



Emergency Response

Manual

June 2008

EMERGENCY RESPONSE MANUAL

GUIDELINES

FOR

HANDLING EMERGENCIES

AT

WESTERN WYOMING COMMUNITY COLLEGE

NOTICE

The purpose of the ***Emergency Response Manual*** is primarily to aid the Emergency Response Team and Protective Services in the case of an emergency. It can also be used to aid faculty and staff during an emergency; however, the information and recommendations contained in this material does not supplant common reasoning and good judgment which remain the responsibility of the person or persons who are on the scene of a particular emergency.

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Introduction

This manual is designed to provide general guidance in the case of an emergency. The procedures outlined, along with common sense, are intended to help mitigate against possible injuries and address emergencies that might happen on the WWCC campus. While every emergency is different, it is important to establish some general guidelines to handle any crisis. In the event of a major emergency, always call 911 first and then call the Information Desk (Receptionist) at ext. 1234 who will call Protective Services. If the information Desk (ext. 1234) is non-responsive, please call ext. 1690. Protective Services will take charge as soon as they arrive until the Emergency Response Team (ERT) is able to respond and assume responsibility, but employee and student assistance may be needed during the interim. The Receptionist will notify the President and Vice President for Student Success Services who will bring together the Emergency Response Team. Confirmation of notification should be given to Protective Services.

Goals and Objectives

The major goals of this Plan are the preservation of life, the protection of property, and continuity of academic and business operations.

The overall objective is to ensure the effective management of emergency efforts involved in preparing for and responding to situations associated with emergencies. This includes:

- Activating the emergency communications system,
- Establishing priorities,
- Managing and coordinating emergency operations,
- Coordinating and maintaining liaison with local, state and federal agencies,
- Requesting and allocating resources to deal with the crisis,
- Collecting, evaluating, and disseminating situational and damage information and other essential data,
- Responding to requests for resources and support,
- Restoring essential services.

Classes of Crises

- Crisis due to criminal terrorist activity
- Crisis due to other criminal activity
- Natural Disaster
- Crisis under other circumstances

Definitions

Emergency:

“Any unplanned event that can cause deaths or significant injuries to employees, visitors, or the public that can shut down the College, disrupt operations, cause physical or environmental damage, or threaten the facility’s financial standing or public image,” (FEMA, 2007). This situation could include fire, bomb threats, explosions, tornadoes or any other situation where evacuation of the campus is necessary for the safety of campus occupants.

State of Emergency:

“A governmental declaration that may suspend certain normal functions of government, may work to alert citizens to alter their normal behaviors, or may order government agencies to implement emergency preparedness plans.”

1. **Minor Emergency:** Any incident, potential or actual, which will not seriously affect the overall functional capacity of the College (e.g., illness or other personal event). Campus resources are adequate and available and will be immediately invoked.
2. **Major Emergency:** Any incident, potential or actual, which affects an entire building or buildings, and which disrupts the overall operations of the College. Campus resources may not be adequate and aid may be required on a larger scale. The College President will declare an **Emergency** and a **State of Emergency** may be declared.
3. **Disaster:** Any event that seriously impairs or halts the operation of the College. Casualties and severe property damage may be sustained. Resources are overwhelmed and extensive external resources are required. The College President or his/her designee will declare a **State of Emergency**.
4. **Psychological Crisis:** When an individual threatens harm to him/herself or to others, or is out of touch with reality as evidenced by uncontrollable behavior.

Confidentiality: FERPA/HIPAA

The **Family Educational Rights and Privacy Act (FERPA)** is the principal federal statute that protects the confidentiality of student “educational records” maintained by institutions that receive federal funds. FERPA permits **nonconsensual disclosure** of personally identifiable information for health and safety emergencies on a **need-to-know** basis to staff and appropriate parties, including parents and law enforcement, **when imminent danger exists**.

Counseling treatment records may also be released if the student or staff person presents a serious and imminent danger to him or herself including a threat to kill him or herself or some other person or the neglect or abuse of a child under the age of 18, elderly, disabled, or incompetent individuals as known or reasonably expected.

The **Health Insurance Portability and Accountability Act of 1996** protects the privacy of “individually identifiable health information.” Health care providers, including psychological

counselors, are **obligated** under HIPAA to **release private information** they believe is **necessary to prevent or lessen a serious and imminent threat** if those who receive it are in a position to intervene. Once student health information becomes part of the educational record, it is subject to FERPA.

Other laws that impact release of information include The Clery Act, the Americans with Disabilities Act (ADA), and the Campus Sex Crimes Prevention Act. All members of the Emergency Response Team and others who deal with areas which may be impacted by these laws should be familiar with the acts and keep information readily available for referral.

Role of Faculty, Staff and Students in an Emergency

Faculty and Staff

Faculty members are viewed as leaders by students and should be prepared to direct their students to gathering areas or to follow evacuation plans and to try to account for all students. Faculty should review classroom evacuation procedures with students at the beginning of each semester. They should also consider some kind of agreed-upon plan for major emergencies. Under no circumstances, should faculty place themselves or students at risk.

Every member of the staff should read and be familiar with applicable emergency plans and procedures. Some offices will most likely play a more active role in campus emergencies. Assure that appropriate training of staff takes place annually.

After a major emergency or disaster it is important for everyone to provide the College with their location and status. This can be done by phone or through Mustang Cruiser where a link will be established where people can post their information and communicate with others.

Students

Students should familiarize themselves with emergency procedures and evacuation routes in the residence halls if they live on campus and in all classrooms and gathering areas. Students should always obey evacuation orders in an orderly fashion and should maintain contact with the student services areas including the residence halls, international student support, and Mustang Cruiser.

All faculty, staff and students should become familiar with the evacuation plan for the area(s) they are in and for the Shelter-in-Place plan which suggests that it is better to remain in place than to move into an uncertain situation.

Training

A formal training program shall be maintained that will attempt to ensure all employees and students have access to and are aware of the College's emergency procedures. Human

Resources, Student Success Services, and Protective Services will work together to conduct the training program.

Reporting

Report all emergencies/incidents to Protective Services or if unavailable, the Information Desk who will contact Protective Services. If lives or personal safety is at risk, call 911 immediately and then notify the Information Desk at ext. 1234. Emergency situations include, but are not limited to:

- Personal injury
- Fire
- Power outage
- Broken water pipes or other leakage
- Explosions
- Suspicious persons or packages
- Crimes

Questions you are likely to be asked:

- Nature of the emergency?
- Have you called 911?
- Are people hurt? If so, how many?
- Exact location of the situation?
- What type of emergency services is needed?
- Your name, phone and role within the College?
- Description of suspect or package if applicable? Where are they?

Emergency Telephone Numbers (calling from on-campus)

Police/Fire/Ambulance	9-911
Information Desk- EMERGENCY	Extension 1234

Contacts for the Emergency Response Team:

Protective Services (Security)	Extension 1690
Maintenance	Extension 1680 or 1681
Director of Physical Resources	Extension 1696
Poison Control	9-1-800-955-9119
Wyoming Highway Patrol	9-1-800-442-9090
Memorial Hospital	9-362-3711

Emergency Management

9-352-6820

Emergency phones are located at the Information Desk.

Emergency Response Team (ERT)

The Emergency Response Team is a group of senior level staff officially appointed by the College President to advise and assist in an emergency situation. The members of the team will oversee and focus the efforts of the campus community in the case of an emergency on campus. The responsibilities of this group include:

- Make strategic decisions during an emergency.
- Gather and analyze conditions.
- Allocate and direct resources.
- Request internal and external resources.
- Oversee training of staff and students.
- Review and assure this plan is up-to-date. Approve and assure it is published.

Membership:

Position	Name	Office	Home	Cell	Other
President	Tex Boggs	Rm. 3020a Ext. 1601	382-2221	371-0728	Ext. 1602
VP Admin	Marty Kelsey	Rm. 3033 Ext. 1609	875-4842		Ext. 1608
VP Student Success Services	Jackie Freeze	Rm. 3011a Ext. 1639	362-8223	389-4133	859-8306, Ext. 1655
VP Student Learning	Ken Fitschen	Rm. 1351-A Ext. 1616	382-7208		Ext. 1617
Assoc. VP Student Serv.	Laurie Watkins	Rm. 3013 Ext. 1899	362-3162	252-1022	
Assoc. VP Student Learning	Sandy Caldwell	Rm. 1310 Ext. 1720			

Position	Name	Office	Home	Cell	Other
Protective Services Coord.	Mark Padilla	Rm. 1122 Ext. 1690	362-9578	389-9360	
Director Physical Resources	Rich Matthews	Rm. 1560-B Ext. 1696	382-2845	252-1011	
Building Operations Systems Specialist	Paul Ross	Rm. 1558-A Ext. 1689	362-1162	871-8962	
Director of Housing	Jon Schrade	Rm. 1103 Ext. 1644	362-8223	389-5384	859-8306
Registrar/Information Desk	Kay Leum	Rm. 1105 Ext. 1618			

The President’s Office should be notified of any emergency and staff in that office or as assigned will bring the Emergency Response Team together. Members of the team will gather in the Board Conference Room or the maintenance meeting room (determined location will be based upon the nature of the crisis) to begin strategy discussions. In the event that it is impossible to meet on-campus, the response team will gather at LDS Institute.

Initial Tasks of the ERT:

- Confirm command and control location, locate and consolidate team and and prioritize most critical needs.
- Determine the safety of individuals on campus and conduct them to appropriate aid.
- Verify status of facility and vehicles, implement temporary repair processes
- Implement the communication plan.
- Restore information technology, including websites and student and administrative systems.
- If closed, set a reopening date, reopen unaffected portions of the campus and develop a plan to move classes to appropriate sites.

Command and Control Center

- 1) The command and control center shall be the Board Conference Room, Maintenance Meeting Room or other designated area. An alternate area may be designated if one of the three specified areas is not appropriate for the particular situation.
- 2) The command and control center will be staffed by the members of the Emergency Response Team.
- 3) The command and control center staff will be in contact with the Rock Springs Incident Commander or liaison. Other agencies will be called at the discretion of the RSPD.

Individuals from these agencies may be asked to provide advice and may work out of the command and control center.

- 4) In the event of a bomb threat, discontinue all radio transmissions. Discontinuance of radio transmission is necessary due to the fact that radio emissions can cause electrical blasting caps to detonate and/or the explosive device may be constructed to allow for detonation through the use of a remote control signal. A determination will be made when and if radio transmission can be continued.
- 5) All statements to the local media will be made according to the Communications Plan.

Emergencies in the Residence Halls

Residents should follow procedures for the specific emergency as listed in this handbook. Notification should always include:

- Director of Housing
- Protective Services
- Vice President for Student Success Services
- Vice President for Administrative Services
- Resident Assistants

Evacuation Plan

The purpose of the evacuation plan is to provide for an orderly evacuation of the WWCC facility during an emergency. The following procedures have been developed.

In the event of a bomb threat, fire or some other emergency that threatens the safety of employees, students and visitors, it may become necessary to evacuate all or part of the campus.

The building must be evacuated if the fire alarm sounds unless prior information has been disseminated regarding a testing situation. **Never ignore the fire alarm.**

Evacuation Definitions

Partial Evacuation - Evacuation is confined to the affected area within the facility, but does not require the evacuation of the entire facility. Students, employees and visitors may be taken outside the building or relocated to a safe area within another area of the building. Staff will work to direct people as the evaluation occurs. Partial evacuation is usually adequate for minor emergencies.

Complete Evacuation - Evacuation requires moving all students, employees and visitors from the facility to areas out of the facility. The entire inside of the facility is emptied, but the students, employees and visitors may remain onsite in designated areas. This type

of evacuation would be appropriate for a major emergency, or when the exact location of the affected area may be difficult to identify.

Off-Site Evacuation - Evacuation involves getting all students, employees and visitors out of the facility and completely off the campus. This type of evacuation is used for major emergency or disaster and potentially long-term emergencies, such as large fires, explosions, environmental disaster, etc.

Evacuation and Emergency Escape Procedures

In the event of an alarm sounding or other notice of evacuation, all persons including students, faculty, staff, and visitors should leave the building by the closest available safe exit in an orderly manner. Emergency evacuation routes are posted on the back of each door.

Accountability for Students

Faculty should take a quick count at the beginning of the evacuation. The instructor should regroup the class at the evacuation site. Any student(s) unaccounted for should be reported to a College official immediately.

Evacuation Sites (Will be completed and posted during Fall 2009)

The primary evacuation site should be utilized when possible, but an alternate site is designated in case the primary site is unsuitable due to smoke/wind conditions or other factors.

Area	Primary Evacuation Site	Alternate Evacuation Site
Main Street		
Financial Aid, Cafeteria, Arts	Front door	Ceramics
Faculty Row		
Annex, BOCES		
Classrooms in Faculty Row Area		
Bookstore, Classroom/Offices in that area		
Archaeology, Classrooms in that area, UW offices		
IT (first Floor) and classrooms in that area		
2 nd Floor		
3 rd Floor		
T & I Hall		
Residence Halls		
Wellsite		
Children's Center/Pool		
Gymnasium		

Green River Center		
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Rescue and Medical Duties

Rescue and medical duties are to be performed by the appropriate county emergency response personnel including fire and rescue departments. Employees of the College are neither trained nor required to perform rescue and medical duties. Nothing in this procedure should be interpreted so as to restrict employees from providing first aid or rescue assistance on a volunteer basis as approved by the Incident Commander.

Evacuation of Persons with Disabilities

In the event of a building evacuation, persons with mobility impairment who may be on an upper floor should wait if possible for rescue personnel to reach them. Others leaving the facility may also provide voluntary assistance.

Faculty and staff of the College cannot be required to lift or carry a person with mobility impairment and this is not required as it is beyond the Office of Civil Right's definition of "minor assistance" and is considered to be "services of a personal nature" which are not required by the Americans with Disabilities Act.

This is not to imply that employees of the College are prohibited from offering this type of assistance during an emergency. If a person with mobility impairment does not utilize a wheelchair, but could benefit from assistance during an evacuation, office or computer lab chairs, carts and other items with rollers are readily available in every building.

Procedure

1. The President or his/her designee will determine when an evacuation will be called. **In the case of a fire alarm, all will evacuate immediately.**
2. The Director of Physical Resources or his/her designee will direct an effort to set off all fire alarms and direct an effort to move around campus to notify people to vacate the premises.
3. Resident Assistants in the residence halls and College employees will assist in the evacuation efforts for the halls. They will move students to the appropriate evacuation area and assure that they remain outside the building until told they may reenter the building.
4. A trained employee will be dispatched to the Information Desk to cover the phones during the evacuation.
5. If time permits, take books, coats and other personal items with you.
6. Evacuate to designated evacuation areas. **DO NOT USE ELEVATORS.**
7. If you are concerned that an individual was not able to evacuate the building safely, this information along with their location should be reported to the Information Desk, ext. 1234 or to a College official outside of the building.

8. Employees should do a visual sweep of their area for unusual packages, etc. If anything unusual is noticed, Protective Services should be notified immediately. Close doors as you exit.
9. Do not return to the building until authorized to do so by a member of the Emergency Response Team or Protective Services.
10. Everyone should use common sense to insure the safety of all occupants of the College.

Shelter-in-Place Plan

There are circumstances under which an evacuation is not the most appropriate course of action. This section describes the procedure for sheltering people in their current location or a location close by. Each individual must use some independent judgment to assess a situation during the time it takes for the institution to begin informing people on the desired course of action. Situations where there are large amounts of debris in the air, where local authorities say the air is badly contaminated or when there is immediate threat of physical harm if one comes out into the open, may warrant this kind of action.

- Lock doors and close windows and air vents if necessary. Cover cracks, etc. with wet towels, clothing or whatever is available.
- Turn off fans, air conditioning and forced air heating systems if needed.
- Go into an interior room with few windows if possible.
- Seal all windows, door and air vents with plastic and duct tape if available.
- Be prepared to improvise and use what you have on hand to seal gaps.
- Listen to radio, TV and check your voice mail and e-mail regularly for reports on actions to take.

Special Location Information

On-Campus Housing

On-Campus housing is governed by guidelines as provided in this manual. However, specific emergency/safety procedures are provided to residents via the On-Campus Living Handbook. They include:

Housing Emergency Safety Procedures

- Familiarize yourself with the Residence Hall and College security procedures. Learn who to contact (back of your door) and how to gain assistance at any hour of the day. Remember, the WWCC residence hall external doors are locked 24/7.
- Do not prop exterior doors open and guard against “tailgating” (people entering the building after you have provided the access).
- Never give your room combination or access card to anyone.
- Always lock the door to your room when you are gone or when you are asleep.
- Remember you are responsible for your guests.
- Report to the residence hall staff or Protective Services any obscene or harassing phone calls.
- Report all security related maintenance problems, such as problem locks, to the Housing Office or call 382-1600 and leave a message.
- Report suspicious people to a Resident Assistant (RA) or to Protective Services (382-1600).
- Be alert when walking alone at night.
- Protect your personal property. Engraving equipment is available to help ID your valuables.
- Park your vehicle in a well-lit area of the parking lot.
- In the event of an emergency which can include, but is not limited to medical emergencies, natural disasters, fire, accidents or possible suspected criminal actions:
 - Contact one of the Resident Assistants on campus. They are equipped with 2-way radios and telephones and have immediate access Protective Services officers.

- If a RA is not available, call campus Protective Services officers at 382-1600.
- No lit candles, incense or hot wax in the residence halls.
- If you experience theft, Protective Services can help you with a report to the police.
- Victims of any kind of sexual assault can receive special assistance from campus staff (RAs, Protective Services or Student Development Center) or from the YWCA 24 Hour Crisis Line (352-1030 or 872-3250).
- Do not park in the fire lane around the residence halls. It would cause safety issues if there was a fire or other emergency and you run the risk of having your vehicle towed or pushed out of the way and facing an expensive fee.
- Do not tamper with any fire safety equipment i.e. pull stations, fire extinguishers and hoses and smoke detectors. Covering a smoke detector in any way either in a room or in public areas can result in serious sanctions.
- ALWAYS EVACUATE THE RESIDENCE HALL WHEN AN ALARM SOUNDS.
The safest and quickest evacuation plan for your area is located at the back of the housing handbook and on the back of your door.

Special Safety Features in WWCC On-Campus Housing

- The buildings are locked 24/7. Accessible only with student ID/ access cards.
- 13 live-in resident assistants available 24/7.
- Director of Housing available 24/7 by phone.
- Emergency Call Sheet located on the back of every room door.
- Patrolling Protective Services staff from 11pm to 3am.
- Telephone capability in every room.
- Hard wired smoke detector system.
- All buildings are protected by sprinkler systems.
- Well lit external areas around the housing area.
- Emergency call system in the blue lot (major residence hall parking area).
- Cameras in commons areas and main laundry area.
- Push button combination locks on rooms.

- On-site custodial and maintenance assistance available 8-5 Monday through Friday and “on-call” available in the evenings and on weekends and holidays.

Children’s Center

Generally, the Children’s Center is subject to the same guidelines for specific events as anyone else. This manual should be adhered to by them as well. However, special care must be made by staff to assure that all children are accounted for and have been trained in emergency procedures.

Notification:

The Information Desk will call the Children’s Center on “red phones” to notify the Center of a crisis so that Center staff can take appropriate action for the safety of the children and employees. It may be necessary to evacuate the Center or to shelter-in-place depending on the nature of the crisis.

(A “red phone” will be located in each classroom and the Director’s office.)

Alarm:

When the alarm sounds, children and staff will evacuate the Children’s Center. Children’s Center staff will take the class sign-in sheets, shut off room lights, and shut classroom doors as the children and staff leave the Center in an orderly manner using the two exterior doors in the Center. Children and staff proceed to the far east tennis court. (The Director or teacher-in-charge will take the communication radio from the office as the Center is evacuated.). In the event that the tennis court location is not appropriate, an alternate location will be identified and communicated.

Shelter-in-Place:

When the Director and the classrooms are notified it is necessary to shelter-in-place, all children will be moved to the interior classroom in the Center. If the crisis necessitates, one of the staff will lock both exterior doors to the Children’s Center.

Green River Center

Emergency Evacuation Plan GRC:

There is only one road in and out of the campus. There are three parking lots on different levels. Two of the parking lots are paved and one is not. There are three main doors with several exit doors. The side doors are located as follows: 1 at east side of the building which can be reached by both the 1st and 2nd floor classrooms. It goes directly on to the dirt road to the side of and behind the campus. There are two doors that exit the main lobby to the east side of the building. There are two doors that exit Room 211 and two doors that exit the gym / community room to the east side of the building. One door and an overhead door exit shipping/receiving, one overhead door exits the shop, and one side door exits the building from the hallway in the building.

There are two fire hydrants on campus. One is located right off the sidewalk near the main entrance. The other one is located behind the building between the main building and the storage shed.

Emergency Call List

The WWCC Director of Instructional Support – Green River OR assigned Designee must be notified immediately of any emergency or disaster. It is the responsibility of the GRC Director OR the Designee to contact the appropriate persons on the following list:

Director of Instructional Support Steve Adkins	Work: 307-875-2278 Ext. 303 Cell: 217-440-0007
Maintenance/Security Personnel Marlin Moen David Sweeney	Work: 307-875-2278 Ext. 317 M. Moen Home: 307-875-3739 D. Sweeney Home: 307-875-6683 GRC Cell: 307-252-1038
Director of Physical Resources Rich Matthews	Work: 307-382-1696 Cell: 307-252-1011
Building Operating Systems Specialist Paul Ross	Work: 307-382-1689 Cell: 307-252-1010
College President Tex Boggs	Work: 307-382-1602 Cell: 307-371-0728
Vice President for Administrative Services	Work: 307-382-1609

Marty Kelsey	Home: 307-875-4842
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The Director or his/her designee will determine whether to evacuate the building and to contact the Emergency Response Team (ERT) on the main campus. He/she will contact the President’s Office to report the emergency.

Evacuation Procedure

If it is determined that an evacuation must occur, all the staff, students, and/or visitors will go to the third level parking lot using all the main exits and side exits that lead directly there. Two of the main exits are handicapped accessible. The third level parking lot will serve as a meeting place so that the staff can account for all the people in the building. They will then move to the Recreation Center to allow emergency personnel to control the situation. In the event that this evacuation route is not appropriate, an alternate location will be announced.

Depending on the situation, the administration staff, including community education, should use the west exit of the building. The Professional, Technical, and Community Education and Learning Center departments should use the exit on the east side.

If the Emergency Response Team needs to be called in, they can set up a command center at the Recreation Center, the Green River High School, the Sweetwater County School District #2 office, or the Sweetwater County Courthouse.

Shelter in Place Procedure

If the appropriate course of action is not evacuation, the staff, students, and visitors should calmly assemble in Room 206, the John Wesley Powell Room, since it is the largest room without windows.

Archaeological Services, Sweetwater BOCES, and University of Wyoming Outreach

These three independent entities that are housed on the WWCC main campus will be expected to adhere to the emergency procedures as outlined in this manual.

Part II

Specific Incidents

The following sections will cover a number of possible threats to the institution and the procedures related to each type of event. It cannot be and is not all inclusive. Other events may occur, but this handbook should provide the basic structure for determining how to deal with them.

Remember it is highly unlikely that WWCC would be targeted for most of these events. However, it is important to be prepared in the unlikely event that it does occur.

Accident when Traveling on College-Sponsored Trip or On College Business

Before the Trip

- Develop a list of students on the trip. Include faculty names and the names of all other persons who are traveling on the trip in an official capacity. Keep a copy with you and send a copy to the Vice President for Student Success Services.
 - List should have the traveler's ID#, name, emergency contact name, phone #
- Be sure your absence from campus form reflects exactly where you are going and where you will be staying. It is also helpful if someone knows when you are leaving and the route you are taking.
- Be sure there is a first aid kit in the vehicle.
- Discuss with the group any emergency procedures so that in the event that the faculty sponsor cannot take charge, students know what do.
- Remember that if an accident happens during the trip, official statements are given only from the College.

In the event of an accident

- Remain calm.
- Direct those who are wandering to a safe/calm place.
- Call emergency vehicles/services and begin to administer first aid
 - 911 for police, fire, ambulance
 - Wyoming Highway Patrol 1-800-442-9090
- Do not enter into discussion about fault. Indicate that the College will make any statements necessary at a later date.
- Call the Vice President for Student Success Services (Jackie Freeze) to report an accident involving students (382-1639, 362-8223, 389-4133, 859-8306). She will put together the plan for notifying family, etc.
 - 307-382-1639 (office)
 - 307-362-8223 (home)
 - 307-389-4133 (cell)
 - 307-856-4369 (Pinedale)
- Call The Vice President for Administration to report an accident involving employees traveling in a College Car (382-1611, 875-4842)
- Call the College (382-1600) number to report the incident and the condition of the vehicle.
- The Vice President will notify appropriate campus officials and family of students as appropriate. He/she will also invoke the communication plan.

- The Vice President will notify the appropriate parties regarding insurance policies.

Bomb Threat

When Western Wyoming Community College receives a bomb threat, it is imperative that the following emergency procedures be implemented as soon as reasonably possible. The primary objective of the procedure is to make appropriate decisions in order to protect students, employees and visitors on the WWCC campus, and to minimize damage to WWCC property.

If you find a bomb or suspicious package, do not attempt to touch, inspect, move, or otherwise tamper with the object. Keep others away from the suspected item or package.

The Phone Call

Bomb threats usually occur by telephone. Motives vary, as does the desired outcome. BE CALM, COURTEOUS AND LISTEN CAREFULLY. DO NOT INTERRUPT THE CALLER.

1. Gather and record as much information as possible. Keep the caller on the line as long as you can. Use the Bomb Threat Checklist to get the best information you can.
2. Call 911
3. Dial ext. 1234 to inform the Information Desk.

Note: Cell phones shouldn't be used to make the emergency call. Use a land line when possible.

Emergency Response Procedure

1. The Information Desk will notify Protective Services.
2. Protective Services will notify the President's Office who will call the ERT together.
3. Protective Services will notify the Rock Springs and/or Green River Police Department, whichever is appropriate.
4. An officer dispatched from Protective Services or Physical Plant will gather as much information as possible.
5. The evacuation plan will be implemented.

Criminal Activity

Everyone is asked to help make the College a safe place by being alert to suspicious situations or persons and by reporting them to the Information Desk at ext. 1234. The Information Desk will call Protective Services. If you are a victim, witness, or responsible for the safety of students or others, do not take any unnecessary risks.

Avoid physical confrontation with the suspect. Get as much information as you can and report it to Protective Services.

Safety of students and employees is the first priority.

The Protective Services Office will:

1. Dispatch an officer to the scene.
2. Complete an incident report.
3. Notify appropriate outside agencies.
4. Notify key administrators.
5. Follow-up on the incident.

Fire

All buildings on the Western Wyoming Community College Rock Springs and Green River campuses including the residence halls are equipped with audible alarms and with an overhead fire sprinkler system in areas required by code. Smoke detectors are also located throughout the residence halls.

During business hours (8 a.m. to 10 p.m., Monday through Friday and 9 a.m. to 11 p.m. Saturday and Sunday), in the event of a fire, the following emergency steps are to be taken:

1. Pull the nearest fire alarm.
2. Call 911.
3. **CALL INFORMATION DESK - Dial extension 1234.** Be sure to tell the person at the switchboard the extent of the fire and the exact location, and most accessible entrance to the area, if known. (The Information Desk will notify all Physical Resources and/or Protective Services staff, call the Rock Springs Fire Department to report the fire and notify the College President).
4. After reporting the fire to the appropriate authorities, if the fire is small and contained, and if it is safe to do so, attempts may be made to put fire out with a fire extinguisher.
5. If it is necessary to evacuate the area or the campus **DO NOT USE THE ELEVATORS.** Leave the building via the nearest exit or stairway.
6. Protective Services or Physical Resources staff should meet the Fire Department personnel at the main College entrance and give them details and directions to the fire.

After business hours, call 382-1600 and the call will ring to Protective Services.

Common Sense Rules to Follow in Case of Fire

Don't panic. WALK to the nearest exit and out of the building. **DO NOT USE THE ELEVATORS.**

1. Be quiet and listen for instructions from Protective Services or Physical Plant staff, or from the Rock Springs Fire Department.
2. If there is smoke, stay low but keep moving.
3. Close all doors when exiting areas to limit spread of smoke and fire.
4. Leave all lights on.
5. When exiting the building, move cautiously and well away from the building. Watch for falling debris. Go to the designated evacuation area for your location.
6. If possible make note of all individuals in your department or classroom. **Notify Protective Services or ERT officials of any missing people.**
7. Keep all stairwell doors closed to eliminate the migration of smoke into the stairwell.
8. If, while walking downstairs, you meet fire fighters coming up, stay to the right of the stairs in single file.
9. Never proceed up stairs. Move to an upper floor only if directed by the Fire Department.

Hazardous Materials

Staff Response

See the next page for information on chemical spills.

If you open an envelope or package containing a message indicating that you have been exposed to anthrax or you see a crystalline or powdery substance, do the following:

1. Remain calm.
2. Use something to cover your nose and mouth.
3. Immediately close all doors and windows in the room. Turn off any area fans.
4. Move away from the envelope or package and any suspected substance but do not leave the building.
5. Call the Information Desk at ext.1234 to report the incident. They will complete the required form and contact Protective Services to begin to investigate.
6. Notify your supervisor.
7. Other employees should remain in the building for the time being.
8. If you have been exposed to a powder or other substance, do not touch your face or attempt to clean up the desk or counter top. If a sink is available in the work area, wash your hands, arms, and face with soap and water.
9. Wait for further instruction.

Emergency Responders Response

1. Call 911
2. Inform the Information Desk: Fill out the Situation Report and contact Protective Services
3. Protective Services: Notify the President's office to bring the ERT together. Call the Police and/or medical personnel. Report to the team.
4. Team will determine how to proceed from that point but at a minimum will work to ensure the safety of all staff, follow-up on the involved employee and invoke emergency communications.

Chemical Spills (Hazardous Materials)

WWCC complies with all OSHA regulations regarding hazardous materials. Protective measures are taken to ensure that a safe work environment exists.

Spill On Campus

If a hazardous substance is spilled in your area, notify the Information Desk at ext. 1234 immediately. They will notify Protective Services and the College President who will investigate the spill and contact appropriate authorities as necessary.

If the substance is toxic or flammable, evacuate the area immediately.

Spill Adjacent to the Campus

If a spill occurs off campus that impacts the College community, emergency procedures will be invoked.

The Protective Services Office will:

1. Inform the College President that the ERT needs to be convened.
2. Determine the extent and nature of the accident.
3. Assure the area is blocked off.
4. Request contamination control assistance.
5. Request medical assistance.
6. Work with the ERT in response efforts.

Hostage Situation

Students/Staff

1. Keep calm and follow directions.
2. Do not speak unless spoken to.
3. Do maintain direct eye contact (but don't stare).
4. Do not volunteer information.
5. Be patient; time is on your side.
6. Be observant; you may be released or escape and others will depend on your memory.

Protective Services

1. Contact 911.
2. Contact the College President
3. Contact the Emergency Response Team.
4. Isolate the area; keep onlookers away.
5. Be sure we know where the map and floor plans of the area are located.
6. Wait on the arrival of specialized help.

Medical Emergency

Any injury or illness, such as seizure, fainting, heat exhaustion, etc. that occurs on campus should be reported to Protective Services and to the Vice President for Student Success Services. This can be done after the initial call to 911 or the Information Desk.

1. Call 911. If the person is a full-time student and concerned about ambulance cost, remind them of the \$1500 accident policy we carry on all full-time students. We also have other dollars available to help with the cost of an ambulance with a student or visitor is concerned about expense.
2. Call ext. 1234 to notify the Information Desk. The Information Desk will notify Protective Services and the Vice President for Student Success Services.
3. If the incident involves the spilling of blood or other bodily fluids, advise Protective Services or clean up according to your training (if you have had it). Bleeding should only be attended to if the wound is deemed to be life threatening. Use proper equipment to protect yourself from exposure. See the Bloodborne Pathogens Procedure on the Intranet at <http://intranet.wvcc.cc.wy.us/policies.htm>.
4. If a person has fallen, struck their head, or hurt their back or neck, DO NOT ATTEMPT TO MOVE THEM. The best treatment you can provide while awaiting medical personnel is to keep them warm and comfortable and talk with them in a soothing manner.

Employees with specialized training may volunteer to provide basic first aid as appropriate.

Defibrillators On-campus

Defibrillators are located at the Pool Desk, the Information Desk, the Library Desk, and in the Snack Bar. They are easy to use and everyone should become familiar with their locations and how to use them.

Protective Services will:

1. Send an officer to the scene.
2. Complete an incident report.
3. Notify key administrators.
4. Follow up.

Pandemic Flu

Western Wyoming Community College works closely with the Sweetwater Emergency Management office and the Public Health Department to be a part of the emergency plan for this type of event. We will adhere to their procedures as much as possible.

Emergency Preparedness – Pandemic Flu

Given the seriousness of such a threat and the direct and significant impact it could have on the lives of our students, we are asking that students and families take specific steps now to address this potential risk. We are also providing some specific background information that may also be helpful.

Current information from the Centers for Disease Control and Prevention (CDC), Wyoming Department of Health, and other credible sources emphasizes that a severe pandemic, involving the easy and rapid spread of an aggressive and potentially lethal virus, could have a devastating impact on people who must live and eat in close proximity to one another. Public health officials recommend the strategy of social distancing to mitigate the spread of illness. This strategy is designed to prevent large gatherings of people and involves the closure of schools, churches, movie theatres, etc. Needless to say, social distancing is impossible within a residential college where students live in residence halls, eat at dining halls, and have contact with large numbers of their peers in many other settings. We believe that, in the event of a pandemic, early social distancing will be essential in preventing the spread of disease and allowing for the greatest chance of survival.

The Response

After assessing the student housing and dining situation at Western, we have concluded that the safest response during a potential pandemic would be to close the College within 5-6 hours after receiving notification of transmission -- ideally before the illness strikes the College directly. Unlike short term closures that occur during scheduled breaks, a pandemic would warrant a complete closure and all students would be required to vacate the campus until it was deemed safe to return. Current estimates for an avian flu pandemic, for example, suggest that closure could last for one, or even two, semesters.

In our global society a pandemic could erupt and spread quickly. In order for closure to be quick and effective, every student will need to create a personal plan for rapid evacuation to a more isolated location. Your primary plan may be simply to go home, but those who live far from campus or in a potentially infected area may need to travel to either a relative or friend's home. It will be important that you make your family, and anyone that you are counting on, aware of their roles in your plan.

See the detailed planning checklist in Appendix C

Psychological and Emotional Trauma

There are a variety of incidents that can inflict emotional trauma on the WWCC community or on small segments of the College. Every incident should be reported to Protective Services, the College President and the Vice President for Student Success Services or Vice President for Administration (in the case of an employee). Every effort will be made to provide support and referral to minimize the impact of the trauma.

Death of Faculty, Staff or Student

If a death occurs on campus

- Call 911
- Call the Information Desk (ext. 1234) who will contact Protective Services
- Secure the scene and do not touch or move anything

Procedure

- Protective Services or other appropriate office will notify the President.
- The President's office will bring the Emergency Response Team together.
- Staff will meet with local emergency services to determine how the investigation will proceed.
- Get Support Services in place (Coordinated through the Student Development Center)
- The Communication Plan will go into effect
 - Keep people informed on procedures
 - Support Services in place and publicized
- The Vice President for Student Success Services will
 - Maintain contact with family. Send flowers and letters of sympathy as appropriate
 - Initiate the processing of the residence student's belongings, registration, payments, etc.
 - Confer with family and communicate bereavement plans to the College community
- Executive Council will coordinate the responses in the event of an employee death

Suicide Attempts

- Contact 911
- Contact the Information Desk who will contact Protective Services who will respond, assess and control the scene:
 - If a student, contact the Vice President for Student Success Services.
 - If an employee, contact the Vice President for Administration.
 - If a visitor, contact the President.

- If in the residence halls, contact the Director of Housing.
- Contact the Director of the Student Development Center or other on-call counselor
- This group will get together to determine subsequent actions.

Missing Persons (Students)

- For on-campus students, contact the Director of Housing.
 - Notify the Vice President for Student Success Services
 - Notify the President
 - Investigate the facts of the case
- If after 72 hours it cannot be determined where the student has gone, the Rock Springs Police Department should be notified. The VP for Student Success Services will notify the family if that has not already been done.
- For off-campus students, contact the Vice President for Student Success Services who will:
 - Notify the College President.
 - Attempt to contact the student's off-campus home and family.

Terrorism

Terrorism presents a threat at the local, state and federal levels. While Western Wyoming Community College may be less likely than many areas to receive a potential threat, it is important to be prepared for a disruptions and/or temporary suspension of classes.

Invoke the Emergency Response Team (ERT).

The College works closely with Homeland Security to obtain assistance with this kind of situation. In the case of a threat, WWCC officials will coordinate with city, state and federal authorities to follow Homeland Security Guidelines. A response to this kind of threat could include cancellation of classes, suspension of services and temporary restriction of access to campus or facilities. In addition, staff and students may be required to show ID to enter the facility.

Action will be determined and dictated by external law enforcement entities.

Utility Emergency

These events include failure of services (water/power/sewage) that impact the ability of the College to deliver service.

Gas Leaks

The College utilizes natural gas in numerous buildings on campus. If you smell gas (rotten egg smell), contact the Fire Department and Physical Resources immediately.

If evacuation is necessary, do not use the fire alarm, touch any switches or electrical devices or use the telephone. Once outside, get away from the building, do not smoke, or use cell phones, or other electrical devices in the area.

Campus security has information on-line about campus and emergency procedures related to these utility lines.

Power Outage

1. Shut off any equipment you are working with.
2. Leave dark area as quickly as possible, assisting people with disabilities.
3. Contact the Information Desk for further information and instructions about duration of the outage, etc.
4. When you return, check your area and report any equipment damage to your Supervisor.

Water Leaks

Report all water leaks to Physical Resources immediately. If the leak presents potential danger, evacuate the area immediately.

Violent Situations

(Assault, Sexual Assault, Physical Violence and Threats)

There are numerous types of workplace violence. Acts of physical violence, threats, verbal abuse, intimidation or harassment which are committed against a person or places them in fear for their safety are typical forms.

Mild Threat (examples)

- Verbal abuse
- Excessive use of profanity
- Consistently argumentative interactions
- Failure to cooperate with supervisors/coworker or faculty member/other students
- Inappropriate sexual comments
- Negative attitude toward policies/procedures
- Instigating harmful rumors
- Expressing suicidal thoughts
- Frequent displays of anger, such as clenched fists, red face, tight jaw

If a minor altercation is reported to you, remain calm and maintain a professional and caring attitude. Take the time to listen and make referrals as needed, usually to the Protective Services or to the Student Development Center. Your attitude will many times determine the result of the conflict. **This kind of warning signal should be reported to the Vice President for Student Success Services if the person is a student and to the Vice President for Administrative Services if the person is staff.** Documentation will be maintained to establish patterns of problem behavior.

Strong Threat (examples)

- Expressing a desire/intent to harm others
- Open disobedience of policies/procedures
- Vandalizing/stealing property for revenge
- Expressing feelings of persecution by others
- Sending sexual/violent notes or other communications to others
- Making suicidal threats/gestures
- Consistently acting out anger (slamming doors, punching walls, instigating fights)

If a violent conflict/strong threat occurs in your area, attempt to summon Protective Services. Do not become involved or attempt to handle the situation. Attempt to safely and calmly move yourself and others to a safe location. After you have moved a safe distance:

1. Call the Information Desk at ext. 1234 who will contact Protective Services. An incident report must be completed for any activity in this category.
2. Call 911 if you think the violence is continuing to escalate.
3. Notify the VP for Student Success Services if the situation involved a student or a community member.
4. Notify the VP for Administrative Services.
5. Notify the President.

People with Firearms

If you notice someone on campus with a firearm or other deadly weapon, call 911 immediately and then call Protective Services immediately. If the person is threatening someone, make a judgment about what actions to take until the police arrive on-scene and take over. Do not place yourself in danger.

Policies Relating to Harassment and Sexual Assault

Policy #4420B, Workplace Sexual Harassment

Policy #4420C, Workplace Sexual Assault

Policy #4420D, Workplace Harassment

Policy #5420A, Student Conduct

Policy #5420E, Student Sexual Assault

Policy #5430G, Student Sexual Harassment

Protective Services will secure the scene to the best of their ability until law enforcement arrives.

Weather-Related (Natural Disaster)

A natural disaster can occur with or without notice. Earthquakes, floods, severe wind storms and snow storms can pose a serious threat to the safety and security of students, employees, and the general public as well as the facilities of the College.

Snow/Other Bad Weather

Policy 6210B weather closures

Cancellation of Classes Because of Bad Weather:

Bad weather may cause classes to be canceled. The College President or his/her designee may cancel all classes. Individual classes may be canceled if bad weather prevents an instructor from arriving on campus. Students may also, at times, have to miss a class because of weather.

Canceling All Classes

The President has the authority to cancel all classes because of bad weather. In his/her absence, a designated Administrator will make the decision.

Decision to cancel will be made as early as possible and announced to the public through local radio and Mustang Cruiser channel alert announcements.

Canceling Individual Classes

In the event of a major storm, when the College does not cancel classes, but travel is being restricted by local law enforcement agencies, a media announcement to that effect will be made. Students and staff may then use their own judgment regarding travel. Students will not be penalized for classes missed during these times.

An instructor may cancel individual classes if he/she is unable to reach the campus because of bad weather. The instructor must contact his/her Division Chair or the Vice President for Student Learning and then notify the College Information Desk. Students may call the Information Desk for a list of canceled classes. The instructor must complete an absence from campus form when he/she returns to work.

Student Absences

Any student who cannot attend a class because of bad weather is responsible for contacting his/her instructor(s) and making up missed work.

Tornado

Tornado Watch: Tornadoes are possible in the area. Remain alert for approaching storms.

Tornado Warning: A tornado has been sighted or indicated by weather radar.

Severe Thunderstorm Watch: Severe thunderstorms are possible in the area.

Severe Thunderstorm Warning: Severe thunderstorms are occurring.

Tornadoes occasionally develop in areas when a thunderstorm watch or warning is in effect. Remain alert to signs of an approaching tornado. Notify the physical resources office or the protective services office immediately sight or communication regarding a potential tornado to allow time to relocate everyone on campus to a safe area.

During a tornado, remain calm and quickly follow the steps outlined below:

1. Upon receipt of a tornado warning, obtain as much information as possible.
2. **Notify the Information Desk – Ext 1234** and the operator will contact Physical Resources/Protective Services staff and the Sweetwater County Emergency Management Office (352-6820) for the current location, projected direction, speed and damage potential of the tornado.
3. The Physical Resources or Protective Services staff will then notify the College President or his/her designee of current conditions and the possible threat to people on campus as well as facilities and equipment. The President or his/her designee will determine whether all individuals on campus should be relocated to the basement level.
4. If a decision is made to relocate to locations other than the basement, Protective Services/Physical Resources staff will notify all areas of campus, directing the persons in these areas to the following locations:

Rushmore Gymnasium, Children’s Center, Swimming Pool Area-(Units N, T, U) Swimming Pool - report to locker rooms. Children’s Center - report to kitchen in the Children’s Center. Rushmore Gym or Auxiliary Gymnasiums - report to shower rooms inside the men’s and women’s locker rooms.

Bookstore/Atrium, 2nd and 3rd floors, Trades & Industry Wing, Archaeological, Services, Old Faculty Row (Units A, B, C, D, E, F, G, H, J, K) - report to basement area underneath the Bookstore/Atrium area. Stairways to the basement are located at the north end of the Trades and Industry Wing, across from the mailroom, near room 1303, at the south end of the Hay Library, and near room 1310.

Enrollment Services, Theatre, Cafeteria, Financial Aid (Units M, L, S)- report to the basement underneath the Theatre/Cafeteria area. Stairways to the basement in this area are located near the main entrance to the Cafeteria.

Print Shop, Media Center, Faculty Offices (Unit Q) - report to the basement underneath Unit O. Stairways to the basement in this area are located near the entrance to the Media Center.

Teton Hall, Snowy Range Hall, and White Mountain Hall - report to the basement area in each of these buildings.

Rocky Mountain Hall, Wind River Hall - crawl into interior clothing closets or some other enclosed area, away from glass and away from long hallways, which act as a wind tunnel during a tornado. If possible, occupants should cushion their heads and bodies with something soft such as pillows, mattresses, sleeping bags, etc. Interior hallways on the lowest floor or small rooms are usually best.

Earthquake

In the unlikely event of an earthquake in the Rock Springs area, do the following:

If you are outside, move away from buildings, walls, trees, and power lines. Find an open area, drop to your knees in a fetal position, close your eyes and cross your arms over the back of your neck for protection. Stay in position until the shaking stops.

If you are inside, stay inside. Seek shelter such as under a table, bench or desk or stand in a doorway. Stay away from windows, bookshelves and ceiling fixtures. After the shaking stops, do not use phones except to report serious injuries. Stay put until told to evacuate.

Flood

Floods can be caused by a variety of conditions including heavy rain, snow or broken plumbing. Contact the Information Desk at ext. 1234 when you notice these conditions and then evacuate to higher ground.

Crisis Communication Plan

This Crisis Communication Plan is a component of WWCC's Emergency Response Plan. It is designed to help direct the flow of information to employees, students, and the general public in the event of an emergency. This document indicates the type of response that will be made, relative timelines and media contacts. All responses to an emergency will flow through the Emergency Response Team (ERT) and individuals should not talk with the media under any circumstances.

It is the practice of Western Wyoming Community College to respond as rapidly and with as much information possible. The goal is to provide accurate information and visible leadership in a timely fashion. People need to understand, however, that in an emergency, there will be time delays while decisions are made as to the best course of action and interaction takes place with local emergency responders. Under all circumstances, individual rights will be protected as mandated by FERPA and HIPAA.

Emergencies that significantly disrupt classes and services will be announced to employees, students and the public as quickly as possible. The Crisis Communication Plan will be invoked for each emergency, but every situation has unique characteristics and will require independent decision-making by the ERT so that the response is appropriate and directly related to the incident.

Crises can happen anywhere, at any time, and often occur when they are least expected. When a crisis does occur, events usually unfold rapidly, leaving little time to plan. That is why a communication plan is essential; however, patience and understanding will still be a necessary component of successful communication.

Objectives of the Plan

1. To factually assess the situation and determine what, if any, communication response is necessary.
2. To assure that there is common understanding of concerns and direction through the following actions:
 - a. Identify constituencies that should be informed about the situation;
 - b. Communicate facts about the crisis in a timely fashion;
 - c. Promote and protect the welfare of students and staff;
 - d. Minimize rumors;
 - e. Restore order and/or confidence; and
 - f. Educate the public in an effort to avoid similar incidents in the future.

Crisis Communication Team

The following individuals will work to determine the best plan of action and the approach to be taken with local media. *Only the College President or his/her designee will speak directly with the media.* The Vice President for Student Success Services will serve as the Chair of the Team. The Team will determine the sequence of communication and will review all communication before it is distributed.

Position	Name	Office	Home	Cell	Other
President	Tex Boggs	Rm. 3020A Ext. 1601	382-2221	371-0728	
VP Student Success Serv.	Jackie Freeze	Rm. 3011A Ext. 1639	362-8223	389-4133	859-8306
VP Student Learning	Ken Fitschen	Rm. 1351A Ext.1616	382-7208		
VP Admin Serv.	Marty Kelsey	Rm. 3033 Ext. 1609	875-4842		
Coor. Mkt. & PR	Joanna Fritz	Rm. 1402 Ext. 1661	362-2364	371-0210	

Key Audiences

- Residential students
- Commuter students
- On-campus faculty
- On-campus staff
- GRC staff
- Outreach students and staff
- Board of Trustees
- Foundation Board
- Local media
- Statewide media
- Parents
- Alumni
- General public

Local Media Contacts

Media	Contact Person	Address	Phone	Email
Mustang Express	Joanna Fritz	WWCC	382-1661	mustangx@wwcc.wy.edu
Omega Radio	Dustin Conover	WWCC	Ext. 1777	radio@wwcc.wy.edu
Rocket-Miner	Holly Dabb	Box 98, RS	362-3736	rocket@fascination.com
GR Star	Kathy Gilbert	Box 580, GR	875-3103	editor@greenriverstar.com
Big Thicket Broadcasting KRKK, KQSW, KSIT	Bill Luzmoor	Box 2128, RS	362-3793	wyoradio@wyoradio.com
Radio Network KRFZ, KUGR, KYCS, KZWB	Al Harris	Box 970, GR	875-6666	news@theradionetwork.net
Sweetwater Television	Al Carollo	Box 8, RS	362-3773	Fax: 382-2781
Casper Star	Jeff Gearino	Box 80, Casper	800-442-6916	Clark Walworth Editor Clark.Walworth@trib.com

Training

Students, staff and others should be informed of the communication process verbally and in written format annually. Local media should be informed about the process so they understand how information will be distributed. The ERT will coordinate these sessions.

The Emergency Response Plan will be posted on the Web, put in all classrooms and labs, and given to all faculty and staff. In addition, short factual brochures will be distributed to all students, faculty and staff annually.

Crisis Communication Procedure

We must control the flow of information!

Activate the Crisis Communication Team. The Team Chair will activate the team and notify team members of the gathering point. The meeting place will generally be the President’s conference room unless there is a reason why this space is not useable, and then the Chair will inform members where to meet.

Team Gathers. The **Coordinator of Marketing and Public Relations** will be responsible for bringing the following **Crisis Kit**:

- Laptop computer and printer
- Digital camera

- Full news media contact list
- Contact list for key officials
 - Governor's Office
 - Community College Commission
 - Local governments
- PR People with local emergency response agencies
- Regional phone book
- Campus employee phone directory
- Pads, pens, letterhead

Gather Information. The Chair will gather information from those present and may need to make assignments to go out and gather additional facts. Information will be compiled by the Chair and distributed to the group to review. After the review for facts, the Chair and the Coordinator of Marketing and Public Relations will draft statements, news releases, etc. for the review of the Team.

Draft a Fact Sheet. Summary of the key facts related to the incident. Photography as needed. Every effort should be made to avoid information that is speculative (how much will something cost, how long will it take to repair, etc). Anticipate and brainstorm responses to tough questions. (VP Student Success Services)

- Do the right thing
- Choose words and phrases carefully
- Consider legal issues but remain humane
- Goal is to help the College end up the hero, not the villain of the piece.

Notification to Board of Trustees, Foundation Board, Governor's Office, Community College Commission and other key entities. Provide the Fact Sheet and other key information to appropriate parties as identified by the Team. Tailor information to address the need-to-know of the contact. The Chair of the Board may be asked to assist with notification. (President or his/her designee).

Student Notification. Utilize the Fact Sheet and customize information for student groups. Utilize the following communications media:

- Local radio for notification of closures, etc.
- Mustang Cruiser—all emergency alerts and updates of information to be posted as a key news story and as an alert.
- Email notification utilizing Mustang Cruiser Alert.
- Cell phone notification utilizing Mustang Cruiser Alert.
- Personal contact as appropriate. Could include utilizing residence hall staff, student services personnel and others

- Establish a direct phone number where students can go for information. Should not be the Information Desk.

(Vice President for Student Success Services or his/her designee(s))

Employee Notification. This will happen before or simultaneously with student notification. Utilize the Fact Sheet and customize information to educate employees to the greatest extent possible. Utilize the following communications media:

- Inform the Switchboard with all information that can be released to employees and the public.
- Email notification utilizing Mustang Cruiser Alert system and the College's Exchange E-Mail.
- Telephone message burst utilizing the current phone system messaging capability.
- Cell phone notification utilizing Mustang Cruiser Alert.
- Personal contact through the calling tree.

AS AUTHORIZED BY THE PRESIDENT

Media Notification/Local Community. Be prepared to inform the media as to when information will be available. Create news releases, PSAs and other news pieces and distribute to agreed-upon media. Coordinate the arrangements for news conferences if they will be given. Let the media know where they can go for updates or further information. (Coor. of Marketing and Public Information).

AS AUTHORIZED BY THE PRESIDENT

During the Course of the Emergency. Someone on the Emergency Response Team will be assigned to review media coverage, assess response of students and employees and determine on-going communication needs. The ERT will meet regularly to determine immediate responses. Files will be maintained to document coverage and institutional responses (Vice President for Student Success Services and his/her designees).

Thank you/Follow-up. Thank you letters and follow-up responses need to be coordinated when the crisis has passed. (VP and Coor. of Marketing)

Review/Evaluation. After the crisis has passed, the ERT will gather to review the effectiveness of what was done and to adjust the plan for future occurrences. Determination will also be made regarding any additional follow-up that is necessary for information dissemination as well as image and damage control.

- Assess handling of the initial response to the crisis.
- Assess the need for post-traumatic counseling for employees or students who assisted in the response to the crisis.
- Provide updates to audiences.

- Evaluate policies and procedures.
- Revise procedures.
- Educate the public on changes.
- Update the Board of Trustees.

Timely Warning

Campus-wide timely warnings are provided to give students, faculty, and staff timely notification of crimes and other events that may represent a serious or ongoing threat to the campus community and to heighten safety awareness. Timely warnings may also seek information that may lead to arrest and conviction of the offender when violent crimes against persons or substantial crimes against property have been reported

The Protective Services department in conjunction with the Vice President for Student Success Services is responsible for issuing a timely warning when a crime is reported to or brought to the attention of Protective Services or other College staff, and that crime represents a serious or ongoing threat to the safety of members of the College community. Information for timely warnings may also come from other law enforcement authorities. Every attempt will be made to issue the warning as soon as possible after the incident is reported; however, the release is subject to the availability of accurate facts concerning the incident. Warnings are created by the combined efforts of the Protective Services Office, the President, the Vice President for Student Success Services and are distributed from the student services office.

The College may prepare a timely warning whenever a report is received of a violent crime against a person, a substantial crime against property or an emergency situation on or near campus that represents a serious or ongoing threat to the safety of students, faculty and staff. Crimes for which a timely warning may be appropriate include, but are not limited to: murder, manslaughter, sex offenses, robbery, aggravated assault, burglary, arson, motor vehicle threat, hate crimes, violations of liquor and drug laws, and illegal weapons possession. Timely warnings typically include the following information, if known:

1. A succinct statement of the incident, including the nature and severity of the threat and locations of persons who might be affected.
2. Any connection to previous incidents.
3. Physical description and/or composite drawing of the suspect.
4. Date and time the warning was released.
5. Other relevant and important information, such as any bias motive, the gender of the victim, and/or student/non-student status; and/or
6. Appropriate safety tips.

Depending on the particular circumstances of the incident, timely warnings may be distributed by any one or more of the following means:

1. Posting on the campus-wide electronic bulletin board on the Mustang Cruiser website under "announcements" and through Cruiser Alert.
2. Via the Campus Alert text messaging, telephone, and email system.
3. Posting in residence halls and other locations.
4. News releases.
5. Campus media.
6. Door to door notification in residence halls.

Appendix A Bomb Threat Checklist

Exact time of call: _____

Gender of the Caller: ____ Male ____ Female

Exact words of the caller :

Questions you should try to ask. Unlikely the person will respond to all but you never know.

Location of the bomb:
Building:
Room:
Location in Room

What does the bomb look like?

What time will the bomb go off?

What kind of bomb is it?

How do you know about the bomb?

Why was the bomb placed here?

Why are you calling?

What is your name?

Where are you now?

Voice Characteristics:

Loud deep Raspy Nasal Familiar
 Soft High Pleasant Intoxicated

Speech:

Fast Distinct Stutter Slurred
 Slow Distorted Lisp

Language:

Poor Obscene
 Fair Profane
 Good Abusive

Accent:

Local Foreign
 Racial Present but unknown

Manner:

Calm Angry
 Rational Irrational
 Coherent Incoherent
 Deliberate Emotional
 Laughing Serious

Background Noise:

Office Machines Trains
 Factory Machines Airplanes
 Music Voices
 Animals Quiet
 Party noises Traffic

Undetermined

Your Name _____ Signature: _____ Date: _____

Appendix B
Emergency Report Form

Name of the Reporting Individual _____

Address, Phone, Email of Reporting Individual _____

Date and Time of the Incident _____

Names and contact information for the People Involved

Description of the Incident:

Action taken

_____ **Called 911**

_____ **Called ext. 1234**

_____ **Called Protective Services**

_____ **Called RAs**

_____ **Called others. Describe** _____

Other Comments:

Appendix C

Pandemic Flu Planning Checklist

In the event of an influenza pandemic, colleges and universities will play an integral role in protecting the health and safety of students, employees and their families. The Department of Health and Human Services (HHS) and the Centers for Disease Control and Prevention (CDC) have developed the following checklist as a framework to assist colleges and universities to develop and/or improve plans to prepare for and respond to an influenza pandemic. Further information on pandemic influenza can be found at www.pandemicflu.gov.

1. Planning and Coordination:

Identify a pandemic coordinator and response team (including campus health services and mental health staff, student housing personnel, security, communications staff, physical plant staff, food services director, academic staff and student representatives) with defined roles and responsibilities for preparedness, response, and recovery planning.

Delineate accountability and responsibility as well as resources for key stakeholders engaged in planning and executing specific components of the operational plan. Assure that the plan includes timelines, deliverables, and performance measures.

Incorporate into the pandemic plan scenarios that address college/university functioning based upon having various levels of illness in students and employees and different types of community containment interventions. Plan for different outbreak scenarios including variations in severity of illness, mode of transmission, and rates of infection in the community. Issues to consider include: cancellation of classes, sporting events and/or other public events; closure of campus, student housing, and/or public transportation; assessment of the suitability of student housing for quarantine of exposed and/or ill students (See www.hhs.gov/pandemicflu/plan/sup8.html); contingency plans for students who depend on student housing and food services (e.g., international students or students who live too far away to travel home); contingency plans for maintaining research laboratories, particularly those using animals; and stockpiling non-perishable food and equipment that may be needed in the case of an influenza pandemic.

Work with state and local public health and other local authorities to identify legal authority, decision makers, trigger points, and thresholds to institute community containment measures such as closing (and re-opening) the college/university. Identify and review the college/university's legal responsibilities and authorities for executing infection control measures, including case identification, reporting information about ill students and employees, isolation, movement restriction, and provision of healthcare on campus.

Ensure that pandemic influenza planning is consistent with any existing college/university emergency operations plan, and is coordinated with the pandemic plan of the community and of the state higher education agency.

Work with the local health department to discuss an operational plan for surge capacity for healthcare and other mental health and social services to meet the needs of the college/university and community

during and after a pandemic.

Establish an emergency communication plan and revise regularly. This plan should identify key contacts with local and state public health officials as well as the State's higher education officials (including back-ups) and the chain of communications, including alternate mechanisms.

Test the linkages between the college/university's Incident Command System and the Incident Command Systems of the local and/or state health department and the state's higher education agency.

Implement an exercise/drill to test your plan, and revise it regularly.

Participate in exercises of the community's pandemic plan.

Develop a recovery plan to deal with consequences of the pandemic (e.g., loss of students, loss of staff, financial and operational disruption).

Share what you have learned from developing your preparedness and response plan with other colleges/universities to improve community response efforts.

2. Continuity of Student Learning and Operations:

Develop and disseminate alternative procedures to assure continuity of instruction (e.g., web-based distance instruction, telephone trees, mailed lessons and assignments, instruction via local radio or television stations) in the event of college/university closures.

Develop a continuity of operations plan for maintaining the essential operations of the college/university including payroll; ongoing communication with employees, students and families; security; maintenance; as well as housekeeping and food service for student housing.

3. Infection Control Policies and Procedures:

Implement infection control policies and procedures that help limit the spread of influenza on campus (e.g. promotion of hand hygiene, cough/sneeze etiquette). (See Infection Control www.cdc.gov/flu/pandemic/healthprofessional.htm). Make good hygiene a habit now in order to help protect employees and students from many infectious diseases such as influenza. Encourage students and staff to get annual influenza vaccine (www.cdc.gov/flu/protect/preventing.htm).

Procure, store and provide sufficient and accessible infection prevention supplies (e.g., soap, alcohol-based hand hygiene products, tissues and receptacles for their disposal).

Establish policies for employee and student sick leave absences unique to pandemic influenza (e.g., non-punitive, liberal leave).

Establish sick leave policies for employees and students suspected to be ill or who become ill on campus. Employees and students with known or suspected pandemic influenza should not remain on campus and should return only after their symptoms resolve and they are physically ready to return to campus.

Establish a pandemic plan for campus-based healthcare facilities that addresses issues unique to

healthcare settings (See www.cdc.gov/flu/pandemic/healthprofessional.htm). Ensure health services and clinics have identified critical supplies needed to support a surge in demand and take steps to have those supplies on hand.

Adopt CDC travel recommendations (www.cdc.gov/travel/) during an influenza pandemic and be able to support voluntary and mandatory movement restrictions. Recommendations may include restricting travel to and from affected domestic and international areas, recalling nonessential employees working in or near an affected area when an outbreak begins, and distributing health information to persons who are returning from affected areas.

4. Communications Planning:

Assess readiness to meet communications needs in preparation for an influenza pandemic, including regular review, testing, and updating of communications plans that link with public health authorities and other key stakeholders (See www.hhs.gov/pandemicflu/plan/sup10.html).

Develop a dissemination plan for communication with employees, students, and families, including lead spokespersons and links to other communication networks. Ensure language, culture and reading level appropriateness in communications.

Develop and test platforms (e.g., hotlines, telephone trees, dedicated websites, local radio or television) for communicating college/university response and actions to employees, students, and families.

Assure the provision of redundant communication systems/channels that allow for the expedited transmission and receipt of information.

Advise employees and students where to find up-to-date and reliable pandemic information from federal, state and local public health sources.

Disseminate information about the college/university's pandemic preparedness and response plan. This should include the potential impact of a pandemic on student housing closure, and the contingency plans for students who depend on student housing and campus food service, including how student safety will be maintained for those who remain in student housing.

Disseminate information from public health sources covering routine infection control (e.g., hand hygiene, coughing /sneezing etiquette), pandemic influenza fundamentals (e.g., signs and symptoms of influenza, modes of transmission), personal and family protection and response strategies (including the HHS Pandemic Influenza Planning Guide for Individuals and Families at www.pandemicflu.gov/plan/tab3.html), and the at-home care of ill students or employees and their family members.

Anticipate and plan communications to address the potential fear and anxiety of employees, students and families that may result from rumors or misinformation.

Source: Department of Health and Human Services