recovery Plan Considerations

- ▶ Psychological/Emotional
- ▶ Academic
- ▶ Research
- ▶ Clinical Care
- ▶ Community Relations
- ▶ Facilities
- ▶ Fiscal
- ▶ Event Management/Athletics

How Long Does This Take?

- ▶ In the higher ed environment, the process to be truly crisis-ready usually takes about 3 years
 - Planning
 - Training
 - Exercises
- ▶ Need annual sustainment as people leave, retire, promotions

Questions?

Contact

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