

MINERAL AREA COLLEGE

CRISIS MANAGEMENT GUIDE



MINERAL AREA COLLEGE
DEPARTMENT OF PUBLIC SAFETY
REVISED 08/2016

To the Mineral Area College Community:

The Mineral Area College Department of Public Safety's mission is to help the college fulfill its mission and goals, providing a safe learning environment using professional quality police and security services, modern police strategies and community partnerships.

Mineral Area College is committed to supporting the welfare of its students, faculty, staff and visitors. Preparing a college Crisis Management Plan and allocating resources to respond to possible emergencies is one way the college offers this support. The plan is designed in accordance with appropriate laws, regulations and policies that govern crisis/emergency preparedness and reflect the best and most current thinking in the area. The Crisis Management Plan is designed to maximize human survival and preservation of property, minimize danger, restore normal operations of the college and assure responsive communications with the college community, surrounding neighborhoods and the municipality. This plan is set in operation whenever a natural or induced emergency affecting the college reaches proportions that cannot be handled by established measures. A crisis may be sudden and unforeseen, or there may be varying periods of warning. This plan is intended to be sufficiently flexible to accommodate contingencies of all types, magnitudes and durations.

The plan provides for aiding the local community when appropriate, although the primary responsibility of the plan is for the college community for which it is designed. The intent for the plan to be viewed as a tool to accomplish the above stated purpose with a minimum of confusion and wasted effort.

Yours for a safe campus,

Rich Flotron

A handwritten signature in blue ink, appearing to read 'R. Flotron', with a stylized, flowing script.

Director of Campus Safety

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OVERVIEW

This Crisis Management Plan outlines and describes the Mineral Area College procedures for responding to likely and potential emergency situations that may occur on campus and at outreach locations.

Emergency situations can be man-made, natural, or environmental.

Potential situation examples are:

- An active human threat such as an active shooter
- A chemical spill occurring either on campus or near campus
- A tornado or severe storm

This plan is by its very nature, subject to change as needed. The plan should be evaluated yearly by the safety committee. It is to be considered as well during short term planning, long term planning, construction, or infrastructure changes. Any major incident arising on campus should also have in mind how the plan worked or did not work during an incident.

Any major emergency involving the Mineral Area College campuses should be followed by a critique and after action plan to uncover and correct any flaws in the plan.

ADVANCED PLANNING

While the occurrence of a specific emergency cannot be predicted, advanced planning is essential to successful management of emergency situations. Such planning increases both the organization and objectivity of the response and reduces the fear and confusion that accompany crisis situations. Occasional drills involving emergency procedures, supported by critique and evaluations will increase competence with emergency procedures.

Identification of key personnel who will assist in emergency management is a key factor in advanced planning. Personnel identified to have major roles in responding to emergency situations serve as members of the crisis team.

Standard procedures for a variety of emergency situations, evacuation plans, and important phone numbers are included in this manual.

CRISIS TEAM RESPONSIBILITIES

PRESIDENT

The college president, or designated staff are responsible for overseeing all pre-disaster preparedness for the college. In the event of an emergency, they are the representatives who will assume overall direction of disaster procedures at the college. Designated staff should include members representing a variety of college staff to effectively manage all aspects of a crisis. In discharging this responsibility, the president and his or her designated staff shall:

During Pre-Emergency Conditions:

- Appoint person(s) who shall assume the duties of the president in his/her absence, and help identify duty assignments of other college personnel.
- Utilize directives and guidelines established by the college to;
 - a. Develop a disaster and preparedness plan which shall be kept operative at all times
 - b. Ensure that college personnel and students are properly instructed in the college Crisis Management Plan. This should take place with new incoming students and staff.
- Work with the Director of Campus Safety to ensure the capabilities of the crisis response.
- Work with the Director of Campus Safety to ensure the college has the proper resources to manage a crisis.
- Work with the Director of Campus Safety to ensure that community engagement, shared resources, and training with surrounding emergency services providers are meshed to provide the best possible crisis services.

During Emergency and Post Emergency Conditions

- Assume overall direction of college crisis management.
- Work with the crisis command staff to resolve the crisis in the best possible manner.
- Assist the communications officer with media releases.
- Issue instruction to faculty if students are released from college.
- Report situation to board members.

DIRECTOR OF CAMPUS SAFETY

The Director of Campus Safety is responsible for the maintenance, review, and execution of the crisis plan under the direction of the President or his/her designee. The Director of Campus Safety will assist the President in instituting the Incident Command System, (ICS) and participate in the command function.

During Pre-Emergency conditions:

- Review and revise emergency and safety planning as necessary.
- Perform drills and training.
- Arranging and providing appropriate crisis training to staff and students.
- Report revisions to the President, Board and Staff.
- Test and maintain all public safety equipment and notification processes.
- Coordinate and train with other emergency services providers.
- Know the location of utilities and utility shut-offs on campus.
- Assist the President in completing pre-emergency condition preparations.
- Ensure that there is an adequate warning system available, and that various alarm signals are known and understood by students and staff.
- Survey, with the appropriate emergency services personnel, the physical and structural make-up of the college campus and select the area(s) of comparative safety for groups to use in an emergency.
- Plan with emergency services, primary and alternate traffic control plans for pedestrian and vehicular movement on the campus.
- Arrange for the instruction and training of students to ensure their safety.
- Maintain all emergency equipment and supplies in useable condition at all times by checking and testing them at the beginning of each semester.
- Know the location and operation of utility shut-offs. Advise appropriate staff members of the location and operation of utility shut-offs.
- Communicate with students and staff about the Crisis Management Plan.
- Conduct regularly scheduled drills and maintain a record of these in the Public Safety Department.
- Demonstrate the use of emergency equipment utilized at the college.

During Emergency and Post-Emergency Conditions:

- Assist the President in the overall direction of the crisis management.
- Ensure the implementation of the Incident Command System.
- Assume the duties of Incident Commander when appropriate.
- Provide the Communications Director with appropriate and timely information.
- Ensure the documentation of the incident.

- Report to the administration and board as needed.
- Evaluate the response, post incident.
- Review and evaluate the crisis management plan.

COMMUNICATIONS DIRECTOR

The Communications Director is responsible for the review and revision of the crisis communication plan. In addition, the Communications Director will guide public release of information before, during and after a crisis.

During Pre-Emergency conditions:

- Review and revise the crisis communication plan.
- Work with the Director of Campus Safety to release information regarding MAC emergency preparedness.
- Work with the Chief Information Officer to coordinate information gathering and release of information efforts.

During Emergency and Post-Emergency Conditions:

- Report to the command post to coordinate public information releases and communication responses for the college.
- Release information as necessary to the media and public.
- Assist the President in public information releases.
- Assist the Director of Campus Safety with Public information releases.
- Evaluate the communication effort, post incident to the President.

CHIEF INFORMATION OFFICER

The Chief Information Officer is responsible for the operation and maintenance of the information systems for the college. In addition, the CIO will assist with maintaining the best possible services during an emergency including those emergencies which could affect the information systems for the college.

During Pre-Emergency conditions:

- Maintain the information systems and insure their security.
- Formulate emergency operations plans for technology systems.
- Test systems viability during simulated emergencies.

During Emergency and Post-Emergency Conditions:

- Ensure access to information systems, even if in a limited capacity.
- Work with the command post staff to provide any needed systems access.
- Assess the system and provide the ability to prioritize access as needed.
- Assess information systems post incident and report needs to the President.

CAMPUS POLICE

The Campus Police Staff shall act as the primary law enforcement agency for the college and shall prepare, respond, and assist in any public safety crisis as required by the Director of Campus Safety.

During Pre-Emergency Conditions:

- Seek and receive training in emergency response techniques.
- Be familiar with the Crisis Management Plan.
- Test and maintain any assigned emergency response equipment.
- Train as a group in responding to various emergencies.

During Emergency and Post-Emergency Conditions:

- Respond to the emergency and give direction to staff and students accordingly.
- Assist with evacuation or storm sheltering.
- Respond directly to any human threat on campus.
- Assist in coordinating the emergency response with outside emergency responders.
- Assist the Director of Campus Safety with the implementation of the crisis emergency plan.
- Prepare and submit any reports needed to the Director of Campus Safety.

FACULTY

Teaching faculty and instructors will be responsible for the supervision of students. They will follow the instructions and guidelines of the crisis management plan and specific instructions from the crisis team.

During Pre-Emergency Conditions:

- Have knowledge of the specific emergency plans and the techniques for each. (Evacuation, lockdown, take shelter, Etc.)
- Provide guidance for students in the emergency procedures to be followed.
- Keep log of attendance for emergency accountability.

During Emergency and Post-Emergency Conditions:

- Perform the lock down or evacuation of students to designated assembly areas.
- Remain with students until relieved of responsibility by the president or crisis management staff.
- Take roll (if possible) when class relocates to designated assembly area as soon as possible. It is important for instructors to keep a reliable roll of the students with a roster. This will help to identify who is there and narrow the possibility of who may be missing.
- Report missing students to the President or crisis management staff. If there is reason to believe such students may be endangered in a college structure, report immediately to emergency responders.
- Render first aid, restore order, and assist staff and students as needed.

GENERAL SERVICES

The responsibility of General Services shall be to assist in the response effort of the crisis management team as needed.

During Pre-Emergency Conditions:

- Maintain all fire equipment (extinguishers, hoses, etc.) in good working condition.
- Assure fire alarm system is in working order.
- Maintain a set of the buildings blue-prints to be made available for emergency planning and evacuation routes.
- Locate utilities on campus and advise their location to emergency planning staff.
- Locate utility shut-offs on campus and advise their location to emergency planning staff.

During Emergency and Post-Emergency Conditions:

- Shut off utilities immediately when directed to do so.
- Assist emergency services with access to or blocking of campus roads and parking lots.
- Assist the crisis management team with requests for equipment and vehicles.
- Assist the crisis management team with clean-up efforts.
- Survey and report damage to president.

CLASSIFIED STAFF

The responsibility of classified staff shall be to assist the college as needed in their area of work. The classified staff are also to assist other staff members with emergency procedures for their area.

During Pre-Emergency Conditions:

- Attend safety training as provided.
- Familiarize themselves with the crisis management plan.
- Familiarize themselves with exits and evacuation routes.

During Emergency and Post-Emergency Conditions:

- Assist other staff members in lockdown, shelter, or evacuation.
- Assist students and visitors in lockdown, shelter, or evacuation as needed.
- Provide assistance to the crisis management team according to area of responsibility or need.
- Report any issues, post-incident, to the crisis management team.

STUDENTS

The responsibility of the students shall be:

- Familiarize themselves with the college campus safety guide.
- Know the location of evacuation routes, storm shelter areas and signs directing them to these areas.
- Follow the direction of faculty and college officials.
- Provide the college with contact information so you may be accounted for during an emergency.

THE CRISIS MANAGEMENT TEAM:

The purpose of the crisis management team is to effectively respond to and manage a variety of emergency/crisis situations. In addition, an Emergency Response Team may be used for immediate action issues of a crisis. This will be accomplished in the following ways:

- The crisis management team will use the incident command system to effectively manage the emergency.
- Assist the president with developing the specific planned responding to the emergency/crisis.
- Consult with and provide support on an as-needed basis, the affected college's staff in reacting to and dealing with the crisis.
- Provide direct support services to staff and students in distress.
- Make referrals to community resources for those needing follow-up counseling/support.
- Monitor the situation during and after the emergency/crisis and provide other follow-up services.

The crisis management team will use the Incident Command System (ICS) for emergency management. ICS is recognized as the foundation for effective, all-risk, emergency planning, response and recovery capabilities. It involves management by objectives, delegation, and empowerment.

EMERGENCY RESPONSE TEAM GUIDELINES

The Emergency Response Team (ERT) will always be dealing with the immediate action issues of a crisis. The ERT is a standing team which shall consist of the college president, deans, campus police officers, and/or departmental administrators and administrative support staff.

- Manage immediate health and safety issues.
- Ensure communication with local emergency response agencies.
- Identify and utilize site personnel best suited to respond to specific emergency situations, e.g. medical, emotional.
- Assist Crisis Management Team with follow-up activities.

Building Captains

Building Captains will assist employees and students in their designated areas in the overall safety effort and crisis management. Building Captains should expect to stay during any emergency to assist the college during an emergency. Building captains should also expect to be familiar with the crisis management guide, and attend training in crisis management.

Responsibilities include:

- Reporting incidents to campus police.
- Assisting with lockdown.
- Assisting with evacuation.
- Assisting students and employees in following the crisis management plan.

Crisis Management Team Guidelines

Crisis Management Team members play an essential role in effective management of emergency situations. If not assigned emergency response team roles, the crisis team member will have other important roles.

Responsibilities include:

- Communication during and post incident.
- Ensure communication with local emergency response agencies.
- Ensure cooperative effort with emergency response agencies.
- Provide assistance to faculty, staff and students.
- Manage support aspects of crisis management.
- Communicate information to stakeholders.
- Resume instruction of students.
- Clean-up and repair operations.
- Conduct after incident analysis and make recommendations.

RECOMMENDATIONS FOR ESTABLISHING CRISIS MANAGEMENT TEAM

Identify Crisis Management Team (The team can consist of any members of the campus deemed necessary to accomplish tasks). Preferred Characteristics include:

- An ability to think clearly under stress.
- Expertise in a variety of college functions.
- Familiarity with nuances of the site, its students and community.
- An ability to anticipate multiple consequences.

- A willingness to challenge a problem and then work cooperatively toward a solution.
- Flexibility.
- Familiarity/training in emergency response procedures.

CRISIS MANAGEMENT TEAM CHECKLIST

This Crisis Team Planning Checklist may be used with any crisis or incident which occurs at the campus, or outreach locations. Upon notification of a crisis the president or designee will call an emergency meeting to assess the crisis and assign individuals to specific tasks. In some cases, team members may already be responding to the crisis as the emergency response team for immediate mitigation.

- Determine the emergency assistance needed (fire, police, other).
- When appropriate to do so, assign facility members to assume positions at all exits and in each area of the college. Seal off area where crisis has taken place.
- Decide what additional resources are needed; and who will request these resources.
- Decide where, when, and the format for notifying the staff of the crisis. (Phone list, PA system, Notification system.)
- Develop a statement for the press and assign a contact person. Notify staff and receptionists of the contact person and strive to have only designated staff answering the telephones during this time. Assign other members of the crisis team to handle incoming parent calls.
- Assign a member of the crisis team to assist the faculty to deal with their own feelings as well as planning for how they will deal with the student body.
- Assign a member of the crisis team to assist the students in receiving counseling if needed.
- Assign a member of the crisis team to the student body family members in receiving assistance.
- Conduct a debriefing and evaluation of the crisis, and how it was handled. Revise the plan as needed to improve the system once the evaluation process has been completed.

CRISIS TEAM EVENT COMMUNICATION

During an emergency, the Crisis Team will communicate initially through ReGroup, office phones or cell phones. The communication method will depend upon any disruption of the services during the event and is a choice the initiating communicator must make. During a large crisis, that warrants a command post, the Crisis Team will meet in the President's Board Room. If the Board Room is unusable, the Campus Safety Director will choose and communicate an alternate location to the team. (For more communication information, see the crisis communication plan, page 58.)

INCIDENT COMMAND SYSTEM

The Crisis Management Team will use the Incident Command System (ICS) a component of the National Incident Management System (NIMS) so that responsibilities are organized into standardized functions. They may include all of some of the positions dependent upon the needs of the incident.

- Command- Responsible for overall organization. Staff positions may include Commander, Safety, Liaison, and Information.
- Operations- Responsible for all tactical operations of the incident.
- Planning- Responsible for collection, evaluation, dissemination of information about incident development and status of resources.
- Logistics- Responsible for providing facilities, services and materials.
- Finance/Administration-Responsible for costs and financial considerations.

The Crisis Management Team will use necessary components of ICS and add or subtract functions as deemed necessary. Crisis Management Team Members should familiarize themselves with ICS and seek training as needed. On-line training for ICS and NIMS can be found at <https://training.fema.gov/nims/>.

EVACUATION PLAN

IMMEDIATE ACTION:

Communication:

- The person sending the alert message will make it as brief and clearly stated as possible.
- Students and staff should communicate with each other to ensure they have clearly heard and understood the message.
- Students and staff should follow the evacuation directions that are delivered by the college, such as loudspeaker broadcast or emergency alert.
- **Crisis Team members should clearly state in the alert if there areas that should not be evacuated through or to!**
- Students and staff should exit the building using the shortest route/ closest exit and move as far away from the building as is possible. Routes will be posted in classrooms and selected areas throughout campus.
- Students and staff should communicate with others as they are evacuating to ensure that those they encounter during evacuation have heard the message.
- Students and staff who encounter persons with physical disabilities should ensure they are able to evacuate by either helping the person or notifying campus police, or building captains assistance is needed.
- Students who are in class when an evacuation is ordered should follow the directions of the instructor, including being present for a post evacuation roll-call.

FOLLOW UP:

- Staff should gather at their designated area to be counted to ensure all are safe.
- Missing students or staff members should be immediately reported to campus police.

NOTIFICATIONS/ANNOUNCEMENTS

When a significant emergency occurs, the Crisis Management Team will make an announcement through several means:

- Public address system
- ReGroup/Text notification
- Social Media
- Email
- Face to face communication

Mineral Area College has implemented a new notification system which gives it the ability to communicate a single message through several formats. All students and staff should sign up for the alerts to receive emergency messages in the format of their choosing so that they can be best prepared for an emergency. Emergency alerts will include campus closings due to weather. (See Crisis Communication plan for further)

LOCKDOWN PROCEDURE

Lockdown procedure will be used in the event of a human threat emergency. The Crisis Management Team will make notification through several formats to reach as many faculty and staff as possible.

During Pre-Emergency Conditions:

- Have a key to the office or classroom where you work. (contact Maintenance)
- Open the door in the morning by unlocking, then locking the tumbler. (classrooms)
- Activate the lockdown mechanism and allow the door to close on the mechanism.
- Periodically check the lockdown mechanism to see that it works properly
- Report any problems with the lockdown mechanism to maintenance.

During Emergency and Post-Emergency:

IMMEDIATE ACTION:

Faculty:

- The Crisis Management Team will notify to lockdown and shelter in place.
- Faculty will tell their students that we are in lockdown, silence cell phones and remain quiet.
- Faculty will activate the lockdown mechanism.
- Faculty will remain in lockdown until notified by the crisis management team or campus police that the lockdown is over.

Staff:

- Staff receiving lockdown notification will advise co-workers at their location of the lockdown alert.
- All staff will silence their cell phones and remain quiet.
- A staff member will confirm that the door to the office is closed and locked.
- Staff will remain in their location until notified by the crisis management team or campus police.

ABANDONED/LOST CHILD

IMMEDIATE ACTION:

Communication:

- Contact Campus Police.
- Contact emergency telephone references. (In absence of campus police)
- Contact family by telephone if possible. (In absence of campus police)
- If contact cannot be made with the parent, and a Police Officer is not available, call the Park Hills police department for an officer to respond.

FOLLOW UP:

- Make written documentation in student file regarding circumstances surrounding the incident.
- If situation reoccurs, a call should be made to Child Protective Services (CPS), to notify them in case they have an on-going investigation with the family.

CONFIDENTIAL INFORMATION:

According to Federal Law:

An educational agency or institution may disclose personal identifiable information from an education record to appropriate parties in connection with an emergency if knowledge of the information is necessary to protect health and safety of the student or other individuals.

Law Enforcement and Medical Personal:

If the law enforcement officer in charge or medical personnel needs information to protect the health and safety of a student, the college will provide whatever information is needed.

Media:

Generally, the only information which should be provided to the media is confirmation of the student's attendance in our district. The media should generally be referred to the Public Relations Office.

However, in the case of a lost child, providing information to the media which may aid in the protection of the child is permissible.

ANIMAL/SNAKE/INSECT BITES

PRE-EMERGENCY PROCEDURES:

- Keep a list of local emergency agencies and their telephone numbers.
 - Park Hills Animal Control Phone: (573) 431-3122
 - Missouri Poison Center 1-800-222-1222
 - POLICE/FIRE 911
- Have first aid supplies available in convenient locations.

IMMEDIATE ACTION:

Safety:

- Identify type of incident (i.e. animal, snake, or insect), number of victims and extent of injuries.
- Calm victim and render first aid.
- Attempt to maintain visual contact of animal until emergency personnel arrive.
- Keep additional students and staff away from area.

Communication:

- Call Campus Police or 911
- Determine need to contact EMS or Poison Control
- Activate Internal Alert (Crisis Communication Plan)

FOLLOW UP:

- File Police report.
- Complete post-incident evaluation report and forward to President.

ASSAULT

IMMEDIATE ACTION:

Note: More instructors and officers are injured while trying to break up fights than during any other campus crisis. If weapons are involved, call 911 immediately.

- Call Campus Police or 911.
- Walk, do not run to the fight.
- Do not try to break up a fight or disarm a student by yourself.
- Obtain additional help.

ANALYZE THE ALTERCATION:

- Is fight staged?
- Are weapons involved?
- Is the fight winding down?
- Determine the aggressor.

CONTROLLING THE ALTERCATION:

- Use your presence and voice to alert them of your presence.
- Call out participants by name if possible.
- Give immediate directions to the participants.
- Separate combatants when safe to do so and disperse onlookers.

FOLLOW UP:

(Campus Police)

- Obtain medical assistance.
- Obtain names of witnesses, and obtain written statements.
- Allow for cooling off period.
- Ascertain the cause.
- Preserve the crime scene for evidence.

BEES SWARMING

PRE-EMERGENCY PROCEDURES:

- Post emergency numbers, 911, Poison Control, etc.
- Have first aid supplies on hand, along with supplies for closing off areas such as barricades and yellow caution tape.
- Look for bee problems around college grounds.

IMMEDIATE ACTION -BEE ATTACK:

- Evacuate immediate area.
- Seek enclosed shelter or, upon attack run without flailing arms.
- Call Campus Police or 911.

IMMEDIATE ACTION-SWARM OR HIVE LOCATED:

- Evacuate immediate area.
- Keep bystanders at least 300 feet away.
- Call Campus Police
- Post someone near area to keep bystanders away until proper maintenance personnel, an emergency crew or pest control company arrives.

Communication:

- Call Campus Police or 911
- Activate Internal Alert (Crisis Communication Plan)

FOLLOW UP:

- Have grounds personnel clean up and remove dead bees.
- Complete post incident evaluation and forward to Presidents office.
- Contact pest control services.

Bi-State Pest Control 1-800-871-0876
C&F Pest Control 573-431-5757
Kammermann's Pest Control 573-756-1438
H E Williams Pest Control 573-756-2727
Orkin Exterminating Co., Inc 573-756-5704

BOMB THREAT

Bomb threats are usually made by a telephone call and sometimes with a note. The majority of threats are pranks attempting to disrupt college function. However, all threats must be taken seriously, and handled quickly and efficiently to ensure safety to the students and staff.

PRE-EMERGENCY PROCEDURES:

- College evacuation plan.
- Telephone bomb threat checklist.
- Awareness of physical surrounding/conditions should be maintained by all college personnel.

IMMEDIATE ACTION:

- Complete bomb threat check list.
- Call Campus Police or 911.
- Notify administrator who will assesses validity of threat, and decide to evacuate the building or not.
- If valid, the threatened building shall be evacuated as follows:
 - By appropriate signal. (use fire alarm)
 - In good weather, remain outside at least 500 feet away from the threatened building.
 - In bad weather, have students go outside. Advise them to get into cars or move to a cleared building and wait for instructions to return.
 - Instructors and administrative personnel will give their immediate work areas a quick visual inspection as they leave their assigned areas. Do not touch or move any item which looks suspicious.
 - Have appropriate authorities check the building.
 - If bomb is found:
 - Call 911.
 - Notify President.
 - Dismiss students for the rest of the college day.
 - (President will make decision to send students home)
 - Crisis Management Team will work with police authorities.

FOLLOW UP:

- If no bomb is found, return students to class.
- If bomb explodes:
 - Call 911.
 - Evacuate all buildings in case of secondary devices.
 - Secure the integrity of the scene.

- Establish information center or command post.
 - Determine injuries and casualties.
- If Bomb Threat is received by written message:
 - Do not handle message unless absolutely necessary.
 - Notify police by calling 911.
 - If you must handle the message, protect it by placing message inside a paper bag or envelope so fingerprints or other identifying marks are not destroyed.
 - Turn note over to police.

Prevention Methods:

- Caller identification to main college lines.
- Identify all strangers on campus when practical.

BRUSH FIRE

PRE-EMERGENCY PROCEDURES:

- Maintain evacuation plan.
- List of local emergency numbers within easy access.
- Maintain a plan for sharing college facilities with evacuees.

IMMEDIATE ACTION:

- Restrict outdoor activities if fire or smoke is threatening the area.
- Discuss need for evacuation with appropriate fire officials. The senior administrator and Campus Safety Director, in conjunction with fire officials will determine the need to evacuate.
- Follow directions of police and fire officials.
- Activate college evacuation/dismissal plan, if necessary.

Communication:

- Stay in contact with firefighting spokesperson for updated information.
- Activate Internal Alert. (Crisis Communication plan)

FOLLOW UP:

- Network with police and fire officials to evaluate the extent to which emergency procedures were complied with.
- Prepare a written report and forward to President.

VAN/COLLEGE VEHICLE CRASH

PRE-EMERGENCY PROCEDURES:

- Standardized van/vehicle accident procedures.
- Written procedures provided to all drivers.
- Vehicle accident report form to record information.

IMMEDIATE ACTION- DRIVER:

- Stop immediately-set brake and turn off engine. Do not move vehicle, unless immediate danger exists.
- Radio or phone 911 immediately- Give vehicle number, location and extent of injuries.
- Assist injured -Never move an injured person unless there is imminent danger.
- Speak only to law enforcement and college officials about the incident.
- Give name, license, and insurance information to police.
- Obtain names, addresses, phone numbers, and ages of all passengers.
- Obtain names and insurance information of other drivers involved, from the investigating police officer.
- Complete College Van Accident Report form. (Found in packet in van)
- Complete insurance reports for Transportation Department.
- Obtain Departmental Report Number from investigating police officer.

IMMEDIATE ACTION- TRANSPORTATION:

Safety:

- Call Director of Campus Safety
- Report to scene to assist and investigate.
- Notify Risk Management personnel.
- Coordinate transportation of passengers.

Communication:

- Activate Internal Alert. (Crisis Communications Plan)

FOLLOW UP:

- Prepare vehicle accident report.

- Forward information to Risk Management.
- Complete report and forward to the President.

CAMPUS DISORDER/CIVIL DISTURBANCE

The Missouri "Campus Free Expression Act" shall be the guide to assessment of campus disorder or disturbance. Public institutions of higher education may maintain and enforce reasonable time, place, and manner restrictions in service of a significant institutional interest only when such restrictions employ clear, published, content, and viewpoint-neutral criteria, and provide for ample alternative means of expression. Any such restrictions shall allow for members of the college community to spontaneously and contemporaneously assemble.

IMMEDIATE ACTION:

Safety:

- Administrators will assess the situation, number of students, nature of disturbance, and assistance needed.
- If outside assistance is needed:
 - Notify Campus Police and President.
 - Instruct instructors to close and lock classroom doors.

Administrators:

- Brief Law Enforcement on:
 - Number of participants involved.
 - Identifiable gangs.
 - Location of gangs.
 - Weapons involved.
 - Outsiders involved.
- Assist law enforcement as necessary.
- Make announcement to inform staff classes will not be released.
- Instruct classroom instructors to account for all students.

Communication:

- Call Campus Police or 911.
- Activate Internal Alert. (Crisis Communication Plan)

FOLLOW UP:

- Contact security/maintenance once authorities have established control, to assist with securing the building if necessary.
- Debrief faculty as appropriate.
- Complete written report and forward to President.

WALK-OUTS/SIT-INS

The Missouri "Campus Free Expression Act" shall be the guide to assessment of campus disorder or disturbance. Public institutions of higher education may maintain and enforce reasonable time, place, and manner restrictions in service of a significant institutional interest only when such restrictions employ clear, published, content, and viewpoint-neutral criteria, and provide for ample alternative means of expression. Any such restrictions shall allow for members of the college community to spontaneously and contemporaneously assemble.

A "walk-out" is a type of demonstration which needs to be dealt with through dialogue. If a student walk-out occurs and the students remain on the college grounds, the President or his/her representative should try to talk the students into returning to their classes. If the students do not return to class:

IMMEDIATE ACTION:

- Direct students to return to class.
- The college doors should be locked by maintenance staff when the demonstrators are outdoors and the non-participating students are indoors or in the classrooms.
- Take roll to determine the names of the students who did not return to class.
- If students turn violent Call Campus Police or 911.
- Outside public safety responders and college police officers will be able to identify the demonstrators easier. Cameras and video equipment will be used to identify demonstrators.

Communication:

- Activate Internal Alert. (Crisis Communication Plan)

FOLLOW UP:

- Use photographs taken by police officers to determine who was involved and/or caused damage to the college campus.

CRIMINAL ALLEGATION AGAINST A STUDENT

PRE-EMERGENCY PROCEDURES:

- Administrators and staff are provided written guidelines regarding release of information pertaining to students and staff. (FERPA)
- The President is designated as the contact person for all inquiries regarding criminal allegations against students.
- Outside Law Enforcement contacts should be coordinated through the Campus Police.

IMMEDIATE ACTION:

- Determine legal authority of individual requesting to question a student on the college premises. If legal authority does not exist, notify individual that permission to question the student on campus is denied. If requesting individual persists contact campus police or call Central Dispatch.
- Determine if any discussion of a student is a violation of FERPA.
- Record request date, and verify identification.
- Work with legal authorities to ensure questioning occurs with the least possible disruption to the college environment.

COMMUNICATION:

- DO NOT release the name, address, or phone number of any student unless such information is needed to protect the health and/or safety of the student or others. (FERPA)

FOLLOW UP:

- Communication to staff members not directly involved in the situation should be done on a need to know basis.
- Crisis Management Team services if needed.

DEATH AT COLLEGE

When traumatic events in a college or community occur there is an immediate need for effective services to respond to the emotional pain which accompanies loss or distress. The death of a student or faculty member is much like a death in the family. Suicide is especially significant due to the intensity and variety of the feelings which accompany such a tragedy. The college system has many similarities to the family system and like the family, has opportunities to provide a support response.

PRE-EMERGENCY PROCEDURES:

- Establish and train Crisis Management Team.
- Establish a college communication plan for instructors and staff.

IMMEDIATE ACTION:

Safety:

- Call Campus Police or 911.
- Keep students in classes, away from crisis area.
- Remove students in immediate crisis area to other open classes or assembly area.
- Activate Crisis Management Team.
- Secure Area - until police arrive.
- Make a note of the circumstances:
 - Who, if anyone, observed the death?
 - Who reported the death?
 - Any additional observations.
 - Approximate times of the incident, when emergency vehicles arrives, what was done for the victim.
 - Document observations as soon as possible.

Communication:

- Call Campus Police or 911.
- Activate Internal Alert. (Crisis Communication Plan)

FOLLOW UP:

Family:

- Contact family personally and offer support.
- Establish a family support committee. (e.g. to collect money food donations, etc.)

- Obtain information regarding funeral visitation, home visits, and family wishes.
- Stop any disciplinary, scholarship, testing, or special placement notifications which may be inadvertently sent to the family.

College Plan of Action: Announcing the loss.

- Notify faculty of the death.
- Announcing the death to the entire college: Provide facts to reduce rumors.
- Arrange for selected class visits to speak to the students.
- Follow-up with short faculty meeting to review facts of incident and role of faculty in assisting with the loss. Allow faculty an opportunity to share their experiences and suggestions.

Faculty Response:

- Identify students who were close friends or students who would like an opportunity to attend a group or individual meeting.
- Identify students in obvious distress and talk with them or have another student help escort them to a group or individual counseling activity.
- Provide an opportunity for students to discuss the loss and what they have learned.
- If students are restless, get them active and focused on a project for the family if appropriate.

Counseling/Psychology Responsibilities:

- Establish an area for providing counseling (individual or group).
- Reschedule day's activities depending upon the needs of the college.
- Request additional counselors, if needed.
- Identify individuals who can work with groups or individuals. Maintain a list of students counseled. Make follow-up call to parents of students in distress and make recommendations for the parent to provide support.

Administrative Responsibilities:

- Keep staff updated on events and circumstances.
- Identify faculty/staff who are in need of mental health support services.
- Utilize counseling, psychology, community counseling, and employee assistance programs.
- Emphasize the need to provide hard facts in reducing rumors.
- Be highly visibly to show presence, support, and control of the situation.
- Provide hope and refocus perceptions toward the future.
- Make arrangements for rescheduling cancelled activities.

- Make arrangements for excused absences for students wishing to attend funeral.

Responding to the Media and the Community:

- Identify a spokesperson, as well as making them accessible.
- Develop a written statement or news release in cooperation with the district communication office.
- Set limits for media time/location. Provide handouts of planned college activities to handle the crisis. Emphasize positive action being taken.
- Divert phone calls of concern and questions to appropriate staff.
- Provide a meeting for concerned parents and others to provide input or suggestions to help students.
- Provide a written summary of situation and plans to parents.

Memorial Services:

- Provide an area for staff and students who do not wish to attend services.
- Remove personal items of deceased from lockers, desks, etc. Rearrange seating in classroom when appropriate

DRIVE-BY SHOOTING

PRE-EMERGENCY PROCEDURES:

- College lock-down plan.
- College evacuation plan
- Awareness of physical surrounding/conditions should be maintained by college personnel.
- Two-way communication with all classrooms.
- Administration and security equipped with two-way communications with office.

IMMEDIATE ACTION:

Safety:

- Campus Police assess validity.
- Secure immediate area- no access.
- Make decision to evacuate or lock down.
- Administer first aid to anyone injured.
- Brief and assist law enforcement as directed.
- Establish command post. (probably president's office)
- Instructors will account for students under their control.
- Dismiss students if appropriate.

Communication:

- Call Campus Police or 911.
- Activate Internal Alert. (Crisis Communication Plan)

FOLLOW UP:

- Emergency Management Team incident evaluation.
- Forward completed report to President.

EARTHQUAKE

IMMEDIATE ACTION:

Safety - Inside College Building:

- Direct students/staff to stand against the wall away from windows, or get under desks or tables.
- Move away from heavy ceiling fixtures.
- Evacuate building when earthquake is over. Use extreme caution as parts of the building still may be falling or unstable.

Safety- On College Grounds:

- Move away from buildings, trees, and exposed wires.
- The safest place is in the open is down on the ground.
- Do not run.

Safety- General:

- Do not return to the building for any reason until it is declared safe.
- Post security a safe distance from all building entrances to see that no one re-enters the building.
- Take roll.
- Render first aid if necessary.
- Avoid touching electrical wires which may have fallen.
- Do not light any fires and avoid smoking due to possible gas leaks. In a large earthquake, you can expect a gas leak.

Communication:

- Call Campus Police or 911. Notify utility companies of any utility line break, or suspected break.
- Activate Internal Alert. (Crisis Communication Plan)

FOLLOW UP:

- President determines the advisability of closing the college. If necessary, procure the advice of a competent authority about the safety of the building.

EXPLOSION OR THREAT OF EXPLOSION

PRE-EMERGENCY PROCEDURES:

- College Evacuation Plan.
- On-going inspection of potential explosive hazards should be conducted.
- Inventory of all potentially explosive hazards.

IMMEDIATE ACTION:

Safety:

- If explosion occurs within the building, evacuate building by sounding fire alarm.
- If an odor of leaking gas exists, do not use the fire alarm, intercom, or any other electrically-operated device which might cause a spark and ignite an explosion.
- Have pre-designated person(s) check restrooms, vacant classrooms, to assure all college personnel and students have left the building.
- If explosion occurs outside the building, students and staff will remain in classrooms away from windows, and wait for further instructions or fire alarm signal.
- Render first aid.
- Take student roll.

Communication:

- Call Campus Police or 911.
- Activate Internal Alert. (Crisis communication Plan)

FOLLOW UP:

- Students and staff will remain outside of building until emergency officials declare the area safe and secure.
- Emergency Management Team evaluates crisis.
- Complete written report and forward to President.

AIRCRAFT CRASH

IMMEDIATE ACTION:

Safety:

- Move students and staff to a safe distance away, allowing for possible fire or explosion.
- Where necessary, instructors will take immediate action to ensure the safety of students without waiting for directions from the president or designee.
- Render first aid.

Communication:

- Call Campus Police or 911.
- Activate Internal Alert. (Crisis Communication Plan)
- FAA will be called by local police in any fallen aircraft incident. NTSB will arrive in due time for an investigation.

FOLLOW UP:

- If aircraft falls on college buildings, buildings must be inspected by appropriate authorities before resuming classes.
- Notify President of any damages to the college.

FIRE

PRE-EMERGENCY PROCEDURES:

- College evacuation plan explained and posted in each classroom.
- Test to make sure alarm system is functioning properly.
- Check to assure all fire extinguishers are fully charged and up-to-date.
- Fire drills must be completed and evaluated monthly.

IMMEDIATE ACTION:

Safety:

- Sound fire alarm.
- Call Campus Police or 911.
- Follow evacuation plan with college personnel/students. Relocate students at least 500 feet from the building and firefighting equipment.
- Check all rooms and areas of the building to ensure everyone is out of the building.
- If conditions permit, instructors should close all doors and windows before leaving their assigned areas.
- Keep access roads open for emergency vehicles.
- Station building exit guards to prevent unauthorized entrance of students or other personnel back into the building.
- Make an effort to extinguish small fires with fire extinguisher.

Communication:

- Call Campus Police or 911. The fire department must be notified of the location of all fires, including those put out by college personnel.
- Activate Internal Alert. (Crisis Communication Plan)
- Have designee assist arriving emergency personnel, with locations within the college.

FOLLOW UP:

- Students/staff will remain outside of the building until fire department officials have declared the building safe and the all clear signal is sounded.
- Notify President.
- Notify Community Relations.
- Notify Risk Management.
- Evaluate the fire procedures.

FLOOD

PRE-EMERGENCY PROCEDURES:

- College evacuation plan/dismissal plan.
- Keep a list of local emergency agencies within easy access, their phone numbers, and the names of their public information officers.
- Know which community officials have the authority to access college property in emergency situations.
- Maintain a plan for sharing college facilities with evacuees.
- In cases of severe weather have access to television, radio, computer internet weather alert systems, or call the National Weather Service to obtain weather updates. Our local E911 Communications Center keeps a 24 hour alert system in operation. Call 431-3131 or 911 to connect to them.

IMMEDIATE ACTION:

Safety:

- Discuss the need for evacuation.
- Provide care for students at college.

Communication:

- If an emergency exists call Campus Police or 911.
- Activate Internal Alert. (Crisis Communication Plan)
- In cases where dismissal is indicated, activate communication through district

FOLLOW UP:

- Reschedule college calendar if needed.
- Complete report to President.

HAZARDOUS MATERIALS ACCIDENT

Chemical accidents of disaster magnitude would include tank or truck accidents involving large or small quantities of toxic gases or harmful chemicals. Other chemical accidents such as a spill in the science lab may be in some cases smaller in the size of the area affected, but have the same dangerous potential within the area of the accident.

PRE-EMERGENCY PROCEDURES:

- Inventory all hazardous material on campus. A copy of this inventory must be on file with the risk manager and the DPS office.
- Material Safety Data Sheet (MSDS) manuals in areas where chemicals are used.
- Read MSDS and label prior to using chemicals. This will provide specific information needed for emergency procedures, i.e., evacuations, chemical containment, first aid procedures, equipment needed for working with chemicals, storage, and disposal procedures.

IMMEDIATE ACTION:

Safety:

- Take appropriate action accordance with MSDS and label, on handling and emergency procedure.
- Determine the need to evacuate the college building.
- If appropriate, take action to evacuate the buildings, and area.
- Render first aid.

Communication:

- Call Campus Police or 911 if assistance is needed for injuries, containment, clean-up and disposal.
- Activate Internal Alert. (Crisis Communication Plan)
- Poison Control 800-366-8888

FOLLOW UP:

- Students and staff should not return to the building until the appropriate officials have declared the area safe.
- Take attendance if college was evacuated.
- Contact Facilities Director for final clean up.
- Provide an estimate of damage.

- Complete written report and forward to President's office.
- Emergency Management Team review.

HOSTAGE

PRE-EMERGENCY PROCEDURES:

- College evacuation plan and lock down procedure.
- College personnel should remain alert and aware of their surroundings.
- Two-way communication with all classrooms.
- Administration and security equipped with two-way communication with front office.

IMMEDIATE ACTION:

Safety:

- Campus Police will assess the validity of the situation.
- Secure immediate area-no access.
- Make decision to evacuate; or implement lock down procedures.
- Attempt to obtain from witnesses;
 - Number of hostage takers.
 - Number of hostages.
 - Weapons.
 - Any injuries.
 - Possible identity.
- Brief and assist law enforcement as directed.
- Establish command post.
- Instructors must account for all students under their control.
- Dismiss students if appropriate.

Communication:

- Call Campus Police or 911.
- Activate Internal Alert. (Crisis Communication Plan)

FOLLOW UP:

- Crisis Management Team checklist.
- Forward completed report to President.

INTRUDER/SUSPICIOUS PERSON (ARMED/UNARMED)

PRE-EMERGENCY PROCEDURES:

- College evacuation plan.
- College personnel should remain alert and aware of their surroundings.
- Two-way communication with all classrooms.
- Administration and security staff equipped with two-way communication with office staff.

IMMEDIATE ACTION:

Safety:

- Call Campus Police or 911.
- Notify Administrator and Security of possible location and description of subject(s).
- If intruder appears unarmed:
 - Question as to reason for being on campus.
 - Complete trespass notification card.
 - Escort subject from the campus.
- If intruder appears to be armed or hostile:
 - Monitor intruders location from a safe distance until law enforcement arrives.
 - Brief and assist law enforcement as directed.

Communication:

- Call Campus Police or 911.
- Activate Internal Alert. (Crisis Communications Plan)

FOLLOW UP:

- Crisis Management Teams follows situation checklist.
- Complete written report to President.

MEDICAL EMERGENCY INJURY/ACCIDENT

PRE-EMERGENCY PROCEDURES:

- Identify and establish locations for first aid kits and AED's.
- Develop a college telephone communication tree/intranet use.
- Periodically check AED's and first aid supplies and replenish needed items.

IMMEDIATE ACTION:

Safety:

- Identify type of accident, (i.e. chemical, vehicle, fire, etc.) number of victims, and extent of their injuries if known.
- Call Campus Police or 911.
- Activate Emergency Response Team to begin evaluation.
- Secure scene/area of incident.
- Keep uninjured students away from incident location.
- Do not move injured victims unless immediate danger exists.
- Attempt to obtain names, address and phone numbers of the injured, and turn this information over to responding EMS personnel.

Communication:

- Call Campus Police or 911.
- Activate Internal Alert. (Crisis Communication Plan)
- Notify parents/family of injured.

FOLLOW UP:

- File student accident reports.
- File staff accident reports.
- For staff exposed to blood, follow First Responder guidelines.
- Complete written report and forward to President.

Family:

- Contact family personally and offer support.
- Establish a family support committee.

- Obtain information regarding hospital visitation, and home visits.
- Stop any scholarships, testing, or special placement notifications which may inadvertently be sent to the family.

College Plan of Action: (Announcing the Accident)

- Notify faculty of the accident through a written message, intranet, or faculty meeting.
- Announce the accident to the entire college via instructors. Provide facts to reduce rumors.
- Arrange for selected class visits to speak to the students.
- Follow-up with short faculty meeting to review facts of incident and role of faculty in assisting with the accident. Allow faculty an opportunity to share their experiences and suggestions.

Faculty Response:

- Identify students who were close friends or students who would like an opportunity to attend a group or individual meeting.
- Identify students obviously in distress and talk with them or have another student help escort them to a group or individual counseling activity.
- Provide an opportunity for students to discuss the accident and what they have learned.
- If students are restless, get them active and focused on a project for the family if appropriate.
- If students are restless, get them active and focused on a project for the family if appropriate.
- Acknowledge, emotions through discussion and involvement in constructive activities in the classroom.

Counseling/Psychology Responsibilities:

- Establish an area for counseling (individual or group).
- Reschedule day's activities depending upon the needs of the college.
- Request additional counselors, if needed.
- Identify individuals who can work with groups or individuals. Maintain a list of students counseled. Make follow-up call to parents of students in distress and make recommendations for the parent to provide support.

Administrative Responsibilities:

- Keep staff updated on events and circumstances.
- Identify faculty/staff who are in need of mental health support services.
- Utilize counseling, psychology, district office, community counseling, and employee assistance programs.
- Emphasize the need to provide hard facts in reducing rumors.
- Be highly visible to show presence, support, and control of the situation.
- Provide hope and refocus perceptions toward the future.
- Make arrangements for rescheduling cancelled activities.

Responding to the Media and the Community:

- Identify a spokesperson to remain in a specific area for easy access.
- Develop a written statement or news release in cooperation with the district communication office.
- Set limits for media time/location. Provide handouts of planned college activities to handle the crisis. Emphasize positive action being taken.
- Divert phone calls of concern and questions to appropriate staff.
- Provide a meeting for concerned parents and others to provide input or suggestions to help students.
- Provide a written summary of situation and plans to parents.

MEDICAL EMERGENCY

BLOOD-BORNE PATHOGEN/COMMUNICABLE DISEASE

All procedures or other job-related tasks which involve an inherent potential for mucus- membrane or skin contact with blood, body fluids, or tissues, or a potential for spills or splashes of them are to follow the established Universal Precautions at all times. Use of appropriate protective measures are required for all employees engaged in these tasks.

UNIVERSAL PRECAUTIONS:

1. Barrier protection. All employees must use a barrier protection to prevent exposure with blood or other bodily fluids. Some forms of barrier protection would include:
 - Gloves
 - Masks and protective eyewear.
 - Disposable smock and aprons.
2. Wash Hands if they come into contact with blood or other body fluids.
3. Avoid accidental injuries. Precautions will be taken to prevent injuries caused by needles, broken glass, razor blades, or other sharp materials. These types of materials should be picked up with tongs, or swept into a dustpan, and placed in a puncture-resistant container for disposal.
 - Puncture-resistant containers will be carried as part of a blood or body fluid clean up kit. These containers will be labeled "Biological Waste".
4. Avoid direct mouth-to-mouth resuscitation. Use protective mask.
5. Decontaminate all surfaces and devices after use.

PRE-EMERGENCY PROCEDURES:

- Awareness of Health Department reporting criteria regarding various communicable diseases.
- Immunization tracking following State mandated requirements.
- Establish communication tree.

IMMEDIATE ACTION:

Safety:

- Follow Health Department directives.
- Notify non-immunized/medically fragile students, parents, and staff, if known.
- Notify support services as needed.
- If non-college hours, initiate communication tree if appropriate.

Communication:

- Call Campus Police or 911
- Activate Internal Alert. (Crisis Communication Plan)
- Notify staff if/when appropriate.

FOLLOW UP:

- Follow Health Department directives.
- Submit written report to Health Department.
- Follow-up letter of notification, if appropriate, by directive of Health Department.
- Complete written report and forward to President.

MISSING PERSONS

PRE-EMERGENCY PROCEDURES:

- Review plan with faculty and staff.

IMMEDIATE ACTION: MISSING CHILD

- If the parent reports the child missing:
 - Have the parent call the police or notify Campus Police.
 - Get an accurate description of the child, include what the child was last seen wearing.
 - Attempt to find out who last saw the child and where.
 - Contact close friends of the missing student, to obtain possible information as to their whereabouts.
 - Check building, athletic fields and after college programs for the missing student.
 - Designate college contact person to continue working with the parents/police if the child is not located.
- If the college notices the child missing:
 - Verify information regarding missing child.
 - Who last observed the child?
 - Where is the child missing from?
 - Designate college official to work as a liaison with the police.
 - Have a family member file a police report if the child is not located.

Communication:

- Call Campus Police or 911.
 - Give police an accurate description of student including clothing and a photograph is available.
- Campus Police will:
 - Contact parent.
 - If unable to locate parent, use numbers on student emergency card.
 - Interview missing child's friends for information as to their whereabouts, possibility of running away.
- Activate Internal Alert. (Crisis Communication Plan)

IMMEDIATE ACTION: MISSING ADULT

- Attempt phone contact.
- Contact police to do a welfare check at person's home.
- Contact personnel office for listing of relatives/friends to contact.
- Designate college official to be liaison with police in case person is not located.

FOLLOW UP:

- Arrange selected class visits to speak as necessary to provide facts and to reduce rumors.
- Forward written report to President.

CONFIDENTIALITY INFORMATION:

According to Federal Statutes:

An educational agency or institution may disclose personal identifiable information from an education record to appropriate parties in connection with an emergency if knowledge of the information is necessary to protect the health and safety of the student or other individuals.

Law Enforcement and Medical Personnel:

What this means is, if law enforcement or medical personnel need information to protect the health or safety of a student, we should provide whatever information is needed.

Media:

Generally, the only information which should be provided to the media is confirmation if the student's attendance in our district. The media should generally be referred to the Community Relations Office.

However, in the case of a missing child, providing information to the media which may aid in the discovery and/or protection of the child is permissible.

SERIOUS ACCIDENT/DEATH OUTSIDE OF COLLEGE

PRE-EMERGENCY PROCEDURES:

- Establish and train crisis response teams.
- Emergency Response Teams checklist.
- Establish a college telephone/communication tree for instructors and staff.

IMMEDIATE ACTION:

Communication:

- Verify information regarding accident or death.
- Activate Internal Alert. (Crisis Communication Plan)
- Activate crisis response team as appropriate.
- Request additional resources if needed. (i.e. counselors, psychologists)
- Stop any disciplinary, scholarship, testing, or special placement notifications which may inadvertently be sent to the family.

FOLLOW UP: Family:

- Contact family personally and offer support.
- Establish a family support committee. (e.g. to collect money, food donations, etc.)
- Obtain information regarding funeral visitation, home visits, and family wishes.
- Stop any disciplinary, scholarship, testing, or special placement notifications which may be inadvertently sent to the family.

Faculty Response:

- Identify students who were close friends or students who would like an opportunity to attend a group or individual meeting.
- Identify students in obvious distress and talk with them or have another student help escort them to a group or individual counseling activity.
- Provide an opportunity for students to discuss the loss and what they have learned.
- If students are restless, get them active and focused on a project for the family if appropriate.
- Acknowledge emotions through discussion and involvement in constructive activities.
- In the case of death, discuss funeral to prepare students who will be attending to know what to expect.

Counseling/Psychology Responsibilities:

- Establish an area for counseling (individual or group).
- Reschedule day's activities depending upon the needs of the college.
- Request additional counselors, if needed.
- Identify individuals who can work with groups or individuals. Maintain a list of students counseled. Make follow-up call to parents of students in distress and make recommendations for the parent to provide support.

Administrative Responsibilities:

- Keep staff updated on events and circumstances.
- Identify faculty/staff who are in need of mental health support services.
- Utilize counseling, psychology, district office, community counseling, and employee assistance programs.
- Emphasize the need to provide hard facts in reducing rumors.
- Be highly visible to show presence, support, and control of the situation.
- Provide hope and refocus perceptions toward the future.
- Make arrangements for rescheduling cancelled activities.
- In case of a death make arrangements for excused absences for students wishing to attend funeral.

Responding to the Media and the Community:

- Identify a spokesperson to remain in a specific area for easy access.
- Develop a written statement or news release in cooperation with the district communication office.
- Set limits for media time/location. Provide handouts of planned college activities to handle the crisis. Emphasize positive action being taken.
- Divert phone calls of concern and questions to appropriate staff.
- Provide a meeting for concerned parents and others to provide input or suggestions to help students.
- Provide a written summary of situation and plans to parents.

Memorial Services:

- Provide an area for staff and students who do not wish to attend services.
- Remove personal items of deceased from lockers, desks, etc. Rearrange seating in classroom when appropriate.

SEVERE WEATHER CONDITIONS (OFF HOURS)

PRE-EMERGENCY PROCEDURES:

- Keep a list of local emergency agencies with easy access, their phone numbers. Use the Inclement Weather Procedures brochure.
- Establish contacts at local emergency agencies.
- Maintain a plan for sharing college facilities with evacuees.
- Know which community officials have the authority to access college property in emergency situations.
- Staff and students are advised to watch or listen to local media for information on college closures and severe weather.

IMMEDIATE ACTION:

Safety:

- The president will monitor and determine the safety of college buildings and grounds which may be affected by severe weather conditions.

Communication:

- Call Campus Police or 911.
- Activate Internal Alert. (Crisis Communication Plan)
- If college is to be closed notify local media of decision to close.

FOLLOW UP:

- Reschedule college calendar if needed.
- Complete written report to President.

SEVERE WEATHER CONDITIONS (COLLEGE IN SESSION)

PRE-EMERGENCY CONDITIONS:

- Keep a list of local emergency numbers within easy access.
- Establish contacts at local emergency agencies.
- Maintain an up-to-date college evacuation/dismissal plan. Use Inclement Weather Procedures manual.
- Maintain a plan for sharing college facilities with evacuees.
- Know which community officials have authority to access college property in emergency situations.
- Be aware of evacuation routes leading away from the facility.

IMMEDIATE ACTION:

Safety:

- Restrict outdoor activities if severe weather conditions are threatening the area.
- Dismiss college only upon the President's authority.
- If necessary, activate college evacuation/dismissal plan.

Communication:

- Call Campus Police or 911.
- Activate Internal Alert. (Crisis Communication Plan)
- In cases where dismissal is indicated, activate communication through Community Relations Office.

SNIPER

PRE-EMERGENCY PROCEDURES:

- College evacuation plan.
- College personnel should remain alert and aware of their surroundings.
- Two-way communication with all classrooms.
- Administration and security staff equipped with two-way communication with office staff.
- Copy of building's blue prints, or other college diagrams.

IMMEDIATE ACTION:

Safety:

- Campus Police assesses validity.
- Determine possible location of sniper.
- Secure immediate threat area-no access.
- Consider line of fire and physical barriers.
- Make decision to evacuate/not evacuate.
- If decision is made to evacuate, lock all classroom and office doors.
- Brief and assist law enforcement as directed.
- Establish command post (college office).
- Instructors account for students under their control.
- Dismiss students if appropriate.

Communication:

- Call Campus Police or 911.
- Activate Internal Alert. (Crisis Communication Plan)

FOLLOW UP:

- Emergency Management Team follows checklist.
- Forward complete report to President.

SUICIDE

(OFF CAMPUS DEATH)

If suicide occurs on campus, follow “Death on Campus” procedure.

PRE-EMERGENCY PROCEDURES:

- Establish and train Emergency and Crisis Response Teams.
- Establish a college telephone/communication tree for instructors and staff.
- Maintain a list and telephone numbers of referrals services.
- Crisis Center phone number is: 1-800-suicide or 1-800-784-2433

IMMEDIATE ACTION:

- Verify information regarding death.
- Assist police in their investigation if needed.

Communication:

- Activate Internal Alert. (Crisis Communication Plan)
- Contact BIT Team.

FOLLOW UP:

Family:

- Contact family personally and offer support.
- Establish a family support committee. (e.g. to collect money food donations, etc.)
- Obtain information regarding funeral visitation, home visits, and family wishes.
- Stop any disciplinary, scholarship, testing, or special placement notifications which may be inadvertently sent to the family.

College Plan of Action: Announcing the loss.

- Notify faculty of the death through a written message or faculty meeting.
- Announce the death to the entire college via intranet/email. Provide facts to reduce rumors.
- Arrange for selected class visits to speak to the students.
- Follow-up with short faculty meeting to review facts of incident and role of faculty in assisting with the loss. Allow faculty an opportunity to share their experiences and suggestions.

Faculty Response:

- Identify students who were close friends or students who would like an opportunity to attend a group or individual meeting.
- Identify students obviously in distress and talk with them or have another student help escort them to a group or individual counseling activity.
- Provide an opportunity for students to discuss the loss and what they have learned.
- If students are restless, get them active and focused on a project for the family if appropriate.
- Discuss funeral to prepare students who will be attending to know what to expect.

Counseling/Psychology Responsibilities:

- Establish an area for counseling. (individual or group)
- Reschedule day's activities depending upon the needs of the college.
- Request additional counselors from within the district if needed.
- Identify individuals who can work with groups or individuals. Maintain a list of students counseled. Make follow-up call to parents of students in distress and make recommendations for the parent to provide support.

Administrative Responsibilities:

- Keep staff updated on events and circumstances.
- Identify faculty/staff who are in need of mental health support services.
- Utilize counseling, psychology, district office, community counseling, and employee assistance programs.
- Emphasize the need to provide hard facts in reducing rumors.
- Be highly visible to show presence, support, and control of the situation.
- Provide hope and refocus perceptions toward the future.
- Make arrangements for rescheduling cancelled activities.
- Make arrangements for excused absences for students wishing to attend funeral.

Responding to the Media and the Community:

- Identify a spokesperson to remain in a specific area for easy access.
- Develop a written statement or news release in cooperation with the district communication office.
- Set limits for media time/location. Provide handouts of planned college activities to handle the crisis. Emphasize positive action being taken.

- Divert phone calls of concern and questions to appropriate staff.
- Provide a meeting for concerned parents and others to provide input or suggestions to help students.
- Provide a written summary of situation and plans to parents.

Memorial Services:

- Provide an area for staff and students who do not wish to attend services.
- Remove personal items of deceased from lockers.
- Encourage students and staff to resume a normal schedule as soon as reasonable.
- Do not put flags at half-mast.

TERRORIST

PRE-EMERGENCY PROCEDURES:

- College evacuation plan.
- College personnel should remain alert and aware of their surroundings.
- Two-way communication with all classrooms if possible. The classrooms that have computer work stations could also be utilized.
- Administration and security equipped with two-way communication with office staff.

IMMEDIATE ACTION:

Safety:

- Campus Police will assess validity.
- Secure immediate area-no access.
- Make decision to evacuate; or not to evacuate.
- Attempt to obtain from witnesses;
 - Number of terrorists.
 - Number of hostages.
 - Weapons.
 - Any injuries.
 - Possible identity.
- Brief and assist law enforcement as directed.
- Establish command post. (probably President's office)
- Instructors must account for all students under their control.
- Dismiss students if appropriate.

Communication:

- Call Campus Police or 911.
- Activate Internal Alert. (Crisis Communication Plan)

FOLLOW UP:

- Crisis Management Team checklist.
- Forward completed report to President.

EMERGENCY REQUEST FOR FACILITY USE

(OUTSIDE AGENCY/MUTUAL AID)

These procedures are for emergency purposes only.

PRE-EMERGENCY PROCEDURES:

- Be aware of those agencies which have access to college property in emergency situations.
- Maintain a list of agency contact people and phone numbers.
- Designate an on-site person with a master key to be on call during emergency situations which happen during the work week.
- Be aware of how to reach the on call emergency staff person during emergency situations which occur after college hours.
- Give outside agencies the name of the college contact person and phone numbers.
- Maintain a plan for sharing college facilities with evacuees, including designation of approved spaces.

IMMEDIATE ACTION:

- Respond to a call for assistance from outside agency needing to use district facilities.
- Meet officials at facility to unlock doors, and handle and obtain other necessary items.
- Maintain close contact with officials to determine the on-going need for use of facilities.

Communication:

- Call Campus Police.
- Activate Internal Alert. (Crisis Communication Plan)

FOLLOW UP:

- Complete written report for President.
- Network with appropriate officials and agencies to evaluate emergency procedures.

UTILITY OUTAGE

PRE-EMERGENCY PROCEDURES:

- Maintain an up-to date college evacuation plan.
- Maintain numbers of local utility companies.

IMMEDIATE ACTION:

Safety:

- Administrator will assess outage for safety risk.

Gas Line Odor/Break:

- Call Campus Police or 911.
- Move to college evacuation plan if necessary.

Water Outage:

- Call General Services.
- Building Services will provide an estimate and approximate repair time.
- Make decision to dismiss class for the day.

Electrical Outage:

- Contact General Services.
- Contact local power company to attempt to determine length and severity of the outage.
- Make decision whether to dismiss class for the day.

Communication:

- Call Campus Police.
- Contact Building Services Department.
- Contact utility company.
- Activate Internal Alert. (Crisis Communication Plan)

FOLLOW UP:

- Network with appropriate staff to evaluate emergency procedures.
- Complete written report for President.

WEAPONS ON CAMPUS

PRE-EMERGENCY PROCEDURES:

- College evacuation plan.
- College personnel should remain alert and aware of their surroundings.
- Two-way communication with all classrooms.
- Administration and security equipped with two-way communication with office staff.

IMMEDIATE ACTION:

Safety:

- Campus Police assesses validity.
- Secure immediate area-no access.
- Determine if weapon is an immediate threat to life/safety.
- Make decision to evacuate/not evacuate.
- Brief and assist law enforcement as directed.
- Establish a command post if needed.

Communication:

- Call Campus Police or 911.
- Activate Internal Alert. (Crisis Communication Plan)

FOLLOW UP:

- Crisis Management Team follows situation checklist.
- Complete written report to President.

Mineral Area College

Communication Plan for Crisis, Disruptions

Updated 12/10/19

The following crisis communication plan is intended to allow for flexibility, yet promote unity, efficiency, accuracy and completeness in MAC's response to an emergency or non-emergency:

Emergency – any *immediate, unexpected situation that may involve or threaten to cause loss of life or severe injury* to employees, students or visitors (e.g. intruders, earthquake, fires, explosions, vehicular mishaps, severe weather events.)

Non-emergencies – any *unexpected situation that disrupts the college but does not pose a direct physical threat* to employees, students or property (e.g. power outages, weather-related conditions, or employee/student accident or death.)

This policy is not intended to usurp authority granted to campus police and security under board policy and Missouri state statute.

Types of Emergencies include but are not limited to the following:

- Severe Weather:
Tornado/Severe
Thunderstorm/Flooding
- Fire
- Hazardous Materials
- Shooting
- Medical Emergency
(Life-threatening injury,
illness, or death)
- Fight/Disturbance
- Assault
- Intruder
- Weapons
- Bomb Threat
- Chemical or Biological
Threat
- Demonstration
- Suicide
- Hostage

Emergency, Quick Response Guide:

In the event of an emergency, employees should immediately **call 911 and notify Campus Police at 631-2831**. **Campus Police** will respond to the situation and summon additional help if needed (e.g. ambulances, firefighters, Park Hills Police Dept., Missouri State Highway Patrol).

In the event of **imminent danger** (shooter, tornado spotting, etc.), **Campus Police** will notify the college community via **ReGroup**, the text notification system that allows students and employees to find out crisis information via:

- Voicemail
- Email
- MAC social media
- Website
- Phone message/Greeting

Otherwise, as soon as is practical, **Campus Police** will notify the

- A. **President's Office** (who will notify **President's Cabinet**),
- B. **Communications Office** (who will notify media, who will in turn notify the public).

All media inquiries should be referred to (573) 518-2125, MAC Communications Director.

Under the direction of the President, crisis communication will be coordinated with the President's Cabinet, Communications Director, and Campus Safety Director. Spokespersons for MAC will include the President (and anyone the President designates as appropriate for the issue), Campus Safety Director and Communications Director.

The Communications Office will annually review the crisis plan and make revisions as needed to improve effectiveness.

Internal Crisis Communication Procedures

Crisis Team

During an emergency, the Crisis Team will communicate initially through MAC Alerts, office phones or cell phones. The communication method will depend on any disruption of services during the event and is a choice the initiating communicator must make. During a large crisis that warrants a command post, the Crisis Team will meet in the President's Board Room. If the Board Room is unusable, the Campus Safety Director will choose and communicate an alternate location to the team.

The following people or their designated representatives must be made aware of any situation that has potential crisis implications. The President's Office will be responsible for alerting these individuals.

Title	Name	(office)	(cell)	Email
Dean, Career & Tech Ed.	Roger McMillian	518-2157	701-8573	rmcmillian@
Communications Dir.	Danielle Basler	518-2125	314-616-7672	dbasler@
Campus Safety Dir.	Rich Flotron	518-2341	314-550-6460	rflotron@
CIO	Dr. Amy Henson	518-2333	314-960-8848	amy@
Dean, Student Services	Julie Sheets	518-2206	701-1939	jsheets@
Human Resources Dir.	Kathryn Neff	518-2378	760-5462	kneff@
Dean, Arts & Sciences	Dr. Diana Stuart	518-2139	701-3127	diana@
CFO	Lori Crump	518-2190	263-0630	lcrump@
Maintenance Facilities Dir.	Barry Wilfong	518-3806	366-1247	bwilfong@

Official Spokespersons

The following individuals are authorized to serve as official spokespersons for the duration of an emergency. No other employee may disseminate information about the emergency to the media unless they are authorized to do so by the President or by the Communications Director.

Title	Name	(o)	(c)	Email
President	Dr. Joe Gilgour	518-2138	660-619-6019	jgilgour@
Communications Dir.	Danielle Basler	518-2125	314-616-7672	dbasler@
Campus Safety Dir.	Rich Flotron	518-2341	314-550-6460	rflotron@

Spokesperson Briefing

Spokesperson will:

- Ensure media receive timely, factual information
- Provide single, consistent source of information to media
- Minimize contradictory information from MAC
- Provide background to emergency event

Closing the College:

Only the President (or the designated administrator in charge of the college at the same time of the closing) has the responsibility to decide if and when to close any or all college campuses or site locations in the event of natural disaster, plant malfunction, threat to personal safety, property damage, power outages, and other related non-emergencies that disrupt normal operations.

In the event of a campus closing, as soon as possible, the President's Office (or official designee) will notify: the Communications Office, Campus Police and President's Cabinet.

The Communications Office will issue notification of college closing to the media (except in the event of weather condition closures, such as snow days, which will be issued by the Dean of Arts & Sciences or by the applicable outreach center).

For snow-related closures, please refer to the plan as overseen by the Arts & Sciences Division.

Communicating the Crisis:

Emergency Communication Headquarters

Emergency communication will be coordinated through the President's Office (Fine Arts Building, Park Hills Campus, 5270 Flat River Rd., Park Hills, MO, 63601). Employees seeking information are strongly encouraged to sign up for the emergency notification system.

On-Site Media Headquarters

For reporters, the college will establish a Media Headquarters at a location on campus or close by (to be determined). The IT Department will be responsible for providing access to telephones, computers and internet access. Publishable material (news releases, updates on the emergency) will be provided by the Communications Office to credentialed members of the press.

Staff Coordinators for Media Headquarters

Title	Name	(o)	Email
Chief Inf. Officer	Dr. Amy Henson	518-2122	amy@
Communications Dir.	Danielle Basler	518-2125	dbasler@

Media Escorts

Reporters should be escorted by MAC authorized personnel. Escorts will coordinate media arrival times with college police, coordinate photography as needed, relay information from the emergency scene to coordination headquarters, and provide news releases and statements to the media.

Title	Name	(o)	(c)	Email
Communications Dir.	Danielle Basler	518-2125	314-616-7672	dbasler@
Campus Safety Dir.	Rich Flotron	518-2341	314-550-6460	rflotron@

Emergency Number for Family and Friends of Victims

MAC Hotline: (855) 622-4968.

Personal Injury/ Death Communication Procedures

1. Names of injured or deceased persons will not be released until after next-of-kin are notified. Notification will be conducted by the appropriate designee, who will then immediately notify the Communications Office (518-2125).
2. After notification of next-of-kin, the Communications Office authorized spokesperson will immediately release the names of injured or deceased persons as relevant facts.
3. The Communications Director and Campus Safety Director are the only spokespersons authorized to release the names of persons injured or killed on property owned, leased, or controlled by the college or, if off-campus, while on official college business.
4. All inquiries regarding the safety or condition of employees or students should be referred immediately to the Communications Office (518-2125).

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, lengthy emergencies that result in large numbers of injured or deceased, or involve massive property damage, it may be necessary to conduct news conferences as frequently as every hour.

The news conference will be arranged and directed by the President's Office and Communications Director, working with the Campus Safety Director. The College President or designated spokesperson (depending upon the nature of the emergency) will serve as the primary spokespersons.

News Conference Materials:

The Media Kit – may include news release, fact sheet, copies of statements by speakers at news conferences, and biographical information of speakers.

Media List – and follow up distribution of media kit to those who did not attend news conference.

Guidelines for Crisis Communication Materials:

- (1) Write a brief factual summary, in news release format, covering the following:
 - Nature of the emergency
 - Where, when it happened
 - MAC's official response to the emergency
 - Measures taken to contain it
 - Physical extent of the emergency (number of employees/students injured or killed, property damage)
 - Plans to return to normal operation
 - If families have been notified, the names of injured and/or deceased.
 - Names and phone numbers of college personnel to contact for more information
- (2) Background information for college employees should include:
 - brief factual summary of event
 - guidelines for the employees' discussion of event with external audience
 - names of persons to contact in the Communications Office for more information
- (3) Obtain President's or senior ranking official's permission to issue the release.
- (4) Issue the release to the following, in this order (email, phone calls, and/or hand delivery may be necessary, given the specifics of the situation):
 - News media
 - Senior administrators (President, President's Cabinet)
 - All faculty/staff/students, using ReGroup, e-mail, website posting & social media
 - Board of Trustees and Foundation Board members
 - Local government (e.g., police/fire, public relations offices, county commissioner's office) – if situation warrants; decision to be made by communications director.
- (5) Keep up with the situation and issue media and internal updates when situation changes materially. Communicate updates on progress toward restoration to normal operations.

Post-Emergency Follow Up

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

Evaluation:

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

Regroup Templates for Announcements:

MAC ALERT MAC (insert campus or location) is under a (insert type) alert. Administrators and staff are closely monitoring this development which may affect college operations and classes. Updates will be posted at www.MineralArea.edu, through email, text, and on our hotline at [\(855\) 622-4968](tel:855-622-4968).

MAC CLOSURE Effective (insert time/date) MAC (insert campus or location) will close due to (insert type). All classes are cancelled and operations suspended today (or until further notice). . Updates will be posted at www.MineralArea.edu, through email, text, and on our hotline at [\(855\) 622-4968](tel:855-622-4968). Please be sure to check the website before leaving home and before your scheduled arrival on campus.

MAC SHELTER IN PLACE Effective (time/date) all MAC students and staff at (insert location) must proceed (insert location) to shelters due to (tornado-weather-environmental hazard-fire-other). Please proceed to the assigned shelter at this time and wait for further instructions from MAC officials.

MAC SHELTER ALL CLEAR Effective (time/date) the shelter-in-place order for (building/location) has been lifted. It is now safe to leave the shelter. Classes and college operations will resume at (insert time/date). . Updates will be posted at www.MineralArea.edu, through email, text, and on our hotline at [\(855\) 622-4968](tel:855-622-4968).

MAC LOCKDOWN WARNING Effective (insert time/date) MAC (insert campus/location/building) will be locked down as a security measure. MAC Campus Police are working with Park Hills Police/Fire department/Sheriff's Office at this time. No one is to enter or exit the building until the site administrator issues an "all clear." . Updates will be posted at www.MineralArea.edu, through email, text, and on our hotline at [\(855\) 622-4968](tel:855-622-4968).

MAC LOCKDOWN WITH INTRUDER Effective (insert time/date) MAC (insert campus/location/building) is locked down due to an intruder. No one is to enter or exit the building until the site administrator issues an “all clear.” MAC Campus Police are working with local authorities to contain this situation. . Updates will be posted at www.MineralArea.edu, through email, text, and on our hotline at [\(855\) 622-4968](tel:8556224968).

MAC ALL CLEAR Effective (time/date) MAC (campus/location/building) lock down has been lifted. It is now safe to enter or exit the building and operations have returned to normal. Classes resume at (insert time/date). . Updates will be posted at www.MineralArea.edu, through email, text, and on our hotline at [\(855\) 622-4968](tel:8556224968).

MAC EVACUATION Effective (time/date) all MAC students and staff at (insert location) are being evacuated to (insert location) for safety. No one will be allowed to re-enter (building/location) until an “all clear” is issued. . Updates will be posted at www.MineralArea.edu, through email, text, and on our hotline at [\(855\) 622-4968](tel:8556224968).

MAC EVACUATION ALL CLEAR Effective (time/date) the evacuation order for (building/location) is lifted. Classes and college operations will resume at (insert time/date). . Updates will be posted at www.MineralArea.edu, through email, text, and on our hotline at [\(855\) 622-4968](tel:8556224968).

Notes, considerations for implementation of Crisis Communication:

1. IT & Communications: Figure out logistics for Command Central/Media Headquarters set-up. (tent, laptop, phone, printer, internet access, etc.)
2. IT: Media hotline number? Access for: Communications, Public Safety.
3. Maintenance: When to include (gas, electric, water, closets, etc.)
4. “Emergency No. for Friends & Family of Victims”....might be wise to appoint one person to staff, and create separate phone number....A full-time employee with counseling experience or credentials might be a wise candidate....The hotline is MAC’s main number. Training?

Notes, considerations for Crisis Response:

1. How to tally injured, dead? (and who does it?)
2. How to notify next of kin, emergency personnel?
3. If cell towers knocked out, how to communicate? Post notes somewhere? Who gets radios?

APPENDIX A

The President has the responsibility of designating staff members for positions within the Crisis Management Guide. It is also the responsibility of the President to appoint someone to assume duties of the President in their absence. It is suggested that appointments and designations be made during pre-emergency conditions, so that there will be a smooth transition in emergency declarations.

Designations:

- Acting President

This may be multiple people, listed in order of who may be present on campus, and their responsibility within the organization.

- Crisis Management Team (CMT)

The Crisis Management Team is responsible for the overall management of college emergencies and should consist of a large number of administrative personnel, due to the decision making tasks associated with crisis management.

- Emergency Response Team (ERT)

The Emergency Response Team is responsible for the immediate action items of a crisis. The Emergency Response Team should always consist of first responders, (DPS) with other employees including Crisis Management Team members.

- Building Captains

Building Captains will consist of interested employees, who have volunteered to undertake this task. Building Captains will be responsible for helping CMT and ERT perform their functions in their assigned area(s) of campus.

Upon making designations, the list of the various team members will be listed on page two of this appendix. It shall be updated at the request of the President, and reviewed yearly.

A copy of the designations and team members will be distributed to the appropriate personnel.

Crisis Management Team

Title	Name	Extension	Phone Numbers
President	Dr. Joseph Gilgour	2146	(573) 915-8443 cell (573)760-1526 home
Dean of C.T.E.	Roger McMillian	2127	(573) 701-8573 cell
Dean of Students	Julie Sheets	2262	(573) 760-7850 cell (573) 756-0376 home
Dean of Arts And Sciences	Dr. Diana Stuart	2139	(573) 701-3127 cell (573) 756-7196 home
Director of Campus Safety	Rich Flotron	2341	(314) 550-6460 cell
Director of Facilities	Barry Wilfong	2110	(314) 698-1732 cell

Director of Communications	Danielle Basler	2125	(314) 616-7672 cell
Director of Human Resources	Kathryn Neff	2378	(573)760-5462 cell (573) 431-3137
Chief Financial Officer	Lori Crump	2190	(573) 450-6182

Emergency Response Team

Primary

Dr. Joseph Gilgour	2146	(573) 915-8443 cell
Roger McMillian	2127	(573) 701-8573 cell
Julie Sheets	2262	(573) 701-1939 cell
Dr. Diana Stuart	2139	(573) 701-3127 cell
Rich Flotron	2341	(314) 550-6460 cell
Barry Wilfong	2110	(314) 698-1732 cell
Duty Officer	2304	(573) 631-2831 DPS cell

Primary Response team members (other than DPS) will NOT respond to any area deemed dangerous by DPS Staff.

Secondary

Danielle Basler	2125	(314) 616-7672
Kathryn Neff	2378	(573)760-5462
Lori Crump	2190	(573) 450-6182
Doug Ruess	2199	(636) 208-6269
Chris Schmitt	2221	(314) 605-6261
Brad Tinker	2196	(573) 760-3188
Gio Carollo	2247	(636) 448-5301
Jim Gerwitz	2134	(573) 631-8632
Tammy Nash	2304	(573) 631-2852
Mike King	2304	(573) 854-1229

Secondary Response Team members will be called as needed.

Alternative Site Emergencies

Fredericktown	(573) 783-7932
John Wright	x3861
Perryville	(573) 547-4143
Brandy Behrle	x3871
Potosi	
Joel Nivens	(573) 436-9841

Building Captains/Locations

General Services - Barry Wilfong, Rodney Resinger

Continuing Ed - Pam Watkins

College Park -Debi Bayless, Blake Jones

North College Center - Paul Fritch, Rebecca Neighbors

DPS – Rich Flotron

Technology/IT – Chris Visnovske

Student Services/Business Office - Denise Sebastian

AS117 - Beth Mell

Learning Center - Dan Jaycox

C5 – Roger McMillian, Cheri Marler, Erin Sites

Allied Health Wing – Angela Erickson

Second Floor A&S -

Wellness Center/Bookstore – Aaron Miller, Lisa Cambers, Jeremy Partney

Fine Arts - Kathryn Neff, Debbie Crites

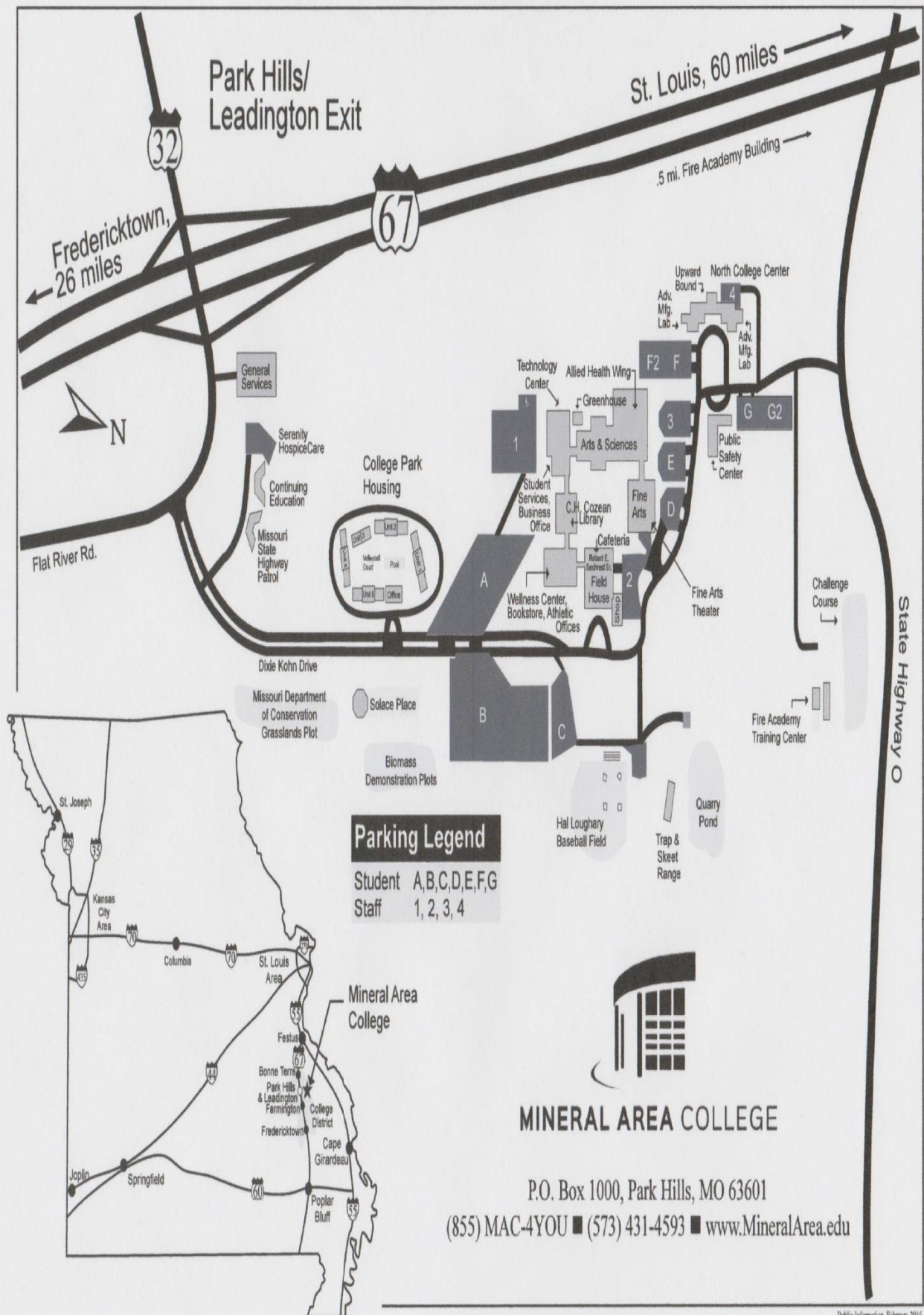
Library – Dr. Diana Stuart

Fredericktown – John Wright

Perryville – Brandy Behrle

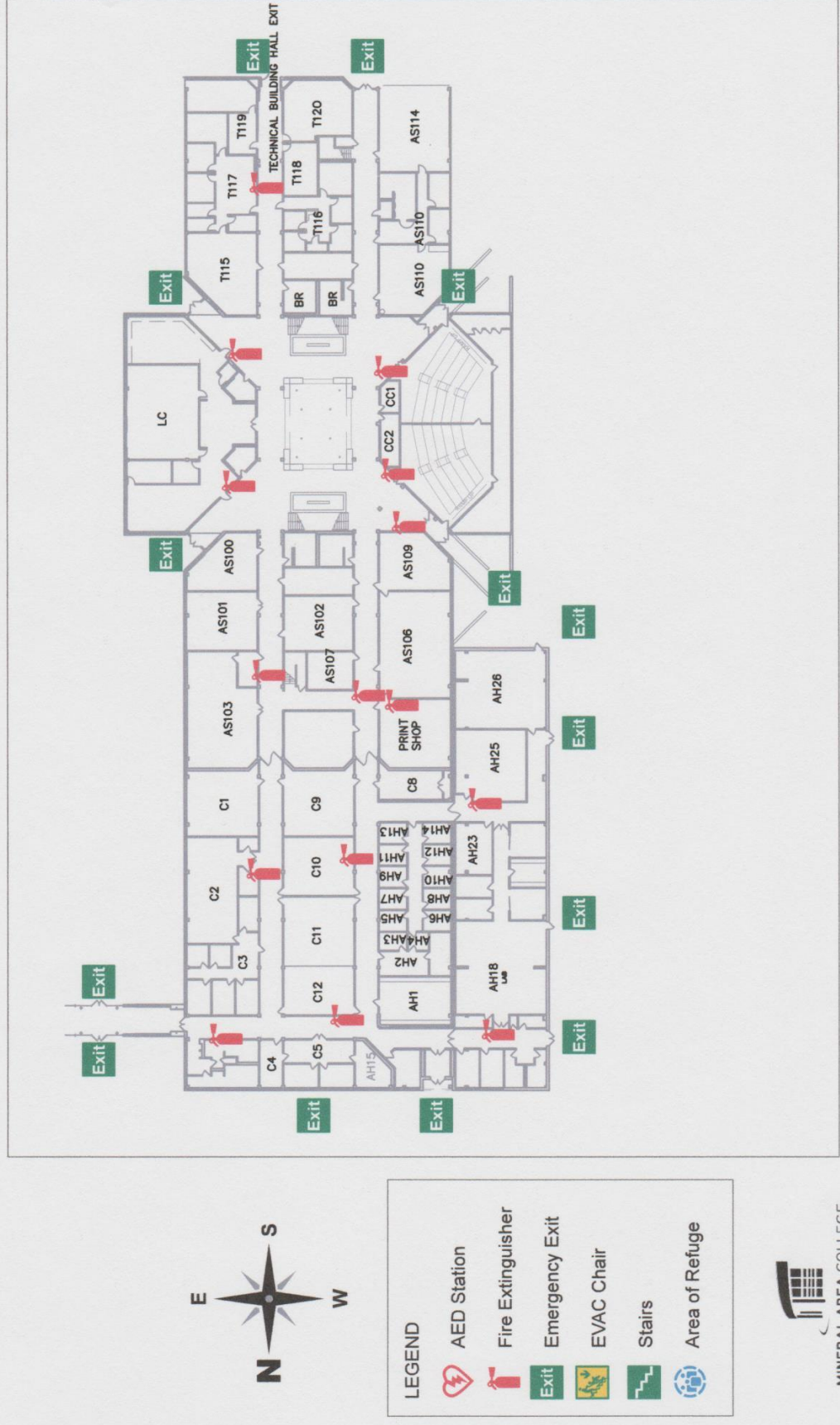
Potosi – Joel Nivens

APPENDIX B/MAPS



Emergency Exits

Arts & Sciences Building + Technology Building (Partial) - 1st Floor



Arts & Sciences Building (Partial) + Technology Building - 1st Floor

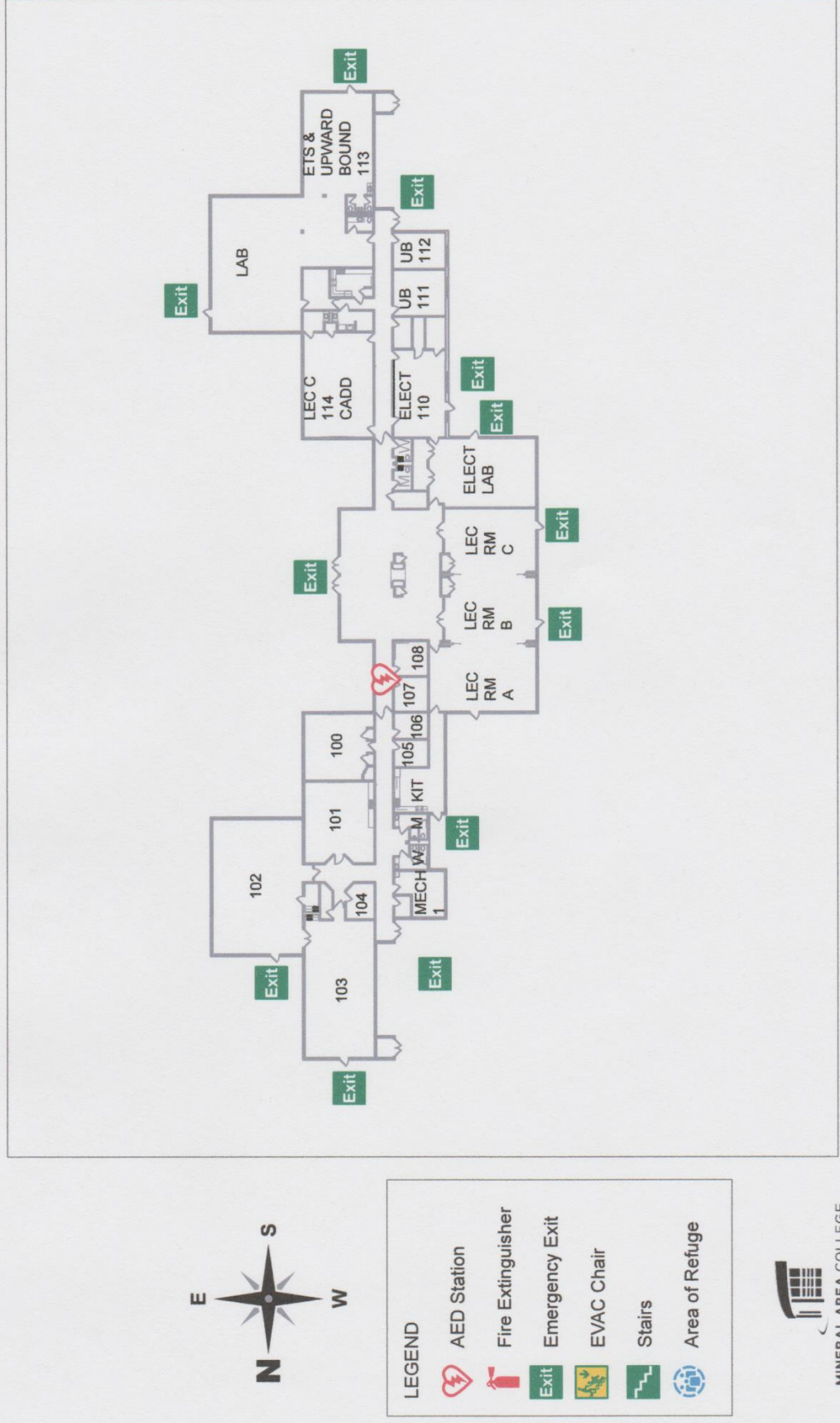


Bookstore & Athletic Department



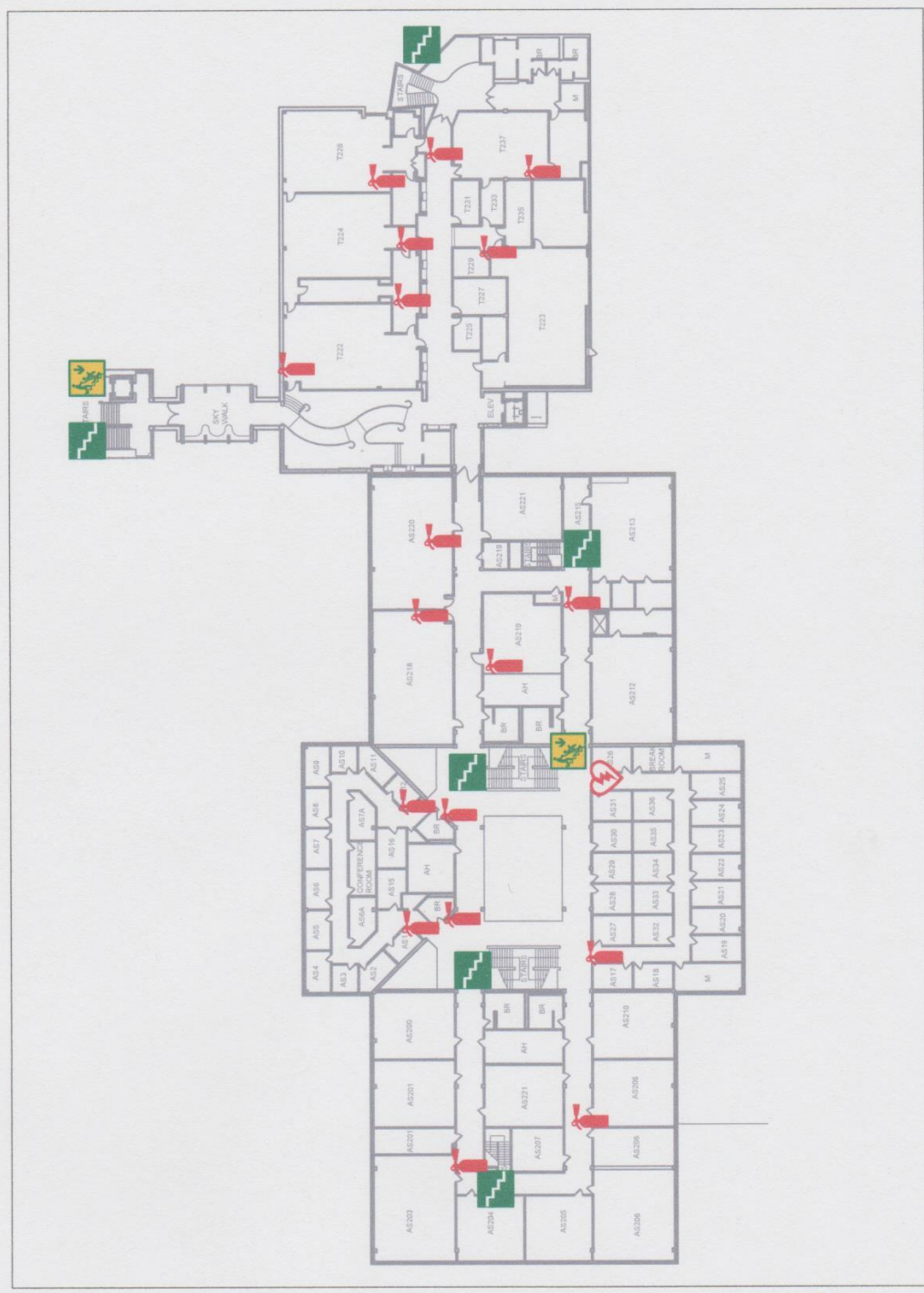
Emergency Exits

North College Center



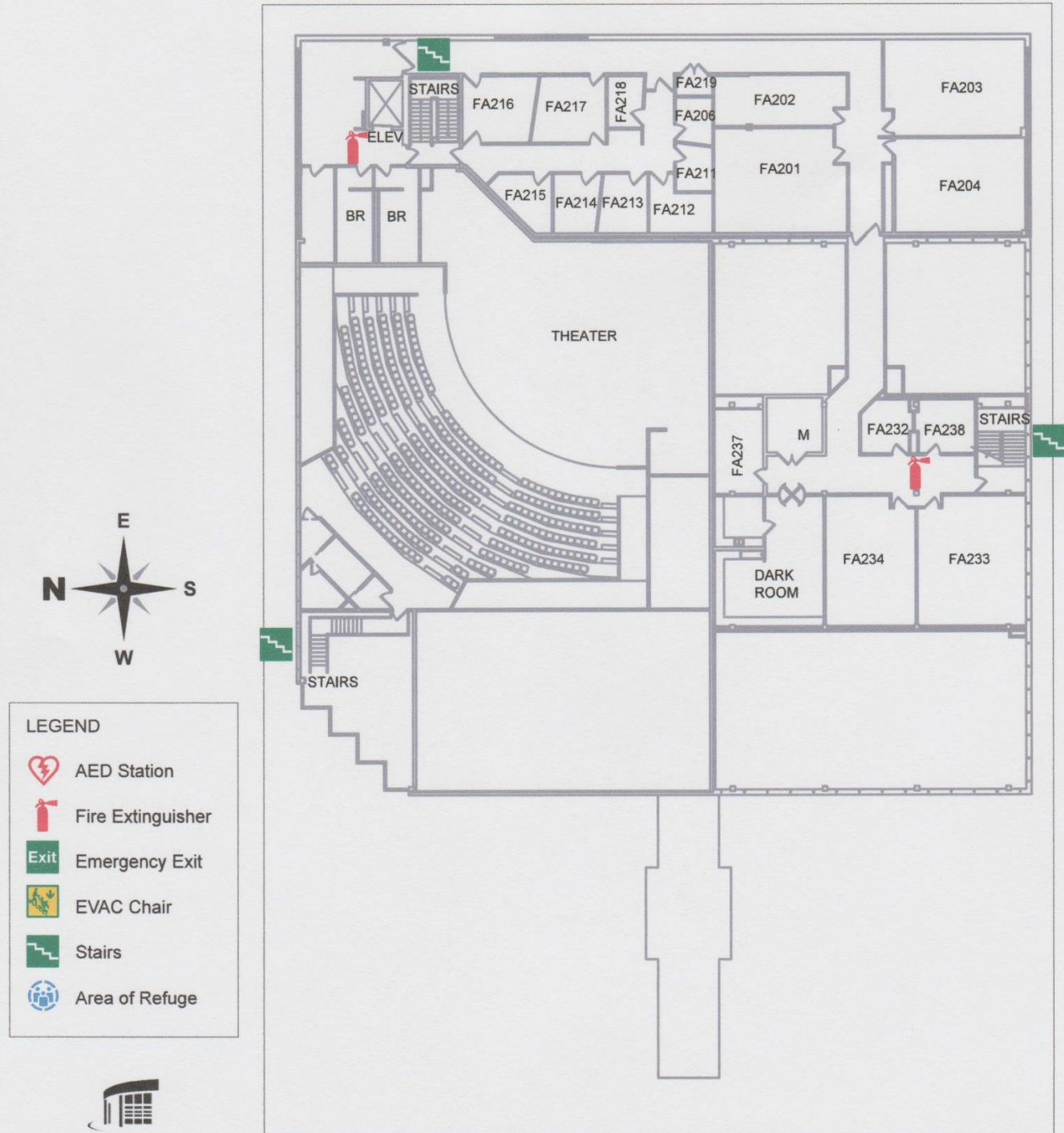
Emergency Exits

Arts & Sciences Building + Technology Building (Partial) - 2nd Floor



Emergency Exits

Fine Arts Building 2nd Floor









Safety Committee 11/30/2015

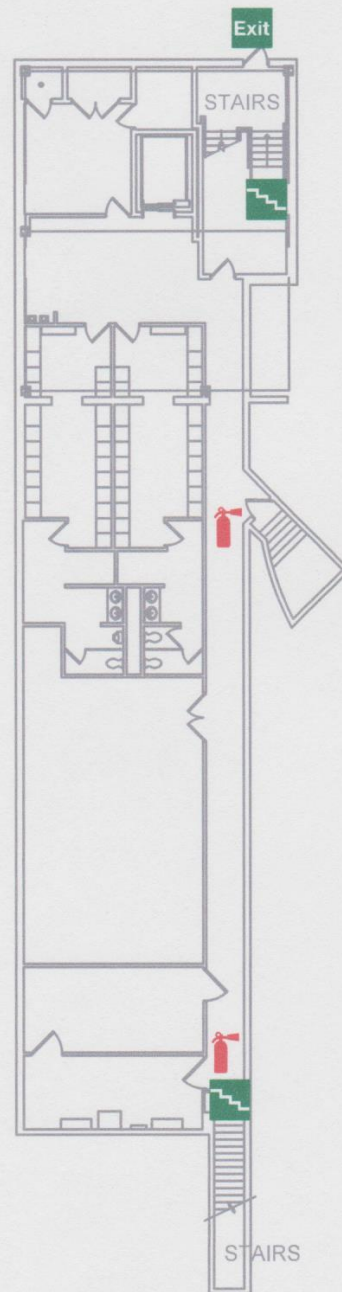
Emergency Exits

Fine Arts Building Basement



LEGEND

-  AED Station
-  Fire Extinguisher
-  Emergency Exit
-  EVAC Chair
-  Stairs
-  Area of Refuge



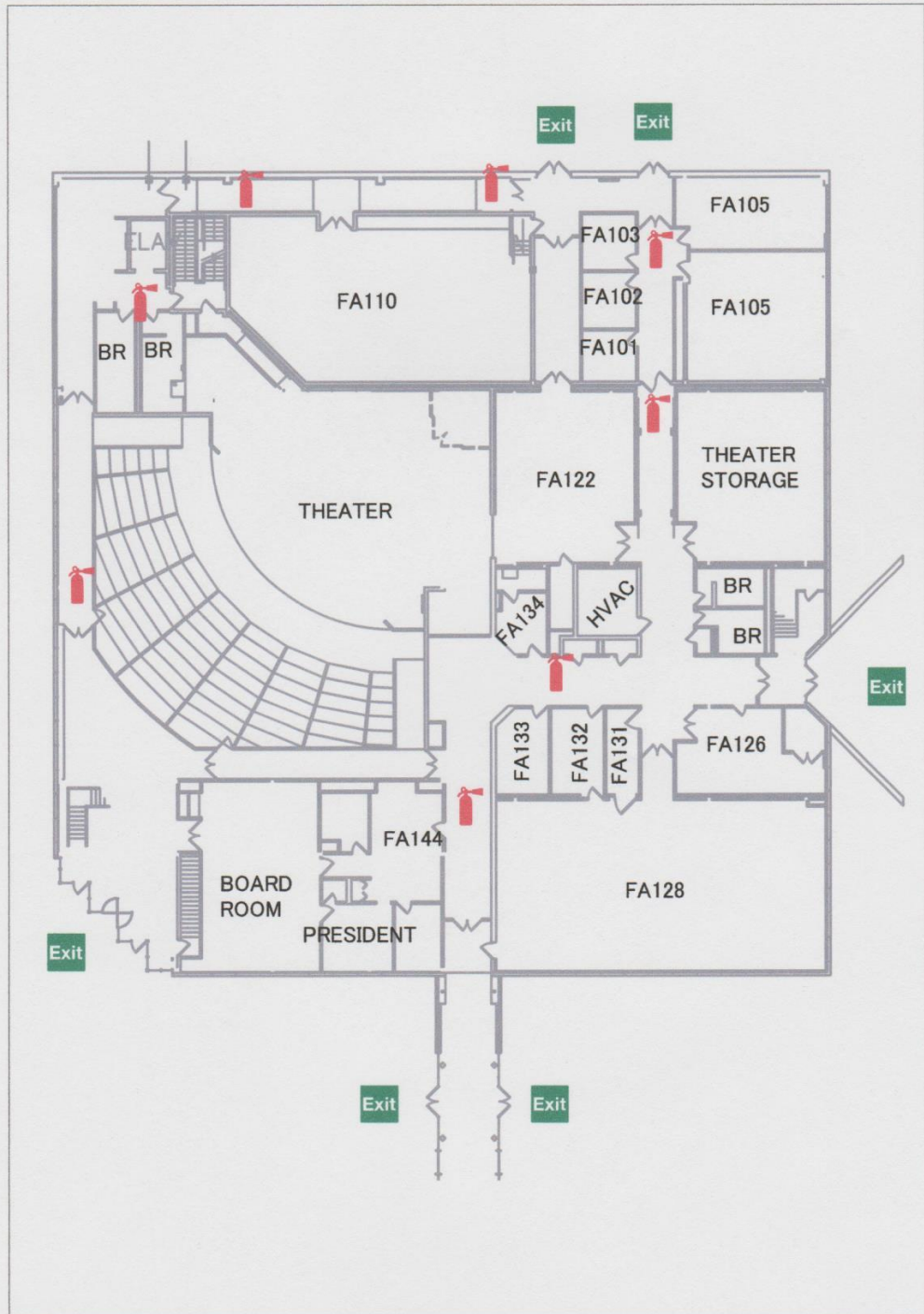
Emergency Exits

Fine Arts Building 1st Floor



LEGEND

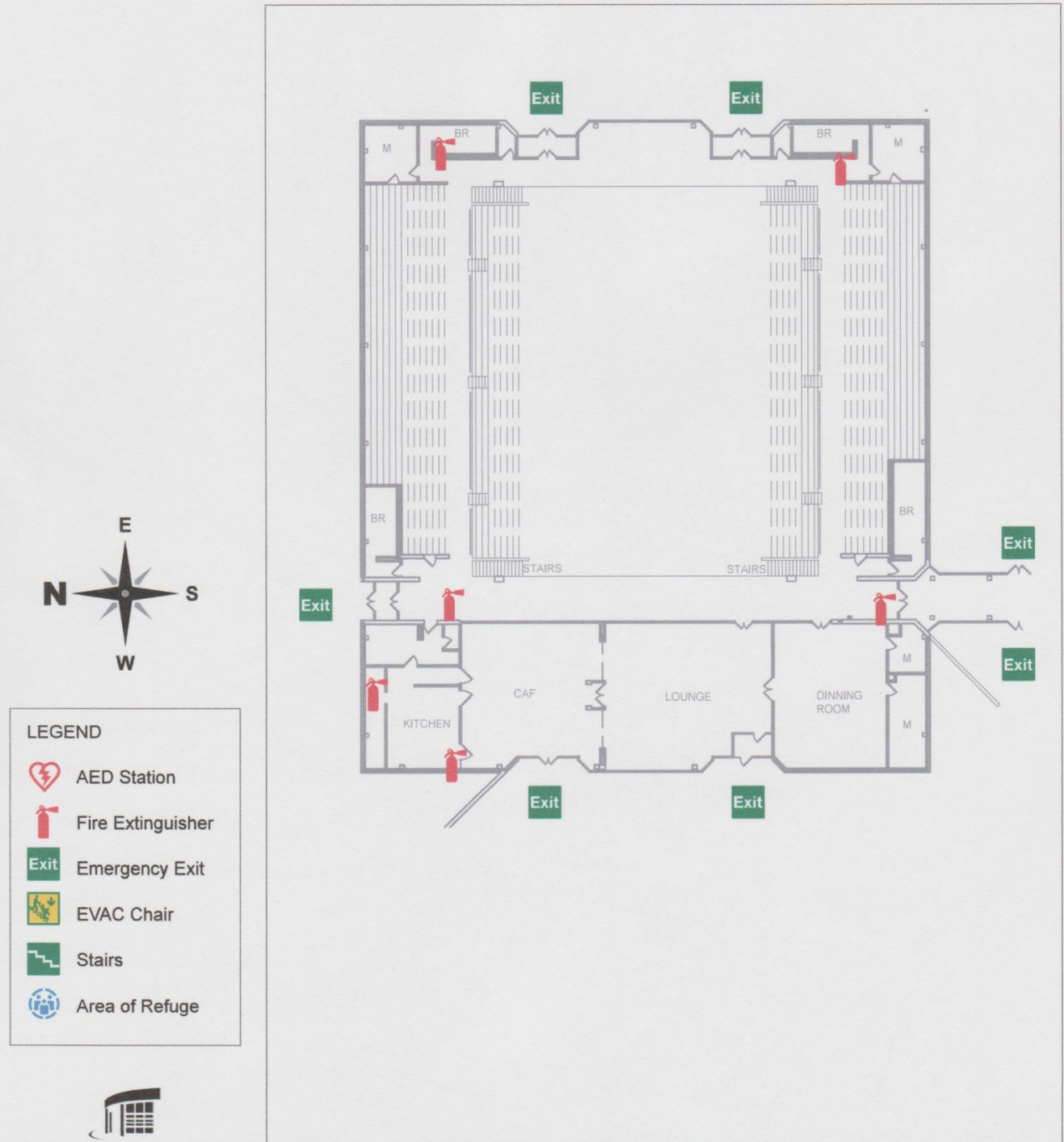
-  AED Station
-  Fire Extinguisher
-  Emergency Exit
-  EVAC Chair
-  Stairs
-  Area of Refuge



Safety Committee 11/30/2015

Emergency Exits

Field House 1st Level









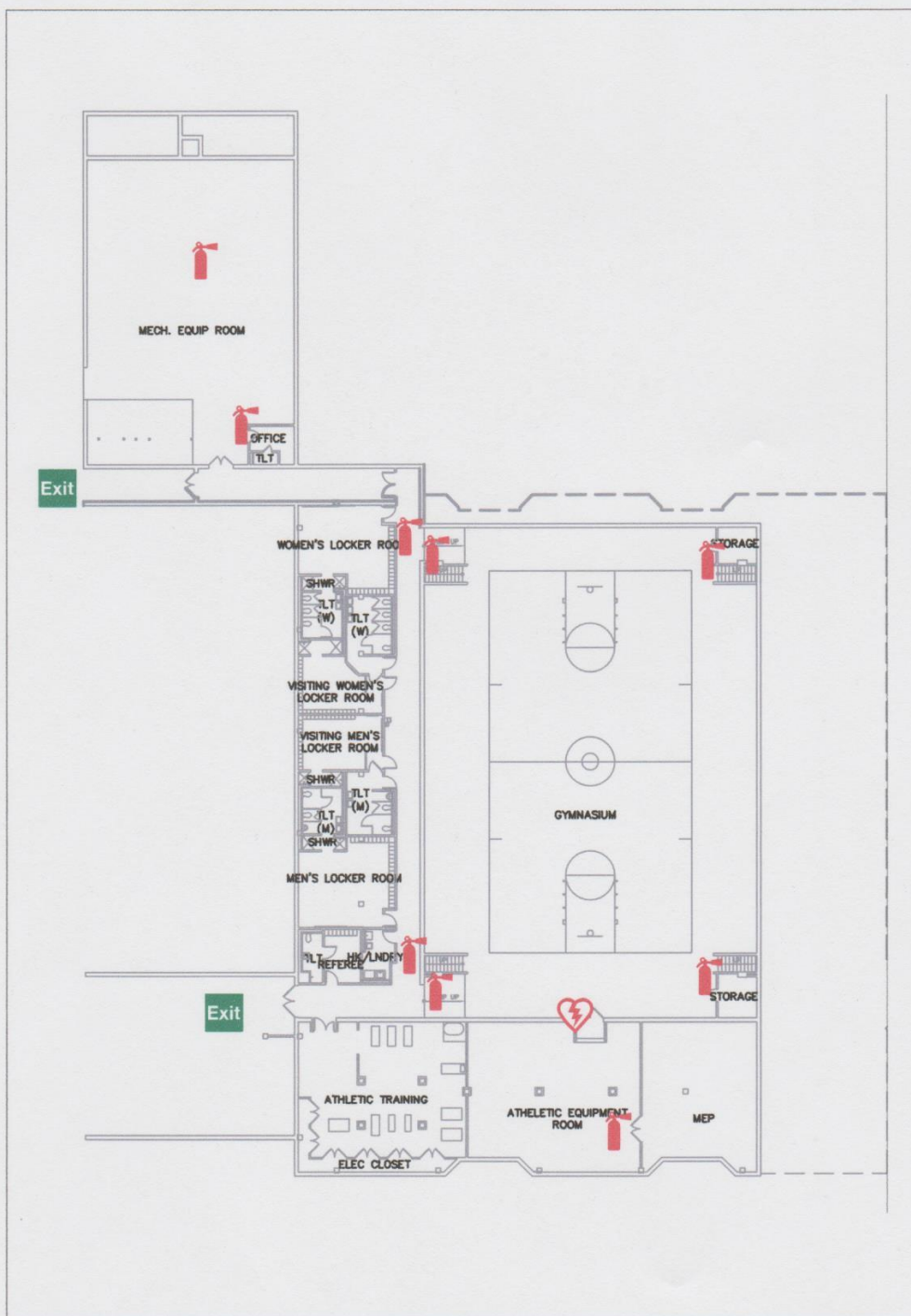
Emergency Exits

Field House Ground Floor



LEGEND

-  AED Station
-  Fire Extinguisher
-  Emergency Exit
-  EVAC Chair
-  Stairs
-  Area of Refuge








Safety Committee 11/30/2015

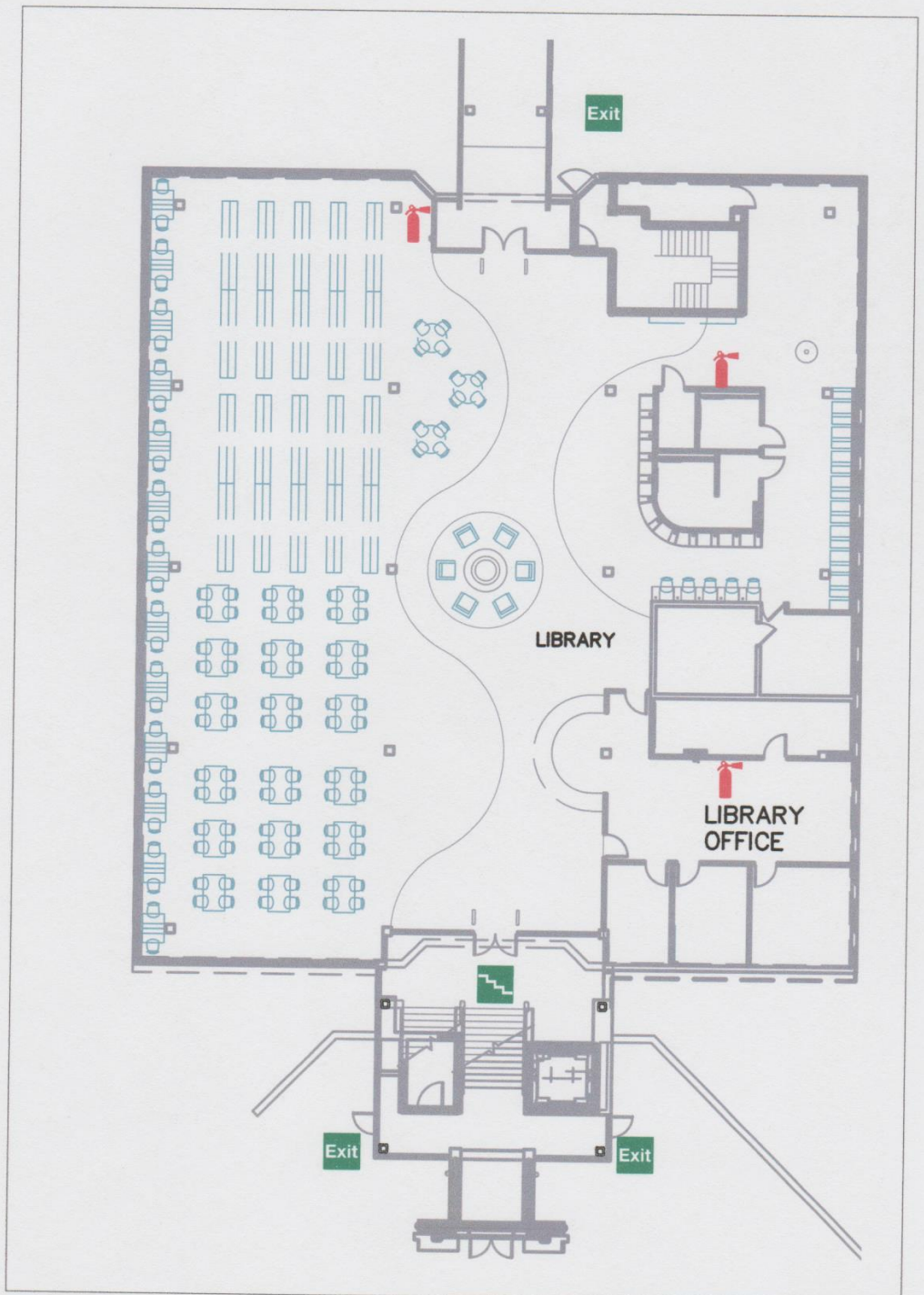
Emergency Exits

Library 1st Floor



LEGEND

-  AED Station
-  Fire Extinguisher
-  Emergency Exit
-  EVAC Chair
-  Stairs
-  Area of Refuge









Safety Committee 11/30/2015

Emergency Exits

Public Safety Building



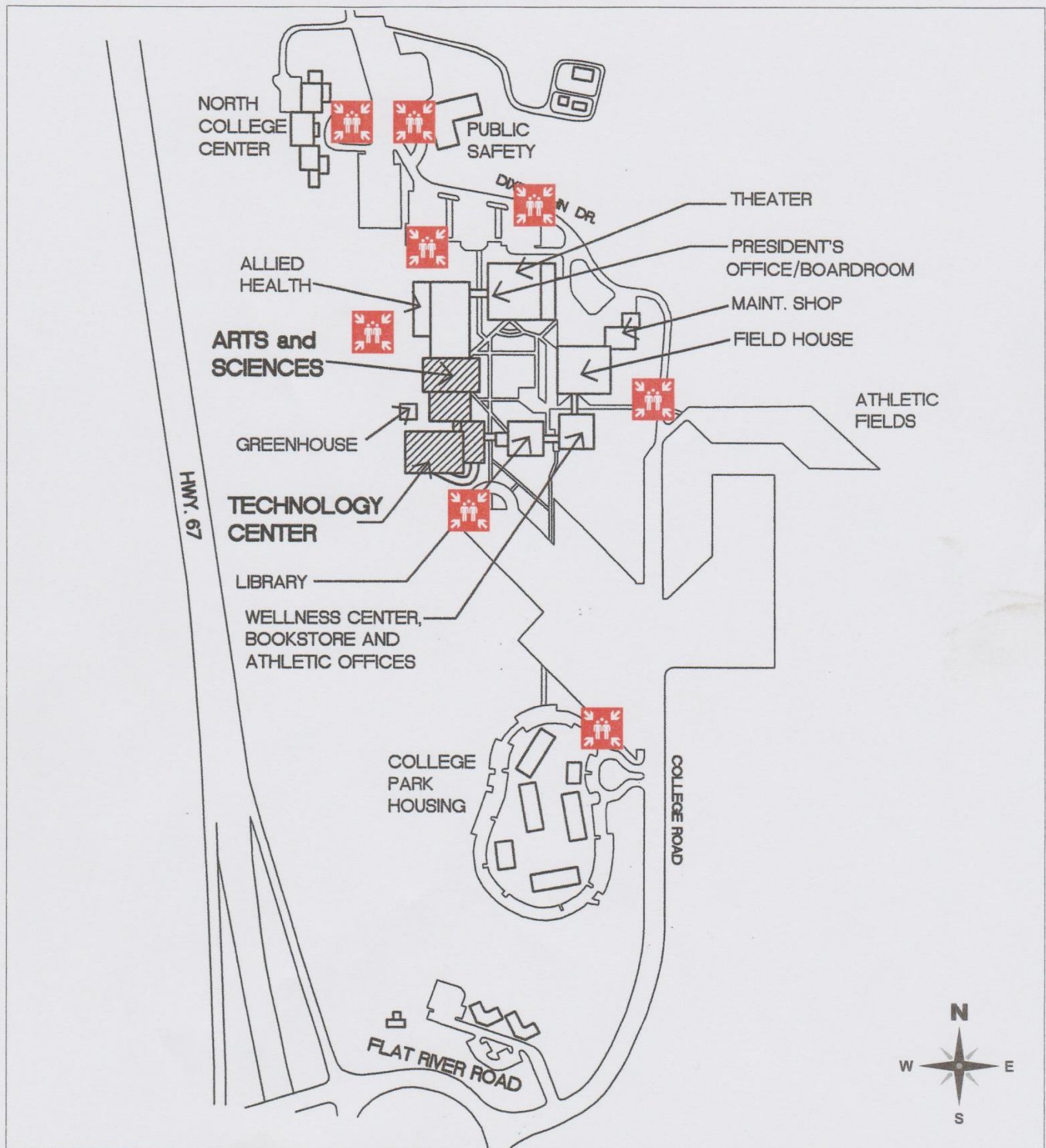
LEGEND

-  AED Station
-  Fire Extinguisher
-  Emergency Exit
-  EVAC Chair
-  Stairs
-  Area of Refuge



Safety Committee 11/30/2015

FIRE GATHERING LOCATIONS



APPENDIX B

COMMUNITY EMERGENCY RESOURCES

St. Francois County 911 (Non-emergency)	(573) 431-3131	911
Park Hills Police	(573) 431-3122	911
Park Hills Fire Department	(573) 431-4219	911
St. Francois County Sheriff's	(573) 756-3252	911
SEMA Park Hills Coordinator Rich McFarland	(573) 431-3122	911
FEMA	(816)-283-7061	
Poison Control	1-800-222-1222	