



**ILLINOIS STATE
UNIVERSITY**
Illinois' first public university

EMERGENCY MANAGEMENT PLAN



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FORWARD

The following *Emergency Management Plan* details how the campus community will respond to major emergencies in conjunction with local emergency response agencies and references the role that campus departments will have in supporting the overall emergency response. As a State of Illinois emergency response agency, the University Police Department has been trained in NIMS protocols and will respond accordingly in the event of a campus emergency. Should the incident require external emergency response assistance, the NIMS framework will support an integrated tactical response, highlighting the interoperability and compatibility of all response agencies.

In support of emergency response efforts, specific campus personnel representing select campus departments have taken formal training (including NIMS courses) and have participated in meetings, strategy sessions, table top exercises and drills in order to be better prepared in undertaking their respective responsibilities. The campus personnel who have volunteered their services to participate on designated University emergency response teams are listed in [Appendix A](#) of the plan.

A core feature of emergency preparedness, and a sub-tier document to the *Emergency Management Plan*, is the [Departmental Emergency Response Plans](#). These plans (required of every department on campus) outline specific expectations of departmental employees in response to varying types of emergencies on campus. All personnel are required to be trained on these Plans.

The *Emergency Management Plan* also identifies individual [Emergency Action Plans](#) (EAPs) where patrons are a key constituency at a University event and warrant special attention during a campus emergency. These Plans not only provide detailed guidance to employees, but also describe specific actions to be taken to protect attendees at a sports event, concert, show, etc. that may be in progress during a campus crisis. Additionally, Illinois State University has entered into several agreements with other state and local entities which permit the use of University facilities by local emergency response agencies in the event of a regional crisis. These terms are delineated in Memorandums of Understandings (MOU). EAPs and MOUs are listed in [Appendix B](#).

The *Emergency Management Plan* is intended to be a dynamic document that applies to a broad range of emergency situations. A basic process flow chart which outlines the fundamental response organizations and corresponding responsibilities is depicted in [Appendix C](#). The plan has been prepared by Environmental Health and Safety and reviewed by the ISU Emergency Response Steering Committee. This plan will be reviewed on an annual basis by EHS and modified as deemed warranted.

LETTER OF PROMULGATION

Illinois State University is committed to protecting the welfare of its campus and community members as well as its intellectual property and facilities. For this reason, the *Emergency Management Plan* has been developed and will continually be refined as new methodologies emerge. With the implementation of this plan, the University is well positioned to effectively respond to emergencies, minimizing the impact while maximizing the effectiveness of University resources. The plan will also set in motion the groundwork for recovery and return to normal operations.

In order for the University to properly respond to emergencies, the campus population needs to be vigilant and willing to meet the enormous challenges that emergencies present. As such, the campus population and community partners all have specific responsibilities. Environmental Health & Safety has been charged with developing and maintaining the campus *Emergency Management Plan*. The University Police Department is responsible for immediate response to emergencies while working with local law enforcement agencies and other emergency responders to maintain a constant state of readiness. Additionally, all departmental units are charged with developing Emergency Response Plans that outline how personnel are to respond to various types of emergencies. In addition, designated departments are to develop Emergency Action Plans that outline strategic support functions designed to assist the University or public safety response activities.

The *Emergency Management Plan* is also designed to help employees and students respond appropriately when emergency conditions arise. With that in mind, I expect those in leadership positions from all departments across campus to commit time and resources to emergency preparedness and fulfill their roles as defined in the *Emergency Management Plan*. Every member of the Illinois State University community should understand his or her role in emergency situations.

I ask that you review this plan and become personally committed to the Plan's ultimate goal of protecting our students, faculty, staff and visitors should an emergency take place on our campus.

Thank you,

Larry Dietz, President

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Section 1. THE PLAN

The Illinois State University *Emergency Management Plan* (EMP) is the framework for emergency response and preparedness on campus. The EMP is intended to support a comprehensive, all-hazards approach to emergency response management. The plan and its corresponding Appendices describe how ISU will respond to a wide spectrum of emergencies on campus and interact, as warranted with external professional emergency response organizations. The design of the plan is to protect life, protect the environment, minimize damage, and ensure continuity of operations so essential services may continue to be provided to the university community.

1.1 Purpose

The overall ability of university personnel to effectively respond to an emergency will rely primarily upon two factors:

- the comprehensive quality of the EMP, Departmental Emergency Response Plans and Emergency Action Plans
- the preparedness of the campus population to respond quickly and knowledgeably to any type of emergency

To that end, this *Emergency Management Plan* details the University's coordinated response to emergencies and disasters.

1.2 Scope

The *Emergency Management Plan* applies to all emergencies that could impact the Illinois State University campus, including any incident that may occur exclusively within ISU facilities and/or property, as well as a regional crisis which could include parts of the ISU campus.

In order to prepare for emergencies that could pose a threat to the ISU campus, Illinois State University has conducted a *Hazard Assessment* identifying and rating the different types of hazards that should be considered through emergency planning. The *Hazard Assessment* is available from the Office of Environmental Health & Safety.

Tactical response to emergencies will be coordinated by the University Police Department (UPD) as they are the only trained tactical emergency response organization on campus. The UPD, along with other partner emergency response agencies, will have specific emergency response protocols to be followed which will be consistent with the state mandated National Incident Management System. All other campus departments will serve to support the emergency response agencies, undertaking ancillary duties designed to ensure the safety of the campus community while the tactical response agencies are directly involved in mitigating the emergency.

1.3 Explanation of Terms

After-Action Report: Documentation of mission accomplishments, operational strengths and weaknesses, planned corrective and improvement actions, and other pertinent information related to an emergency drill or exercise

Department Emergency Response Plan (ERP): A written plan that describes how departmental employees are to respond to a variety of emergency situations. [A template for departments to utilize in development of their plans is available on the Environmental Health and Safety website.]

Emergency Operations Center (EOC): Certain incidents will require the activation of the Incident Management Team (IMT). The IMT will be able to support Incident Command, coordinate strategic response operations, work to protect the life safety of the campus community and minimize the impact on university operations.

Emergency Action Plan (EAP): A written plan that outlines a detailed response protocol to a specific type of emergency, or a response protocol that describes actions to be taken to achieve a specific initiative in support of the overall University response effort.

Drill: Simulated emergency situation designed to test the readiness of a single tactical function, i.e. hazardous materials response, medical response, hostage negotiation, etc.

Tabletop Exercise: Discussion-based session in which team members meet in an informal classroom setting to discuss their roles during an emergency. A facilitator guides participants through a discussion of one or more scenarios.

Functional Exercise: Allows personnel to validate plans and readiness by performing their duties in a simulated operational environment. Activities are scenario-driven, such as a failure of a critical University function or specific hazard scenario. Functional exercises are designed to exercise specific team members, procedures and resources.

Full-Scale Exercise: An event that's as close as possible to the real thing. It is a lengthy event that takes place on location using, as much as possible, equipment and personnel that would be called upon in a real event.

Hazard Assessment: A document, separate from the *Emergency Management Plan*, developed to identify and prioritize hazards specific to the ISU Campus that possess the potential to adversely affect public health and safety, public or private property, or the environment.

Incident Command System (ICS): Defines the operating characteristics, management components, and structure of emergency response organizations throughout the life cycle of an incident.

Incident Command Post (ICP): The field location at which the primary tactical-level, on-scene incident command functions are performed.

Incident Management Team (IMT): A University team of individuals specifically chosen to support University response measures during a campus crisis. Team activation is essentially three tiered, based on the magnitude and needs of the emergency in progress.

ISU Emergency Alert: An emergency notification system established for the Illinois State University campus community to provide emergency information through several modes of communication.

Memorandum of Understanding (MOU): Formal arrangement between Illinois State University and local governments and organizations for reciprocal aid and assistance during emergency situations where resources of a single jurisdiction or organization are insufficient or inappropriate for the tasks that must be performed to control the situation.

National Incident Management System (NIMS): A federally-mandated system that provides a consistent nationwide approach for Federal, State, local, and tribal governments, the private-sector, and nongovernmental organizations to work effectively and efficiently together to prepare for, respond to, and recover from domestic emergencies, regardless of cause, size, or complexity.

Section 2. ISU EMERGENCY RESPONSE CONCEPTS

The operational aspects of the University Emergency Management Plan are concepts based upon the National Incident Management System (NIMS). With its modular design, NIMS creates a combination of facilities, equipment, personnel, procedures and communication, all operating within a standardized organizational structure. Use of NIMS facilitates the University's ability to communicate and coordinate response actions with University entities as well as with external emergency response agencies.

2.1 Emergency Priorities

In any emergency situation, Illinois State University's overriding mission is to:

- Protect life safety
- Minimize property damage
- Minimize environmental impact
- Maintain incident stabilization
- Secure critical infrastructure and facilities
- Resume the teaching and research programs

The general emergency response priorities are as follows:

- Buildings used By Dependent Populations, i.e. residence halls and University student apartments, occupied classrooms and offices, childcare centers, occupied auditoriums, arenas and special event venues
- Buildings Critical To Health And Safety, i.e. medical facilities, emergency shelters, food supplies, sites containing potential hazards
- Facilities That Sustain Emergency Response Efforts, i.e. Energy and utility systems, Emergency Operations Centers, communications services, information technology infrastructure, transportation systems
- Unoccupied Classroom and Research Buildings
- Unoccupied Administrative Buildings

Note: The relative characteristics of a particular emergency event (such as the time of day when an incident occurs) may alter the above prioritized categories.

2.2 Assumptions

2.2.1 *INCIDENT SPECIFIC*

- A campus emergency may occur at any time of the day or night, weekend, or holiday, with little or no warning.
- With the exception of the University Police Department and Incident Management Team staff, the University as a whole is not an emergency response organization and depends on community emergency response organizations to help mitigate any emergency.
- Many emergencies that have the potential to affect the University may also affect the surrounding communities, requiring the University to plan on managing emergency response and recovery activities with limited external resources for an extended period of time.
- The succession of events in an emergency or disaster are unpredictable; therefore this plan will be utilized as a guidance document and adapted accordingly for the specific needs of the emergency situation.

2.2.2 *PLAN SPECIFIC*

In the event an individual that has been assigned an emergency management responsibility is absent or unable to perform his/her duties, those duties and responsibilities will be transferred to the designated alternate.

Section 3. EMERGENCY PREPAREDNESS

Emergency preparedness is a critical precursor to the University's emergency response efforts and requires close coordination and collaboration of all departmental units to achieve an effective overall response. The entire campus, from the President through the entire organizational structure, including the student body and guests, may be impacted by a campus emergency and therefore should continually assess their ability to effectively

respond in such a way as to minimize if not eliminate loss of life, serious injury and property damage. Department personnel should be familiar with their Departmental Emergency Response Plans to ensure that prompt and appropriate actions are taken when a crisis occurs.

3.1 Responsibilities

3.1.1 ENVIRONMENTAL HEALTH AND SAFETY

(Primary Contact: Emergency Manager)

Environmental Health and Safety (EHS) is the principal entity responsible for the development and maintenance of the University's Emergency Management Plan. The plan outlines protocols, strategies, departmental responsibilities, organization structure, training requirements, practice drills and exercises associated with ensuring the ISU campus is prepared to effectively respond to emergencies. EHS is also responsible for developing emergency response protocols assigned to EHS (e.g. responses for severe weather, biological hazards, chemical spills, and fires), as well as developing shelter and evacuation plan templates. Specifically, EHS is responsible for:

- Overseeing the Emergency Management Plan and its continued development
- Serving as the University administrator and fiscal agent for ISU Emergency Alert and other emergency communications software, the Emergency Operations Center/other emergency facilities, and designed emergency preparedness expenditures
- Reviewing Emergency Action Plans as submitted by departments and divisions, ensuring they complement other plans and fit into the framework of the Emergency Management Plan
- Developing/reviewing Memorandums of Understanding (MOUs) with local emergency response organizations to ensure that the University is prepared to effectively undertake its role in the MOU and that response efforts are coordinated with all impacted University departments
- Determining emergency response training requirements for ISU personnel and maintaining individual training documentation, excluding UPD
- Maintaining database of all ISU employees who have successfully taken formal Incident Command training
- Scheduling and developing drills and exercises to evaluate and test University response capabilities (semi-annually) and in collaboration with UPD, developing a bi-annual functional or full-scale exercise that evaluates and tests the capabilities of a coordinated University response
- Initiating resource requests to implement the plan
- Providing staff to serve as the Emergency Operations Center Manager and Deputy Manager (as well as other support positions) during a campus emergency

- Serving as ISU liaison with the McLean County Disaster Council and the McLean County Emergency Management Agency for coordination of emergency preparedness and response efforts, designed to aid both the university as well as the McLean county area

3.1.2 UNIVERSITY POLICE DEPARTMENT

(Primary Contact: Chief of Police)

The University Police Department (UPD) has been identified by the State of Illinois as an official emergency response organization and therefore is required to be compliant with the National Incident Management System (NIMS). As such, UPD is responsible for ensuring that its personnel are adequately trained and equipped to respond to emergencies such as riots, bomb threats, civil disturbances, and other police-related emergencies in accordance with applicable NIMS protocols. Specifically, UPD is responsible for:

- Maintaining UPD facilities and personnel in a state of constant readiness
- Scheduling and developing drills and exercises designed to ensure that UPD staff are in a constant state of readiness to respond to any campus emergency utilizing the National Incident Management System (semi-annually);
- In collaboration with EHS, developing a bi-annual functional or full-scale exercise that evaluates and tests the capabilities of the Incident Management Team, other affiliated response groups and Incident Command simultaneously
- Maintaining an internal protocol designed to develop and authorize emergency notification messages to be sent via the ISU Emergency Alert system under varying circumstances
- Ensuring that the ISU Emergency Alert system is available for emergencies and that personnel designated to activate this system are trained and knowledgeable to send emergency messages
- Maintaining Memorandums of Understanding (MOUs) and other agreements as deemed necessary with local, regional and statewide emergency response organizations so that clear lines of authority are established relative to emergency response functions;
- Obtaining law enforcement assistance through mutual aid agreements with city, county, state or federal government entities, as required
- Upon observation of an emergency, taking immediate and appropriate action to protect life and property and establishing the Incident Command structure to manage the incident
- Providing a representative to serve as the Incident Management Team's Incident Command Liaison
- Providing direction on traffic control, access control, perimeter and internal security patrols and coordinating fire and EMS services, as needed

3.1.3 MEDIA RELATIONS

(Primary Contact: Director, Media Relations)

The success of providing accurate and timely information to the media, parents and interested parties external to the University is a critical component of the University's responsibilities during an emergency. Media Relations is responsible for the development and response functions of the Public Information Officer (or representative to the Joint Information Center), the Campus Communication Group, and the University Emergency Call Center. A primary objective for successful dissemination of information regarding any campus emergency is to ensure that these groups function in such a way that ensures information released is accurate, timely and consistent. Media Relations will also maintain contacts and provide updates to the President and the Policy Group during a Level 1 Activation of the Incident Management Team.

3.1.4 UNIVERSITY DEPARTMENTS/UNITS/FUNCTIONS

All departments and divisions within the University should be familiar with the Emergency Management Plan (EMP). It is critical that department personnel understand the basic premise of the EMP as well as specific responsibilities within the plan and applicable sub-plans so that emergency response and support operations may be conducted in both a timely and effective manner.

In support of the EMP, departments shall review their operations and develop Emergency Response Plans relevant to their area. Designated departments will also develop Emergency Action Plans where their personnel, equipment and/or knowledge have been determined critical in support of a particular University emergency response effort.

DEPARTMENTAL EMERGENCY RESPONSE PLANS

Departmental Emergency Response Plans are plans that a department develops for a specific area or unit that provide direction to employees on what to do in specific emergency situations. Employees are to be trained on these plans so that a common response protocol is understood. Faculty and staff who work in multiple locations will also need to know the evacuation assembly areas and tornado shelter areas for all buildings in which they work. At a minimum, department Emergency Response Plans should address:

- Reporting emergencies
- Campus emergency notification/departmental notifications
- Evacuation/Accountability process
- Response actions to:
 - Fires
 - Medical Emergencies
 - Earthquakes
 - Training
 - Tornado Warnings
 - Acts of Violence
 - Bomb Threats
 - Chemical Spills/Hazardous Materials Incidents

EMERGENCY ACTION PLANS

During an emergency, support is provided to emergency responders from many entities, including the University. While University support can come in the form of many types of actions or activities, preplanned actions of the university are called Emergency Action Plans and are listed in [Appendix B](#). Emergency Action Plans which require significant coordination must be developed and documented so that they can be called upon to provide quick and efficient direction to University personnel during an emergency. These plans will be campus specific and support Incident Command operations and/or continuity of operations for the University. The intent of each plan should focus on the appropriate response to specific identified emergencies in an effort to mitigate or resolve a situation.

3.2 Exercises and Drills

In order for the University to maintain a state of readiness and test critical response components, semi-annual exercises and drills will be conducted. These events provide opportunities to ensure that adequate preparations are in place to effectively respond to emergencies on campus and that personnel are ready to perform their assigned duties.

Environmental Health and Safety will coordinate exercises and drill scenarios that will challenge the University emergency response groups and affiliated departments to effectively respond to any given emergency. Similarly the UPD Police Chief will schedule drills and exercises to ensure that the UPD remains in a ready state to respond to any emergency by utilizing the National Incident Management System protocols. To the extent necessary, Incident Command exercises and drills will involve participation from external tactical emergency response organizations and governmental agencies to ensure that responses are compatible, synchronized and interoperable.

Approximately once every two years Environmental Health and Safety, collaborating with UPD, will develop a full-scale exercise that will evaluate and test both IC capabilities (UPD) and Emergency Operations Center capabilities in unison. All drills and exercises will result in an After Action Report generated by EHS and UPD for their respective drills and exercises. All After Action Reports will be maintained by EHS.

3.3 Training

Environmental Health and Safety will specify training requirements and maintain training documentation for those university personnel designated to act in a support role for campus emergencies. Similarly, the UPD Chief will determine training needs for UPD staff to become compliant with all National Incident Management System requirements, in accordance with the National Response Framework, and Homeland Security Presidential Directives 5 & 8. UPD Training documentation will be maintained by UPD.

Additionally, Environmental Health and Safety and UPD provide emergency-related training sessions upon request, e.g. the hands-on Emergency Preparedness course.

3.4 Annual Plan Reviews

The Emergency Management Plan will be reviewed annually and updated/revised as deemed appropriate. Interim revisions will be made when one of the following occurs:

- A change in University site or facility arrangement that affects implementation of the plan
- A material change in response resources
- An incident occurs that causes a review
- Internal assessments, third party reviews, or experience in drills, tabletops or actual responses identify significant changes that should be made
- New laws, regulations, or internal policies are implemented which may affect the the plan
- Other significant changes are identified

Plan changes, updates, and revisions are the responsibility of Environmental Health and Safety. Revised plans will be submitted to the EMP Steering Committee for concurrence.

3.5 Documentation of Support Activities

It is important that University personnel document their actions and expenditures during the entire emergency response effort. This documentation will be needed during a review/analysis of the emergency response activities as well as justification for potential reimbursement by state or federal agencies. It may also be required during post-event litigation proceedings.

University support groups should keep accurate, detailed and legible notes regarding their support actions. This information should be provided to the University Emergency Manager when the emergency response efforts have concluded.

3.6 Mutual Aid Agreements

The University maintains mutual aid agreements with appropriate law enforcement and emergency response agencies, details of which can be obtained from UPD and/or Office of General Counsel. Fire and rescue response is provided through a contract with the Town of Normal to supply fire protection and emergency medical services to the campus community.

Section 4. EMERGENCY RESPONSE ACTIVATION

4.1 Incident Management Team

When an emergency situation expands beyond the scope of a UPD response, the University will convene an Incident Management Team to coordinate response, continuity and recovery operations. The overarching goal of the IMT is to oversee University operations during an emergency, ensuring the overall safety, security and

welfare of the campus community, as well as addressing all related issues associated with the emergency and University operations

- The membership of the IMT is drawn from a select group of Illinois State University leaders who have a role in management and recovery, and collectively will initiate a University response in coordination with UPD.

In preparation for a wide variety of emergencies, the university will exercise a scaled approach to activation of its Incident Management Team; matching the response to the needs of the emergency. [Appendix A](#) lists IMT organization charts that align with activation levels.

4.1.1 RESPONSIBILITIES OF INCIDENT MANAGEMENT TEAM (IMT)

The responsibility of the IMT is to provide coordinated direction of University response activities and resources. Specifically, the IMT will be responsible for:

- Ensuring that accurate and timely information is provided to the campus populations, media, parents and interested parties external to the University
- Providing University support as requested by the Incident Commander, including University intelligence, support personnel, equipment, material, etc.
- Directing University resource support of emergency response operations and maintaining continuity of critical institutional functions on campus
- Ensuring for the welfare and security of the campus at large beyond the bounds of the immediate emergency location, which is established by the Incident Command and under its direct control
- Providing University intelligence, equipment, material, supplies, personnel, etc. as requested by the Incident Command in support of its efforts to mitigate the emergency and protect life, property and the environment
- Collaborating, strategizing, and planning among IMT members, the President and cabinet, and other University personnel in addressing issues directly related to campus functions and operations impacted by the emergency
- Maintaining a current and accurate accounting of emergency response activities and progress in order to update the President and his staff, as well as those communicating with parents, media, etc.(e.g. Media Relations Department, Dean of Students Office, Campus Communication Group, and the Emergency Call Center)
- Documenting and tracking University actions in support of emergency response efforts
- Laying the groundwork for implementation of continuity and recovery activities
- Performing other related duties as deemed necessary during the campus emergency

4.1.2 ACTIVATION LEVELS AND STAFFING

Level 1

The IMT will be activated to the extent necessary to address the emergency at hand. Level 1 IMT (to be activated for all campus emergencies) will include the following positions/designees:

- ISU Police Chief
- University Emergency Manager (EOC Manager)
- EHS Fire Safety Officer (Deputy EOC Manager)
- Director – Media Relations

Level 1 IMT representatives will immediately report to the Emergency Operations Center as soon as they receive an ISU Emergency Alert, or as summoned by University Police or the Emergency Manager.

Level 2

If the campus crisis is deemed worthy of an expanded University emergency response, Level 2 will be activated. Level 2 activation representatives include:

- Director, Environmental Health and Safety
- Provost's Office Associate Vice President
- Assistant Vice President and Dean of Students
- Policy Group Liaison
- Campus Communication Group Lead

Level 3

If further University support is deemed necessary by the Emergency Manager, Level 3 will be activated. Representatives from the list of departments below will be summoned to report, as their expertise/input is deemed warranted:

- Athletics
- Emergency Call Center Lead
- Campus Dining Services
- Energy Management
- Facilities Management
- Finance
- Human Resources
- Information Technology
- International Studies

- Laboratory Schools
- Parking and Transportation
- Registrar
- Risk Management
- Student Health Services
- University Housing Services

In addition to the Level 3 IMT representatives, the following positions may be requested to report to the EOC to provide support services to EOC operations:

- IT Support
- Telecommunications/Radio Communications
- GIS/Mapping Technician
- Clerical/Reception

4.2 Level 1 Activation Positions

4.2.1 CHIEF OF POLICE (OR DESIGNEE)

This position will be a ranking member of the University Police Department, typically the Chief of Police. The position will be responsible for communicating directly with public safety representatives at the Incident Command Post. During this communication, this position will keep abreast of status/progress of the emergency response efforts and related information. This position will relay information received from the Incident Command to the Emergency Manager and subsequently to IMT members via scheduled briefings.

Note: When a senior member of the University Police Department is unable to staff this position within the EOC (typically within the early, critical phase of an incident), a member of Environmental Health and Safety will go to the incident scene to gather information, status reports and resource requests, to share with the EOC Manager.

4.2.2 EMERGENCY OPERATIONS CENTER (EOC) MANAGER

The EOC Manager will be staffed by the University Emergency Manager (or designee). This position will be responsible for overseeing coordination of the team's activities during an emergency and ensuring it functions efficiently and effectively in support of Incident Command while maintaining continuity of the campus operations to the greatest extent feasible. Specifically, the EOC Manager will:

- Provide scheduled, periodic operational briefings to the IMT, based on current information received from the Incident Command Liaison on the status of the emergency
- Identify operational objectives to protect the campus community and support emergency response operations in collaboration with Incident Command and the IMT

- Coordinate the sourcing and assignment of resources to meet objectives
- Track operational objectives/action items to ensure completion and/or subsequent modification

4.2.3 DEPUTY EMERGENCY OPERATIONS CENTER (EOC) MANAGER

(Primary Contact: Member of Environmental Health and Safety)

The Deputy EOC Manager (position filled by a member of Environmental Health and Safety) will be responsible for overseeing Emergency Operations Center functions, and assisting the EOC Manager. The Deputy EOC Manager will be responsible for:

- Ensuring that the video wall is displaying pertinent visual displays of EOC activities and media information (University website, social media messages, news reports, etc.) Information to be displayed on the video wall will be determined in collaboration between the EOC Manager and Deputy Manager.
- Ensuring that all equipment provided in the EOC is available and working properly (e.g. printer, copier/scanner/fax machine, whiteboards/markers, phones, laptops, etc.)
- Providing guidance to the GIS/Mapping representative on what to deliver in terms of mapping or geographical displays
- Ensuring that the EOC Management software is operating properly and working with IT representatives on any problems that surface
- Requesting that IMT representatives report to the EOC as deemed necessary by the EOC Manager
- Ensuring food services in the EOC are being effectively addressed
- Serving as the assistant to the EOC Manager in the fulfillment of his/her duties

4.2.4 DIRECTOR - MEDIA RELATIONS/PUBLIC INFORMATION OFFICER

The Director – Media Relations will serve as the Public Information Officer (PIO) as soon as Level 1 of the Incident Management Team is activated. As such, the PIO is responsible for emergency communications. The PIO will collaborate with the Campus Communication Group and assist in developing website and social media postings and subsequent ISU Emergency Alerts, if necessary. The PIO will also communicate with the Policy Group and local media to keep them apprised of the status of the emergency situation and response efforts.

4.3 Level 2 Activation Positions

4.3.1 DIRECTOR – ENVIRONMENTAL HEALTH AND SAFETY

The Director – Environmental Health and Safety (EHS) will provide input into the overall decision-making as it relates to the health and safety of the campus population, to include faculty, staff, students and visitors. The Director – EHS will also provide EHS resources as deemed warranted by the EOC Manager.

4.3.2 POLICY GROUP LIAISON

(Primary Contact: Senior Associate Vice President, Finance and Planning)

The Policy Group Liaison is responsible for keeping the President and Cabinet apprised of the emergency situation and response efforts. Initially, this role is filled by the Director, Media Relations, but if the emergency progresses in magnitude, this role will transition to the Policy Group Liaison at the Emergency Operations Center.

4.3.3 PROVOST'S OFFICE

(Primary Contact: Assistant Vice President for Academic Administration)

The Provost's Office will address needs, concerns, and issues related to academic impacts resulting from the emergency as part of the Incident Management Team. The Provost (in concert with the University President and executive team) will also address continuity issues from an academic perspective - decisions relative to suspension of classes, cancellation of classes, University closure, etc.

4.3.4 DEAN OF STUDENTS

(Primary Contact: Dean of Students)

Dean of Students is responsible for ensuring that plans and capabilities are in place to protect and care for the ISU student population throughout an emergency situation. One such capability is the Critical Incident Response Team (CIRT). This team was developed through Student Affairs in response to the need for rapid intervention during emergencies or adverse events. The CIRT has been specially selected and trained to assist students during a critical incident situation. Responsibilities include:

- Working with Campus Dining Services to provide temporary or alternate food service facilities for the on-campus student population affected by the disaster or emergency
- Working with Campus Dining Services to provide food services for off-campus students who have been directed to remain on campus or who are unable to leave the campus
- Working with Red Cross in providing food services for emergency response personnel and University staff directed to remain on campus for extended periods of time
- Activating the Critical Incident Response Team, as warranted during an emergency
- Working with the Student Counseling Center to establish counseling services as deemed warranted

- Working in partnership with the University Registrar to implement a post-emergency accountability process when there is a need to account for the safety of students on campus
- Developing a means to communicate with parents/relatives of students who have sustained injuries or have otherwise been individually and adversely impacted by the emergency
- Working with Student Health Services to establish a coordinated and effective patient care service

4.3.5 CAMPUS COMMUNICATION GROUP LEAD

(Primary Contact: Lead member of the Campus Communication Group)

The Campus Communication Group (CCG) Lead is responsible for communications between the Emergency Operations Center and the CCG. The CCG Lead will serve to clarify any intelligence that is provided by the EOC Manager to the CCG group leader, and to convey any questions or pertinent information from the CCG to the EOC Manager. This position will also supervise the Social Media Analyst position that will aggregate and present summaries of social media activity.

4.3.6 IT SUPPORT

(Primary Contact: Administrative Technologies Representative)

Infrastructure Operations and Networking (ION) will assume responsibility for all network and phone service for campus emergency facilities including the Emergency Operations Center (EOC) and the Emergency Call Center. This will include both wired and wireless connectivity as well as telephone instruments and service for all established locations. Upon activation of the EOC, ION will continue to support emergency facilities and maintain wired and wireless connectivity along with VoIP telephone instruments / service, EOC Management software and video wall applications.

4.3.7 A/V TECHNICIAN

(Primary Contact: Learning Spaces & Audio/Visual Technologies)

Learning Spaces will assume responsibility for managing the video wall, video conferencing capabilities and supporting equipment. A Learning Spaces representative will be located within the EOC and will receive direction from the EOC Deputy Manager.

4.3.8 SOCIAL MEDIA ANALYST

(Primary Contact: Representative from CCG)

The Social Media Analyst will be continually monitoring social media feeds regarding the campus emergency. After consultation from the CCG representative at the Emergency Operations Center, the Social Media Analyst will collaborate with the A/V technician to display content onto the EOC video wall.

For larger emergencies, the Social Media Analyst will lead a Virtual Technical Community (VTC). This VTC will be comprised of pre-identified personnel who will each analyze and summarize a portion of the social media landscape.

4.4 Level 3 Activation Positions

4.4.1 EMERGENCY CALL CENTER LEAD

(Primary Contact: Safety Officer, Environmental Health & Safety)

The Emergency Call Center Lead is responsible for communications between the Emergency Operations Center and the Emergency Call Center (ECC). The ECC Lead will serve to clarify any intelligence that is provided by the Emergency Operations Center and to convey any questions or pertinent information from the ECC to the Director, Media Relations.

4.4.2 UNIVERSITY REGISTRAR

(Primary Contact: University Registrar)

As a resource of information on students and families, the University Registrar will be utilized for contact and resource information regarding registered students and schedules. Additional duties may include:

- Providing student information to emergency workers as needed for contact, identification or location purposes
- Working in partnership with the Office of Student Affairs to implement a post-emergency accountability process when there is a need to account for the safety of students on campus
- Taking the lead in identifying external groups that may be on campus during an emergency and providing such information to the Emergency Operations Center

4.4.3 INTERCOLLEGIATE ATHLETICS

(Primary Contact: Associate Director-Athletics Operations)

Intercollegiate Athletics is responsible for the development and implementation of plans and protocols to ensure the safety of participants, spectators and staff at athletic events during a crisis situation anywhere on campus. Additionally, this position will help coordinate Redbird Athletics spaces that may be used for emergency response operations (i.e. mass shelter, feeding and/or reception areas).

4.4.4 STUDENT HEALTH SERVICES

(Primary Contact: Director, Student Health Services)

The Student Health Services representative on the Incident Management Team will be summoned when there is a request or an identified need for medical or other services which Student Health Services may be able to provide.

4.4.5 UNIVERSITY LAB SCHOOLS

(Primary Contact: Superintendent of Laboratory Schools)

Like the Provost's Office, the Superintendent of Lab Schools will also address the needs, concerns, and issues related to the impact the emergency will have on academics in the K-12 setting. Due to the unique nature of K-12 schools these impacts, while similar, can be functionally different than higher education, bringing with them additional challenges. Specific responsibilities and duties can be reviewed in the Crisis Response Plans for both Thomas Metcalf School and University High School.

4.4.6 INFORMATION TECHNOLOGIES

(Primary Contact: Chief Technology Officer)

The Chief Technology Officer is responsible for keeping the major IT infrastructure systems up and running in an emergency situation, adding capacity as necessary. These systems include the campus web server and off-campus backup web server, as well as the campus email system and mass email channel provided to the Campus Communication Group and the University Police Department.

4.4.7 PARKING & TRANSPORTATION

(Primary Contact: Director, Parking and Transportation)

While determination of perimeters and traffic control are ultimately the responsibility of UPD, Parking and Transportation will supplement traffic control efforts with personnel, traffic control equipment and supplies. Depending upon the circumstances of the emergency, numerous surface lots could be utilized for staging and mass care during an emergency. Parking and Transportation will also be responsible for providing mass transportation in situations that warrant the transport of large numbers of the University community.

4.4.8 UNIVERSITY HOUSING SERVICES

(Primary Contact: Director- University Housing Services)

University Housing Services is responsible for implementing plans and protocols to ensure all students in residence halls and campus housing are adequately cared for and protected in emergency situations. University Housing may be called upon to provide:

- Temporary or alternate housing facilities for the on-campus student population affected by the emergency
- Housing for off-campus students who have been directed to remain on-campus or who are unable to leave the campus
- Housing for emergency response personnel and University staff directed to remain on campus for extended periods of time
- Beds, or other resources/material, as required

4.4.9 CAMPUS DINING SERVICES

(Primary Contact: Director – University Campus Dining Services)

Campus Dining Services (CDS) is responsible for providing temporary or alternate food service facilities for the on-campus student population affected by the disaster or emergency. CDS will also make provisions for off-campus students who have been directed to remain on campus or are unable to leave the campus, and for emergency response personnel during extended emergency response incidents.

4.4.10 FACILITIES MANAGEMENT

(Primary Contact: Executive Director- Facilities Management)

Facilities Management is responsible for addressing emergencies resulting from building collapse/severe building damage, electrical/gas-related emergencies, excessive snow/ice accumulations, and other physical campus conditions related to life safety. In these or related emergencies, Facilities Management will be responsible for:

- Providing equipment and personnel to perform shutdown procedures, establish hazardous area controls, erect barricades, and perform debris clearance, emergency repairs and equipment protection
- Providing vehicles, equipment and operators for the movement of personnel and supplies, and assigning vehicles as needed
- Maintaining a current list of local vendors (and respective agreements, as warranted) that can provide supplemental resources (i.e. tools, material, equipment, personnel) as necessary to adequately support a given emergency
- Obtaining the assistance of utility companies as required during emergency operations
- Furnishing emergency power and lighting systems
- Providing training to personnel who serve on the damage assessment team

4.4.11 OFFICE OF ENERGY MANAGEMENT

(Primary Contact: Director- Office of Energy Management)

The Office of Energy Management is responsible for responding to loss of heat, a/c, ventilation, domestic water, natural gas, power lines, and the providing of such services during emergency situations. Specifically, the Office of Energy Management is responsible for providing equipment and personnel to perform shutdown procedures, utility damage assessments, emergency repairs and equipment protection.

4.4.12 RISK MANAGEMENT

(Primary Contact: University Risk Manager)

The University Risk Manager will primarily be responsible for overseeing the insurance/liability provisions associated with the emergency and serve as the primary interface with University property and liability insurance representatives, Illinois Emergency Management Agency, Federal Emergency Management Agency, etc. relative to emergency reimbursement costs. This will entail:

- Providing relevant risk and exposure assessment related to property damage and personnel injury incidents
- Maintaining personnel and equipment time usage records associated with university response actions
- Completing and/or collecting all forms and paperwork necessary to receive authorized reimbursed costs
- Maintaining information regarding injuries
- Providing appropriate reimbursement forms to campus department heads that are to be utilized to document costs acceptable for reimbursement from university insurance carriers, IEMA, FEMA or other government agencies
- Educating department heads on appropriate documentation methods for recording related insurable losses

4.4.13 INTERNATIONAL STUDIES

(Primary Contact: Director, International Studies)

The International Studies representative will be requested at the EOC for overseas emergencies involving ISU constituents (faculty/staff/students). This position will liaise with the overseas constituents, the US State Department and others as necessary.

4.4.14 HUMAN RESOURCES

(Primary Contact: Assistant Vice President, Human Resources)

When activated, the Human Resources position within the EOC will serve as the primary liaison to University employees, including researching and obtaining emergency employee information.

4.4.15 RADIO COMMUNICATIONS OPERATOR

(Primary Contact: Representative from University Police Department)

The radio communications operator will monitor radio channels in the Emergency Operations Center for critical information to report to the Emergency Manager. The technician will also communicate certain requests/questions via radio to university or response personnel as directed by the Emergency Manager/Deputy Emergency Manager.

4.4.16 GIS/MAPPING TECHNICIAN

(Primary Contact: Director, GeoMAP)

The GIS/Mapping Technician will create various data-driven maps for display onto the video wall, as requested by the Emergency Manager/Deputy Emergency Manager.

4.5 Policy Group

The Policy Group will work closely with the Incident Management Team in developing/approving strategic emergency response initiatives designed to oversee the security and welfare of the campus at large and collaborate with Media Relations in establishing a Press Conference or other high-level press release.

4.5.1 RESPONSIBILITIES

- Evaluate the institutional effects of an emergency and determine appropriate strategic courses of action for the University relative to continuity, e.g. authorize a temporary suspension of classes, a campus closure or evacuation
- Evaluate functions deemed critical to the continuity of University operations
- Develop and enact emergency-specific policies as needed
- Address legal and political implications associated with the emergency
- Determine and convey operational resumption priorities and recovery plans to the Incident Management Team and Departmental Leads
- Ensure, to the extent possible, that departments have the resources needed to carry out essential functions

4.5.2 POSITIONS

PRESIDENT

The University President/designee leads the Policy Group and is responsible for final approval of all decisions.

POLICY GROUP LIAISON

The Policy Group Liaison is a University senior level management member of the IMT, typically the AVP of Finance and Planning or AVP of the Provost's Office. The Policy Group Liaison will keep the Policy Group apprised of the incident status and actions of the Incident Management Team.

4.6 Public Relations

The Public Relations function is an integral part of the Incident Management Team and is responsible for providing pertinent information regarding the emergency to public entities (media, parents, government officials, and other interested parties) and ensuring that all information released is accurate, timely and consistent. All University information associated with the emergency that is shared with these external groups is to be provided and/or approved through the Public Information Officer. The Public Relations function will be led by the Public Information Officer, and include Media Relations, the Campus Communication Group and the University Emergency Call Center.

4.6.1 POSITIONS/GROUPS***PUBLIC INFORMATION OFFICER***

The Public Information Officer (PIO) is responsible for interfacing with the public and media. The PIO develops accurate and complete information on the incident's cause, size, current situation, resources committed, and other matters of general interest for both internal and external consumption. This includes providing appropriate updates on tactical response related information as well as University operations undertaken to ensure for the welfare of the campus at large. The PIO will take the lead role in ensuring that information shared with public entities is accurate, timely and consistent.

The PIO will typically be staffed by a senior member of the University Media Relations department and is located at the Incident Command Post during an emergency. The PIO will address/manage all media interactions at the scene and collaborate closely with the Media Relations representative at the Emergency Operations Center. The Director-Media Relations will be notified immediately upon any campus emergency, (either by an ISU Emergency Alert or direct notification from UPD/Emergency Manager) and will serve as the PIO.

Based on the magnitude of the emergency and the subsequent response, the PIO or the Incident Commander may call for a Joint Information Center (JIC) to be activated, which includes PIOs from different emergency response agencies. The University PIO will determine the JIC location and assume a lead role.

As deemed warranted, the PIO may schedule a press conference(s) at the Media Center to provide a coordinated release of information related to the campus emergency to media personnel. Representatives from emergency response agencies and the University may participate in these press conferences.

CAMPUS COMMUNICATION GROUP

The Campus Communication Group (CCG) is a cross-divisional team responsible for coordinating the flow of information about emergency events to the campus community as well as external stakeholders via on-line channels. The Assistant to the Vice President of Student Affairs for Marketing and Communication (or designee) serves as the CCG Lead.

Following the receipt of an ISU Emergency Alert or as directed by the Public Information Officer (PIO) or the Emergency Manager, the CCG will convene in a space nearby the EOC.

All ISU Emergency Alerts will automatically be displayed on the ISU Home Page. As determined appropriate by the Director - Media Relations, he/she may direct the CCG to have the normal format of the ISU Home Page changed to a specially designed format for campus emergencies. The CCG will be provided pertinent information regarding the emergency from the PIO and the EOC Manager. These two sources of information will keep the CCG apprised of the status of the emergency. Status updates to the ISU Home Page may include: updates to the status/progress associated with the emergency, university support efforts designed to care for the safety and well-being of the campus community, and operational issues related to classes and other academic issues. The CCG Lead will approve all on-line updates and confer with the PIO as deemed warranted.

In addition to posting emergency-related updates, the CCG will lead the effort to monitor, analyze and report on the activity within the social media, traditional media and other on-line outlets. These sources of near real-time information are valuable to the Incident Management Team as it attempts to maintain accurate situational awareness.

EMERGENCY CALL CENTER

The Emergency Call Center (ECC) is a facility designed to receive calls from the public during a campus emergency. The ECC is staffed by University personnel who have been trained in emergency call center protocols. The activation of the ECC is at the discretion of the PIO (and done in collaboration with the EOC Manager), based on the magnitude of the emergency and the anticipated volume of calls from parents and other interested parties. The activation of the ECC and corresponding phone number will be publicized by the Campus Communication Group via various on-line channels.

A phone system has been developed to support a call center operation and will be activated as soon as the ECC is convened. An ECC Manager will be designated and will coordinate all activities in the ECC. The ECC staff will be volunteers who will be trained on specific duties of ECC call takers. The ECC will primarily receive pre-approved information from the ECC Lead. The ECC Lead may also contact the PIO or the CCG for additional information, clarification of information, or to communicate significant feedback from callers which the Lead believes may be pertinent to the University or emergency response organizations.

4.7 Incident Management Team Activation Guidelines

The Incident Management Team activates in a tiered fashion based on the known or anticipated scope and complexity of the evolving incident. The Emergency Manager consults with the Director, Environmental Health and Safety, the Police Chief or others as necessary to determine whether activation is warranted, and to what level. When activation is deemed appropriate, the Emergency Manager (or designee) contacts IMT members and requests that they either physically report to the Emergency Operations Center, or perhaps respond virtually (dependent upon the needs of the emergency situation).

As the incident unfolds, the IMT may contract or expand in size.

The IMT has three levels of activation. When Levels I and II are activated, all roles within the respective tier are activated. For Level III activations, only those roles which are required are activated. Appendix C contains guidelines for team activation.

4.8 Incident Management Team Operations

Upon activation and assembly of the IMT, the EOC Manager will lead a briefing on the current status of the incident and identify unmet needs. After discussion with the Incident Commander and collaboration among IMT representatives, objectives will be established, assigned and tracked by the EOC Manager. Briefings will keep team members fully informed and objectives will be revised, added and closed out.

During operations, the IMT may allocate University resources to support the incident response, continuity and recovery efforts. Resources may include human resources, physical resources (assets, facilities) and/or financial resources. If resources are required beyond what is immediately available, the IMT may initiate mutual aid agreements, execute emergency contracts, request assistance from other county and state government partners, and/or request assistance from other entities.

Section 5. ACTIVATION OF EMERGENCY OPERATIONS

In most situations, emergencies will first be encountered by faculty, staff and students. However, the University Police Department (UPD) will serve as the initial point of contact for reporting emergency situations on campus. Emergencies such as disease outbreaks and utility outages could be reported in other manners. For those emergency situations that are routed through the UPD, [Appendix D](#) outlines the basic emergency response premise in a process map.

5.1 Emergency Facilities

Whenever an emergency occurs, the first emergency response agency on scene (typically UPD) will establish an Incident Command Post (ICP). Other facilities that may be established (as noted above) include the University Emergency Operations Center, Campus Communication Center, Media Center, Emergency Call Center and the Policy Group. All of these centers have pre-identified locations, each with alternate facilities.

5.2 Communications

Emergency Response and Public Information groups have designated personnel assigned communication responsibilities associated with their respective group's functions. Names and contact information are available to all Group Leads and Liaisons to facilitate traditional communication via phone and e-mail. In addition to direct correspondence, the following modes of communication have been developed relative to keeping the public as well as those involved in university response actions posted on the emergency status.

5.2.1 ISU EMERGENCY ALERT

ISU Emergency Alert is an emergency notification system designed to notify the campus population of an event that entails life-threatening concerns. It utilizes multiple modes of communication, including SMS text messaging, e-mails, digital displays, etc. In order to receive the ISU Emergency Alert via one's cell phone, campus personnel must register their contact information through the Campus Safety and Security website (<http://security.illinoisstate.edu>). University registered e-mail accounts are automatically loaded into the ISU Emergency Alert database.

In the event of an emergency, the University Police Department will notify the campus community via the ISU Emergency Alert advising them of the emergency and any instructions on actions to be taken. Alerts will also contain information that directs personnel to the ISU Home Page for additional information and updates.

Activation of ISU Emergency Alert

When an emergency warrants the issuance of an emergency notification, the senior UPD supervisor on duty will make the determination to activate the ISU Emergency Alert. The need for subsequent ISU Emergency Alert messages will also be the decision of the UPD supervisor on duty or the EOC Manager.

5.2.2 EMERGENCY ALERT HOME PAGE

In the event of an emergency, the ISU Home Page will be utilized as the primary resource for emergency updates. The page will be managed and updated by the Campus Communication Group (CCG). Upon the issuance of an ISU Emergency Alert, the Alert will be automatically posted on the ISU Home Page. Additional information will include subsequent alerts and emergency updates from the CCG along with media releases drafted by Media Relations. All submissions will display with time stamped record of

the post. In addition to postings on the Emergency Alert Home Page, the CCG may issue updates via other on-line channels.

5.2.3 EOC MANAGEMENT SOFTWARE

In order to efficiently share information with all campus emergency response groups (Incident Management Team, Policy Group, Campus Communication Group, Emergency Call Center, Media Relations and the Public Information Officer), an online information sharing tool has been established. The software is a web and mobile emergency response coordination system that enables effective team collaboration and response during crisis situations and other disruptive events. It is a secure website that only pre-authorized personnel can access. Upon activation of the Emergency Operations Center (EOC), this system will be activated to keep University response groups updated as to emergency status and support efforts.

Every member of the EOC will have access to the EOC management software and will actively participate in posting updates and responding to tasks. All postings will be time-stamped and the individual uploading information identified.

5.2.4 TWO-WAY RADIOS

In the event of a failure of normal communication modes, the campus portable radio infrastructure will be utilized. Radios on this system will allow point to point communications without a system repeater. The Emergency Operations Center will have base radios with exterior antennas that have the capability of directly reaching these portable radios.

5.3 Deactivation of Emergency Operations

Once the Incident Commander concludes that the immediate threat of danger posed by the emergency is over, he/she will begin the transition from Incident Command to University governed operations. If the Incident Command is other than UPD, UPD will work with the Incident Commander to ensure a clear understanding of the current state of affairs. If UPD is acting as Incident Commander, UPD will work with the IMT and the Policy Group to assume post-emergency operations and initiate continuity and recovery operations as warranted. In either scenario, the Policy Group and the IMT will develop a plan of action to achieve / resume to normal university operations as soon as feasible. The Policy Group Liaison will lead the transition effort with the support of the Emergency Manager and UPD.

Section 6. APPENDICES

6.1 Appendix A: IMT Organizational Charts

Figure 1: Level One Incident Management Team Organization

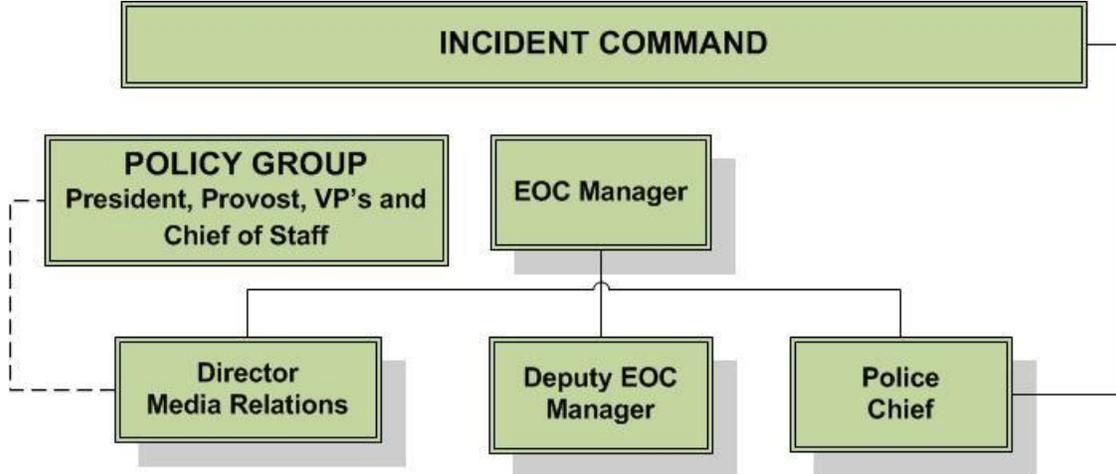


Figure 2: Level Two Incident Management Team Organization

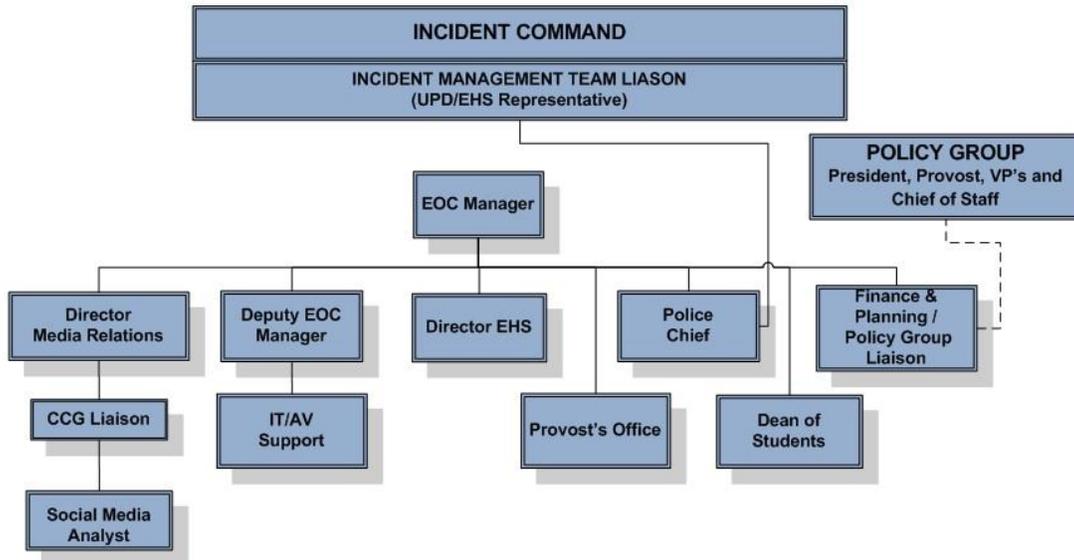
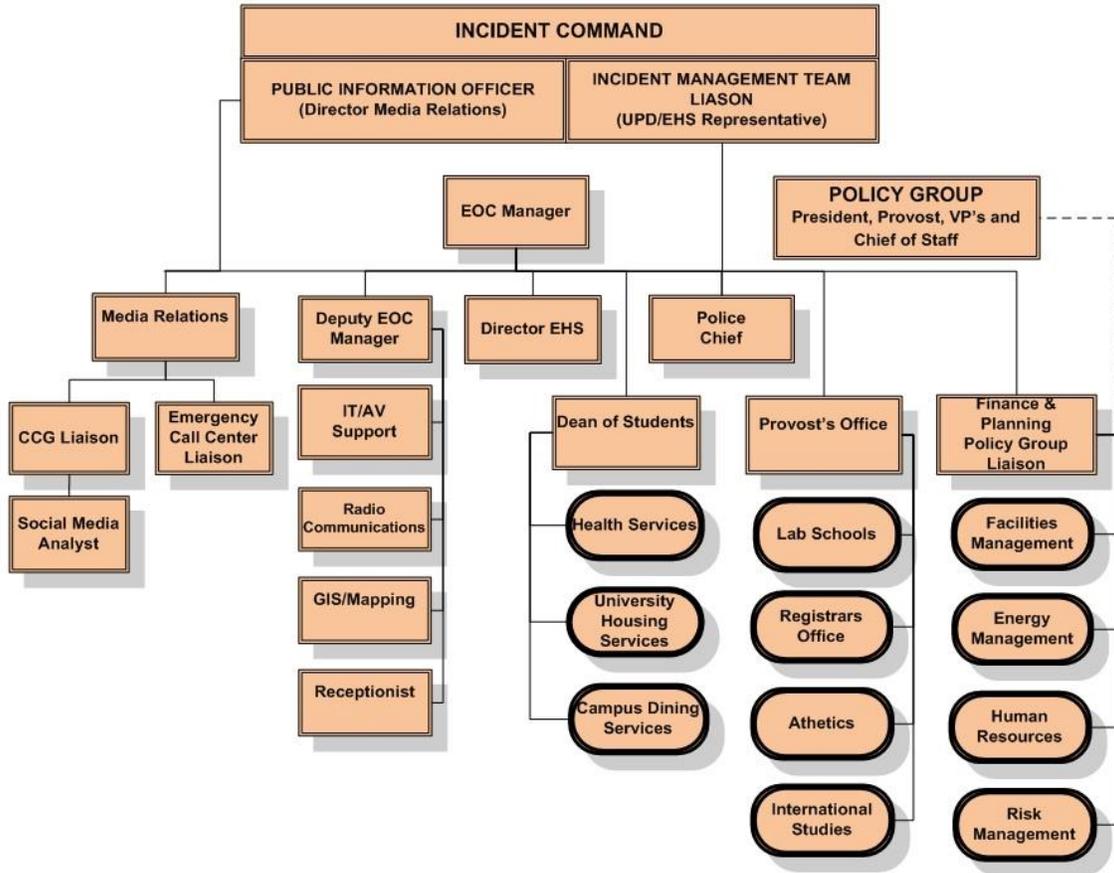


Figure 3: Level Three Incident Management Team Organization



6.2 Appendix B: Listing of Emergency Action Plans / Memorandums of Understanding

6.2.1 UNIVERSITY EMERGENCY ACTION PLANS

Plan Identifier	Description of the Plan	Responsible Department
Emergency Response Plans:	Developed by individual departments/units, designed to provide specific guidance to departmental/unit employees to a wide spectrum of emergencies on campus.	All
Lab School Crisis Response Plan:	An all-hazards plan that outlines specific response actions to a wide variety of emergencies that could be experienced at the lab school	University High School, Thomas Metcalf School
Milner Library Emergency Action Plan:	An all-hazards plan that outlines specific response actions to a wide variety of emergencies that could be experienced at the Library	Milner Library
Student Fitness and Kinesiology Building Emergency Action Plan:	An all-hazards plan that outlines specific response actions to a wide variety of emergencies that could be experienced at the Fitness Center	Student Fitness and Kinesiology Department
Bone Student Center Emergency Action Plan:	An all-hazards plan that outlines specific response actions to a wide variety of emergencies that could be experienced at the Bone Student Center/ Braden Auditorium	Student Affairs
Center for Performing Arts:	An all-hazards plan that outlines specific response actions to a wide variety of emergencies that could be experienced at the Center	College of Fine Arts
Westhoff Theater Emergency Response Plan -	An all-hazards plan that outlines specific response actions to a wide variety of emergencies that could be experienced at the Theater	College of Fine Arts
Hancock Stadium Emergency Response	An all-hazards plan that outlines specific response actions to a wide variety of	Intercollegiate Athletics

Plan:	emergencies that could be experienced at the football stadium	
Redbird Arena Emergency Response Plan:	An all-hazards plan that outlines specific response actions to a wide variety of emergencies that could be experienced at the Arena	Intercollegiate Athletics
Hazardous Material Emergency Response Plan:	Designed to describe specific actions that are to take place after an emergency is reported entailing a spill, release, fire or other unplanned incident involving hazardous materials.	Environmental Health and Safety
IT Disaster Recovery Plan:	Outlines specific response actions when University IT operations are not working or compromised.	Administrative Technologies
Campus Response to Severe Weather:	Describes University roles and responsibilities for responding to severe weather conditions and determinations relative to school closures or class cancelations	Environmental Health and Safety

Memorandums of Understanding (MOU) - External Entities Using Campus Facilities during an Emergency

America Red Cross of the Heartland- Shelter and Support Services Agreement:	The University will make facilities available to the American Red Cross of the Heartland for the designation as an emergency shelter during disasters	American Red Cross of the Heartland
Clinton Power Station Letter of Agreement	Illinois State University will provide facilities as a temporary emergency public shelter, coordinated through the American Red Cross of the Heartland, to station employees in the event of a disaster	Clinton Nuclear Power Station
Alternate Treatment Site (ATS)	Outlines the relationship between the University (Student Health Services) and the McLean County Area EMS System as an Alternate Care Facility in the event of a medical disaster that overwhelms the capabilities of impacted hospitals or local EMS resources.	McLean County Area EMS System

6.3 Appendix C: Incident Management Team Notification and Activation Scenarios

ISU Incident Management Team (N)otification & (A)ctivation Scenarios

	L1N	L1A	L2N	L2A	L3N	L3A
Adversarial and Human-Caused Incidents						
Crime-Related ISU Emergency Alert Issued						
• Person with weapon on/near campus						
• Report of shots fired on/near campus						
• Active Shooter on/near campus						
Significant Acts of Violence (gangs, stabbings, mob action, etc.)						
Bomb threat (non-credible)						
Bomb threat (credible)						
Murder on campus						
Suicide on campus						
Mass unplanned gathering (i.e. sport team win, Presidential election, major international incident)						
Significant pre-planned events (i.e. Fool's Fest, Homecoming, Commencement, etc.)						
Lost/Endangered person						
Workplace Fatality (employee or contractor) on Campus						
Public Health Emergency (Food poisoning, MRSA/measles outbreak, etc.) > established threshold						
Natural Hazard Incidents						
Major storm warning						
Storm with suspected/actual damage (after 'All Clear')						
Major fire/explosion/structural collapse						
Earthquake						
Technological and Utility Incidents						
Utility Outage (> established thresholds)						
HazMat incident (resolved with ISU personnel)						
HazMat incident (resolved with BFD, IEPA, etc. personnel)						
Significant IT emergency/disruption						
Other Incidents						
Building evacuation for extended period of time						
Unexpected loss of a facility						
Multi-day school closure						
Off-campus/Overseas disaster with ISU tie						
Any activation of campus buildings for non-university emergencies (e.g. state winter storm shelters, CPS assembly area, Unit 5 assembly area, SNS Distribution Plan, etc.)						
Major emergency in the community (not affecting ISU)						

Level I Activation

- ISU Police
- EOC Manager
- Deputy EOC Manager
- Media Relations

Level II Activation

- Environmental Health & Safety
- Policy Group Liaison
- Provost's Office
- Dean of Students/University Housing
- CCG Lead

- IT/AV Support
- Social Media Analysis

Level III Activation

- Call Center Lead
- Registrar
- Human Resources
- Athletics
- Finance
- Health Services
- Lab Schools
- Information Technology
- Parking & Transportation
- Dining
- Facilities Management
- Energy Management
- Risk Management
- International Studies
- Incident Command Liaison

- Clerks/Reception
- IT Support
- Radio Communications
- GIS/Mapping Technician



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6.4 Appendix D: Process Map of University Emergency Response Functions

