



Crisis Management and Response Plan

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Members: Vice President for Enrollment and Student Services, Dean for Students, Director of Physical Plant, Chaplain, Director of Communication, Director of Human Resources, Chief of Information Technology, Dean of Residential Life, Director of Health Services, Chief, Campus Police, Director of Counseling and Psychological Center, Provost and Senior Vice President for Academic Affairs, Vice President for Institutional Advancement and Development, Assistant Vice President for Business and Finance, Associate Vice President for Business and Finance, Vice President for Business and Finance, Director of Student Activities

Crisis Management and Response Plan

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INTRODUCTION

The Saint Augustine's College Crisis Response Plan identifies natural and man-made emergencies or crises that may impact the campus community. It details the response procedures that campus officials should follow in case of an emergency.

All departments within the Saint Augustine's College campus community should become familiar with this plan. They should formulate their own action plans or emergency operations checklist to complement this plan, as appropriate, and submit a copy to the Saint Augustine's College Crisis Management Committee for review and approval. The College's Safety Officer will seek assistance as necessary from the Crisis Management Committee in evaluating the appropriateness of plans submitted for review and approval. The Campus Police Department will maintain a copy of all plans approved.

Campus emergency operations will be conducted within the framework of the College guidelines. Any exception(s) to these procedures will be conducted by, or with the approval of the College administrators directing and/or coordinating the emergency operations.

An emergency crisis is defined as any event that places the employees of the Saint Augustine's College, its students, or its property in direct physical jeopardy.

A non-emergency crisis is any event with unexpected consequences that may adversely affect the image of the College, yet poses no immediate physical threat to people or property.

PURPOSE

The basic emergency procedures outlined in this guide are to protect life and property through effective use of College resources, and to provide for the physical and emotional well being of the members of our campus community during and immediately following an emergency.

This document describes an integrated plan for responding to a College emergency. Whenever an emergency affecting the College reaches proportions that cannot be handled by routine measures, the President, or her designee, may declare a state of emergency and implement the Emergency Management Plan. It is recognized that the specific actions implemented will be dependent on the nature and severity of the situation. Since an emergency may be sudden and without warning, these procedures are designed to be flexible in order to accommodate contingencies of various types and magnitudes.

II. Crisis Administration

A. Crisis Management Team

Responsibilities

- Gather, confirm and evaluate incident information
- Implement tactics/actions
- Manage resources to resolve the specific situation
- Ensure that individuals are assigned to support critical needs
- Link to local, state, and federal emergency coordination centers
- Coordinate equipment and special installations
- Serve as liaison to governments and external organizations

- Issue public information reports and instructions
- Document situation status and track resource use
- Debrief and review outcomes for policy and procedural review
- Meet in the event of a possible impending emergency for proactive planning
- Run mock crises to test the response plan and equipment

Members

College Chaplain

Director of Physical Plant

Police Chief

Director of Communications

Vice President for Institutional Advancement and Development

Director of the Counseling and Psychological Center

Director of Health Services

Dean of Residence Life and Housing

Dean of Students

Vice President for Enrollment Management and Student Services

Vice President for Business and Finance

Associate Vice President for Business and Finance

Assistant Vice President for Business and Finance

[Chief of Information Technology](#)

Meeting schedule

The Crisis Management Team meets regularly to review and revise the plan.

SCOPE AND STATISTICS FOR SAINT AUGUSTINE'S COLLEGE

Saint Augustine's College is an institution of higher learning approved by the State of North Carolina and fully accredited by the Southern Association of Colleges and Schools. Saint Augustine's College was founded in 1867 in Raleigh, North Carolina by prominent Episcopal clergy for the education of freed slaves. Over the years, it has become one of the country's most highly respected private, accredited, historically black, coeducational institutions of higher learning.

Augmenting the College's liberal arts core curriculum are rigorous, in-depth programs in business; teacher education; the natural sciences; mathematics; engineering mathematics; theater and film; adult education; forensic science; communications; and military science, a required course for all members of the College's notable Army ROTC battalion.

In recent years, the College's annual enrollment has approximated 1,400 students, about half from North Carolina, the remainder from 37 states, the District of Columbia, the U.S. Virgin Islands, Jamaica and 30 foreign countries. Its faculty consists of nearly 100 dedicated skilled teachers and scholars.

The College has a main campus accommodating 37 facilities, three of which - it's Chapel, Saint Agnes Hall and Taylor Hall - are registered historic landmarks. Also, Saint Augustine's was the first historically black college in the nation to have its own on-

campus commercial radio and television stations: WAUG-AM750 and WAUG-TV68, Cable Channel 20.

A certified Hazardous Materials Disposals contractor transports all hazardous materials from the campus. There is no environmental impact on the surrounding community. Saint Augustine's College has an excellent safety record (no fatalities).

TYPES OF EMERGENCIES

A campus crisis is an event, often sudden or unexpected, that disrupts the normal operations of the institution or its educational mission and threatens the well-being of personnel, property, financial resources (Harper, Kristin, Paterson, Brent and Zdziarski, Eugene, Crisis Management Responding from the Heart, p.5, National Association of Student Personnel Administrators, 2006).

Saint Augustine's College is at risk from various emergencies and/or hazards. The following list identifies those that would pose the greatest need for a response:

Fire

Natural disaster

Chemical or radiation spill

Violent or criminal behavior

Utility failure

Bomb

Civil disturbances or demonstrations

Medical/Psychological (epidemic, poisoning, threats of harm to self, others)

Public relations issues (athletics, budgetary issues, student safety issues, management issues)

Transportation accident (accident involving vehicles; accident involving commercial conveyance carrying College personnel; private/corporate aircraft crash, train derailment)

Emergency Coordination Centers

Locations

In cases of general widespread emergencies (Level 4 or 5), the Campus Police Chief, and the Director of Physical Plant will activate an Emergency Coordination Center (ECC) that shall serve as the work space for the Crisis Management Team. Normally, it will be located in either the President's Conference Room in Boyer Hall, the primary location, or in the Office of the Vice President for Enrollment Management and Student Services in Hunter Hall, if necessary. But under certain conditions (including power outage) it can be set-up anywhere that necessary support facilities exist. The team may also meet in Boyer Hall while information is gathered and/or disseminated by others in the Student Services Office in Hunter Hall.

Equipment

The Crisis Management Team (CMT) (regardless of location) shall have easy access to:

- Multi-line phone with access to all lines
- Phone line with UML switch bypass capability
- Radio access via portable scanning radios for all campus (receive/transmit) and local municipal frequencies (receive only)

- Computers and printer
- Campus computer network connection
- Large scale campus map
- Television with cable access
- Designated FAX machine
- Radio, cell phone and/or pager communication for group members (as needed)

Portable Resources

Kits of items (stored in closets), that may be useful in any given emergency, will be available in the Student Affairs Office. The items listed below will be available at the Campus Police Office.

- A laptop computer
- Discs with plans of the buildings and other pertinent information such as personnel phone numbers, blue prints, emergency and agency phone numbers, the crisis plan, etc.
- Emergency/police scanner with TV audio
- Battery packs
- Rapid battery charger
- Maps
- Flashlights
- List of locations of first aid kits

The Plan

A. Levels of Emergency

An emergency is an unplanned event that could range from minor to catastrophic. By assigning a level of response to various types of situations, a framework is created in which to respond. The following levels have been established for dealing with crisis situations.

Level 1

A minor department or building incident that can be resolved by the responding service unit. This may result in calling in personnel and notifying the department where the problem occurred. (Example: Physical Plant responds to a broken water pipe.)

Level 2

A department or building incident that can be resolved with existing College resources or limited outside assistance. A Level 2 incident is usually a one-dimensional event that has a limited duration and some impact on the campus beyond those using the space/building in which it occurred. (Example: Minor chemical or fuel oil spills, building loss of heat or electricity for several hours, or a minor fire confined to a room and not involving hazardous chemicals.)

Level 3

Situations primarily involving people, rather than infrastructure. In particular, many student issues can become quite complex because of varied institutional and student support responses that must be coordinated. (Examples: Assaults, Sexual Assaults, Building/Office Occupation, Bias and Hate Crimes, or Bomb Threats). In these situations, specific departmental plans may be implemented.

Level 4

A major emergency that impacts a sizable portion of the campus and/or outside community. Level 4 emergencies may be single or multi-hazard situations, and often require considerable and timely coordination both within and outside the College.

Level 4 emergencies also include imminent events on campus or in the general community that may develop into a major College crisis or a full disaster. (Examples: Heating plant failure, extended power outage, severe storms, major fire, significant chemical hazard, contagious disease outbreak or domestic water contamination.)

Level 5

A catastrophic emergency event involving the entire campus and surrounding community. Immediate resolution of the crisis, which is usually multi-hazard, is beyond the emergency response capabilities of campus and local resources. (Example: Earthquake, major hurricane or act of terrorism, which would require state and federal assistance.)

B. Response

Initial Notification

In the event of an emergency or non emergency, contact Saint Augustine's Campus Police at extension 4911 on campus or 919-516-4911 if using cell or an outside phone. If called, the police dispatcher will make appropriate fire and/or medical rescue calls and notify the Shift Commander, who will determine whether or not to call the Chief and/or Director of Physical Plant or their designees who will put a message on the 919-516-4911 line and start the phone tree. If the crisis is not an emergency, contact the Vice President for Enrollment Management and Student Services at extension 4232 or the Director of Communications at extension 4190, both of whom are members of the Crisis Management Team (CMT) and can make an initial assessment.

Declaration of an Emergency Condition

The President or designee shall declare a state of College emergency, when she deems it necessary, to place into immediate effect emergency procedures and/or to close all or part of the College. The President or her designee shall declare an end to the state of emergency when appropriate. Once an emergency is declared, the Director of Communications will notify the appropriate persons: the President or her Executive Committee, area dean, etc.

Specific Responses

Level 1 or 2 Incidents

Level 1 events are reported by the departments involved (Physical Plant for building issues, Telecommunications for telephone problems, etc.) and are handled based upon established departmental practices. A Level 2 incident will be handled in a similar way, but may necessitate several departments being involved in order to re-establish normal operations.

Level 3

Appropriate members of the Crisis Management Team will assess and address complex situations involving people and determine whether part of or the entire team should be called together. Examples include assaults, sexual assaults, building/office occupation, hate crimes, bomb threats and controversial speakers.

Level 4-5

When a Level 4 or 5 emergency has been declared, the Police Chief, and Director of Physical Plant will immediately notify members of the Crisis Management Team and assemble them at an identified location, as appropriate, to address the emergency. Prior to the assembling of the Crisis Management Team, on scene responders are authorized to make necessary operational decisions and to commit resources to mitigate and control the crisis. The Police Department or Director of Physical Plant may also request help from other departments on an emergency basis, including requesting that staff be pulled off less critical assignments to assist their officers.

Departmental Responses and Extensions

The following departments may have responsibilities during the crisis, depending on the crisis level. However, any department may be asked to participate, as warranted.

Academic Deans and Chairs

Identify and resolve instructional and research issues. Coordinate necessary faculty resources. Inform internal and external audiences about cancelled events.

Access Services (4608)

Create temporary identification/access credentials as requested.

Advancement (4092)

Arrange access to phone bank and assist as necessary.

Athletics (4236)

Coordinate use of athletic facilities as a staging area, temporary shelter, and/or temporary morgue.

Provost's Office (4001)

Coordinate rescheduling of classes and public events. Communicate academic information to all students.

May be required to declare a College state of emergency; make other decisions and give direction as required.

Counseling Center (4255)

Provide mental health counseling and assist employees and students in coping with trauma.

Mail Room (

Provide courier services.

Duplicating (4642)

Provide printed material as directed (letters to parents, posters, temporary procedures, etc.).

Physical Plant (4482)

Mitigate facility and grounds damages and restore to functional level. Assist Police with creating a safety perimeter at the site of the emergency.

Assess and mitigate emergency conditions and provide emergency equipment. Coordinate with municipal, state and federal agencies. Post signs and notices.

Campus Police Department (4911)

Handle law enforcement, crowd control, evacuation, site security, and mobile communications. Oversee Emergency Medical Services (EMS) in treating immediate injuries and establishing a Medical Command in multi-injury situations. Serve as liaison with on-site fire and medical command personnel and EHS. Provide key access to buildings.

President

May be required to declare a College state of emergency; make other decisions and give direction as required.

Purchasing (4064)

Assist with CAM overrides and other necessary administrative functions.

Registrar (4197)

Reschedule and relocate classes as necessary.

Residence Life (4353)

Coordinate housing operations (including any temporary shelters). Broadcast information to residence students.

Student Health Services (4142)

Provide medical support. Assist in providing services to those with minor injuries and provide trauma support. Coordinate with first aid services. May be asked to assist/provide onsite medical triage. Coordinate with CDC, DPH and other external agencies.

Vice President for Institutional Advancement and Development (4092)

Handle media response. Distribute information to internal and external audiences via Web, phone, email, mail etc.

Vice President for Information Technology (4478)

Coordinate temporary telephone, fax, and computer hookups. Activate phone bank and 800 numbers for necessary calls.

Vice President for Business and Finance (4127)

Identify scope of loss and coordinate insurance adjustment.

Arrange for preparation of temporary quarters for displaced units. Provide structural evaluations and repair estimates. Provide site and building information.

Vice President for Enrollment Management and Student Services (4232)

Coordinate student notification and response. Inform students about cancelled events. Communicate with parents. Coordinate dining services for dislocated personnel, emergency workers and others as needed.

Emergency Communications

Timely and accurate communication with the campus community during a Level 3, 4 or 5 emergency is essential. Additionally, it may be necessary to communicate with off-campus groups such as the media or parents. To that end, the following procedures are in place:

- The Director of Communications or her designee will coordinate communications, both on and off-campus, including with the media.

- As necessary, broadcast emails and/or broadcast phone messages will be sent out to faculty, staff and/or students.
- WAUG-AM750, WAUG-TV68, and Cable Channel 20 will broadcast information.
- Information will be displayed on the College website.
- Should both the phone and data network be unavailable, staff will be dispatched from the Emergency Coordination Center to alert key leaders in each building, who will be expected to alert others in the building.

THE PLAN FOR CRISIS COMMUNICATION

All unit administrators at Saint Augustine's College will have a copy of this written plan outlining handling communications in crisis situations.

This crisis plan covers two types of events:

- Emergencies are any situation that causes or threatens to cause loss of life or physical property, or threatens the general safety and welfare of individuals working in or around Saint Augustine's College. (e.g. fires, explosions, accidents, vehicular mishaps, or severe weather).
- Non-emergencies are any unforeseen situation that threatens the reputation or stature of Saint Augustine's College that pose legal ramifications and that do not pose direct physical threat to either employees or property at the College (e.g. public disclosures of scandal or malfeasance by officials, certain resignations of officials).

Both types of events make news. Saint Augustine's College is a private institution. Media, government regulatory bodies, and others should know the facts of these events as they emerge.

Saint Augustine's College policy in crisis situations is to provide disclosure of all factual information as quickly as possible, with regard for individual privacy and legal responsibility.

The following plan is a specific blueprint for the Saint Augustine's College Administration and Staff. It provides a procedural guide as well as contact information for key campus individuals during a crisis.

SAINT AUGUSTINE'S COLLEGE PUBLIC RELATIONS POLICY STATEMENT

The policy of the Saint Augustine's College is to respond quickly, accurately, and fully to all legitimate requests for information about any crisis that affects the College, its employees, its students, and its public image with full regard for individual privacy and legal responsibility.

CAMPUS EMERGENCY MANAGEMENT

The Office of Institutional Advancement and Development at Saint Augustine's College is designated as the lead unit to coordinate and disseminate critical information about any crisis situation that may adversely affect the College. In this capacity, the Vice President of Institutional Advancement and Development functions as the principal spokesperson for the College. From time to time the President may designate an alternate to the Vice President of Institutional Advancement and Development as the spokesperson in certain situations or in tandem with this administrator. This will not be the usual procedure; however, the Vice President of Institutional Advancement and Development should be the first point of contact. This office will advise others if someone else with specific in depth knowledge of a particular area has been designated to respond. The designated spokesperson(s) will be fully available (round-the-clock, if necessary) to all Saint Augustine's College constituencies for the duration of the crisis and immediately

thereafter. The Office of the Vice President of Institutional Advancement and Development will also maintain a list of priority contacts in the media for crisis situations.

PUBLIC RELATIONS RESPONSIBILITIES

In an emergency, specific individuals will be authorized to speak officially on behalf of Saint Augustine's College. The following individuals are authorized to serve as spokespersons for the duration of an emergency; no other employees may disseminate information about the emergency to the media unless they are authorized to do so by the President. All employees will refer questions about the emergency to the Office of Vice President of Institutional Advancement and Public Relations.

Authorized Spokesperson:

Vice President of Institutional Advancement and Development
919-516-4092

President's Office
919-516-4200

Vice President for Enrollment Management and Student Services
919-516-4232

Vice President for Business and Finance
919-516-4127

PRESIDENT

The College President, or her designee, is responsible for the overall direction of campus emergency operations in the declaration of an emergency.

ADMINISTRATORS, DEANS AND DEPARTMENT HEADS

Administrators, deans and department chairs, where appropriate, should prepare and submit for review and approval by the Crisis Management Committee, in consultation with the College's attorney, an emergency response plan that addresses the unique characteristics of their units within the context of this umbrella plan.

These campus officials are responsible for conducting campus wide drills and should insure that building evacuation information be distributed to all employees with follow-up discussions, on-the-job training or explanation as required. Time shall be allowed for training employees in emergency techniques such as fire extinguisher usage, first aid, CPR and building evacuation procedures.

FACULTY AND STAFF SUPERVISORS

Each faculty and staff supervisor should educate their students and/or employees concerning College procedures as well as evacuation procedures for their building and/or areas. They should evaluate, survey and estimate their assigned building facility or area in order to determine the impact a fire or earthquake could have on it. Report all safety hazards to the Physical Plant Office, and promptly submit work orders to reduce hazards and to minimize accidents.

EMERGENCY PROCEDURES

In Case of Emergency

- In case of emergency call 4911
- Evacuate your work area and the building, if necessary.
- If you are unsure that the situation is an emergency, you should call 4911 and report the situation

- When calling, remain calm and carefully explain the problem and location to the dispatcher. Do not hang up until told to do so.

In Case of Other, Non-Emergency Crises:

- Refer all inquiries to the Office of the Vice President of Institutional Advancement and Development at 4092
- If you are unsure that the inquiry constitutes an existing, growing, or future crisis, refer the inquiry to the Office of the Vice President of Institutional Advancement and Development

The Bottom Line:

It's better to alert *someone* quickly than not at all.

It's better to alert too *many people* than not enough.

SPOKESPERSON BRIEFING

Spokesperson will:

- Ensure that the media receives timely, factual information
- Provide single, consistent source of information to the media
- Minimize contradictory information to the media
- Minimize contradictory information from Saint Augustine's College
- Provide perspective to emergency events and technical information and explanations to the media

Saint Augustine's College President and immediate staff will:

Completely and thoroughly inform the spokesperson during all phases of the emergency.

INTERNAL ALERT

***Call Saint Augustine's College Campus Police - 919-516-4911**

**Director of Communications
919-516-4092**

**Vice President of Enrollment Management and Student Services
919-516-4232**

**Vice President of Business and Finance
919-516-4127**

EXTERNAL ALERT (Emergency Help)

Fire Department	Dial "911" in all emergencies
Ambulance	Dial "911" in all emergencies
Saint Augustine's College Campus Police Department (Chief of Campus Police)	919-516-4911
Saint Augustine's College Physical Plant (Director of Physical Plant)	919-516-4482
Wake County Emergency Management	919-856-7044
North Carolina State Police	919-733-3911
North Carolina Poison Center	1-800-222-1222

STAFF COORDINATOR FOR ROOM SETUP, ACCESS, AND SERVICES:

Name Office number Vice President of Institutional Advancement and Development
4092

For On-Site Media

Media Headquarters will be located in the Martin Luther King, Jr. Center. Written materials (e.g. news releases, updates on the emergency) will be provided here to credentialed members of the media. The Director of Communications will be responsible for providing access to a telephone and two laptops.

FOR FAMILIES, FRIENDS OF VICTIMS

If the emergency involves injuries or fatalities, the lobby of the Martin Luther King Center or other assigned space will be used for family and friends of victims. It will be sequestered and off-limits to all media. The staff coordinator for this site will be responsible for providing to family and friends information as it develops regarding the condition of emergency victims and other assistance as needed.

PERSONAL INJURY/DEATH COMMUNICATION POLICY

All inquiries, regardless of their source, about the safety or condition of employees after an emergency at this site will be referred immediately to the Office of the Vice President of Institutional Advancement and Development.

EMERGENCY MATERIALS

NEWS RELEASE

Include:

- Nature of the emergency
- Where, when it happened
- Saint Augustine's College's official response to the emergency
- Measures taken to contain it
- Physical extent of the emergency (number employees injured or deceased, property damaged)
- Plans to return to normal operation
- After families have been notified, names of injured and/or deceased
- Names and phone numbers of persons to contact for more information

Do NOT Include:

- Speculation of any kind
- Attempts to fix blame for the emergency
- Identification of a specific cause of the emergency
- Monetary estimates of damage

BACKGROUND STATEMENT

Include:

- Brief factual summary of events
- Guidelines for employees' discussion of event with external audiences

- Name of contact in Office of External Relations for more information

NEWS CONFERENCES

News conferences should be used only in those situations in which the information to be disseminated is significant and must be communicated quickly and efficiently to a large number of people at the same time. In severe emergencies that are protracted, result in large numbers victims or fatalities, or deceased, or involve massive property damage, it may be necessary to conduct news conferences as frequently as every hour.

Include:

- Coordinator of External Relations, designated spokesperson, other Saint Augustine's College staff depending upon the nature of the emergency.
- Media Kit-including news release(s), fact sheet(s), copies of statements by speakers at news conference, biographical information of speakers.
- Media List and follow-up distribution of media kit to those who did not attend news conference.

POST-EMERGENCY FOLLOW-UP

Responsibility for communication with key audiences does not end with the crisis. It may be necessary to update those audiences for days, weeks, even months after a crisis, depending upon its severity.

Media:

- Communication updated on progress toward restoration to normal operations.

Employees, Immediate Community:

- Distribute to home addresses at least one news update (from the president) on progress toward restoration of normal operations.

Evaluation:

- As soon as possible after the event, assess the plan, how it was implemented, the outcomes, and make recommendations to revise the plan accordingly, if appropriate.

The success of this plan necessitates that the College maintain a constant state of readiness to assure the efficient and orderly transition from routine activities to those associated with emergency situations. This is accomplished through a carefully planned and a continuous program of training, drills, and exercises.

TRAINING OBJECTIVES

- To respond effectively to the actual occurrence of an emergency.
- To provide for recovery in the aftermath of any emergency involving extensive damage or other debilitating influence on the normal pattern of life within the College community.
- To validate plans and assure preparedness.

EMERGENCY PROCEDURES DETAILED:

MEDICAL/PSYCHOLOGICAL EMERGENCIES

MEDICAL EMERGENCIES

Student Health Services Staff can provide medical assistance. In case of an emergency call 4911 to request assistance from Emergency Medical Services (EMS) and Campus

Police. Contact the Residence Life Staff immediately if incident occurs in residential area, if the individual(s) is an on-campus resident.

Care

- Administer first aid if needed (open airway, control bleeding).
- Contact Campus Police to call ambulance, if needed
- Have available student's medication or health forms that provide necessary information to emergency medical staff.
- Attend to emotional needs of the individual(s). Offer reassurance and keep person informed of help being provided.
- Provide the individual(s) space from others who may add confusion and unnecessary stress.
- Attend to concern of students in the hall or close friends if needed.
- Residence Life or Health Services Staff notifies emergency contact persons by request or in a life-threatening emergency.

When calling for emergency medical assistance, give the following information:

- nature of medical emergency (type of injury, number of injured)
- location of emergency – building and room number (you may need to be more specific about the building location if you call EMS directly)
- your name and the phone number from which you are calling.
- if possible, stay on the phone until released by campus police dispatcher or the 911- dispatcher.

If students were hospitalized, Residence Life Staff or Health Services Staff contacts Vice President for Enrollment Management and Student Services or other significant persons by request.

When student is taken to the hospital contact Campus Police and Student Health Services. In life threatening emergencies, student may contact 4911. Area Director should be notified if victim is an on-campus student. Coordinator of Commuter Student Services should be notified if individual is a commuter student.

If an emergency occurs in a residence area contact Residence Life Staff first unless there is a life threatening emergency and contact Campus Police at 4911. Residence Life Staff contacts Dean of Residence Life and emergency contact persons for life threatening emergencies. Department staff contacts the Vice Presidents for Enrollment Management and Student Services and Business and Finance if needed.

PSYCHOLOGICAL CRISIS

A psychological crisis exists when an individual threatens harm to himself/herself or to others, or is out of touch with reality due to severe drug reactions manifested by hallucinations or uncontrollable behavior.

If a psychological crisis occurs:

Never try to handle a situation you feel is dangerous on your own. Use a calm and rational approach: tell the person who you are, and attempt to engage the person in very basic conversation. Move to a quiet area out of the public eye when possible if you sense no danger to yourself.

Notify Residence Life Staff. In extreme emergencies, call the Campus Police immediately for emergency placement. Clearly state that you need immediate assistance, give your name, location and the nature of the emergency.

Following a major emergency or disaster, it may be necessary to provide significant psychological counseling intervention for faculty, staff and students in order to overcome the lingering emotional trauma associated with such an event.

Residence life or other professional staff consults with the Counselor - On - Call to plan nature of follow-up with individual.

Response to friends and others in the residence hall: inform them that the person is receiving appropriated help. Normalize the situation. Be alert to information that may add to knowledge about precipitating events, and communicate them to the Counselor on call.

Residence Life/Professional Staff notifies the following:

- On-Call Counselor
- Director of Residence Life
- Student Health Services if not contacted earlier

Contact the Coordinator of Commuter Services, if the person is a commuter student.

ALCHOL AND DRUG ABUSE

An **ALCOHOL AND DRUG ABUSE** crisis results from ingesting substances haphazardly or beyond an individual's normal ability to cope with the ingested amount or the consequence.

The immediate response is to utilize health services if possible. Before approaching or touching the person, identify yourself to the individual and explain what you intend to do. Talk calmly in a non-challenging manner and orient individual to time, place, and condition if needed. Try to find out **WHAT** the individual(s) has consumed and **HOW MUCH**, including whether alcohol was mixed with other drugs (prescription medication or illegal drugs). Contact the Residence Life Staff if incident occurs in residence area or if an individual(s) is an on-campus resident. Contact Campus Police and Health Services.

Monitor respiration. If unconscious, try to maintain an open airway if necessary until help arrives. If convulsing, **DO NOT** attempt to put any object in the mouth and **DO NOT RESTRAIN.** People who are under the influence of alcohol/drugs can be irrational and /or dangerous. **NEVER PUT YOURSELF AT PHYSICAL RISK.**

Drugs (including alcohol) overdose can be rapidly fatal. Call campus police to request an ambulance if a person is:

- Poorly responding to stimuli
- Unconscious (no response to stimuli)
- Having difficulty breathing or has irregular breathing
- Out of control and a potential danger to self or others
- If you aren't sure about the physical well-being of the person

Utilize Student Health Services if possible. Make certain someone stays with the individual(s). If the individual(s) wishes to lie down, have person lie on his /her side to avoid asphyxiation. If asleep, wake individual every 15 minutes to check responsiveness. If becoming less responsive, seek medical attention. Don't give the person aspirin, caffeine or any other drugs. Don't try to keep the person awake, or

attempt to give them a cold shower. Don't attempt to physically restrain the individual(s).

Contact individual(s) the next day (in hall, home, or hospital). This expresses concern for person's immediate welfare. Try to explore the extent of individual's quantity of substance use. Concrete information about circumstances and history surrounding substance use are both important. Residence Life Staff seeks follow up and assessment with person in resident hall and provides notification to Health Services. Referral to Counseling Services is appropriate by professional staff if assessment indicated previous or frequent substance use or an isolated case of severe substance abuse.

When student is taken to hospital, do the following:

- Contact Residence Life Staff first if incident occurs in residence hall.
- Area Director/Graduate Assistant contacts immediate family and notifies Dean of Residence Life.
- Contact Student Health Services. (If after office hours and not life threatening, Area Director/Graduate Assistant contacts Health Services next business day).
- Contact Commuter Student Services Coordinator if incident involves commuter students.
- Student Health Services and Area Director make follow-up with Campus Police as necessary.
- Follow-up is made by Residence Life and Student Health Services Staff to address person's concerns while in hospital care.

LOSS: DEATH OR TERMINAL ILLNESS OF FRIEND, FELLOW STUDENT, OR RELATIVE, FAMILY TRAGEDY, OR LOSS OF SECURE ENVIRONMENT

LOSS is the personal realization that something bad has happened or is going to happen.

Losses can be operant in different dimensions such as the physical, psychological, emotional, and spiritual. For example, a perceived loss could be characterized by the suffering that accompanies separation, dissolution, deprivation, failure, and the death of a loved one.

The immediate response is to assess and determine the emotional state of the person. Feelings frequently associated with loss or deaths include: shock, anger, helplessness, fear and guilt. When feelings become so intense that the person is out of control, contact help.

Remain with the person and actively listen especially for the person's feelings. Supporting the person at this time is most important. Help the person identify a concrete plan for the immediate future. What will he/she do in the next few hours and for the remainder of the day? Has the person contacted professors and the Vice President for Student Affairs Office to be excused from classes?

When in doubt about a student's ability to function effectively, socially or academically, contact Residence Life Staff. Residence Life Staff will contact the Counselor-On-Call if needed. Respond to friends and members in the residence hall. Let them know it is normal for a person suffering loss to be emotionally unsteady or volatile. **Friends can best help by** allowing the student time before expecting a "return to normal." Follow-up with the student upon his or her return to campus. Inquire about the student's emotional well being and academic performance. Area Director/Graduate Assistant makes follow-up and referral to Counseling Services with student as needed.

Notification: Include the Residence Life Staff if the individual is an on-campus resident and the Coordinator of Commuter Student Services if the person is a commuter student and situation develops while student is on campus. Residence Life Staff are available to assist and provide needed support.

When notified, the Counselor - On - Call will contact as appropriate:

- Dean of Residence Life
- Area Director notifies Residence Life Hall Staff
- Vice President for Enrollment Management and Students Services
- Vice President for Business and Finance
- Campus Police (as needed)
- Director of Health Services (as needed)
- Commuter Services
- Other affiliated areas

ASSAULT AND/OR BATTERY

ASSAULT is an unlawful attempt or threat to harm another person. **BATTERY** is any willful and unlawful use of force or violence upon another person

Immediate response is to utilize health services if possible. Assess the situation and determine whether physical or emotional needs are first priority. If there is any evidence of medical emergency, follow procedures for **MEDICAL EMERGENCY**. Issues of legal action will come later. Even if no medical emergency exists, emotional impact can be severe.

Even if no medical need is apparent, encourage victim to seek medical attention. This is especially true if there has been any blow to the head. Allow the individual the opportunity to express feelings of anger, fear, etc. Gradually help student attain realistic assessment of what actually occurred and what precautions if any, need to be taken.

Reported cases are referred to the Dean of Residence Life for decision on further judicial proceedings. Campus Police should be contacted. Victim can choose whether or not to file personal charges with local authorities.

Take steps to try to insure safety. Contact Residence Life Staff if not previously contacted. If there is a threat of safety, have victim spend the night in a safe environment, in the residence hall or with friends.

If students were hospitalized, Residence Life Staff or Health Services Staff contacts the Vice President for Enrollment Management and Student Life, Coordinator of Commuter Student Services if necessary or other significant persons by request. Residence Life Staff or Student Health Services Staff attend to victim's concerns while in hospital care.

If student is taken to hospital, notify Residence Life Staff, Student Health Services and Campus Police. Contact Area Director/Graduate Assistant who will contact the Dean of Residence Life for life threatening emergencies, immediate family, as needed, hall staff and residents. If persons involved are commuter students, contact the Coordinator of Commuter Student Services.

RAPE/SEXUAL ASSAULT

RAPE AND SEXUAL ASSAULT are crimes of violence. **SEXUAL ASSAULT** occurs when one person forces or coerces another person into sexual contact. **RAPE** is sexual

intercourse without consent. If the victim is unable or does not consent to sexual intercourse this is **RAPE** as defined by law.

Immediate response is to assess and determine whether physical or emotional needs are the first priority. If there is any evidence of medical emergency, follow the procedure for medical emergency. Issues of legal action will come later.

Inform the victim that options exist (e.g., whom to contact for assistance). Gently encourage the victim to make choices in order to regain some sense of control for example, "Is there someone special you would like me to call to be with you?" Even if no medical emergency exists, emotional impact can be severe, and care for the person is essential. Encourage the victim to call **Interact** for an advocate. **The number is 919-828-3005**. Another option is to contact the Counselor on call.

The victim should be encouraged to go to the hospital before any attempts to clean herself/himself. It's best not to shower, douche or change clothing because this can destroy physical evidence that the victim may need at a later date. Suggest that the victim take a change of clothing to the hospital with him/her.

Explain the purpose of the hospital procedures, which are to treat injuries, prevent pregnancy, prevent STDs and to gather legal evidence that the victim may need later. Standard procedures will be followed at the hospital, including contacting the police. The victim can choose whether or not he/she will speak to the police.

Communicate that help is available and the victim need not be alone. **Do not attempt to hug or even touch the victim's hand.** Remind the victim that in addition to campus support staff, Interact has a 24-hour hotline with trained advocates available to assist victims of sexual assault. Encouraging the victim to make a choice about who to contact is helpful.

Initial feelings often include: shock, fear, anxiety, guilt anger, and disbelief. Subsequent feeling often include: guilt, helplessness, isolation (feeling different), and anxiety about friends and/or family reaction.

Reporting to the police is always the victim's choice, although it should be encouraged. Failure to involve the police limits the victim's choices. If the victim is agreeable to having the police contacted, call Campus Police and specifically request a police officer that is the opposite gender of the alleged perpetrator.

Campus Police will question the victim to establish facts and if possible, apprehend the suspect. Police or an advocate from Interact can best explain legal options to the victim with more accurate information about likely consequences of legal options. Several legal options exist. If the victim refuses to consider criminal charges inform him/her about the options of a civil suit, which provides another legal avenue for proposed remedies. He/she does not need to make a decision immediately, but does need to act in a way to provide the most options available.

If a student refuses to go to the hospital or the police, encourage him/her to seek other help for example: Residence Life professional staff, Interact, Counselor on Call, or Student Health Services.

Follow-up with the victim to express concern. Depending on the number of people who know of the incident, a meeting with the residence hall or group of concerned friends may be helpful. Address fears for personal safety and frustration of feeling helpless. Referral to **Interact**, Counseling Services or Student Health Services if not done earlier.

If not notified earlier, Residence Life professional staff should be contacted, who notifies the Coordinator of Counseling Services, Coordinator of Commuter Student Services (if needed), Chief of Campus Police and Director of Health Services. **The name**

of the victim should not be revealed to Campus Police without permission of the victim.

Pandemic Influenza—Crisis Management and Response Plan

Saint Augustine's College

A: Background Information for Pandemic Influenza

Three influenza pandemics occurred in the last century, and public health experts predict that another is likely some time in the future. No one can predict when it might happen or how severe it will be. It is prudent to plan for one, and in the event of an influenza pandemic, Saint Augustine's College will have four objectives:

- Minimize the risk of pandemic influenza to students, faculty and staff.
- Support students who remain in Raleigh.
- Continue functions essential to the College during a pandemic.
- After the pandemic, resume normal teaching, research and service operations as soon as possible.

Planning Assumptions. Although no one knows the precise characteristics of the next influenza pandemic, Saint Augustine's College is basing its plans on the following assumptions:

1. To reduce the risk of illness, public health officials may request that Saint Augustine's College take social distancing measures such as canceling public events and suspending classes. If a severe outbreak were to occur, we should expect to suspend on-campus classes for 7-10 weeks.
2. Employee absenteeism will reach 40 percent for periods of about 2 weeks at the height of a pandemic wave, with lower levels of staff absent for a few weeks on either side of the peak.
3. Absent employees include leaders, chairs and personnel with primary responsibility for essential functions.
4. Fifty percent of our supplies will not be available during the 7-10 week period of contagion.
5. The wave will occur during the fall or spring semester.
6. It is unlikely that students, faculty and staff will be subject to mandatory quarantine orders. Instead, public health officials will rely on voluntary social distancing measures.

B: Student Health Services Objectives

1. Render essential health care operations necessary for assessment, triage, diagnosis, treatment and counseling services by Gordon Student Health (GSH) medical providers
2. Sustain adequate availability of GSH critical health care providers and key support staff
3. Provide in-service training on proper use of personal protective equipment
4. Communicate early and regularly to students who will remain in residence halls and off-campus housing and to all GSH staff regarding health care recommendations for treatment, appropriate infection control measures and procedures, psychological and emotional support, and status of antiviral and vaccine development
5. Communicate early and regularly updates to parents of students who will remain in residence halls and off-campus housing regarding avian influenza and status within Saint Augustine's College campus

6. Establish and maintain communications with the local public health authorities, emergency preparedness groups and local hospital system regarding surveillance, case identification and reporting and control measures and health care provision
7. Provide antiviral medication treatment and vaccine if available to GHS staff and students

C: Mitigation Strategies

Risk of Inability to deliver/ship supply request

1. Purchase ahead and store non-perishable goods. Quantities are based on the best estimate of the number of students who may not be able to leave campus
2. Compile a list of supplies that are needed (protective equipment, vaccines, medications, disinfectants, intravenous fluids, laboratory supplies, and medical supplies)
3. Identify supply sources that can quickly procure medical and pharmaceutical supplies
4. Establish plan for continuation of cleaning and waste removal services that include possible need to increase the frequency of the scheduling of these services

Arranging medical care for students needing inpatient or care beyond GHS scope of services

1. Maintain contact with Wake County Health Department and local hospital systems in regard to health issues
2. Patients needing care beyond GHS scope of services would be transferred to Wake Medical Center or other local hospital as bed space availability dictates

Congregate care for symptomatic students

1. There will be students who do not require inpatient care, but need assistance. They will be moved to a short-term housing facility (such as gymnasium).
2. GHS medical providers will not provide medical care to non-residential students because of the assumed reduction in work-force.
3. GHS medical providers and staff will provide medical services in the temporary housing location.

Obtain temporary critical employees to render direct patient care in the event GHS critical employees become symptomatic

1. GHS will be in constant contact with local public health authorities regarding staffing.
2. Local schools (nursing, medical, pharmacy) will be contacted to provide assistance with medical needs

D: Additional Resources and Policy Summaries

The following is a list of resources, guidelines and policies that will guide our plan for pandemic influenza.

Guidelines for Workplace Dispersement and Fitness to Work

During a pandemic, employees will be encouraged to reduce face-to-face contact between employees, where possible. Increasing the physical distance between employees to three to six feet will reduce influenza transmission risk from coughing, sneezing or speaking. Employees who are sick should not report to work.

Personal Protection Equipment

To date, the U.S. Center for Disease Control (CDC) has issued pandemic influenza personal protective equipment (PPE) guidance only for patient care. The CDC is not likely to issue additional pandemic influenza PPE guidance until the threat becomes imminent. When CDC does issue guidance, GHS employees will follow it to provide the specified PPE (e.g., masks, gloves) to employees in CDC-identified high risk job classifications, and to employees who perform high risk duties identified by CDC.

Saint Augustine's College assumes that future CDC guidance will address the PPE needs of certain employees who care for sick students. We have therefore purchased limited quantities of masks and gloves for those employee classifications who work for the Campus Health Service and Housing and Residential Education. (We believe that some students with influenza may need to live in student housing during the pandemic).

Since CDC's PPE recommendations will rely on a high level of risk (e.g., direct contact via care for sick patients), it is *not* likely that Saint Augustine's College's limited PPE stocks will be available to all employees that departments may designate as "public health emergency employees." Departments that wish to assess their PPE needs for pandemic influenza should contact the office of Enrollment Management and Student Services for guidance.

ATTACHMENT 1: FIRE

In all cases of fire, campus police must be notified immediately by calling 4911. If necessary, the Fire Department can be reached by 911. Remember to first dial -9- if calling from a campus phone. Observe the following procedures:

- Know the location of fire extinguishers, where fire exists, and alarm systems in your area and know how to use them. Training and information is available through Campus Police and the Campus Safety Officer. If a minor fire appears controllable, immediately contact the Fire Department and Campus Police. Then promptly direct the charge of the fire extinguisher toward the base of the flame. If you are not alone, have one person make the emergency call while another uses the fire extinguisher.
- If an emergency exists, activate the building alarm. Caution: In some buildings, the alarm may ring only inside the building. You must report the fire by phone.
- On large fires that do not appear controllable, evacuate all rooms closing all doors to confine the fire and reduce oxygen and immediately notify the Fire Department and Campus Police. Do not lock doors.
- When the building evacuation alarm is sounded, an emergency exists. Walk quickly to the nearest marked exit and alert others to do the same.
- Assist the handicapped in exiting the building. Do not use the elevators during a fire. Smoke is the greatest danger in a fire, so stay near the floor where the air will be less toxic.
- Once outside, move to a clear area at least 500 feet away from the affected building. Keep streets, fire lanes, hydrants and walkways clear for emergency vehicles and crews. In an evacuation, report to your designated building assembly location. Stay there until an accurate headcount is taken. The Emergency Building Coordinator will take attendance and assist in the accounting of all building occupants.
- If requested, assist emergency crews as necessary.
- An Emergency Command Post (ECP) may be set up near the emergency site. Keep clear of this area unless you have official business.
- Do not return to an evacuated building unless told to do so by an authorized College official.

Note: If you become trapped in a building during a fire and a window is available, place an article of clothing (shirt, coat, etc.) outside the window as a marker for rescue crews. If there is no window, stay near the floor where the air will be less toxic. Shout at regular intervals to alert emergency crews of your location. Do not panic.

ATTACHMENT 2: NATURAL DISASTERS

(Tornado, Hurricane, Winter Storms, Earthquake)

TORNADO

A tornado is a violent windstorm characterized by a twisting, funnel-shaped cloud. It is spawned by a thunderstorm (and sometimes a hurricane) and is produced when cool air overrides a layer of warm air, forcing the warm air to rise rapidly. Tornado season is generally March through August, although they can occur at any time of year. They tend to occur in the afternoons and evenings.

The best protection during a tornado is in an interior room on the lowest level of a building, preferably a basement. Tornadoes strike with incredible velocity. Wind speeds may approach 300 miles per hour. These winds can uproot trees and structures and turn harmless objects into deadly missiles, all in a matter of seconds. Normally a tornado will stay on the ground for no more than 20 minutes, however, one tornado can touch ground several times in different areas they are most destructive when they touch ground.

TORNADO WATCH

A tornado watch means that conditions are favorable for tornado formation. You should remain alert and do the following:

- Review actions to take should the situation change to a Tornado Warning, or if a tornado funnel is sighted.
- Ensure no physical restrictions exist that would prevent free movement to your nearest safe area (clear any blocked doors, aisles, etc).
- Continue normal activities, but be alert to weather outside, and monitor a radio/television or watch the sky for worsening weather conditions.
- Do not phone campus police or the campus operator for information. Keep telephone lines clear for emergency messages.

TORNADO WARNING

A tornado warning means that a tornado has been sighted. You should do the following:

- Take cover. Preferably, proceed to the nearest safe area or shelter. Because of possible electrical failures, you should use the stairs, not the elevator. Remain well clear of windows and other glass. Avoid auditoriums and gymnasiums with large poorly supported roofs.
- In multi-story buildings, you should move to the basement or first floor. Inner hallways are usually safe areas. If possible, move to the ground level. If you are in a frame or sheet metal building and weather conditions permit, move to a brick or stone building for added protection.

HURRICANE

High winds, flooding and flying debris resulting from hurricanes also can be dangerous killers. Hurricanes also spawn tornadoes. A hurricane watch is issued when there is a threat of hurricane conditions within 24-36 hours. A hurricane warning is issued when hurricane conditions (winds of 74 miles per hour or greater or dangerously high water and rough seas) are expected within 24 hours or less. The hurricane season lasts from June through November.

SEVERE WINTER STORMS

In North Carolina, severe winter storms are most likely to bring ice, strong winds and freezing rain. Such storms can prevent employees and students from reaching campus or cause them to have to leave campus early in order to avoid dangerous circumstances on the highway. Severe winter storms also can cause structural damage and power outages.

The Saint Augustine's College campus is a residential community and needs to remain open at all times. However, occasions may occur when weather-related conditions or other emergency necessitate that the College announce a delayed arrival time, an early dismissal time, or remain open for essential staff only. In all cases, employees must use their best judgment in determining their own safety when traveling to and from home.

A **winter storm watch** means severe winter weather is possible; **winter storm warning** signals that severe winter weather is expected; **blizzard warning** signals severe weather with sustained winds of at least 35 miles per hour; and a **traveler advisory** means that conditions may make driving difficult or dangerous.

The President has sole authority to excuse College employees from reporting to work during extreme weather or other emergency conditions. In some instances, the President may opt to cancel classes although the College's administrative offices may remain open. Employees are expected to report for work.

Any decision for losing or to delay opening will be transmitted from the President or designee to the Office of the Director for Communication for public broadcast.

Refer to the College's Hazardous Weather and Emergency Leave Policy for additional information.

EARTHQUAKE

1. During an earthquake, remain calm and quickly follow the steps outlined below.
2. If indoors, seek refuge in a doorway or under a desk or table. Stay away from glass windows, shelves, and heavy equipment.
3. If outdoors, move quickly away from buildings, utility poles and other structures. Caution: Always avoid power or utility lines as they may be energized. Know your assembly locations.
4. If in an automobile, stop in the safest place available, preferably away from power lines and trees. Stop as quickly as safety permits, but stay in the vehicle for the shelter it offers.
5. After the initial shock, evaluate the situation and if emergency help is necessary call the Director of Physical Plant at 4482 if on campus, or 911 if off campus. Protect yourself at all times and be prepared for after shock.
6. Damaged facilities should be reported to the Campus Police Office and the Physical Plant.

Note: gas leaks and power failures create special hazards. Please refer to the section on Utility Failures.

1. If an emergency exists, activate the building alarm. Caution: In some buildings, the alarm rings only inside the building. You must report the emergency by phone to campus police at 4911.
2. When the building evacuation alarm is sounded, walk to the nearest marked exit and ask others to do the same.

3. Assist the handicapped in exiting the building. Remember that elevators are reserved for the handicapped to use. Do not use elevators in case of earthquake or fire. Do not panic.
4. Once outside, move to a clear area at least 500 feet away from the affected buildings. Keep streets, fire lanes, hydrants, and walkways clear for emergency vehicles and crews.
5. If requested, assist emergency crews as necessary.
6. An Emergency Operations Center (EOC) or Emergency Command Post (ECP) may be set up near the site of the emergency. Keep clear of such areas unless you have official business.
7. Do not return to an evacuated building unless told to do so by an authorized College official.

ATTACHMENT 3: CHEMICAL OR RADIATION SPILL

Report immediately any spillage of a hazardous chemical or radioactive material to campus police at 4911.

Move away from the accident scene and help keep others away. Do not walk into or touch any of the spilled substance. Try not to inhale gases, and smoke. Observe the following procedures in these circumstances:

- When reporting, be specific about the nature of the involved material and exact location. Campus police will contact the necessary specialized authorities and medical personnel.
- The key person on site should vacate the affected area at once and seal it off to prevent further contamination of other areas until the arrival of campus police and personnel from Health and Safety Programs.
- Anyone who may be contaminated by the spill is to avoid contact with others as much as possible, remain in the vicinity and give names to campus police. Required first aid and cleanup by specialized authorities should be started at once.
- If a building emergency exists, activate the building alarm. Caution: In some buildings, the alarm rings only inside the building. You must report the emergency by phone to ensure coverage.
- When the building evacuation alarm is sounded, an emergency exists. Walk quickly to the nearest marked exit and alert others to do the same.
- Assist the handicapped in exiting the building. Remember that elevators are reserved for handicapped persons to use. Do not use elevators in case of fire. Do not panic.
- Once outside, move to a clear area at least 500 feet away from the affected buildings. Keep streets, fire lanes, hydrants and walkways clear for emergency vehicles and crews.
- If requested, assist emergency crews as necessary.
- An Emergency Command Post (ECP) may be set up near the emergency site. Keep clear of this area unless you have official business.
- Do not return to an evacuated building unless told to do so by an authorized College official.

Important: After any evacuation, report to your designated campus area assembly location. Stay there until an accurate headcount is taken. The Building Emergency Coordinator will take attendance and assist in the accounting for all building occupants.

ATTACHMENT 4: VIOLENT OR CRIMINAL BEHAVIOR

In an emergency, call: 4911

Everyone is asked to help make the campus a safe place by being alert to suspicious situations and promptly reporting them.

Faculty, staff and students exposed to violent or criminal behavior, should use the following procedures:

- If you are a victim or a witness to any on-campus offense, **avoid risks!**
- Promptly notify campus police at 4911 soon as possible and report the incident including the following:
 1. Nature of the incident
 2. Location of the incident
 3. Description of person(s) involved
 4. Description of property involved
- If you observe a criminal act, or whenever you observe a suspicious person on campus, immediately notify campus police and report the incident.
- Assist the officers when they arrive by supplying them with all additional information and ask others to cooperate.
- Should gunfire or discharged explosives jeopardize the campus, you should take cover immediately, using all available concealment. After the disturbance, seek emergency first aid if necessary.

What to do if taken hostage:

1. Be patient. Time is on your side. Avoid drastic action.
2. The initial 45 minutes are the most dangerous. Follow instructions, be alert and stay alive. The captor is emotionally imbalanced. Do not make mistakes that could hazard your well being.
3. Do not speak unless spoken to and then only when necessary. Do not talk down to the captor who may be in an agitated state. Avoid appearing hostile. Maintain eye contact with the captor at all times if possible, but do not stare. Treat the captor like royalty.
4. Try to rest. Avoid speculating. Comply with instructions as best you can, avoid arguments. Expect the unexpected.
5. Be observant. You may be released or escape. The personal safety of others may depend on your memory.
6. Be prepared to answer the police on the phone. Be patient, wait. Attempt to establish rapport with the captor. If medications, first aid, or restroom privileges are needed by anyone, say so. The captors in all probability do not want to harm persons held by them. Such direct action further implicates the captor in additional offenses.

ATTACHMENT 5: UTILITY FAILURE

In the event of a major utility failure occurring during regular working hours, immediately notify the Physical Plant Office at 919-516-4482.

If there is potential danger to building occupants, or if the failure occurs after hours, weekends or holidays, call the Physical Plant Office at 4482 or campus police at (919)-516-4911.

Follow the standard evacuation procedures if a building emergency exists. Always observe the above procedures whenever the following utility emergencies arise:

Electrical/Light Failure At present, campus building lighting may not provide sufficient illumination in corridors and stairs for safe exiting. It is therefore advisable to have a flashlight and portable radios available for emergencies.

Elevator Failure If you are trapped in the elevators, use the emergency phone to notify campus police. If the elevator does not have an emergency phone, turn on the emergency alarm (located on the front panel), which will signal for help.

Plumbing Failure/Flooding Cease using all electrical equipment. Notify Emergency Maintenance at 4482. If necessary, vacate the area. If after 5 p.m., call campus police at (919) 516-4911.

Serious Gas Leak Cease all operations. Do not switch on lights or any electrical equipment. Remember, electrical arcing can trigger an explosion. Call campus police at (919) 516-4911 and the Physical Plant Office at 4482.

Steam Line Failure Immediately call campus police at 4911 or the Physical Plant Office at 4482. If necessary, vacate the area.

Ventilation Problem If smoke odors come from the ventilation system, immediately notify campus police at 4911 or the Physical Plant at 4482. If necessary, cease all operations and vacate the area.

ATTACHMENT 6: BOMB THREAT

Anyone who receives a bomb threat should adhere to the following procedures in the order shown.

Important: Do not touch any suspicious object or potential bomb.

1. The person receiving a threat should remain calm and attempt to obtain as much information as possible from the caller by using the checklist given on the following page. (Please note that this checklist can be adapted for any threat.)
2. Call campus police at 4911, give your name, location, and telephone number. Inform them of the situation; reporting the exact words of the threat, including information you may have as to the location of the threat, time of the threat, and time you received the call. Campus police will handle the evacuation if necessary upon their arrival.
3. Do not evacuate the building and do not sound the alarm; but wait for further instructions. SAINT AUGUSTINE'S COLLEGE Campus Police and other authorities will be responsible for necessary evacuations of buildings or of the campus.
4. If you should spot something out of the normal that appears suspicious, report it to campus police at 4911. Under no circumstances should you touch, tamper with, or move objects out of normal or confront persons acting suspicious.
5. Immediately cease the use of all wireless transmission equipment (cellular phones, 2-way radios).
6. Record conversation if at all possible.
7. If the building is evacuated, move as far from the building as possible. Keep the street, fire lanes and hydrants, and walkways clear for emergency vehicles and crews.
8. Do not return to the building until told to do so by campus police or Director of Public Safety personnel.
9. In some cases, it will be necessary for campus police to enlist personnel from the affected building to assist in the identification of suspicious packages. Please assist the emergency personnel as much as possible.
10. Bomb threats received by means other than telephone are to be reported to campus police at 4911.

ATTACHMENT 7: CIVIL DISTURBANCE OR DEMONSTRATIONS

Campus demonstrations such as marches, meetings, picketing, and rallies must be peaceful and non-obstructive. A student demonstration should not be disrupted unless one or more of the following conditions exist as a result of the demonstration:

- Interference with the normal operation of the College.
- Prevention of access to office, buildings or other College facilities.
- Threat of physical harm to persons or damage to College facilities.
- Creation of a situation that may endanger the safety of individuals and/or disrupt the academic environment of the campus.

If any of these conditions exist, campus police should be notified and will be responsible for contacting and informing the President and appropriate Vice Presidents. Depending on the nature of the demonstration, the appropriate procedures listed below should be followed:

I. Peaceful, Non-Obstructive Demonstrations

1. Generally, demonstrations of this kind should not be interrupted. Demonstrations should not be obstructed or provoked and efforts should be made to conduct College business as normally as possible.
2. If demonstrators are asked to leave but refuse to leave by regular facility closing time:
 1. Arrangement will be made by the Director of Public Safety to monitor the situation during non-business hours, or
 2. Determination will be made to treat the violation of regular closing hours as a disruptive demonstration.

II. Non-Violent, Disruptive Demonstrations

- A. In the event that a demonstration limits access to College facilities or interferes with the operation of the College:
 1. Demonstrators will be asked to terminate the disruptive activity by Administrative Affairs.
 2. Key College personnel and student leaders may be asked by the Vice Presidents for Administrative Affairs and Student Affairs to go to the area and persuade the demonstrators to desist.
 3. The Vice President for Administrative Affairs or his designee will go to the area and ask the demonstrators to leave or to discontinue the disruptive activities.
 4. If the demonstrators persist in the disruptive activity, they will be apprised that failure to discontinue the specified action within a determined length of time may result in disciplinary action, including suspension or expulsion or possible intervention by civil authorities. Except in extreme emergencies, the President will be consulted before such disciplinary actions are taken.

Directive to Immediately Terminate Demonstration (Identify Self)

This assembly and the conduct of each participant is seriously disrupting the operations of the College and is in clear violation of the rules of the College. You have previously been called upon to disperse and terminate this demonstration. (You have been given the opportunity to discuss your grievances in the manner appropriate to the College.)(In

no event will the Administration of this College accede to demands backed by force) Accordingly, you are directed to terminate this demonstration. If you have not done so within 15 minutes, I will, under the authority of the Board of Regents, take whatever measures are necessary to restore order including use of the Trustees take whatever measures are necessary to restore order including use of the police for assistance. Any individual who continues to participate in this demonstration is subject to possible arrest and will also be subject to suspension or expulsion and/or termination.

1. Efforts should be made to secure positive identification of demonstrators in violation to facilitate later testimony, including photographs if deemed advisable.
2. After consultation with the President, Vice President for Student Affairs and Director of Public Safety by the Vice President for Administrative Affairs, there may be a need for an injunction and intervention of civil authorities. The demonstrators should be so informed if this action is taken. Upon arrival of the civil authorities the remaining demonstrators will be warned of the intention to arrest.

Directive to Immediately Terminate Demonstration With the Assistance of Police (Identify Self)

You have previously been directed to terminate this demonstration and you have been put on notice as to the consequences of your failures to do so. Since you have chosen to remain in violation of the rules and regulations of the College, each of you is hereby suspended, subject to later review. The police will be called in to assist in dispersing this assembly. Those who fail to leave immediately will be subject to arrest.

Violent, Disruptive Demonstrators

1. In the event that a violent demonstration in which injury to persons or property occurs or appears imminent, the President, Vice President for Administrative Affairs and the Vice President for Enrollment Management and Student Services should be contacted immediately.

During Business Hours:

2. In coordination with the Vice President for Administrative Affairs, campus police will assess the situation and inform the President and the Vice President for Student Affairs.
3. If advisable, the Vice President for Administrative Affairs will alert the Director of Public Safety to arrange for a photographer to report to an advantageous location for photographing the demonstrators.
4. The President, in consultation with the Director of Public Safety, the Vice President for Administrative Affairs and the Vice President for Student Affairs, will determine the possible need for the removal of the demonstrators.
5. Campus Police will provide an officer with a radio for communication between College officials and the campus police department as needed.

After Business Hours:

6. Campus police should be immediately notified of the disturbance.
7. Campus police will investigate the disruption and report and notify the Director of Public Safety, the Vice President for Administrative Affairs, and the Coordinator of Community Relations.

The Vice President for Administrative Affairs will:

8. Report the circumstances to the President and the Vice President for Enrollment Management and Student Services.
9. Notify key administrators and, if appropriate, the administrator responsible for the building/area.

ATTACHMENT 8: TERRORISM

Preparing for the Unexpected

Terrorism refers to the political use of violence or intimidation. Devastating acts, such as terrorist attacks (bombings, explosions, chemical/biological attacks, mass destruction, etc.) may raise uncertainty about what might happen next, increasing stress levels. Nevertheless, there are things you can do in preparation for the unexpected in order to reduce stress levels now and in the event of an emergency.

What could happen as a result of a terrorist attack?

The following things can happen after a terrorist attack:

- There can be significant numbers of casualties and/or damage to buildings and the infrastructure. Therefore, employees need to update information about any medical needs you may have and on how to contact your designated beneficiaries.
- Heavy law enforcement involvement at local, state and federal levels follows a terrorist attack due to the event's criminal nature.
- Health and mental resources in the affected communities can be strained or even overwhelmed.
- Extensive media coverage, strong public fears and international implications and consequences can continue for extended time periods.
- Workplaces and schools may be closed, and there may be restrictions on domestic and international travel.
- You and your co-workers or family may have to evacuate an area, avoiding roads blocked for your safety.
- Cellular phone systems will go out due to the overloading of the system and the resultant crash of the network.
- Regular phones may be disrupted and the state emergency may result in 1/3 of your region's lines being turned off for periods of time so that the system doesn't overload. This is similar to rotating blackouts, only on the phone lines.
- Gas stations may be ordered to shut down in terrorist situations.
- Stores can not process credit card/ATM transactions in situations of power failure
- Clean up may take several months.

SUGGESTIONS FOR EARLY PREPARATION

- Ensure that you frequently refuel your vehicles and that they are always full with gasoline.
- Always carry cash and lower dollar bills; stash some cash in a secret spot in the car you use most often.
- Keep enough freshly bottled water on hand for one week. Municipal water systems may be at risk.
- Have your pantry stocked with one week's supply of simple foods that doesn't require cooking.

- Have a portable emergency kit in a large duffel bag obtaining the above items, should you ever need to be evacuated.
- You should include a week's supply of the following essential items in the duffel bag :
 - Medicines
 - Toilet paper
 - Toothbrushes and Toothpaste
 - Hand sanitizer,
 - Water/food
 - Flashlights
 - Portable radios
 - Plenty of batteries
 - Pen and paper
 - Whistle
 - Rope
 - Duct tape
 - Blankets
 - General toiletries
 - Anything else you think you need for one week

All the above items can fit into one large duffel bag for a regular sized family.

- Make sure you have the appropriate carriers for your pets and plan for extra water and food for them. It is a good idea to buy a small bag of food for them and store it with that emergency duffel bag.
- Also, store leashes/collars, and extra water.

EVACUATION

If local authorities ask you to leave your home or workplace, they have a good reason to make this request, and you should heed the advice immediately. Listen to your radio or television and follow the instructions of local emergency officials and keep these simple tips in mind:

- Wear long-sleeved shirts, long pants and sturdy shoes so you can be as protected as much as possible.
- Take your disaster supplies kit.
- Lock your home if at your place of residence.
- Utilize travel routes specified by local authorities – don't use shortcuts because certain areas may be impassable or dangerous.

Listen to local authorities. Your local authorities will provide you with the most accurate information specific to an event in your area. Staying tuned to local radio and television, and following their instructions is your safest choice.

If you're sure you have time:

- Call your family contact to tell them where you are going and when you expect to arrive.
- Plan to take your pets with you; do not leave them behind. In emergency situations, they know something is wrong and get scared easily and may try to run away. Because pets are not permitted in public shelters, follow you plan to go to a relative or friend's home, or find a "pet-friendly" hotel.
- Shut off water and electricity before leaving, if instructed to do so. Leave natural gas service ON unless local officials advise you otherwise. You may need gas for heating and cooking, and only a professional can restore gas service in your home once it's been turned off. In a disaster situation it could take weeks for a professional to respond.
- Stay away from downed power lines.

Shelter in place

If local officials advise you to "shelter in place," what they mean is for you to remain inside your home or office and protect yourself there. Close and lock all windows and exterior doors. Turn off all fans, heating and air conditioning systems. Close the fireplace damper. Get your disaster supplies kit, and make sure the radio is working. Go to an interior room without windows that's above ground level. In the case of a chemical threat, an above-ground location is preferable because some chemicals are heavier than air, and may seep into basements even if the windows are closed. Using duct tape, seal all cracks around the door and any vents into the room. Stay listening to your radio or television until you are told all is safe or you are told to evacuate. Local officials may call for evacuation in specific areas at greatest risk in your community.

Positive steps to take

Another useful preparation includes learning some basic first aid. To enroll in a first aid and CPR course, contact your local American Red Cross chapter. In an emergency situation, you need to tend to your own well-being first and then consider first aid for others immediately around you, including possibly assisting injured people to evacuate a building if necessary.

People who may have come into contact with a biological or chemical agent may need to go through a decontamination procedure and receive medical attention. Listen to the advice of local officials on the radio or television to determine what steps you will need to take to protect yourself and your family. As emergency services will likely be overwhelmed, only call 911 about life-threatening emergencies.

FIRST AID PRIMER

Control Bleeding

- Cover the wound with a dressing, and press firmly against the wound (direct pressure).
- Elevate the injured area above the level of the heart if you do not suspect that the victim has a broken bone.
- Cover the dressing with a roller bandage.
- If the bleeding does not stop:
 - Apply additional dressings and bandages.
 - Use a pressure point to squeeze the artery against the bone.
- Provide care for shock

Care for Shock

- Keep the victim from getting chilled or overheated.
- Elevate the legs about 12 inches (if broken bones are not suspected).
- Do not give food or drink to the victim.

Tend Burns

- Stop the burning by cooling the burn with large amounts of water.
- Cover the burn with dry, clean dressings or cloth.

Care for Injuries to Muscles, Bones and Joints

- Rest the injured part.
- Apply ice or cold packs to control swelling and reduce pain.
- Avoid any movement or activity that causes pain.
- If you must move the victim because the scene is becoming unsafe, try to immobilize the injured part to keep it from moving.

Be Aware of Biological/Radiological Exposure

- Listen to local radio and television reports for the most accurate information from responsible governmental and medical authorities on what's happening and what actions you will need to take.

Reduce Any Care Risks

The risk of getting a disease while giving first aid is extremely rare. However, to reduce the risk even further:

- Avoid direct contact with blood and other body fluids.
- Use protective equipment, such as disposable gloves and breathing barriers.
- Thoroughly wash your hands with soap and water immediately after giving care.