

CRISIS MANAGEMENT TEAM

INCIDENT COMMANDER (IC)

- 1st Chancellor
- 2nd Vice Chancellor Academic Affairs

Mission: Organize and direct Emergency Operations Center (EOC).

Responsibilities:

Immediate:

- Initial Assessment of Crisis
- Reference Incident Management System Matrix
- Activate EOC
- Activate CMT
- Appoint an Acting: (if necessary):
 - Academic Impact Officer
 - Planning & Finance Officer
 - Student Impact Officer
 - Records Officer
 - Liaison Officer
 - Public Information Chief
 - Safety & Security Officer
 - Operations & Logistics Chief

Intermediate:

- Authorize resources as needed or requested by CMT
- Communicate crisis status to PU system
- Approve media releases by PIC

Extended:

- Declare end to crisis and deactivate EOC

Post Event

- Convene CMT for a debrief on lessons learned
- Approve resources identified by CMT as critical from lessons learned

ACADEMIC IMPACT OFFICER (AIC)

- 1st Vice Chancellor Academic Affairs
- 2nd Dean of the School of Education

Mission: Organize and direct aspects related to enrollment, instruction, and research.

Responsibilities:

Immediate:

- Communicate crisis to concerned academic units
- Assess crisis impact on various academic functions including instruction, research, and support units
- Formulate an academic response plan in coordination with CMT
- Ensure proper documentation

Intermediate:

- Maintain communication with essential academic functions
- Manage expectations of concerned students, faculty, and other constituencies
- Follow-up on actions taken
- Appoint additional coordinators, if necessary

Extended:

- Manage and direct extended response to crisis, if necessary

Post Event:

- Assess effectiveness of academic response
- Identify lessons learned
- Develop improvement strategies

PLANNING & FINANCE OFFICER (PFO)

- 1st Vice Chancellor Administrative Services
- 2nd Assistant Vice Chancellor Business Services and Comptroller

Mission: Ensure the distribution of critical information and data to CMT members, compile scenario/ resource projections to effect long range planning and monitor the utilization of financial assets and oversee the acquisition of supplies and services in support of the crisis.

Responsibilities:

Immediate:

- Ensure formulation and documentation of an incident-specific Action Plan
- Instruct staff to document/update status reports from all section chiefs and unit leaders for use in decision making and for reference in post-disaster evaluation and recovery assistance applications
- Establish finance section operating center and ensure adequate and appropriate staffing

Intermediate:

- Approve a “cost-to-date” incident financial report and request updates every eight (8) hours summarizing financial data relative to personnel (includes external support), supplies and miscellaneous expenses
- Obtain briefings and updates as appropriate
- Schedule frequent planning meetings to include section chiefs and unit leaders and the IC for continued update of the incident-specific Action Plan

Extended:

- Ensure the declared emergency incident start and end times are clearly communicated and accurately reflected on personnel time cards

Post Event:

- Determine priority funding for resources in support of CMT approved lessons learned

STUDENT IMPACT OFFICER (SIO)

- 1st Vice Chancellor Student Affairs
- 2nd Assistant Vice Chancellor Student Development and Outreach

Mission: Organize and direct aspects related to campus life, residential life and student support services.

Responsibilities:

Immediate:

- Assess impact of crisis on departments within Student Services including University Village
- Communicate crisis to departments within Student Services including University Village
- Appoint additional contact(s) if necessary
- Formulate an appropriate response plan in collaboration with the CMT
- Ensure accuracy of incident documentation

Intermediate:

- Maintain steady flow of communication with constituents
- Anticipate issues/expectations of students, residents, staff, parents and family members impacted by crisis
- Follow-up on plan of action

Extended:

- Maintain communication with appropriate departments/contacts

Post Event:

- Review and assess action plan
- Identify lessons learned
- Respond to recommendations/suggested modifications

RECORDS OFFICER /STAKEHOLDER ADVISOR (ROSA)

- 1st Vice Chancellor for Advancement
- 2nd Assistant Vice Chancellor for Academic Quality Programs

Mission: Record pertinent information in the EOC and manage external stakeholder relationships as necessary. Act as the custodian of all logged/documentated communications.

Responsibilities:

Immediate:

- Create incident response record. Carefully log and document activities and actions within EOC.
- Assure that information provided to external stakeholders is appropriate and accurate

Intermediate:

- Assure that log and documentation are appropriately saved and stored
- Work with PIC to update information as appropriate

Extended:

- Continue to provide information to external stakeholders as appropriate
- Log and document all external information (news reports, press alerts, etc.)

Post Event:

- Provide access to log if necessary and approved by IC

LIAISON OFFICER (LO)

- 1st Executive Assistant to the Chancellor
- 2nd Associate Vice Chancellor Marketing

Mission: Function as external liaison to representatives from the offices of appointed, elected officials and, when appropriate, coordinate requests for information to external emergency response/support agencies.

Responsibilities:

Immediate:

- Obtain briefing from Incident Commander
- Obtain information to communicate, as needed, among various second-level (not first responders) emergency support agencies with whom PUC will work in the course of an emergency (examples include, but not limited to, American Red Cross, City Health Department, etc.)
- Work closely with all members of CMT, in particular, the Public Information Chief, to coordinate consistent, streamlined communications with all official and unofficial agencies (ensure “One – Voice” messages across incident response)

Intermediate:

- Coordinate with ROSA to determine information needs for external stakeholders as appropriate

Extended:

- Identify needs for local, regional, state follow-ups or updates with appointed or elected officials at the local, regional or state level(s)

Post Event:

- Coordinate ongoing communication follow-ups (internal or external) to support incident commander

PUBLIC INFORMATION CHIEF (PIC)

- 1st Assistant Vice Chancellor University Relations
- 2nd Associate Vice Chancellor Marketing

Mission: Provide information to the news media and to PU system media contacts.

Responsibilities:

Immediate:

- Factually assess situation and collect information regarding nature of crisis/emergency
- Prepare status message(s) for dissemination to campus community, news media
- Communicate message(s) via PUC web site, campus computing system, phone, written messaging—satisfying one-hour objective
- Serve as official spokesperson to news media
- Ensure “staff” photographer is available for assignment by the Liaison Officer and/or the Operations and Logistics Chief
- Assign other University Relations staff to assist in pre-determined capacities

Intermediate:

- Continue to monitor crisis/emergency by remaining in contact with Liaison Officer and other official sources as necessary to gain updated information
- Update messages regularly and/or as need be to campus community, news media
- Assess/determine need for formal news conference and/or “town hall”-type session to update campus
- Provide campus location for news conference(s), working space for news media
- Coordinate news conference(s)
- Assist news media

Extended:

- Continue to monitor/communicate updated messages
- Accommodate news media

Post Event:

- Generate lessons learned list...to be shared with CMT
- Organize and deliver copies of all communication documentation to the records officer

SAFETY & SECURITY CHIEF (SSC)

1st Chief of Police
2nd Sgt. Police

Mission: Monitor and have site authority over the safety of rescue operations and hazardous conditions and organize and enforce site protection and traffic security.

Responsibilities:

Immediate:

- Implement action to protect life, property and safeguard the University
- Notifies PUC administrators of major emergencies
- Monitors campus emergency warning “blue light” phones
- Requests assistance from city, county, state, and federal government as directed by the Incident Commander
- Establish Incident Command Post, as directed by the Incident Command
- Serve as, or appoint, the safety and security representative for the Incident Command Post
- Activate and monitor emergency warning and evacuation systems
- Obtain outside safety and security source assistance as required
- Initiate Building Deputy support
- Hand out and ensure CMT vests and hats are worn by requisite responders
- Provide vehicular and pedestrian traffic control

Intermediate:

- Update CMT as needed
- Secure affected area and provide control into and out of area
- Maintain contact with assisting agencies
- Ensures safety and security staff documents all actions and observations

Extended:

- Monitor safety and security staff for stress and fatigue and ensure replacement resources are available to mitigate
- Maintains the Campus Police Department and EOC in a state of constant readiness
- Maintains the equipment necessary to operate from the Kuiper House as an alternate EOC location

Post Event:

- Convene internal and external safety and security assistance unit leaders to identify, discuss and document “lessons learned”
- Generate lessons learned list...to be shared with CMT

- Organize and deliver copies of all safety / security documentation to the records officer.
- Update Emergency Procedures Manual based on lessons learned
- Send “Thank You” notes to safety and security support teams

OPERATIONS & LOGISTICS CHIEF (OLC)

- 1st Assistant Vice Chancellor Administrative Services
- 2nd Director Facilities Services

Mission: Organize and direct operations associated with the maintenance/repair of the physical environment and carry out directives of the Incident Commander.

Responsibilities:

Immediate:

- Brief command post directors on current situation
- Damage Assessment
- Provides equipment and personnel to perform shutdown procedures, hazardous area control, barricades, damage assessment, debris clearance, emergency repairs, and equipment protection
- Provides vehicles, equipment and operators for movement of personnel and supplies
- Obtains the assistance of NIPSCO as required
- Furnish emergency power and lighting systems,
- Survey habitable space and relocated essential services and functions
- Coordinate with Building Deputies, as necessary
- Appoint unit leaders; Facilities, Communications, Transportation, Materials Supply and Nutritional Supply
- Attend initial crisis meeting at EOC or alternate location as specified by the IC
- Contact Risk Management (WL)

Intermediate:

- Designate times for briefings and updates with all incident command post
- Directs to develop/update incident command post action plan
- Obtain supplies with assistance from the finance officer
- Brief the IC routinely on the status of the operations and logistics section

Extended:

- Assure all communications, actions and decisions are copied to the records officer
- Track resources consumed and identify resources lacking...when completed, share and discuss with Finance & Planning Officer

Post Event:

- Convene all unit leaders to identify, discuss, and document “lessons learned”

- Share “lessons learned” with CMT
- Organize and deliver copies of all safety / security documentation to the records officer
- Provide incident summary report to Risk Management (WL)
- Send “Thank You” notes to operational and logistical support teams

INFORMATION SERVICES IMPACT OFFICE (ISIO)

1st Vice Chancellor Information Services
2nd Director Technological Infrastructure Services

Mission: Organize and direct aspects related to information services including but not limited to...library, network, data and voice services.

Responsibilities:

Immediate:

- Assess the impact of the crisis on information services.
- Implement Information Services emergency procedures and disaster recovery plan as needed.

Intermediate:

- Manage expectations of concerned students, faculty, and other constituencies.
- Follow-up on actions taken.
- Appoint additional coordinators...if necessary.

Extended

- Manage and direct extended response to crisis...if necessary.

Post Event:

- Assess effectiveness of staff response.
- Identify lessons learned.
- Develop improvement strategies.