

Operations Center Handbook

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Introduction

Indiana Wesleyan University Emergency Operations Center Handbook was prepared by the Campus Safety Advisory Committee to provide information on Indiana Wesleyan University's EOC structure and operation. This publication addresses the facility, personnel, procedures and support requirements for activating the Indiana Wesleyan University EOC and for supporting emergency operations from that center, or from an alternate facility, in a large-scale emergency situation. This publication also provides checklists needed for operating the EOC. Preparation is critical to be effective in emergencies. All EOC personnel should become familiar with the Handbook's contents.

Purpose

The purpose of the EOC is to serve as the single focal point and command center for the management of information, decision-making, and resource support and allocation in an emergency and recovery process. The primary functions of the EOC are to:

- Provide support to the Incident Commander.
- Determine policy directions as needed.
- Provide resources needed by the campus.
- Provide direction and support to field activities.
- Deal with issues that are beyond resolution in the field.
- Provide "one voice" in communication emergency information to the public.

EMERGENCY RESPONSE LEVELS

Assumption

Natural disaster or human-caused events have the potential for causing disasters of such magnitude making centralized command and control desirable or essential. At Indiana Wesleyan University, emergency incidents are classified according to their severity and potential impact so that emergency response operations can be calibrated for actual conditions. The following Response Levels provide basic planning guidelines:

Level 1- Localized Incident

A Level one emergency is a minor, localized department or building incident that is quickly resolved with existing University resources or limited outside help. As time permits, warning notification will be determined by Incident Commander (IC) and/or Indiana Wesleyan University Campus police personnel.

A Level 1 emergency has little or no impact on personnel or normal operations outside the locally affected area. A level one incident does not require activation of the University Integrated Operations Plan or the EOC. Impacted personnel or departments coordinate directly with other necessary departments, or Facilities Services to resolve Level 1 conditions.

Examples: Odor complaint, localized chemical spill, small fire, localized power failure, plumbing failure or water leak, normal fire and police calls.

Level 2- Major Event

A level two emergency is a major incident or potential threat that disrupts sizable portions of the campus community. Timeliness of the notification is determined by the Incident Commander and/or Campus Police personnel. Notification is immediate or as time permits.

Level 2 emergencies may require assistance from external organizations. These events may escalate quickly and have serious consequences for mission-critical functions, or may threaten life and safety. Level 2 incidents may require activation of the University Integrated Emergency Operations Plan and the EOC. This activation may be fully or partially implemented.

Examples: Structure fire, structural collapse, significant hazardous materials release, extensive power or utility outage, severe flooding, multi-fatality incident, terrorism incident not involving weapons of mass destruction or an existing or imminent external emergency that may affect University personnel or operations.

Level 3- Crisis

A level three emergency is a major disaster or imminent threat involving the entire campus and/or surrounding community. Immediate notification is mandatory.

Normal University operations are reduced or suspended. The effects of the emergency are wide-ranging and complex. A timely resolution requires University-wide cooperation and extensive coordination with external agencies and jurisdictions. Level 3 incidents will normally require activation of the University Integrated Emergency Operations Plan and the EOC.

Examples: Major tornado, multi-structure fire or major explosion, major hazardous materials release, major earthquake, active shooter/hostage situation, terrorism incident involving weapons of mass destruction.

Activation

Determination of a major incident's emergency level is made by the Incident Commander (Executive Vice-President), or designee, after consultation with the President. The designated level for an incident may change as conditions intensify or ease. Decisions regarding suspension of campus operations or closures will be made by the Senior Management Group. The EOC will be responsible for the execution of the Senior Management Groups directive regarding suspensions/closures.

IWU EMERGENCY OPERATIONS CENTER (EOC)

Location

Indiana Wesleyan University has established the primary Emergency Operations Center (EOC) in the Information Technology Center South of Campus. The alternate EOC site is the Facilities Services Work Room. EOC equipment and supplies are stored at the primary site, and can be transported to any suitable location if emergency conditions affect the functionality of the designated sites. Additionally, one container of supplies is maintained in a storage locker in the Facilities Services Work Room (secondary location). As outlined in this plan, the EOC will serve as the center for emergency management and response operations.

Activation

When an emergency occurs, the Executive Vice-President (Incident Commander), will determine if the EOC is to be activated and, if activated, which positions will be staffed for the emergency response. The activation checklist is located on page 6 attachment 1. Figure 1 will be used to determine EOC activation. The event tree, figure 1, on page __, will be used to determine EOC activation.

- Campus Police is notified of an emergency.
- Campus Police notifies appropriate responders and designated leadership personnel via pre-formatted "text" message.
- The first emergency responder on-scene becomes the Temporary Incident Commander for the University. Once the Executive Vice-President is informed and/or arrives on the scene, he will become the University Incident Commander. Typically Campus Police are the first public safety authorities to arrive on the scene of an emergency.
- The Incident Commander; after consultation with the University President and the on-site emergency team, decides to activate the EOC.
- Upon determination of need, the Incident Commander gives instructions to activate the EOC.
- Facilities Services personnel will provide initial assistance to the EOC according to the attachments in the back of this handbook.
- EOC is activated at the primary or secondary location.
- Incident Commander establishes communication with the On-Site Team
- Incident Commander requests additional EOC personnel based on specific emergency.

Indiana Wesleyan University Integrated Emergency Operations Plan (IEOP) Event Tree

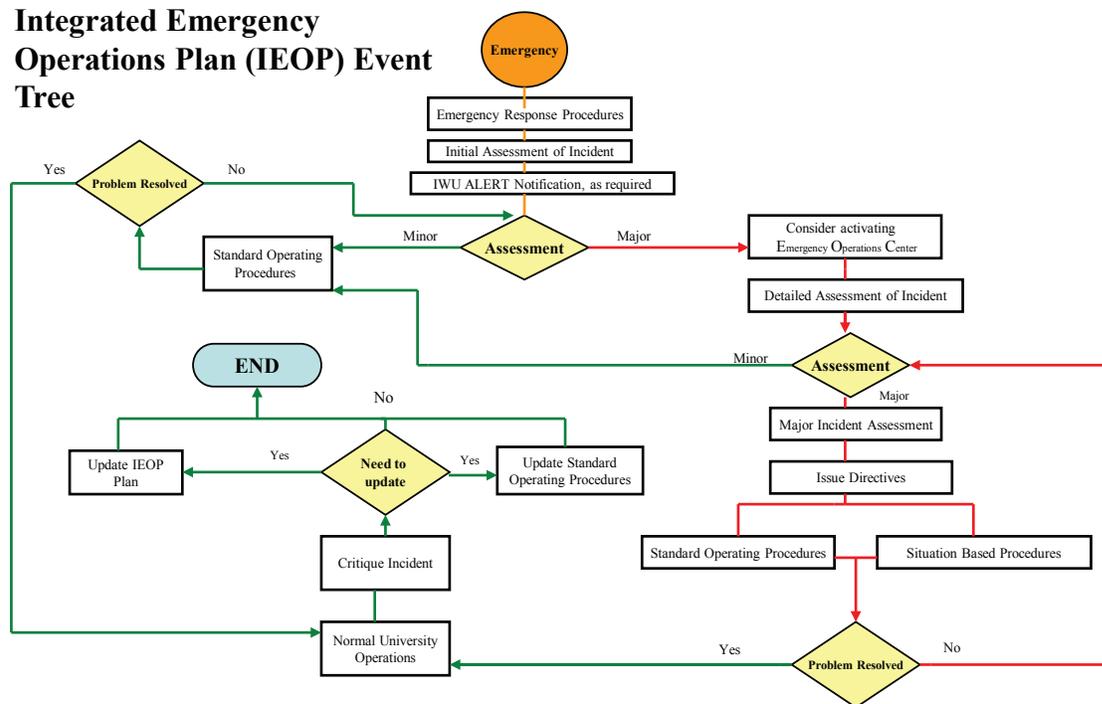


Figure 1

Operation

A functional EOC is the key to successful response and recovery operations. Within the EOC, local entity decision-makers work together supporting emergency activities. EOC staff supports the Incident Commander and gathers and disseminates information for University decision-makers, as well as local, state and federal government agencies. Through this process, resources can be utilized without duplication of effort allowing operations to be more efficient. The EOC also serves as the central coordinating point for obtaining, analyzing, reporting and retaining disaster related information (event logs, casualty information, property damage, fire status, etc.); for strategic decision-making requirements; and for information dissemination to senior leadership.

Once the EOC is activated, an Initial Situation Report (attachment 3, page #) should be completed. This information should be communicated to all EOC members and the Senior Management Group. Additionally, the IC and his/her staff will begin filling out the required ICS forms based on the specific incident. The Incident Briefing and Objective forms (attachments 4 & 5, page #) are normally completed first. As additional emergency information is received at the EOC, Follow-up Situation Reports or the ICS General Message form (attachments 6 & 7, page #) should be completed to keep everyone informed.

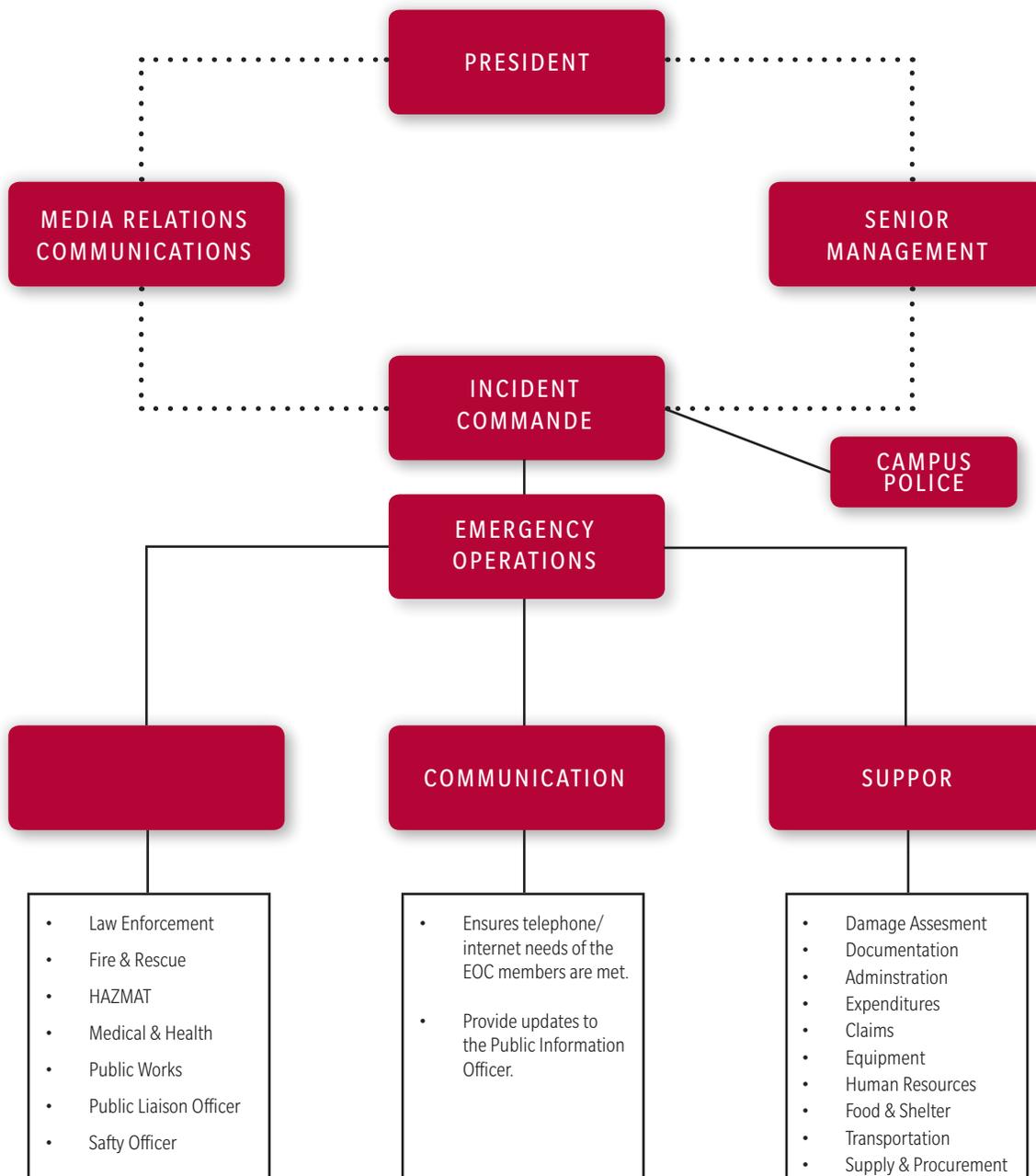
The Incident Commander is ordinarily, the Executive Vice President. In their absence the _____ will serve as the IC. The Incident Commander is the liaison between the functional groups and the President.

The Chairperson of the Campus Safety Advisory Committee serves as the EOC Coordinator and is responsible for the planning and general management of the EOC facility and its resources. The EOC Coordinator or a designee will open the EOC facility (as directed by the Incident Commander) and assist the Incident Commander as needed.

Structure

Indiana Wesleyan University's EOC expands or contracts for level 2 or level 3 emergency situations. Its structure follows the Federal Emergency Management Agency (FEMA) National Incident Management System (NIMS) EOC model. Indiana Wesleyan's model is based on our Integrated Emergency Operations Plan (IEOP) concept (figure 1, page #) and complies with ICS guidelines. The type and emergency level will determine the Incident Commander (IC). In most cases Campus Police personnel will be the "on-scene" IC. Specifically, Campus police personnel will normally be designated the IC for all level 1 emergencies (normal day-to-day fire and police responses). However, the Executive Vice-President will be the IC for a level 2 or a level 3 emergency such as a major natural disaster, epidemic (pandemic flu), etc. When required, the EOC will be activated to support all emergency levels. Figure 2, page # shows Indiana Wesleyan University's EOC structure.

The Indiana Wesleyan Integrated Emergency Operations Plan divides emergency decision-makers into functional groups in the EOC. These groups may be modified to reflect the organization or specific expertise such as bomb squad response, HAZMAT event, etc. EOC personnel will coordinate with other agencies and organizations to ensure that procedures are consistent with current practices, and that we are able to maintain effective emergency communications and coordination during an incident. Figure 2, page # also shows the breakout of the critical support teams and where they fit into the Indiana Wesleyan University EOC organizational setup.



EOC FUNCTIONAL AREAS

The following table provides a brief description of EOC staff function and responsibilities.

FUNCTION	PURPOSE/RESPONSIBILITY
Senior Management Group (SMG)	Provides guidance and support to the EOC, including establishing priorities and direction for campus response and recovery activities.
Incident Commander	Activates the EOC for a Level 2 or Level 3 emergency. Advises on overall strategy for the EOC, and assist/support the team with the overall priorities and action strategies. Coordinates with senior leadership and other University groups regarding EOC operations. Oversees response and recovery operations and deactivates the EOC as conditions return to normal.
EOC Coordinator	When directed by the Incident Commander or designated representative, activates the EOC using the activation checklist. Monitors EOC activities, assist the Incident Commander, coordinates emergency requirements, and ensures emergency event is well documented.
Public Information Officer (Media Relations – Communications)	The official spokesperson for the University. Manages all communication issues for the emergency, including internal messages to faculty, staff, students, employees, etc., as well as external messages to media. Coordinates with the Incident Commander to keep senior leadership informed. Oversees the Media Relations and Communications Team.
Operations Tewam Leader	Provides overall direction, management, and coordination for all operational functions of the EOC. Coordinates with the Incident Commander for any necessary operational resources.
Communications Support Team Leader	Provides information and feedback to the Public Information Officer to ensure that he/she has the most complete and accurate information concerning the emergency. Responsible for reviewing all written reports submitted by EOC members for clarity of response.
Support Team Leader	Provides overall management of resource and logistical support for operations, logistics, and planning functions. Procure resources to support the emergency response and operations.

STAFF ASSIGNMENTS

FUNCTION	PRIMARY	ALTERNATE
Senior Management Group	President & Cabinet	Provost
Incident Commander	Executive Vice President	Vice President for Student Development
EOC Coordinator	Campus Police Coordinator	Director of Conference Services
Public Information Officer	Director of University Relations	Associate Director Communications
Operation Team Leader	Associate Vice President of Facilities & Operations	Director of Operations
Communications Support Team Leader	Vice President of Technology & Facilities	Assistant Vice President of Technology
Support Team Leader	Director of Mechanical Systems	Director of Operations
Public Liaison Officer	Associate Vice President of Marketing & Communications	Director of Marketing
Safety Officer	Director of Risk Management & Compliance	Associate Vice President of Business Affairs

SUPPLEMENTAL STAFF ASSIGNMENTS

FUNCTION	PRIMARY	ALTERNATE
Administrative Support	Administrative Assistant to Vice President for Student Development	Administrative Assistant to Executive Vice President
Building Inspectors	Associate Vice President of Facilities & Operations	Director of Operations
Communications/Telephone	Assistant Director Network Admin	Director Info Tech Infrastructure
Computing Services	Director Information Technology	Computer Technician
Custodial Services	Director Custodial Services	Supervisor Housekeeping
Emergency Purchasing	Purchasing Specialist	Director of Procurement Services
Keys/Entry to buildings	Manager of Building Information Systems	Locksmith
Finance	Executive Director Accounting Services	Associate Vice President Business Affairs
Food	Resident Food Services Director	Director of Operations – Food Services
Heavy Equipment/Machinery	AVP of Facilities & Operations	Director Landscaping & Grounds
Human Resources	Benefits Assistant	Benefits Specialist
Legal Counsel	Associate Vice President Business Affairs	Director of Risk Management & Compliance
Medical Services	Clinical Director of Health Center	Nurse Practitioner
Campus Police	Officer on duty	Campus Police Coordinator
Public Liaison Officer	Associate Vice President of Marketing & Communications	Associate Director Communications
Chemical - Environmental	Assistant Lab Manager	Assistant Professor
Risk Management and Insurance	Associate Vice President Business Affairs	Director of Risk Management & Compliance
Residential Housing	AVP Res Life	Director of Housing
Campus Ministry	Dean of Chapel	Associate Dean of Chapel
Stress/Psychological Services	Executive Director CSS	Director Clinical Counseling CSS
Structural and Technical Support	AVP of Facilities & Operations	AVP Planning & Construction
Student Services	Admin Assistant to AVP Res Life	Admin Assistant to AVP Student Leadership
Transportation	Director of Transportation	Manager of Building Information Systems

Deactivation

When emergency conditions are stabilized and normal University operations resume, the EOC will be de-activated by the Incident Commander. The Public Information Director will disseminate the formal announcement. The EOC is deactivated by using the checklist in attachment 2.

If the nature of the incident requires an extension of some emergency services, special work groups may be appointed to coordinate those continuing activities. These groups may need to consider:

- Academic or administrative space reallocations
- Support services for impacted students, faculty or staff
- Community relief assistance

Immediately following the termination of emergency operations, a survey of the Emergency Operations Center members, Senior Management Group, Media Relations and Communications, departments, and the general campus community should be conducted to evaluate the effectiveness of the response effort. A “Hotwash” debriefing session should also be held with the key players involved in the incident. Results of the debriefing(s) and survey will be documented in an After Action Report and “lessons learned” will determine whether areas of the Integrated Emergency Operations Plan should be modified as a result of the emergency experience.

EOC ACTIVATION CHECKLIST

	Incident Commander or designee directs EOC activation.
	Pager recalls applicable EOC members (as directed by Incident Commander).
	Set up designated EOC: Primary EOC is _____. Secondary EOC is _____.
	Arrange tables based on Set Up Diagram for the selected EOC (attachments 19).
	Retrieve “position” boxes from EOC storage closet and place box at designated location (based on diagram).
	Unload boxes ensuring each location has a: IWU Phone Directory Grant County Phone Book Administrative supplies Telephone – Radio
	Ensure each telephone is connected to its respective wall jack.
	Ensure each phone is operationally checked out.
	As EOC members arrive, brief personnel on situation.
	Notify county and state offices as applicable.

EOC DEACTIVATION CHECKLIST

	Incident Commander or designee directs EOC deactivation
	EOC Coordinator will collect all reports, other correspondence, etc for the After Action Report. Secure information due to its potential sensitivity. Provide EOC members a survey to capture any lessons learned. If time permits conduct a Hot Wash or schedule one in the near future.
	EOC members are released.
	Position tables back to original configuration.
	Place all supplies including telephones back in their respective boxes (based on respective #) and secure them in the EOC supply closet.
	Notify county and state offices as applicable.

EMERGENCY EVENT—SITUATION REPORT

INITIAL REPORT

1.	What happened?
2.	When did it happen?
3.	Where did it happen?
4.	What was the extent of damage or loss?
5.	Best estimate of injured, fatalities:
6.	Type and extent of assistance required, if known:
7.	Additional remarks pertinent to situation:

INCIDENT BRIEFING	1. INCIDENT NAME	2. DATE	3. TIME
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4. MAP SKTECH

5. CURRENT ORGANIZATION

6. PREPARED BY (NAME POSITION)

RESOURCES ORDERED	RESOURCE IDENTIFICATION	ETA	ON SCENE	LOCATION/ASSIGNMENT

INCIDENT OBJECTIVES	1. INCIDENT NAME	2. DATE	3. TIME
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4. OPERATIONAL PERIOD

5. GENERAL CONTROL OBJECTIVES FOR THE INCIDENT (INCLUDE ALTERNATIVES)

6. WEATHER FORECAST FOR PERIOD

7. GENERAL SAFETY MESSAGE

9. PREPARED BY (PLANNING SECTION CHIEF)

10. APPROVED BY (INCIDENT COMMANDER)

EMERGENCY EVENT—SITUATION REPORT

FOLLOW UP REPORT: provide any additional event details

1.	Additional damage to University facilities:
2.	Update on injured/fatalities:
3.	Any impact on university operations?
4.	Any additional information needed for news release (Media Relations will normally request this type of information):
5.	Any outside assistance needed/what is the status?
6.	Additional remarks pertinent to situation:

GENERAL MESSAGE

TO: POSITION:

FROM: POSITION:

SUBJECT DATE: TIME:

MESSAGE:

SIGNATURE: POSITION:

REPLY:

DATE: TIME: SIGNATURE/POSITION:

(SMG) CHECKLIST

Responsibilities	The Senior Management Group (SMG) is responsible for setting the policy for the University during a disaster or major emergency. The SMG may elect to remain at the Emergency Operations Center (EOC) to observe but may also be available at another location, by telephone or email.
	Communicate with or respond to the Incident Commander
	Get situation update from the Incident Commander
	Assess type and scope of emergency.
	Evaluate the institutional effects of the emergency.
	Evaluate the threat to human life and safety and issue policy to take immediate action to protect life if necessary.
	Evaluate the threat to facilities and issue policy as to the priority and resource allocations.
	If necessary, authorize a temporary suspension of classes, campus evacuation or closure.
	Coordinate the implementation of the decision with internal stakeholders (Deans, Departments, etc) and external stakeholders (city, state, & federal agencies).
	Review the content of internal and external public information bulletins and announcements.
	Work with Public Information Officer to select appropriate University spokespersons for media reports, as applicable.
	Provide oversight for family notifications of casualties.
	Frame emergency-specific policies as needed (emergency personnel policies, special financial assistance for employees or students, temporary support services such as childcare, etc.)
	Determine University priorities for the recovery of mission critical teaching and research programs.
	Maintain communications with internal and external sources as necessary.
	Address legal issues associated with the emergency.
	Return to normal operations when emergency is resolved.

INCIDENT COMMANDER CHECKLIST

Responsibilities	The Incident Commander is the Executive Vice-President or designated representative. The Incident Commander is responsible for activating the EOC and providing support for the On-Site Team
	Sign in upon arrival at the EOC.
	Assess type and scope of emergency and determine EOC activation.
	Determine threat to human life and safety and take immediate action to protect life, if necessary.
	Determine threat to facilities.
	Authorize the activation of the EOC (if not already accomplished), and request members from specific functional areas based on type of emergency.
	Ensure that each EOC section is covered and has appropriate leadership.
	Get situation update; assess University status; determine threat to human life and safety and take immediate action to protect life if necessary.
	Determine the threat to facilities.
	Select and send a liaison to the Grant County EOC, if necessary.
	Provide oversight for strategic and operational response.
	Communicate with the SMG to determine the policy that will guide the development of an Incident Action Plan (IAP).
	Coordinate with Public Information Officer about internal and external emergency bulletins.
	Provide a status update to the Senior Management Group on a regular basis.
	Maintain communications with internal and external sources as necessary.
	Ensure that logs of emergency actions are being kept.
	Authorize de-activation or reduced operations for the EOC.
	Assemble EOC members and key operational managers to produce an After Action Report evaluating the emergency response.
	Watch for signs of fatigue. Divide section into shifts and provide rest periods during extended emergencies.

(EOC) COORDINATOR CHECKLIST

Responsibilities	The EOC Coordinator is the Chairperson of the Campus Advisory Safety Committee or his/her designated representative. The EOC Coordinator is responsible for setting up the EOC and providing support to the EOC Director.
	Sign in upon arrival at the EOC.
	Set up the EOC using the EOC Activation Checklist (attachment 1) and the respective Setup Diagrams (attachment 16.)
	Ensure all administrative supplies are positioned at each EOC member's work station.
	Ensure all phones are functioning properly.
	Ensure that each EOC section function is covered and has appropriate leadership.
	Get situation update and support Incident Commander as needed.
	Ensure that logs of emergency actions are being kept.
	Assemble EOC members and key operational managers to produce an After-Action Report evaluating the emergency response.
	Watch for signs of fatigue

OPERATIONS SUPPORT SECTION CHECKLIST

Responsibilities	The Operations Section Support Chief supports the direct response to the disaster. Operations are responsible for assigning task to functional units and emergency support functional units.
	Sign in upon arrival at the EOC.
	Check in with the Incident Commander for situation briefing.
	Assess type and scope of emergency and determine functional areas requirements. Request any needed personnel and monitor their status.
	Assess and prioritize situation reports. Overall priorities: <ol style="list-style-type: none"> 1. Protect life safety. 2. Secure critical infrastructure and facilities. 3. Provide essential services. 4. Resume University programs. Response priorities: Buildings used by university personnel: <ol style="list-style-type: none"> 1. Occupied buildings. 2. Buildings critical to health and safety. 3. Facilities that sustain the emergency response. 4. Classroom and research buildings. 5. Administrative buildings.
	Assess the need for evacuations (buildings, campus sectors, or entire campus).
	Recall safety inspection teams or response personnel teams to critical facilities (prioritize incidents).
	Authorize building re-entry when safety status of structural and operational systems is assured.
	If supplies or equipment is needed by the IC or on-site team, notify the Support Section.
	As information is received from operations staff, pass it on to all EOC members.
	Provide appropriate security at critical sites: post signs and/or barricades where necessary.
	Ensure that logs of emergency actions are being kept.
	After the event, assist in producing an After-Action Report for the emergency response.
	Watch for signs of fatigue. Divide section into shifts and provide rest periods during extended emergencies. Notify EOC Coordinator when you leave the EOC.

COMMUNICATIONS SUPPORT CHECKLIST

Responsibilities	Communications Support Section Chief is responsible for supporting the collection, evaluation, documentation and use of information about development of the incident and status of resources. Provides ongoing analysis of situation and resource status.
	Sign in upon arrival at the EOC.
	Check in with the EOC Coordinator for situation briefing.
	Assess type and scope of emergency and determine functional areas requirements. Request any needed personnel and monitor their status.
	Obtain supplemental data/maps for Operations Support Section to help evaluate and prioritize actions and support the Incident Commander.
	Monitor community emergency impact reports.
	Collect copies of notes, tapes, photographs, videos and other records of damage from departments and field responders.
	Collect, organize and store all incident-related documents entering or generated within the EOC.
	Ensure that logs of emergency actions are being kept.
	After the event, assist in producing an After-Action Report for the emergency response.
	Watch for signs of fatigue. Divide section into shifts and provide rest periods during extended emergencies. Notify EOC Coordinator when you leave the EOC.

SUPPORT SECTION CHECKLIST

Responsibilities	The Support Section Chief is responsible for providing overall facilities, services, personnel, equipment, and materials in support of the incident.
	Sign in upon arrival at the EOC.
	Check in with the EOC Coordinator for situation briefing.
	Assess type and scope of emergency and determine functional areas requirements. Request any needed personnel and monitor their status.
	Coordinate supplies, equipment, and personnel needs with the Incident Commander.
	Assist Operations Support Section with the activation of additional campus emergency response expertise or resources.
	Obtain specialized supplies, equipment, or services to support the emergency response.
	Order additional EOC or Mobile Command Post comfort/support supplies, as needed.
	Identify and contract with external experts, contractors/vendors, or mutual aid (engineers, recovery specialists, equipment rental companies) as requested by the Operations Support Section.
	Track disaster costs/expenditures.
	Gather data on labor, equipment/supply, and overtime costs.
	Produce periodic estimates of disaster costs for senior leadership.
	Help establish appropriate shelters for university resident population.
	Ensure that logs of emergency actions are being kept.
	After the event, assist in producing an After-Action Report for the emergency response.
	Watch for signs of fatigue. Divide section into shifts and provide rest periods during extended emergencies. Notify EOC Coordinator when you leave the EOC.

SAFETY OFFICER CHECKLIST

Responsibilities	The Safety Officer ensures that all activities are conducted in as safe a manner as possible under the circumstances. The Safety Officer also advises the IC regarding any other safety issues involving the incident.
	Assess type and scope of emergency and determine functional areas requirements. Request any needed personnel and monitor their status.
	Open and maintain a log of safety issues considered and acted upon. Maintain documentation to support the history of the emergency or disaster.
	Assign staff to monitor and report on safety issues in the field.
	Identify and mitigate safety hazards and situations.
	Stop or modify all unsafe operations.
	Ensure that responders use appropriate safety equipment.
	Ensure that logs of emergency actions are being kept.
	After the event, assist in producing an After-Action Report for the emergency response.
	Watch for signs of fatigue. Divide into shifts and provide rest periods during extended emergencies. Notify EOC Coordinator when you leave the EOC.

PUBLIC INFORMATION OFFICER CHECKLIST

Responsibilities	The Public Information Officer is responsible for communicating information to the public, students, parents, faculty and staff during an emergency. Their communication (written or spoken) will be the official and only information provided by the University.
	Check in with the EOC Communications Support Team to coordinate communication requirements.
	Assess type and scope of emergency and determine functional areas requirements. Request any needed personnel and monitor their status.
	Determine a possible “news center” site as a media reception area (normally located away from the EOC). Get approval from Incident Commander.
	Advise arriving media that you are preparing a press briefing & approximate time of its issue.
	Draft initial internal and external bulletins and announcements with the EOC Director and IC (ELPG approves release of information).
	Write and record news releases as applicable.
	Establish a Media Relations Center to coordinate press releases, manage news conferences, site tours, and interviews.
	Coordinate with any operating Joint Information Centers (county, state, and/or federal).
	Monitor media reports about the University.
	Ensure that logs of emergency actions are being kept.
	After the event, assist in producing an After-Action Report for the emergency response.
	Watch for signs of fatigue. Divide section into shifts and provide rest periods during extended emergencies. Notify EOC Coordinator when you leave the EOC.

LIAISON OFFICER CHECKLIST

Responsibilities	The Liaison Officer is responsible for coordinating efforts with other agencies. This includes city, state and federal agencies, hospitals, and other universities and colleges.
	Check in with the EOC Coordinator for situation briefing.
	Assess type and scope of emergency and determine functional areas requirements. Request any needed personnel and monitor their status.
	Open and maintain a log of your actions and all communications. Keep all documentation to support the history of the event.
	Determine/rectify any possible coordination issues with other agencies.
	Coordinate information and actions with other agencies and entities as appropriate.
	After the event, assist in producing an After-Action Report for the emergency response.
	Watch for signs of fatigue. Divide section into shifts and provide rest periods during extended emergencies. Notify EOC Director when you leave the EOC.