Proctor Preparedness Training
Tier II
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Instructors
Scott Baily
491-7655
Stacey Baumgard
491-2319
Dwight Burke
491-5633
Bob Chaffee
491-3577
Dell Rae Ciaravola
491-8009
Frank Gonzales
491-2724
Jim Graham
491-4833
Lanai Greenhalgh
491-1527
Kyle Haefner
491-1012
Mike Hooker
491-1546
Lorie Johnson
297-5114
Lori Meyers
491-0506
Ken Quintana
567-6569
Officer Anthony Rose
491-6425
Brittney Wolf
491-0331

Introductions
• Your Name
• Your Department
• How long you’ve been a proctor
• A fun thing you want to learn or have done
• Your learning style?
  – Visual
  – Auditory
  – Kinesthetic
What We’ll Cover

• Why do we need to plan for emergencies?
• Public Safety Team and Introduction to the University Plan
• Your Student Learning Guide
• Your Department’s Responsibilities Under the Plan
  – Yours as a Proctor

Amanda Ripley
Author of The Unthinkable: Who Survives When Disaster Strikes—and Why (Crown).

1. We are almost always our own first responders because official help cannot arrive quickly enough.
   (When seconds count, authorities are only minutes away. . . .)
2. People may be most afraid of terrorists and freak viruses, but fire, floods, and lightning are the disasters to prepare for—to practice for.
3. Do every fire drill. Have the muscle memory of how to do things under extreme stress.

Another Expert Says

• Planning for emergencies and disasters was once viewed as a necessary evil. Sept. 11 changed that. Virginia Tech, NIU, Eastern Michigan, Central Arkansas and Columbine all changed that.
• Identify a single point of contact for each building, then provide for additional assistance from others in those buildings to ensure that building occupants respond correctly.

Robert F. Lang, CPP, is the assistant vice president for strategic security and safety at Kennesaw State University.
Even In “Olden Times”

One is not exposed to danger who, even when in safety is always on their guard.
Pubilius Syrus

Real Life at CSU

• The following slides show events that we have had to handle right here
• CSU has a current and ever-changing plan for all hazards
It CAN Happen Here!

Vocational Education
Lightning Strike

July 1997
Flood
Colorado State University
$125 million damage

Pingree Park Fire, 1994
Chronology of Incidents

1999 Texas A&M bonfire collapse
2000 Seton Hall University fire
2003 James Madison University fire
2005 Hurricane Katrina
2005 Hurricane Rita
2007 Virginia Tech massacre
2008 Union University tornado
2008 Northern Illinois University shooting
2008 Louisiana Tech shooting
2008 Lady of the Lake University fire
2010 Huntsville GA, U of A shooting
2011 Seal Beach CA salon shooting
2012 Aurora Movie Theatre Shooting
2012 Casper College shooting
2012 Sandy Hook Elementary School
2012 and 2013 Colorado Wildfires
2013 Flooding in Colorado
2013 Washington Navy Yard
2013 4 dead 13 wounded in Chicago

...and on it goes...
Why Building Proctors?

• Safety is everyone’s responsibility! You have to take care of YOU whether ‘agencies’ can or not!!
• CSU employs over 6,000 or so faculty and staff. We can’t do the job without your help.
• Responders don’t know your building as well as you know it. You are the experts when it comes to how your building or office works.

The 2003 Audit

• In 2003, the University did an audit of emergency preparedness
• Several groups, who use the emergency plan regularly, knew it – the campus at large did not
• Proctors were chosen as the most effective means for sharing the plan with staff and others

SECTION 4.2 of the University ERP
BUILDING PROCTORS

"Building proctors are required to attend training to understand their roles. Specifics for a building safety plan are covered in building proctor training and also can be found in Annex E of this plan.

The basic responsibilities include:
• Read and understand the Building Proctor Manual;
• Know your authority;
• Be the point of contact for Environmental Health Services, Facilities Management and other departmental units for purposes of planning, preparedness and exercises;
• Be the point of contact for emergency responders and building occupants during emergencies; and
• Assist departments or units in developing the Building Safety and Communications Plan."

And don't forget to coordinate these efforts with Ken Q. and Lori M.!
Basics of Preparedness

• Review Plan Goals
  • Page 5 of Digital Student Learning Guide (DSLG)

• Readiness
  • Learning to Evaluate Hazards
  • Activity [page 6 SLG]
  • What is Mitigation? What goes in my plan? [page 7 SLG]

• Response
  • What processes or procedures need to be included?

• Recovery
  • Getting Back to Normal
  » See “Basics” in DSLG, page 4

Why Have a Plan and Practice?

• National Preparedness Goal [NPG]

• The National Preparedness Goal, released in September 2011, defines what it means for the whole community to be prepared for all types of disasters and emergencies. The goal itself is succinct:

  • “A secure and resilient nation with the capabilities required across the whole community to prevent, protect against, mitigate, respond to, and recover from the threats and hazards that pose the greatest risk.”

NPG (cont’d.)

• These risks include events such as natural disasters, disease pandemics, chemical spills and other manmade hazards, terrorist attacks and cyber attacks.
(NPG cont’d)

• Prevention. Prevent, avoid or stop an imminent, threatened or actual act of terrorism.

• Protection. Protect our citizens, residents, visitors, and assets against the greatest threats and hazards in a manner that allows our interests, aspirations, and way of life to thrive.

• Mitigation. Reduce the loss of life and property by lessening the impact of future disasters.

(NPG cont’d.)

• Response. Respond quickly to save lives, protect property and the environment, and meet basic human needs in the aftermath of a catastrophic incident.

• Recovery. Recover through a focus on the timely restoration, strengthening and revitalization of infrastructure, housing and a sustainable economy, as well as the health, social, cultural, historic and environmental fabric of communities affected by a catastrophic incident.
1. Building Safety Plan Revisions (Including Maps)

2. Send Electronically and Post on Website Post Maps In Buildings

3. On-line Training on Emergency Plan

4. Coordinate & Conduct Fire Drills EHS, PFA, FM, CSUPD, Occupants

5. Debriefing and Feedback Make Necessary Updates

From South Campus Emergency Plan

Slide courtesy of Atlas Preparedness Group, Fort Collins

COLORADO STATE UNIVERSITY EMERGENCY MANAGEMENT PLAN Objectives

SECTION 1.1 PLAN OBJECTIVES

The primary goals of the CSU Emergency Response Plan are:

- To protect lives, intellectual property and facilities;
- To prevent or minimize the impact of emergencies and to maximize the effectiveness of the campus community in responding to unforeseen occurrences; and
- To provide for the continuity of campus operations in pursuit of the university’s mission of teaching, research, service and extension.
Public Safety Team

The university EOC is organized as follows:

- CSU President
- Executive Committee
- Public Safety Team
- PSTC Liaison
- EOC Manager

Incident Management Team (IMT)
- Incident Commander 1
- Incident Commander 2 (as needed)
- Incident Commander 3 (as needed)
- Operations Chief
- Planning Chief
- Logistics Chief
- Finance Chief
- Public Information Officer

How Do EOC, IC's, and Proctors Relate?

Proctors interact with these IC’s as needed.

Who Is A Member of PST

Members of the Public Safety Team include:

PST Executive Committee (PSTEC)
- President’s Chief of Staff
- Provost and Executive Vice President
- Vice President for External Relations
- Vice President for University Operations – Committee Chair
- Deputy General Counsel
- Chief of Police

PST Members
- Chief of Police – Chair
- Director of Academic Computing and Networking Services
- Director of Policy and Compliance Office
- Executive Director of Housing and Dining Services
- Dean of Students
- Director of Student Life
- Director of Facilities Management
- Emergency Management Coordinator
- Director of Environmental Health Services
- Director of University Affairs and Communications
- Director of Administrative Communications
- Deputy General Counsel
- Special Advisor for Support and Safety Assessment
- Administrative Communications Director
Emergency Operations Center

- A central location that supports Incident Command by:
  - Making executive/policy decisions
  - Coordinating interagency relations
  - Collecting, analyzing, and disseminating information for IC and campus
  - ESFs? [Relate to slide 29]

The EOC does not command the on-scene level of the incident.

Departments Need to Plan Too

- Read Section 4.2 of the plan for proctor duties
- Annex E provides guidance for deans, directors, and department heads
- Department plans are by BUILDING not by work unit
Department Plans

- You need an UP TO DATE BUILDING emergency plan based on the University Plan [page 7 SLG]
- You need an UP TO DATE DEPARTMENTAL communication plan based on your department’s need
- BE A CHAMPION FOR PLANNING – (the federal government requires that all government departments comply PPD-8 3/2011)

POSSIBLE SITUATIONS

- Natural Hazards – you guys name a few
  (Check the CSU webpage at http://safety.colostate.edu for updates on the status of operations at the university.)
- Technological Hazards – what might a few of these be?
- Your plan should include ALL relevant hazards
  – SLG 4
Communication and Warning

• For YOUR department Warning at start of every crisis or safety situation
  – Notification and information sharing throughout the event and recovery is CRITICAL!
  – Review staff needed in emergencies
    • [Page 8 SLG]

Communication Plans

• Make one that fits the needs of your leaders and staff! [page 8 SLG]
• Involve others
• Is YOUR cell programmed?

3 Minute Discussion

• What would a graphic of a good communication plan look like for each of your departments?
  – Simple
  – Understandable
  – Quick!
  – WHO?
Keep Everyone Informed

- Hold briefings regularly, even if there is nothing new to share – even recordings on the main office phone.
- Give people a chance to ask their questions and answer honestly and accurately.
- If anything ‘over-communicate’ with staff, students, vendors and others involved.

Using Checklists

- Easy to use ‘pull outs’ [page 9 DSLG]
- Quick, not bulky
- NO ONE wants to use the whole manual during an emergency!!

More Checklists

- What checklists will your department need in your plan?
- Discuss with folks at your table
- What do you think?
  – See pages 13 of SLG
Putting the Plan into Motion

- National Incident Management System (NIMS) in the EOC
  - Administrative oversight and coordination with other entities
- Incident Command System (ICS) in the field
  - Handling tactical response in the field situations
- A request can be made via EHS, Facilities, CSUPD, etc. to activate

What’s My Role in any Emergency?

- **Know your building emergency plan**
- Protect yourself!!
- Help others if it is safe to do so – *if they’ve practiced, it’s easier*
- Assist public safety officials if you are asked to help – **YOU’RE THE LIGHTHOUSE!!**
- There are sheep, wolves and watchdogs (or Shepherds) – which are we and which will our staff be??

EVACUATE OR P.I.P.?

- In some situations, evacuation is NOT advisable
- Can you name a few?
- Does/will your plan account for this need?
- What about ‘head counts’ in this event?
- Practice, practice, practice
- We’ll review a situation next.
  – SLG 11
SAFETY FIRST! [SLG 21]

• A TRAINED SAFETY PERSON SHOULD BE ASSIGNED TO ENSURE THAT NO ONE TAKES DANGEROUS ACTIONS OR BECOMES ENDANGERED BY IDENTIFIABLE HAZARDS WHILE YOUR DEPARTMENT RESPONDS TO THE EMERGENCY!

• ALL staff should be trained/briefed on safety protocols, not just Safety Officers!

OK, What Else?

• Help develop and update your building emergency plan.

• Help disseminate your building emergency plan and help train building employees on it’s implementation.

• Help your department determine who are ‘staff needed in emergencies’ and how they will be transported to work and home in emergencies (Facilities and Police will be doing other things).

• Discuss options
Review/Discussion

• Who should be informed of emergencies and when?
  – 911! Then proctor, department head, up to President of CSU

Exercise?

• What is an exercise? [page 10 SLG]
• How do I put it together TAKE THE EXERCISE DESIGN CLASS LATER!
• Is there any help to do this? TAKE THE CLASS. . . .

Did You Know?

• Our training team offers a class on designing low level drills and exercises
• It is only offered when five or more folks are interested
  – Here’s the link to that handbook: Exercise-Handbook.pdf [SLG 24]
Regarding Exercises

“This may be one of the more difficult things you will do in the course of this school year and you will probably prefer a project paper (or grading them) to this activity. I applaud the efforts of students, teachers and staff for taking this bold approach to emergency preparedness!

Sometimes emotions come to the surface during an 'exercise' and sometimes that emotion is fear. Please know that in preparing for the unthinkable, you are participating in the most important thing that YOU can do to keep everyone in your school safe! I wish you large measures of courage and the confidence needed for success!”

LeAnn Jenkins, Federal Executive Board, Oklahoma City

Always Exercise Your Plans

An Example of Planning, or NOT

All users of the action plan should know what to do and when. Most plans are never tested. When an alarm sounds, the reality is that most people assume that it's another false alarm and go on with what they are doing.
Most Importantly. . . .

• Practice, practice, practice and don’t be surprised if you get surprised. Practice with lights out, fake smoke, leaders ‘removed’, etc. (and consider all contingencies during debrief/review).

» McKee and Guthridge

Review - The Building Proctor Role in a Nutshell

• You are one part of the umbrella that defines CSU’s Response to an Emergency.

Family Preparedness IS IMPORTANT TOO!

• Go Kits [SLG 12 and ‘resources’]
• Telephone Listings
• “Re-Group” sites and routes or rally POINTS
• Food, medicine, water for two weeks (pets too) and PRACTICE!
Family Communication #2

Plan for a variety of situations
Complete a communication card for each family member
Designate an out of area friend or relative for notification
Include a copy in your disaster kit

What is Terrorism?

“The unlawful use of force or violence against persons or property to intimidate or coerce a government, the civilian population, or any segment thereof, in furtherance of political or social objectives.”

The Federal Bureau of Investigation (FBI)

The First Amendment

The First Amendment of the U.S. Constitution states:

“Congress shall make no law respecting an establishment of religion, or prohibiting the free exercise thereof, or abridging the freedom of speech, or of the press; or right of people peaceably to assemble, and to petition the Government for a redress of grievances.”
Damage Assessment and Recovery

• Facilities and EHS will have primary roles, but department heads can assign staff to assist, document, report, etc. [page 13 SLG]
• Discuss past situation(s)

Recovery

• NEVER forget that PEOPLE are your most important resource!
  • What impacts have they experienced, regardless of the nature of the emergency
  • Always have a plan to help them get 'back to normal'
  • (Remember, student employees only get paid when they work!)

Situation Reviews

• Breakout session to discuss one of four situations and report back to the class (pg. 15-20 SLG)
• These can also be used for training/review at meetings!!
Questions and Answers

• Open discussion and question session

THANKS FOR YOUR TIME!

The Following Slides Include Resources

• Rave
• www.leta911.org
• Last pages in your Student Learning Guide
• Snow Line
• http://safety.colostate.edu
• And don’t forget - www.training.colostate.edu/proctor/index.html
Additional References

• Page 28 of your workbook cover’s the University’s advice related to ‘active shooters’ or shots fired in your area
• Page 27 covers the Rave text messaging system being used for emergency notifications by Colorado State University
• The following slides show examples of information available from FEMA

The following slides are provided for your reference in the future.

Please contact Environmental Health Services or Training and Organizational Development if additional assistance in planning, preparing for drills and exercises, or other assistance is needed.

Thank you!

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]
From NIMS

How do the EOC and folks 'in the field' under ICS relate to each other?

EOC
- Policy and Coordination
  - Director, Public Affairs
  - Police Chief
  - Fire Chief
  - Foreman
  - Watch Cap
  - Operations
  - Equipment Operators
  - Law Enforcement Officers
  - Firefighters
ICS
- Command and Operations

PSD Model of ICS

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.
<table>
<thead>
<tr>
<th>If you are in:</th>
<th>Then:</th>
</tr>
</thead>
<tbody>
<tr>
<td>A structure (e.g. residence, small building, school, hospital)</td>
<td>Go to a pre-designated shelter area such as a safe room, basement, storm cellar, or the lowest building level. Avoid doorways, windows, and outside walls.</td>
</tr>
<tr>
<td>A vehicle, trailer, or mobile home</td>
<td>Get out immediately and go to the lowest floor of a sturdy, nearby building or a storm shelter. Mobile homes offer little protection from tornadoes.</td>
</tr>
<tr>
<td>The outside with no shelter</td>
<td>Lie flat in a nearby ditch or depression and cover your head with your hands. Be aware of the potential for flooding.</td>
</tr>
</tbody>
</table>

### TORNADO CHECKLIST

<table>
<thead>
<tr>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Do not get under an overpass or bridge. You are safer in a low, flat location.</td>
</tr>
<tr>
<td>Do not try to outrun a tornado in a car or truck. Instead, leave the vehicle immediately for safe shelter.</td>
</tr>
<tr>
<td>Watch out for flying debris. Flying debris is the leading cause of tornado-related injuries and fatalities.</td>
</tr>
</tbody>
</table>

### Additional Resources

- [FEMA Resource Center](https://www.fema.gov)