



WESTERN MICHIGAN UNIVERSITY

***EMERGENCY  
ACTION  
GUIDELINES***

Revised May 2009

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## **INTRODUCTION AND PURPOSE**

The purpose of the Western Michigan University (WMU) Emergency Action Guidelines (EAG) is to provide a comprehensive set of guidelines to perform emergency management activities of response and recovery. The EAG's specify the primary responder and at least two alternates for each member on the President's Critical Incident Policy Group and Emergency Operations Center (EOC) teams. The EAG's also contain checklists of consideration and supporting documentation for the Chief Executive Official, the EOC Manager, and the EOC Team Leads to guide and assist in fully responding to the critical incident. In addition, the EAG's describe how WMU interfaces with the Kalamazoo County Disaster Plan and with the state and federal levels of government during emergency or disaster situations. However, since emergencies vary in scope and nature, alternative actions may be implemented for responses and management if deemed appropriate by WMU.

## **RESPONSE PROCEDURES**

### **WMU RESPONSE**

Generally, WMU Public Safety will be the first to respond to an incident, but not always. There may be incidents in a residence hall or academic area in which law enforcement involvement is not warranted. In each case, the first responders will evaluate the seriousness of the incident and notify through their reporting structure to their Vice President as appropriate. From the Vice President, the incident will be brought to the attention of the WMU President (Chief Executive Official). In this process, it may be determined that only a routine response is necessary; and the incident can be handled on a local level within the division or department. If the incident requires the involvement and coordination of multiple divisions, outside agencies, or is complex in nature, the President or his or her designate alone or in consultation with some or all of the President's Critical Incident Policy Group will request the Emergency Operation Center Manager to activate the Emergency Operations Center (EOC).

Activating the EOC involves contacting and requesting that the six team leads or their alternates report to one of the two EOC locations on campus. The team leads will activate and coordinate the activities of their teams who have distinct functions in responding to the critical incident as outlined in their specific emergency action guidelines. The teams are organized by function

and several of the teams have representatives from more than one vice presidential area. In some instances, not all team leads may need to be activated to the EOC.

The EOC Manager works closely with the President and advises on the status of the critical incident. The EOC Manager may recommend that the President "Declare a Local State of Emergency" and forward a request for assistance to the Kalamazoo County Emergency Manager. This declaration provides certain authorities as outlined in the Michigan Emergency Management Public Act 390 of 1976, as amended.

## **OUTSIDE AGENCY RESPONSE**

The Emergency Management Coordinator in the Kalamazoo County Sheriff's Department, Emergency Services Division, is ultimately responsible for the coordination of all declared disasters including response, recovery, preparedness, and mitigation activities within the county. Coordination between the WMU EOC and the County Emergency Services Division is accomplished through the Kalamazoo County Emergency Management Coordinator. Whether a given event constitutes a disaster requiring County resources is determined by the nature of the event.

When unmet needs exceed the resource capabilities of WMU and Kalamazoo County, the County Coordinator on behalf of WMU will request state and/or federal resources through the Michigan State Police 5<sup>th</sup> District Emergency Management Coordinator assigned to the Paw Paw State Police Headquarters.

## **RESPONSIBILITIES**

The WMU emergency action guidelines establish areas of responsibility. Each area of responsibility under the Direction and Control and the EOC Teams has an EAG to guide them in their appropriate actions in the response and recovery from a critical incident.

### **DIRECTION AND CONTROL**

#### **Chief Executive Official (CEO)**

- Convene the President's Critical Incident Policy Group
- Activate the Emergency Operations Center
- Decide on policy and public relations issues in response to the critical incident

- Declare local state of emergency
- Request assistance from the county emergency manager

### **Emergency Operations Center Manager**

- Activate the EOC at the direction of the CEO
- Manage activities in the EOC
- Assist and make recommendations to the CEO on activities to be conducted during response and recovery

## **EMERGENCY OPERATION CENTER TEAMS**

### **Academic Support Team**

- Mitigate impact of incident on classes
- Address faculty issues
- Reassign classroom space
- Reschedule classes as necessary

### **Damage Assessment Team**

- Quantify physical damage to facilities and utilities (includes data, voice, electrical, steam, etc.)
- Arrange for or make repairs to facilities and utilities
- Assess structural soundness of facilities for safe use or entry
- Provide building and utility information
- Track costs for insurance purposes or to declare a state of emergency
- Coordinate response of insurance adjusters

### **Human Services Team**

Ensure following needs are being met for the campus community:

- Food
- Shelter
- Medical care
- Mental health care

### **Logistical Support Team**

- Mobilize resources
- Ensure funds are available to remediate the emergency
- Procure supplies and equipment
- Warehouse resources

- Distribute and transport resources

#### **Public Information Team**

- Ensure accurate and timely information is disseminated
- Manage logistics of conveying information
- Assist external media with their coverage
- Maintain an event record in words and images

#### **Public Safety Team**

- Respond to the scene
- Initiate Incident Command System and set up scene command post
- Maintain site security and safety of the scene
- Ensure access available for emergency vehicles
- Communicate with EMS, law enforcement, and all responding emergency agencies

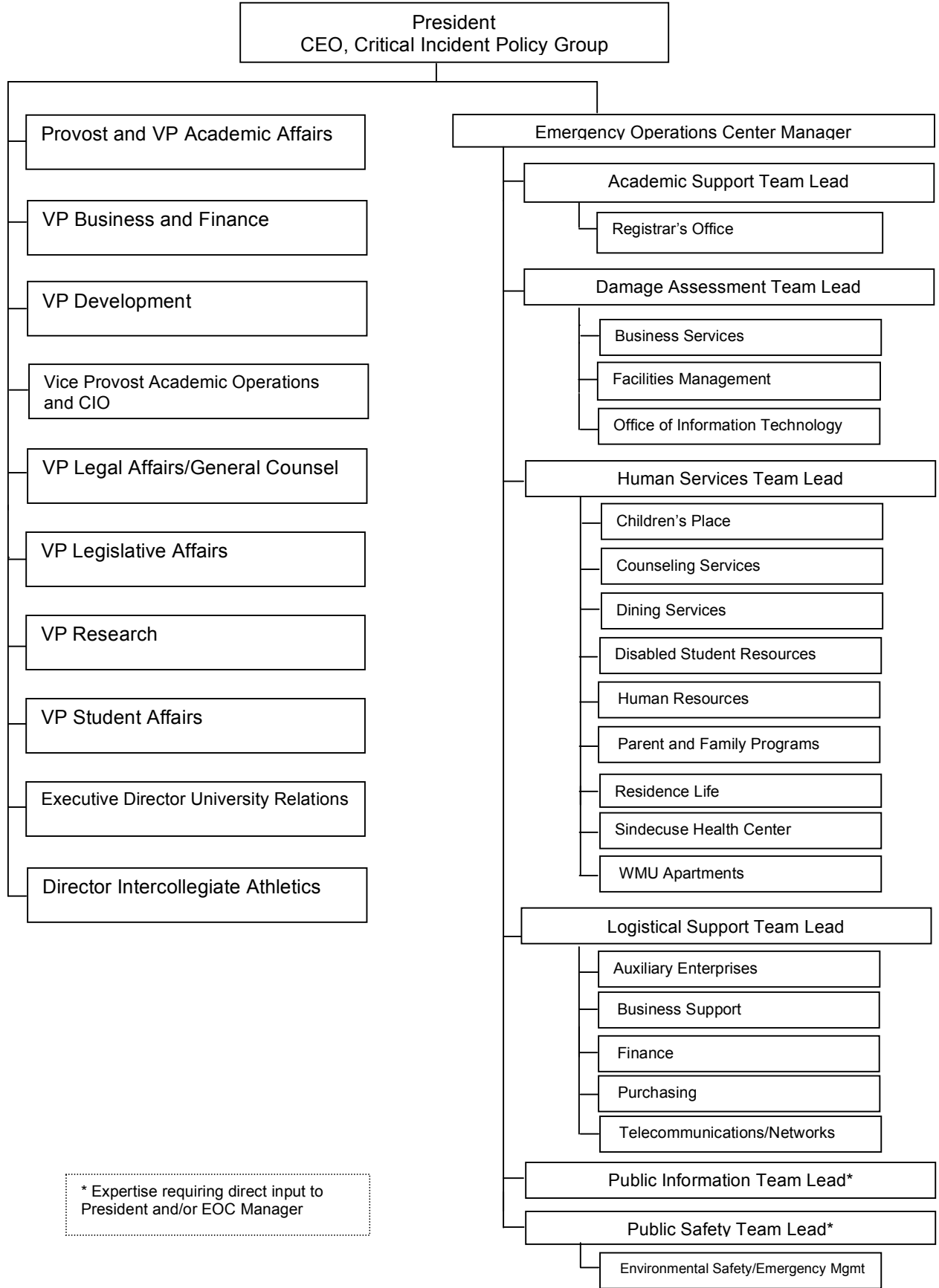
### **Environmental Safety and Emergency Management**

The Office of Environmental Safety and Emergency Management (ESEM) under the direction of the Vice President for Business and Finance is responsible for coordinating the updating of the WMU Emergency Action Guidelines and for ensuring its procedures are consistent with the Kalamazoo County Emergency Plan. ESEM works with each team to maintain their section of the EAG and to update each team's file in the two EOC locations. Annual exercises are scheduled by ESEM to test components of the EAG to ensure readiness for a critical incident.

### **President's Critical Incident Policy Group**

The President's Critical Incident Policy Group is comprised of the vice presidents and other key individuals identified by the President to advise on policy making and public relation decisions prompted by the critical incident. There may be some critical incidents in which the President's Critical Incident Policy Group will be activated but not the EOC and vice versa.

# WMU Critical Incident Response Plan Organizational Chart



\* Expertise requiring direct input to President and/or EOC Manager

Additional information about the WMU critical incident response plan is available at [www.obf.wmich.edu/safety/critical.edu](http://www.obf.wmich.edu/safety/critical.edu).