

# Special Events

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Special events include the following activities with ≥500 attendees

- Conferences
- Workshops
- Guest Speakers
- Concerts
- Performances
- Sporting Events
- VIP Visitations
- Graduation

The primary goal of special event emergency planning is to ensure the safety of event participants. A secondary goal is to protect university property from damage or loss of use.

## Updated

August 2, 2011

## Source

U-M Plant Operations Work Management

U-M Division of Public Safety & Security

U-M Finance and Operations

Conference Management Services

## More Information

<http://police.umich.edu/>

<http://www.housing.umich.edu/conferences/services>

[http://www.fo.umich.edu/pdf/Guideline\\_for\\_Use\\_of\\_UM\\_Grounds.pdf](http://www.fo.umich.edu/pdf/Guideline_for_Use_of_UM_Grounds.pdf)

<http://www.plantops.umich.edu/workcontrol/>

For all events the following should apply:

- Develop an event-specific Emergency Action Plan (EAP) that will be submitted before the event for review by DPSS and the Office of Emergency Preparedness (OEP).
- The EAP will be reviewed to determine its adequacy and that it includes necessary resources prior to the event.
- Coordination will occur between the Event Organizer, DPS, AAFD and HVA resources.
- The Event Organizer will coordinate requirements for Event Staff and all other resources necessary for the safety of event attendees.
- The Event Organizer should review all preparations before the event
- The Event Organizer should provide just-in-time training to Event Staff immediately preceding the event
- The Event Organizer should maintain communication throughout the event. The communication method should be tested with DPSS Dispatch Center
- In the event of an emergency during the event, Event Staff will be notified and do the following:
  - Take and/or order immediate actions to protect event participants.
  - Notify DPSS and relate the specific nature of the emergency and any resource needs (police, fire, EMS).
  - Event Staff should report to a defined point outside the facility and coordinate with responding DPS. The Event Staff will assume a supporting role to DPS and assist in crowd control and other duties as needed.

### **Communication**

Primary communication methods will need to be defined. Normally, communication from Event Organizers to Event Staff (and others, such as DPS) will be in person with backup communication via cell or landline telephones.

### **Facility Evacuation**

- Facility evacuation planning should be the responsibility of the designated Event Organizer
- An evacuation plan should be completed and included as part of the EAP.
- Event Staff are responsible for assisting event participants with evacuation and directing them to areas of refuge for accountability and further assistance.
- Persons with disabilities or mobility challenges require special attention and should be prioritized by Event Staff for evacuation. Event participants should be requested to assist as they are capable.

## Training

- 1) The Office of Emergency Preparedness can provide information and guidance on the development of an Event Action Plan as needed for the Athletics Department, or other sponsoring organizations.
- 2) The appropriate sponsoring organization should provide training to all designated Event Organizers as required.
- 3) The training will cover the following subject content:
  - a. Campus Emergency Plan
  - b. Developing the EAP
  - c. Emergency procedures
  - d. Dealing with the public
  - e. Communication
  - f. Briefing the Event Staff
  - g. Performing a post-event assessment
- 4) A briefing to the Event Staff will immediately precede the event, and will contain, at a minimum:
  - a. Defining Event Staff roles and responsibilities, including areas of the building for which they are responsible and accountable
  - b. Explaining the event and the EAP
  - c. Communication procedures and hierarchy
  - d. Evacuation procedures
  - e. Rendering emergency aid and assistance

## **Mandatory Notification of all Special Events**

The more advanced noticed given, the better planning efforts will be. At absolute minimum, special events require between thirty (30) and seventy-two (72) hours advance notification depending on the event and the area of campus it is held at.

### **Plant Operations – Work Management**

<http://www.plantops.umich.edu/workcontrol/>

Plant Operations shall be informed about events or special activities being held on campus, particularly outside of normal business hours. By providing advanced "Heads Up!", Plant Operations will be able to make sure your activity comes off without a hitch. They will do their best to make sure the sidewalks around the activity are clear in the winter, that the heat or air conditioning is at appropriate levels, that no utility shutdowns are planned during the event, that noisy activities are not scheduled in the building during your event, etc.

There is an online "[Heads Up](#)" form to submit notification. Once Plant Operations has received the information, they will be sure to let the right people in Plant Operations know about the event or special activity.

Plant Operations partners with the campus community to plan and execute special activities on campus. When requested, Plant Operations provides staff and/or equipment on a customer-funded basis to make your event successful. Some of the support activities we perform are: cleanup during & after events, setup & operation of portable sound equipment, chair/table rental & setup, etc. To request any of these services, simply complete a Plant Operations [Work Order](#) and send or fax it to the Plant Operations Call Center.

### **Department of Public Safety**

<http://police.umich.edu/>

DPS shall be notified of all special events. The DPS special events coordinator will meet with your organization to discuss the event and determine the extent security and law enforcement services required. Sponsoring organizations will be charged for the actual personnel costs and administrative fees for services provided.

### **Facilities and Operations**

<http://www.vpcomm.umich.edu/film/Documents/GuidelineForUseOfUMGrounds.pdf>

Outdoor Event Authorization Forms are available from the Office of the AVPFO, on the AVPFO website, <http://www.umich.edu/~facops/>. The Outdoor Event Authorization Form must be fully completed by the eligible user and approved by all applicable university authorities BEFORE any use takes place. No advance preparation or advertising should be undertaken prior to the University approval of the Authorization Form. This guideline is intended to be consistent with the University's policy on "Freedom of Speech and Artistic Expression" (Standard Practice Guide 601.1

## Optional Resources

### Conference Management Services

<http://www.housing.umich.edu/conferences/services>

Conference Services at Michigan is a full-service conference and event planning group. We do whatever it takes to ensure client satisfaction, host and manage successful conferences and build lasting relationships with all of our clients.

In the more than 30 years we've been in business, Conference Services has hosted or coordinated thousands of events, conferences and camps -- averaging about 200 per year. From annual symposia to summer athletic camps, we have experience with all types and sizes of events, offering all levels of support and service.

Conference Services at Michigan operates as a unit within the University's Housing Department, drawing on the immense resources and facilities of the University of Michigan to accomplish our clients' goals. Our talented team brings years of diverse experience and an unbeatable record of success to every event.

### Reserving the Diagonal

<http://studentorgs.umich.edu/guidebook/events/diag>

The Diagonal is governed by the policy for [Scheduled Use of the University of Michigan Outdoor Common Areas](#). It is your responsibility to understand the policy and follow all the guidelines. This information in no way takes precedence over the Diagonal policy.

In order to use the central campus Diagonal, you must complete an Application for Space on the Central Campus Diagonal found here: <http://www.studentorgs.umich.edu/sal/diag>. Individuals may distribute pamphlets, flyers, etc., without obtaining a permit, as long as no equipment (e.g., tables or chairs) is required, and they do not interfere with other authorized activity on the Diag. Do not assume your event has been approved until you receive the approval in written form. SAL requires five business days, to process your request. This is a request only for the brick area for the Diagonal, not the lawn. Some of the activities allowed on the Diagonal include events, information tables, fund-raisers, and rallies.

### Botanical Gardens

[http://www.lsa.umich.edu/mbg/files/MBGNA\\_Wedding\\_Info.pdf](http://www.lsa.umich.edu/mbg/files/MBGNA_Wedding_Info.pdf)

## **Prevention / Mitigation / Preparedness – Special Events**

The following areas need to be considered and determined in the planning process for the event.

### **Facility Evacuation**

Each Event Staff member should be assigned a specific section or area of the facility in which to assist attendees in the event of a facility evacuation.

Event Staff should not place themselves at risk during rescue. However, they should notify their supervisor of anyone requiring assistance beyond what they are capable of performing.

Using a standard facility floor plan provided to all Event Staff, identify sections of the facility by letter/number that are assigned to a specific Event Staff person. Identify the evacuation route that the staff member should use to direct attendees out of the facility.

### **Training Plan**

All Event Staff should receive a briefing on the approved emergency action plan which includes site evacuation, fire, severe weather, medical emergencies, etc.

The Event Coordinator in Charge should ensure that during briefing the following topics have been covered in the training process:

- Defining Event Staff roles and responsibilities, including areas of the building for which they are responsible and accountable
- Explaining the event and the emergency action plan
- Communication procedures and hierarchy
- Evacuation procedures
- Rendering emergency aid and assistance

### **Insurance Coverage**

Public events may require the event organizer to take out Public Liability Insurance. This must be in evidence before the event takes place. Consult the Risk Management Services (734) 764-2200 for further guidance.

### **Road Closures**

Events may require road closures if on the public highway (which includes pavements).

### **Staging or Structure**

The organizer will be responsible for ensuring that all temporary structures are checked, inspected and certified by a competent person, i.e., an Associate Member of the Institute of Structural Engineers before use.

## **Communications**

Determine how the event organizers will communicate with the Event Staff and vice/versa.

Determine how the event organizers will communicate with the public.

Include a list of persons who will have radios and what channel they can be contacted on.

Include a list of persons who are at the event location that will have access to a cellular telephone and their contact telephone numbers

Establish a tactical operations center (TOC) which will act as a coordinating effort for all management decisions made and tracking of planned activities during the event day. Examples of key people to have representation in the TOC would be emergency responders, facilities, and maintenance.

## **Lost / Found Persons**

Determine what steps will be taken for re-uniting people who get separated. Coordinate that effort with DPS

## **Lost / Found Property**

Determine where lost property will be taken to and if it is not reclaimed, what will happen to it.

## **Power Outage**

Determine the impact on the event if there is a power outage. Per building and fire codes, facilities cannot stay occupied without electrical power. This is not to imply that occupants must immediately evacuate the building as required during fire alarm activation. Additionally, occupants should not be forced out into inclement weather simply because the power is out. However, emergency lighting is meant to ensure egress only and is not intended to allow for continued building occupancy. Cancellation policies in the event of a power outage must be communicated between the Event Planners and clients/customers. Each facility should have an agreed upon time frame that they may suspend an event while waiting for power to be restored, prior to cancelling/terminating the event. Because power outages may be caused by such a myriad of events, it is impossible to state a definitive time that is applicable to all circumstances. For the purposes of this document and to establish a reference point, one half (.5) hour is the recommended time frame that should be allocated prior to cancelling/terminating an event due to a power outage.

### **Evacuation Plan**

Describe the actions to be taken if the event location had to be partially or fully evacuated.

- Who will make the decision to evacuate the public from the event location
- Who will co-ordinate the evacuation (be in charge)
- How will the event staff be informed and briefed of the situation
- Do the event staff have specific tasks in the event of an evacuation
- Which exits will the public be directed to
- Where will the public be evacuated
- Who will inform the emergency services
- Ensure that emergency services have unhindered access into the event location.

### **First Aid Services**

Determine if on sight first aid will be necessary. If yes, determine the location and ensure ready access for ambulance transport.

Determine how Event Staff will contact emergency services for first aid response

### **Media**

Determine if an incident at the event attracts media interest who will speak to the media and where the briefing would take place. Contact the Office of Public Affairs (734) 936-5190 for guidance.



## **Response – Special Events**

Begin event by reviewing planned activities (i.e. staff briefing, equipment check, EAP, etc)

Conduct last minute employee training, if needed.

Conduct check of all pedestrian pathways to ensure they are not blocked which would hinder an evacuation

Check local weather website, such as <http://www.forecast.weather.gov>, to see if severe weather will affect the planned event. This will help determine what actions, if any (such as shelter-in-place), will need to be taken to ensure patron safety

## **Recovery – Special Events**

Notify Risk Management Services (734) 764-2200 regarding any damages or injuries.

Ensure prioritization sequence has been established in which the staff and facility are restored to pre-event status.

Ensure all necessary supplies and resources are replenished quickly to anticipate the next scheduled event.