Proctor Preparedness Training
Tier I
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What’s It All About?

- Objectives
  - Know Basic Duties
  - Understand Your Role in Emergencies and Get an Introduction to Preparedness (Homeland Security Stuff!)
  - Identify and Access Resources for your support
What Is A Proctor’s Job?
• What do YOU think your job is?
• Why are you here anyway? What Is Your Role?
• This can be a challenging responsibility and it can be fun!

WHAT IS A BUILDING PROCTOR?
• Building Proctors act as a liaison between their respective building occupants and Facilities Management, Environmental Health Services and/or Colorado State University Police Department (CSUPD). The building proctor spots signs of wear on a building and its physical facilities and then reports the services needed to Facilities Management Dispatch Office (491-0077) who, in turn, addresses the maintenance needs. The building proctor may report safety issues to Environmental Health Services and security issues to CSUPD. The building proctor will act as a point of contact during emergency situations to the Incident Commander.
• See PROCTOR INFORMATION on page 4-5 of Proctor Manual

OK! - Here We Go!
• In Your Manual
  – Your Authority Under CSU Policy And State Law – Discussion
  – Safety – Case Study
  – Where are Police Assistance Phones nearby? (blue lights)
What Are My Responsibilities?
Your Manual Has A Miscellaneous Section That Covers a Lot of Ground. We’ll Review and Discuss Situations Related to This Section
Animal Questions?
Posting Notices?
Smoking Policy?
Bicycles? Skateboards?
“Slack Lines”!
Solicitors

WHAT’S IN MY MANUAL?
Your Proctor Manual Also Has Several Specific Sections (follow in your proctor manual please)
Maintenance
Construction/Renovation Projects
Sustainability in Facilities Management at Colorado State University: www.fm.colostate.edu/sustain
Security
Safety (next slide)

Health and Safety Inspections
• EHS does this for most buildings on annual basis – more often if required
  – Coffee areas, fire hazards, ‘clogged’ hallways, accessibility/evacuation issues, etc.
  – 3 E’s: electricity, extinguishers, exits
• You will receive a report indicating what corrective actions you and other building occupants must take and what Facilities’ responsibilities are.
• CSUPD does security/lighting assessments
Work Orders?

• How do I make a work order request?
• What happens when I put in a work order?
• Who can I call with Questions?
• How long do most requests take?

Issues You May Encounter

• Weather
• CSU Has A Weather/Snow Policy
  • www.safety.colostate.edu
  • Review and Discuss Manual
  • Case Study – ‘Deep Snow’
• Intro ThorGuard
  www.campusrec.colostate.edu/thorguard/index.cfm
  “Real Time” Info
  http://campusrec.colostate.edu/ThorGuard/index.cfm

What About Security?

• Review Access Policy and Lockouts
  www.fm.colostate.edu/files/forms/access_and_security_policy.pdf
• Work Protocols and Habits (alone after hours?)
• Can visitors/intruders see your PDA, cell phone, computer display? Is Your Emergency Plan password protected?
• Habits, Lights and Reflections
• Home, Work, and Back
• Safe Walk 491-1155
From CSUPD Website

- Building Lockout
- Who: Staff and Faculty
  Call: (970) 491-6425
CSU PD will unlock doors after business hours when proctors are unavailable and the following conditions exist:
  - A life threatening situation (i.e. medical, personal safety). The requesting party must provide proper identification.
  - Other emergency (i.e. locked out with keys inside building). The requesting party must provide proper identification and proctor or responsible person authorization.
  - These measures will ensure that ONLY authorized, currently employed or approved persons are allowed access to any building or facility. This policy will enhance the accountability of individuals who hold keys to the University and the overall security of the campus.

Flooding and water leaks

Minor flooding and water leaks:
- Contact Facilities Management immediately.
  Tell them:
  - The extent of the flooding.
  - Any information you have about the cause of the flooding.
  - Follow any suggestions Facilities Management may give you.
THEN – try to mitigate the damage. Unplug and cover electronic equipment. Use trash cans to catch dripping water. Use towels to or absorbent socks to create dams to keep water out of your office.

More Issues?

- Event Planning Discussion
  - www.fm.colostate.edu/events/reservation.cfm
  - Medical Emergency/AED Discussion
- Disgruntled People
- Dwight Burke [1-5633] and intervention team
  http://supportandsafety.colostate.edu/tell-someone
- Bomb Threats...
- *57 [next slide]
- Elephants?
Proctors Look at Preparedness

- So, your basic job includes everything we’ve covered so far – any questions?
- Now, what’s your role in an emergency and, better yet, in being prepared for one?

Getting the Basics

- When your staff know you know your job, they’ll follow confidently and be comforted in emergencies that may arise
- When they’ve PRACTICED and know the plan, everyone will be more comfortable!
Or Will There Be a Stampede from a Crisis!

Responsibilities and Limits
- You will HELP your co-workers develop a current emergency plan
- You are the buildings representative to Facilities, CSUPD, EHS, and others
- You may keep your building occupants informed about upcoming events
- Some routine scenarios
- You’re the Info ‘Beacon’ And a KEY PLAYER

NOT Your Responsibility!
- **YOU ARE NOT AN EMERGENCY RESPONDER.** You can assist responders as requested but let THEM do their job!
- It is NOT your job to try and break up two persons in a disturbance
- You don’t touch, move or handle suspicious packages or suspicious or intoxicated persons
- You AREN’T expected to fight fires, clean spills, etc.
What Else?

• IAQ – Unusual or Strange Smells and sounds
• Utility Interruptions
• “But I MUST Get On Your Roof!”
• Cultural Issues (prayer rooms in Elder Hall and LSC for International Students)

Resources

• RAVE and Everbridge 911
  - www.safety.colostate.edu/rave.aspx
  - LETA911.ORG
• Who Can I Call
• What Information is ‘Out There’ to Help Me?
• Custodians know a LOT!
• Discuss Using Some of These and When
• TOD Website Info
• Proctor Monthly Newsletter (your chance to give us info!)

“Other building proctors and your custodians can be your very best resources!”

“It” CAN Happen Here!

Vocational Education Lightning Strikes
YOU AREN’T ‘9-1-1’!

- When your staff has an emergency, they should ALWAYS call 9-1-1 immediately. To look another person up prior to calling only delays response and adds confusion! They SHOULD let you know as soon as they’ve called!
When You Call in an Emergency

- CSU Dispatch will handle on campus calls to 911 – stay on the phone with them!
- Be patient! The Dispatcher will have EMD questions
- Have someone meet the ambulance!
- Police/responders will ‘own’ your building and assign an appropriate incident commander and staff to help!
- Coordinate information with police and responders and YOUR STAFF so everyone knows what is happening and what to do
  - [Don’t forget ‘head and heart’ recovery afterward]

Notification and Information

- Discuss Phone “Tree”/Communication Plans
- Email Notification Lists – when and why
- During Emergency Situations, You Can Get Information From the Incident Commander or PIO
- Responders DEPEND on You for Accurate and Timely Information

Other Issues

- Weapons on Campus
- Risk Management
  - [Insert link]
- Employee injuries and reporting
  - [Insert link]
  - Video Policy (will update link when policy is?)
  - [Insert link]
Repetition is Good for Learning

• **YOU ARE NOT AN EMERGENCY RESPONDER.**
  - Your role is: 1) to help your department develop a realistic, up-to-date emergency plan and communications program
  - Your role is: 2) to assist responders and 3) your department by sharing information
  - You MAY assist with ‘guarding’ doors, building search, etc. as requested by police/fire/emergency staff

Responders and Incident Commander

• Incident command is usually based on the nature of the incident. E.G.
  - At a traffic accident a police officer will be in command.
  - At a fire a firefighter will assume command.
• More complex incidents may require activation of the Emergency Command Center.
EHS ERV Vehicle

Developing a Plan for YOU

- EHS Has a Template for YOUR Planning
- CSUPD Security Inspections/Surveys
- Proctoring is VITAL – You Should Ask That These Duties Be Included in Your Planning and Evaluation
- Keep a list of “Proctor Accomplishments” Annually
- Meet with other proctors

Guidance and Resource Info

Bob Schur is the director of the Campus Policy Office – feel free to contact him with questions about campus policy. 491-1059 or 491-5257  CSU policies link
Best Resource of All

- Check the TOD Website for a variety of resources and links designed JUST FOR Proctors!!
  - www.training.colostate.edu/proctor/index.html
  - Proctor monthly newsletter – your articles and ideas?
  - Don’t forget your ‘neighbor’ Proctors too!

Always Plan for Contingencies!
Attitude is Everything!

It’s Your Career. . . .

• "The pessimist complains about the wind; the optimist expects it to change; the realist adjusts the sails."

-- William Arthur Ward

Preparedness Models

• Pre-event  Emergency  Post-event

Preparedness  Response  Recovery
Preparedness 2

- Response Plans and Your Role As a Proctor
- Making Sure Others Are Prepared (Exercise IS Good For You)
- Recovery Plans and Resources

CSU has expertise in Preparedness!

- **CDRA - Center for Disaster and Risk Analysis**
- Dr. Lori Peek

- **CDRA**
  Center for Disaster and Risk Analysis
  Colorado State University
  B-258 Clark Building
  Fort Collins, CO 80523-1784
  970.491.1877 | cdra@colostate.edu

HAZMAT Spill

- You are just ready to leave your office for the day when a student assistant reports to you that ‘a couple of ounces of mercury spilled on the floor when a jar fell from a counter. What do we do?!’”

- **HazMat Spill**
  - You are just ready to leave your office for the day when a student assistant reports to you that ‘a couple of ounces of mercury spilled on the floor when a jar fell from a counter. What do we do?!’”
The University and Preparedness

- Quick Look at the CSU EOP Web Site
- Briefly Introduce the Public Safety Team
- The Plan?
  - Revised in April, 2013

Emergency Organization at CSU
Colorado Office of Emergency Management

Mission
The mission of the Office of Preparedness and Security is to ensure a safe and secure environment for the citizens of Colorado from intentional acts of terrorism, accidental harmful events or natural disasters through the implementation of innovative prevention methods, coordinated response procedures and effective recovery plans.

Office of Emergency Management Goals

• OEM is under DOLA and DHS
• Increase awareness among site managers
• Reduce vulnerabilities of sites and assets
• Enhance defense against and response to attack
  – ANYTHING UNREASONABLE ON A DAILY BASIS?

No Need to Panic!

• There are NO known terrorist threats against Colorado State, nor the northern Colorado Region, but having our head in the sand wouldn’t be smart in the current world situation!
From Humorous to Sad

- You as a proctor may have to deal with anything from how to handle dog poop, talking to a professor who is smoking the cigar that bothers other occupants, to knowing how to make notifications appropriately in the event of a co-worker’s death. It’s a big job and we appreciate your willingness to take it on!

Building Proctor Manual Link

www.fm.colostate.edu/files/forms/BPManual.pdf

Next Class Prep

- PLEASE review the workbook for Tier 2 before you attend that session – thank you!!

Colorado State University
WHAT OTHER TRAINING WOULD YOU LIKE TO SEE THIS PROGRAM COVER?

The following slides are provided in your handouts for proctor reference related to National Incident Management and Incident Command Systems

Incident Command in a Nutshell

• The Incident Command System (ICS) provides a flexible, standardized framework for public and private agencies to respond to an emergency.
• The same principles apply to all emergency management situations - from a chemical spill in Yate’s Hall to a tornado that flattens half the campus.
Incident Commander’s Role

– Identify the five major ICS management functions.
– Identify the position titles associated with the Command Staff.
– Describe the role and function of the Incident Commander.
– Describe the role and function of the Command Staff.

ICS Benefits

• Using management best practices, ICS helps to ensure:
  – The safety of responders, students, faculty, workers, and others.
  – The achievement of response objectives.
  – The efficient use of resources.

ICS Features

• Common terminology
• Organizational resources
• Manageable span of control
• Organizational facilities
• Use of position titles
• Reliance on an Incident Action Plan
• Integrated communications
• Accountability
NIMS Components
National Incident Management System

- Command and management
- Preparedness
- Resource management
- Communications and information management
- Supporting technologies
- Ongoing management and maintenance

What? . . . NIMS provides a consistent nationwide template . . .
Who? . . . to enable Federal, State, tribal, and local governments, the private sector, and nongovernmental organizations to work together . . .
How? . . . to prepare for, prevent, respond to, recover from, and mitigate the effects of incidents regardless of cause, size, location, or complexity . . .
Why? . . . in order to reduce the loss of life and property, and harm to the environment.

[slide courtesy Mike Gavin, PFA and FEMA]

Unified Command

Unified Command
(Representatives from Local Jurisdictions)

Operations  Planning  Logistics  Financial Administration
Area Command

- Area Command
  - ICP 1
  - ICP 2
  - ICP 3