



# Crisis Management Plan

Policy Number: Per 130.00  
Approved by: Crisis Management Team  
Date of Development: November 9, 2004  
Date of Last Revision: October 3, 2016  
Developed by: Crisis Management Team  
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## PURPOSE

The procedures outlined in this plan will be used to enhance the protection of lives and property through the effective use of College, City and County resources, while maintaining the continuation of the academic purpose

of the college. This plan is designed to assist the College community to cope with the anticipated needs generated by an emergency situation and to assist with communication of those events and needs. This plan shall address various situations which may threaten the physical or personal safety of students, employees, the general public, and/or resources of the College utilizing the National Incident Management System (NIMS) and the Incident Command Structure (ICS), and shall meet the requirements of the Occupational Health and Safety Administration (OSHA).

## **SCOPE**

The College will maintain a plan specifying policy and procedures to be used in such crisis or emergencies of which are a significant disruption to the general operations of the College including but not limited to: natural disasters (tornado, floods, earthquakes, etc.), industrial accidents, fire, any illness/injury or other medical emergency, outbreak of disease or infection, violent crimes or behaviors, criminal activities, acts of terror war, political situations, bomb threats, or deaths, attempted or otherwise, and all other similar situations that require the orderly management of resources and processes to protect life and property.

This procedure applies to all college departments, faculty, staff, students and/or non-College persons.

## **PROCEDURES**

Procedures for Emergency Procedures and Disaster Plans shall:

- Protect and preserve human life and health with the utmost importance.
- Protect and preserve College property and other resources whenever possible consistent with the primacy of human health and safety.
- Coordinate with and in cooperation with Federal, State, or local emergency management and law enforcement agencies.
- Specify functional response protocols needed for staff and/or faculty to respond to emergency situations including medical emergencies.
- Specify incident procedures for “A.L.I.C.E.,” “Exterior Lockdown,” “Clear the Halls,” “Evacuation,” “Reverse Evacuation,” “Off Campus Evacuation,” and “Shelter-in-Place.”
- Coordinate efforts of appropriate campus personnel, department, and/or resources as available and needed.
- Utilize National Incident Management System (NIMS), the Incident Command System (ICS) and the Occupational Health and Safety Association’s (OSHA) regulations.
- Ensure that faculty and staff continue to provide and maintain an academic learning environment during a time of crisis.
- Provide counseling/supportive services to those affected by any such crisis and provide assistance in family reunification.
- Utilize the College’s administration to notify and consult with the College’s attorney in cases where the legal responsibilities of the College are unclear, either prior to, during, or after an incident.

The College has a policy of zero tolerance for violence. Employees who engage in any violence in the workplace, or threaten violence in the workplace, may be terminated immediately for cause. No talk of violence or joking about violence will be tolerated.

## **Definitions**

*Active Killer:* An individual actively engaged in killing or attempting to kill people in a confined or populated area.

*Bomb Threats:* A bomb threat is any threat, verbal or written; to detonate an explosive or incendiary device with the intention of causing property damage, death, or injuries, whether or not such a device actually exists.

*College Grounds:* College grounds are property owned, maintained and/or operated by the College. This includes interior or exterior of any and all buildings and/or structures, sporting facilities, parking lots, streets, sidewalks, and thoroughfares.

*College-Sponsored Events:* College-sponsored activities or programs include all activities funded or organized in any way through the College

*Crisis Management Plan:* The Crisis Management Plan is a plan to address various situations that might threaten the physical safety of students, employees, the general public and/or resources of the College.

*Crisis Management Team:* The Crisis Management Team is designated individuals with specified tasks and/or responsibilities which must be able to respond and react as a team in an emergency or crisis situation. This team is created under the authority of the President of the College and the authority to activate the Crisis Management Team is delegated and granted to each team member.

*Environmental or Natural Disasters:* Environmental or natural disasters are mishaps, accidents, or events are happenings that are often suddenly and unexpected which are caused by carelessness, negligence, bad judgment, or the like, or by natural forces as a tornado, earthquake, flood or the like.

*Incident Command System (ICS):* ICS is a national program administered by the Federal Emergency Management Agency which provides a standardized, on-scene, all-hazards incident management approach that allows for the integration of facilities, personnel, procedures, and communications operating within a common organizational jurisdiction; enables a coordinated response among various jurisdictions and functional agencies, both public and private; and establishes common processes for planning and managing resources.

*Medical Emergencies:* Medical emergencies are injury or illness that is acute and poses an immediate risk to a person's life or long term health. This would also include a pandemic outbreak or any other health related hazard with a sudden, violent, or spontaneous occurrence that could be detrimental to the health of multiple persons.

*National Incident Command System (NIMS):* NIMS is a national program administered by the Federal Emergency Management Agency (FEMA) which identifies concepts and principles that answer how to manage emergencies from preparedness to recovery regardless of their cause, size, location, or complexity.

*Off-Campus Incidents or Accidents:* Off-campus incidents or accidents are any undesirable or unfortunate event that happens unexpectedly that occurs unintentionally and/or usually results in harm, injury, damage, or loss during any part of an off-campus activity or event which is college-sponsored or would have a significant impact on the general operation of the College.

*Political Situations:* Political situations are occurrences such as demonstrations, assemblies, rallies, marches or parades, unauthorized walkouts, or any equivalent action or behavior which is disruptive or has a negative impact on the general operation of the College and has the intention of persuading a particular point-of-view, usually political in nature.

*Violence:* Violence is the exercise or an instance of physical force, usually effecting or intended to effect injury, destruction, to inflict harm upon or violate another, or an unjust, unwarranted, or unlawful display or exertion of force, as against rights or laws, especially such as tends to overawe or intimidate another individual. This includes physically harming another, shoving, pushing, bullying, harassing, intimidating, coercing, brandishing weapons, threatening or talk of engagement in such actions or behaviors, or any other like form of unruly or injurious action or behavior. Employees who engage in who engage in workplace violence, or threaten violence in the workplace, shall be terminated immediately for cause. It is the intent of this plan to ensure that everyone associated with the College, including students and employees, never feels threatened by any other person's actions or conduct.

*Violent Crimes or Behaviors:* Violent crime or behaviors are any action or behavior that is harmful (physically, mentally, socially, or otherwise) to either a person, the College or the community and is a violation a local, State, or Federal law.

## **COMMUNICATION**

The following communication principles apply during a College crisis:

After receiving a report or discovering a crisis has or is about to occur, initial communications will be made via the Emergency Intercom Response System (E.R.I.S.) to all facilities, email distribution to all staff, faculty, and students, text messaging service (BlackBoard Connect) to accounts in the College's directory and Student Information System as well an announcement on the College's website and social media outlets. Appropriate information shall be provided routinely to College employees, students and public to facilitate their cooperation in a potential crisis. Any further updates or instruction shall also be provided these same means of communication during or post-occurrence of a crisis.

Further communication shall be from the President or his/her designee with respect to crises affecting the College.

The Crisis Management Team shall inform the President and the Clerk of the Board of any crisis that may or has occurred, or that is threatening life, health, or College property, and give periodic status reports as information is available. The Clerk of the Board shall, in turn, keep members of the Board of Trustees properly informed.

Supporting staff and first responders for a crisis shall communicate via RF Radio's as a more effective and reliable means of communication during a crisis or at times when phone systems may become overloaded or modes of communication via internet may not be reliable or available.

The Director of Security and Public Safety shall be the contact person for adaptations or revisions to this policy.

## **TYPES OF CRISES/EMERGENCIES IDENTIFIED**

1. Medical Emergency – epidemic, poisoning, etc.
2. Terroristic Threat – active killer, etc. (imminent threat to life safety for college community)
3. Violent Crime or Behavior – robbery, criminal, shooting, fights, assaults, personal injury (existing or potential), etc. – in progress
4. Discovery of Violent Crimes (post occurrence)
5. Political Situations – riots, demonstrations, etc.
6. Off-Campus Incidents/Accidents Involving Students, Faculty and/or Staff
7. Environmental/Natural Disasters – fires, flood, tornadoes, earthquakes, explosions, etc.
8. Bomb Threats or any terroristic threat received by phone, etc.  
Loss of Life or any Medical-Related Death Threat – Heart Attacks, Suicides (including suicide attempts or thoughts), Homicides (Intentional or Unintentional), Accidental Overdoses, Significant Life Threatening Injuries, Unattended Deaths, etc.
9. Industrial/Hazardous Materials Spills/Leaks

## **COLLEGE CRISIS MANAGEMENT TEAM**

The College Crisis Management Team is created under the authority of the President of Cowley College.

Authority to activate the Crisis Management Team is delegated and granted to each team member.

The College Crisis Management Team must be available to respond and react as a team in emergency or crisis situations. The team is required to meet annually to review the plan and update information, and shall be convened by the Director of Campus Security and Public Safety. A written report will be produced by the Director of Campus Security and Public Safety after each review. Revisions to the plan will be recorded at the

conclusion of this document.

The College Crisis Management Team will consist of the following roles and responsibilities:

- Incident commander – Establish immediate priorities and stabilize the incident by ensuring life safety. Establish and monitor incident organization and approve written or oral Incident Action Plan (IAP).
- Information Officer – Develop and release information about the incident to media, incident personnel and other appropriate agencies.
- Safety Officer – Develops the Site Safety Plan, reviews the IAP for safety implications and provides timely, complete, and accurate assessment of hazards and required controls.
- Liaison Officer – Serve as point of contact for assisting agencies.
- General Staff consisting of Operations, Planning, Logistics, and Administration sectors.
  - Operations – Responsible for all operations directly applicable to the mission of the response.
  - Planning – Responsible for collecting, evaluating and disseminating the tactical information related to the incident, and for preparing and documenting the IAP.
  - Logistics – Responsible for providing facilities, services and materials for the incident response.
  - Administration/Finance – Responsible for all financial, administrative and cost analysis aspects of the incident.

The College Crisis Management Team consists of the following personnel:

- President
- Vice President of Finance and Administration
- Director of Institutional Communications and Public Relations
- Vice President of Academic Affairs
- Executive Director of Student Affairs
- Director of Campus Security and Public Safety
- Health Services Coordinator
- Maintenance and Grounds Supervisor
- Vice President of Information Technology
- Vice President of Institutional Advancement
- Associate Vice President for Mulvane and Online Operations
- Director of Human Resources
- Athletic Director

Responsibility for this activity should not be delegated because it is important that the team be familiar with each other and fully aware of their crisis management responsibilities.

In the event of a crisis, this team will work with the College President to lead the College community through the situation and determine the course of action and communications to the public.

In general, the following three classifications shall have the assigned roles during a crisis event:

Faculty – supportive services for student population

Staff – operational services for college, including students, staff and faculty

Administrators – overview and providing direction for on-going operations

## **CRISIS DURING NON-WORKING HOURS**

There is a chance that a disaster such as the ones envisioned by this plan may occur before or after regular College office hours, or on a holiday or a weekend when the organizational set-up of many departments is

somehow out of the ordinary. While the structure of this plan remains precisely the same, its implementation may vary necessarily depending on, e.g. available resources and personnel until proper officials can be notified. Until that time, however, the individuals assuming the most responsibility will necessarily be those officials/individuals of highest rank who are available at the time. These individuals should seek to follow as nearly as possible the guidelines discussed in this plan, while simultaneously making an effort to notify superior officials of the situation so as to obtain verification or advice on their actions.

In any event, the President, Vice President of Finance and Administration, Vice President of Academic Affairs, and Vice President of Information Technology shall be informed of the situation.

## **GENERAL PLAN**

### Assumptions

In any situation where the police, emergency medical services or fire departments are involved, it is understood that they will secure the situation and assume the responsibilities as the Incident Commander of all emergency activities. The College shall have a Memorandum of Understanding or similar contractual agreement with local emergency responders.

The Director of Institutional Communications and Public Relations of the College will assume the responsibilities as the Public Information Officer and shall coordinate all College communications including those with the media. Any required College notifications or cancellations should be approved by the Director of Institutional Communications and Public Relations. Refer to Appendix A for explicit communication policy.

The Public Information Officer will work closely with the Director of Institutional Communications and Public Relations in his/hers absence. Each College employee is advised to not release information as it may cause a miscommunication during a crisis; an exception would be allowed when the safety of others would be clearly impacted if information was not immediately released. All employees shall refer all communications to their direct supervisor whenever possible and direct inquiries for information to the Public Information Officer.

The Crisis Management Team will initiate the crisis and/or communication plans of other College departments as required in the event of a crisis or emergency.

Under no circumstances will any representative of the College reveal a victim's name in any case, unless authorized to do so by the victim or the victim's agents.

### Crisis Team Meeting Place

In the event of a crisis or emergency, the Crisis Management Team will meet at a predetermined command post.

### Emergency Shelter

The Crisis Management Team shall provide or make arrangements for emergency shelter arrangements to be used in case a residence hall is uninhabitable or others on campus require temporary housing.

## **CRISIS MANAGEMENT TEAM RESPONSIBILITIES**

### Advance Warning (If applicable)

- The Crisis Management Team meets and develops a plan based on anticipated situations, and prepares a worst-case scenario plan.
- Annual training events related to emergency preparedness, planning, or response shall be conducted.
- Training Drills shall also be conducted annually. These shall include but are not limited to: Fire, Tornado, Active Killer, etc.
- All members of the Crisis Management Team shall be versed and certified in the National Management

System and the Incident Command System. Training may be completed online for no charge at <http://training.fema.gov/IS/NIMS.asp>.

- Communication decisions will be made and implemented.
- Key College personnel who need to be involved will be notified.
- Precautionary evacuations are done if needed.
- Essential service personnel are called if required.
- City services (police, fire and EMS) are notified when necessary.
- Precautionary quarantine, if needed, shall be initiated by Coordinator of Health Services.
- Notify students, faculty and staff of an emergency, as needed, via emergency text system, E.R.I.S. and initiate emergency website for notifications.

#### Emergency in Progress or Immediate Aftermath

- Campus Security and Public Safety department will be notified.
- If needed and not previously initiated, call 9-1-1 for help.
- Take actions to help ensure the preservation of life.
- Take actions to help ensure the preservation of property.
- Other City services will be called if required and not already on scene.
- Communication decisions will be made and implemented.
- Initiate College communication plan and contact key personnel.
- Set up command post in President's conference room.
- React and coordinate activities for campus safety, security, evacuations, shelter, and counseling, etc.
- Coordinate restoration of lost or damaged utility services.
- Provide traffic control.
- Coordinate implementation of communication hot lines and emergency website.
- Ensure rescue operations are initiated by fire personnel; assist as requested.
- Initiate damage control.
- Complete a brief log of activity.
- As incident nears conclusion, release personnel from activities as appropriate.
- Start planning the debriefing sessions.

#### Post Emergency

- Debrief and continue communications as required to the College community, general community and the media.
- Ensure arrangements are made for counseling for those who need it.
- Provide assistance to students and employees family reunification as needed.
- Ensure memorial services are arranged if required.
- Record events and prepare permanent records.
- Complete incident reports.
- Establish a meeting for all involved to assess crisis management performance during the event.
- Convene the Crisis Management Team to make any needed changes to the Crisis Management plan.
- Communicate plan changes to all stakeholders and provide training as needed.

### **COLLEGE FUNCTIONAL RESPONSIBILITIES**

#### **Campus Security and Public Safety Department**

- Protect lives and property, and secure and control the emergency site.

- Be versed in the Incident Command Structure and the National Incident Management System.
- Receive notification of incidents from campus and/or City services, initiate crisis management plan and coordinate all activities with campus and City services (e.g. notify police, fire department, EMS, etc.).
- Establish, coordinate and maintain command post.
- Maintain public order on campus.
- Provide traffic control.
- Coordinate rescue activities by emergency services and College personnel.
- Record the event and actions taken during the crisis.
- Assist proper authorities (police, fire, EMS, etc.) whenever necessary.
- Provide emergency response, perimeter control or traffic control as needed to assist in operations.

#### Public Relations Department

- Direct or clear all media activities.
- Be versed in the Incident Command Structure and the National Incident Management System.
- Act as chief spokesperson for the College or advise chief spokesperson.
- Help coordinate emergency closing notifications and special notifications as required.
- Provide clear, continuous and timely communication to faculty, staff, students and external public as required.

#### Physical Plant/Maintenance

- Be versed in the Incident Command Structure and the National Incident Management System.
- Monitor actual safety hazards.
- Conduct field observations for hazardous conditions and situations.
- Provide guidance on measures to maintain and ensure safety.
- Record the event and actions for liability and risk management purposes.
- Contact appropriate outside agencies as needed.

#### Student Affairs/Administration

- Be versed in the Incident Command Structure and the National Incident Management System.
- Assist with or make arrangements for temporary or alternate accommodations.
- Contact students or families when appropriate through the Director of Institutional Communications and Public Relations.
- Provide counseling as required to victims and affected individuals.
- Ensure that victims are aware of the victim services programs that are available.
- Arrange memorial services if applicable.
- Facilitate appropriate refund of student tuition and fees if applicable.

#### Academic Affairs/Administration

- Be versed in the Incident Command Structure and the National Incident Management System.
- Assist with emergency operations during the crisis.
- Advise faculty about situations involving students.
- Assess and act on whether college must be closed during the crisis.
- Ensure a continued academic learning environment during a time of crisis.

#### Building Captains

- Be versed in the Incident Command Structure and the National Incident Management System.
- Read and understand the Crisis Management Plan

- Familiarize themselves with evacuation routes, safe areas and their responsibilities should an emergency arise.
- Maintain and have accessible the provided emergency response equipment (Go-Kit: reflective vest, flashlight, first aid kit) in the assigned work area/building. The emergency response equipment location should be clearly posted so others may utilize the equipment if needed in the absence of the designated building captain.
- Assess situations quickly but thoroughly.
- Use common sense in determining a course of action.
- Establish contact with appropriate departments.
- Evacuate or shelter staff, students and/or employees under their control to pre-designated areas in an orderly manner.

#### Faculty/Staff

- Read and understand the Crisis Management Plan
- Familiarize themselves with evacuation routes, safe areas and their responsibilities should an emergency arise.
- Assess situations quickly but thoroughly.
- Use common sense in determining a course of action.
- Establish contact with appropriate departments.
- Evacuate or shelter staff, students and/or employees under their control to pre-designated areas in an orderly manner.

Faculty members and employees of the campus are seen as leaders by students and others and should be prepared to take care of and direct their charges to assembly areas in the event of an emergency.

#### Students

- Be familiar with the emergency procedures and evacuation routes for buildings that they frequent.
- Assess situations quickly but thoroughly.
- Use common sense in determining the best course of action.
- Evacuate or shelter in an orderly manner when an alarm is sounded or when directed to do so by faculty, staff, or emergency personnel.

### **CRISIS MANAGEMENT PROTOCOL**

Protocols shall:

1. Ensure appropriate resources are available to the College community for the preparation, the response, and the recovery processes which may arise in emergencies or disasters.
2. Ensure members of an associated employee, department, or committee which has a responsibility for the safety to other members of the College community have completed the associated appropriate training to be compliant with the NIMS, ICS, and OSHA systems.
3. To consult with the community and county agencies to identify external resources available.
4. Maintain the mutual aid agreement for community and county assistance and resources through Cowley County Emergency Management in the event of a crisis or emergency.
5. To ensure that all employees, departments, or committees which have a responsibility or obligation of duty to utilize life-saving device, or to administer first-aid or other emergency medical treatment actions have completed an accredited training program for such. The primary and recommended organization for such training will be the American Heart Association.

6. To commit to conduct on-site training to the College community through informative presentations, tabletop exercises, and full-scale training drills annually.
7. To make emergency response training opportunities available to employees, committees, or departments through internal or external training classes or organizations.
8. To communicate and make announcements related to any emergency procedure via the Emergency Intercom Response System (E.R.I.S.), campus text messaging service, email, the College's website and through social media.
9. The Site Safety Committee shall maintain and update the established emergency procedures and disaster plans annually.
10. To make copies of the emergency procedure plan available to all members of the College community and post the emergency procedure plan in strategic locations.

## **RESPONSIBILITIES FOR CRISIS/EMERGENCIES**

### **A. Medical Emergency:**

#### *Person Identifying Situation:*

1. Notify 9-1-1 and indicate medical emergency. 9-1-1 will contact necessary emergency responders.
2. Notify Campus Security and Public Safety Department as soon as possible.
3. Assume the role as Incident Commander until the responsibilities have been given to a more experienced person.
4. Provide first aid as properly trained and certified to do so until emergency responders arrive and assume control of the situation. AEDS are available at each campus. See Appendix E for AED locations
5. Secure the victim from further injury due to unsafe conditions, if possible without undo threat to personal safety.
6. When possible, clear the area and prevent unauthorized access to the incident site.
7. Be available to provide information to emergency responders about the situation.

#### *Campus Security and Public Safety:*

1. Campus Security and Public Safety will contact the Crisis Management Team.
2. Campus Security and Public Safety will contact the Health Services Coordinator if necessary.
3. Secure the victim from further injury due to unsafe conditions, if possible without undo threat to personal safety.
4. Prevent unauthorized access to the incident site.

#### *Crisis Management Team:*

1. Set up crisis management command post.
2. Arrange for temporary accommodations and relocations if necessary.
3. Prepare and provide for appropriate communication.
4. Arrange for telephone hotline and emergency website if necessary.

### **B. Terroristic Threat**

#### *Person experiencing situation:*

1. Try to stay calm.
2. Meet demands (money, grades, etc.) whenever possible.
3. Immediately notify 9-1-1 and indicate situation.
4. Contact Campus Security and Public Safety Department as soon as possible.
5. Move to a safe environment whenever possible.
6. If an active shooter is on campus, take proactive measures and utilize A.L.I.C.E. training until

emergency responders arrive and escort away from location.

*Campus Security and Public Safety Department:*

1. Security and Public Safety Department will make an announcement to communicate the incident to the College in a timely manner whenever a life safety emergency arises.
2. Security and Public Safety Department will contact the Crisis Management Team.
3. Security and Public Safety Department will protect human lives and preserve college assets whenever possible.
4. Security and Public Safety Department will secure the area and prevent unauthorized access to unsafe area.
5. Assist police or emergency responders with any required actions deemed necessary.

*Crisis Management Team:*

1. Initiate communication plans.
2. Set up crisis command post if required.
3. Arrange counseling or victim services for affected individuals.

C. Violent Crimes/Behaviors (crime is in progress)

*Person discovering the situation:*

1. Notify the Campus Security and Public Safety Department.
2. Call 9-1-1 if necessary.
3. Ensure the safety of students, staff, and faculty, if possible without undo threat to personal safety.
4. If possible, diffuse the situation.

*Campus Security and Public Safety Department:*

1. Notify the Crisis Management Team.
2. Notify additional First Aid certified persons in the building, if appropriate.
3. Seal off the area to preserve evidence and disperse onlookers.
4. Do not leave victim(s) alone.
5. Notify law enforcement if circumstances indicate that criminal activity was involved, e.g., if a weapon was involved, if there was a sexual assault or there were significant physical injuries.
6. Document all activities witnessed.
7. Interview the victim(s)/witness(es) for their account of the incident.

*Crisis Management Team:*

1. When appropriate, notify the parent/relatives of the student(s) involved.
2. Assess the counseling needs of the victim(s)/witness(es).
3. Implement post-crisis intervention procedures as needed.

D. Discovery of Violent Crimes (post occurrence)

*Person discovering the situation:*

1. Notify 9-1-1 who will dispatch appropriate emergency responders.
2. Notify Campus Security and Public Safety Department as soon as possible.
3. Go to a safe place and wait for emergency responders.
4. Report everything noted, of relevance, to the authorities.

*Campus Security and Public Safety Department:*

1. Campus Security and Public Safety Department will secure the area.
2. Prevent anyone else from entering an unsafe area.
3. Assist police or emergency responders with any required actions deemed necessary.

4. Campus Security and Public Safety Department will contact the Crisis Management Team as needed.

*Crisis Management Team:*

1. The Crisis Management Team will contact other required personnel as needed.
2. Arrange for counseling or victim services for those involved in incident.
3. Prepare media response if required.
4. Notify family if required.
5. Arrange memorial services if required.
6. Identify members of College community to attend funeral if required.
7. If required, assist family with packing belongings.
8. Facilitate refunds of tuition and fees if required.

E. Political Situations (riots, protests, and demonstrations, etc.)

*Person discovering the situation:*

1. Move to a safe environment.
2. Notify Campus Security and Public Safety Department who will notify emergency responders as required.

*Campus Security and Public Safety Department:*

1. When practical, clear the area of individuals and disperse unwanted activity.
2. Assist police with securing the area if required.
3. Notify the Crisis Management Team.

*Crisis Management Team:*

1. Initiate communication plan.
2. Set up crisis command post if required.
3. Arrange counseling or victim services for those involved in incident if required.
4. Coordinate media communications.

F. Off-Campus Incidents Involving Students, Faculty, and/or Staff

*Person discovering the situation:*

1. Call 9-1-1 if the situation necessitates an emergency respond.
2. Provide first aid as to the appropriate level of training and certification until emergency responders arrive.
3. Secure the victim(s) from further injury due to unsafe conditions, if possible without undo threat to personal safety.
4. Notify Campus Security and Public Safety Department as soon as possible.
5. Gather information and facts and relay to emergency responders.

*Campus Security and Public Safety Department:*

1. Activate the Crisis Management Team immediately.

*Crisis Management Team:*

1. Contact required personnel.
2. Prepare press release if required.
3. Arrange counseling as needed.
4. Arrange memorial services if required.
5. Identify members of College community to attend funeral if required.
6. Assist family with belongings, insurance and/or benefits if required.

G. Environmental/Natural Disaster – Evacuation

*Person discovering the situation:*

1. If fire, activate fire alarm and follow procedures to evacuate the area.
2. Notify 9-1-1.
3. Notify the Campus Security and Public Safety Department.

*Campus Security and Public Safety Department:*

1. Monitor weather stations and/or radio for weather advisories when applicable.
2. The Security and Public Safety Department will initiate communication with Crisis Management Team.
3. The fire department will be called if required.
4. The police department will be called if required.
5. Respond to reports of alarms and provide assistance in evacuating or implementing life preserving actions.
6. Make emergency communication announcements via E.R.I.S. or the college's text message alert system.

*Crisis Management Team:*

1. Set up crisis command post.
2. Notify emergency shelter if required.
3. Hot line and emergency website will be established if required.
4. Develop press release if required.
5. Provide emergency funds as required.

H. Bomb Threats or any terroristic threat received by phone

*Person discovering the situation:*

1. Treat all threats as a life threatening situation.
2. Do not assume the threat is unreal or not possible.
3. Notify 9-1-1 immediately.
4. Notify the Campus Security and Public Safety Department as soon as possible.
5. Complete a Bomb Threat/Threat of Terrorism Call Checklist Form. Appendix (F)

*Campus Security and Public Safety Department:*

1. Assess situation and notify College administration if necessary.
2. The Campus Security and Public Safety Department will initiate communication with Crisis Management Team.
3. Assist fire evacuation procedures.

*Crisis Management Team:*

1. Set up crisis command post.
2. Notify emergency shelter if required.
3. Hot line and emergency website will be established if required.
4. Press release will be prepared if required.

I. Loss of Life or Medical Related Death Threat – Student, employee, visitor, unknown

*Heart Attacks, Suicides (including suicide attempts or thoughts), Homicides (Intentional or Unintentional), Accidental Overdoses, Significant Life Threatening Injuries, Unattended Deaths, etc.*

*Person discovering the situation:*

1. Summon emergency assistance by calling 9-1-1.
2. Notify Campus Security and Public Safety.

3. Take action to prevent further accidents, harm, or deaths.

*Campus Security and Public Safety Department:*

1. Provide first aid or lifesaving actions as possible and as needed.
2. The Crisis Management Team shall be notified and activated.
3. Isolate area where accident or death occurred.
4. Move all those who witnessed the accident or death to a central holding area for follow-up.
5. Request written statement of witness accounts.
6. Arrange for traffic control around the campus.

*Crisis Management Team:*

1. Arrange for notification to family or next of kin.
2. Notify support staff services needed to assist witnesses or those affected.
3. Make arrangements for witnesses to receive needed support or to be released.
4. Appoint a staff member to meet and stay with family members to see to their comfort while if they are on campus.
5. Determine if there are others such as close friends who should be notified and/or isolated.
6. Determine if there is a need to change the schedule or location of a class.
7. Determine plans for the remainder of the day/week.
8. Establish follow-up of staff or students who were affected by the accident or death.

J. Industrial/Hazardous Material Spills/Leaks

*Inside Spills*

*Person discovering the situation*

1. Evaluate level of hazardous exposure.
2. Avoid direct contact with chemical.
3. If chemical has come into contact with skin or eyes, flush for at least 15 minutes.
4. Notify Campus Security and Public Safety.
5. Locate Material Safety Data Sheets (MSDS).
6. Do not attempt to clean up spilled chemical without reviewing MSDS and obtaining proper protective equipment.
7. Keep students and staff away from area.

*Campus Security and Public Safety Department:*

1. Clear students and employees from the affected or at-risk areas.
2. Request emergency services from City if warranted.
3. Notify and activate the Crisis Management Team if warranted.
4. Send campus communication via E.R.I.S. or campus text messaging system if applicable.
5. Assist with first aid treatment or actions per the MSDS

*Maintenance:*

1. If chemical hazards have been identified through the label and/or MSDS, proceed with cleanup.
2. Only attempt cleanup if proper protective equipment is available.
3. If spill is too large to handle, contact the Crisis Management Team.

*Crisis Management Team:*

1. If spill is too large for staff to adequately handle, call 9-1-1 for Hazardous Material Spill Team.

*Outside Spills*

*Person discovering the situation*

1. Ensure that all students are in the building, and they remain in the building. Reverse evacuation if necessary.
2. Close all exterior windows and doors.

*Campus Security and Public Safety:*

1. Ensure that anyone outside has been notified to seek shelter inside as part of a reverse evacuation. Request emergency services from City if warranted.
2. Notify and activate the Crisis Management Team.
3. Send campus communication via E.R.I.S. or campus text messaging system if applicable.

*Maintenance:*

1. Shut off all outside air ventilators.
2. Ensure all exterior windows and doors have been closed.

*Crisis Management Team*

1. Keep telephone lines clear for emergency calls only.
2. Consult with the fire department, if deemed necessary. The fire department will coordinate evacuation, if necessary.

## **PLANS OF ACTION/PROCEDURES**

### **A. Evacuation**

1. Initiate an "Evacuation" when it is determined that an internal threat makes it safer outside than inside the building and/or following an announcement that will be made by Campus Security and Public Safety.
  - a. This procedure will be used for threats involving threats of violence, hostage situations, internal gas leak, fire/explosion, bomb threats, etc. or like situations where a significant threat is present or possible inside a College building which would be likely to affect the safety of students and/or employees.
  - b. Following an alert of the incident or an announcement such as "YOUR ATTENTION PLEASE. WE NEED TO CONDUCT AN EVACUATION OF THE BUILDING. EVACUATE THE BUILDING USING THE NEAREST EXIT AND PROCEED TO THE DESIGNATED ASSEMBLY AREA", actions that shall be taken are:
    - i. Call 9-1-1 or Campus Security and Public Safety as appropriate.
    - ii. Identify the exact location, describe the emergency or threat present, and provide the evacuation location.
    - iii. If the evacuation is a result of a threat of violence or if there is a smell of gas, DO NOT use radios, cell phones, fire alarms, turn lights on or off, or otherwise create static within the building as their use may cause an explosion.
    - iv. Evacuation routes may be specified according to the type of emergency. They may need to be changed for safety reasons.
      1. Threat of violence: The Incident Commander through a member of the Crisis Management Team or Campus Security and Public Safety will notify employees of evacuation to avoid as dictated by known or suspected location of a device.
      2. Fire: Follow primary routes unless blocked by smoke or fire.
      3. Hazardous Material Spills: Avoid any hazardous materials as fumes can overcome people in seconds. Plan route accordingly.
      4. Employees should ensure special needs of students or adults are assisted. Request assistance if needed.

B. A.L.I.C.E.

1. Initiate "A.L.I.C.E." when there is a threat of violence inside the building or serious incident that could jeopardize the safety of students and/or employees.
  - a. This procedure will be used for threats involving an intruder inside the building, weapons in building or on College property, hostage situations, shots fired, significant disruptive or assaultive behaviors or actions or like situations where a significant threat is present or possible which are likely to affect the safety of students and/or employees.
  - b. Following an alert of the incident or an announcement such as "ATTENTION! ATTENTION! INITIATE ALICE! EVENT, LOCATION AND SUSPECT INFORMATION AS REPORTED! i.e. SHOTS FIRED IN THE EAST HALLWAY OF GALLE-JOHNSON! GUNMAN IS WHITE MALE WEARING BLUE PANTS, BLACK HOODIE IN THE EAST HALLWAY OF GALLE-JOHNSON! INITIATE ALICE, THE POLICE ARE ON THE WAY!", actions that shall be taken are:
    - i. Issue an alert to any students/adults in their area and suggest they get to a safe place as well as report all information pertaining to the situation as known as it is occurring.
    - ii. Dial 9-1-1 immediately and provide detailed information as it happens or changes.
    - iii. Provide real-time information to, resist issuing commands.
  - c. Based on the updated real-time information given or received, each person shall make a decision to either lockdown in their room/office/area and/or to evacuate based on their assessment of the situation.
    - i. If lockdown is the safest option and is decided upon:
      - a. Immediately lock and barricade the door(s) to the office/room/area, disable any door mechanisms as possible, turn off the lights, cover the windows, silence phones and remain quiet and out-of-sight, preferably behind thicker walls and/or closest to the exit.
      - b. Once barricaded in a room, no one should be allowed into a secure room under any circumstances expect for uniformed emergency personnel.
      - c. Make a plan, begin gathering items which may be used as weapons and/or finding alternative exits.
    - ii. If lockdown fails, a safe evacuation is not available, or lockdown fails and the area is no longer secure in-place, and/or a person is confronted with an imminent and/or potential life-threatening attack, as a last resort those persons are unrestricted on any actions that may be decided to take in order to counter the attack such as attacking, creating a disruption for or incapacitating the aggressor by using aggressive force and items in the environment.
      - a. If control over the aggressor is gained, secure the weapon without picking it up, call 9-1-1 to advise and provide the exact location, provide first aid to the injured when possible, and hold the aggressor until law enforcement arrives.
        - i. Students/Employees are not required by the College to do anything. You are empowered to make your own decisions based upon your assessment of the situation and the information you have available.
        - ii. Students/Employees should not leave a safe place to go after an attacker.

- iii. Students/Employees should only consider the counter option if you are in immediate danger and have no other option.  
Lockdown and evacuate are always better options if available.
- iii. Students/Employees who are able to evacuate the area based on the information they have, their training, their knowledge of exits and routes, and their ability to do so safely should do so immediately.
  - a. Students/Employees who decide to evacuate should not assume they're safe once outside the immediately affected area or building.
  - b. Be aware of your surroundings.
  - c. Follow the direction of emergency personnel or proceed to the pre-determined community rallying point(s).
  - d. Students/Employees should not leave in their vehicles.
  - e. Employees should ensure special needs of students or adults are assisted. Request assistance if needed.

#### C. Clear the Halls

1. Initiate "Clear the Halls" when there is a need and confine the students and staff/faculty within a room following an announcement which will be made by Campus Security and Public Safety.
  - a. This procedure will be used for situations involving medical emergencies, persons with disruptive or assaultive behaviors, drug or weapons searches, animal loose in the building or like situations where a threat persist in the hallways or public commons area of a building.
  - b. Following an alert of the incident or an announcement will be made such as "YOUR ATTENTION, PLEASE. WE NEED TO CLEAR THE HALLS IMMEDIATELY. PLEASE GO TO THE NEAREST ROOM AND STAY THERE UNTIL FURTHER NOTICE. DISREGARD ALL ALARMS OR BELLS", actions that shall be taken are:
    - i. Employees should gather any students/adults from the hallway into their room.
    - ii. Keep all students in the classroom, close doors, and continue working/teaching. Do not leave the room.
    - iii. Employees and students not in classrooms should seek the closest available classroom or other available room.
    - iv. Stay out of hallways and commons area.
    - v. Account for all students/adults. Communicate names of any unaccounted for students/adults to the Incident Commander through Crisis Management Team members or Campus Security and Public Safety personnel immediately.
    - vi. Designated class ending times or period changes shall be disregarded.
    - vii. All employees not supervising students shall contact the Incident Commander through Campus Security and Public Safety or the Crisis Management Team for directions.
    - viii. Stay in "Clear the Halls" mode until the Incident Commander by way of Campus Security and Public Safety or the Crisis Management Team signals the resolution of the situation. Students will not be released until the "Clear the Halls" situation has been resolved.

#### D. Reverse Evacuation

1. Initiate a "Reverse Evacuation" when conditions are safer inside a building than outside following an announcement that will be made by Campus Security and Public Safety.
  - a. This procedure will be used for threats involving hazardous material spills outside, significant disturbances or threats outside on schools grounds, or community threats such as armed robbery or violent person, etc. or like situations where a significant threat is

present or possible outside on or within near proximity of College property which would be likely to affect the safety of students and/or employees.

- b. Following an alert of the incident or an announcement such as “YOUR ATTENTION PLEASE. WE NEED TO CONDUCT A REVERSE EVACUATION. WE HAVE A SAFETY SITUATION OUTSIDE THE BUILDING AND NEED EVERYONE TO REMAIN INSIDE UNTIL FURTHER NOTICE.”, actions that shall be taken are:
  - i. Students and employees shall immediately move back to the classrooms or safe areas. All exterior classroom activities or events will be cancelled.
  - ii. If movement into a building would present a danger to those individuals outside, faculty or staff members outside will notify the Incident Commander through a member of the Crisis Management Team or Campus Security and Public Safety and relocate to a designated assembly area or off-campus assembly site as directed.
  - iii. All persons shall be accounted. Report any missing persons to the Incident Commander through the Crisis Management Team or Campus Security and Public Safety.
  - iv. No student or employee shall be allowed outside the building.
  - v. Close and lock exterior doors and windows. Assigned staff should monitor building entrances until the incident is resolved and an announcement has been made.
  - vi. Employees should ensure special needs of students or adults are assisted. Request assistance if needed.
  - vii. Maintain normal interior classroom activities unless otherwise directed.
  - viii. All employees not supervising students contact Campus Security and Public Safety or the Crisis Management Team for possible assignments to assist with monitoring entrances.
  - ix. Stay in Reverse Evacuation until the Incident Commander through personnel of emergency personnel signal the resolution of the situation. Students will not be released at the designated end-of-class times or events until the Reverse Evacuation have been resolved.

#### E. Off-Campus Evacuation

1. Initiate an “Off-Campus Evacuation” when circumstances require off-site evacuation of students and employees to a pre-designated remote site following an announcement that will be made by Campus Security and Public Safety.
  - a. This procedure will be used for threats involving hazardous material spills, significant disturbances or threats on schools grounds, or utility outages or like situations which would be likely to affect the safety of students and/or employees.
  - b. Following an alert of the incident or an announcement such as “YOUR ATTENTION PLEASE. FOR SAFETY REASONS, WE ARE EVACUATING OFF SITE TO \_\_\_\_\_ LOCATED AT \_\_\_\_\_.”, actions that shall be taken are:
    - i. Take your class roster, phone lists and/or emergency Go-kits as available as you exit to the designated assembly point at the off-campus evacuation site.
    - ii. After evacuating, each student shall be accounted for. Report any missing or injured persons to the Incident Commander through the Crisis Management Team or Campus Security and Public Safety.
    - iii. Depart to the off-campus assembly point.
    - iv. Ensure special needs students and employees are assisted. Request help if needed.

## F. Shelter-In-Place

1. Initiate a “Shelter-In-Place” procedure to provide a refuge for students, staff, and the public inside a College building during an emergency where shelter is the safest option. Shelters are located in areas of the building that maximize the safety of occupants. Shelter-In-Place is used when evacuation would place people at risk. Shelter-In-Place procedures will be initiated following an alert of an emergency or an announcement that will be made by Campus Security and Public Safety.
  - a. This procedure will be used for threats involving natural disasters, chemical spill, exterior gas leak or like situations where an outdoor threat is present or possible which would be likely to affect the safety of students and/or employees.
  - b. Following an alert of the incident or an announcement such as “YOUR ATTENTION PLEASE. WE ARE EXPERIENCING AN EMERGENCY SITUATION (TORNADO OR OTHER FORCE OF NATURE, ETC.) AND NEED TO IMPLEMENT SHELTER-IN-PLACE PROCEDURES. ALL STUDENTS AND EMPLOYEES ARE DIRECTED TO MOVE TO THE DESIGNATED SHELTER LOCATIONS (or other specified shelter locations as directed). ALL EMPLOYEES AND STUDENTS OUTSIDE ARE TO IMMEDIATELY MOVE TO THEIR INTERIOR SHELTER AREA. DISREGARD ALL ALARMS .”, actions that shall be taken are:
    - i. All persons on campus shall move into designated or emergency-specific shelter areas.
    - ii. Alert all students and employees outside to move to designated shelters inside the nearest building using megaphone, text alert system, or runners.
    - iii. Employees shall close classroom doors when leaving and windows as possible.
    - iv. Gather any persons from the hallway to the closest shelter-in-place location.
    - v. Account for all students and employees. Report any missing or injured persons to the Incident Commander through the Crisis Management Team or Campus Security and Public Safety.
    - vi. Designated class times will be disregarded. All activities will be cancelled.
    - vii. If warranted, order the shut-down of heating, ventilation, and air conditioning systems to stop inflow of outside air into the building.
    - viii. Restrict access out of shelter areas without good cause. Monitor the weather radio, news channels, or other weather-providing service or radar for updated information or directions.
    - ix. Remain in shelter until notification is made in person, by intercom, or through text/email service when the incident has ended.
    - x. If evacuation is ordered, follow directions of the emergency personnel.

## G. Evacuation of Disabled Person(s)

Buildings have accessible exits at ground level that can be used during an emergency.

Elevators cannot be used because they have been shown to be unsafe in emergencies, and they will automatically be recalled to the ground floor.

Persons in need of assistance have four basic evacuation options:

1. Horizontal Evacuation: using building exits to the outside when on ground level.
2. Stairway Evacuation: using steps to reach ground level exits for buildings.
3. Stay in Place: unless danger is imminent, remaining in a room with an exterior window, a telephone and a solid or fire-rated door may be an option. Building Captains/Emergency Responders will report to the Incident Commander when a person is staying in place, who will notify public service personnel. In addition, the person staying in place ,ay keep in contact with emergency services by

dialing 9-1-1 and reporting his or her location directly. If the phone lines fail, the individual can signal from the window by waving a cloth or other visible object. The Stay in Place approach may be more appropriate for sprinkler protected buildings or buildings where an area of refuge is not nearby or available. It may also be more appropriate for an occupant who is alone when an alarm sounds.

4. Area of Refuge: with an evacuation assistant, go to an area of refuge away from obvious danger. The evacuation assistant or Building Captain shall go to the building evacuation assembly point and notify the Incident Commander and/or on-site emergency personnel of the location of the person in need of assistance. Emergency personnel will determine if further evacuation is necessary. Usually the safest areas of refuge are stair enclosures and open-air exit balconies. Other possible areas of refuge include: fire rated corridors or vestibules adjacent to exit stairs and offices with the fire label on the door.

For false alarms or an isolated and contained fire, a person in need of assistance may not have to evacuate. The decision to evacuate will be made by the responding Fire Department. The Fire Department will tell the individual of their decision.

#### Disability Guidelines

- A. Mobility Impaired Wheelchair. Persons using wheelchairs should stay in place, or move to an area of refuge with their assistant when the alarm sounds. Depending on the situation, the evacuation assistant may stay with the person. The Building Captain will tell the Incident Commander and/or the public emergency responders the location of the person in need of assistance. If the person in need of assistance is alone, he/she should call 9-1-1 with their location and the area of refuge they are headed to. If a stair landing is chosen as the area of refuge, wheelchairs users are advised to wait until the heavy traffic has passed before entering the stairway. Stairway evacuation of wheelchair users should be conducted by trained professionals – Fire Department Officials. Only in situations of extreme danger should untrained people attempt to evacuate wheelchair users. Moving a wheelchair down stairs is never safe. The wheelchair may be left and just the person evacuated.
- B. Mobility Impaired Non-Wheelchair. Persons with mobility impairments, who are able to walk independently, may be able to negotiate stairs in an emergency with minor assistance. If danger is imminent, the individual should wait until the heavy traffic has cleared before attempting the stairs. If there is no immediate danger (detectable smoke, fire, or unusual odor), the person with a disability may choose to stay in the building, using other options, until the emergency personnel arrive and determine if an evacuation is necessary. The Building Captain will report to the Incident Commander their locations. The Incident Commander will report to the emergency responders.
- C. Hearing Impaired. All buildings on campus are equipped with fire alarm strobe lights. Persons with hearing impairments may not hear audible emergency alarms and will need to be alerted of emergency situations. Emergency situations can be given by writing a short explicit note to evacuate. These people should also have an emergency assistant stay with them so that information and instructions can be relayed if necessary.
- D. Visually Impaired. Most people with a visual impairment will be familiar with their immediate surroundings and frequently traveled routes. Since the emergency route is likely different from the commonly traveled route, persons who are visually impaired may need assistance in evacuation. The evacuation assistant should offer their elbow to the individual with a visual impairment and guide him or her through the evacuation route. During the evacuation the assistant should communicate as necessary to assure safe evacuation. After reaching the assembly point, the evacuation assistant should stay with the individual to relay information on what is happening.

**Revision Log:**

November 9, 2004 – First release of publication

July 2007 – Revision

July 22, 2011 - Revised document published. Appendix C was added to the document. No other significant changes were made.

August 2012 – Revised to current best practices.

September 22, 2015 – Revised to current best practices. Implementations were added as recommended by EMC Insurance or as required by changes in Federal or State requirements.

## **APPENDIX A**

### **COMMUNICATION PLAN**

This plan is intended to supplement other administrative procedures and guidelines for dealing with emergency situations.

#### **INTRODUCTION**

From a public perspective, a “crisis” can be defined as any out-of-the-ordinary event that creates community/media interest in the College. A crisis is often tragic and unexpected. Crises can be opportunities as well as problems. It is clear that good communications will be a key element in responding to our communities and to the media in the case of a crisis of any kind.

“Crisis” is defined as an unstable or crucial time or state of affairs in which a decisive change is impending, especially one with the distinct possibility of a highly undesirable outcome. In essence, a crisis is a situation where the College could be faced with inadequate information, not enough time, and insufficient resources, but in which leaders must make one or many crucial decisions.

The purpose of the Crisis Communication Plan is to be adequately prepared for that out-of-the-ordinary event, and to advise, effectively and promptly, the campus community and the public as required on issues and developments.

#### **OBJECTIVES**

The College will make every effort to be open and timely in its communications with the College community, media and all stakeholders during a crisis or emergency. Concern for the right to privacy, personal health and safety, legal liability and the public’s legitimate need to be informed will guide decisions with regard to all communications both internally and externally.

Good communication policy and practice will:

- be issued in a timely manner
- assist in the actual management of the crisis;
- provide direction to faculty, staff, and students;
- reduce rumor and uncertainty;
- disseminate clear and accurate information to interested constituencies and the public at large;
- maintain the institution’s credibility and minimize damage to its reputation.

#### **CRISIS COMMUNICATION PLAN**

During a declared emergency, communications, both internal and external, will be under the direction of the President of the College in cooperation with the Crisis Management Team as outlined in the Crisis Management Plan.

The Crisis Management Plan will also apply in the event of a crisis at an off-campus event for which Cowley College has some responsibility or where a significant number of its community are involved, e.g., evening classes, sporting events, outreach centers, etc.

## RELEASING STATEMENTS/INFORMATION

All information released by the College will be done in cooperation with the appropriate external law enforcement authority.

All written or oral statements, except those deemed necessary to preserve or protect life, to campus groups, media and public will require the authorization of the College President, the administrator of the day, or the Director of Institutional Communications and Public Relations.

All statements of information will be channeled through and coordinated by the Director of Institutional Communications and Public Relations as outlined in the Crisis Management Plan.

One official spokesperson will be appointed to state the College's position.

The legal aspects of releasing information will be governed by the appropriate legal guidelines or referred to legal counsel.

All public and media inquiries that are received by other offices and departments of the College will be forwarded to the Director of Institutional Communications and Public Relations, and:

- Under no circumstances will any representative of the College reveal the victim's name in any case.
- Under no circumstances will any representative of the College other than the official spokesperson or his/her designate volunteer any information (names, dates, times, locations, nature of an incident) about an off-campus incident.
- Specifically, information about an off-campus arrest is in the public domain. In this case, the Director of Institutional Communications and Public Relations or his/her designate will refer media inquires to the authority that made the arrest.
- It is the responsibility of the Director of Security and Public Safety Department or his/her designate to notify the Director of Institutional Communications and Public Relations when off-campus incidents occur.

## PROCEDURES

### 1. Alerting Responsibilities

During or post occurrence of a declared state of emergency, the President of the College or a member of the Team will alert the Director of Institutional Communications and Public Relations. The Director of Public relations will then advise the media.

### 2. Specific Responsibilities

The Director of Institutional Communications and Public Relations will be responsible for:

1. Meeting with the Crisis Management Team to determine level of crisis and audiences affected.
2. Maintaining regular contact with the Crisis Management Team.
3. Assisting in the identification of an official spokesperson and alternate and providing support to those individuals.
4. Establishing a media center with the Incident Command Post, either on or off campus.
5. Providing communications and media counsel to the President of the College and/or designate and the Crisis Management Team.
6. Preparing and disseminating statements or information to the campus community, interested

constituencies, the media, and other groups as identified.

7. Handling public inquires regarding the crisis.
8. Responding to media inquiries regarding the crisis.
9. Arranging for photography and audio-visual services, if necessary.
10. Maintaining regular contact with the Crisis Management Team and with communications officials of other agencies or organizations responding to the emergency for the purpose of coordinating the preparation and dissemination of public statements of information.
11. Managing the media's presence during the crisis and enforcing the guidelines for media behavior during a crisis.
12. Monitoring media coverage and public response to the crisis.
13. Providing post crisis follow-up releases and news, as appropriate, to the media.
14. Evaluating the communications process, providing full media documentation to the Crisis Management Team, and participating in a debriefing session with members of the Crisis Management Team.

### 3. Authority

The Director of Institutional Communications and Public Relations will have the authority to disseminate information to the media and the public with the general direction of the College President or the Crisis Management Team.

Except for emergency services personnel and security, only the Director of Institutional Communications and Public Relations will be authorized to provide direction to the media.

Once a crisis/emergency has been identified, the Campus Security and Public Safety Department will have the authority to limit access to the affected area and any other areas of campus designated for use in responding to the crisis.

The Campus Security and Public Safety Department is responsible for utilizing the Emergency Response Intercom System (E.R.I.S.), BlackBoard Connect Mass Notification system, and the LiveSafe mobile safety app to disseminate life safety/preservation information or actions to the college community within the equipped facilities.

The Campus Security and Public Safety Department or the College's Administration may also utilize E.R.I.S., BlackBoard Connect, or LiveSafe to disseminate information prior to, during, or after a crisis is declared to provide information or actions steps.

In addition, communication shall also be made via the college's website and social media outlets such as Facebook, Twitter, etc.

With the consent of the College President through consultation with the Crisis Management Team, the Director of Institutional Communications and Public Relations may allow media photographers and camera operators to tour the emergency site; they will be escorted.

### 4. Official Spokesperson

In consultation with the Director of Institutional Communications and Public Relations, the President of the

College or the Crisis Management Team will appoint one official spokesperson. In most instances, the Director of Institutional Communications and Public Relations shall be designated as the official spokesperson.

The spokesperson will be responsible for articulating the College's position only upon the authorization of and as directed by the College President or the Crisis Management Team.

The spokesperson should be readily available and accessible to the media, and be able to articulate the College's position in an appropriate way for the media.

The spokesperson will be selected from the following:

1. Director of Institutional Communications and Public Relations
2. College President
3. Vice President of Finance and Administration
4. Vice President of Academic Affairs
5. Executive Director of Student Affairs
6. Vice President of Information Technology
7. Vice President of Institutional Advancement
8. Director of Human Resources
9. Director of Campus Security and Public Safety

**APPENDIX B**  
**CRISIS PREPARATION CHECKLIST**

<b>ACTION</b>	<b>RESPONSIBLE AREA</b>
Maintain telephone listings for all people who need to be notified	Administration
Maintain and update Crisis Management Plan	Campus Security and Public Safety
Maintain and update communication plans	Crisis Management Team
Fire and Evacuation Procedures	Campus Security and Public Safety
Maintain current telephone listings, including fax, cellular and home numbers for all key personnel for crisis management	Administration, Crisis Management Team, Department
Pyramid telephone plan (tornado emergency)	Chair Persons
Plans for reaching those who are not easily accessible (athletic fields, etc.)	Coaching Staff and Student Affairs Office
Evacuation Plans	Campus Security and Public Safety
Campus Maps/Floor Plans	Physical Plant Department
Inventory of emergency supplies (blankets, barricades, tape) storage and accessibility	Physical Plant Department, Housing, Campus Security and Public Safety
Cellular phones and two-way radios	Campus Security and Public Safety Department, Administration
Maintain hot lines and emergency website for additional information to stakeholders	Information Technology, Director of Web Services
Locations and contact names for off-campus temporary relocation	Administration
Emergency vehicles	Campus Security and Public Safety
Hard copy of student phone numbers	Student Affairs Office
Access Control	Physical Plant Department, Campus Security and Public Safety

## APPENDIX C

### EMERGENCY ACADEMIC PLAN

The intent of this plan is to supplement other administrative procedures and guidelines for addressing an emergency situation that specifically threatens academic instruction. This most current plan shall be located on the college intranet, and administrators and other department heads will all have hard copies of the plan and supporting documents.

#### INTRODUCTION

The purpose of the Emergency Academic Plan is to provide guidance to faculty and staff to help ensure a continued academic learning environment during a time of crisis. Even though it is impossible to forecast every possible crisis, this plan provides flexibility and autonomy to fit the needs of the college during various crisis situations. The three primary threats to ongoing instruction are facility damage or destruction, loss of online capabilities and loss of faculty and teaching staff.

#### OBJECTIVES

The college makes every attempt to provide students with a high quality education. Even during a time of crisis, the College will safeguard this commitment. The College will provide an academic learning environment to help students in their scholastic endeavors with minimal interruption whenever possible. This is achieved by providing:

- adequate facilities,
- an online platform in which to deliver instructional information,
- and qualified faculty and staff to teach.

#### (1) FACILITIES

In the event that facilities become unfavorable for learning, the College has secured many off-campus locations for instruction. In many cases, simply migrating face-to-face classes to the online environment may suffice. However, if a longer period of time is needed, alternative face-to-face locations shall be utilized by the College. Activation of alternative facilities will be at the discretion of the administration or designated person. Information that concerns these alternative locations to include address, contact person and phone number, can be found on the intranet. <http://www.cowley.edu/cowleyintranet/intranet/index.html>

#### (2) ONLINE EDUCATION (Learning Management System and college operations)

In the event that the college cannot operate online or maintain day-to-day technological logistics, the administration may opt to move to another server location external to the college. The administration shall decide when this option should occur. Information about which external servers the college may use can be found in the intranet. <http://www.cowley.edu/cowleyintranet/intranet/index.html>

#### (3) FACULTY AND STAFF

In the case of reduced faculty and teaching staff, the college will make every effort to see that classes continue with qualified instructors. This may require a greater use of adjunct faculty (especially those geographically distant), full-time faculty covering additional classes or the use of faculty from Butler County

Community College or Southwestern College. Furthermore, some staff not affected by crisis may be asked to conduct classes outside their normal work load. Contact information for Butler County Community College, Southwestern College and Cowley's faculty/staff can be found in the intranet.

<http://www.cowley.edu/cowleyintranet/intranet/index.html>

#### ADMINISTRATION

This Emergency Academic Plan should be used within the context of the college's crisis management plan. It shall be enacted as needed by the administration with presidential approval. In the event that the president is not on campus or cannot be contacted, the administrator of the day will assume all duties. The administrator of the day list can be found in the intranet. <http://www.cowley.edu/cowleyintranet/intranet/index.html>

#### CONCLUSION

The Emergency Academic Plan provides direction in the event of calamity. The goal is to provide a continual and quality learning environment for students when facing crisis with as few inconveniences as possible. By securing facilities, an online platform and instructors, the College will continue to provide a high quality educational environment for all.

**APPENDIX D**  
**SHELTER LOCATIONS**

Galle-Johnson Hall.....	Basement
Kerr Technology Building .....	Galle-Johnson basement
Renn Memorial Library.....	Renn Memorial Library basement east hallway and classrooms
Walker Industrial Tech Building .....	Auto mechanics classroom (302), other machine tools computer lab (217)
Storbeck Dorm .....	First floor hallways, laundry room, game room, and storage rooms
Nelson Student Center/Underground.....	The Underground
William Docking Dorm .....	Basement and laundry room
Kirke Dale Dorm .....	Basement of Docking dorm, alternatively Kirke Dale first floor laundry room
Oscar Kimmell Dorm .....	First floor hallways and laundry room
Central Ave Dorm.....	First floor laundry room and hallways
The Lodge .....	Basement of First United Methodist Church
Recreation Building .....	East side locker rooms, Men’s Bathroom
Brown Center .....	Lower level restrooms, rooms 136, 137 and north-south hallway. Special arrangements will be made for the Wright room and Theatre.
Webb-Brown .....	Lower level restrooms, classrooms 103 & 104
W.S.Scott Auditorium.....	People seated on east side, east side dressing rooms. People seated on the south sides, west side dressing rooms. People seated on the west side and in coaches’ office area, coaches’ office area away from glass
Ireland Hall .....	Cosmetology reception area
Shipping & Receiving.....	Renn Memorial Library basement east hallway and classrooms
Travis Hafner Training Center.....	Weight Room
Wellness Center .....	Students and members should be evacuated to home. Alternatively Scott auditorium or Galle-Johnson basement
Sid Reigner Bookstore .....	Scott Auditorium or Galle-Johnson basement
Pat McAtee Dining Center.....	Renn Memorial Library basement east hallway and classrooms
Mulvane (Bloomenshine) .....	As directed by site plan. Basement area
Mulvane (Industrial Tech Center) .....	As directed by site plan. Tool cribs located in shop work areas
Mulvane Center.....	As directed by site plan. Room 101 downstairs
Winfield Allied Health Center .....	Lower level restrooms
Wichita .....	As directed by site plan. Closest basement
Webb-Brown .....	Room 103 & 104 and lower level restrooms

## FIRE AND EVACUATION MEETING LOCATIONS

- Ben Cleveland Wellness Center:** Calder Bonfy Amphitheater
- Brown Center:** Webb Brown Foyer
- Central Ave:** Calder Bonfy Amphitheater
- Galle-Johnson Hall:** Calder Bonfy Amphitheater\_
- Ireland Hall:** Calder Bonfy Amphitheater
- Kerr Center:** Calder Bonfy Amphitheater
- Kirke Dale Dorm:** Calder Bonfy Amphitheater
- Nelson Student Center:** Calder Bonfy Amphitheater
- Oscar Kimmell Dorm:** Calder Bonfy Amphitheater
- Pat McAtee Dining Center:** Calder Bonfy Amphitheater
- Recreation Building:** Softball Field
- Renn Memorial Library:** Calder Bonfy Amphitheater
- Robert Storbeck Dorm:** Calder Bonfy Amphitheater
- Shipping & Receiving:** Calder Bonfy Amphitheater
- Sid Regnier Bookstore:** Calder Bonfy Amphitheater
- The Lodge:** Lawn area east of the building
- Travis Hafner Training Center:** East Parking Lot
- Walker Industrial Technology Building:** Calder Bonfy Amphitheater
- Webb-Brown Academic Center:** Calder Bonfy Amphitheater
- William Docking Dorm:** Calder Bonfy Amphitheater\_
- W. S. Scott Auditorium/Gymnasium:** Calder Bonfy Amphitheater
- Mulvane Center & Bloomenshine:** West parking lot for Mulvane Center
- Mulvane IT:** Grassy area west of buildings
- Wichita:** Wendy's Parking on the south side of the building
- Winfield Allied Health Center:** Grassy area east of building

The evacuation meeting location should be appropriate for the emergency and if an alternative meeting location is needed, an announcement will be made when the evacuation order is given. Possible alternate evacuation locations are the Recreation Building, the Travis Hafner Training Center, or the Arkansas City Fire Department.

**APPENDIX E**  
AED LOCATIONS

**Arkansas City**

- Wellness Center – located on southeast end free-weight side
- Brown Center – located in Foyer area near the east handicap entrance
- Travis Hafner Training Center – located in the connection between batting field and the indoor practice field.
- Lodge Dormitory – located in center lobby area
- Security Office – Security has a portable AED to respond to other locations on campus and for special/athletic events.

**Winfield**

- Allied Health Center – located in north foyer area.

**Mulvane**

- Bloomenshine/Mulvane West – located near the office are, next to vending machines in Bloomenshine building.

**Wichita**

- Downtown – Located on the west wall by the front entrance, next to the ID machine.

**Appendix F**  
**Bomb/Terroristic Threat Call Checklist**  
**(Don't hang up the phone, use another phone to call police)**

RECORD EXACT WORDS USED BY CALLER \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

ASK:  
What time will the attack occur? \_\_\_\_\_ Where will the attack  
occur? \_\_\_\_\_  
What does the bomb look like? \_\_\_\_\_ Why are you doing this? \_\_\_\_\_  
Who are you? \_\_\_\_\_

VOICE ON THE PHONE:  
\_\_\_\_\_ MAN      \_\_\_\_\_ WOMAN      \_\_\_\_\_ CHILD      \_\_\_\_\_ AGE RANGE  
Intoxicated \_\_\_\_\_ Speech Impediment \_\_\_\_\_  
Accent \_\_\_\_\_ Other \_\_\_\_\_  
\_\_\_\_\_

DON'T HANG UP THE PHONE. CALL 9-1-1 FROM ANOTHER PHONE.

Person receiving call, immediately notify Campus Security and Public Safety and provide the above information.  
Date: \_\_\_\_\_ Time of Call: \_\_\_\_\_  
Call Received by: \_\_\_\_\_

This form should be turned into Campus Security and Public Safety as soon as possible.