



Emergency Management

2017 Year in Review



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Departmental Updates

Our vision is to be the standard of excellence in higher education emergency management.

Mission: The Washington University Emergency Management Department leads mitigation, preparedness, response and recovery efforts in collaboration with campus and community partners in order to cultivate a disaster resilient university.

The Emergency Management Department underwent substantial transition and growth from 2015 through 2016. Previously, the Danforth and Medical Campuses maintained separate programs that operated independently. In order to better serve the campus community, the programs merged to become one university-wide Emergency Management Department. The department serves over 30,000 faculty, students and staff members.

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- In 2017, the Emergency Management (EM) Department moved into the **newly formed Joint Public Safety Center** on the Medical Campus. The Joint Public Safety Center is a partnership between Emergency Management, WUSM Protective Services, and Barnes-Jewish Hospital Public Safety.



- Building on previous success, the department's **intern program was expanded**, with the addition of three interns in 2017. Two of them have already gone on to accept full-time positions within the EM sector. A part-time student worker, Elle Hansen, has also joined the department.
- In order to bring a cohesive look and feel to communications, the department underwent a **comprehensive branding initiative** that resulted in a distinctive, easily-recognizable color scheme and new logo tag (shown at left).
- The **corrective action planning process has been revamped** to increase efficiency and accountability. After action reports are generated following an incident or planned event in order to evaluate the response and identify areas of improvement. New templates have been created to ensure consistency of the reports and all previous improvement plans have been migrated into the new system with deadlines for tracking of corrective actions.

Planning for Success

Emergency Operations Plan (EOP): The university-wide EOP was completed in 2017. It was expanded from 15 to 21 emergency support functions and now includes enhanced Emergency Operations Center levels of activation, a crisis communications team plan, evacuation routes and infectious disease outbreak guidance.

Mitigation Plan: A mitigation planning committee has been formed and the university profile, hazard risk assessment and impact assessment have been completed. Mitigation goals and activities are currently under development, with the finalized plan expected in 2018.

Multi-Year Strategic Plan: The strategic plan outlines the department's direction, goals and objectives for 2017 - 2020. Drafting of the plan was completed in the 2nd quarter of the year. Through the 3rd quarter, 92% of the assigned objectives were completed.

Special event planning: EM works with student groups, Residential Life and Alumni & Development to identify and prepare for potential risks during outdoor and large-scale events. Event emergency plans provide information for severe weather, medical emergencies and fires in order to establish response protocols and outline the responsibilities of event staff during an emergency. More than 40 plans were reviewed and new plans were developed for 25 special events.

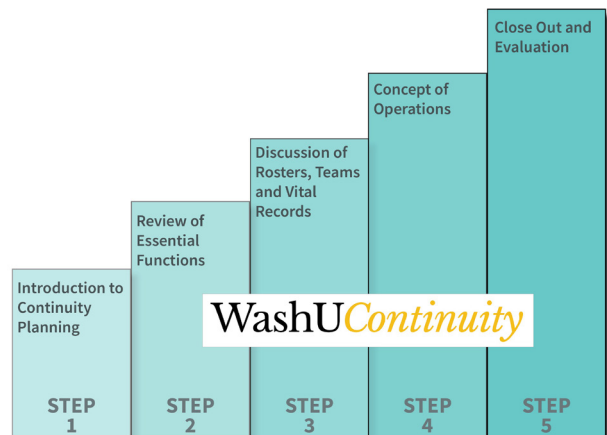


WashUContinuity

Creating continuity plans for departments across the university is a significant task that requires many coordinated resources. The primary goal of building continuity plans is to help departments identify their essential functions and strategies to keep those functions operations following a disaster event. In 2017, the continuity committee was formed. The committee includes representatives from across the university who provide input as the program grows.

Additional updates from the WashUContinuity Program include:

- development of planning guides for clinical operations and central fiscal units.
- software changes to better support the university's unique needs. Those changes allow IT to track which functions are performed in each building. For example, if a power outage affected university property, IT could quickly determine which essential functions would be affected.





Exercises

- Leadership of the Faculty Practice Plan participated in a discussion-based exercise to identify roles, responsibilities and potential clinical impacts in the event of a facility or utility outage.
- The Emergency Support Team held two exercises, one discussion-based and one operations-based, to test the team's response to a mass casualty incident on campus.
- In partnership with Environmental Health & Safety, Emergency Management (EM) held a lab drill to evaluate response plans and procedures for emergencies in the BSL-3 lab.
- Participants from Barnes-Jewish Hospital, St. Louis Children's Hospital and Washington University School of Medicine participated in a table top to discuss coordination and management of staff, supplies and facilities during a mass casualty incident.
- The Forest Park Kidney Center, Chromalloy American Kidney Center, South County Dialysis Center and the North County Kidney Center came together to evaluate and improve response plans in case of severe weather that could impact patient safety.
- EM assisted with planning and coordination for two Barnes-Jewish Hospital exercises.

Training

- The **Training and Exercise Planning Workshop** was expanded to include 12 departments from across the university. The goal of the workshop was to outline training and exercise program priorities for 2018.
- EM hosted the **St. Louis Area Regional Response System** for an integrated emergency management course. The course was attended by over 100 participants from throughout the region who worked through scenarios involving a complex coordinated terrorist attack.
- The **Faculty Guide to Emergencies** was developed in partnership with the Teaching Center and Provost's Office. The guide has a corresponding curriculum which will be offered by EM on an as-needed basis.
- Staff members who may have roles in emergency response were invited to attend the **Emergency Operations Center seminar**. The seminar introduced attendees to the new facility and its technology.
- The introductory course for **Emergency Preparedness Coordinators (EPCs)** had 125 attendees. An additional 58 took the refresher course.
- EM offered 10 **Incident Command System** training courses in 2017. There were over 130 in-person completions, with an additional 69 online completions.
- A new course, **General Emergency Preparedness**, was offered in response to departmental requests. The course provides basic information about how to prepare for, and respond during, an emergency situation. Fifty people attended.
- **In total, 730 people participated in EM training offerings.**




Communications

- EM launched a quarterly newsletter and accounts on Facebook and Twitter in an effort to facilitate non-emergency communications between the department and the campus community.
- In September, EM hosted a preparedness campaign, dubbed 'Ready Week.' The goal of Ready Week was to increase the level of preparedness among faculty, students and staff. Ready Week events included fire drills, guest speakers, training courses and a zombie-themed scavenger hunt. Due to the campaign's success, Ready Week will now be held twice during the academic year.



Ready Week Highlights

661

 new WUSTL app downloads, an increase of over 25% from the previous week and 8x as many as the same week last year.

79%
follows



75%
web traffic



30%
likes and follows



181 e-newsletter
subscribers



Life Safety

Emergency preparedness is a university-wide initiative and the responsibility of all faculty, staff and students. In order to better prepare the campus community for an emergency, the Life Safety program:

- developed the Departmental Preparedness Guide to provide specific steps that departments or schools can take to better prepare themselves and their work spaces for an emergency.
- focused on preparedness drills. More than 200 fire drills were conducted across campuses. Additionally, by working with EPCs, the statewide tornado drill and Great American Shakeout were emphasized.
- offered hazard-specific trainings for fires and active shooter incidents. Fire extinguisher training was offered eight times and had 123 participants. Active Shooter Response training had 237 participants.



Response Operations

Emergency Management (EM) staff responded to multiple incidents in 2017, including ice storms, water main breaks, building floods and planned events.

- In January, an ice storm hit the St. Louis area, causing treacherous road conditions. EM worked closely with Human Resources to communicate university policies and ensure faculty, staff and students were safe.
- When record flooding occurred in the spring in nearby Jefferson County, several EM staff members stepped in to help coordinate response efforts with local emergency responders.
- On Commencement Day, severe storms brought strong winds and lightning to the area, knocking over chairs and causing brief power outages. EM staff worked with university leaders and the Commencement Office to set up emergency shelters and evacuation plans for guests. Fortunately, the weather cleared before the ceremony started and the proceedings went on as scheduled.

- In September, Hurricane Maria devastated Puerto Rico. EM Director Ty Davisson deployed to the island to support relief efforts. Ty worked in the emergency command center and helped direct the medical response and federal resources.

Professional Development

Professional development continues to be a strategic focus and core value for the EM Department. Each member of the team sought opportunities to acquire new skills and grow within the EM profession.

Certification:

- Assistant Director Chet Hunter, Training & Exercise Program Manager Catherine Dalton and Business Continuity Program Manager Brandon Robbins completed the process to become Certified Emergency Managers. Less than 40 people in the state of Missouri hold this certification.
- Catherine Dalton completed the Master Exercise Practitioner Program.
- Communications Coordinator Jacquelyn Stearns and Administrative Coordinator Sarah Rennie completed certificate programs in Graphic Design from University of Missouri - St. Louis.
- Jacquelyn Stearns earned a master's degree in communications from Lindenwood University.
- Director Ty Davisson achieved Federal Planning Section Chief certification.

Training:

- Life Safety Program Manager Eric Wilkinson completed FEMA's Basic Academy and Planning Specialist Anna Taylor completed the Executive Academy.

Community Involvement

Emergency management is a community effort. In order to effectively prepare for and respond to disasters, organizations must work together and build on each other's strengths. To cultivate relationships within the community, WashU EM staff members have taken on leadership roles with local, state and national organizations.

Missouri Emergency Management Association: Chet Hunter, assistant director, served as the president.

Local Emergency Preparedness Commission (LEPC): Anna Taylor, planning specialist, served on the Board of Directors.

International Association of Emergency Managers: Ty Davisson, director, served as a representative for region VII of the University Colleges Caucus. He also served as a commissioner for the Certification Commission.

St. Louis Area Regional Response System: Ryan Nicholls, assistant director, served as a board member and the member at large officer for the Coalition of Organizations Active in Disaster. Catherine Dalton, training & exercise program manager, served on the Training and Exercise Committee.

Mid-America Contingency Planning Forum: Brandon Robbins, business continuity manager, served as the vice president.



2018 Goals

- Complete the Hazard Mitigation Plan
- Continue professional development for EM staff, including the Certified Emergency Manager program, Advanced Public Information Officer certification and FEMA academy completions
- Designate severe weather refuge areas across all campuses and begin posting of new maps and signage on the Danforth Campus
- Complete the Recovery Plan
- Establish a virtual incident management platform
- Implement Travel Tracker as an operational tool for responding to international incidents
- Continue improvement of the corrective action program
- Complete 75% of continuity plans for key departments whose activities ensure university operational survivability
- Expand Learn@Work footprint by increasing the amount and scope of courses offered



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