

MSU Emergency Management Information

Active Violence Incidents

Michigan State University has an extensive set of emergency management protocols and published community safety information pertinent to emergency situations involving active violence involving weapons. This Web site provides a single source for the variety of MSU resources relevant to such an incident.

General Emergency Management

MSU has an active emergency management process for organizing efforts to mitigate, prepare for, respond to, and recover from a variety of hazards. Information about the university's emergency management process is available at <http://www.police.msu.edu/emergencymanagement.asp>.

Emergency Action Teams and Plans

The university has emergency action teams and plans for each building on campus and in the farmland research areas. Each team trains to implement the plan for its building. The emergency action plans provide response procedures to be used in the event of:

- evacuation
- a suspicious package, bomb threat, explosion, or hazardous materials release
- fire
- severe weather emergency or tornado
- sheltering in place in response to threat of violence
- "lock down" within a building when requested to do so by emergency personnel

The university has almost 200 employees trained as Emergency Team Leaders or contacts for campus buildings. These personnel advise and assist the university community in emergency situations. In the event of an emergency, Emergency Action Team personnel receive emergency notification promptly via Blackboard ConnectED SMS text messages, calls, phone trees, and/or electronic mail. Team members are kept informed about campus emergency response enhancements and are knowledgeable about special considerations for their buildings.

Emergency Team members occasionally:

- Review role of the emergency coordinator or leader
- Prepare the building for evacuation/sheltering drills
- Consider first aid and identify persons with Red Cross or American Heart Association certifications within their building
- Know the evacuation routes and procedures
- Understand sheltering in place recommendations
- Can identify rally sites when an evacuation is ordered
- Know how to operate any PA systems available in emergencies

- Know where the heating, ventilation, or air conditioning (HVAC) system manual shut-offs are located
- Know where the emergency generator systems are within their buildings

To learn more about the emergency action teams, go to <http://www.police.msu.edu/actionplans.asp> .

All MSU buildings are posted with notices that include:

- Emergency evacuation routes
- Fire extinguisher locations
- Pull station locations
- Fire rated stairwell locations
- People with different abilities entrance/exit locations
- Severe weather shelter locations

MSU Office Watch

Office Watch programs are in place in many locations on campus. These programs are designed to establish a formal network of communication between departments, their employees, and the police regarding crime-related issues within office complexes. Office Watch programs ask everyone in the building to be the “eyes and ears” of the police department. Office Watch addresses:

- Crime prevention
- Workplace violence issues
- Personal safety

Emergency Police Response

MSU is proactive in training all police officers and the community for emergency preparedness, response, and recovery. Two special police response units may be called into action in the event of an armed encounter.

Armed Critical Incident Response Teams (ACIRT)

- All MSU police officers and mutual aid agencies are trained in this protocol
- Rapid response, national best practice protocol to stop the threat from someone actively using a weapon
- Calls for first four responding officers to enter a facility in an active shooting situation
- Allows action to be taken until a tactical team (see below) arrives

Special Response (Tactical) Team (SRT)

- MSU is a member of the local tactical team
- SRT uses scenario-based training
- SRT can activate a full variety of resources to assess and respond to a situation in which someone is threatening the community
- SRT requires a minimal period of time to activate, equip, and arrive on scene.

Emergency Operations Center

In an emergency, the Chief of Police has the duty and authority to activate the Emergency Operations Center (EOC). This center is physically located in a secure location and is designed to coordinate resources for university-wide response and recovery. During an emergency, the EOC involves over 50 representatives from all areas and disciplines throughout the university to provide a coordinated planning center for handling events.

The EOC personnel keep current through a variety of exercises used to test preparedness and proactive planning for emerging events. These exercises can include:

- Drills. Used to test one particular function of response or recovery (i.e., evacuation of a facility by police officers).
- Tabletops. These are structured to discuss emerging trends or issues that need to be planned for and discuss industry best practices within the EOC.
- Functional. This is a full activation of the EOC for a simulated event in which the group responds and moves resources in response through phone messaging or electronic medium.
- Full-scale. This is full activation of the EOC and all necessary response units to a simulated event that tests all levels of preparedness, response, and recovery.

Emergency Operations Support Plan

In any disaster or emergency, no one entity can properly manage and control the event without assistance of other resources. The university operates under a Support Plan as an addendum to the Ingham County Emergency Operations Plan for all hazards that can strike the campus. In addition, the university has an emergency management ordinance that allows for the physical control of areas of concern.

- Liaison member of Region One Homeland Security Planning board for eight counties and the City of Lansing that surround MSU:
 - Coordinates resources
 - Purchases equipment and provides training to area agencies
 - Interfaces with Michigan State Police Emergency Management and Homeland Security Division
 - Facilitates mutual aid for extended events

Resources Involved in Emergency/Disaster Response

Emergency Operations Center (EOC)

- Coordinates all resources
- Includes members from the surrounding community as appropriate to assist MSU Counseling Center and associated units
- Provides grief counseling, critical incident stress management, and associated care to community

Communications and Brand Strategy Division

- Provides timely information to media and instructions to community

Crime Scene Investigation (CSI)

- Trained personnel within the police department gather evidence for case management and prosecution of offenders

- Personnel are cross-trained in hazardous materials incidents

Investigations Unit

- Coordinates all local, state, and federal assets to effectively investigate and prosecute those responsible

Technology

MSU uses technology effectively to help manage emergency situations. Following are some of the special technology features the university uses:

WebEOC—Allows the EOC and other key officials in the university to interface with other emergency personnel throughout the state electronically

Geographical Information System (GIS)—provides precise floor plans for all university buildings.

Research Emergency Defense Information System (REDIS) –Housed within the Geographical Information System (GIS), this maintains contact information within research facilities and critical information for response.

CNN—The EOC and other key officials have the ability to monitor events broadcast through major media outlets for planning purposes.

Training and Equipment

MSU has a variety of training programs and facilities that support emergency preparedness. In addition, the university has invested in equipment that maximizes its ability to respond to an emergency situation and continually.

Range 3000

- Customized playbacks of actual campus footage in realistic scenarios provides a virtual environment for training
- Scenarios can be developed to simulate current threats and potential conflicts
- Permits the officers to practice for deadly force situations through laser-delivered shooting on a video target
- Computer aided tracking provides path for improvement with decision-based shooting

Firearm Qualification

- All police qualify annually with all firearms utilized
- Additional quarterly training addresses night-time shooting, simulated ammunition training using live actors, and proficiency in all positions or situations required for performance

Mobile Command Vehicle

- Wireless connectivity to technology on-site
- Satellite internet capability in the event of loss of local internet
- Radio technology to provide interoperable communications

- Able to be deployed to a scene within minutes of a disaster or emergency
- Used to stage on-scene operations

Mass Casualty Incidents

- All police and security personnel trained in handling a mass-casualty incident (term of art for EM), including triage assessment

Police K-9s and Bomb Units

- Can detect the presence of explosives
- Can interface with Michigan State Police Bomb Unit for response

Communication and Community Alert and Notification

Communication during an emergency situation is critical to its management. MSU has a variety of ways to communicate with diverse populations. These include:

Radios

- Radio networks that can be linked across campus

Blackboard Connect-Ed

- Allows the university to call into phone numbers to provide emergency alert and safety information, including instructions to stay in place
- This includes directory information for phone and email contact; and cellular phone information from students through the Registrar's Emergency Contact Information. You can update that with additional information, including another SMS text device at www.alert.msu.edu.

MSU Alert at (517) 432-5378 or (888) 678-2537

- A phone line that provides access to prerecorded messages

Media

- Connections with all major media outlets to provide notification
- Coordinated through University Relations
- Includes Housing and Food Service systems

CodeBlue Speaker systems

- Located in each residence hall on campus and some Greenlight Phone Kiosks around campus
- Used to coordinate emergency response through broadcast messaging

Electronic mail

- Mass e-mails to the community

Digital Messaging

- Scrolling messages on university cable channels
- Screen capture for emergency messages to televisions mounted in RHS Engagement Centers

Phone trees

- Many facilities also have proactively created phone lists to make personal notification of issues.

Sirens

- Used to alert the community of tornado warnings

Individual Preparedness and Action

The members of the MSU community can do a great deal to promote safety, reduce risk, and enhance the effectiveness of emergency response. Your observations and willingness to act quickly can help the police to apprehend suspects, prevent crimes, and possibly prevent someone from getting hurt. Familiarizing yourself with what to do in various emergency situations can also make you safer.

Crime Prevention

To reduce the risk of being a victim of crime,

- When you are away from your office, even for a brief period of time, close and lock the door.
- Report suspicious persons and/or activities promptly.
- At the end of the day, close and lock all windows and close the blinds.
- Always secure all personal belongings under lock and key.

Crime/Suspicious Activity Reporting

If you suspect a crime or observe suspicious activity, immediately report it to the MSU Police Department immediately. This may be your most important initial response. In addition, notify building security personnel, Action Team members, and/or immediate supervisors if you believe there is an immediate threat.

Sometimes deciding what constitutes “suspicious activity” can seem difficult. However, you are in the best position to know your own workplace and the day-to-day activities that take place there. Your awareness of the day-to-day routine makes you an expert in knowing what and who may be out of place. Let the following be your guide:

- Use common sense and “gut reactions” when evaluating circumstances.
- Be aware of controversial issues that may involve various research projects and stay informed.
- If it seems out of place or out of the ordinary and cannot be verified, REPORT IT and have MSU POLICE check it for you.
- Don't wait or hesitate to report it.
- A lengthy or repeated discussion with peers about the “suspicious” or “just not right” persons or circumstances delays police response and investigation.
- DO NOT prop doors open, and if you find a propped door, close it and utilize appropriate department communication methods as follow-up to avoid future occurrences.
- In your daily routines, you should report the following types of behaviors to the police or a person in authority (i.e., professor, resident assistant) if you know someone who has:
 - become despondent over the breakup with a significant other
 - become disinterested and no longer attends class
 - becomes agitated or depressed due to multiple stresses that have recently occurred in his or her life recently
 - becomes excessively and aggressively critical of class work and professors

- discussed getting back at someone despite claims of “just kidding”
- become isolated from friends and family
- had a prohibited weapon on campus
- posted communications on the Internet in “Facebook,” “Twitter,” or chat rooms that have disconcerting language
- mentioned taking his or her own life or the life of someone else
- exhibited suspicious behavior

Calling the Police

Anyone can call the police, anytime. It does not have to be a supervisor or person in authority. Use the following guidelines:

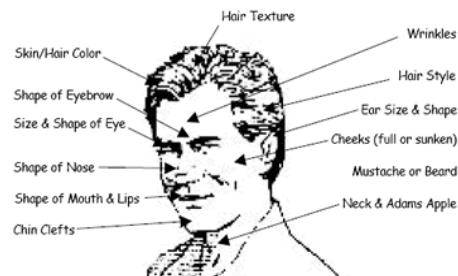

- If the situation is an emergency or a crime is in progress, call 911 immediately for police response
- Be aware of how your phone systems require you to call 911 or if there are any other extensions you need to dial
- If the situation is not an emergency, call (517) 355-2221
- If you are an MSU employee, contact your immediate supervisor and advise them of the incident that requires police response after requesting police assistance

The 911 Center call-taker may ask a variety of questions when you call. The following may help prepare you for what information will be needed.

- Stay calm and tell the call-taker exactly what happened
- Be prepared to provide your name, telephone number, and current location
- You may be asked to stay on the telephone with the dispatcher if the incident is ongoing until the police arrive on the scene
- You may be asked to provide a description of the suspect (see diagram below): male/female, race, height/weight, hair and eye color, age, clothing, direction of travel, vehicle description with a license plate number if possible, and any other identifying factors that will help locate the person

Suspect Description Form

(First, Notify POLICE. Then fill in the blanks)

SEX: Male <input type="checkbox"/> Female <input type="checkbox"/>	RACE: White <input type="checkbox"/> Black <input type="checkbox"/> Other <input type="checkbox"/>	AGE	Facial Appearance  <p>Only those specific facial details you definitely remember.</p> <p>What did the robber say?</p> <p>Did the robber have an accent?</p>																	
HEIGHT		LEFT/RIGHT HANDED																		
WEIGHT		HAT (COLOR/TYPE)																		
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EYES		COAT																		
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TATOOS		TROUSERS																		
SCARS/MARKS		SHOES																		
COMPLEXION		WEAPON																		
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Emergency Response

To increase your personal safety and the effectiveness of emergency response, you should familiarize yourself with certain information.

Understand the reasons to evacuate the building:

- Fire
- Explosion or threat of explosives, only when directed by emergency personnel (police/fire)
- During some hazardous materials emergencies
- At any time when directed by emergency personnel

Understand what is involved when you may need to stay in your building (known as “lock-down” or sheltering in place)

1. This process will be followed if there are circumstances in which there is a threat of or exposure to any of the following:
 - a. Chemical exposure
 - b. Biological exposure
 - c. Radiological exposure
 - d. Nuclear
 - e. Dangerous circumstance, criminal incident
2. Do so when directed by emergency personnel:
 - a. During a crime in progress, such as an armed encounter

- b. During a civil disorder
 - c. When emergency personnel are at the scene of a hazardous materials response
 - d. In response to directions received by Blackboard ConnectED, CodeBlue Speaker Systems, e-mail notifications, or other media alert for action
3. You may be directed to use a different evacuation route
4. Use predetermined sheltering in place locations or make the room you're located in at the time of the call the shelter location if directed to do so
5. If an individual refuses to shelter and insists on leaving and/or leaves the facility during the hazardous emergency
 - i. Most important, protect yourself and those with you.
 - ii. If a person chooses to leave, do not attempt to restrain the individual.
 - iii. Do not make rescue attempts if an individual leaves the building and/or enters an area where they are likely to be exposed to the hazard.
 - iv. If you observe an individual within an exposure area exhibiting symptoms, do not attempt rescue. Call 911 and make notification.
6. Selecting a Sheltering Location
 - a. Try to plan to have:
 - i. Power outlets
 - ii. Media access: computer, television, or radio
 - iii. Cell phones
 - iv. Access to your phone for Blackboard ConnectED messaging
 - v. First aid kit
 - vi. Flashlights
 - vii. Writing materials
 - b. Remember special needs of those in the area
 - i. Medications
 - ii. Family contacts for children that need care
7. Stay in shelter location until all-clear signal is given via radio/ TV, Blackboard ConnectED, CodeBlue Speaker Systems, phone calls, or emergency response personnel.