

# INTEGRATED EMERGENCY OPERATIONS PLAN

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# INTEGRATED EMERGENCY OPERATIONS PLAN

## INTRODUCTION

The Indiana Wesleyan University Integrated Emergency Operations Plan is established to address a multitude of potential issues facing the Marion Campus community. Additionally it is the responsibility of the departments and building occupants to develop their own Building Emergency Plan (BEP) within the structure of this Emergency Management Plan.

The Mission of the Indiana University Integrated Emergency Operations Plan is to enable the University to respond to an emergency situation in a safe, effective, and timely manner. University personnel and equipment will be utilized to accomplish the following priorities:

- Priority 1** Protection of Human Life
- Priority 2** Protection of University Assets
- Priority 3** Maintenance of University Services
- Priority 4** Restoration of University Operations

To achieve the above priorities Indiana Wesleyan University has established the following:

- Emergency Command Structure for Level 2 and 3 emergencies (see pages 6 & 7 )
- Lines of communication including Emergency Notification System
- Departmental emergency plans and building evacuation plans
- Review and drill exercises for the Emergency Plans

This plan, as well as each departments plan must be dynamic. Periodic review and updates are essential in order to ensure high standards of emergency preparedness.

An emergency situation is not the appropriate time to study emergency plans. As stewards of IWU we must plan ahead so that we preserve life, and protect IWU. Now is the time to become familiar with the Integrated Emergency Operations Plan, as well as your departments Plan. Be familiar with emergency Protocols so you will be able to appropriately react in an emergency situation. Our goal is for all to be effective stewards in a crisis.

Questions, comments, and concerns should be directed to the attention of the *Emergency Operations Center Coordinator*, Mario Rangel at [mario.rangel@indwes.edu](mailto:mario.rangel@indwes.edu)

## Purpose

Anticipating the possibility of an emergency or major disaster on campus, Indiana Wesleyan University has instituted an Integrated Emergency Operations Plan which is available on the University's safety website [www.indwes.edu/safety/](http://www.indwes.edu/safety/) or by contacting the *IWU Emergency Operations Center Coordinator*.

The IWU Integrated Emergency Operations Plan establishes a basic guide for IWU faculty, staff and students for responding to major emergencies on the Indiana Wesleyan University Marion Campus. The Plan describes the roles and responsibilities of the various departments and personnel during an emergency situation. Personnel with specific duties to be carried out during an emergency at both a department and university level are expected to understand the procedures for which they are responsible.

This Integrated Emergency Operations Plan is invoked whenever a Level 2 or Level 3 emergency affecting the campus cannot be managed through normal channels. Response to an emergency will be conducted within the framework of the Plan.

The Integrated Emergency Operations Plan is designed to protect lives and property through effective use of university and community resources. The Plan identifies specific departments and individuals who are responsible for critical support services during an emergency response. The Plan also provides a management structure for coordinating and deploying essential resources.

## **Scope**

This is the official University Plan that guides the emergency response of university personnel and resources during an emergency situation. Nothing in this Plan shall be construed in a manner that limits the use of good judgment and common sense in matters not foreseen or covered by the elements of this plan. This Plan applies to everyone associated with Indiana Wesleyan University Marion Campus.

This Plan and organization shall be subordinate to federal, state, and local government plans during a disaster declaration by those authorities. This Integrated Emergency Operations Plan is consistent with established practices relating to coordination of emergency responses. Accordingly this plan incorporates the use of the Incident Command System to facilitate interdepartmental coordination, and to promote common terminology and command structure with outside agencies.

## **Assumptions**

The Integrated Emergency Operations Plan is predicated on a realistic approach to the problems likely to be encountered during a major emergency of disaster. The following assumptions are made and should be used as general guidelines when reading this plan and used when generating a Building Emergency Plans: (BEP)

- An emergency or disaster may occur at any time, day, night, weekend or holidays.
- The succession of events in an emergency or disaster is not predictable. Therefore published operational plans, such as this plan, should serve only as a guide and may require modification in order to meet the requirements of the emergency.
- An emergency or a disaster may be declared if circumstances indicate that such conditions are developing or probable.
- Disasters may be community-wide. Therefore, it is necessary for the University to plan for and carry out disaster response and short-term recovery operations in conjunction with or without aid from local resources.

# **EMERGENCY RESPONSE LEVELS**

## **LEVEL 1 – Localized Incident**

A Level one emergency is a minor, localized incident in a department or building that is quickly resolved with existing University resources or limited outside help.

A localized incident is defined as an occurrence that affects only a small part of the University Community or University physical property, and which does not affect the overall functions of Indiana Wesleyan University. Examples include, but are not limited to:

- Death or illness of a university community member
- Small localized fire
- Small localized hazardous material spill
- Isolated power outage
- Odor complaint
- Plumbing failure or water leak

Even though an isolated incident may be considered small or insignificant, by no means should it be taken lightly. Immediate attention must be given to mitigate the situation as quickly as possible.

Upon the occurrence of a localized incident, the first priority is the safety of all individuals. This includes the safety of individuals directly affected by the incident, as well as the safety of the individuals within the area. Selected members of the Emergency Operations Team (EOT; see Page 10) are able to provide leadership and immediate intervention to resolve the emergency. A localized incident may not require the activation of the entire Senior Management Group (SMG; defined on page 9); however, selected members may be involved as necessary.

## **LEVEL 2- Major Event**

Level two emergencies are major incidents or potential threats that disrupt sizable portions of the campus community.

Examples include but are not limited to:

- Fire limited to one building
- Civil disturbance
- Widespread power outage or communication system failure
- Serious crimes, such as assault(s)
- Severe Flooding
- Multi-fatality accident

This event requires notification and/or deployment of the EOT and may require activation of the Emergency Operations Center. Outside emergency services, as well as major efforts from various University departments would typically be required. The SMG would be advised and may or may not be assembled. The EOT will provide emergency management on the ground.

## **LEVEL 3- Crisis**

A Level three emergency is a major disaster or imminent threat involving the entire campus and/or surrounding community. Outside emergency services would be essential but not always available. The University may need to be self-sufficient for a period of time. Since major policy considerations and decisions would be required, the Senior Management Group (SMG) and Emergency Operations Team would be deployed and the Emergency Operations Center (EOC) would be activated. The SMG would provide support and leadership and the EOT would provide briefings to the SMG and emergency management on the ground. Examples of a Level 3 crisis include, but not limited to

- Major fire in one or more buildings
- Shootings
- Terrorism acts
- Major public health crisis
- Major earthquake or other natural disaster

## **PLAN CONTROL AND ACTIVATION**

The Integrated Emergency Operation Plan is the responsibility of the Executive Vice President.

When an emergency situation arises, the Executive Vice President, in consultation with the President and other members of the administration, will activate the Integrated Emergency Operations Plan. University personnel and equipment will be utilized to provide for the following;

- Priority 1 Protection of Human Life
- Priority 2 Protection of University Assets
- Priority 3 Maintenance of University Services
- Priority 4 Restoration of University Operations

The Emergency Operations Team (EOT) will be led by the Executive Vice President. The Executive Vice President, who will serve as the Incident Commander will determine which university personnel and resources are required for emergency crisis management.

# EMERGENCY OPERATIONS CENTER

Primary location- Information Technology Center  
Alternate location- Facilities Services Work Room

## Definition

An EOC is the physical location where responding organizations assemble during an emergency to coordinate response and recovery. The EOC is not an incident command post, but rather the operations center where response coordination and decisions are facilitated. The University's Incident Commander will direct the Emergency Operations Team Members to report to the designated Emergency Operations Center when a Level 2 or Level 3 emergency is declared.

For Level 2 and 3 types of emergencies, the University Incident Commander will call the Emergency Operations Team Members to report to the designated Emergency Operations Center.

## TEAMS AND RESPONSIBILITIES

There are four operational teams identified in the Integrated Emergency Operations Plan.

- Senior Management Group (SMG)
- Emergency Operations Team (EOT)
- Emergency On-Site Team
- Media Relations and Communications Team

### Senior Management Group (SMG)

Primary Location – John Wesley Administration Building  
Alternate Location – Maxwell Room # 210

The Senior Management Group is responsible for making strategic decisions for the overall University. They support the Emergency Operations Center, and ensure that the emergency response at the senior management level is coordinated. This group is the overall authority and, during an emergency, they will provide primary policy decision-making, direction, co-ordination, support, and communication. In an emergency, all or part of this group may be activated by the University Provost after consultation with the University President. Furthermore, the Senior Management Group has the authority to execute the Integrated Emergency Operations Plan and make decisions on issues not covered in the Plan. It is also responsible to working with the Media Relations and Communications Team for ensuring that the public is informed during an emergency.

#### Membership

- President
- Provost
- VP & Dean of CAPS
- Assistant VP of Marketing and Communications
- VP for Business Affairs and Chief Financial Officer
- VP for Academic Affairs / Dean of CAS
- Executive Secretary to the President (Recorder)
- VP for Student Development

#### This group is responsible for:

- Decision making at the senior management level
- Support operational requirements
- Communicate with municipal counterparts
- Co-coordinating all media/public relations requirements
- Administer all financial and legal matters
- Deactivate the emergency management process
- SMG facilitates the continuation of regular campus operations
- Supporting recovery efforts
- Directing all internal and external communications to staff, faculty, students, parents, media, and other interested parties external to the campus community.

## **Emergency Operations Team (EOT)**

**Primary Location**- Information Technology Building

**Secondary Location**- Facilities Services Work Room

The EOT provides a focal point for direction, coordination, support and communications during an emergency. The Emergency Operations Team is led by the Incident Commander (the IWU Executive Vice President). The University Incident Commander, upon consultation with the IWU President, is responsible for declaring an emergency and activating the Emergency Operations Center.

### **The priorities of the Emergency Operations Team are to:**

- Advise the Senior Management Group.
- Initiate directives from the Senior Management Group.
- Disseminates information.
- Make tactical decision.
- Provide leadership for the Emergency Operations Center.
- Support the emergency site and ensure the overall emergency response is coordinated.
- Ensure that regular campus operations continue to function.

### **Membership**

- University Incident Commander - Executive Vice President.
- Vice-President, Technology & Facilities Services.
- Associate Vice President for Facilities & Operations.
- Communications Coordinator.
- Administrative Assistant to the Executive Vice-President (Recorder).
- Emergency Operations Plan Coordinator.
- Health and Safety Advisor.
- Directors, Managers, Work Place Supervisors, Building Coordinators, as required. (See page 10-11 of EOC Handbook).
- In the event that the Executive Vice President is not available to fill the role of the University Incident Commander, the Vice President of Student Development will assume the responsibilities of the University Incident Commander.

The EOT will also:

- Provide information to the Communications Office.
- Provide support and resources to the Emergency On-site Team.
- Identify and authorize alternate campus routes (if required).
- Authorize procurement of required off-campus services.
- Coordinate telecommunications for all elements of emergency response.
- Liaise with telephone, electric, gas, and other utility providers.
- Ensure adequate back-up in case of system disruption or failure.
- Coordinate operations required to restore affected areas.
- Other duties as required.

## **Emergency On-site Team**

Location – Emergency site

If there is a designated emergency site, the security vehicle and personnel stationed near the emergency scene will serve as the Emergency On-Site Team. At least one Campus Police officer will staff a security vehicle at all times until the emergency is declared over. The Emergency On-Site Team ensures a coordinated on-site response to limit threats resulting from the emergency. Initially, the senior Campus Police officer will make decisions on mitigation strategies and tactics required to save lives and limit the threat to people, property, and the environment at the emergency site. Campus Police officers will coordinate activities at the emergency site and act as the communications link with the Emergency Operations Team and Incident Commander.

The Emergency On-Site Team works closely with the EOT, which is responsible for supporting the on-site team for the overall emergency response. Once official emergency response agencies arrive on the scene, the senior Campus Police officer will support their actions.

## **Media Relations and Communications Team**

Primary Location- The External Media Briefing- STAR Building Room #139

Alternate Location- PPAC Auditorium

**Note:** The University has made arrangements for family and friends affected by the emergency to meet in the CAPS Building RM. 102

The primary objective of Media Relations and Communications is to arrange opportunities for the University to present timely statements of fact about an emergency and to be proactive and responsive in doing so. Each situation will be assessed in terms of the public's right to know, balanced with the need for individual privacy and security of the IWU campus. The goal of the Media Relations and Communication Team is to be effective communicators, and facilitators of feedback and public concerns.

In preparation for an emergency, Media Relations and Communications will:

- Prepare and maintain an up-to-date list of all public information resources in the area.
- Identify and prepare emergency communications tools (e.g. “blind” websites, information hotline, etc.).
- Prepare a general communications plan that may be tailored to specific emergencies.
- Provide media training for the Senior Management Group, if required.

Major Goals

- As emergency begins - Inform, direct, and reassure campus community and local community.
- Emergency under way- Minimize panic, misunderstandings, and rumors, and to position the University as capable of managing the incident or event that triggered the emergency.
- As emergency fades- Maintain, rebuild, recover, re-establish public confidence, and repair relationships, and to enable the University to emerge with the highest possible credibility.

Membership

- Vice-President of IT
- Director of TV 51 and Radio WIWU
- Alumni Communications Officer
- Public Information officer
- Support staff as required

Responsibilities

- Gather facts on the emergency.
- Identify the target audiences, internal and external.
- Prepare key messages.
- Prepare fact sheets, in consultation with those closest to the situation.
- Prepare a news release and contacting media to attend initial and subsequent briefings.
- Disseminate updates to the campus, media, and public.
- Ensure the availability of “expert” spokespersons as required.
- Coordinate any media interviews, and spokespersons as needed.
- Update web-site and other communications vehicles.
- Prepare a brief written statement to be distributed to administrators, staff, students, and anyone else on campus who may be contacted by the media.
- Identify and manage any communications issues that arise as a follow-up to the emergency during the post-emergency phase.

# INDIVIDUAL ROLES AND RESPONSIBILITIES

## **President**

This plan is transmitted under the authority of the President of the University or a designee. All decisions concerning the discontinuation of university function, cancellation of classes, or discontinuation of operations, rest with the President or his/her designee. After consulting with the University Incident Commander, the President shall be responsible for declaring a major institutional emergency. In the absence of the President, the predetermined designee will assume the President's responsibilities. The designees, in order of succession (or progression) are the Provost and then the Executive Vice President.

## **University Incident Commander**

The University Incident Commander is in charge of the Emergency Operations Team. The University Incident Commander is the individual responsible for the control of all aspects in an emergency situation. The University Incident Commander is the Executive Vice President. In his absence the role is assumed first by the Vice President, Technology & Facilities Services and in his absence by the Provost. The Incident Commander has the authority to activate emergency teams whose membership are predetermined and identified in the Integrated Emergency Operations Plan. Teams are subject to modification as deemed necessary by the President. Any member can be replaced by a designate in the event of absence or incapacity. The Executive Vice President (Incident Commander) will have the authority and responsibility for coordinating the EOT during an emergency.

## **Integrated Emergency Operations Plan Coordinator**

The Integrated Emergency Operations Plan Coordinator is a member of the Emergency Operations Team who is responsible for the maintenance of the Integrated Emergency Operations Plan. The Emergency Operations Plan Coordinator consults directly with the University Incident Commander during an actual emergency and work with the Commander on establishing education and preparation progress.

## **Faculty and Staff**

Faculty members should be prepared to direct their students to assembly areas in the event of an emergency and account for every student. Every member of the Faculty and Staff should read and be familiar with applicable emergency plans and familiarize themselves with emergency procedures and evacuation routes. Faculty and Staff must be prepared to assess situations quickly but thoroughly, and use common sense in determining a course of action.

## **Students**

All students should familiarize themselves with the emergency procedures and evacuation routes in buildings where they live or those they use frequently. Students should be prepared to assess situations quickly, but thoroughly, and use common sense in determining a course of action. They should evacuate to assembly areas in an orderly manner when directed to do so by emergency personnel or when an alarm sounds. Faculty, Staff and Students should also be able to execute safety procedures as outlined in the Emergency Procedures Handbook.

# EMERGENCY RESPONSE IMPLEMENTATION GUIDELINES

In the event of a Level 1 Emergency, departments and building units will respond to the emergency utilizing the departments building protocol and/or building emergency plan. If the emergency has the potential to escalate to a Level 2 or Level 3 emergency, contact Campus Police immediately and the Integrated Emergency Operations Plan will be implemented in the following steps;

## Activation

Plan activation begins at the discretion of the University Incident Commander upon the receipt of information of an emergency event or threat of an emergency. Based on the Campus Police recommendation, and information obtained from other appropriate entities, the University Incident Commander, after consultation with the University President will declare the level of the emergency and activate the Integrated Emergency Operations Plan to the extent necessary.

The University Incident Commander will notify the EOC Coordinator to issue "IWU Alerts" as required and to notify, via text and email, The Emergency Operations Team, the Senior Management Group and their alternates to assemble in the designated Emergency Operation Center.

If a "*primary*" member of the Emergency Operations Team is unavailable the "*alternate*" must proceed to the Emergency Operations Center and notify the Emergency Plan Coordinator of the change in coverage. In the event an Emergency Operations Team Member, and/or their alternate, cannot be located, or will not be able to get to the Emergency Operations Center, the Incident Commander will appoint an individual to assume that member's role until relieved by the Emergency Operations Team Member or a more qualified replacement.

Upon arrival at the Emergency Operations Center, The Emergency Operations Team shall review the circumstances of the emergency with the Incident Commander who will brief the president and determine the appropriate response.

## Notifications

The University Incident Commander and/or designee will determine if a notification is to be sent. Notification of Level 2 and Level 3 emergency situations will be issued primarily via the "IWU ALERT" which will send electronic text messages to cell phones of those who have opted to be part of the IWU Alert program. Email notification will be sent to all IWU active emails addresses. In addition to "IWU ALERTS", other communications will be utilized to communicate the emergency situation and provide information about the event: The Indiana Wesleyan Emergency Web page will be utilized, as well as, radio, and television when necessary. Severe weather warnings will be automatically sent to all registered participants.

"IWU ALERT" is an electronic message service that Indiana Wesleyan University will use as the primary notification system in emergency events. Register for "IWU ALERT" at [www.indwes.edu/safety](http://www.indwes.edu/safety)

## Warning

Campus Police has authority to warn the university community of an impending threat or emergency situation based on initial incident reports as well as official notification from the Grant County Sheriff's Department. In consultation with the President, the University Incident Commander will declare the appropriate level of the emergency.

If either an Emergency or a Disaster (Level 2 or 3) is declared, the Emergency Management Plan will be activated. Upon declaration of an emergency or disaster, the Emergency Operations Team members will be notified and should report immediately to the Emergency Operations Center location.

Predictable events, such as a certain meteorological storms, are treated differently from emergency incidents. Facilities Services and Campus Police monitor these events on a 24/7/365 basis.

## Campus Recovery

After a disaster where University operations have been shut down, in part or whole, the involved area may be dangerous. Campus Police along with Facilities Services personnel will inspect the affected buildings and area to determine if they are safe. Only after the environment is declared safe can restoration efforts begin, followed by the reopening of normal University operations. The Incident Commander will declare the end of the emergency, returning the University back to normal operations.

# BUILDING EMERGENCY PLAN (BEP)

## Purpose

The purpose of a building level emergency response plan is to familiarize faculty, staff and students with emergency procedures for situations specific to the department or facility, including evacuation routes and hazardous materials spill response. The plan should be used as a training document, and all personnel should become familiar with it. The plan should be periodically reviewed and revised as needed. All revisions will be distributed as per the "Building Emergency Plans – Distribution" paragraph below.

## Components

Components of the plan must include emergency response procedures, shelter in place procedures, an evacuation plan, training procedures and a list of individual's assigned responsibilities under the plan. The plan should also include emergency guidelines to be used in the event of a major disaster when professional emergency response assistance is unavailable or is unable to respond quickly. In such cases, the department or building occupants may need to be self-reliant for an extended period of time. Additional information on emergency procedures such as rescue, building security, area(s) of refuge, and rescue assistance needed for disabled occupants

## Distribution

Once the plan is completed, copies are to be sent to the *Emergency Operations Center Coordinator, Mario Rangel at [mario.rangel@indwes.edu](mailto:mario.rangel@indwes.edu)* for review. Upon acceptance, copies should be distributed to all staff members located within that building. It is the department's responsibility to distribute the copies and revisions. Staff members should sign and date a form that states they have received and read the BEP for their facility.

## Guidelines for Development

The University has developed an Integrated Emergency Operations Plan. The Plan's policies and procedures go into effect in the event of a Level II or Level III emergency. Copies of the EOP are available at [www.indwes.edu/safety/](http://www.indwes.edu/safety/) or from the *Emergency Operations Center Coordinator, Mario Rangel at [mario.rangel@indwes.edu](mailto:mario.rangel@indwes.edu)*. The EOP does not address specific emergency procedures at the department/building level. Furthermore, the EOP does not address Level I type of Emergencies. Therefore, the University requires the development of a specific emergency response and disaster plans for emergencies for each campus facility. Technical assistance for plan development is available from the *Emergency Operations Center Coordinator, Mario Rangel at [mario.rangel@indwes.edu](mailto:mario.rangel@indwes.edu)*. Annual review of the Building Emergency Plan is required.

To assist with developing the individual Building Emergency Plans (BEP), the **BEP template** has been created. This template will allow individual Building Coordinators and Safety Committees to identify the specifics of their building ad provide information for your occupants and first responders.

Every employee should become familiar with its contents, and new employees should be trained to follow these procedures and the individual Building Emergency Plan (BEP).

Informational blanks have been provided in several sections, and you should insert applicable information for your building/area. Once the blanks are completed and procedures reviewed, this handbook should be kept in a readily accessible location, preferably near a telephone.

In instances where the Building Emergency Plan (BEP) differs from instruction in this handbook, the Building Emergency Plan will supersede this handbook.

If there are any changes or comments concerning this document, please contact the *Emergency Operations Center Coordinator, Mario Rangel at [mario.rangel@indwes.edu](mailto:mario.rangel@indwes.edu)*

