

**Crisis Management Team
March 10, 2011
Meeting Notes**

Attendance: E. Banas, P. Bankston, B. Beilfuss, C. Bushnell, D. Chatfield, E. Davies, S. Fejdasz, C. Hartley, D. Hodges, S. Ingram, O. Jefimenko, W. Lowe, D. Malik, K. Malone, M. Malyj, K. Manteuffel, J. Pellicciotti, C. Sheid, C. Wood

Guest: Joe Romero, Executive Director of Regional Emergency Management and Continuity

1. Approval of Minutes

The minutes from January 13, 2011 were approved.

2. IU Notify - Receiving Critical Alerts through Text Messaging

A text message was sent out to CMT members to announce the meeting. Kathryn Manteuffel explained that 18 out of the 28 messages sent were received. She demonstrated how to access personal information and update it in OneStart. She and Vice Chancellor Pellicciotti encouraged all CMT members to have SMS text message capability for emergencies.

3. IU's Emergency Management and Continuity's New Duty Officer Position & Hotline - Joe Romero

Joe Romero announced the launch of the new WEB EOC system in addition to the Weather Century System, a web-based, online, weather monitoring system. One of the key features of the program is 24 hour access to a staff meteorologist who can be contacted through SMS text messaging. They currently have one license but are working on obtaining another. The monitoring system has been useful in dealing with the recent severe weather in the south and the ice storm and blizzard a month ago. Vice Chancellor Pellicciotti, Chief Chatfield, and Kathryn Manteuffel receive the severe weather notifications.

Also implemented recently is the Emergency Management Duty Officer Program which monitors conditions and status of every campus 24 hours a day. There is also a 24 hour access telephone number (317-278-8362 or UEMC). Every week, they have rotating duty officers sending out alerts and monitoring weather conditions, along with state and federal homeland security issues. They are steadily building the communication network on WEBEOC as well as providing as many tools as possible to help prepare for emergencies.

4. Table-Top Exercise (Continuation from 1/13/11): Focus on External Communications: Office of Marketing and Communications

Kathryn Manteuffel gave the CMT a brief overview of the timeline and steps that were previously reviewed in the Mini Table-Top Exercise: Fictitious Explosion in Chemistry Lab at New State University (refer to Handouts 7-1 through 7-7) – posted to Oncourse at *Crisis Management Team + Mini Table-Top Session – Jan. 13, 2011 – Phases 1-6 + Handouts 7-1:7-7.*

Emily Banas and Chris Sheid presented the proposed aftermath protocol for communications from the Office of Marketing and Communications (refer to Aftermath Protocol Handout) – posted to Oncourse at *Crisis Management Team + Mini Table-Top Session – Jan. 13, 2011 + CMT Aftermath Protocol 031011.docx.*

- Chancellor Lowe thanked Chris Sheid and Emily Banas for their work in putting together the communications procedural. He stated that it provides a very good framework that can be adaptable to different scenarios.
- Dr. Bankston questioned the choice of Arts on Grant as an offsite location for press since the media will do whatever they can to be near the location of the incident and it would be hard to keep them away. Chris Sheid agreed with Dr. Bankston and stated that they will have to plan and discuss further on how to handle that situation but explained they chose Arts on Grant as an alternate location in an attempt to keep them away from the perimeter of the incident and the media may be inclined to go to Arts on Grant as it will be the place to get an official update on information as it's happening. He added that they can provide someone from OMC to chaperone media to the scene. Joe Romero also added that it would be difficult to keep press away, but at some point they will need to get official information.
- Dr. Bankston asked if it would be wise in this situation to bring the Chancellor out before 6 pm. Emily Banas commented that since several press releases will take place before 6 pm, they felt it was necessary not to bring the Chancellor to the public until they have more details and facts about the incident.
- Diane Hodges stated that a network of mental health counselors will be available. Joe Romero added that the State also has a disaster mental health team that can be used as a resource.
- Chris Sheid commented that a UEMC person will be available to give accurate updates as events unfold so that media can be taken to the Arts on Grant location for updated information throughout the event. Camera people will definitely stay at the perimeter of the incident.
- The Chancellor explained that Executive Vice Chancellor Malik would be the next in command if the Chancellor was not available. After Vice Chancellor Malik, the next in charge would be Vice Chancellor Pellicciotti.
- Chris Sheid commented that they would be working from a list of qualified people to use in different situations to speak on subjects throughout the event.
- Vice Chancellor Malik stressed that they need a mechanism of confirming the authenticity of data being released. The data needs to be checked by someone who specializes in the field. Chris Sheid confirmed that they would not speculate on anything and would have to prepare for tough questions regarding safety. He would transfer this responsibility to Kathryn Manteuffel. Joe Romero commented that the University would be activating an information center to handle communication at all levels of media. Specialized resources would also be available. Dr. Bankston added that there is no way to prevent the press from speaking to people on campus about the incident and they need to think about how to handle that. Joe Romero suggested that it might be useful to appoint one individual solely responsible for rumor control and to find out what is being released. A press schedule of briefings might also be a good way to keep rumors to a minimum. Chris Sheid stated that they don't want to have a set schedule of press briefings unless they have new information to be reported. He believes the circumstances will dictate how often they release information but will work under the procedure of giving them information as often as they can.

5. Meeting adjourned

Submitted by Jackie Peyton