

Medaille College  
Emergency Management Plan  
2017-18

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# Medaille College Emergency Management Plan 2017-18

## **PART 1: INTRODUCTION**

The Medaille College Emergency Management Plan establishes procedures, assigns responsibilities and promotes awareness in emergencies or situations of a critical nature affecting the Medaille College Community.

These procedures have been established to protect life and property in emergency situations and apply to all aspects of the Medaille College community, including all personnel and all three campuses (Main and Rochester) as well as the resources, facilities and grounds, either owned and/or operated by Medaille College.

The Medaille College Emergency Management Plan complements emergency and crisis management plans that have been developed on federal, state and local levels and was created to be compliant with the requirements of the **National Incident Management Systems (NIMS)** and conforms to the guidelines of the **Incident Command Systems (ICS) Crisis Management Plan**.

### **A. Statement of Purpose**

This document constitutes the 2015 Emergency Management Plan for Medaille College. The Plan serves as a guide for handling significant emergencies and disasters, to protect lives and property through the effective use of available personnel and resources during emergency operations. This Plan is activated (see Plan Activation) when a natural or manmade event causes substantial disruption, distress and/or fear to the extent that it dominates the campus community and cannot be adequately controlled by routine measures.

The **Goal** of the plan is to ensure the protection of life and property of the Medaille College Community.

#### **Objectives:**

- To restore essential facilities and services to the Medaille College Community
- To maintain effective communications with the Medaille College Community, the public, first responders and/or resource providers during a crisis situation
- To provide simple and flexible procedures that are readily adaptable to a variety of crisis situations and contingencies
- To identify Medaille College's role in coordinating emergency operations with outside agencies

### **B. Concept of Organization**

The Plan outlines the functions, duties and responsibilities necessary for the effective response to emergency situations. The Plan is primarily an administrative guide for rapid communication and decision-making. Any time this plan is utilized the Incident Command System will be activated. It is a key element to the effective implementation of the plan.

Medaille College normally operates under the guidance of the President through separate divisions (Academic Affairs, Enrollment Management, Business and Finance, School of Adult and Graduate Education, Institutional Advancement and Student Affairs), each of which is directed by a Vice President or Director. During a disaster or major emergency, select normal college

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operations may cease to function, usually as a direct result of the disaster. When an event of this magnitude occurs and upon the direction from the President of the College, the emergency structure of this Plan will be implemented. At the time that the plan is activated, the organizational structure contained herein shall be used to direct the operations of the college, utilizing **NIMS** and the **ICS** management system.

## **C. Plan Authorization and Activation**

### **Authority**

This document has been prepared at the direction of the President of Medaille College and has been examined and found to be **NIMS** compliant by the Erie County Emergency Services Disaster Coordinator. The Plan has been reviewed, approved and adopted by the President and Senior Administration of the College.

### **Plan Activation**

The Emergency Management Plan shall be activated under the following circumstances:

- The Director of Public Safety shall serve in the capacity as Disaster Coordinator for Medaille College, in an emergency or crisis situation and will report directly to the President (or designee).
- The Vice President for Business and Finance will, in the absence of the Director of Public Safety, serve in the capacity as Disaster Coordinator. The Disaster Coordinator for Medaille College shall be responsible for the activation of the Emergency Management Plan and implementation of the ICS management system.

## **D. Assumptions**

The Emergency Management Plan is based upon a realistic approach to events which may occur on Medaille College campuses during an emergency or disaster situation. General guidelines and assumptions are:

- An emergency or disaster may occur at any time with little or no warning
- The succession of events in an emergency are unpredictable, therefore published support and operational plans serve only as a guide and checklist which may require field modification in order to meet the requirements of the emergency
- Disasters may affect residents in the geographical location of the College, therefore, federal, state and local emergency services may not be immediately available
- College personnel and resources may need to be activated and be utilized in a first responder capacity

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**D. Assumptions Continued...**

The Emergency Management Plan is designed to provide guidelines for responding to a variety of incidents and emergencies that affect the College. Not all emergencies require the same degree of response and each incident will be evaluated on a case-by-case basis. The following list highlights the five types of emergencies that may occur:

- **Type 5 – Single-dimension, single resource, easily contained (i.e. injured person, vehicle fire)**
- **Type 4 – Single-dimension, may need limited outside resources (i.e. small fuel spill, fire in room)**
- **Type 3 – Multi-dimensional incidents, complex, need outside resources (i.e. bomb threats, racially motivated assault)**
- **Type 2 – Multi-dimensional and large scale incidents usually occurring beyond the campus border (i.e. severe regional storm)**
- **Type 1 – Multi-dimensional and multi-operational periods requiring national resources is beyond the Colleges' ability to respond. (i.e. active shooter)**

**E. Review**

**Incident Review**

Following a **Type 3, 2 or 1 Emergency**, members of the Incident Command System (ICS) command staff and Policy Management Team will conduct a debriefing and issue a report detailing the incident and the College's response. Any information and findings that result in changes or modifications to procedures and guidelines will be incorporated into the Plan immediately.

**Annual Review**

Each year the Emergency Management Plan will be reviewed and amended as needed by the Incident Management Team. The review period will occur each summer with an updated plan published (if needed) prior to the start of each fall semester.

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**PART 2: PLANNING**

**A. Policy Management Team**

The Policy Management Team serves in an advisory capacity to the President of Medaille College for policy making decisions during an emergency or disaster. The members of the Policy Management Team include the following: the President's Cabinet, Associate Vice President for Communications, Director of Public Safety and Vice President for Business and Finance. The Policy Management Team is a committee assembled to make recommendations and provide advice to the President on matters related to policy decisions in disaster and/or emergency preparedness and response.

**B. Planning and Training**

Public Safety, the Environmental Safety Officer, Operations, Residence Life and Health Services will coordinate training programs with both on-campus and off-campus resources to ensure that the campus community is able to effectively implement the Emergency Management Plan. Training should be scheduled annually and include various types of training programs, including but not limited to the following:

- Classroom Presentations
- Fire/Emergency Drills
- Table-Top Exercises
- Mock Emergency Exercises

All members of the College Community should receive and participate in training, including:

- Faculty
- Staff
- Students
- Members of responding agencies (Fire, Police, EMS)
- Members of affected populations (neighboring institutions and citizens)

**C. Building Safety Coordinators**

The College will identify staff and faculty members from the two campuses, who will volunteer to serve as Building Safety Coordinators in the event of a crisis or emergency situation. These Building Safety Coordinators will be trained in First Aid, Cardio-Pulmonary Resuscitation (CPR), and Automated External Defibrillation (AED) as well as the ICS management system and Community Emergency Response Team (CERT) training. Building Safety Coordinators (primary and alternates) are needed for each floor of each campus building and must cover all hours of normal building operations. Building Safety Coordinators will be assigned to locations where they presently work or are assigned. The required training for those individuals will be scheduled by Public Safety.

The designated Building Safety Coordinator for each building/department have knowledge in:

- Floor plans

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- Evacuation plans
- Handicap accessibility and needs
- Assembly locations
- Emergency equipment location
- Hazardous material locations
- Personnel listing with contact numbers

Building Safety coordinators will have the following responsibilities:

- Assist in the education of students and/or employees concerning emergencies and evacuation procedures for their building or activity
- Inform their students and/or staff of an emergency and initiate emergency procedures as outlined in this plan
- Make recommendations regarding safety hazards to Campus Operations and Facilities Services to help reduce hazards and minimize accidents.

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**PART 3: RESPONSE**

**A. Activating the Emergency Management Plan**

The decision to declare an emergency will rest with the President or his/her designee. Any other appropriate members of the college community and/or outside agencies deemed necessary will be contacted to respond once the Emergency Management Plan is activated.

**B. Initial Notification**

- Anyone who witnesses or receives information regarding an emergency must always immediately contact the **Public Safety Department at (716) 880-2911 and call 911 if necessary.**
- If the incident involves a **Type 5 or 4 (Minor Emergency)**, Public Safety will respond and utilize the appropriate College Department(s) and/or outside entities as necessary.
- If the incident involves a **Type 3, 2 or 1 (Major Emergency or Disaster)**, Public Safety will contact the appropriate members of the **Incident Management Team** to activate the Emergency Management Plan and notify the appropriate outside entities as necessary.

**C. Emergency Operations Center (EOC)**

- The Incident Management Team has identified locations for the establishment of an Emergency Operations Center (EOC) in the event of an emergency.
- The EOC will be staffed with Incident Commander, Command Staff and General Staff as identified in this Plan.

**Activation of Emergency Operations Center (EOC)**

- When an emergency occurs, or is imminent, it shall be the responsibility of the Incident Management Team to discuss the incident and determine whether to activate the Emergency Operations Center.
- Appropriate departments will be contacted to assist in staffing the EOC. The Public Safety Office, located in 2 Agassiz Circle, is to be kept fully operational at all times. (24 hours/7 days a week/365 days per year)

**Main Campus EOC:**

- 2 Agassiz Circle (Public Safety Office)
- 107 Humboldt (IT Department) if emergency power is necessary

**Rochester Campus EOC:**

- (To Be Determined)

**Command Post (Field Operations)**

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- If the emergency involves only one building or a small part of the campus, a Public Safety Officer can be placed as near the emergency scene as is reasonably possible.
- At least one uniformed officer is to staff this location at all times or until the emergency situation come to an end.
- If conditions allow, a temporary Command Post can also be established in close proximity to the scene of the emergency.
- A temporary Command Post would be used for short durations to address specific short-term needs.

## **D. Communications**

Incident communications are facilitated through the development and use of a common communications plan and interoperable communications processes.

This integrated approach links the operational and support units of the various agencies involved and are necessary to maintain communications connectivity and discipline as well as enable situational awareness and interaction.

Preparedness planning must address the equipment, systems and protocols necessary to achieve integrated voice and data incident management communications.

### **Immediate Notification**

When a crisis incident occurs involving, faculty, staff, administration, students, buildings, equipment, etc. we currently use the following tools to disseminate information:

- Faculty, staff & student email
- Online updates through Medaille One
- Web page updates when applicable
- Voice mail updates through the info office
- Call-in number info line
- Mail when applicable
- Text Message Alerts
- PA System throughout campus

### **Medaille WEB Site: [www.medaille.edu/parents](http://www.medaille.edu/parents)**

Additionally, in an emergency situation information will appear on the Medaille College Home page as well as at [www.medaille.edu/parents](http://www.medaille.edu/parents). Pertinent information, regarding the emergency, will be posted at the locations.

Medaille College uses a multi-media approach to communication, with a central repository of [emergency.medaille.edu](http://emergency.medaille.edu). This site can provide information to the campus community, and may include College statements regarding an incident and changes to the College operating status.

### **Mass Communications/Notification (In-development)**

A key element within the communication portion of the Emergency Management Plan is the development of an initial mass notification system. This will enable the college to alert people to an existing and/or escalating situation within the college community. This system will include:

- Text messaging to registered users

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- An alert to constituent groups to check their email/voicemail/text messages
- Campus sirens or flashing lights
- Television monitor notification
- Campus wide PA system announcements

**Media Relations (Emergency situations) Public Information Officer**

The college has basic guidelines to observe in media relations during emergency situations:

- Only the authorized spokesperson (as designated by the College President or designee) will meet or talk with the media.
- Only factual information is released; no speculation is to be offered.
- All faculty and staff are advised to report crisis situations to their reporting Dean, Vice President, Supervisor or Public Safety. The Emergency Management Coordinator will be advised and make appropriate notifications to the EMT and President. They are also reminded not to speak to the media on behalf of the college.
- Complete details should be made available to the appropriate personnel, including the nature of the emergency, how it began, who is involved, what is happening now and what help has been requested.
- The President and members of the Policy Management Team shall confer and decide on the appropriate responses to the media.
- All calls from the media are to be referred directly to the Office of Public Relations, (716) 880 - 2315.

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**PART 4: AREAS OF RESPONSIBILITY**

**A. First Responders (Medaille Public Safety)**

- When an emergency or crisis situation occurs, it should be reported immediately to the Public Safety Department.
- Public Safety Officers will, in these instances, follow a defined sequence of responses.
- The usual sequence to be followed is:
  - a. Immediately dispatch public safety officers and make appropriate police, fire and/or medical calls.
  - b. Notify the Director of Public Safety, or designee, who will determine whether or not to initiate the emergency notification telephone call list.
  - c. Director of Public Safety will confer with the President to determine if the Emergency Management Plan should be activated.

**B. Key Response Roles**

- Various College offices are expected to assume key roles, as outlined, to provide a coordinated response to an emergency.
- In some circumstances, it may be necessary to request faculty or staff to assume temporary roles outside the normal scope of their duties, taking into consideration their ability to carry out those temporary roles.
- It is understood that if any department does not have a specific role or assignment for their personnel, then they should automatically become part of a “pool” of reserve personnel to assist, as assigned by those coordinating the specific emergency response. (i.e., Career Planning, Admissions and Financial Aid). Personnel pool will be coordinated through Incident Command System.

**C. Responsibilities Defined:**

**Response Areas include but are not limited to the following:**

(Additional items may be added as is necessary)

- **Academic Affairs**
  - Coordinate necessary faculty resources
  - Coordinate interdepartmental communication
  - Identify and resolve academic, instructional issues
  - Reschedule classes
- **Business and Finance**
  - Dining/Food Services
    - Identify and utilize available scheduled staff
    - Contact unscheduled staff using call list for availability
    - Coordinate food services staffing with Residence Life (use of RA’s or other campus staff as needed)
    - Identify food inventory and emergency rations if necessary
    - Identify existing equipment in event of power outage
    - Determine meal distribution as well as location if power outage
    - Substantiate temporary identification/access credentials as needed

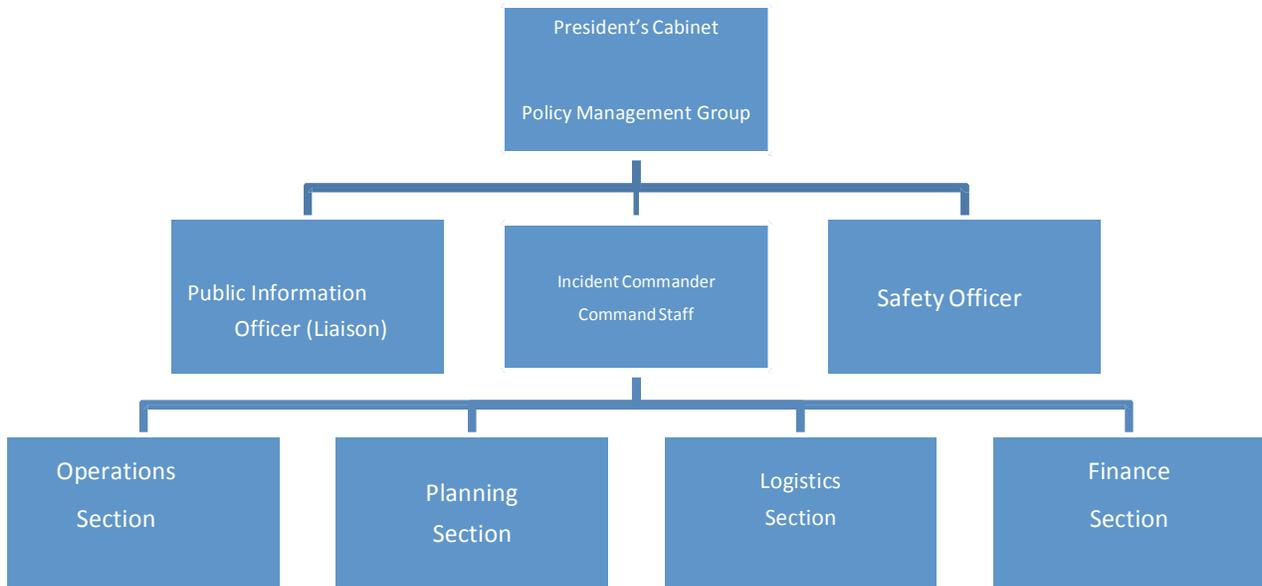
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- Business Offices
  - Responsible for emergency accounting and disbursement procedures
- Human Resources
  - Evaluate employee status and accrual utilization
- Information Technology
  - Provide essential information technology services in support of information dissemination, communications and decision making
  - Coordinate temporary telephone, fax and computer connections
- Operations and Maintenance
  - Assist Public Safety with creating a safety perimeter at the site of the emergency
  - Identify and consult all hazardous material spills and emergency shut off locations (i.e. sprinkler, water and natural gas)
  - Provide site and building information
  - Provide emergency power and fuel
  - Coordinate with local, county, state and federal regulatory authorities when necessary
  - Mitigate facility and grounds damages and restore to a functional level
- **Enrollment Management**
  - Assist in the notification process to students and parents
  - Assist Residence Life as necessary  
(Act in a support capacity to Student Affairs and Public Information Officer)
- **Institutional Advancement and Media Services**
  - Notification of College Administration, Faculty, staff and students, including College and local broadcast media as well as Medaille website
  - Provide printed material as directed (letters to parents, posters, temporary procedures, etc.)
- **President's Cabinet (Policy Management Team)**
  - Gather information re: emergency situation to determine appropriate response
  - Maintain direct communications with Incident Command Staff
  - Develop College Message to students, faculty, staff and parents and media
- Student Affairs
  - Athletics
    - Coordinate use of Campus Center, Gym and Events Arena as a staging area, open temporary shelter, etc
    - Provide staff and student athlete personnel support with shelter and refugee centers

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- Reschedule public events when necessary
- Health and Wellness Services
  - Provide/coordinate medical care as appropriate
  - Coordinate and deliver psychological services for employees, students and others
- Residence Life
  - Coordinate housing operations
  - Evaluate resident student status, attendance (whereabouts)
  - Assist with placement for temporary student housing
- Public Safety
  - Law enforcement, crowd control, evacuation, site security, and mobile communications
  - Liaison with fire, medical and police personnel
  - Coordinate radio communication
  - Establish emergency operations
- **Other College Offices:**
  - Act in support role and pool personnel to assist as needed

**D. Incident Command Systems (ICS) Organizational Flow Chart**



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**E. Incident Command System (ICS) Incident Management Team**

The Incident Management Team is responsible for activating and supervising the response phase of the Emergency Management Plan. This includes the following:

- Coordinate the operational implementation of the Emergency Management Plan under the guidelines of the Incident Command System (ICS).
- Activation of an Incident Commander, who is designated to take responsibility for all incident related management.
- Activate Command Staff:
  - Public Information Officer
  - Liaison Officer
  - Safety Officer
- Establish an Emergency Operations Center as needed to direct an immediate response to the situation.
- Identify General Staff
  - Operations Section Chief
  - Planning Section Chief
  - Logistics Section Chief
  - Finance/Administration Section Chief
- Establish contingency plans for response to various emergency incidents.
- Identify and access necessary resources, both on and off campus to address the needs of the crisis or emergency situation.
- Establish unified command function with responding entities.
- Determine and implement appropriate steps to minimize damage and expedite return to normalcy.

**F. Incident Command System Management (Defined)**

**Command Staff:**

- **Incident Commander** – Has overall incident management responsibility for the emergency situation, appointed by the appropriate jurisdictional authority.
- **Public Information Officer** – A Public Information Office will be assigned at the beginning of any incident and will be responsible for the dissemination of all incident related information to the public, families and/or media as well as other agencies.  
All inquiries regarding a specific incident at Medaille College are to be directed to the Public Information Officer or his/her assistant.
- **Safety Officer** – Monitors incident operations and advises the Incident Commander on all matters relating to operational safety, including the health and safety of emergency responder personnel.

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**General Staff:**

**Operations Section** – Is responsible for all activities focused on reduction of the immediate hazard, saving lives and property, establishing control and restoration of normal operations.

- **Section Chief** – Is responsible to the Incident Commander or Unified Command for the direct management of all incident-related operational activities.

**Planning Section** – Collects, evaluates and disseminates incident situation information and intelligence to the Incident Commander, prepares status reports, displays situation information, maintains status of resources and develops the Incident Action Plan under the direction of the Incident commander.

- **Section Chief** – Is responsible for the gathering and disseminating of information and intelligence critical to the incident and for developing and documenting the Incident Action Plan.

**Logistics Section** – Is responsible for all support requirements needed to facilitate effective and efficient incident management.

- **Section Chief** – Is responsible for all of the support needs for the incident, including ordering resources, providing facilities, transportation, supplies, equipment and maintenance, food service, communications and medical services for incident personnel.

**Finance/Administration Section** – supplies support for financial reimbursement and administrative services to support the incident.

- **Section Chief** – is responsible to monitor multiple sources of funds, track and report financial “burn rate” as well as forecast needs for additional funds.

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**Part 5: RECOVERY**

**A. Emergency Recovery and Incident Review Team**

The Emergency Recovery and Incident Review Team members will conduct a timely and complete assessment of the impact an emergency will have on the College.

This team will designate a coordinator and will comprise members from the Emergency Management Team and others as deemed necessary including:

- Incident Command Staff  
(Operations, Planning, Logistics, Finance Section Chief)
- Business and Finance  
(Human Resources, Operations, Business, Facilities)
- Student Affairs (Residence Life, Health Services and Counseling)

**B. Duties and responsibilities**

Should include but certainly are not limited to the following:

- Ensure thorough documentation to assure the College achieves maximum cost and operational recovery.
- Develop support services and resources for post emergency needs, including:
  - Counseling
  - Student loans
  - Transportation needs
  - Academic assistance
  - Housing listing
  - Maintain listings of outside community support services

**C. Following an Emergency:**

- After an emergency, the focus should be on the recovery of the people and restoring the normal operations of the College.
- Once the safety and security of people has been assured and emergency conditions have subsided, the Emergency Recovery Team will assemble to begin the restoration process for the college.
- Employees and students will need prompt and accurate answers to their questions about the operational status and safety of the College.
- Thorough documentation is the most important factor in assuring Medaille achieves the maximum cost recovery possible from the federal and state sources.
- It will be important to begin a timely and comprehensive assessment of the emergency's physical and operational effects.
- All of the documentation on emergency impacts should be coordinated with the Emergency Operations Center. Be aware that the college will need ongoing status reports from the affected departments regarding the emergency to fully operational.
- The team will need to identify special facility, equipment, and personnel issues or resources that will speed business resumption.
- The College will need detailed data from affected departments to estimate temporary space reallocation needs and strategies.
- Most insurance, State and FEMA assistance claims require extensive documentation of damaged facilities, lost equipment and resources as well as special personnel expenses.

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- Workers' Compensation claims may arise if injuries are sustained. Take note that personnel departments should plan to photograph or videotape facility or equipment damage to provide a visual supplement to the written impact data.

**D. Specific Recovery Procedures**

Assess the emergency's impact on the physical plant and operations. Gather the following information:

- Extent of physical damage to buildings and equipment; Photographs or videotapes should be taken of the facility and equipment damaged before any repairs are made or areas are cleaned.
- Personnel issues such as the need for facilities staff, equipment or any other resources that will expedite the recovery process. This may include detailed data to estimate temporary space needs and strategies.
- Assess operational status of all areas affected from the incident.
- Document the extent of damage. Most insurance, State and FEMA assistance claims require extensive documentation of damaged facilities, lost equipment and resources as well as personnel expenses.
- Each Department should prepare specific recovery plans and name alternative sites for office relocation.

**E. Incident Position Statement**

The following is a brief list of procedures and questions that will help organize the recovery process. This simple format is to be implemented as a guide and should be utilized in conjunction with the Incident Command System (ICS).

Paragraph 1:

- What happened
- Date and time of incident
- Location of the incident

Paragraph 2:

- Injury report (using only official medical terms as stated by medical team)
- Emergency responders notified
- Government agencies notified
- Action taken by responders
- Result of responders actions

Paragraph 3:

- Number of employees, staff & students who were on site at time of incident
- How, if at all, were these people affected
- Status of buildings, operations, equipment etc. in the area of the incident

Paragraph 4:

- State reason for incident or that the reason is not yet known & being investigated
- Repair status
- What actions are being implemented to prevent future incidents

Paragraph 5:

- Identify short and/or long term effects on the facility & students
- Instructions for employees

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