Crisis Management Plan

• **Scope and Purpose**
  • Encompasses all crisis and emergencies on main and satellite campuses
  • Provides an administrative framework for the University in responding to crisis situations
Crisis Management Plan

• Goals

• Preserve and protect the lives of Penn students, faculty and staff, and, to the extent possible, to preserve and protect the lives of animals under the University’s care.

• Incident stabilization

• Normalization of University operations
Crisis Management Plan

• Three-Tiered Participation
  – Incident Response Team (IRT)
  – Incident Management Team (IMT)
  – Crisis Management Team (CMT)
Incident Response Team (IRT)

- Emergency responders who physically go to the scene of the emergency.
- The IRT is in radio contact with the EOC (Emergency Operations Center) and reports to the Incident Commander.
- Perform various functions under the ICS as directed by the Incident Commander.
Crisis Management Plan

Incident Management Team (IMT)

- The Incident Management Team (IMT) is the operations group.
- The IMT coordinates the response and establishes an Emergency Operations Center (EOC).
- The EOC is comprised of representatives of all relevant emergency response entities.
- The IMT operates under the “Incident Command System” (ICS).
Crisis Management Team (CMT)

- The policy group.
- The CMT makes policy decisions and holds ultimate responsibility for decisions involving communications, evacuation, University closings, and business logistics and normalization.
- Chaired by the University President or his/her designee and is comprised of high-ranking University officials.
Crisis Management Team

• Core Members
  – President
  – Provost (Co-chair)
  – Executive VP (Co-chair)
  – VP and Chief of Staff for the President
  – SVP and Chief of Staff, Penn Medicine
  – Senior VP and General Counsel
  – VP for Public Safety
  – VP University Communications
  – VP for ISC
Crisis Management Team

- Auxiliary Members
  - The Vice President for Institutional Affairs, President’s Office
  - The Vice President for Government and Community Affairs
  - The Secretary of the University
  - The Vice President for Facilities Services
  - The Vice President for Human Resources
  - The Vice President for Business Services
  - The Vice President for Finance
  - The Executive Director for Risk Management & Insurance
  - The Assistant Provost
  - The Vice Provost for Education
  - The Vice Provost for Faculty Affairs
  - The Vice Provost for Global Initiatives
  - The Vice Provost for Research
  - The Vice Provost for University Life
  - The Chaplain
Crisis Management Plan

• The Crisis Management Plan defines three levels of emergency.

• Potential Emergencies include:
  – Fires
  – Winter Storms
  – Hazardous Material Incidents
  – Hurricane/or other natural disasters
  – Floods
  – Communications Failures
  – Hostage situations
  – Civil Disturbances
  – Radiological Accidents
  – Explosions
  – Structural Collapses
  – Terrorism
Crisis Management Plan

• **Level 1 (Isolated Critical Incident)**
  – Examples include an assault on a student, or a chemical spill of a limited nature.

• **Level 2 (Localized Critical Incident)**
  – Examples include a building fire, water main break or power failure.

• **Level 3 (Major Critical Incident)**
  • Examples include a large scale protest, a major snow storm or flood, a major power failure, a terrorist attack or an accidental release of biological or chemical hazards not confined to a single or limited location.
Office of the Vice President for Public Safety

• The Vice President for Public Safety is responsible for:
  – giving the CMT an initial briefing as to the background and status of the emergency situation and what actions, if any, Public Safety or, if applicable, the IMT has taken;
  – receiving periodic updates from the IMT and reporting any relevant information to the CMT;
Office of the Vice President for Public Safety
(Continued)

• The Vice President for Public Safety is responsible for:
  – directing messages to be delivered through the UPenn Alert Emergency Notification System, in coordination with the Executive Vice President and the Provost; and
  – disseminating information to local radio and television stations in coordination with the VP for University Communications.
Communication On-Demand

- **Call Bridging:**
  - The UPennAlert System allows for specific groups (e.g. CMT) to be automatically connected to a conference call.
  - The need to convene in person, though eventually necessary, is not needed to activate the CMT
  - Decision time and total response time is dramatically decreased