# SOUTHERN
WV COMMUNITY & TECHNICAL COLLEGE

# EMERGENCY PLAN ✔

# INTRODUCTION

## 1.1    Importance of Being Prepared

Southern West Virginia Community and Technical College encourages every faculty member, staff member, student, part-time employee, and constituent of the College to take emergency preparedness seriously and plan. Pre-planning and training can ensure a faster response to help mitigate any emergency incident, large or small.

## 1.2    Southern Emergency Response Policy Group

The Emergency Response Policy Group (ERP) will be chaired by the director of safety and meet at least twice annually during the academic year. The ERP will assist in guiding the coordinator on the Southern Emergency Response Plan and review the campus and department plans.

## 1.3    Role of the Director of Safety

The director of safety shall ensure an annual review and update of the Southern Emergency Response Plan and publish the updated plan after consultation with the Emergency Response Policy Group. The revised plan shall be published on the Institution's web page.

The director of safety shall offer annual training to the College community on the overall Southern Emergency Response Plan. The training will be provided in accordance with best practices, local, state, and federal laws.

## 1.4 Responsibility of College Departments

As required in section two, all College campuses and departments shall adopt, update and submit individual plans to the director of safety annually. The template for the campus/department plan shall be provided by the director of safety, as approved by the Emergency Response Policy Group. An annual publication of those campus/department plans shall be submitted to the chief facilities management officer and kept on file with the President's Office.

College campuses and/or departments not submitting plans will receive annual reminders from the director of safety to comply and are expected to adhere to a basic plan submitted to their department until compliance.

# COLLEGE EMERGENCY RESPONSE PLAN

## 2.1 Institutional Statement

Southern West Virginia Community and Technical College organizes, coordinates, and directs available resources toward an effective response to and recovery from emergencies. The effectiveness of this effort is dependent on the development of individual unit plans. The College, therefore, expects departments to develop detailed emergency plans as outlined in this manual. This policy includes a chain of command establishing the authority and responsibilities of campus officials and staff members and requires that departments designate emergency coordinators with the authority to make modifications in emergency procedures and to commit resources for emergency preparedness, as necessary. This plan is composed of two specific components: The Southern West Virginia Community and Technical College Emergency Response Plan and the Operational Unit Emergency Response Plans.

The Southern West Virginia Community and Technical College Emergency Response Plan establishes and outlines the College's response to an emergency and sets minimum standards for the creation of Operational Unit Emergency Response Plans.

Operational Unit Emergency Response Plans outline campus and department-specific responses to an emergency and should exist for each unit of the College. These plans must be designed to promulgate strategies for protecting people and programs and coordinating recovery efforts to allow for the continued operation of the College.

### 2.1.1    Purpose

The emergency response procedures outlined in this manual are to enhance the protection of lives and property through the effective use of College resources. Whenever an emergency affecting the college reaches proportions that routine measures cannot handle, the president or his/her designee(s) may declare a state of emergency, and these contingency guidelines may be implemented. There are two types of emergencies that may result in the implementation of this plan. These are (1) a large-scale disorder and (2) a large-scale natural/man-made disaster.

### 2.1.2    Scope

These procedures apply to all Southern West Virginia Community and Technical College personnel and buildings and grounds owned and operated by the College and include those peripheral areas surrounding the College.

## 2.2    Definitions

### 2.2.1    Category One Emergency
A Category One event affects only one department of the College and does not require a response beyond the capability of that operational unit working with the appropriate personnel.

### 2.2.2    Category Two Emergency
A Category Two event requires a coordinated response by multiple operational units of the College. The Emergency Operations Center may be opened.

### 2.2.3 Category Three Emergency

A Category Three event is catastrophic in scale, affects the community surrounding the College and requires a response beyond the College's internal capabilities. The entire Emergency Management Team mobilizes at the Emergency Operations Center.

### 2.2.4 Campus Response Units

College campuses, sites, and departments may be required to provide direct assistance during an emergency; these campuses, sites, and departments must develop emergency response plans specific to the areas under their control, including the potential request for direct assistance. They are each campus and site, academics, finance, student services, information technology, human resources, facilities, external affairs, workforce, and communications.

### 2.2.5 Emergency Operations Center

A physical location at which the Emergency Management Team convenes to establish and carry out strategies and tactics, deploy resources, and initiate the recovery process.

### 2.2.6 Emergency Operations Team

A group of individuals who assess the scope of a potential emergency, incident, or situation.

### 2.2.7 Emergency Operations Team Director

Southern West Virginia Community and Technical College's director of safety or designee

### 2.2.8 Emergency Preparedness Policy Group

Individuals are responsible for policy development, implementation and review, and training of College personnel on emergency response planning and implementation. The director of safety chairs this group, which consists of the chief facilities management officer and the executive directors of campus and community relations.

### 2.2.9 Evacuation

The process of moving horizontally or vertically in a facility for the purpose of exiting and relocating to a predetermined rally point.

### 2.2.10 First Responder

Emergency response personnel are trained to provide initial medical and safety needs during an emergency.

### 2.2.11 Incident Command

A specific method for coordinating and managing both simple and complex emergency responses by utilizing a top-down command structure.

### 2.2.12 Lock Down

The process of securing all entrance locations of all campus-controlled facilities for the purpose of preventing entry.

### 2.2.13 Operational Unit

A department, administrative service center, or operational entity.

### 2.2.14 Operational Unit Emergency Response Plan

A document that outlines unit-specific responses to an emergency, including direct assistance to other units and business continuity.

### 2.2.15 Rally Point

A predetermined location outside of a facility for individuals to meet and be accounted for after being evacuated from a facility.

**2.2.16   Shelter in Place**
The process of moving horizontally or vertically in a facility for the purpose of relocating to the safest location within the facility based on the type of emergency encountered.

**2.2.17   Unit Emergency Response Coordinator (Unit Coordinator)**
Cabinet-level position or designee to serve as coordinator of operational unit response plan.

**2.2.18   Campus Emergency Response Team Member**
Trained individuals within specific departments on each campus or college who have designated responsibilities to carry out in an emergency situation.

## 2.3   Assumptions

The College Emergency Response Plan is predicated on a realistic approach to problems likely to occur on campus during a major emergency or disaster. The following are general guidelines:

•        An emergency or a disaster may occur at any time of the day, night, weekend, or holiday with little or no warning.

•        The succession of events in an emergency is not predictable, and therefore, published support and operational plans will serve only as a guide and checklist and may require field modification in order to meet the requirements of the emergency.

•        Disasters may affect residents within geographical proximity to Southern West Virginia Community and Technical College, therefor County Disaster and Emergency Services and State and Federal emergency services may not be immediately available. A delay in off-campus emergency services may be expected (up to 48-72 hours).

•        A major emergency may be declared by the Southern West Virginia Community and Technical College president or designee if the information indicates that such a condition is developing or is probable.

•        Any incident which has the potential for adverse publicity concerning campus resources and/or instrumentalities of the College should be promptly reported to the College's official spokesperson, the director of communications at 304-896-7470, and the College president at 304-896-7401.

## 2.4   Types of Emergencies

Response plans shall be developed by the necessary departments for the following emergencies:

2.4.1    Tornado
2.4.2    Severe Weather/Snow
2.4.3    Fire
2.4.4    Medical Emergency
2.4.5    Utility Failure
2.4.6    Gas Leak
2.4.7    Violent Criminal Behavior
2.4.8    Civil Disturbance or Demonstration
2.4.9    Flood
2.4.10   Bomb Threat
2.4.11   Chemical Spill or Radiation Release
2.4.12   Water Contamination
2.4.13   Earthquake
2.4.14   Explosion on Campus

## 2.5   Declaration of Campus State of Emergency

The authority to declare a campus state of emergency rests with the Southern West Virginia Community and Technical College president or designee as follows: When conditions are present that meet the definition of a campus major emergency or disaster, the chief facilities management officer, the director of safety and campus operations and/or the executive directors of campus and community relations, as required, shall place into immediate effect the appropriate procedures necessary in order to meet the emergency, to safeguard persons and property and to maintain educational facilities. Declaration of a campus state of emergency should be made in consultation with the director of the County Emergency Management Office. The County Emergency Management director can provide Southern West Virginia Community and Technical College with assistance in obtaining outside resources, which will be required to successfully mitigate the human and financial impact of disasters and emergencies.

The director of safety shall immediately consult with the Emergency Operations team director regarding the emergency and follow all directions as set forth in this response plan. Only those faculty and staff members who have been assigned emergency resource team duties will be allowed to enter the immediate disaster site.

When the declaration of a campus State of Emergency (Category Two or Three Emergency) is made, the College reserves the right to allow only registered students, faculty, staff, and affiliates (i.e., persons required by employment) authorized to be present on campus. Those who cannot present proper identification (registration, employee identification card, or other I.D.) showing their legitimate business on campus will be asked to leave the campus. Unauthorized persons remaining on campus may be subject to arrest in accordance with applicable West Virginia criminal codes.

## 2.6   Emergency Contact List

The director of safety shall retain updated emergency contact numbers from every Operational Unit Emergency Response Plan. An annual document will be published as an appendix to the Crisis Communication Plan. The Chief Facilities Management Officer will have the latest copy on file for access, with additional copies forwarded to the President's Office.

## 2.7   Incident Command Posts

When a major emergency occurs or is imminent, it shall be the responsibility of the chief facilities management officer, the director of safety and campus operations, and/or the executive directors of campus and community relations to set up and staff an appropriate incident command post. The incident command post will be established in accordance with the guidelines listed by the Federal Emergency Management Agency (FEMA). The incident command post can be either a Field Incident Command Post or a General Incident Command Post:

**2.7.1**   **Field Incident Command Post:** If the emergency involves only one building or a small part of a campus a Field Incident Command Post will be established as near to the emergency as reasonably possible.

**2.7.2**   **General Incident Command Post:** If the emergency involves a large part of the campus, the Command Post is to be established in the conference room on the 4th floor of Building C. If that site is unavailable, then the command post will be established, and the location announced.

**2.7.3**   **Emergency Operations Center:** Upon activation by the Emergency Operations Team director or their designee, the operation team will meet in a location announced.

**2.7.4    Emergency Operations Team**

The director of safety or designee shall direct the Emergency Operations Team. The team shall consist of the following individuals or their designee:

- President
- Chief Academic Officer
- Chief Student Services Officer
- Chief Finance Officer
- Chief Information Officer
- Director of Communications
- Chief Human Resources Officer
- Chief Facilities Management Officer
- Chief External Affairs Officer

## 2.8    Campus Response Units

Campuses and units shall develop emergency response plans that promulgate the procedures for protecting life and property. These plans must be in response to the types of emergencies identified in the College Emergency Response Plan. These plans shall include sections on preparedness, implementation, and recovery. A copy of the plans shall be kept at the President's Office and in the appropriate Teams folder. Those campuses and units are as follows:

- Logan Campus
- Williamson Campus
- Boone Campus
- Lincoln Site
- Wyoming/McDowell Campus
- Communications
- Academic Affairs
- Student Services
- Finance
- External Affairs
- Information Resources
- Human Resources

## 2.9    Emergency Response Plan Coordinators

As directed by the Southern West Virginia Community and Technical College Emergency Response Plan, each campus will have a designated **emergency response plan coordinator** (the chief facilities management officer, the director of safety and campus operations, and/or the executive directors of campus and community relations), who should be a full-time member of the College, and who is familiar with the buildings on the campus, and the physical layout of the facility. For notification purposes, a primary and secondary person should be identified. The specific duties are as follows:

- Coordinate emergency training for all team members.
- Maintain copies of Operational Unit Emergency Response Plans and ensure periodic updates.
- Collect necessary paperwork
- Conduct drills.
- Maintain emergency equipment for their designated area.

### 2.9.1  Operational Unit Coordinators

As directed by the Southern West Virginia Community and Technical College Emergency Response Plan, each department will have a designated operational unit coordinator, who should be a full-time member of the College, and who is familiar with his/her specific department and the physical layout of the department. For notification purposes, a primary and secondary person should be identified. The specific duties are as follows:

- Coordinate departmental efforts in drafting the operational unit plan.
- Coordinate emergency training and communications for all department members.
- Maintain copies of the Operational Unit Emergency Response Plan and ensure periodic updates.
- Maintain emergency equipment for their department.

### 2.9.2  Operational Unit Emergency Response Plan

The individual administrator over each Campus Response Unit is responsible for ensuring their areas have current emergency plans and that all individuals within their respective areas, including faculty, staff, and students, are familiar with emergency procedures and contacts. As directed by the president, as part of their plans, directors are responsible for assigning emergency preparedness and response duties to the appropriate faculty or staff member. All Operational Unit Emergency Response Plans must be kept current and updated as faculty, staff, and programs change. Plans should be available in both hard copy and electronic formats. Members of the Emergency Preparedness Policy Group will assist in developing and training those assigned emergency preparedness and response duties. The Operational Unit Emergency Response Plan will include:

- Listing of employees with contact information
- Location of individual rally points
- Evacuation procedures and routes
- Area checklists and reporting instructions
- Evacuation plans for students with disabilities
- Phone tree information for contacting key individuals within an Operational Unit
- Listing of mission-critical resources
- Listing of hazardous materials
- Listing of specific duties and responsibilities of employees:
  - Assist in evacuation/shelter-in-place procedures
  - Conduct a cursory search of the area

## 2.10  Importance of Crisis Communication

A critical aspect of an organization's strength is its ability to communicate effectively in an emergency. This requires thoughtful proactive planning, which lays out the fundamental structure and systems for external and internal responses to a wide variety of events and conditions. Since all possible scenarios cannot be planned for in detail, a well-developed plan requires detailing responsibilities, procedures, and action plans that address general categories of emergencies and crises.

The responsibility of the director of communications is to ensure all departments and appropriate staff are informed of media procedures. This will be critical to the successful implementation of the plan in an emergency. An effective response will also depend on the following:

- Timely response to media requests
- Effective utilization of available resources, both internal and external
- Clear definition of roles and responsibilities of individual staff members and departments

- Carefully planned communications with all interested parties
- A relationship with media organizations that fosters their playing a supportive role in our communication efforts
- Periodic re-evaluation and update of this plan to incorporate administrative and organizational changes, as well as other changes which need to be considered in the plan, such as new building systems, new types of labs, etc.

# CRISIS COMMUNICATION PLAN

## 3.1 Institutional Statement

A variety of crises necessitate the implementation of a communication plan. A crisis is broadly defined as a situation that affects or threatens to dramatically affect the lives, health, and property of the campus community or which may adversely impact the operation, reputation, or normal activities of the College. Careful preparation, planning, and complete honesty may reduce the tarnishing effects of a crisis.

## 3.2 Formation of Emergency Operations Team

For all crisis situations, the Emergency Coordinator is the first contact and assumes responsibility for notifying the Emergency Operations Team (EOT) and calling them together.

### 3.2.1 Emergency Operations Team (EOT) Members include:

- President
- Chief Academic Officer
- Chief Student Services Officer
- Chief Finance Officer
- Chief Information Officer
- Director of Communications
- Chief Human Resources Officer
- Chief External Affairs Officer
- Chief Facilities Management Officer
- Director of Safety

Individuals who work in areas affected by the crisis may also be asked to serve on the Emergency Operations Team.

Once convened, the Emergency Operations Team will complete the initial Crisis Assessment Checklist and develop a communication plan for the public relations staff to execute.

## 3.3 Incident Management Meeting Locations/Assignments

Working locations may be required during a crisis. This plan recognizes that no two critical incidents are the same, and discretion is left to the director of safety to determine how many locations/assignments are needed.

### 3.3.1 EOT Command Center

Where:  Logan Campus    Conference Room, 4th Floor, Building C
Who reports:  EOT
Assignments: Develop strategies, courses of action, and statements for the media and the public.

### 3.3.2 Scene of Emergency

Where: Scene of Emergency
Who Reports: Director of Communications or designee, the chief facilities management officer, the director of safety and campus operations, and/or the executive directors of campus and community relations
Assignments: Gather information and report back to EOT. Handle any media on location.

### 3.3.3 Media Work Center
Where: An off-site location for media to gather to receive updates on the situation. Each campus will have a designated site.
Who Reports: Director of Communications or designee
Assignments: Present situation updates.

## 3.4    Communication Methods

The following communication methods may be used in a crisis situation to relay critical information to our target audiences. The Director of Communications will determine the content for all messages.

### 3.4.1 Southern Alert System
Delivers voice and text message alerts to email, home, cell, and/or work phones, and college networked computers. Messages can be sent to email addresses only or all devices.

### 3.4.2 Southern Website
Messages about the crisis situation may be posted on the homepage www.southernwv.edu.

### 3.4.3 All-Campus Email Messages
Reach Southern email addresses and can be sent to the following groups: Everyone, faculty, staff, or students.

### 3.4.4 Campus Operator Messages
It can be recorded on the main campus phone line by the Director of Communications.

### 3.4.5 Local Media
The local media may be utilized to communicate information to Southern's neighbors and the community. The Emergency Operations Team will determine a strategy for approaching the media. The director of communications will monitor any information released to the media and quickly correct when errors are made.

## 3.5    Guiding Principles for Crisis Communications

In a crisis, Southern West Virginia Community and Technical College will endure by reacting quickly, showing compassion, and taking responsibility.

### 3.5.1 Tell the Truth, the Whole Truth, and Nothing but the Truth

Telling the truth is always the right thing to do and the one way to ensure that little to no damage will come to the credibility of the College. Frequently, not telling the truth leads to two major problems:

• The truth will always come out. The exposure of dishonesty increases the impact of the crisis and causes the individuals and the institution to lose all credibility.

• The rumor mill. Although honest information is the only way to communicate in a crisis situation, official channels of communication do not always tie up loose ends. In these situations, the "rumor mill" often becomes the trusted source of information.

### 3.5.2 Communicate Quickly

Gather accurate, thorough information and communicate that information as it becomes available. Waiting to go public about a crisis until every detail pertaining to the situation has been investigated could intensify the incident.

### 3.5.3 Speak with One Voice

In crisis situations, all messages must be 100 percent accurate and consistent. In most cases, the spokesperson should be the person possessing the most direct knowledge of the crisis. The Director of Communications and the President are the only designated spokespersons for the College.

## 3.6    Aftermath Component

Following any crisis, appropriate action must take place to ensure that members of the college community, and others as necessary, receive needed information and assistance to help bring closure to the crisis as well as relief from the effects of the event. Attention also should be placed on identifying and implementing measures to improve the action plan used during the crisis. Some examples include:

• A public meeting should be scheduled to communicate details of the incident and events to all interested members of the college. The timeliness of this meeting is critical.

• Immediately following a crisis, it is imperative that the college be sensitive to the needs of faculty, staff, students, and guests who may have been personally affected by the disaster. Messages may be sent to provide comfort to the campus community.

• Depending upon the nature of the crisis, services, and assistance may have been rendered by agencies, companies, and/or individuals from outside the college. The Director of Communications should ensure that applicable follow-up information is forwarded to appropriate persons, as well as thank-you letters

• The Emergency Operations Team shall meet within days following a crisis to review the actions taken and determine the effectiveness and efficiency of the response.

# Pandemic Emergency Plan

## 4.1 Pandemic Policy and Protocols

The definition of the pandemic incident for purposes of this policy will be the severe outbreak of a virus that affects a significant population of Southern staff, faculty, and/or students. Common viruses and pandemic events could include:

- Influenza: *"An influenza pandemic (or global epidemic) occurs when a new influenza virus subtype appears, against which no one is immune. This may result in several simultaneous epidemics worldwide with high numbers of cases and deaths."* [1]
- Noroviruses: *"a group of related, single-stranded, nonenveloped viruses that cause acute gastroenteritis in humans."* [2]
- Coronavirus: *"a type of virus. There are many different kinds, and some cause disease."* [3]

It's crucial to be able to make clear and timely decisions, and it is essential to know who is in charge of specific activities and how those roles might change if a limited outbreak changes into a small pandemic. Southern recognizes that this level of preparedness requires a high level of cooperation and commitment from all areas within the college.

The general expectation is that administrators and appropriate staff at Southern will work to ensure the safety of our campus population and take necessary steps to mitigate risks associated with the spread of any known virus.

Declaration of a campus pandemic emergency shall be the decision of the college president upon recommendations of the president's cabinet.

## 4.2 Leadership and Incident Command of a pandemic outbreak on campus:

To ensure continuity of planning, medical services, and mitigation, Southern recognizes that leadership roles will need to be defined in the case of a pandemic outbreak on campus. The president of the college shall have final decision authority but will rely on the following administrators in a unified command to facilitate operational decisions:

- College Incident Command:  President
- Faculty: Chief Academic Officer
- Staff:  Chief Human Resources Officer
- Students:  Chief Student Services Officer
- Visitors:  Chief Facilities Management Officer
- Campus Operations:  Chief Facilities Management Officer
- Communication:  Director of Communications
- Campus Safety: Director of Safety

[1] World Health Organization: WHO Checklist for Influenza pandemic preparedness planning, 2005.
[2] CDC: Center for Disease Control and Prevention, 2009.
[3] John Hopkins Medicine: Conditions and Diseases, 2020.

4.2.1 *Incident Commander*, the President will assume incident command during a declared pandemic emergency. He or She will oversee a unified command in making appropriate decisions which will consist of the Chief Academic Officer, Chief Human Resources Officer, Director of Communications, Chief Facilities Management Officer, Director of Safety, and/or the Executive Directors of Campus and Community Relations, and the Chief Student Services Officer.

4.2.2 **Faculty**, the chief academic officer will brief and work with the President on all matters related to faculty and academic affairs during a declared campus pandemic emergency.

4.2.3 **Staff**, the chief human resources officer will brief and work with the President on all matters related to employment, to include:

- College employment matters including mass sick time use;
- Workman's compensation claims and;
- Any additional employment matters related to a declared pandemic incident.

4.2.4 **Students**, the chief student services officer will oversee all matter related to student health during a declared pandemic emergency.

4.2.5 **Visitors**, the Chief Facilities Management Officer, Director of Safety and/or the Executive Directors of Campus and Community Relations will oversee all matters related to outside conference events drawing attendance to the college;

- Will work with the director of communications in communicating visitor health safety issues to the community, including cancellation of any planned event;
- Any communication shall be in accordance with the campus emergency plan.

4.2.6 **Campus Operations**, the Chief Facilities Management Officer, Director of Safety, and/or the Executive Directors of Campus and Community Relations will oversee facility, safety, and housekeeping matters related to a pandemic incident, including:

- General housekeeping and sanitation matters throughout the college;
- Supervising the crisis team on security issues pertaining to a pandemic incident on campus.
- Identifying contract services for maintenance, housekeeping, or police services in the case of mass sick time due to illness in any of these divisions.

4.2.7 **Communications**, the director of communications will oversee matters related to:

- Campus-wide communications;
- Web announcements on pandemic emergencies and;
- All media inquiries on pandemic emergencies.

## 4.3    Assumptions/Stakeholders

Southern has a pandemic plan/protocol complementary to the Campus Emergency Response Plan due to the complexity of this type of medical crisis. The components of this plan are meant to be consistent with local, state, and federal pandemic response plans/protocols.

Basic assumptions should include, but not be limited to, the following:

- An influenza pandemic will coincide in communities throughout West Virginia and across the United States;
- Coordination with the county health department and local emergency manager;
- There may be a delay or shortage of vaccine and antiviral medications;
- A large percentage of the college workforce may be too ill to report to work, compromising critical operations for the college;
- Supplies and equipment may be in short supply or on back-order;
- A pandemic event may be too large for Southern to expend resources on and require assistance from local, state, or federal agencies.

## 4.4    Action Steps during a Pandemic Emergency

Southern shall take the following actions during a declared pandemic emergency to ensure the health and safety of students, faculty, staff, and visitors to campus:

4.4.1 Communication

Advise sick students, faculty, and staff to stay home until at least 24 hours after they no longer have a fever or signs of a fever (chills, feeling very warm, flushed appearance, or sweating).   This should be determined without the use of fever-reducing medications.

*Additional communication should be considered for the following:*

- Students, faculty, and staff with a higher risk of getting the flu should consider getting early treatment with antiviral medications.
- Discourage sick members of the public from attending institutional-sponsored events until they are fever free for at least 24 hours without any medications.
- Encourage students, faculty, staff, and visitors to cover their mouths and nose and wear a mask.


### 4.4.2 Contact with students who are identified as sick

Southern will devote a reasonable amount of resources to maintaining contact with students identified as sick with related pandemic symptoms.

### 4.4.3 Cleaning procedures

Southern will establish regular schedules for cleaning restrooms, surfaces, and items likely to have frequent hand contacts, such as desks, door knobs, keyboards, or counters.

*Additional responsibilities for the Chief Facilities Management Officer, Director of Safety, and/or the Executive Directors of Campus and Community Relations:*

- Maintain adequate supply of hand sanitizer stations throughout campus for use, locations to be determined by the Director of Safety.
- Work to ensure all housekeeping staff is equipped with adequate PPE (Personal Protection Equipment) and trained in its use.
- Oversee storage and disposal of medical and non-medical wastes throughout campus.
- Consult a third-party vendor for contacted housekeeping in case of staff contacting pandemic symptoms, causing widespread absences.

# CRISIS ASSESSMENT CHECKLIST

## 5.1  Ready to Assess

The Crisis Assessment Checklist is designed to be used as a planning tool. Southern West Virginia Community and Technical College recognizes that some critical incidents are fast-paced and ever-changing. This checklist should primarily be used as a training tool but can work well if the Emergency Operations Team (EOT) has support in a command post during the incident.

| Consideration | Answer/Resource |
|---|---|
| What is the subject matter of the crisis? | |
| Who identified the situation? | |
| When was the situation reported? | |
| Has the event resulted in death or significant loss to the College? | |
| What manner has the lost occurred? | |
| What probable cause exists? | |
| What containment has been done? | |
| Who should we notify and communicate with about the current crisis? | |
| Has the College received any media inquiries, who, how many, and what was relayed? | |
| Should campus safety plans (i.e., secure facilities, shelter in place) be activated? | |
| What legal and ethical issues exist? | |
| Who is our spokesperson? | |
| What is the plan for assisting those affected by the crisis? | |

# Southern ALERTS

## 6.1   Southern Alert

In the event of a campus emergency, Southern West Virginia Community and Technical College will activate the emergency notification tool, Southern Alerts. This system gives Southern's administrators the ability to reach students, faculty, and staff on and off campus via text messages, voice, and email alerts.

### 6.1.1   Helpful tips for entering your contact information

Southern ALERTS is an emergency notification system that Southern will use to notify faculty/staff, students, and other constituents of emergency situations occurring on one or all of our campuses or sites, providing instructions for actions you should take. All emergency alerts will automatically be sent to:

- Every Southern-provided email address (@southernwv.edu)
- Every Southern office or classroom phone
- All cell phones in the Banner data system
- Southern's website
- Southern's Facebook page
- A pop-up window on every Southern-owned desktop/laptop computer on the Southern network

In addition, you may also sign up to have alerts delivered via email to:

- Any personal email address
- Text messages sent to any cell phone numbers you provide
- Voice calls made to any voice phone number you provide

You may sign up at the Southern ALERTS portal page by going to this website: https://www.southernwv.edu/southern-alerts/

As you sign up, be aware that if you use your @southernwv.edu email address as the username, you will receive two emails at that address whenever an emergency alert is sent. You may prefer to use a personal email address as the username for this Southern ALERTS account to avoid receiving duplicate emails.

# BEING PREPARED

## 7.1 Types of Emergencies

Being prepared is essential to mitigate or recover from a crisis hitting Southern West Virginia Community and Technical College. The types of emergencies that campuses, sites, and departments/divisions should be prepared for are the following:

## 7.2 Tornado

7.2.1 *Tornado Watch:* A Tornado Watch is issued when severe thunderstorms and tornadoes are *possible* in and near the watch area. It does not mean that they will occur. It only means they are *possible*.

7.2.2 *Tornado Warning:* A Tornado Warning is issued when a tornado is imminent. When a tornado warning is issued, seek safe shelter immediately.

7.2.3 *Procedures:* In the event of a tornado warning, employees, students, and guests should shelter in place and follow your campus emergency plan.

In the event any part of the campus is struck by a tornado:

- *the Chief Facilities Management Officer, Director of Safety, and/or the Executive Directors of Campus and Community Relations* will immediately implement the incident command system.
- Protect money by locking all registers and safes.
- Lock all areas that have money.

If the Incident Command Center is set up, a representative from the maintenance staff will report to the incident command to facilitate any questions concerning the incident from emergency response teams.

The Chief Facilities Management Officer, Director of Safety, and/or the Executive Directors of Campus and Community Relations will notify all outside emergency services such as ambulance, fire department, etc.

## 7.3 Severe Weather

*In the event of a threat of severe weather:*

- The Chief Facilities Management Officer, Director of Safety, and/or the Executive Directors of Campus and Community Relations will monitor the progress of the severe weather.
- Test of the emergency generators and fluid levels are conducted on a regular basis, if applicable.
- Check all HVAC units to make sure that all access panels are secure
- Check all first aid kits to make sure they are supplied.
- Ensure all roof drains are free and clear of debris.
- Review evacuation procedures.

*In the event severe weather is detected on campus:*

- Close and lock all cash registers.
- Close and lock all areas containing money, including safes.
- Shut down all computers and electrical equipment that might be damaged.
- Evacuate the building if the safety of the faculty/staff, students, and visitors are threatened.
- The Chief Facilities Management Officer, Director of Safety, and/or the Executive Directors of Campus and Community Relations will announce the decision to evacuate a building.
- Meet at a predetermined location away from the building.
- Check all areas of the building to make sure everyone is evacuated

*In the event of property damage resulting from severe weather:*

- The Chief Facilities Management Officer, Director of Safety, and/or the Executive Directors of Campus and Community Relations will establish control of security around the affected area.
- Only authorized persons may enter the area after it is declared safe.

*If the roof is leaking:*

- Cover with plastic any property that may be damaged
- Place trash cans under leaking areas
- Elevate property off the floor to at least 12 inches
- Rope off damaged areas.

*If there is water in the building:*

- Notify the Chief Facilities Management Officer, Director of Safety, and/or the Executive Directors of Campus and Community Relations
- Building services will be notified to facilitate the cleanup of the area
- Document all expenses

## 7.4   Fire Incidents

In all cases of fire, 911 must be notified immediately!

- Dial 911 immediately
- During a fire alarm in any building, you are required to evacuate immediately.
- If you become trapped in the public area of a building during a fire, find a room, preferably with a window available, and place an article of clothing (shirt, coat, etc.) outside the window as a marker for rescue crews. If there are no windows, stay near the floor where the air will be less toxic. Shout at regular intervals to alert emergency crews of your locations.
- If you are in a room when a fire alarm sounds, feel the door. If it is hot, do not open it. Seal the cracks around the door; place an article of clothing or a sheet outside the window or try to use the telephone for help. If you can safely leave the room, proceed to the nearest exit.
- Know the locations of fire extinguishers, fire exits, and alarm systems in your area and how to use them.

- If a minor fire appears controllable, immediately contact 911 (they will notify the fire department). Then promptly direct the charge of the fire extinguisher toward the base of the flame.
- If an emergency exists, notify 911 and activate the building alarm.
- On large fires that do not appear controllable, immediately notify 911 (they will notify the fire department). Then evacuate all rooms, closing all doors to confine the fires and reduce oxygen - Do not lock doors!
- Protect money by closing and locking all registers and safes (if time permits).
- Lock all areas that have money (if time permits).
- When the building evacuation alarm is sounded to signal that an emergency exists, walk quickly to the nearest marked exit and alert others to do the same.
- Assist the disabled in exiting the building! Do not use the elevators during a fire. Smoke is the greatest danger in a fire, so stay near the floor where the air will be less toxic.
- Once outside, move to a clear area at least 500 feet away from the affected building. Keep streets, fire lanes, hydrants, and walkways clear for emergency vehicles and crews.
- If requested, assist emergency crews as necessary.
- A campus emergency command post may be set up near the site. Keep clear of the command post unless you have official business.
- Do not return to an evacuated building unless told to do so by a college official.

## 7.5    Medical Emergency

In the event of a serious injury or illness:

- Immediately dial 911 for assistance. Give your name, describe the nature and severity of the medical problem, and the campus location of the victim. In case of minor injury or illness, provide first aid care. Only trained personnel should provide first aid treatment (i.e., first aid, CPR).
- Keep the victim still and comfortable.
- Ask the victim, "Are you ok?" and "What is wrong?"
- Check breathing and give CPR if necessary, and you are trained.
- Control serious bleeding by direct pressure on the wound.
- Continue to assist the victim until help arrives.
- Look for emergency medical I.D., question witness(es) and give all information to the paramedics.

## 7.6    Utility Failure

In the event of a major utility failure:

- Immediately dial 911.
- If an emergency exists, activate the building alarm.
- All building evacuations will occur when an alarm sounds continuously and/or when an emergency exists.
- Assist the disabled in exiting the building! Remember that the elevators are reserved for disabled persons.

- Do not use elevators in case of fire.
- Once outside, move to a clear area at least 500 feet away from the affected building(s). Keep the walkways, fire lanes, and hydrants clear for emergency crews.
- If requested, assist the emergency crews as necessary.
- A campus Emergency Command Post may be set up near the emergency site. Keep clear of the command post unless you have official business.
- If trapped in the elevator, use the emergency phone to notify the emergency services. If the emergency phone does not work, turn on the alarm. Remain calm.
- Do not return to an evacuated building unless told to do so by a College official.

## 7.7    Gas Leak

In the event of a gas leak:

- Immediately dial 911.
- Evacuate the building if the safety of faculty, staff, and students is threatened.
- Open doors to promote cross-ventilation
- The Campus Crisis Management Team will establish a safe perimeter. All persons except those needing to enter will be restricted.
- The emergency response team representative will stand by to answer any questions the fire department may have.
- Do not return to the building unless a college official gives an all-clear.

## 7.8    Violent or Criminal Behavior

In the event of violent or criminal behavior

- Immediately dial 911 and report the following to the dispatch operator.
  - o    Nature of the incident
  - o    Location of the incident
  - o    Description of person(s) involved
  - o    Description of property involved
  - o    Any weapons involved
  - o    Welfare of the person
  - o    Report suspicious situations or persons to the Chief Facilities Management Officer, Director of Safety, and/or the Executive Directors of Campus and Community Relations

Assist the officers when they arrive by supplying them with all additional information and asking others to cooperate.

Should gunfire or discharged explosives hazard the campus, take cover immediately using all available concealment. After the disturbance, seek emergency first aid if necessary.

### 7.8.1 What to do if taken hostage:

- Be patient! Time is on your side. Avoid drastic action. The initial 45 minutes are the most dangerous.
- Follow instructions, be alert, and stay alive. The captor is emotionally imbalanced. Don't make mistakes that could negatively impact your well-being.
- Don't speak unless spoken to and then only when necessary. Don't talk down to the captor, who may be in an agitated state. Avoid appearing hostile. Maintain eye contact with the captor at all times if possible, but do not stare. Treat that captor like royalty.
- Try to rest. Avoid speculating. Comply with instructions as best you can. Avoid arguments. Expect the unexpected.
- Be observant. You may be released or escape. The personal safety of others may depend on your memory.
- Be prepared to answer questions from the police on the phone. Be patient, wait. If anyone needs medications, first aid, or restroom privileges, say so.

The captors, in all probability, do not want to harm persons held by them. Such direct action further implicates the captor in additional offenses.

## 7.9    Civil Disturbance or Demonstration

In the event that a demonstration blocks access to college facilities or interferes with the operations of the college:

- Demonstrators will be asked to terminate the disruptive activity by the Chief Student Services Officer or his/her designate.
- The Chief Student Services Officer or his/her designate will go to the area and ask the demonstrators to leave or discontinue the disruptive activities.
- If the demonstrators persist in the disruptive activity, they will be apprised that failure to discontinue the specified action within a determined time may result in disciplinary action, including suspension or expulsion and possible intervention by civil authorities.
- Efforts should be made to secure positive identification of demonstrators in violation to facilitate later testimony, including photographs if deemed advisable.
- After consultation with the president, the Chief Student Services Officer, the Chief Facilities Management Officer, the Director of Safety, and/or the Executive Directors of Campus and Community Relations, the need for an injunction and intervention from civil authorities will be determined.

### 7.9.1    VIOLENT, DISRUPTIVE DEMONSTRATIONS
In the event that a violent demonstration in which injury to persons or property occurs or appears imminent:

*During Regular Business Hours*

- In coordination with the Chief Student Services Officer, the Chief Facilities Management Officer, the Director of Safety, and/or the Executive Directors of Campus and Community Relations will contact the local police.
- If advisable, the Chief Student Services Officer will alert the Director of Communications, who will then call a photographer to report to an advantageous location for photographing the demonstrators or use drones.
- The President, in consultation with the Chief Student Services Officer and the Chief Facilities Management Officer, the Director of Safety, and/or the Executive Directors of Campus and Community Relations, will determine the possible need for an injunction.
- The Chief Facilities Management Officer, Director of Safety, and/or the Executive Directors of Campus and Community Relations will communicate with the local law enforcement agencies as needed.

*After Business Hours*

- Immediately notify the Chief Facilities Management Officer, Director of Safety, and/or the Executive Directors of Campus and Community Relations of any disturbance.
- The Chief Facilities Management Officer, Director of Safety, and/or the Executive Directors of Campus and Community Relations will investigate the disruption and notify the Chief Student Services Officer.

The Chief Student Services Officer will:

- Report the circumstances to the President
- Notify key administrators

The Director of Communications will:

- Arrange for a photographer
- Handle any media issues

The Chief Facilities Management Officer, Director of Safety, and/or the Executive Directors of Campus and Community Relations will,

- Set up an incident command center
- Engage the EOC
- If necessary, contact the local law enforcement

## 7.10 Flood

In the event of a threat of flood:

- Elevate all property at least two feet off the floor.
- The Chief Facilities Management Officer, Director of Safety, and/or the Executive Directors of Campus and Community Relations will monitor the weather alerts
- The maintenance staff will be notified, and a representative will report to the incident commander

In the event of a flood on Southern West Virginia Community and Technical College property:

- Review water contamination procedures
- Make sure that all property is elevated above the forecasted flood level

Review evacuation procedures:

- Evacuate a building if the safety of the faculty/staff, students, and visitors are at risk
- The Chief Facilities Management Officer, Director of Safety, and/or the Executive Directors of Campus and Community Relations will be responsible for announcing an evacuation
- Check all areas of the building to make sure the building is evacuated
- Protect money/property if it doesn't threaten anyone's safety
- Close and lock all cash registers
- Lock all areas that have money
- Meet at a predetermined location outside the building

If there is any property damage as a result of the flood: Enter the building with caution. Snakes and other animals, and biological contamination may have entered the building. Be sure that appropriate personal protective equipment is provided and worn.

- Inspect the building to assess damage and report to the EOC
- Document all expenses
- Make sure all damages are noted (take pictures)

## 7.11 Bomb Threat

In the event of a bomb threat:

- DO NOT HANDLE THE OBJECT!
- Clear the area and immediately call 911.

Any person receiving a telephone call bomb threat should ask the caller:

- When is the bomb going to explode?
- Where is the bomb located?
- What kind of bomb is it?
- What does it look like?
- Why did you place the bomb?

Keep talking to the caller and record the following:

- Time of call
- Age and sex of caller
- Speech pattern, accent, possible nationality, etc.
- Emotional state of the caller
- Background noise

**IMMEDIATELY notify the local law enforcement at 911 and report the incident.**

- The Chief Facilities Management Officer, Director of Safety, and/or the Executive Directors of Campus and Community Relations will evacuate the building and or campus.
- The local law enforcement officers will conduct a detailed search. Employees are requested to make a cursory inspection of their area for suspicious objects and to report the location to the Chief Facilities Management Officer, Director of Safety, and/or the Executive Directors of Campus and Community Relations. **DO NOT TOUCH THE OBJECT!** Do not open drawers, cabinets or turn lights on or off.
- Assist the disabled person in exiting the building! Remember that elevators are reserved for disabled persons. Do not use elevators in case of fire. Do not panic.
- Once outside, move to a clear area at least 500 feet away from the affected area. Keep streets, fire lanes, hydrants, and walkways clear for emergency vehicles and crews.
- If requested, assist emergency crews as necessary.
- **DO NOT RETURN TO AN EVACUATED BUILDING** unless told to do so by a College official.

The incident commander on the scene will notify the local enforcement agencies of the situation.

## 7.12 Chemical Spill or Radiation Release

In the event of a chemical spill or radiation release:

Immediately report the incident to 911 and give the location, material(s) involved, and the extent of any injuries.

- Activate the building alarm. Caution: The building alarm may be a local alarm and, therefore, might ring only in the building; you must also report the emergency by telephone.
- Evacuate the building and leave clear access for arriving emergency personnel.
- Assist the disabled in exiting the building! Remember that elevators are reserved for the disabled person's use. Do not use elevators in case of fire.
- If requested, assist emergency crews as necessary.
- A campus Emergency Command Post may be set up near the emergency site.
- Keep clear of the command post unless you have official business.
- Do not return to an evacuated building unless told to do so by a College official.

## 7.13 Water Contamination

In the event the local water department or Health Board has declared a "contaminated water" condition:

- Contact the Chief Facilities Management Officer, Director of Safety, and/or the Executive Directors of Campus and Community Relations so that the proper notifications can be made
- Wear disposable gloves at all times
- Wash dishes and cooking utensils in heated bottled water
- Use bottled water for drinking and cooking

## 7.14 Earthquake

If indoors, seek refuge in a doorway or under a desk or table. Stay away from glass windows, shelves, and heavy equipment.

- If outdoors, move quickly away from buildings, utility poles, and other structures. Caution: Always avoid power or utility lines as they may be energized.

- If in an automobile, stop in the safest place, preferably away from power lines and trees. Stop as quickly as safety permits, but stay in the vehicle for the shelter it offers.

- After the initial shock, evaluate the situation, and if emergency help is necessary, call 911.

- Protect all money by locking registers and safes. Lock all areas that have money.

- If an emergency exists, activate the building alarm.

- When the building evacuation alarm is sounded, walk to the nearest marked exit and ask others to do the same.

- Assist the disabled in exiting the building! Remember that elevators are reserved for disabled persons' use. Do not use elevators in case of fire. Do not panic.

- Damaged facilities should be reported to the Chief Facilities Management Officer.

- Once outside, move to a clear area at least 500 feet away from the affected buildings(s). Keep streets, fire lanes, hydrants, and walkways clear for emergency vehicles and crews.

- Do not return to an evacuated building unless told to do so by a College official.

## 7.15 Explosion on Campus, Including Aircraft Down

**In the event of an explosion or a downed aircraft (crash) on campus:**

- Immediately take cover under tables, desks, and other objects, which will give protection from falling glass or debris.

After the effects of the explosion and/or fire have subsided, notify 911. Give your name and describe the location and nature of the emergency.

- If necessary, or when directed to do so, activate the building alarm.

- When the building evacuations alarm is sounded or when told to leave by College officials, walk quickly to the nearest marked exit and ask others to do the same.

- Assist the disabled in exiting the building! Remember that elevators are reserved for disabled persons. Do not use elevators in case of fire.

- Once outside, move to a clear area that is at least 500 feet away from the affected building. Keep streets and walkways clear for emergency vehicles and crews.

- If requested, assist emergency crews as necessary.

- A campus Emergency Command Post may be near the disaster site. Keep clear of the command post unless you have official business.

If an incident command post is established, a representative from Maintenance will report to the incident commander to help facilitate any questions from the emergency response teams.

Do not return to an evacuated building unless told to do so by a College official.

## 7.16 Active Shooter

### 7.16.1 Introduction

An active shooter is a person who appears to be actively engaged in killing or attempting to kill people in a populated area; in most cases, active shooters use firearm(s), and there is no pattern or method to their

selection of victims. These situations are dynamic and evolve rapidly, demanding immediate deployment of law enforcement resources to stop the shooting and mitigate harm to innocent victims. This document provides guidance to faculty, staff, and students who may be caught in an active shooter situation and describes what to expect from responding police officers.

### 7.16.2  Guidance to faculty, staff, and students

In general, how you respond to an active shooter will be dictated by the specific circumstances of the encounter, bearing in mind there could be more than one shooter involved in the same situation. If you find yourself involved in an active shooter situation, try to remain calm and use these guidelines to help you plan a strategy for survival.

- Be aware of your surroundings.
- Become attuned to your education and work environment.
- Predetermined mindset will help you take rapid and effective action.

**7.16.3  If an active shooter is outside your building,** proceed to a room that can be locked, close and lock all the windows and doors, and turn off all the lights; if possible, get everyone down on the floor and ensure that no one is visible from outside the room. One person in the room should call 911, advise the dispatcher of what is taking place, and inform him/her of your location; remain in place until the police, or a campus administrator known to you, gives the "all clear." Unfamiliar voices may be the shooter attempting to lure victims from their safe space; do not respond to any voice commands until you can verify with certainty that a police officer is issuing them.

### 7.16.4  If an active shooter is in the same building

Determine if the room you are in can be locked, and if so, follow the same procedure described in the previous paragraph. If your room can't be locked, determine if there is a nearby location that can be reached safely and secured or if you can safely exit the building. If you decide to move from your current location, be sure to follow the instructions outlined below.

### 7.16.5  If an active shooter enters your office or classroom

Try to remain calm. Call 911, if possible, and alert police to the shooter's location; if you can't speak, leave the line open so the dispatcher can listen to what's taking place. Usually, the location of a 911 call can be determined without speaking. If there is absolutely no opportunity for escape or hiding, it might not be possible to negotiate with an active shooter; attempting to overpower the shooter with force should be considered after all other options have been exhausted. If the shooter leaves the area, proceed immediately to a safe place and do not touch anything that was in the vicinity of the shooter.

No matter what the circumstances, if you decide to flee during an active shooting situation, make sure you have an escape route and plan in mind. Do not attempt to carry anything while fleeing; move quickly, keep your hands visible, and follow the instructions of any police officers you may encounter. Do not attempt to remove injured people; instead, leave wounded victims where they are and notify authorities of their location as soon as possible. Do not try to drive off campus until advised it is safe to do so by police or campus administrators.

### 7.16.6  What to expect from responding police officers

Police officers responding to an active shooter are trained to proceed immediately to the area in which shots were last heard; their purpose is to stop the shooting as quickly as possible. The first responding officers may be dressed in regular patrol uniforms, or they may be wearing external bulletproof vests,

helmets, and other tactical equipment. The officers may be armed with rifles, shotguns, or handguns and might be using pepper spray or tear gas to control the situation. Regardless of how they appear, remain calm, do as the officers tell you, and do not be afraid of them. Put down any bags or packages you may be carrying and keep your hands visible at all times; if you know where the shooter is, tell the officers. The first officers to arrive will not stop to aid injured people; rescue teams composed of other officers and emergency medical personnel will follow the first officers into secured areas to treat and remove injured persons. Keep in mind that even once you have escaped to a safer location, the entire area is still a crime scene; police will usually not let anyone leave until the situation is fully under control and all witnesses have been identified and questioned. Until you are released, remain at whatever assembly point authorities designate.

### 7.16.7  Training

The director of safety, chief facilities management officer, and the executive directors of campus and community relations will offer information, training and conduct drills to better prepare you for an emergency.

SECTION 8

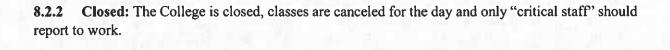# Adverse Weather Policy

## 8.1    Background

Weather-related road conditions sometimes necessitate that the College consider delaying opening, canceling classes, closing, or remaining open one or more campuses. The Chief Academic Officer makes this decision based upon input from the Chief Facilities Management Officer, Director of Safety, and/or the Executive Directors of Campus and Community Relations.

When the campus remains open during adverse weather, employees must use their best judgment when commuting to and from the workplace. They should not endanger themselves nor ignore the statements of local officials about traveling during adverse weather. Staff and faculty should make every effort to notify their supervisor if they cannot get to work or plan to leave early.

If the decision is to delay, cancel classes, or close, that information is communicated immediately to the campus community through local radio and television stations, the www.southernwv.edu homepage, and email to southern.edu addresses.

## 8.2    Explanation of Delays, Canceled Classes and Closings

**8.2.1    Classes canceled:** Classes are canceled for the morning, afternoon, evening, or the entire day, but the College campuses remain open. In the event of inclement weather, staff and faculty should use their best judgment when it comes to commuting to and from the workplace, and make every effort to notify their supervisor if they cannot get to work or plan to leave early.

**8.2.2**   **Closed:** The College is closed, classes are canceled for the day and only "critical staff" should report to work.

Updated: July 2023