

MOUNT VERNON NAZARENE UNIVERSITY

CAMPUS EMERGENCY MANUAL AND PLAN OVERVIEW (OVERVIEW OF KEY RESPONSIBILITIES AND PROTOCOLS)

The purpose of the manual and this introductory overview is to outline the processes and procedures to be followed in the event of an emergency on the campus of Mount Vernon Nazarene University.

WHAT IS AN EMERGENCY?

A campus emergency is defined as any life-threatening event or situation that requires an immediate response to:

- Preserve lives and public health, or
- Protect property;

Or any event that can:

- Cause serious injuries or deaths,
- Significantly disrupt operations (or infrastructure),
- Threaten the institution's financial standing or its ability to fulfill the institution's mission.

The Campus Emergency Coordinator, in consultation with Senior Leadership Team (see below) will determine whether an emergency exists and whether to convene the various Campus Emergency teams (see below).

ARE THERE LEVELS OF CAMPUS EMERGENCIES?

There are two major levels of an emergency. The majority of an emergency will simply be referred to as an emergency. If however, the magnitude of an emergency is deemed to be extreme by the Coordinator and the Executive Team (due to the nature of the threat to institution, property, lives, etc.) then the emergency will be referred to as an **"EXTREME EMERGENCY."**

HOW WILL INFORMATION BE COMMUNICATED DURING AN EMERGENCY?

Please see below for various communication protocols, but all available means will be utilized to communicate with both internal and external constituents (switchboard, Web, security car PA system, bullhorns, news and entertainment media, staff and volunteer runners, etc.).

WHAT IS A NON-EMERGENCY LEVEL EMERGENCY INCIDENT?

- What is an Emergency Incident?
 - Any significant incidents that do not rise to the level of an emergency, as determined by the CE Coordinator and executive team members, will be referred to as emergency incidents and managed by appropriate university personnel (see Protocol for non-CE level emergencies included in this manual). An emergency incident is any significant event not deemed an emergency which has the potential to become an emergency and/or which requires an appropriate and immediate response by the institution.
- Who will define incidents and crises?
 - The CE Coordinator and selected Executive Team members will serve as a filter to determine the threat level of incidents and to tailor an appropriate response by the University to emergency incidents and crises. For example, an ice storm power outage which may initially be handled as an emergency incident, has the potential to become an emergency, and the CE Coordinator and Executive team will monitor the outage as assigned university personnel manage this emergency incident.

WHAT IS THE PURPOSE OF THE MANUAL?

The “Campus Emergency Manual” is a plan to be followed by University personnel in response to various types of traumatic events which may include, but are not limited to, on-campus or off-campus deaths of members of the campus community, crime related incidents, natural disasters (floods, earthquakes, tornadoes, etc.), or other life threatening situations (car accidents, bomb threats, power failures, explosions, major fires, etc.).

No plan can be developed to meet every emergency; however, the procedures briefly outlined below, if activated, are flexible enough to form the basis of a coordinated plan. All University departments will work together to make the plan effective in any emergency situation and will assist the CE Team as requested during an emergency.

WHO SHOULD I CALL IF I BECOME AWARE OF AN EMERGENCY INCIDENT?

Your primary concern is to save lives and prevent injury, so call 911 immediately.

When any person on campus becomes aware of an emergency incident, he/she should:

1. Call 911, if appropriate, and
2. Immediately call Campus Safety at extension 4000 to notify Campus Safety about the emergency situation.

Campus Safety will contact the Campus Emergency Coordinator (CEC) who then, in consultation with the Executive Team (see below) and the President (when appropriate and possible), will determine if an emergency exists. The CEC should then proceed with steps as outlined in the responsibility list in the Campus Emergency Manual (see below).

If the emergency incident appears to be of a highly confidential nature and may not rise to the level of an emergency, please consult with any of the following individuals immediately (see phone contact numbers below): Lanette Sessink (VP for Student Life), Mel Severns (FERPA coordinator, Records and Registration), Henry Spaulding (Provost/Chief Academic Officer), Kim Rose (university counsel), or any Senior Leadership Team Member.

WHAT IS THE ROLE OF THE SENIOR LEADERSHIP TEAM DURING AN EMERGENCY?

The President or his secretary will contact Senior Leadership Team Members as appropriate (see CR phone tree) and the University’s legal counsel, and the CEC will contact the Campus Emergency Team (CET) to give appropriate direction. They will convene in the Theology and Philosophy conference room in Hyson Campus Center.

1. The Senior Leadership Team’s Role during an emergency
 - a. The President and the Senior Leadership Team will convene and conference as necessary to address issues not falling under the jurisdiction of the CE Team, and/or to assist the CE Team as requested. In the President’s absence, the Senior Leadership Team will be convened and chaired as necessary according to the following order of succession:
 - Provost/Chief Academic Officer
 - Vice President for Student Life
 - Vice President for Enrollment Management
 - b. The Vice President for Student Life will work closely with the President or administrator in charge throughout the emergency concerning internal and external communications.

WHAT ARE THE CE COORDINATOR’S PRIMARY RESPONSIBILITIES DURING AN EMERGENCY?

2. Campus Emergency Coordinator

The Campus Emergency Coordinator is appointed by the President to coordinate actions of the Campus Emergency Team in the event of an emergency on campus. The team is composed of the following persons who hold the listed positions:

CAMPUS EMERGENCY TEAM

TEAM A

| <u>NAME/POSITION</u> | <u>OFFICE PHONE</u> |
|--|-------------------------|
| Lanette Sessink, VP for Student Life, coordinator | 4601 |
| Patrick Rhoton/Director of Campus Safety | 4000 |
| Denny Taylor/Director of Facilities Management | 4430 |
| Mike Roberts/Sys. Coord.-Telephone & Cabling | 4465 |
| Travis Keller/ Director of Student Life | 4604 |
| Alan Shaffer/Director of Auxiliary Services | 4402 |
| Denise Smith/Coordinator of Student Health Services | 4632, 4633 |
| Jeffrey Scott/Marketing | 4341 |
| Jameson Seymour/SGA President/Class Presidents | 4620 |
| Pam Maynard/Switchboard Coordinator | 0, 4469 |
| Wendi Lahmon/Administrative Assistant | 4602 |
| EMERGENCY RESPONSE CENTER/Morrison | 4800, 4801, 4802 |
| Facility Services Bldg or CC 207 (Bailey) - back up | |
| EMERGENCY FAX NO. 740-397-3661 (Mike Roberts) | |

740-397-3661 is the number used when all phone lines are down.

Bold – Executive Team

TEAM B

| <u>NAME/POSITION</u> | <u>OFFICE PHONE</u> |
|---|---------------------|
| Rick Engstrom/Director of Residence Life | 4605 |
| Rick Johnson/Campus Safety | 4000 |
| Eric Browning/Director of Counseling and Wellness | 4611 |
| Tom West/Alumni Relations/University Fund | 4312 |
| Trinia Huddleston/Church Relations Coordinator | 4110 |
| Robert Hamill/Associate VP for Acad. Affairs | 4211 |
| Doug Banbury/VP for Enrollment Management & Marketing | 4344 |
| Jay Mahan/Records & Registration/Non-traditional | 4724 |

In addition to the Campus Emergency Team, others may be asked to be available on a stand-by basis, including:

CONTACT PERSONS

| <u>NAME/POSITION</u> | <u>OFFICE PHONE</u> |
|--|---------------------|
| Scott Peterson/Spiritual Life, University Chaplain | 4130 |
| Courtney Ball, Student Chaplain | 4624 |
| Carolyn Swallow/Counselor | 4613 |
| Colleen Bryan/Counselor | 3707 |
| Karen Boyd/Counselor | 3703 |
| Wayne Dunlop/Counselor | 3708 |
| Randy Cronk/Counselor | 3702 |
| Kim Rose/University Attorney | 740-397-4040 |
| Patrick Rhoton/Bloodborne Pathogens Coordinator | 4408 |
| Daniel Martin/President/Senior Leadership Team/Board | 4100 |
| Jeff Spear/VP of Finance | 4400 |

COMMUNITY AGENCIES

| <u>NAME/POSITION</u> | <u>OFFICE PHONE</u> | |
|--|---------------------|---------------------------------|
| Mount Vernon Police Department Emergency | 740-397-2222 | MVHS |
| Mount Vernon Fire Department Emergency | 911 | Sam Shuman 740-393-9500 x5908 |
| Columbia Gas | 740-397-6251 | sshuman@mtvernon.k12.oh.us |
| Salvation Army | 740-392-8716 | MVMS |
| Knox County Red Cross | 740-397-6300 | Gary Hankins 740-392-6867 x5960 |
| Knox County Health Department (Environmental) | 740-392-2200 | ghankins@mtvernon.k12.oh.us |
| Brian Hess/Knox Co. Emergency Mgt. Coordinator | 740-393-6772 | 740-392-7465 740-398-5982 |

SENIOR LEADERSHIP TEAM

Convene in the Emergency Response Conference Room
or
Morrison Facility Services Building

| <u>NAME/POSITION</u> | <u>OFFICE PHONE</u> |
|--------------------------|---------------------|
| Daniel Martin, President | 4100 |
| Henry Spaulding | 4201 |
| Jeff Spear | 4400 |
| Lanette Sessink | 4601 |
| Doug Banbury | 4501 |
| Scott Peterson | 4131 |

BUILDING SAFETY REPRESENTATIVES

| | | |
|-------------------|------|--------------------------------------|
| Sarah Smith | 4249 | Thorne Library |
| Michelle Hedrick | 3040 | Buchwald Center |
| Julie Burke | 3100 | Physical Education/DRC/PSU |
| Cindy Burgett | 4430 | Facilities Management |
| Denise Hess | 3300 | JSB |
| Karen Bush | 4452 | Lakeholm |
| Theresa Shanyfelt | 4418 | Business Affairs |
| Rochell Furniss | 4130 | Chapel |
| Travis Keller | 4604 | Campus Center |
| Becca Graham | 4514 | Founders |
| Linda Tarrh | 3220 | Faculty/Regents |
| Gina Blanchard | 4455 | Cougar Corner Bookstore |
| Teresa Zuercher | 3700 | JKMoore Fam. and Cons Science Center |
| Trinia Huddleston | 4110 | Church Relations/Couchenour House |
| Marcia Varughese | 4530 | Academic Services Building (ASB) |

RESIDENTS DIRECTORS

| | | |
|--------------------|------|---------------------------------|
| Kevin Peterson | 4641 | Oakwood Hall |
| Abbey Craigg | 4640 | Pioneer Hall |
| Jennifer Gotschall | 4643 | Galloway Hall |
| Beau Carlson | 4614 | Cedar/Birth Apartments |
| Sam Barrick | 4666 | Redwood Hall/Cypress Apartments |
| Samantha Webb | 4642 | Maplewood/Elmwood Apartments |
| Jill Ballenger | 4648 | Rosewood/Spruce Apartments |

When an emergency occurs on campus, it is the Coordinator's responsibility to initiate the following¹:

- a. **Contact the Senior Leadership Team** to decide what necessary action needs to take place.
- b. **Contact Campus Safety** to take necessary and appropriate action to secure the area and protect campus personnel.
- c. Notify **Campus Emergency Team members** who will activate the **phone tree** to other members of the team and other persons as necessary.
- c. Contact the **Switchroom Technician** to open the Telephone Switchroom if needed and assist the Campus Emergency Team in activating phone lines and making changes in the switchroom to accommodate the Team's telephone needs. The technician will insure that a fax machine is accessible to the Campus Emergency Team.
- d. Contact the **Switchboard Coordinator** (and 1-800 numbers) to oversee the Switchboard and handle incoming calls from those inquiring about the emergency and roll over inquires to the **phone bank**² when these phones are activated.
- e. Contact the phone bank coordinator (Telephone Systems Coordinator or Designee) to activate phone bank(s).
- f. Contact the Chaplain, if needed, to coordinate a ministerial response from MVNU and/or local churches.
- g. In case of injury requiring hospitalization, contact the **University Chaplain** to attend to victim(s), family and friends. In case of fatality, the Chaplain coordinates attending to family and friends, arranges for Chapel to be open as a spiritual support center for the campus community, and arranges for any necessary memorial service(s) and long-term spiritual support for victim's family and close friends. (If the Chaplain is not available, contact: Assistant to the Chaplain for Mission and Ministry; Assistant to the Chaplain for GPS; Assistant to the Chaplain for Small Group Ministries).
- h. Conference with the **President** or administrator-in-charge as necessary about the situation and seek consultation with and/or decisions from the Senior Leadership Team when critical decisions need to be made.
- i. Contact the **faculty** (working through the Provost or designee) if a faculty meeting is to be called for the purpose of disseminating information that needs to be communicated to classes. The Provost will insure that instructors directly impacted by a tragedy or fatality will receive timely notification. Contact the VP for Finance or designee (or Director of HR) if staff meetings are needed.
- j. Contact the **Chair of the Board of Trustees** as needed. If the Chair is unavailable, the Vice Chair should be notified about the campus situation. As per phone tree protocol (see below), the President or the President's designee will make the initial contact with the Board Chair and may provide guidance to the CR coordinator.
- k. Oversee (with the assistance of the Senior Leadership Team) communication with family members of those involved. Determine the name of the family member who will serve as a contact person for each family. Determine what facts the family members want revealed in order to insure that the family's situation is handled with utmost respect.

¹ **Through personal contact or through a designee (administrative assistant or other CR team member).**

² **Individuals appointed by the CE Communications Team will staff the phone bank.**

1. If a **student death** occurs, the Coordinator ensures that the following individuals are notified:
 - 1) The Student Life Administrative Assistant in order to remove the name of the student from active designation in the University mainframe, class rolls, and to discontinue other forms of communication that originates in Student Life, including any disciplinary, scholarship, or placement notifications that may be sent to the family.
 - 2) The **Executive Director of Marketing** in order to remove the name from donor rolls and other fundraising mailing lists.
 - 3) The **Director of Residence Life** to oversee the removal and storage of personal belongings of deceased residential students and insure that they are given to the appropriate family member. The Director of Residence Life will assure the removal of all voice-mail identification and greetings, and will oversee any necessary housing re-assignments.
- m. Work with **Campus Safety and community agencies** that may be involved or assisting in the emergency. Campus Safety will likely coordinate many of these communications.
- n. Insure that contact is made with the **Associate Vice President for Academic Affairs and the Vice President for Enrollment Management** to facilitate an appropriate process for designing **make-up work or withdrawal**.
- o. Insure that contact is made with the appropriate office(s) for sending **flowers** or other expressions of concern to families or students in situations involving injury or death.
- p. Work with the **Vice President for Enrollment Management** in initiating general contact and providing follow-up to specific contact with students whose continued enrollment may be impacted by the emergency.
- q. Work with the **University Chaplain and Director of Residence Life**, if needed, to coordinate the delivery of personal belongings to next of kin.

**WHAT ARE THE PRIMARY RESPONSIBILITIES OF THE CAMPUS EMERGENCY TEAM?
WHERE DOES THE CE TEAM MEET?**

3. Campus Emergency Coordinator and A Team Members

The Campus Emergency Coordinator and A Team Members are made up of personnel who are trained by the Coordinator to help in crises. When an emergency occurs:

- a. The first members reached by the Coordinator will activate the **phone tree** to contact other members of the team.
- b. Team members will **meet immediately in the Morrison Facility Services Building** to accept responsibilities delegated by the Coordinator. If the Morrison Facility Services Building is inaccessible, the alternate site will be CC 207 (Bailey). The University's Telecommunications Specialist (see contact information below) will be notified to insure adequate communication support.
- c. Team members will insure that **direct support services are provided to those in distress**, including apartment mates, roommates, and other students who are close associates.
- d. Team members will **relay confidential information** pertaining to the emergency to the Coordinator.
- e. Team members will **refer any student** who may need follow-up support to the Coordinator.
- f. Team members will **monitor the situation** and provide other follow-up services as necessary after the emergency has subsided.

- g. Team members will **facilitate campus traffic flow** to minimize congestion (Campus Safety will advise and implement).

HOW WILL GENERAL COMMUNICATION BE HANDLED DURING AN EMERGENCY?

- 4. General Communication (**The President** and the **Provost/Chief Academic Officer** or his/her designee will coordinate the following efforts in consultation with the CE Coordinator):
 - a. Use **the Web, voicemail and e-mail** to notify faculty, staff, and students of the time and place of any emergency-related meetings or information as soon as possible.
 - b. Prepare a **news release** (with regular updates) to the **Campus Operator** and 1-800 number receptionists (first) and to appropriate media organizations, educational institutions, and church/community leaders.
 - c. Announce the **plan for disseminating further information** during the day (notes in mail-boxes, e-mail, voice mail, meetings, chapel services, web, and "INFO" line X-5000).
 - d. Distribute the **names of members of the Campus Emergency Team** through publication in the campus phone directory.
 - e. Keep **Senior Leadership Team members informed** as a response to the emergency unfolds.
 - f. When necessary, establish a **voicemail hot line** (X-5000) accessible for on- and off-campus inquiries.
 - g. Establish FEBC 133 as a **media-briefing area** and provide for services supportive of media activity.
 - h. Provide for the **video and/or photographic documentation** of all scenarios and contexts associated with or relevant to the emergency.
 - i. The Cafeteria will be available as a **communication site and refreshment center** during an emergency. The **SGA President** will assist with announcement of information to students provided by the Campus Emergency Team.

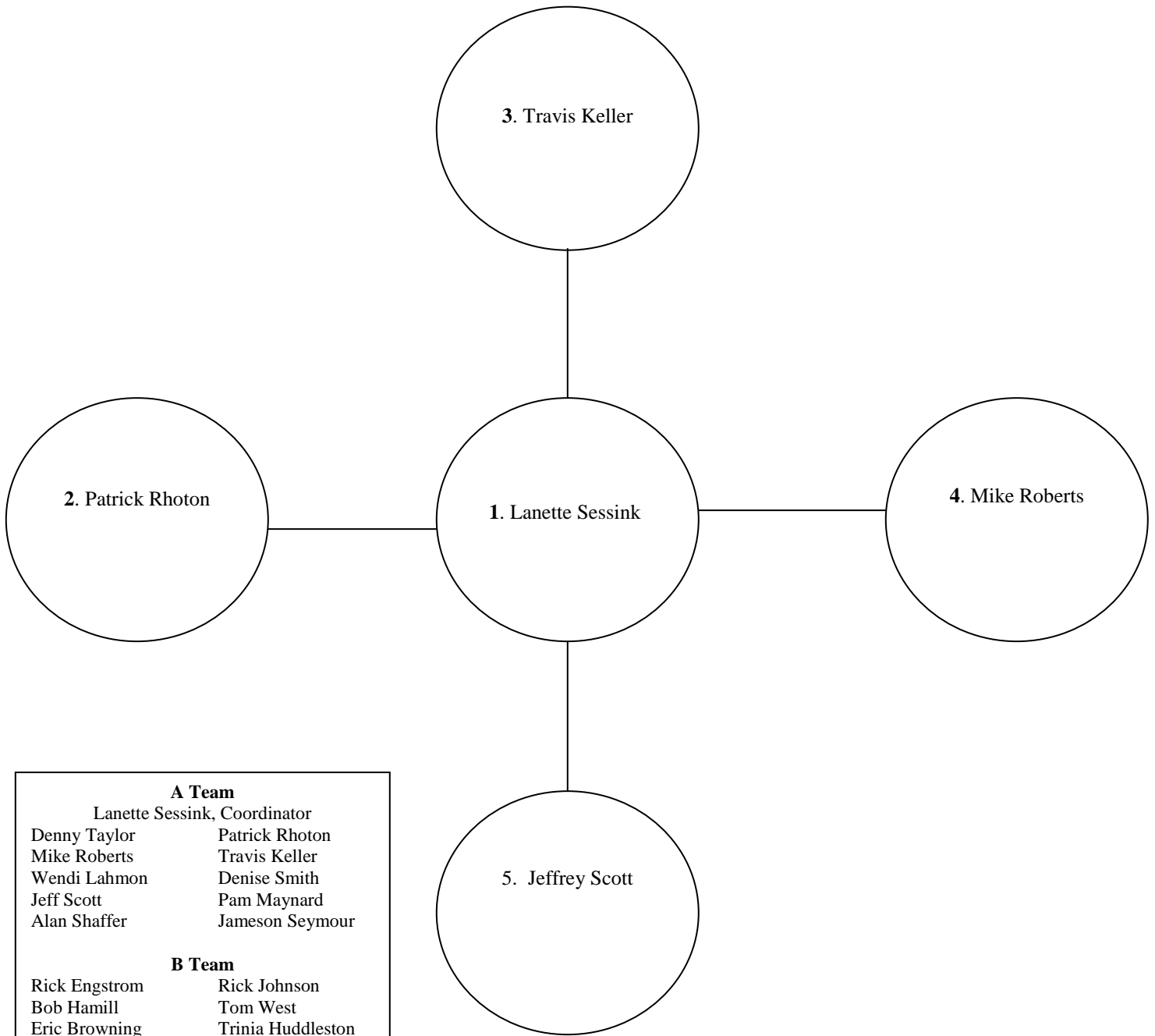
HOW CAN FACULTY AND STAFF ASSIST DURING AN EMERGENCY?

- 5. Ways Faculty/Staff Can Assist
 - a. **Pray** individually and pray in groups.
 - b. Attend any **meetings** called by the Provost/**Vice President for Student Life** and **Vice President for Finance** to explain the circumstances of the emergency and give direction to faculty/staff.
 - c. **Read a statement** prepared by the Communications Office, if necessary.
 - d. Provide **opportunity for students to discuss** the incident and to express their feelings.
 - e. **Acknowledge emotions** through discussion and involvement in constructive activities in class.
 - f. **Remind students** that people may approach them from the **media**, but they do not need to talk with them if they do not wish to.
 - g. **Identify students** who are obviously **in distress** and talk to them or direct them to a group or individual counseling activity.

- h. **Request assistance** from the Campus Emergency Team if a class has a large number of distressed students.
- i. **Shorten and restructure assignments** when appropriate. **Postpone and reschedule tests** and other projects as necessary.

w1-4/23/2012

Campus Emergency Coordinator



- | | |
|------------------------------|-------------------|
| A Team | |
| Lanette Sessink, Coordinator | |
| Denny Taylor | Patrick Rhoton |
| Mike Roberts | Travis Keller |
| Wendi Lahmon | Denise Smith |
| Jeff Scott | Pam Maynard |
| Alan Shaffer | Jameson Seymour |
| B Team | |
| Rick Engstrom | Rick Johnson |
| Bob Hamill | Tom West |
| Eric Browning | Trinia Huddleston |
| Doug Banbury | |