



MVNU

Emergency Operations Plan

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1. Introduction

1.1. Purpose of Plan

This Emergency Operations Plan (EOP) outlines the principles and procedures for readiness and response to crises Mount Vernon Nazarene University (MVNU) might encounter. It is a procedural document for organizing, coordinating, and directing available resources toward the control of an emergency. It is also a general document explaining principles necessary for emergency readiness. The plan includes a chain of command establishing the authority and responsibility of various individuals and groups. It is a comprehensive document containing all possible considerations and is meant mainly for University administrators and staff responsible for emergency preparedness, primarily the Senior Leadership Team (SLT) the Emergency Response Team. It is subject to changes, updates, and revisions, and should be reviewed at least annually.

The plan addresses topics and issues including:

- The types and levels of emergencies;
- The composition and responsibilities of the bodies that make up MVNU's emergency operations team;
- Steps to take in response to various emergencies;
- Notification, reporting, and recovery procedures;
- Evacuation and relocation procedures.

1.2. Essential Principles

With respect to emergencies and crisis response, the objective of MVNU is to achieve and maintain *a state of readiness*. The University must always be ready to:

- **Prevent** as many disastrous events as it can from occurring;
- **Mitigate** the effects of whatever unexpected and unfortunate events may occur;
- **Respond** effectively to these events; and
- **Recover** expeditiously from the effects of these events.

1.3. General Maintenance

Mount Vernon Nazarene team members, primarily its SLT members, are responsible for keeping the plan technically current. They will distribute the plan annually to the Emergency Response Team (ERT) identified as playing a role in emergency operations. Updates and changes that, should be made generally known to the University community are documented and distributed via the Office of Communications, including the University's website.

1.4. Emergency Planning Fundamentals

MVNU has a responsibility to maintain *a reasonably safe and secure environment* for its community, and must be prepared to *respond well enough to emergencies*. MVNU's definitions of *a reasonably safe and secure*

environment and respond well enough to emergencies both will change over time, and their conception and evolution should be the result of an ongoing, self-conscious process of observation, evaluation and analysis.

Actively anticipating emergency situations that might occur, analyzing their consequences, and deciding what actions would constitute the best possible response is one of the most important functions of the EOP. This Emergency Operations Plan (EOP) constitutes the current state of that preparation and also lays out the necessary rules and procedures for continuous and ongoing preparation and planning. Advance planning offsets the lack of time for planning and analysis when an actual crisis occurs. The EOP must furnish decision makers with all the information (quick-read diagrams, communication protocols, simple summaries of best practices) necessary to help them act correctly when crises demand quick thought and action. Planning in advance also entails practicing responses, through simulated exercises and work with hypothetical crisis scenarios—also described, explained, and scheduled by this EOP.

1.4.1 Defining “Crisis” for Purposes of Emergency Planning

The word crisis is defined to be, "a psychological or social condition characterized by unusual instability caused by excessive stress and either endangering or felt to endanger the continuity of the individual or his group" (*Merriam-Webster Unabridged Online Dictionary*). Not all unfortunate events, not even all tragic events, need to be classified and treated as institutional crises. For an event to be a crisis for the purposes of this plan, it should have elements that are threatening to the integrity and ongoing operations of the University, or elements that might easily lead to damagingly incorrect institutional responses, or be very costly to the University in some way. One of the first acts the institution must take in reaction to an event is to determine the extent to which the event must be treated as a crisis.

One factor in the crisis/non-crisis analysis is the frequency with which this kind of event has happened in the past, and the extent to which the University has built up well understood and successful routines of response. Even serious events, for example the death of a student, may or may not be a crisis for the institution. If the death is caused by an accident or illness, and the University and its facilities are not factors, then a full-blown crisis response is probably not required. If the death is caused by a University activity, or by a failure of some University infrastructure, then it may well be a candidate for crisis treatment because the potential for harm to the University may be very high. Events that have nothing to do with structural or bodily damage may well qualify as institutional crises, if they have the potential to do the University great harm.

It is easier to construct examples of crisis and non-crisis unfortunate events than to make comprehensive definitions. Rather than to extensively analyze the theory of crises and non-crises, this plan will specify that some marginal scenarios be included in crisis simulation exercises to give decision makers experience in thinking about this issue. It is helpful to categorize crises into two types, "physical" and "social," because they require significantly different responses from the University. Physical crises, like tornados, shootings, fires, etc., usually will bring the necessity of quick and coordinated actions to protect life and property and the need to direct, inform and assure large numbers of people, on-campus and off. Social crises, like embezzlement, exposure of private information, political controversy or unrest, etc., require the University to protect or recover its institutional integrity and its image; the timing and content of the University's information releases will be critical elements of the response. In a physical crisis, rapid action and a well-functioning crisis command function are essential; in social crises it is clear and high-level thinking and close collaboration with competent legal advisors that is needed.

1.5. Organizing for Emergency Readiness: Reflex and Reflection

Emergency operations have two essential phases: reflection (or the planning for potential crises) and reflex (action in the case of actual crises). This emergency operations plan assigns these phases to two groups: ERT and the Incident Command System (ICS). The ERT undertakes routine and continuous planning; members of the ICS will be called into action depending on the nature of the emergency, at the determination of the SLT. The SLT should do everything possible to practice “near-reflex” responses, and the ERT should have the benefit of reflexive responses that have been grounded in fully reflective planning. The objective of emergency readiness planning is to develop near-reflex and rapid reflection capacities for crisis response and recovery.

1.6. Essential Operations Templates

It is important to note that no specific template can really indicate proper response to any real crisis. Crises unfold in unique and unpredictable ways; templates can only give instructions for expected emergencies, which are often not true crises at all. For that reason the ERT should use these templates as prompts to cue important safety measures, but respond to real crises with full and flexible attention to the demands of the situation at hand.

All emergency scenarios demand operations at several layers:

- Advance mitigation
- Readiness
- Initial response
- Communications
- Ongoing response

These layers may overlap, and they might not be equally important in all circumstances, but they distinguish the different considerations essential to effective emergency operations. All planning (in advance of crises and during them) should remain aware of the demands specific to each of them.

Similarly, crises all demand a certain series of initial-response actions. Planning should take into account the essential need for:

- Initial notification of local first-responders in addition to the DFOCS;
- Communications to and among members of SLT, Senior Staff and the ERT;
- Planning for alternative means of communications should regular channels go down;
- Determinations of the use of the Emergency Operations Center (EOC);
- Attention to the nature and content of emergency notifications to the community;
- Potential need for evacuations;
- Potential need for “shelter-in-place” or (to the extent practicable at the University) “lockdown”;
- Potential need for quarantine (both in small and larger numbers);
- Assistance to persons with disabilities;
- Whether or not to discontinue business as usual;
- Whether or not to close certain buildings, certain areas, or the University;
- Provisions for medical treatment;
- Protocols for communicating and working with local first-responders;
- Protocols for communicating with the media and off-campus constituencies;

- Attention to “disconfirming data” (or information that might indicate something other than what’s apparently known about the crisis).

Operations Participants

2.1. Senior Leadership Team (SLT)

The SLT is responsible for all elements of MVNU’s emergency state of readiness and response. It oversees and coordinates the University’s first responders; it assumes authorship of the University’s emergency operations plan; it manages relationships with key off-campus first responders; and it plans and oversees an annual cycle of readiness activities.

SLT works to the following ends:

- Take ongoing responsibility for MVNU’s emergency preparedness planning;
- Continuously research the environment for changes in potential threats, safety and security expectations, and new resources, methods, and capabilities that might affect MVNU’s plan;
- Define and articulate what is meant in practice by *a reasonably safe and secure environment* for MVNU, and what MVNU means by aspiring to *respond well enough to emergencies*;
- Recommend to senior staff security and safety measures, policies, and procedures that are appropriate to MVNU’s state of readiness;
- Initiate and maintain an effective program of community education and crisis procedure awareness, including signage and safety instruction materials;
- As and when SLT deems it appropriate, engage and manage outside consulting services in design, teaching and evaluation;
- Periodically review and evaluate MVNU’s emergency planning and exercises;
- Periodically review and evaluate MVNU’s relationships with key off-campus first responders, including the development and maintenance of ongoing, positive, and cooperative personal relationships;
- Maintain two or more spaces that can be used as emergency operations centers (EOCs) in different areas of the campus, to be utilized as needed in a crisis by SLT and the ERT; (See section 2.4.2 for requirements for these spaces.)
- Plan and administer simulated crisis exercises for the Emergency Response Team (ERT) annually and participate in the evaluation of the exercises. As and when SLT deems it appropriate, engage and manage outside consulting services in connection with these exercises;
- Oversee a system of delegation, through division heads, to individuals assigned as "owners" of buildings and campus spaces, of responsibility for crisis planning and response specific to individual buildings and

campus spaces. Provide leadership and support to these owners, and oversee and evaluate their readiness and effectiveness;

- Review and coordinate the protection and integrity mechanisms and policies regarding information, information handling policies and procedures (both machine and human), and information infrastructure (paper files, computers and the data network). The role of SLT is to provide an overall institutional review and perspective regarding protection and integrity of information, reliability of information infrastructure, and the ability to recover from information loss and/or infrastructural damage or malfunction.

SLT meets quarterly during the academic year. The SLT are responsible for implementing and managing an effective working process, communication methods and schedule for the committee.

Membership of SLT:

- President
- Vice President of Academic Affairs
- Vice President of Finance
- Vice President of GPS
- Vice President for Student Life
- Vice President for University Relations
- Assistant to the President

Membership of ERT:

- Director of Business and Insurance Services
- Director of Counseling Services
- Director of Facilities Operation and Campus Safety
- Director of Food Services
- Director of Information Technology Services
- Director of Resident Life
- Assistant Director of Facilities
- Assistant Director of Facilities
- Campus Pastor
- Student Health Services Nurse
- Campus Safety Coordinator
- Motor Pool Coordinator

2.2. MVNU First Responders

MVNU's first responders are mainly Campus Safety officers, but the entire MVNU community must be prepared and educated on an ongoing basis to maximize the speed at which emergency events are noticed and properly reported to Campus Safety, and Campus Safety must have a clear, well drilled response protocol for these reports. The response may be dispatch of an officer for direct investigation of the report, and it may trigger a call for help to another MVNU department and/or an outside first responder, such as the Mount Vernon Police Department, the Knox County Sheriff or Mount Vernon Fire and EMS services. The NIXLE campus alert system. MVNU

employs an emergency notification system to keep its community members well-informed in the event of an emergency. Emergency notifications may be generated for many reasons, ranging from University shutdowns due to inclement weather to security threats which may impact the health, well-being of community members as well as disruptions to standard University operations. It is vital to maintain current information so that you receive notifications in a timely manner. Depending on the nature of the emergency, the DFOCS, Campus Safety Coordinator, Vice President for Academic Affairs or select members of Information Technology Services are trained and authorized to send mass communication notifications.

2.3. Local First Responders and Mutual Aid Agreements

2.3.1. Local First Responders

The off-campus first responders on whom MVNU depends heavily for assistance in emergencies are the local Emergency Medical Services, The Mount Vernon Fire Departments, the Mount Vernon Police Department, the Knox County Sheriff, the local Knox County Emergency Management Agency office, and Knox Community Hospital. During emergencies, these first-responders are involved as appropriate, in collaboration with MVNU's first responders. Once they are on the scene, their own protocols and command structures come into play and must be respected by MVNU staff and decision makers. Clear communication and collaboration are critical between local emergency responders and ERT members. To that end, MVNU adopted the Incident Command System (ICS) structure, based on the National Incident Management System (NIMS) <https://www.fema.gov/incident-command-system-resources> to enhance interoperability between local emergency responders and the University.

In an effort to build and maintain effective working relationships, and so MVNU may benefit from their expertise, off-campus responders should be included in table-top and field exercises as much as possible. If the emergency situation is clearly a Level I or Level II emergency, the DFOCS must contact local emergency agencies prior to making any other contacts. Local emergency agencies will often assume control of operations in these cases. University officials will be notified and will undertake necessary action in collaboration with local emergency agencies.

2.3.2. Mutual Aid Agreements

It may be beneficial to the University to partner with other institutions to voluntarily provide mutual aid and services to others in the same geographical location. In the event a decision is made for mutual aid, the University's leadership should ensure a legal document is prepared and agreed to by all participants which addresses the following issues:

- Crisis command or emergency operations centers are in place and maintained by all participants to ensure techniques and resources are developed in a common format;
- The need to provide support for others applies only if the University itself is not in need of its own resources;
- Updates to other participants on capacities and capabilities should be provided;
- Reimbursement of certain expenses should be defined as part of the agreement;
- Indemnification requirements should be defined in the agreement;

- The agreement should have a defined term;
- A written notice of intent to leave the mutual aid agreement should be part of the agreement.

2.4. Emergency Response Team

2.4.1. Emergency Response Team (ERT)

At the discretion of SLT, members of the Emergency Response Team (ERT) will convene quickly in a crisis for assessment and response. In most crisis situations first responders, MVNU's and outside, will follow their own rehearsed stimulus-response and interconnected command relationships, including directional and informational communications (mostly with people on the site of the emergency). Relying on the National Incident Management System model, ERT will activate specific team members depending on the nature and extent of the emergency.

This plan establishes the following provisions and offers the ERT the following assists:

- A quick-read protocol to help in crystallizing the nature of a physical crisis (see [Appendix B](#));
- Appropriately equipped meeting places;
- Ready access to information that is likely to be needed in a crisis;
- Advice on how ERT discussions and decision making should be conducted;
- Standard procedures and special considerations in the event of specific crisis scenarios;
- Experience in dealing with unfamiliar events through simulated emergencies.

The objective of a quick-read protocol is to assist the ERT in sorting out what is known about the emergency and thus helping them to move as rapidly and accurately as possible through assessment, evaluation, prediction, and judgment. See [Appendix B](#): "Quick-Read Protocol for the ERT."

The ERT has a somewhat flexible membership since those individuals involved will vary according to the type of crisis, and because the unique characteristics of the crisis may require special expertise. Its members are designated on the attached Emergency Response Team chart ([Appendix B](#)), which is updated annually. Members of the SLT, as the leadership core of the ERT, are designated by a red square. Should the emergency extend beyond one day, SLT will determine periods of operability. Back-up positions have been designated on the Emergency Response Team chart.

Emergency communication systems will make special provisions for notification of ERT members and arrangements to convene the entire team or particular sections.

2.4.2. Emergency Operations Centers

During an emergency, the primary Emergency Operations Center will be located in the Morrison Facilities Center or, if Morrison Facilities Center is deemed unsafe, then Ariel Arena. Each Emergency Operations Center (EOC) will be located in a building or area with back-up generator power. Materials that should be ready and available include:

- Computers and power cords
- Phone chargers
- Paper, pens, and other office supplies

- Bottled water and snacks
- Vests and nametags
- Building floor plans
- Hazardous materials placement and handling procedures
- MVNU and likely outside resources telephone numbers
- Access to bathrooms and kitchen facilities

2.5. The DFOCS

Campus Safety Officers are the first people on the scene in many cases, and have the ability to quickly administer aid and determine what additional expertise is needed and summon it expeditiously. When Campus Safety staff are not the original detectors of trouble, they are likely to be the first University entity to be notified and to respond to a trouble report. Training and response exercises are very important for the proper functioning of this department and therefore are a high priority.

Relationships between members of Campus Safety and outside first responders is also very important, in particular the local Fire and EMS services. A high level of cooperation and mutual planning and exercising should be standard.

The University so maintains a phone line to information on severe weather, University closing, and emergency situations: 740-397-9000 Ext.1600.

2.6. Residential Life

The Office of Residential Life plays a major role in emergency readiness planning. Residential Life continuously reviews student safety concerns and policies and is responsible for plans to evacuate individual and multiple residential buildings and for plans to evacuate all students to a safe location on-campus (or, in collaboration with the local FEMA first responder agency, off-campus altogether). Residential Life will assist MVNU's food services contractor and the owners of buildings and spaces being used as evacuation sites with the shelter and feeding of evacuated students.

2.7. Maintenance

Maintenance is the emergency operations plan's main source of information about the University's building environment and its lands. It therefore is central to the University's ability to respond to virtually every emergency situation. Maintenance maintains up-to-date plans of all campus buildings and utility runs, and is prepared to make these quickly available to first responders as needed during an emergency. The department also has great technical knowledge of infrastructure and materials on campus that are likely to be needed, and is prepared to quickly respond to information needs that may emerge. In addition, Maintenance has a staff of trained, experienced, and skilled workers that may be needed in any number of ways in an emergency, and so it maintains plans that enable it to respond quickly as needed. Maintenance needs to be a quick and flexible collaborator and supporter of other MVNU First Responders, and off-campus first responders.

2.8. Center for Counseling and Wellness and the Student Health Services Office

The Center for Counseling and Wellness and the Student Health Services Office are critical in any situation that involves harm to individuals and works to lead and supplement medical efforts of other MVNU first responders, off-campus EMS services, and Knox Community Hospital. These departments must take the lead in informing and guiding SLT in assessing and planning for possible epidemics, incidents that harm large numbers of individuals, and all situations that could require any form of medical attention. They also play a leading role in activities that address psychological recovery of MVNU community members from crisis-inflicted emotional or mental trauma. Departments must review all emergency policies, preparations, and equipment to ensure that they make adequate provisions for illness and injury prevention as well as management of potential illnesses and recovery in situations that entail bodily or mental harm or distress.

The Director of the Center for Counseling and Wellness should be the primary contact for maintaining an ongoing cooperative collaboration with Knox Community Hospital. The Coordinator of Student Health Services will serve as the secondary contact.

2.9. Building Representatives

SLT, with the collaboration of the division heads, assigns "owners" or representatives to each campus building and campus space. These individuals are responsible, with the support of ERT, Campus Safety, Maintenance, and the Registrar, for keeping up-to-date records of the plans and uses of their building or space that can be quickly accessed in an emergency by first responders or ERT. The owners identify and provide instructions on locating spaces in their building that can be used as safe weather shelters, and make sure that evacuation routes are properly marked and that the users of the building are instructed on finding the exits and shelter areas. Some buildings have hazardous materials, and the building owners, in collaboration with the science faculty representative, see that there are readily accessible plans for dealing with the protection of these materials as well as their escape. It is important to note that building representatives have no responsibilities during actual emergency events, other than those related to the responsibilities indicated above. They do not serve as first responders themselves.

See [Appendix G](#)

For a current list of building representatives.

2.10. ITS

Information Technology Services (ITS) is listed as a First Responder for crises involving information integrity and information infrastructure. ITS should take the lead in developing and evolving information infrastructure, policies and procedures that maintain an appropriate level of security and redundancy. In this effort, ITS acts as a partner with the various information owners. As the focus of the University's information expertise and the provider of information support services, ITS must take the leadership role in protecting information and infrastructure, and in planning for recovery from invasion of privacy, loss of information, and disruption of services.

2.11. Emergency Response Coordinator

The Emergency Response Coordinator is a close partner with SLT in managing practical operations involved in the Emergency Operations Plan to ensure that all the plan policies correspond to actual capabilities and practices across the University. The Coordinator also helps ensure that University personnel receive adequate training and

assists in coordinating crisis simulations and exercises. Currently—and essentially, given the nature of emergency operations at MVNU—the Emergency Response Coordinator is the Director of Facilities Operation and Campus Safety. Other responsibilities include:

- In conjunction with SLT, maintain the University’s Emergency Operations Plan: undertake annual review of the document with routine and special revision to general plans, specific response scenarios, and listings of items (such as available refuge shelters, evacuation vehicles, etc.).
- Coordinate with student groups (including the Student Safety Council) and community organizations concerned with issues related to emergency readiness.
 - Director of Facilities Operations and Campus Safety, manages responsibilities and oversees assessment and maintenance of building safety and evacuation procedures.
- Help run emergency drills, exercises, and simulations.
- Help implement campus-wide emergency training (according to the guidelines and programs administered by the National Incident Management System (NIMS) and also according to special MVNU facility needs).

2.12. Environmental Health and Safety Specialist

The Environmental Health and Safety Specialist has the following responsibilities:

- Organize the work of the Institutional Biosafety Committee and maintain its schedule, records, web pages, and reports, including correspondence with regulatory and granting agencies.
- Act as MVNU contact for regulatory agencies and local emergency first-responders in regard to radiation-generating scientific equipment.
- Prepare reports and correspondence related to radiation licensing and the Institutional Biosafety Committee.
- Serve as point person for the chemical inventories in the Academic Division and coordinate with the Ohio Five in the operation of a joint chemicals inventory software program.
- Serve as a representative to Ohio Five EHS officers group.

3. Operations Preparation Events

3.1. Simulations, Drills, and Exercises

There are various kinds of simulations, drills, and exercises, ranging from tabletop exercises (in which SLT and/or ERT talks through a potential crisis scenario) to partial simulations (involving just a portion of the community going through the stages of emergency response) to full drills (which involve the whole community as well as local first responders). Tabletop exercises should involve a fully detailed scenario with unfolding crisis elements and for that reason they may have a more extensive time-frame than staged simulation and drill events. The DFOCS should work with local first responders to make sure all exercises (not just full drills and simulations) are thorough and rigorous. The Knox County EMA director is experienced in creating and directing simulated crisis exercises and is the University's best partner for this aspect of emergency operations. The scenarios for the exercises should be chosen not only for their likelihood of occurrence, but for their features and the kind of details (emotions, thinking, acting, communicating, and public reactions) the real situation being simulated may entail. They should also stimulate serious examination of areas in which the campus policies and procedures make MVNU vulnerable to emergency incidents.

3.2 Training

It is essential that designated University personnel receive emergency management training. The level and degree may vary (depending on position and responsibilities) but training should take place according to the guidelines established by the National Incident Management System (NIMS). The FEMA website states, "The National Incident Management System (NIMS) provides a systematic, proactive approach to guide departments and agencies at all levels of government, nongovernmental organizations, and the private sector to work seamlessly to prevent, protect against, respond to, recover from, and mitigate the effects of incidents, regardless of cause, size, location, or complexity, in order to reduce the loss of life and property and harm to the environment." For more information, see the FEMA site, which is currently at: <https://www.fema.gov/national-incident-management-system>.

SLT and ERT members will receive full NIMS training. Here is a basic sample list of relevant NIMS training courses:

- ICS-100 (Introduction to the Incident Command System) and ICS-700 (National Incident Command System, An Introduction): For personnel with any role in emergency preparedness, incident management, or response;
- ICS-200 (ICS for Single Resources and Initial Action Incidents) and ICS-800 (National Response Framework, An Introduction): For those who play a critical role and will take responsibility for initial response actions, including safety officers;
- ICS-300 (Intermediate ICS for Expanding Incidents) and ICS-400 (Advanced ICS): Recommended for those in leadership roles, including all members of our SLT.

The University's DFOCS oversees training programs, making sure that essential staff complete necessary training and also setting up a cycle of training for other staff (most importantly, building emergency coordinators, senior-level administrative staff, and members of SLT and ERT).

3.3. Emergency Equipment: Testing

Emergency Equipment on or near the MVNU campus includes: fire alarms in all residential and non-residential facilities, tornado siren, emergency lighting, and emergency-messaging systems.

Emergency equipment is checked and tested regularly, as follows. The DFOCS oversees testing unless otherwise specified.

- Fire drills in all residential halls are conducted once each academic year during occupancy. The fire alarm is sounded and the evacuation is timed for efficiency by Campus Safety and Licensed Fire Techs.
- Fire alarms in all non-residential facilities are tested every six (6) months.
- A third-party tests fire alarms regularly, as required by state regulations.
- The tornado siren is tested on the first and third Fridays of each month. The testing is done by the Knox County 9-1-1 office.
- Emergency lighting in all of the residential buildings is checked monthly.
- Fire extinguisher in residential buildings is checked monthly during the academic year by the Office of Residential Life.
- The NIXLE Alert messaging system is tested monthly.
- Emergency barricade locks are checked monthly.

Work orders are submitted through the Jira system if any malfunction or damage to the emergency equipment is found during checks and tests.

4. Responding to a Crisis

4.1. Types of Crises

Although it is impossible to predict all crises, some are more likely to take place at MVNU than others, and it is important to take all possible measures to anticipate even events that are unlikely to happen here. For the purpose of crisis-preparation, it helps to assign these crises to more general categories, which include: physical and social crises; natural vs. man-made; internal vs. external; short-term vs. long term; life-threatening vs. non-life-threatening; and localized vs. general.

This plan is intended to focus on physical crises. A physical crisis may result from environmental or human causes, and the human cause may be intentional or accidental. The scope of the crisis may be regional or wider (e.g., a weather related threat), it may be a campus emergency (e.g., hostages are being held at gunpoint), or it may be a critical incident, an event whose initial impact is limited to a specific segment or subgroup within the institution. The University may be aware of the likelihood of a crisis occurring, as with forecasts of floods or tornados, or may become aware during the crisis or after it is over. Potential for harm ranges widely: death, injury, sickness, psychological damage, damage to facilities or infrastructure, financial loss, lowered prestige, loss of institution-critical information, and exposure of private information. In a physical crisis first responders play a critical near-reflexive role, and SLT must make rapid decisions and see that proper communications are carried out.

In the event of a crisis, the SLT and ERT convene in the Crisis Command Center, or electronically (as required by the situation at hand). This section includes general information on crisis response. See sections 6 and 7 for specific crisis-response protocols.

4.2. Declaring a State of Emergency

The authority to declare a campus state of emergency rests with SLT. This section deals with “state of emergency” protocol and general considerations for emergency response (see below for plans for response to specific emergency scenarios).

During a state of emergency, SLT will place into immediate effect the appropriate procedures necessary to respond to the emergency and to safeguard persons and property. University Relations is responsible for release of all information outside the University and, in most instances, for campus-wide announcements.

When the declaration is made, only registered students, members of the administration, faculty, and staff, and emergency personnel are authorized to be on campus. Those who cannot provide proper identification proving legitimate business on campus will be asked to leave.

Only those members of the administration, faculty, and staff who have been assigned emergency-operations duties will be allowed to enter the designated emergency area, including the Emergency Operations Center.

In the event of earthquakes, aftershocks, fires, storms, or major disasters on or about the campus or involving University property, campus safety officers will be dispatched to determine the extent of the damage to any University property.

During an emergency, the primary Emergency Operations Center will be located in the Morrison Facilities Center or, if Morrison Facilities Center is deemed unsafe, then Ariel Arena.

SLT will coordinate with the Vice President for University Relations to determine what information about emergency situations to release to the public. The Vice President for University Relations or his or her designee will respond to media inquiries, issue press releases and all-campus announcements, and take all meetings with media personnel either in the Lakeholm building parking lot or in the Lakeholm Parlor, in accordance with communications emergency protocol outlined below. No one will speak to the news media except the communications representative unless otherwise directed by SLT.)

4.3. Emergency-Level Definitions

The following definitions should be used as a guide to assessing the magnitude of emergency incidents and their possible impact on the students, employees, and physical plant of the University.

Four levels of emergency are defined:

- | | |
|--------------|---------------------------------|
| 1. Level I | Campus Emergency (most serious) |
| 2. Level II | Campus warning |
| 3. Level III | Campus Alert |
| 4. Level IV | Camus Watch (least serious) |

Each definition takes into account the nature and duration of the threat to people and property as well as the actions required. Emergencies, however, are fluid and don't always lend themselves to clear-cut definitions. Each emergency must be evaluated according to its own particular characteristics, and decisions about a proper course of action must be based not only on pre-set criteria but also on the dynamic unfolding of events.

Should an emergency situation occur at MVNU, Campus Safety and/or designated members of the ERT will determine the potential threat to campus and when necessary, send a NIXLE alert to the campus community (students, staff, and faculty). Alerts will be sent via text, email, and/or voicemail. NIXLE will be used to provide updates and status changes to the campus community as new information is available.

Declaring an emergency response / alert status might be a crucial stage in proper emergency readiness. Other categories in which these prior declarations might be necessary include: medical emergencies, power outages, suspicious individuals, and violent crime victim (see section 7).

4.3.1. Campus Emergency Level I (Most Serious)

Definition: Large-scale event and/or incident that significantly impacts the life, health, and/or property of the entire campus community. A NIXLE alert will be sent to the campus community with information and instructions. Incident may require a major evacuation, or relocation of community members. Campus events may be cancelled and services may be limited to essential operations. University personnel need outside agencies to effectively manage the incident and care for community members. The duration of the incident is unpredictable, but long-term effects are likely.

Criteria:

- The incident poses a serious hazard or severe threat to life, health, or property.
- Resolution of the incident involves multiple community and city and county agencies as well as several levels of University personnel.

- Community as well as University resources are required to attend to the medical needs of victims.
- The incident requires a major evacuation involving the relocation of students and/or University personnel.
- The duration of the emergency is unpredictable.

Required Action:

- Establish procedures to protect evacuees and property.
- Establish Emergency Operations Center.
- Consult relevant response and specific response protocols below.
- Establish long-term recovery plan.
- Prepare a written After-Action Report providing a narrative of the emergency, listing the agencies involved, detailing injuries, and estimating damages. (See: “After-Action” Report, in “Recovery and Reporting.”)

Examples:

- Major fire in a residence hall involving more than 20% of the building.
- Water-main break affecting an entire residential building.
- Loss of heat or power to multiple buildings.
- A chemical release requiring the evacuation of one or more buildings.
- Large-scale civil unrest on University property.
- Earthquake
- Tornado
- Building collapse
- Active Weapons Threat

4.3.2. Campus Warning Level II (Serious)

Definition: Event and/or incident that impacts the life, health, and/or property of a specific area of campus community. A NIXLE alert will be sent to the campus community with information and instructions. Incident may require a partial and/or short-term evacuation, or relocation of some community members. Specific campus events may be cancelled and campus operations may be temporarily limited to essential operations. University personnel need outside agencies to effectively manage the incident and care for community members. The duration of the incident is a maximum of eight (8) hours.

Criteria:

- Resolution of the incident requires both MVNU and outside-agency personnel.
- Victims require medical attention.
- Evacuation is short-term and affects only the localized area.
- The duration of the emergency is a maximum of eight (8) hours.

Required Action:

- Establish procedures to protect occupants, evacuees, and property.
- Establish the Emergency Operations Center.

- Consult relevant response and specific response protocols below.
- Prepare a written After-Action Report providing a narrative of the emergency, listing the agencies involved, detailing injuries, and estimating damages. (See: “After-Action” Report, in “Recovery and Reporting.”)
- SLT performs a critique of the emergency operation.

Examples:

- Resident-hall room fire
- Suicide
- Water-main break involving most of a building or threatening critical services
- An odor requiring evacuation
- Loss of heat or power to a building
- Missing student

- Inclement Weather

4.3.3. Campus Alert Level III (Somewhat Serious)

Definition: Unplanned event and/or incident that is not likely to threaten life or have a significant impact on the health or property of the campus community. A NIXLE alert will be sent to the campus community with information and, if necessary, instructions. Specific campus events may be delayed or cancelled, but most campus events and services will continue to operate as normal. University personnel will manage the event/incident and care for community members. The duration of the incident is generally no more than a few hours.

Criteria:

- The incident can be resolved by MVNU employees.
- An outside agency may be involved as a precautionary measure or in accordance with University policy.
- No outside medical assistance is required.

Required Action:

- File a written report with the DFOCS and with other appropriate University offices.
- Consult relevant response and specific response protocols below. Establishment of the Emergency Operations Center is optional.

Examples:

- Inclement Weather
- Outbreak of illness

4.3.4. Campus Watch Level IV (Least Serious)

Definition: Threat to campus is vague and/or an event has occurred, or has the potential to occur. An event may have occurred in relative proximity to campus. No immediate action is required and the campus community will

not be notified. All Campus events and services will continue to operate as normal. Campus Safety and/or Morrison Facilities will closely monitor the situation.

- Automatic fire-alarm triggered
- Localized water-pipe break affection a portion of one building
- Localized, indeterminate odor

4.4. Responses by Emergency Alert Level

See section 7 below for operations specific to each emergency scenario. What follows here are general templates for responses to each level of emergency, to be used for review of revision to plans for responses to specific scenarios. The templates list responsibilities by the divisions associated with each member of SLT, ERT and other MVNU staff who might play a role in emergency operations.

4.4.1. Campus Emergency Level I (Most Serious)

Campus Safety / University Switchboard overseen by the HUB

The Hub is a subset of Mother Board but does include phones for the helpdesk and switchboard.

When the first report of an emergency comes to the University switchboard, that personnel should notify:

- Notify Knox County #911
- The Director of Facilities Operation and Campus Safety
- The Vice President for Student Life

(The DFOCS and the VPUR subsequently initiate communications to the rest of campus as outlined in section 6.)

DFOCS

- Ensure that all appropriate safety personnel have been notified.
- Ensure that dangerous areas have been secured, if the fire department is not yet on the scene.
- Notify SLT, ERT and, as necessary, others according to the protocol outlined in section 6.
- Ensure that notification has gone to the Director of Student Health Services and the Director of Residence Life, as necessary.
- Establish an Emergency Operations Center in the Campus Safety office until the Emergency Operations Centers at Morrison Facilities Building is established.
- Designate a staff member to meet and coordinate the efforts of outside emergency agencies.

Residential Life

- Notify the Director of Residence Life.
- Notify other Residential Life personnel (see protocol outlined in section 6).
- Locate alternative housing for those in need of relocation if necessary, in consultation with other residential life staff.
- Assist health and counseling representative in arranging for medical attention and counseling if necessary.

- Maintain a roster of campus housing assignments and assist with an emergency census to ensure that all students are accounted for, especially in the event of an evacuation.

Maintenance

- Work with the DFOCS to solve problems involving electrical, plumbing, or other systems of the facilities services.
- Assist outside agencies by providing floor-plans and other required information.
- Work with residential life to provide relocation facilities.

University Relations and Communications

- Report to the Emergency Operations Center and consult with the Director of Facilities Operation and Campus Safety, SLT and/or ERT regarding the release of information to the community and to the media. Serve as liaison with all news media (see section 6.9.).

Student Health Services

- Evaluate the injured and ill and assist emergency personnel with triage as necessary.
- Evaluate the scene to help identify hazards, accessibility problems, and possible triage sites.
- Notify other health and counseling personnel according to the protocol outlined in section 6.
- Arrange for counseling services as needed.
- Assist the fire department with the debriefing of workers involved in critical incidents.

ITS

- Launch emergency-messaging system, in collaboration with the Director of the DFOCS and the Vice President for University Relations.
- Assist in resolving problems resulting from the interruption of communications services for extended periods of time.
- Assist in resolving problems involving the library or computer equipment and facilities.

Representatives from the Knox County Emergency Management Agency, University food services, the Village City of Mount Vernon, and the Knox County Sheriff's office will also assist as determined by their own emergency operations protocols. University food services should also be prepared to provide emergency food aid and to help resolve problems associated with unavailability or inaccessibility of normal food service.

4.4.2. Campus Warning Level II (Serious)

Campus Safety / University Switchboard

When the first report of an emergency comes to the personnel operating the University switchboard, that staff member should notify:

- Notify Knox County #911
- The DFOCS
- The Vice President for Student Life

- The President of the University

(The DFOCS and SLT subsequently initiate communications to the rest of campus as outlined in section 6.)

DFOCS

- Ensure that all appropriate safety personnel have been notified.
- Ensure that notification has gone to the Director of Facilities Operation and Campus Safety, SLT, the Director of Counseling Services and Student Health Services Nurse as necessary and according to the protocol outlined in section 6.
- Ensure that dangerous areas have been secured, if the fire department is not yet on the scene.
- Work with residential life representatives as needed.

Residential Life

- Notify the Resident Director on call.
- Notify other Residential Life personnel according to the protocol outlined in section 6.
- Locate alternative housing for those in need of relocation if necessary, in consultation with other residential life staff.

Maintenance

- Assist in damage assessment.
- Provide specialized repair services as needed.

4.4.3. Campus Alert Level III (Somewhat Serious)

Campus Safety / University Switchboard

When the first report of an emergency comes to the personnel operating the University switchboard, that officer should notify:

- The Director of Facilities Operation and Campus Safety.
- The Residence Director on duty.

(The DFOCS initiates communications to the rest of campus as outlined in section 6.)

DFOCS

- Notify the Director of Facilities Operation and Campus Safety.
- Notify Student Health Services Nurse and Residential Life, if necessary, according to the protocol outlined in section 6.

Health and Counseling

- Provide or remain on call for any services that might be needed.

Residential Life

- Work with other offices to arrange for short-term relocation, if necessary.
- Notify appropriate residential life staff as outlined in the protocol listed in section 6.

4.4.4. Campus Watch Level IV (Least Serious)

In the case of the Campus Watch, the DFOCS will notify the University switchboard Counseling Services, Student Health Services, and Residential Life, if necessary, that they are monitoring the situation.

4.5. Campus Responses

There will be campus emergency scenarios when a NIXLE alert message will be issued to the campus. The type of responses will depend on whether the scenario is defined as an Emergency Lockdown (Shelter in Place), a Campus Restricted Access or for information updates.

4.5.1 Campus Emergency Lockdown (Shelter in Place)

A “Campus Emergency Lockdown” is defined as a specific response to a campus-wide threat where community members immediately evacuate the affected area, seek safety in a locked or secure space, and/or limit movement between and within campus spaces. Campus Safety along with maintenance department will secure common area exterior doors and occupants of buildings will secure exterior doors and windows. Campus events will be cancelled and services will be limited to essential operations until the threat is under control. A NIXLE alert will be sent to the campus community with instructions.

4.5.2 Campus Restricted Access

“Campus Restricted Access” is a response to a threat where exterior doors remain locked to limit access to and between buildings. This typically occurs when there is a threat to a specific area of, or in relative proximity to campus. While normal movement is permitted within buildings, campus events may be cancelled and services may be limited until the situation is resolved. Campus Safety and/or SLT will closely monitor the situation and determine which events and/or services may be limited. A NIXLE alert will be sent to the campus community with instructions.

4.5.3. Evacuations

Evacuation is necessary when a student residence hall becomes uninhabitable because of an event. The nature of the evacuation depends upon the extent of the emergency.

Situations requiring evacuation include, but are not limited to:

- Natural gas leak
- Spill and/or release of a hazardous chemical or flammable liquid
- Bomb threat
- Power failure
- Hostage situation
- Flooding
- Winter Storm

- Fire

4.5.4 Note on Fire Alarms and Elevators

When a fire alarm sounds, safety officers are dispatched to the site of the alarm to investigate and to lead an evacuation if necessary.

In the event of a fire, elevators should not be used.

4.5.5 Evacuation Procedures

Emergency staff first on the scene must decide whether or not immediate evacuation is necessary. The emergency personnel should immediately specify the area to be evacuated. Emergency personnel should notify the DFOCS to request help if necessary.

Emergency personnel must conduct a door-to-door search of the building, telling all occupants to evacuate. If anyone refuses to evacuate, the emergency workers should continue with the evacuation and then, time permitting, return to the person, obtain his or her name, and advise him or her that disciplinary action will be taken should he or she continue to refuse to evacuate.

The evacuees should be moved to rally points, where emergency workers should take a census to establish that the evacuation is complete. After the census is complete, evacuees should be moved to temporary quarters, as specified below.

In all cases in which students are displaced or relocated, SLT must receive immediate notification.

4.5.6. Evacuation of the Physically Challenged

Safety officers and/or emergency personnel will assist physically challenged individuals in an evacuation, making all possible special arrangements necessary to lead them to safety. Hearing-impaired students have TTY phone-capability in their rooms, and the fire-alarm system is connected to strobe lights.

4.5.7. Building Evacuations

The University should undertake the following preparations and responses in case it becomes necessary to evacuate any campus buildings.

- The University buildings each have a building representative and a designated meeting place for all persons in the building.
- There should be provisions for first aid, food and water distribution planned for each building.
- The building representatives is responsible for working with each other, SLT/ERT and external responders to ensure that all persons have safely evacuated to appropriate locations, first aid has been provided, and communication is effective.
- The building representative will be familiar with the evacuation diagram, have flashlights, etc., and assist others during the evacuation process.

- In the event of an emergency that may require evacuations, all personnel should evacuate to their designated areas and report to the designated building representatives. They should seek first aid if necessary, not converse with the media, and report any unusual circumstances observed.
- The building representative will have alternate evacuation location if the primary location is not conducive to the emergency situation.
- A review of all buildings and facilities should be conducted on an ongoing basis to ensure emergency lighting for corridors and exits are in place for safe evacuation.

4.5.8. Short-Term Evacuations

These procedures should be followed when students must occupy temporary quarters for a relatively short period of time and that time-period is predictable.

- Students should be moved to lobbies in the nearest safe residence hall.
- If residence-hall lobbies are not available, students should be moved to lobbies in the nearest non-residential building.
- Emergency workers and/or University personnel should provide services as needed (medical care, food, showers, etc.)

4.5.9. Medium-Term Evacuations

- Students will be assigned to vacant spaces in the housing system, and, if necessary to already-occupied spaces with room for temporary sleeping quarters. If necessary, students will be housed in lobbies and other public spaces on campus that can accommodate them satisfactorily.
- The University will use the athletic facilities as a housing area when lobby space is insufficient to handle the number of evacuees. Proper bedding will be provided with the help of the Knox County Emergency Management Agency and the American Red Cross.

4.6.0. Long-Term Evacuations

These procedures should be followed when it is impossible to predict how long students will have to occupy alternative quarters.

- The University will take the same steps listed for medium-term evacuation, unless a substantial sector of the campus is under an evacuation order.
- The University will contact the Knox County Emergency Management Agency for assistance in locating suitable off-campus housing and arranging for transportation from campus. If necessary, the Office of Motor Pool will also arrange to provide University vehicles for the purpose of relocation.

4.6.1. Shelter-in-Place

An incident may occur which dictates that students should remain in their buildings for their own safety. MVNU uses shelter-in-place and relevant procedures in the place of “lock-down” if and when the nature of the University’s buildings and landscape spaces make lock-down impossible. Examples of incidents triggering such a response are: environmental spills, terrorism or violence on campus, and certain utility-related incidents. Shelter in place means choosing a small, inside room, if possible, with as few windows as possible, for refuge. The following procedures should be followed when instructed to “shelter in place”:

- Remain inside the building.
- The building representative or assigned designee will ensure other occupants know of the need to shelter in place.
- Choose an interior room above the ground floor with the fewest windows and vents.
- Call emergency contacts, if possible, to let them know who is sheltering in place, and that they are safe.
- Do not erect barricades or obstacles in the event a fire or other incidents make it necessary to evacuate.
- Move to the opposite side of the building, if you are aware of the location of the incident.
- Close and lock all windows, vents, and doors, if instructed to do so.
- Be prepared to stop all fans and HVAC equipment forcing air into or out of the building.
- Remain sheltered until otherwise directed by internal or external ERT management or designee. Be prepared to be checked for possible contamination, exposure, or illness. Students should be prepared to maintain and bring the following materials if they are asked to relocate: bedding and pillows; small bag of clothing; needed medications; non-perishable food items; cell phones; toilet articles.

5. Communicating in a Crisis

Communicating effectively is essential in dealing with a crisis. Adequate communications must be established and maintained between first responders, off-campus first responders, Senior Leadership Team (SLT) and the Emergency Response Team (ERT). In addition, first responders and the ERT both have to communicate with all on-campus constituencies, and the ERT also has to communicate with off-campus constituencies. Various channels exist to guarantee complete (and “redundant”) communication. Various protocols exist to make sure that all communication is at once thorough, appropriate, and effective.

5.1. Communications Channels

Emergency operations require the fullest possible communication. Full communication requires systematic, precise, and redundant communication channels, including: public-address alert systems; diverse emergency information systems; plans for administering announcements and updates; and public relations strategies. Proper communication depends upon but is by no means limited to guaranteeing basic communication delivery systems (e.g., e-mail, telephone, etc). It also depends upon the strategies that guarantee comprehensive and effective information.

5.2. Initial Emergency Notification

Individuals witnessing an emergency at MVNU should call 911 or the DFOCS at 740-399-8686.

When 740-399-8686 is dialed, safety personnel are dispatched to the scene, and appropriate emergency services are notified.

This plan designates the DFOCS as the main contact for reporting all emergency situations. In many cases, however, it is important to dial 911 first—when, for example, life-threatening injuries are involved, or a bomb threat requires law enforcement and fire response. Upon receiving the report of an emergency, the Campus Safety Coordinator (or a designee) will make an initial judgment about the level of response required and will communicate with appropriate personnel.

If the emerging situation is clearly a Campus Emergency or a Campus Warning, the DFOCS will contact appropriate emergency agencies prior to contacting the Director. See “Local First Responders,” above.

5.3. Communication to the DFOCS

All crises should be reported to the DFOCS. The DFOCS informs necessary first responders (unless they have already been contacted via 911) as well as the Director of Facilities Operation and Campus Safety informs the SLT. It is crucial that all members of the community know to call the DFOCS in case of emergency. The DFOCS is the University’s first responder.

5.4. Communication to Local First Responders

The DFOCS immediately informs local first responders. This mode of communication happens simultaneously with communication to on-campus responders and must never be subordinated to it. Especially in the case of crises that require intervention by public officials, it is crucial that first responders be immediately and fully involved. (For example, bomb threats should first be reported to local law-enforcement who will then work directly with government officials. University staff should not intervene in this communication process to deal directly with government officials themselves.)

5.5. Communicating to SLT

When crises require SLT to convene, the DFOCS contacts the SLT. Information should include the nature of the crisis and the meeting location. If the nature of the crisis makes an actual meeting impossible, information should include plans for virtual meeting (by teleconference, by email, or some other means). SLT members should have on file all information pertaining to potential virtual-meeting modes.

5.6. Communication to Constituents

Communication to constituents takes different forms. First information about a crisis goes out in brief messages conveyed automatically through emergency messaging system, Nixle. This first information includes only basic information and essential warnings and other reference to safety measures. Subsequent updates might proceed through emergency messaging systems as well, but they might also evolve into longer explanatory messages transmitted by other means (including emails or even public meetings). These forms of information might also be posted on the University website. At later stages of a crisis, longer messages might go out by emails or through the media, and these longer and more public messages are handled by the Office of Communications (in consultation with the President and SLT). It is essential that communication at every stage be subject to careful consideration.

Standard guidelines indicate that emergency communications include:

- What you know about the crisis

- How you know it
- When you will know more
- What you are currently doing about it
- What others should currently do

5.7. Channels for Communication to Constituents

Communication channels to constituents will be considered as falling into one of three general categories: channels that address the on-campus constituency, channels that address off-campus constituencies, and general purpose channels. The implementation of these channels may change over time, and in some cases they may change rather rapidly, but this conceptual grouping will not change and so can be useful for analyzing and planning communication strategies.

5.8. On-Campus Constituents

The ability to communicate quickly and clearly with on-campus constituents in an emergency is essential. The messages for which these channels are needed are diverse and more than one channel is needed. For quick and short informative and directive messages these channels must be very reliable, remaining effective under adverse conditions (bad weather, loss of commercial electrical power, etc.). They should not be prone to failures from heavy communications traffic, and should be accessible by virtually everyone who is on the campus at the time of the emergency. These channels are operated by Campus Safety and supported by the Maintenance Department and ITS. These channels should not be used to convey long or complex messages.

They are mainly operated by the NIXLE Alert system, an emergency notification software (see 6.10.). Other means of immediate and quick communication to on-campus constituents include the tornado warning siren, and Alertus.

5.9. Automatic Emergency Messaging (NIXLE Alert)

The University uses the NIXLE Alert texting system, an emergency notification software, to send emergency messages automatically to students, faculty, and staff who have opted into this service. The system includes a set of template messages written and maintained by the Director of Facilities Operation and Campus Safety, the Vice President for Student Life, and the Vice President for University Relations. These templates provide the framework for messages specific to various crises; in case of an emergency, details are added and the message is automatically sent to the e-mail addresses and phone numbers listed in the system. Sample messages include:

ACTIVE AGGRESSOR ALERT at (location), MVPD is notified, shelter in place, engage RUN HIDE FIGHT training. If hiding, wait for instructions

Reported AGGRAVATED ASSAULT at (Location) by person with (weapon) stay away from area. PD is notified. Updates to follow

Reported ARSONIST (on or near) campus. Follow proper evacuation procedures during a potential alarm. Report any suspicious activity

Reported (ROBBERY/ATTEMPTED ROBBERY) (on or near) campus. Stay in groups, keep doors and windows locked. Updates to follow

Reported (SEXUAL ASSAULT/ATTEMPTED SEXUAL ASSAULT) (on or near) campus. Police have been notified.
Updates to follow

These templates must be reviewed and updated on a regular basis. The system should be tested monthly.

5.10. Emergency Information Line: 740-397-9000 ex1600

The DFOCS maintains a call-in line for information about University closings, severe weather, and emergency situations. Information available by calling 740-397-9000 ex1600 is prepared and updated by the HUB

5.11. Off-Campus Constituents

It may seem that communicating with off-campus constituents is not as important in the middle of a crisis, but it is important to keep unexpected needs for immediate information in mind, and in the longer term off-campus constituents should be a critical focus of communications planning. Off-campus constituents include parents, alumni, trustees, students studying abroad, and City of Mount Vernon officials. The special needs of each should be considered as messages are planned and sent. Modes of communication include email messages (to general lists maintained by ITS, the Office of Advancement or the Office of Communications), postings on the University website and social media channels, local radio stations and personal calls.

5.12. General Public

General communication channels will typically be of a passive nature—for example, news posted on the MVNU web site. These are not reliable channels for issuing directions in a crisis, but are important nevertheless, because they offer high bandwidth (messages can be essentially unbounded in length) and are available to very large numbers of people, and to anyone with or without a known connection to the University. Of course, the general public may also find out about crises at the University from media sources and the University's emergency website.

5.13. Communicating with the Media

Do not forget that the President and/or the commander of the outside agencies in charge of emergency operations (e.g., the fire department, the police department, the Emergency Management Agency), together with the Vice President of University Relations determine what information about emergency situations to release to the public. No one speaks to the news media except the Vice President of University Relations unless otherwise directed by the President. But everyone should keep in mind the following:

- Reporters and photographers should be permitted access to an incident area only within the limits of University policy, proprietary restrictions, human safety, and concern for the protection of victims' personal privacy. Be courteous, and do not say "no comment" or "I haven't got time to talk to you." Simply refer the media to University Relations.
- Do not discuss anything confidential within earshot of people you don't know.
- If instructed by University Relations or the President to speak with the media, observe the following basic guidelines:

- o Observe the basic rules about emergency communication listed in section 5.7.
- o Keep answers brief.
- o State the facts, rather than opinions or personal views. Do not speculate on anything, estimate damages, admit liability, speak for others, or discuss the medical condition of victims.
- o Tell the media why you can't reveal information.
- o Do not release names of victims before families are notified.
- o Do not allow reporters to make you angry or emotional.
- o Keep copies of any statements and releases.

6. Emergency Scenarios

See [Appendix I](#).

6.1 Active Aggressor Alert Emergency Level I: *Campus Emergency*

Initial Response

Contact 911 and the DFOCS

- Communicate out instantly via NIXLE emergency messaging system, establishing “lockdown” and shelter-in-place protocols

ACTIVE AGRESSOR ALERT at (location), MVPD is notified, shelter in place, engage RUN HIDE FIGHT training. If hiding, wait for instructions

Communication and Notifications

- Notify the DFOCS
- The DFOCS notifies SLT, which will activate the MVNU Incident Command Structure
- Announce “lockdown” and shelter-in-place by all means possible
- Prepare NIXLE emergency messages for further stages of the crisis: continued shelter-in place, fugitive stage, aftermath
- Prepare initial messages to off-campus constituencies and the media
- Refer all media inquiries to the VP for University Relations

General Instruction

How to respond when an active weapons threat is in your vicinity:

1. Run
 - Have an escape route and plan in mind
 - Leave your belongings behind
 - Keep your hands visible
2. Hide
 - Hide in an area out of the active weapons threat view
 - Block entry to your hiding place and lock the doors
 - Engage door barricades
3. Fight
 - As a last resort and only when your life is in imminent danger
 - Attempt to incapacitate the active aggressor
 - Act with physical aggression and throw items at the active aggressor

How to respond when law enforcement arrives on the scene

- Remain calm, and follow officers instructions
- Immediately raise hands and spread fingers
- Keep hands visible at all times
- Avoid making quick movements towards officers such as attempting to hold on to them for safety
- Avoid pointing, screaming or yelling
- Do not stop to ask officers for help or direction when evacuating, just proceed in the direction from which officers are entering the premises

Information you should provide to law enforcement or 911 operator

- Location of the victims and the active aggressor
- Number of active weapons threats if more than one
- Physical description of the active aggressor
- Number of potential victims at the location

Special Considerations

- Include determining when to resume classes and other business, how to handle community recovery measures and events, communicating with families, and media presence on campus.

6.2 Biological Hazard

Emergency Level I: *Campus Emergency*

Initial Response

- Evacuate the area.
- Make no attempt to clean up any hazardous materials
- Contact #911 and the DFOCS
- Isolate the area affected, if it is safe to do so
- If persons have come in contact with hazardous materials, flush affected areas with water
- Render first aid if necessary
- Alert Maintenance
- NIXLE emergency messaging system announcing hazard, with instructions

Communication and Notifications

- Notify 911 (the Mount Vernon Police Department, the Fire Department, and local EMA)
- The DFOCS will notify SLT. SLT will activate the MVNU's ERT if necessary.
- Prepare NIXLE emergency messages for further stages of the crisis
- Prepare initial messages to off-campus constituencies and the media
- Refer all media inquiries to the VP of University Relations

General Instructions

- Evacuate the area
- If possible, isolate the area by closing doors and windows
- Make no attempt to clean up hazardous materials
- From a safe area, call Campus Safety emergency phone number at 740-399-8686 and/or 911

- If possible, provide the following information about the hazard:
 - Name and quantity of the material
 - Location and time of the release of the material
 - Any exposures or injuries to persons
 - If any fire or explosion is involved
 - Your name, phone number, and location
- Follow instructions provided by emergency responders
- Present the Material Safety Data Sheet of the substance involved to emergency responders if it is available

Special Considerations

The Environmental Health and Safety Specialist maintains fuller plans for management of hazardous-material incidents

- Any possibility of potential for release of hazardous biological materials should be reported to the Environmental Health and Safety Specialist and to the DFOCS
- In case of a threat of biological-hazard terrorism, consult instructions for BOMB THREAT and/or for SUSPICIOUS PACKAGE

6.3 Bomb Threat

Emergency Level I: *Campus Emergency*

Initial Response

- See bomb-threat checklist ([Appendix J](#)) for instructions on what to do during a bomb-threat telephone call
- Notify 911 (the Mount Vernon Police Department, the Fire Department, and local EMA)
- Alert the DFOCS
- *Do not directly call or attempt to work with the FBI or other national agencies. The local authorities must handle those contacts.*
- Send NIXLE alert announcing the threat and warning people to stay away
- Pursue evacuations as instructed.

Communication and Notifications

- Notify the DFOCS
- The DFOCS will notify SLT. SLT will activate the MVNU's ERT if necessary.
- Prepare NIXLE alert messages for further stages of the crisis
- Prepare initial messages to off-campus constituencies and the media
- Refer all media inquiries to the Office of University Relations or V.P of University Relations

General Instructions

- If you receive notification of any kind indicating that there might be a bomb on campus, get as much information as possible and notify Campus Safety immediately at 740-399-8686.

- If you receive a written bomb threat, ensure the document is handled as little as possible, and pass it on to safety officers as soon as possible. If the written threat is received by electronic means, save it and call Campus Safety immediately.

If you receive a bomb threat on the telephone:

- Calmly gather as much information as possible by keeping the caller on the line.
- Ask for details about the bomb, and try to gather information about the caller (sex, age, location).
- Have someone else notify Campus Safety, and notify the office yourself once the call has ended.
- Write down all information.
- *See checklist below for further guidance.* After contacting Campus Safety, await instructions. Do not pull a fire alarm or evacuate a building on your own.

Special Considerations

It is crucial that the MVNU Emergency Response Team coordinate all bomb-threat response with local and national law enforcement. *University leadership should not try to intervene in these contacts.* University leadership should follow instructions from local authorities.

The bomb-threat checklist included below should also be provided separately to all campus offices (along with explanations and instructions for use).

A bomb threat received in the mail must be saved and handled as minimally as possible. Every effort must be made to protect potential evidence such as handwriting, typewriting, postmarks, and paper.

Precautionary measures should include evacuation-route planning and procedures for any bomb searches that might include University personnel. Any such search procedures should be added to this plan and made fully known to personnel.

6.4 Chemical Hazard

Emergency Level I: *Campus Emergency (Initial Communication)*

Initial Response

- Evacuate the area
- Make no attempt to clean up any hazardous materials
- Contact 911 and the DFOCS
- Isolate the area affected, if it is safe to do so
- If persons have come in contact with hazardous materials, flush affected areas with water
- Render first aid if necessary
- Alert Maintenance
- NIXLE emergency message announcing hazard, with instructions

Communication and Notifications

- Notify the DFOCS.
- The DFOCS will notify SLT. SLT will activate the MVNU's ERT if necessary.
- Prepare NIXLE emergency messages for further stages of the crisis.
- Prepare initial messages to off-campus constituencies and the media.
- Refer all media inquiries to the Office of University Relations or VP of University Relations.

General Instructions

- Evacuate the area.
- If possible, isolate the area by closing doors and windows.
- Make no attempt to clean up hazardous materials.
- From a safe area, call the DFOCS at 740-399-8686 and/or 911.
- Follow instructions provided by emergency responders.
- For chemical burns: flush chemicals off surface of the skin under cool running water for 20 minutes or more, remove any contaminated clothing or jewelry, and wrap the burned area with a clean dry cloth.
- Present the Material Safety Data Sheet of the substance to emergency responders if available.

If possible, provide the following information about the hazard:

- Name and quantity of the material
- Location and time of the release of the material
- Any exposures or injuries to persons
- If any fire or explosion is involved
- Your name, phone number, and location

If a chemical fire occurs:

See below for instructions in case of FIRE

- If the fire is small and available personnel have received training, they might attempt to put it out with a fire extinguisher or other available means.

- Evacuate the area, closing doors and windows to confine the fire. Do not break windows.

Special Considerations

- The Environmental Health and Safety Specialist maintains fuller plans for management of hazardous-material incidents.
- Any possibility of potential for release of hazardous biological materials should be reported to the Environmental Health and Safety Specialist and to the DFOCS.
- In case of a threat of chemical-hazard terrorism, consult instructions for BOMB THREAT and/or for SUSPICIOUS PACKAGE.

6.5 Civil Disturbance

Emergency Level: *Varies (Depending on initial communication)*

Definition: a civil disturbance is a disruptive event caused by a group of people. Riots, protests, sit-ins, demonstrations, and illegal parades are some examples. A civil disturbance might entail sabotage or other forms of crime and violence, immediately or as more benign disturbances escalate.

Initial Response

- Contact the DFOCS
- In case of injuries, violence, or damage to buildings, contact 911.
- Campus Safety and/or SLT will pursue appropriate potential crowd dispersal and/or negotiations.

Communication and Notifications

- Notify the DFOCS
- Activate NIXLE emergency messaging only in the case of violence, damage to buildings, or other general safety problems.
- Prepare initial messages to off-campus constituencies and the media.
- Refer all media inquiries to the Office of University Relations or VP of University of Relations.

General Instructions

- MVNU welcomes and encourages serious discussion on any issue from all points of view, but the University will not condone behavior that threatens the safety of individuals or is intended to prevent, obstruct or interfere with any of its activities and programs.
- In the case of civil disturbance, avoid responses or measures that might exacerbate or escalate potential violence or chaos.
- If the disturbance is outside, stay away from doors and windows and stay inside.
- Secure work areas and shut down computers.
- Await instructions from Campus Safety, SLT or ERT.

Demonstrations may be conducted at the University and are not interrupted unless one or more of the following conditions exist as a result of the demonstration (if any of these conditions exist, notify the DFOCS):

- Interference with normal University operations.
- Prevention of access to offices, buildings, or University facilities.
- Threat of physical harm to personnel or damage to University property.

Special Considerations

Emergency personnel should be prepared to pursue appropriate modes of negotiation, which might include communication with University officials. Any such negotiation should happen only if safety is certain. The mode of negotiation should be determined by safety considerations.

Should a disturbance escalate into violence or destruction of property, it will be necessary to contact the Mount Vernon Police Department, and to pursue response indicated below (see VIOLENCE, MASS INJURIES).

6.6 Death of Student

Emergency Level III or II: *Campus Alert or Campus Warning*

Definition: this scenario involves the situation following that which has led to the death of a student, rather than the cause of death itself. For protocols relevant to cause-of-death scenarios, see other listings in this section (including VIOLENCE, MISSING STUDENT, and others).

Initial Response

- Call 911 and the DFOCS
- Comply with all law-enforcement procedures and requirements
- The DFOCS will notify SLT. SLT will activate the MVNU's ERT if necessary.
- Prepare NIXLE emergency messaging immediately for communication to on-campus and off-campus constituencies
- Prepare initial messages to off-campus constituencies and the media

Communication and Notifications

- Information regarding a student death on campus should immediately be given to Campus Safety and the VP for Student Life, who will then contact the appropriate law enforcement authorities to verify that a death has occurred.
- The VP for Student Life will determine the most appropriate procedures based upon the situation.
- The VP for Student Life (or designee) will contact the parent(s)/guardian(s) of the deceased student.
- If not already involved at this point, the VP for Student Life and/or Director of Resident Life will also notify the following:
 - President of the University
 - VP of University Relations
 - Campus Pastor
 - Director of Counseling Services
 - Student Health Nurse
 - Appropriate Residential Life staff and/or support group (i.e. athletic team)

- Roommate(s) of the deceased
 - Faculty Advisor, professors, and/or coaches of the deceased
 - Student's place of employment, if appropriate
- University "support teams" consisting of the appropriate staff (i.e. Residential Life staff, University counselors, campus pastor, coaches) will meet with the student's primary friends and groups.
 - VP for Student Life (or his designee) and Office of University Relations will work with the student's parent(s) or guardian(s) to decide what information will be released to the community.
 - The Director of Residential Life will coordinate with Campus Safety to secure the deceased student's room and belongings.
 - The VP for Student Life and the appropriate chaplain will facilitate a trip to campus for the parent(s)/guardian(s) of the deceased if they so desire. If deemed appropriate by the parent(s)/guardian(s), a campus memorial service will be organized by the University. Individuals who were significant in the student's life will be enlisted to participate in the service.

General Instructions

- Notify the DFOCS and local emergency responders.
- Consider the needs of family members and make sure they are appropriately informed and that their wishes are respected.
- Refer all media inquiries to the Office of University Relations or V.P of University Relations.
- Provide counseling and other forms of attention for friends, roommates, and other members of the community.
- Determine need for investigations, both internal and external.
- Carefully determine needs for University recognition of and ceremonial response to the situation.

Special Considerations

Appropriate measures for University leadership attention to the situation are essential and will evolve over time. Because circumstances may vary, no predetermined protocol can dictate appropriate measures, and University leadership must therefore meet repeatedly to discuss and formulate actions right for the situation at hand.

6.7 Dining Services Failure **Emergency Level III: *Campus Alert***

Response

- Ascertain the cause and the effect of the failure.
- Notify and follow the instructions provided by SLT.
- Begin to make arrangements for alternative dining services. Send initial NIXLE emergency notification to students.

Communication and Notifications

- Make other standard notifications: The DFOCS will notify SLT. SLT will activate the MVNU's ERT if necessary.
- Prepare announcement to students and the community, including all available information on the nature of the problem and the plans for a solution.
- Make arrangements for alternative dining services.
- Make special arrangements for students with special medical needs.

General Instructions

- Avoid a haphazard response in which students attempt to fend for themselves. Minimize disruption by providing alternative arrangements as soon as possible.

Special Considerations

- Partner agreements with other local institutions might help deal with a dining-services crisis.
- Contingency resources should be identified and protocol for their use should be planned in advance of any potential failure event.
- Appropriate, timely, and reassuring communication with families will be essential.

6.8 Earthquake

Emergency Level II or I: *Campus Warning or Campus Emergency*

Note: Earthquakes are not likely at MVNU, but there is a potentially-active fault line in our area (the Madrid Fault Line), and planning for potential earthquakes should be part of every school's emergency operations plan.

Initial Response

- Shelter in place and "duck and cover" (as described below).
- The DFOCS and Maintenance survey campus and field calls for information on damage and injury.
- See MASS INJURIES, STRUCTURAL FAILURE, and MEDICAL EMERGENCIES for information on response to specific emergency situations.

Communication and Notifications

- NIXLE alert message announcing the situation and advising the community on post-earthquake safety measures
- The DFOCS will notify SLT. SLT will activate the MVNU's ERT if necessary.
- Notification to off-campus constituencies through website information and e-mail messages to parents.

General Instructions

In case of an earthquake:

- Assume a low position as close to the center of the room as possible; Stay clear of book shelves, overhanging cabinets, lighting fixtures, etc.
- Take cover under closest tables, desks, or other solid pieces of furniture;
- Be prepared to quickly assess damage and injury and report it to the DFOCS;
- Provide first-aid assistance if and when it is safe to do so;

- Evacuate buildings as soon as it is safe to do so, if there is any chance the quake has been severe enough to damage structures;
- Re Enter buildings only after inspection has ensured that buildings are safe;
- If in a vehicle, stop at the safest place possible (away from power lines and trees) and stay in the vehicle for shelter.

Special Considerations

Pre-planning for disasters including earthquakes should include:

- Drills for all students, faculty, and staff, to ensure that they are aware of minimum response measures.
- Specifically, drills to train in “duck, cover, and hold” procedures described above;

6.9 Elevator Failure **Emergency Level III: *Campus Alert***

Definition: Equipment failure that might trap individuals or prevent access, as a result of power outage, vandalism, or equipment malfunction.

Initial Response

- Contact the DFOCS.
- If injury has occurred, contact 911 and the DFOCS.
- Maintenance oversees equipment repair.

Communication and Notifications

- In case of injury, pursue further standard notifications: Student Life, SLT and in certain cases the ERT

General Instructions

- Do not attempt to use an elevator that is not functioning properly.
- Persons with disabilities should seek special assistance by calling the DFOCS.
- Report any elevator malfunctions to the DFOCS and maintenance.

Special Considerations

- Ensure all elevators are inspected according to state and local requirements;
- Ensure that Maintenance responds promptly to information about any elevator malfunctions;
- Provide signage on all elevators instructing passengers on steps to be taken if a failure occurs;
- Develop a strategy with the elevator service contractor and emergency services for the safe evacuation of passengers from the elevator;
- Provide telephone for emergency communication in all elevators.

6.10 Fire **Emergency Level II or I: *Campus Warning or Campus Emergency***

Initial Response

- See general instructions (below) for what to do in case of a fire.
- Contact 911.
- Report all fires to the DFOCS, no matter how small.
- Initiate NIXLE emergency message to inform the community and warn them away from the area.
- The DFOCS will notify the Assistant Director's of Facilities Operations.
- Cooperate with the fire department in efforts to respond to the situation (to attend to persons involved, prevent the spread of the fire, etc.)
- Responders should consult available lists of building occupants.
- Establish a staging area and take a census of students and staff.
- Provide for the medical, psychological, and physical needs of those involved in the fire.
- Begin and maintain a list of anyone injured or requiring first aid.
- Secure the scene.
- Refer any media inquiries to the Office of University Relations.
- The DFOCS will notify SLT. SLT will activate the MVNU's ERT if necessary.
- Begin to pursue recovery and reporting.

Communication and Notifications

- Further NIXLE emergency messages for updates.
- Notification of off-campus constituencies, through information on the University website and notice to parents.

General Instructions

- If you smell smoke or see flames, pull the nearest fire alarm immediately.
- Evacuate the building if:
 - An uncontrolled fire of any kind exists.
 - A fire alarm sounds.
 - There is smoke or the strong smell of something burning.
 - Surrounding materials become abnormally hot.
- If there is smoke, crawl.
- If you get trapped, keep doors closed and place cloth material around and under door to prevent smoke from entering. Signal for help by hanging an object at the window to attract the attention of firefighters.
- If you catch on fire, stop, drop, and roll to smother the flames.
- Go to the nearest exit or stairway. If the nearest exit is blocked by fire, heat, or smoke, go to another exit.
- Do not use elevators.
- Activate the building fire alarm if it is not already sounding.
- Do not re-enter the building until instructions state it is safe to do so.
- Notify #911 and Campus Safety at 740-399-8686 from a safe distance.
- Report if anyone is trapped in the building or requires additional assistance.

Special Considerations

- Business continuity plans should provide for relocation of students and necessary services.
- Maintenance will assess damages as directed by SLT to work with insurance and claims-assessment personnel.
- Reporting and recovery should proceed according to section 8 of this plan.
- Advance mitigation and readiness efforts must include:
 - Frequent fire drills, to practice response and to familiarize the community with evacuation strategies, exit locations, alarm systems, staging-area protocols, and procedures for requesting assistance.
 - Surveys to maintain proper function of fire doors, exit signs, smoke detectors, alarms, etc.
 - Maintenance of all portable fire extinguishers with clear, free, and unobstructed access.

6.11 Flooding

Emergency Level II or I: *Campus Warning or Campus Emergency*

Initial Response

- *See general instructions (below) for steps to take in case of flooding caused by storms or water leaks.*
- Notify the DFOCS. Report the exact location and the severity of the flooding.
- If the flooding presents any danger to persons, contact 911. Move all personnel to a safe area and provide assistance to persons with disabilities.

Communication and Notifications

- Initiate NIXLE emergency message to the community if the flood presents any danger to persons or property.
- If the flooding presents any immediate or potential danger to person(s), the DFOCS will notify SLT, SLT will activate the MVNU's ERT if necessary.
- **General Instructions**
- Use extreme caution around any electrical appliances or outlets near any leak or water.
- Take only essential steps to avoid or reduce immediate water damage, such as covering objects with plastic sheeting or moving small or light objects out of danger.
- If possible, secure vital equipment, records, and hazardous material, and shut off all nonessential electric equipment.
- If there is any potential danger, evacuate the area, and, if necessary, move to safer, higher ground.
- Provide assistance to persons with disabilities.
- Do not return to the building until instructed to do so.

Special Considerations

- If any kind of leaks or flooding occur, review building and utility structures.
- Identify areas susceptible to flooding and make plans for mitigation and response.

6.12 Food Poisoning

Emergency Level III or II: *Campus Alert or Campus Warning*

Definition: Serious illness caused by food poisoning affecting more than one person. (For cases affecting one person only, see MEDICAL EMERGENCIES below.)

Initial Response

- Notify the DFOCS.
- Transport the persons affected to the health center, or, if there is any chance the poisoning is severe enough to require emergency treatment, call 911 for an ambulance.
- Notify the Student Health Services Nurse.
- The DFOCS in collaboration with SLT and Student Health Services Nurse determines whether or not to contact the health department. (If the health department is contacted, follow instructions for further response and notifications.)
- The DFOCS in collaboration with SLT and Student Health Services Nurse determines whether or not immediately to make further University notifications
- Notify the dining services manager, potentially to begin an investigation.

Communication and Notifications

- If serious illness affects a number of people, SLT may choose to send a NIXLE alert message explaining the situation and giving instructions.
- Should illness become widespread, prepare for further notifications and updates to the community, as well as information to off-campus constituencies via the University website.

General Instructions

- Notify the DFOCS, who will transport the person(s) affected to the health center or to the hospital (or arrange for an ambulance). Prepare to explain what indicates potential food poisoning.

Special Considerations

- Follow health-center protocols for determining whether or not food poisoning has occurred.
- Avoid needless alarm by announcing food-poisoning only after it has been definitely confirmed. Give instructions for community response, alternative dining arrangements, and provisions for medical treatment.

- Prepare for the possibility of DINING SERVICES FAILURE (above) or mass illness that might require cessation of some or all University business. See business continuity planning in section 8 below.

6.13 Fuel Leak

Emergency Level III or II: *Campus Alert or Campus Warning*

Definition: A smell that indicates gas is leaking or other evidence of a leak.

Initial Response

- Notify the DFOCS.
- Clear the area, avoiding elevators if possible.
- Assist persons with disabilities.
- The DFOCS works with Maintenance to repair the leak.
- The DFOCS contacts local first responders or EMA if necessary.
- In case of serious damage, fire, or explosion, see FIRE, STRUCTURAL FAILURE, and/or MASS INJURIES

Communication and Notifications

- If the situation escalates or threatens persons or property, the DFOCS will notify SLT. SLT will activate the MVNU's ERT if necessary.
- Activate NIXLE emergency messaging if necessary to warn the community or announce an emergency.

General Instructions

- Evacuate immediately.
- Contact the DFOCS.
- Do not use electronic devices near the leak.
- Proceed to arranged rally point and convene until further notice.
- Do not return to the area until permitted to do so.
- If time permits and you can do so safely, ventilate the area.

Special Considerations

- Staff, faculty, and students should not hesitate to contact the DFOCS if any form of fuel leak is suspected.

6.14 Heating Failure

Emergency Level III: *Campus Alert*

Initial Response

- Contact the DFOCS.
- Campus Safety contacts Maintenance to correct the problem.

Communication and Notifications

- NIXLE emergency message (or ordinary e-mail) to the community if necessary to announce alternative dining, classroom, or living arrangements.
- If heating failure in large or multiple buildings requires relocation of persons or services, contact SLT.

General Instructions

- Contact the DFOCS.

Special Considerations

- The dispersed structure of the University's heating system make heating failure unlikely to be a widespread emergency.

6.15 Hostage Situation

Emergency Level I: *Campus Emergency*

Initial Response

- *See below for what to do when taken hostage.*
- Call 911.
- Notify the DFOCS.
- Campus Safety initiates a NIXLE emergency message to the community.
- Campus Safety gets information in part through use of records on building occupants) and does what is possible and appropriate to secure the scene pending help from local law-enforcement.
- Comply with instructions from the Mount Vernon Police Department.

Communication and Notifications

- The DFOCS will notify SLT. SLT will activate the MVNU's ERT if necessary.
- Release regular NIXLE emergency message updates to the community.
- Notify off-campus constituents through e-mail messages to parents and updates to the website.

General Instructions

- SLT and/or ERT begins researching individuals potentially involved in the situation, using database information in banner and available in the Emergency Operations Center.

If you are taken hostage:

- Do not attempt to escape unless you are sure you can do so safely.
- Remain calm and be polite and cooperative.
- Speak normally and do not complain.
- Do not draw attention to yourself or make sudden movements.
- Observe the hostage-takers and try to memorize features or clothing that might help identify them.
- Try to establish a good relationship with the hostage-takers (to make them less likely to harm you).
- Try to stay low to the ground, behind cover, and away from windows.

During a hostage situation:

- Shelter in place. Do not venture out or approach the site of the situation.
- Await instructions from University officials.

Special Considerations

- The Mount Vernon Police Department takes command of a hostage situation. University officials should defer to the MVPD and other local first responders.
- SLT and ERT should try as soon and as fully as possible to gather information on potential perpetrators. Potential use of such information should be determined by the Mount Vernon Police Department.

6.16 Mass Injuries

Emergency Level I: *Campus Emergency*

Response

- Call 911.
- Notify the DFOCS.
- Campus Safety initiates a NIXLE emergency message to the community.
- Establish triage area for injured persons.
- Administer basic first aid when possible and appropriate.
- Gather information to help local first-responders.
- Comply with directions given by local first-responders.

Communication and Notifications

- Notify the Director of the DFOCS.
- The DFOCS will notify SLT. SLT will activate the MVNU's ERT if necessary.
- Prepare NIXLE emergency messages for further stages of the crisis.
- Prepare initial messages to off-campus constituencies and the media.
- Refer all media inquiries to the Office of University Relations or VP of University Relations.

General Instructions

See MEDICAL EMERGENCIES for information on response in case of injury of various kinds.

Special Considerations

- "Mass injuries" differs from other medical emergencies for purposes of emergency response if and when there are implications for the well-being of other students, continuation of University operations, and public information.
- SLT will need to determine impact on life at the University, to decide if classes and other business should continue, if there will be special needs for medical and counseling attention, if it will be necessary to establish plans for media relations, and if liability should entail special measures.

6.17 Medical Emergencies

Emergency Level: *Varies (Depending on initial communication)*

Initial Response

- Call 911.
- Notify the DFOCS.
- Administer first aid, if possible and appropriate (see below for guidance). Do not move victim(s) unless imminent danger exists.
- Secure the scene, if necessary, to protect the victim(s) and to protect evidence.
- Remain with the victim(s) until help arrives.
- Follow instructions given by local first-responders.
- Be prepared to convey any vital background information, possibly through contact with the Office of Health and Counseling.

Communication and Notifications

- Notify the Director of the DFOCS
- The DFOCS will notify SLT. SLT will activate the MVNU's ERT if necessary.
- Prepare NIXLE emergency messages for further stages of the crisis.
- Prepare initial messages to off-campus constituencies and the media.
- Refer all media inquiries to the Office of University Relations or VP of University Relations.
- Release information more publicly only according to family wishes.

General Instructions

- In case of a medical emergency, contact 911 and notify the DFOCS.
- Do not move the victim(s) unless imminent danger exists.
- Administer only very basic first-aid unless you are trained for more.
- Remain with the victim(s), keeping them as comfortable as possible, until emergency responders arrive.
- See the University's Communicable Disease Plan section 6.35, for instructions on response to mass contagious illness.

Basic instructions for response to some common medical emergencies, to review for the sake of preparedness:

Alcohol Overdose

- Maintain an open airway.
- Maintain body heat. Cover with blankets.
- Roll victim on side if vomiting, to prevent choking.

Bleeding

- Have the injured person lie down. If possible, elevate legs or position head lower than trunk (to increase blood flow to the brain).
- Elevate the site of bleeding.

- Remove obvious dirt or debris from the wound. Do not remove large or embedded objects. Don't probe the wound or attempt to clean it.
- Apply pressure directly to the wound, using any kind of clean cloth.
- Maintain pressure until the bleeding stops.
- When bleeding stops, bind the wound tightly with a bandage (or piece of cloth) and adhesive tape.

Blisters and Burns

- A blister or burn is an injury to the skin caused by friction, heat, or a chemical substance. First-degree burns show redness only. Second degree burns have blister formation, and third-degree burns are charred or whitish in appearance, with numb skin.
- For first-degree burn: immerse affected area in cold water for several minutes, wash area gently with soap and water, and apply over-the-counter topical ointments (aloe vera or Solarcaine) for comfort. No dressing is needed.
- For second-degree burns: immerse affected area in cold water for several minutes, wash area gently with soap and water (avoiding breaking blisters), and cover burned area with antibiotic ointment (Neosporin or Bacitracin) and Telfa (non-stick) pads. Change dressing daily or more often if it becomes wet or soiled. Apply ointment daily. Normal healing includes weeping and clear watery drainage from blisters. Check date of last tetanus booster, if it has been greater than 10 years, it is advised to get an update.
- For third-degree burns, get medical assistance immediately.

Visit Student Health Services if:

- Face, genitalia, hands, or joints are burned;
- Signs and symptoms of infection develop (fever over 101° after 24 hours);
- Drainage becomes pus-filled (green-yellow malodorous drainage).
- Increased redness, swelling, warmth to burned area occurs after 24-48 hours.;
- If tetanus booster was more than 5 years ago, have burned area evaluated at the Health Service.

Choking

- Someone choking will not be able to speak or make sounds and may turn blue or become unconscious.
- Do not slap victim on the back or insert fingers into his or her mouth.
- Use the Heimlich maneuver: stand behind victim with arms around his or her waist, place the thumb side of your fist against the victim's abdomen (slightly above the navel and below the rib cage), grasp fist with your other hand and press it into victim's abdomen with a quick upward thrust, and repeat as necessary.

Convulsions or Seizures

- Do not restrain the victim;
- Move away furniture or other potentially hazardous objects;
- When event has ended, place victim on his or her side.

Fainting

- Keep the victim lying down;

- Loosen any tight clothing;
- Keep onlookers away;
- Maintain open airway.
- Do not pour water or in other ways try to revive the victim.

Frostbite

- Give victim a warm drink.
- Warm frozen part of body, with warm (not hot) water. Do this only once.
- Do not rub the area.
- Keep victim away from heat source or flame.

Poisoning

- Call: Central Ohio Poison Center 800-222-1222
- Victim should not eat or drink.
- Do not induce vomiting.
- Save label, container, and/or vomit if possible.
- Keep victim calm and still.
- Await professional instructions.

Special Considerations

- No information should be released until the family has been notified. Respect family's wishes following notification.
- Injury reports should be filed for reporting purposes.
- CPR and defibrillation should be administered by first responders or those trained in their use.

6.18 Missing Student

Emergency Level II: *Campus Warning*

Initial Response

- Suspected cases of missing students should be reported to the DFOCS.
 - If the DFOCS and/or Student Life so determine, the report of suspected missing student(s) should proceed to notify SLT. SLT will activate the MVNU's ERT if necessary.
- If the DFOCS and/or Student Life so determine, an investigation may begin, especially if the situation matches any of those listed below (under "general instructions").
- The DFOCS in collaboration with SLT will determine whether or not to contact the Mount Vernon Police Department prior to 24 hours after the student was first considered missing. If a student has been missing for more than 24 hours:
 - The University will notify the Mount Vernon Police Department;

- The University will notify the person identified as the “confidential contact” on the student’s emergency contact card;
- The University will notify a parent or guardian if the student is under 18 years old.

Communication and Notifications

- The Director of Facilities Operation and Campus Safety, V.P for Student Life, Director of Resident Life and/or members of SLT may choose to notify other staff, certain students, and family members of suspected missing students at any time.
- If a student is determined to have been missing for more than 24 hours, the Director of Facilities Operation and Campus Safety in collaboration with SLT may choose to send a general notification to the community both to seek assistance and to report the situation.

General Instructions

- Do not hesitate to report when you suspect someone may be missing.

An investigation may begin even if a student has not been missing 24 hours if:

- All possible efforts to establish contact fail;
- Circumstances indicate that a crime may have occurred;
- Circumstances indicate that the student is in danger of physical harm; Unmet medical needs may threaten the life or health of the student;
- Physical or mental disability jeopardize the student’s life or health.

Questions to help investigate the situation include:

- What is the evidence that the student is missing?
- Has the student been ill or despondent?
- Is the student mentally or physically disabled?
- Has the student disappeared before? Does the student have any known substance-abuse problems?
- Has the student received any threats or warnings, or has the student been subject to any unusual treatment?
- Does anything about the student’s lifestyle indicate a potential problem?
- Have there been any similar incidents?

Response measures to aid Campus Safety and police investigations may include:

- Interview the person who reported the disappearance and verify information with others;
- Secure and evaluate the site of a potential abduction;
- Interview any witnesses to any abduction or criminal event;
- Obtain detailed descriptions and photographs of the student and any vehicles or other persons involved in the situation;
- Obtain the student’s academic and work schedules and interview anyone with whom the student has classes or work duties;

- Obtain records and other potentially relevant information about the missing student from the Office of Health and Counseling;
- Obtain all available potentially relevant information about the people with whom the student has important relationships;
- Secure the student's residence as a potential source of information and evidence;
- Canvass the area for potential witness information;
- Monitor the student's accounts (e-mail, etc.) as appropriate;
- Assign a liaison to the student's family for information back and forth.

Special Considerations

Students must be informed each academic year that they have the option to designate a "confidential contact" (on their "emergency contact card"). The University will notify the confidential contact immediately after the student has been missing for 24 hours.

6.19 Power Outage

Emergency Level III: *Campus Alert*

Initial Response

- Contact the DFOCS.
- The DFOCS works with Maintenance and local offices to fix the outage.
- Initiate NIXLE emergency messages to communicate with the University community.

Communication and Notifications

- If the outage is extensive or likely to last a significant amount of time, the DFOCS will notify SLT. SLT will activate the MVNU's ERT if necessary.
- Provide updates through NIXLE emergency messaging system.

General Instructions

Power outages can happen at MVNU. When they happen:

- Stay safe and provide assistance to others who may be unfamiliar with the space or have mobility restrictions;
- Turn off all electrical equipment;
- Do not use elevators;
- If instructed to evacuate, please proceed cautiously to the nearest clear exit;
- Be prepared: have a flashlight (and extra batteries) ready.
- Do not use candles.
- Await instructions.
- If employees deem their work environment to be unsafe during a power outage, they may leave after consulting with their supervisor regarding the duration of the outage.

Special Considerations

- Power outages can lead to further crises and response measures should pay close attention to potential complications.
- An outage of any significant duration should prompt SLT to meet to discuss contingency planning across campus.
- Because an outage is likely to disrupt normal communication channels, alternatives should be ready, including simple ones such as whiteboard informational postings at key campus locations.
- Whether or not to cancel classes and other business will be a key question, likely to prompt different answers from faculty, staff, and students.

6.20 Sex Offense

Emergency Level: *Varies (Depending on initial communication)*

Initial Response

- Call 911, the DFOCS, Student Health Services Nurse, and/or Title IX Office. Who is contacted will depend on the situation and the wishes of the victim.
- Prepare to provide assistance as requested, including assistance determining how to report the offense, what treatment to seek, and whom to contact (family, staff, students, faculty) for appropriate support in the situation.

Communication and Notifications

- As requested by the victim and/or warranted by the situation.

General Instructions

- If you are the victim of a violent crime, workplace violence, or a sexual offense, seek aid immediately by calling #911, the DFOCS and/or the Title IX Office.
- If you witness a violent crime, call the DFOCS immediately. Do not try to intervene unless absolutely necessary. Apply first aid procedures only if you have been trained to do so. Do not attempt to move severely injured victims. Do try to help victims by keeping them calm and comfortable. Prepare to report as much information as possible.
- Victims of sexual assault may choose to seek treatment and/or to report the assault to the law enforcement. Call the DFOCS for advice on how to proceed.

Special Considerations

- Due to the sensitive nature of sexual offenses, confidentiality is expected of anyone acting on behalf of the University. Victims should be informed, however, that confidentiality cannot be guaranteed once an offense has been reported to a University official.
- Victims have a right to refuse assistance. The victim decides whether or not to involve law enforcement or seek medical help.
- If a victim wants to make a report or go to the hospital, he or she should not change clothes or shower. Any potential evidence (bedsheets, clothing) should be brought along in a paper bag.

6.21 Structural Failure

Emergency level I: *Campus Emergency*

Varies Initial Response

- Evacuate the building if possible to do so safely.
- Contact the DFOCS and/or #911.
- Campus Safety directs further evacuations.
- Campus Safety determines whether or not to contact local first responders.
- Campus Safety alerts Maintenance.
- NIXLE emergency message to the community, if necessary.

Communication and Notifications

- Further NIXLE emergency message updates, if necessary.
- The DFOCS will notify SLT. SLT will activate the MVNU's ERT if necessary.

General Instructions

- If a building or any part of it collapses or shows any threat of structural failure, evacuate immediately.
- If it is not safe to evacuate, await assistance.
- Contact the DFOCS and/or #911.
- Provide assistance to persons with disabilities.
- Prepare to explain or describe in detail the nature of any structural problems that are not obvious to emergency responders.

Special Considerations

- The community should be encouraged to report any signs of potential structural failure to the DFOCS and/or Maintenance.

6.22 Suicide Threat

Emergency Level: *Varies (Depending on initial communication)*

Initial Response

- Contact the DFOCS.
- Stay with the person unless it is unsafe to do so.
- If there is any chance the person is a danger to himself or herself (or to others), the DFOCS will intervene.
- The DFOCS may contact Student Health Services, the VP of Student Life and local first responders as necessary.

Communication and Notifications

- The DFOCS will notify Student Health Services with information concerning the suicide threat.
- The DFOCS will contact SLT depending on the severity of the situation. SLT will activate the ERT.
- A NIXLE emergency message will be sent depending of the severity of the situation and if necessary.
- Notify parents or guardian to determine appropriate course of action.

General Instructions

- If someone threatens to harm himself or herself, contact the DFOCS for advice and additional support.
- Stay with the person unless it is unsafe to do so.
- Insist on help.

Special Considerations

- If a suicidal threat evolves to the death of the individual, refer to section 7.6 Death Of Student.

6.23 Suspicious Individual Emergency Level III: *Campus Alert*

Initial Response

- Report suspicious individuals to the DFOCS.
- Campus Safety approaches individual to determine potential threat.
- If individual cannot be found (and also to help determine potential threat), Campus Safety inquires with other members of the community.
- Campus Safety initiates a watch for the suspicious individual.
- Campus Safety will contact local law enforcement if there is a threat to campus.

Communication and Notifications

- Campus Safety notifies and consults with faculty, staff, and students in locations where the suspicious person has been seen.
- NIXLE emergency message will be sent to community if a threat to University is determined.
- The DFOCS will notify SLT. SLT will activate the MVNU's ERT if necessary.

General Instructions

Any suspicious person should be reported to the DFOCS immediately.

Suspicious behavior may include:

- Loitering;
- Harassment;
- Hauling property at an unusual time or location;
- Running while looking about as if being watched or chased;
- Going door to door in an office or residential building;
- Making transactions at a vehicle;
- Sitting for long periods in parked vehicles;
- Strange noises
- Other forms of unusual physical behavior.

Special Considerations

MVNU's relationship to the local area demands special measures for determining suspicious behavior. It is important to make determinations without needless confrontations or offense.

6.24 Suspicious Package

Emergency Level: *Varies (Depending on initial communication)*

Initial Response

- Do not touch, tamper with, or move a suspicious package.
- Notify Campus Safety.
- If Campus Safety determines that the package is dangerous, Campus Safety will notify local law enforcement, first responders, and the DFOCS.
- If Campus Safety determines that the package is dangerous and local law enforcement and first responders have been alerted, Campus Safety should also contact SLT.
- Follow directions from local law enforcement and first responders. University officials should not intervene by communicating with government offices.
- If the package is determined to be dangerous, NIXLE emergency message will be sent to notify other offices in case other similar packages have been received.

Communication and Notifications

- NIXLE emergency message the community alerting them to look out for similar suspicious packages.
- The DFOCS will notify SLT. SLT will activate the MVNU's ERT if necessary.

General Instructions

Signs of a potentially dangerous package include:

- Excessive postage
- Handwritten or poorly typed addresses
- Incorrect titles
- Titles without names
- No return address
- Misspellings of common words
- Excessive weight
- Lopsided or uneven packaging
- Visual distractions
- Oily stains or other discolorations
- Peculiar odor
- Ticking sound
- Protruding wires or aluminum foil
- Excessive security material
- Restrictive endorsements ("personal," "confidential")
- Postmark that does not match return address

What to do once a package has been identified as suspicious:

- Do not move or handle the package.

- Evacuate the area and call the DFOCS.

Special Considerations

A suspicious-package situation may develop into a case of terrorism, a bomb threat, a chemical hazard, or other emergency scenarios. See the relevant sections of this plan.

6.25 Terrorism **Emergency Level I: *Campus Emergency***

Initial Response

- Notify the DFOCS.
- Campus Safety notifies local law enforcement and first responders. University officials should not interfere by trying to communicate with other government or law-enforcement agencies.
- Campus Safety notifies SLT.

Communication and Notifications

- NIXLE emergency message to the community.
- Prepare NIXLE emergency messages for further stages of crisis.
- The DFOCS will notify SLT. SLT will activate the MVNU's ERT if necessary.

General Instructions

Instructions depend on the nature of the crisis. See relevant sections of this plan.

Special Considerations

Special considerations depend on the nature of the crisis, but a situation involving terrorism will entail special interactions with government agencies. Members of the SLT or ERT should be the only officials serving as liaisons to these government agencies, and they should do everything possible to facilitate management of agency operations and personnel on campus.

6.26 Vehicle Accident (on campus) **Emergency Level III: *Campus Alert***

Initial Response

- Call 911 and the DFOCS.
- Perform basic first-aid as appropriate.
- Cooperate with emergency responders.
- See other scenarios for response to injuries and medical emergencies.

Communication and Notifications

- If a student is transported to the hospital for injuries Campus Safety will notify the Resident Director RD on Duty.
- If vehicle accident results in the death of a student, see 7.6 "Death of Student".

General Instructions

- Call 911 and the DFOCS
- Perform basic first-aid as appropriate.

Special Considerations

A vehicle accident on campus might involve members of the MVNU community together with individuals not associated with the University.

6.27 Vehicle Accident (away, University vehicle, involving students) Emergency Level III: *Campus Alert*

Initial Response

- Notify the DFOCS.
- Campus Safety notifies the Director of Resident Life. The Director on Duty will notify the VP of Student Life if necessary.
- The Director of Motor pool in collaboration with the family will make arrangements for treatment and/or alternative transportation.

Communication and Notifications

- SLT will be notified if the vehicle accident will directly affect MVNU.
- Director of Resident Life will contact the family about the accident and/or possible injury caused by the vehicle accident.
- If in the case of a student death caused by the accident see section 7.6 Death of Student.

General Instructions

- Call 911.
- Notify the DFOCS who will notify the Director of Motor Pool to arrange for vehicle repair and replacement.

Special Considerations

An accident away involving students and a University vehicle creates complications for determining who is responsible for arranging treatment and alternative transportation. The DFOCS, Motor Pool and Student Life should work closely with the victim(s) and family-members to coordinate the best possible response. In addition, the Director of Business and Insurance Services would need to be notified for insurance purposes.

6.28. Violent Crime in Process Emergency Level II or I: Campus Warning or Campus Emergency

Initial Response

- Call 911.

- Contact the DFOCS.
- Leave the immediate area and direct others to do so as well.
- If gunfire is involved, take cover immediately using all available means of protection and concealment. See section 7.1 Active Weapons Threat for further guidance.
- Campus Safety contacts local law-enforcement and collaborates on response.
- NIXLE emergency message warning and information to the community.

Communication and Notifications

- Continuing NIXLE emergency messages for information to the community.
- The DFOCS will notify SLT. SLT will activate the MVNU's ERT if necessary.

General Instructions

- If you are the victim of a violent crime, workplace violence, or a sexual offense, seek aid immediately by calling the DFOCS.
- If you witness a violent crime, call #911 and the DFOCS immediately. Do not try to intervene unless absolutely necessary. Apply first aid procedures only if you have been trained to do so. Do not attempt to move severely injured victims. Do try to help victims by keeping them calm and comfortable. Prepare to report as much information as possible.
- Victims of sexual assault may choose to seek treatment and/or to report the assault to law enforcement. Call Campus Safety for advice on how to proceed and/or how to reach assistance from staff in Health and Counseling and Student Life.
- If someone threatens to harm himself or herself, contact Campus Safety for advice and additional support.

Special Considerations

- Violent crime may escalate and crises may evolve in unpredictable ways. DFOCS and the Campus Safety Coordinator Emergency Coordinators should take action to mitigate and defuse critical situations.
- Workplace violence presents special situations (including harassment) subject to responses and rules determined by the Office of Human Resources and the Office of Civil Rights.

6.29 Violent Crime Victim

Emergency Level I: *Campus Emergency*

Initial Response

- Call 911.
- Contact the DFOCS.
- Do not attempt to move severely injured crime victims. Apply first-aid only if you have been trained to do so. Do not disturb the scene of the crime. Wait for assistance. Prepare to report as much information as possible.

Communication and Notifications

- Campus Safety will contact the Director of Resident Life and the RD on duty.
- The DFOCS will notify SLT. SLT will activate the MVNU's ERT if necessary.

- NIXLE emergency message if danger of further violence exists.

General Instructions

- If you are the victim of a violent crime, workplace violence, or a sexual offense, seek aid immediately by calling Campus Safety.
- If you witness a violent crime:
 - Call #911 and the DFOCS immediately.
 - Apply first aid procedures only if you have been trained to do so.
 - Do not attempt to move severely injured victims.
 - Do try to help victims by keeping them calm and comfortable.
 - Prepare to report as much information as possible.
 - Do not disturb the scene of a violent crime.
 - Victims of sexual assault may choose to seek treatment and/or to report the assault to the law enforcement. Call Campus Safety for advice on how to proceed.

Special Considerations

- Because local law-enforcement will have authority over any crime scene, University officials must cooperate in developing plans for ongoing response to the situation. It will also be important to cooperate in plans for responding to media inquiries and working with families of victims as well as the concerns of the community.

6.30 Wildfire

Emergency Level: *Varies (Depending on initial communication)*

Initial Response

- Get clear of danger.
- If wildfire threatens campus buildings, evacuate.
- Call #911.
- Contact the DFOCS.
- Campus Safety will work with the Mount Vernon Fire Department and all responding first responders.

Communication and Notifications

- The DFOCS will notify SLT. SLT will activate the MVNU's ERT if necessary.
- NIXLE emergency message if wildfire threatens to spread and/or endanger lives or property.

General Instructions

- Get clear of danger. Do not attempt to put out wildfires.
- Call #911 and the DFOCS.
- If wildfire threatens campus buildings, evacuate. Follow directions and proceed to staging areas.

Special Considerations

- Maintenance, together with the DFOCS, controls grounds, buildings, utilities, and waste removal to prevent potential wildfires.
- Community members should report any potential outdoor fire hazards.

6.31 Weather

Emergency Level: *Varies (Depending on initial communication)*

Note: *See below for responses to specific weather emergencies. This entry includes only general severe-weather information.*

Initial Response

- Campus Safety in collaboration with SLT makes determinations about conduct of University business, special arrangements for safety provisions, and public messaging.
- NIXLE emergency message warning of severe weather and providing updates.

Communication and Notifications

- Campus Safety notifies SLT of the threat of severe weather and/or potential or actual damage to persons or University property. The DFOCS will notify SLT. SLT will activate the ERT if necessary.
- NIXLE emergency messages with further update if needed.

General Instructions (See below.)

Procedure for Postponing or Canceling University Activities

When weather conditions are so extreme that it becomes necessary to postpone or cancel any University activity, including but not limited to, canceling classes and/or sending home non-essential personnel, the campus community will be notified at the earliest possible time as follows:

- Email
- The emergency alert text and phone message service
- By calling (740) 397-9000 ex1600. Employees should call this number during extreme weather or other emergencies to hear a recorded message regarding the status of work schedules.

Members of the campus community are asked to NOT call the Department of Campus Safety so that telephone lines there can remain open for emergency calls.

Employee Personal Safety Precautions

- The University does not expect employees to take unnecessary risks to report to or remain at work. In cases where an employee decides, due to personal circumstances, that it is best not to report to work or to leave early because of adverse weather conditions and where the University has not issued a closing, late opening or early dismissal, the employee is expected to take annual leave or leave without pay, whichever is appropriate.

- Staff may, with the explicit approval of their supervisor, elect to work from home. A department head may similarly elect to close an office only with the explicit permission of the division head. (Employees who, due to the nature of their job, are not able to work from home will either remain at work or use paid leave if the individual department/office is closed but a University-wide closing has not been issued.) In such cases, only the division head (or their designated representative) is authorized to send a message via employee-info informing the community of that closure.
- Individual Faculty may choose to cancel class at their discretion understanding that it is easier for some to reach campus than others. Faculty must inform the students and the department chair if severe weather makes it impossible to meet a class.
- Power Outages – If employees deem their work environment to be unsafe during a power outage, they may leave after consulting with their supervisor regarding the duration of the outage.

Designated Essential Personnel

Personnel directly involved with maintaining the health, safety and needs of our resident students are considered essential. These support operations include Dining Services, Maintenance, Student Life staff who are designated as “on-call”, and Campus Safety. The Bookstore and Library and Information Services, because of the high demand for services and the need to operate continually during severe weather, are also considered essential operations. Members of SLT may also be required to report to campus.

When classes are not in session:

Certain student support operations are not as vital when classes are not in session. If the University declares a severe weather day when classes are not in session, Directors of the respective essential operations noted above, have the discretion to determine which employees remain designated as Essential Personnel.

Severe Weather Policy

When a decision is made to declare a severe weather day, closing administrative offices, employees should refer to the University’s policy.

6.33 Snow Emergencies

Initial Response

- The Knox County Sheriff declares snow-emergency levels.
- The DFOCS maintains severe-weather emergency information through NIXLE emergency messages.
- In collaboration with the DFOCS, Grounds clears roads, treats pathways, and in other ways makes campus as safe as possible.
- See WEATHER, above, for University policy on employee response to snow emergencies and other severe weather.

Communication and Notifications

- NIXLE emergency messaging with further updates if needed.

- The DFOCS will notify SLT. SLT will activate the MVNU's ERT if necessary.

General Instructions

- See WEATHER, above, for information on University operations in cases of snow emergencies.

Special Considerations

- Snow emergencies may create special challenges for people with disabilities. Emergency response should take care to meet their needs.
- Because some University business may continue even during declared snow emergencies, Campus Safety and Maintenance must be prepared to respond to the needs of staff, faculty, and students even when the Knox County Sheriff's declared a state of emergency has required residents of the County to stay at home.

6.34 Thunderstorms

Initial Response

- Seek shelter, and stay clear of trees, poles, and other objects that might fall or attract lightning.
- The DFOCS maintains severe-weather emergency information through NIXLE emergency messages.
- Campus Safety notifies SLT if thunderstorms may endanger persons or University property.
- Await further information.

Communication and Notifications

- NIXLE emergency messaging with further updates if needed.
- The DFOCS stays in contact with SLT to determine plans for University operations during severe weather.

General Instructions

- Although thunderstorms rarely present serious danger, lightning strikes are possible, and thunderstorms may bring down trees as well as electrical poles and wiring.
- Exercise caution during thunderstorms: stay inside if possible, stay away from trees and poles, and beware downed power lines (which may conduct electricity even from a distance when there is water on the ground).
- Do not use candles if power goes out.

Special Considerations

- Thunderstorms often lead to power outages in our area.
- The danger of falling trees necessitates careful tree Maintenance across campus.

6.35 Tornado

Initial Response

- Tornado siren sounds: A tornado warning is the sounding of the emergency siren for three minutes followed by seven minutes of silence. A warning indicates that a tornado has been sighted or has appeared on radar in the local area.
 - Tornado Watch: tornadoes are possible. Remain alert for approaching storms and be prepared to seek shelter.
 - Tornado Warning: a tornado is imminent. Seek shelter immediately.
- NIXLE emergency messages to send further alerts

Communication and Notifications

- When the tornado has passed, the DFOCS will notify SLT. SLT will activate the MVNU's ERT if necessary.
- Further NIXLE emergency messages as necessary.
- Website information for off-campus constituencies.

General Instructions

- Campus Safety monitors weather conditions and issues notifications and alerts when severe weather threatens.
- A tornado warning is the sounding of the emergency siren for three minutes followed by seven minutes of silence. A warning indicates that a tornado has been sighted or has appeared on radar in the local area.

If the siren sounds or if severe weather approaches:

- If outdoors, get to a low-lying area such as a ditch or ravine and lie face down with your head and face covered.
- Seek shelter in a basement or ground floor hallway away from windows, or in a door frame.
- Get under a table or a desk.
- Do not use elevators.
- If requested, assist persons with disabilities to the safest area on the same floor.
- Once inside, stay away from windows, mirrors, glass, and unsecured objects such as cabinets and bookcases. Remain protected until the danger has passed—at least ten minutes after sirens have stopped.
- Call Campus Safety to report injuries or damage.

Special Considerations

- Dangers created by a tornado may persist after the event itself in structural damage to buildings (see STRUCTURAL FAILURE).
- Readiness for tornadoes should be a persistent and important part of emergency operations training and planning.
- Tornado scenarios (tabletop and simulations) should be conducted on a regular basis.

6.35 Communicable Disease Plan

Mount Vernon Nazarene University Communicable Disease Emergency Plan

A. Background

1. Definition: Communicable diseases are defined as infectious diseases transmissible (as from person to person) by direct contact with an affected individual or the individual's discharges or by indirect means.
2. Committees: MVNU has identified a communicable disease planning committee (CDPC). Committee members are listed below. Members can designate other individuals to attend meetings in their place, or to accompany them to meetings, as appropriate. The CDPC may also choose to invite other individuals to meetings.
 - a. The CDPC consists of:
 - i. The President of the University
 - ii. The Vice President for Academic Affairs (VPAA)
 - iii. The Vice President for Graduate and professional studies (VPGPS)
 - iv. The Vice President for Student Life (VPSL)
 - v. The Vice President of University Relations (VPUR)
 - vi. The Dean of Nursing
 - vii. The Director of Facilities Operations and Campus Safety (DFOCS)
3. FERPA and HIPAA:
 - a. FERPA (which applies to all MVNU employees with respect to student education records) allows for sharing of information with school officials who have a legitimate need to know the information. See pages 11-13 of the Student Handbook:
<https://www.mvnu.edu/uploads/StudentLife/studenthandbook.pdf>
 - b. HIPAA (which applies to Health Services with respect to protected health information of patients) has exceptions that may allow for sharing of information without the patient's consent in the following circumstances:
 - i. <https://infosec.ohio.gov/Government/StateGovernment/Privacy/HIPAA.aspx>

B. Preparatory Actions

1. The CDPC will work to develop and update emergency preparedness plans for responding to communicable diseases.
2. The CDPC will ask the Knox County Health (KCH), Knox County Emergency Management Agency (KCEMA) and Ohio Department of Health (ODH) to review their departmental plans to consider how they would respond if there were a communicable disease outbreak in Mount Vernon.
3. Facilities Operations will begin enhanced cleaning operations of all campus facilities.
4. The CDPC will periodically meet to discuss whether adjustments should be made to campus facilities to prepare for an incident where a person on campus carries a communicable disease (e.g., do we need additional quarantine space).
5. The VPAA will work with faculty members to be able to conduct classes and examinations remotely in the event of a campus closure.

C. Actions to take when a communicable disease begins spreading in or near Knox County

1. Monitoring: Appropriate University officials will monitor information about the spread of the disease.
 - a. At a minimum, the CDPC or designee should communicate with the KCEMA and KCHD about the spread of the communicable disease.
-

- b. Each department that is responsible for off-campus travel or programs involving students or employees should also monitor the status of destinations. For example:
 - i. The Study Abroad Office should monitor the destinations for each study abroad program that could be impacted and should be in touch with providers.
 - ii. Departments that have students doing internships and similar placements in the community (e.g., nursing, music therapy, psychology, student teaching, dietetics) should monitor the locations where each student will be and be in communication with the placement sites.
 - iii. Departments with employee travel (e.g., undergraduate admissions, graduate admissions) should monitor the destinations for their travel.
2. Providing Information to Campus: The VPSL, the VPAA, will coordinate with VPUR and the Director of ITS to provide information to the rest of the campus about the communicable disease.
 - a. The initial messaging will aim to direct people to accurate, official sources of information about the communicable disease. Early information could also address some or all of the following topics:
 - i. A description of the communicable disease (e.g., what it is, how it could spread, what are the possible effects / symptoms)
 - ii. Precautions to take to try to avoid contracting the disease
 - iii. Whether there are any known instances of the disease on campus
 - iv. What people should do if they suspect that they or another campus community member may have the disease
 - b. Messaging will involve sending emails with summary information and posting more details on the website. Messaging will link to official information and recommendations posted by health agencies such as the Centers for Disease Control and Prevention (CDC), the Ohio Department of Health (ODH), KCEMA and Knox County Department of Health (KCDH).
 - c. The CDPC should also consider whether to post posters on campus (e.g., about handwashing).
 - d. The President of the University will advise on what messages are appropriate for various audiences, such as students, employees, parents, volunteers, contractors, and guests (e.g., Conference Services, people attending performances or sporting events).
 - e. The President will notify the Board of Trustees as appropriate.
3. Emergency Supplies: University departments will attempt to obtain sufficient quantities of emergency supplies. For example:
 - a. DFOCS will make every effort to obtain sufficient personal protective equipment (PPE) (e.g., masks, gloves, hand sanitizer).
 - b. DFOCS will make every effort to obtain sufficient cleaning supplies for the campus and (PPE) for its staff.
 - c. Residence Life will coordinate with DFOCS about having (PPE) for its staff.
4. Confirming Response Protocols:
 - a. Student Health Services, Campus Safety and Residence Life will communicate with each other to confirm they agree on response protocols if there is a suspected case of the communicable disease on campus.
 - b. Each individual department should confirm that its staff is familiar with the department's individual response protocols (e.g., wearing PPE, questions that Campus Safety officers should ask when receiving calls).
5. Instructions to Campus about Reporting: The CDPC should publish the following information to campus by email:
 - a. Any student, employee, volunteer, or contractor who knows or has a reasonable basis for believing that he or she is infected with the communicable disease should promptly call Student

- Health Services at 740-392-6868 ex 4632 to talk about the situation. If unable to reach SHS then call Campus Safety at 740-399-8686
- b. Any person who has been diagnosed with the communicable disease should not come to campus and should contact Student Health Services at 740-392-6868 ex 4632. Students living on campus should also contact their resident director (by phone, preferably) to discuss their situation. If unable to reach SHS then call Campus Safety at 740-399-8686
 - c. Any person who has been in contact with someone suspected or confirmed to have the communicable disease should call their resident director before returning to campus.

D. Actions to take if an individual on campus is suspected of having a communicable disease

1. Initial Notification: Student Health Services and the VPSL should be notified immediately. Student Health Services should notify the DFOCS.
 - a. Student will be informed to prepare items for overnight stay and bring with them to Student Health Services.
 - b. These individuals will decide whether to notify the Senior Leadership Team (SLT), the Emergency Response Team (ERT), and the other members of the CDPC.
 - c. The CDPC should determine whether notification needs to be made to a state agency. The Hospital is asking to be notified if an incoming patient is showing the symptoms related to the communicable disease.
2. Examination of Patient: Student should be examined by Health Services staff or another medical provider. Employees should seek off campus medical assistance. If the individual is not a student, they should be asked to leave campus and be evaluated by a medical provider before returning to campus.
 - a. *During business hours*: If the incident arises during business hours:
 - i. The individual should go to Health Services for evaluation. The person suspected of having a communicable disease should be asked to put on a mask as soon as possible as a precaution.
 - ii. Appropriate PPE (personal protective equipment) should be worn during patient assessment, including gloves and mask, and discarded after evaluation. Staff should wash hands immediately after discarding PPE.
 - iii. Health Services should maintain an exposure log documenting any employees or students who may have had contact with the infected person. The exposure log should include name, MVNU ID number, residence location, room number, recent locations visited on campus, and contact information.
 - iv. Student will contact Health services with the result of testing. The student will be quarantined until cleared by Health Services.
 - v. If a Health Services Staff is unavailable for consultation, transportation will be arranged to a local hospital (ideally in a manner that minimizes further contacts). Transportation may be provided by emergency services or student may self-transport. If no other means of transportation are available, Campus Safety, with appropriate PPE, will transport the student to the hospital. Health Services Staff or Campus Safety will notify the hospital of the situation prior to patient arrival.
 - b. *Outside of business hours*: IF the incident arises outside of business hours, then Campus Safety should notify Health Services and the DFOCS, who will notify the CDPC. If a Health Services Staff is unavailable for consultation, transportation will be arranged to a local hospital (ideally in a manner that minimizes further contacts). Transportation may be provided by emergency services or student may self-transport. If no other means of transportation are available, Campus Safety, with appropriate PPE, will transport the student to the hospital. Health Services Staff or Campus Safety will notify the hospital of the situation prior to patient arrival.
3. After Examination:

- a. *Informing MVNU Staff:* Health Services will update the CDPC once the individual is confirmed to have a communicable disease, or if it is uncertain whether the individual has a communicable disease.
- b. *Cleaning:* The DFOCS should determine what facilities need to be cleaned depending on the results of the examination. If a student has or may have a communicable disease, then it is likely that at least the following facilities will receive additional cleaning: the Health Services examination room, the student's on-campus residential unit, and any bathrooms the student has used. The DFOCS should also consider if other facilities on campus should have additional cleaning (e.g., classrooms or other spaces where the individual had been). The DFOCS should also consider whether any HVAC precautions are necessary
- c. *Notification:* Notifications will vary depending on the diagnosis of the physician. If an individual has or may have a communicable disease:
 - i. The CDPC should be notified of the situation.
 - ii. If the individual is a student, then the VPSL (or designee) should be in touch with the student's parents about the situation and with the student's roommates about the possible exposure.
 - iii. The CDPC should decide whether to make a broader community notification about the situation.
 1. If there is a confirmed case, then there should be a broader community notification.
 2. If it is only a suspected case, then generally wait to make a broader community notification until there is confirmation, unless a public health authority instructs to make a broader notification or other facts and circumstances make it seem likely that the individual has a confirmed case of the disease.
 - iv. If there is a confirmed case of the disease, we will work with KCHD to notify the individuals who had close contact with the infected person.
 - v. In extreme circumstances, Campus Safety should post signs identifying which buildings should not be entered.
- d. *Convalesce off-campus:* If an individual is suspected of having a communicable disease, the first preference will be that the individual be moved off campus (e.g., to a hospital, to the student's home, or to a designated isolation location maintained by a government health agency). When an individual convalesces off-campus, he/she shall be required to check-in with the Director of Student Health Services and provide a statement of non-communicability from a licensed medical provider before returning to campus activity.
- e. *Quarantine/Isolation:* MVNU will generally look to KCDH to decide whether an individual should be quarantine or isolated. If KCDH advises that an individual needs to be quarantined or isolated, the first preference will be that this occur off campus (e.g., at home, at a hospital, at a site designated by a government health agency). If an individual needs to be isolated or quarantined on campus, the following items will be addressed by the CDPC:
 - i. **Health Services:** The individual should stay in a Health Services examination room until arrangements have been made. If not possible the student should be escorted to an on-campus approved quarantine site and wait there until arrangements have been made.
 - ii. **Housing:** The VPSL and the DFOCS will identify a housing option for the student. Residence Life, Campus Safety, Student Health Services, and Facilities Services should all be informed of the housing location.
 - iii. **Moving:** If a student moves from one residential unit to another, the Director of Residence Life and the Director of Campus Safety will coordinate the move. Considerations will include: whether an MVNU vehicle can be used to help with the move (and how the vehicle can be cleaned afterwards and have a break before additional use); asking the student to pack ahead of time; having MVNU staff wear PPE when helping with the move; having all MVNU staff change and wash uniforms/clothes afterwards and shower as a precaution; and having the student wear a mask.

- iv. **Roommates:** A student's apartment roommates will quarantine in place. A student's dorm roommate will be quarantined.
 - v. **Bathroom:** Once an individual has been identified for quarantine or isolation, if possible, a private bathroom should be identified for the individual, and cleaning supplies will be at location. If that is not possible, the individual should report which bathroom the individual has used and it should be cleaned promptly.
 - vi. **Classes:** If the individual is a student, the VPSL and VPAA will identify a staff member to assist the student in working with his or her professors so that the student can continue with studies even though he or she will not be permitted to attend classes while isolated or quarantined.
 - vii. **Food:** The DFOCS will identify a staff member who will deliver meals to the individual while the individual is isolated or quarantined. Depending on how food is delivered, the staff member may want to wear PPE.
 - viii. **Testing:** Student Health Services will remain in touch with the individual and with health agency officials about any additional testing being conducted on the individual.
 - ix. **Garbage:** The DFOCS will inform staff member how best to coordinate disposal of garbage generated by the individual while in quarantine or isolation. Depending on how garbage is collected, the staff member may want to wear PPE.
 - x. **Campus Safety response:** Campus Safety will notify its staff that anyone responding to isolation/quarantine areas should wear PPE. In case of emergency Campus Safety will lead emergency services to isolation/quarantine location.
 - xi. **Facilities Services response:** DFOCS will appoint one staff member to assist the individual's maintenance needs wearing proper PPE.
 - xii. **Laundry:** The VPSL will designate a staff member to assist the individual with laundry as needed.
- f. *On-campus events, activities, and programs:* The CDPC should consider whether discussions should be initiated about cancelling any on-campus activities. This recommendation will be made by the CDPC, depending on the circumstances, and final decision made by the SLT.
- g. *Evacuation:* In extreme circumstances, we may evacuate one or more campus buildings.
- h. *Non-notifiable communicable disease:* If, after examination, it is determined that the individual has a disease that is communicable but is not a notifiable disease (e.g., mononucleosis, norovirus), then Student Health Services or a primary care provider should provide the student with information to protect himself/herself, and the CDPC should be notified.
- i. Student Health Services should advise whether the individual may continue with his/her activities.
 - ii. Should notification of the communicable disease be required, the student will be contacted in writing and asked to sign a statement which identifies to whom and for what purpose information will be released.
 - iii. The student may be asked to convalesce off-campus, abstain from classes and/or other activities until he/she has been determined non-contagious by Health Services or another medical provider.
4. Closing the Campus: The CDPC should discuss whether to close the university campus for a period of time.
- a. The decision to close the university would be made by the SLT (or the President directly), not by the CDPC.
 - b. Faculty members should be prepared to deliver courses and conduct testing remotely if the university campus is temporarily closed. Faculty members should also be prepared to be flexible with students who are infected or otherwise impacted by the communicable disease.
 - c. Even if the university campus is closed, not all residential students will be able to leave immediately, and some may have difficulty leaving at all (e.g., certain international students). Some university departments will need to continue to provide services even during a campus

closure (e.g., Residence Life staff providing oversight for on-campus students, Campus Safety officers, Facilities services staff performing cleaning, dining services, etc.).

- d. Factors to take into account when considering a campus closure should include advice from the CDC, the ODH, KCEMA, and the KCDH; decisions made by other schools in Ohio (primarily colleges and universities, but also K-12 schools); and information about specific risk factors unique to MVNU (e.g., are there suspected cases within the community).
5. Tracking Suspected Cases: Health Services, VPSL, and the DFOCS should be aware of all potential cases of a communicable disease among the campus community. Health Services should maintain a list to track relevant updates (with consideration for minimizing personal health information).

E. Actions to take if a student is diagnosed with a communicable disease and later released from a hospital

1. Whenever possible, arrangements will be made for the ill student to convalesce off-campus. In the event that a student with a communicable disease must remain on campus and in isolation, procedures similar to those outlined above for quarantine or isolation on campus will be followed.
2. A licensed medical provider should provide documentation that a student is no longer infectious to others and that he/she presents no risk to the MVNU community before the individual is allowed to return to campus. The VPSL or designee will notify appropriate parties that the student has been released from care and may return to full campus activity.

F. Actions to take if an employee may have a communicable disease

1. It is the responsibility of an employee who has been tested for, and has a confirmed communicable disease, to report that information to their supervisor for the health and safety of the MVNU community. The employee is expected to remain off campus until the risk of infecting others has ended and until he/she can return to full duties.
2. The employee's supervisor should report the incident to the Office of Human Resources. The Office of Human Resources should inform the Director of Student Health Services and the CDPC. They will notify other campus offices as necessary.
3. The Director of Human Resources should be prepared to advise individuals and supervisors on the application of sick leave and other policies, including the following situations:
 - a. If an employee is home sick;
 - b. If an employee is home caring for a sick relative;
 - c. If an employee is home because a local school has closed and the employee needs to take care of his or her children, but no one in the family is sick;
 - d. If an employee is asked by the university to self-quarantine at home as a precaution (e.g., if the employee has recently returned from a country where the communicable disease was present and the CDC recommends returning travelers to self-quarantine at home for a period of time); and
 - e. If the university closes but some staff are still asked to work, the pay rate that will apply for the staff.
4. If a staff member is asked to self-quarantine at home, that communication should be relayed by email by the Office of Human Resources, copying the employee's supervisor, and the employee's supervisor should confirm by phone that the employee received the message.

G. Actions to take if a communicable disease may impact off-campus activities

1. Study Abroad:
 - a. *Faculty-Led Programs*:
 - i. The Student Life Office will monitor conditions in destination countries and CDC recommendations for specific geographical areas and will communicate with the provider, faculty leaders, and students.

- ii. The Student Life Office and MVNU faculty members will communicate directly with students in faculty-led programs about whether adjustments will be made to any programs (e.g., cancellation, early termination, revising the itinerary). MVNU may wait to make final decisions about whether to cancel or restructure a program until closer to scheduled departure dates for more timely information.
 - iii. The Student Life Office will also work with the Director of Business and Insurance Services and the Financial Department to discuss any contract, travel health insurance, or payment questions related to faculty-led study abroad programs that are impacted by the spread or potential spread of communicable disease.
 - b. *Other Programs:* The Student Life Office will inform students enrolled in other study abroad programs that they should consult directly with the provider (as providers may make different decisions about their programs and may offer students different options) and that they are encouraged to monitor CDC information about the program country and be in communication with the Student Life Office.
 - c. *Other Information for Students:* The Student Life Office will also communicate the following information to students:
 - i. Students may choose to change their study abroad plans at any time.
 - ii. Students can contact the Student Life Office with questions about whether a refund is available in the event of withdrawal or cancellation of a program.
 - iii. Students considering applying for study abroad programs should also consider purchasing trip cancellation insurance, and should pay particular attention to whether the insurance applies to cancellation due to pandemics.
 - iv. If application dates or other deadlines are postponed for study abroad programs, that should be communicated to students as well.
- 2. Community Placements: Various MVNU programs involve placing students at schools, hospitals, businesses, and other organizations in the community. Some of these placement sites may evaluate patients for communicable diseases, close for cleaning due to communicable disease concerns, or otherwise have potential intersection with communicable diseases. Here are some guidelines for faculty and staff to consider who work with students placed in the community:
 - a. MVNU departments overseeing placements should be in communication with the placement sites. If a site says that an MVNU student should not come to the site, then the student should not go to the site. If a site has additional precautions due to communicable disease concerns, then students should follow the precautions.
 - b. If a student wants to avoid going to a placement site because of a known risk at the site, the MVNU department overseeing the placement should be flexible with the student and try to accommodate the student's request. If there is no known risk, then MVNU departments should still try to be flexible with students, but do not need to make program adjustments solely due to fear without evidence of increased risk.
 - c. If a department overseeing a placement has concerns about a placement, even if the placement site is still willing to accept students and students themselves are willing to continue going to the site, the department should raise their concern to the VPAA and VPSL. We generally plan to follow the lead of placement sites regarding whether students can continue, but this can be discussed further if departments have particular concerns (e.g., concern that the site may not be following proper safeguards).
- 3. International Travel by MVNU Employees:
 - a. If the CDC recommends that nonessential travel to certain locations be avoided, then MVNU employees should not travel for MVNU business to or through any such location during such time that such recommendation applies, unless approved in advance by the SLT upon the recommendation of the CDPC. Any exception should be discussed in advance with the Director of Business and Insurance Services. If an MVNU employee does not follow this advice, the cost of travel may not be covered by MVNU.
 - b. If the CDC recommends that travelers returning from certain countries self-quarantine at home for a period of time upon return, then MVNU employees will be instructed to follow such

- recommended self-quarantine before returning to MVNU's campus, and not to return to campus unless the employee is symptom-free and has been evaluated by their local health department.
- c. Depending on the circumstances, the CDPC may ask departments and individual employees to identify the destinations of all recent and/or planned business travel for a designated period of time.
4. Personal Travel:
 - a. In general, MVNU will recommend that all travelers consider recommendations from the CDC before departing for international travel.
 - b. If the CDC recommends that travelers returning from certain countries self-quarantine at home for a period of time upon return, then MVNU employees will be instructed to follow such recommended self-quarantine before returning to MVNU's campus, and not to return to campus unless the employee is symptom-free.
 - c. Depending on the circumstances, MVNU may publish the following general travel recommendations:
 - i. Understand and routinely check any travel and border restrictions that could apply at any point in your travel, such as denial of entry or a mandatory 14-day quarantine on return to the United States.
 - ii. Allow additional time for passing through airports, taking into account temperature and health screenings.
 - iii. If you are traveling from pandemic affected areas, anticipate more stringent scrutiny and reconfirm the status of flights with your carrier or the airport.
 - iv. Follow all official directives by authorities.
 - v. Monitor developments through the U.S. State Department and CDC websites.
 - vi. Do not travel if you are sick; travelers who are sick risk being quarantined and having health testing.
 - vii. Register with the U.S. Department of State through the Smart Traveler Enrollment Program (STEP).
 - viii. Have alternative plans in place in the event that travel is disrupted (including the possibility of being unable to return to the United States due to quarantines).
 5. Athletics: The CDPC will coordinate decisions about whether any MVNU athletic activities should be cancelled or postponed in light of communicable disease concern. The VPSL will then inform the Athletics Director and other MVNU employees as appropriate of any decisions made.
 6. Other Activities: Questions about other off-campus activities should be submitted to one or all of the CDPC, and the questions will be evaluated using principles similar to evaluating other activities described above.

6.36 Workplace Violence

Emergency Level: *Varies (Depending on initial communication)*

Initial Response

- Call #911.
- Contact the DFOCS.
- Evacuate or Shelter-in-Place, as appropriate (see below).
- Campus Safety collaborates with local law-enforcement as necessary.
- Campus Safety contacts and works with supervisors, Directors and SLT as necessary.

Communication and Notifications

- NIXLE emergency messages as necessary to warn of any persistent threat of violence.

- The DFOCS contacts and works with supervisor, directors and SLT.

General Instructions

- If you are the victim of a violent crime, workplace violence, or a sexual offense, seek aid immediately by calling 911 and/or Campus Safety.
- If you witness a violent crime, call Campus Safety immediately. Do not try to intervene unless absolutely necessary. Apply first aid procedures only if you have been trained to do so. Do not attempt to move severely injured victims. Do try to help victims by keeping them calm and comfortable. Prepare to report as much information as possible.
- Victims of sexual assault may choose to seek treatment and/or to report the assault to the police. Call Campus Safety for advice on how to proceed.
- If someone threatens to harm themselves, contact Campus Safety for advice and additional support.

How to respond when an active weapons threat is in your vicinity

1. Run
 - Have an escape route and plan in mind
 - Leave your belongings behind
 - Keep your hands visible
2. Hide
 - Hide in an area out of the active weapons threat view
 - Block entry to your hiding place and lock the doors
3. Fight
 - As a last resort and only when your life is in imminent danger
 - Attempt to incapacitate the active weapons threat
 - Act with physical aggression and throw items at the active shooter

How to respond when law enforcement arrives on the scene:

- Remain calm, and follow officers instructions
- Immediately raise hands and spread fingers
- Keep hands visible at all times
- Avoid making quick movements towards officers such as attempting to hold on to them for safety
- Avoid pointing, screaming or yelling
- Do not stop to ask officers for help or direction when evacuating, just proceed in the direction from which officers are entering the premises

Information you should provide to law enforcement or 911 operator:

- Location of the victims and the active weapons threat
- Number of active weapon threats if more than one
- Physical description of the active weapon threat
- Number of potential victims at the location

Special Considerations

Standard background checks during the hiring process are key to prevention of workplace violence.

Readiness includes training staff to recognize signs of problematic behavior that might indicate potential future workplace violence:

- Increasing belligerence
- Ominous, specific threats
- Hypersensitivity to criticism
- Recent acquisition/fascination with weapons
- Apparent obsession with a supervisor or coworker or employee grievance
- Preoccupation with violent themes
- Interest in recently publicized violent events
- Outbursts of anger
- Extreme disorganization
- Noticeable changes in behavior
- Homicidal or suicidal comments or threats

Staff should be trained in threat assessment and prepared to report to supervisors the following information:

- The exact nature and context of the threat and/or threatening behavior
- The identified target (general or specific)
- The threatener's apparent motivation
- The threatener's ability to carry out the threat
- The threatener's relevant background, including work history and past behavior on the job.

7. Recovery and Reporting

Experts on emergency readiness stress that what happens following a crisis is crucial. Not only because crises can develop into further crisis without proper recovery provisions but because essential aspects of emergency response take place after a crisis has apparently ended, it is very important to make sure that the University has plans in place for what happens at this stage.

Stages of recovery and reporting include counseling and other modes of care for affected individuals, damage assessments, clean-up and salvage operations, business impact and continuity, and investigations of various kinds. Planning for these stages include provisions for business continuity in cases where some University operations have been compromised, training for University counseling and support staff, and policy on best practices in handling potential internal and external investigations.

7.1. Cleanup, Salvage, and Recovery

Prompt, proper cleanup and salvage can significantly reduce property damage and operational downtime. Following an emergency, Maintenance and other University personnel should act quickly to initiate cleanup and salvage operations. Their efforts should include the following:

- Separate undamaged property from damaged property.
- Make temporary repairs so as to minimize further damage.
- Arrange for decontamination, if necessary.
- Notify insurance carriers, vendors, and other firms or agencies involved in damage assessment and property replacement.
- Contact government agencies and private organizations that can assist in the recovery process. For example, government agencies can (and in some cases must) help with inspections, permits, certificates of occupancy, and the removal/disposal of debris. Insurance companies not only help with damage assessment but also sometimes provide technical (e.g., engineering) assistance.
- Put into effect pre-loss agreements for alternate facilities, services, etc.
- Itemize and document damages and losses (e.g., with photographs). Draft a recovery schedule and estimate the costs of recovery.

7.2. Initial Disaster Report

Following an emergency, the DFOCS should prepare an initial report. The report should include the following:

- A narrative recounting precisely what happened.
- The time of the incident.
- The location of the incident.
- The extent of damage or loss.
- Type and extent of assistance required, including both University personnel and outside agencies.
- Additional remarks pertinent to the incident (causes, etc.).

7.3. After-Action Report

The DFOCS in collaboration with SLT and/or ERT (if activated) should also prepare a more comprehensive report. This after action report is essential as a means of recording systematically the activities of the University personnel, in order to:

- Document the sequence of events and the actions taken in response.
- Determine responsibility and/or liability especially in the event of lawsuits or other legal action.
- Furnish other agencies with documentation, if needed.
- Evaluate the response of University personnel and outside agencies.

SLT is responsible for gathering documentation to support the assertions and conclusions of the after-action report. University personnel should assess damages only as soon as it is practical and safe to do so.

The after-action report should include the following (see [Appendix E](#) for an after-action report form):

- General Information: date, time, location, and description of the emergency, along with the time the department was notified.
- Operations Summary: Warnings and alerts of the emergency, actions taken in response (specifying times), communications during the emergency (methods and equipment), recovery and other post-emergency operations, and implications and lessons for planning and training.
- Strengths: management and administrative, clerical, other.

- Problems: personnel, information and planning, operations, organization, supplies and equipment, communications, and training.
- Administrative issues: informational and educational activities (e.g., class interruptions), special Life, morale and discipline.
- Supplies and equipment: special supplies and equipment used, problems and needs
- Lessons learned and recommendations for the future
- Summary of injuries—nature and extent
- Damage Assessment: property damage and losses, not only immediate and obvious but potential future losses that may take place if salvage operations are delayed (all itemized and documented, with photographs and other means); interruption of business and University activities.
- Cleanup and Salvage Operations: immediate cleanup, salvage, and decontamination operations; temporary repairs; long-term recovery operations; procedures for reporting to insurance carriers, students and parents, etc.; pre-loss agreements for alternate facilities, services, etc.; estimated recovery schedule, including cost benefits of expedited repairs.

7.4. Damage Assessment

An immediate responsibility after a major incident is to safely and quickly assess the extent of damage to any affected operational and functional areas of the University. A status update must be provided to SLT as soon as it is available. The updates should continue until the operation is disbanded or until return to normal operations is completed. Items that apply with damage assessment include the following:

- Identify buildings that are safe and those that require steps to make them safe.
- Inspect buildings with a qualified team and do not attempt to enter potentially affected buildings alone
- Construct a building damage assessment checklist for each affected building and provide it to SLT for prioritization
- Consider impact to business continuity when prioritizing repairs (critical areas, cost for repair and impact on University operations)
- Prioritize areas for immediate work
- Ensure individuals who inspect the buildings are qualified to do so
- Establish relationships with structural, civil, mechanical, and other specialists and local building or city departments who can help in the evaluation
- Determine which repairs can be done with internal staff and which must be done externally
- Keep a technically current list of qualified vendors and resources to assist
- Vendors and resources should include contact information of structural engineers, contractors, supply and equipment vendors, restoration and recovery contractors, etc., who can help with inspections, estimates, and repairs to University facilities
- Focus initially on structural damage
- Once safe to enter, focus next on interior damage, including all utilities (gas, electric, water, other fuels, etc.), lighting, HVAC, telephone, computers, furnishings, etc.

7.5. Emotional Aftermath and Counseling

Post-Traumatic Stress Disorder (PTSD) is a psychiatric disorder that can occur following witnessing or experiencing life-threatening events. These include a variety of human and natural incidents the University plans address. Trauma experts recommend that universities create a caring and trusting environment following the event. Stress management strategies might be conducted during class time to encourage participation and demonstrate support.

Common signs and signals of stress reactions to traumatic events may last a few days, weeks, months, or longer, and include the following:

- Physical: nausea, vomiting, fatigue, dizziness, headaches, rapid heartbeat, and difficulty breathing
- Cognitive: nightmares, confusion, suspiciousness, uncertainty, trouble concentrating, and disorientation
- Emotional: anxiety, fear, guilt, grief, anger, shock, denial, and agitation
- Behavioral: anti-social behavior, withdrawal, change in speech patterns, inability to rest, and increase in alcohol consumption

Individuals experiencing PTSD may benefit from the following: physical exercise, discussion of feelings with others, avoiding drugs and alcohol, maintaining an active schedule, eating regular well-balanced meals

Managers and leaders around personnel experiencing PTSD may use the following guidelines:

- Remain in charge
- Seek support from administration
- Allow others to know your feelings as well
- Share information
- Seek assistance from medical personnel
- Encourage others to talk about their feelings
- Build on the strengths of the group
- Be aware of the healing value of work

7.6. Critical Incident Stress Debriefing

Debriefing is a specific technique designed to assist others in dealing with the physical or psychological symptoms that are generally associated with trauma exposure. Debriefing allows those involved with the incident to process the event and reflect on its impact. Ideally, debriefing can be conducted on or near the site of the event. Defusing, another component of CISD, allows for the ventilation of emotions and thoughts associated with the crisis event. Debriefing and defusing should be provided as soon as possible as the length of time between exposure to the event and CISD increases, the least effective CISD becomes.

General guidelines of a Critical Incident Stress Debriefing:

- Confidential group discussion of a highly traumatic incident
- Is most effective within 24 to 72 hours of the incident
- Severely stressful incidents are discussed with trained peer counselors
- Purpose is to relieve personal and group anxiety and stress

- Provides a means to quickly vent feelings in a non-threatening atmosphere
- Addresses which strategies should have been implemented more effectively and in a better way
- Review what could have been done to have you work through the crisis with less stress
- Provides thoughts on which other people should have been involved and why

7.7. Business Continuity Planning

Contingency planning and business recovery considerations are required to support a comprehensive incident response plan. The main focus of the incident response plan is the health and safety of students, personnel, and visitors. There is also a need to build awareness of and planning for the restoration and recovery of critical University processes. Recovery strategies are based on the needs and established priorities of the University to increase the probability of a higher level of stability and orderly recovery. The recovery plan is based upon risk analysis and business impact analysis as performed by the University. This plan contains general assumptions and a sequence of events that need to be followed to achieve recovery of resources. An incident affecting the University may require medium- and long-term temporary solutions to operational issues and should all be included as part of the business continuity plan. It is critical to keep this section of the plan technically current through updates, testing, and implementation of lessons learned. A copy of the recovery plan should also be MVNUET by key personnel at home and at an offsite location.

The University's business continuity plan contains the following:

- A brief description of each department, including departmental mission, its critical processes (life safety and business processes), its location, and main phone numbers
- A phone tree of departmental personnel (office, cell, and home numbers)
- A designation of key incident response leaders and backups for each department
- A designation of key recovery/restoration leaders and backups for each department
- Vital records of each department
- Identification of critical hardware and software needed by department
- Location of off-site backup of critical software and a contact with authority to obtain it if needed
- Reference to the University Emergency Operations Plan
- Alternative workaround procedures in the event of prolonged disruptions

7.8. Business Impact Analysis

The Business Impact Analysis (BIA) can be conducted via questionnaires, workshops, interviews, or an agreed-upon combination of these methods. They should be conducted after a clear agenda and set of objectives has been published. A BIA report should be prepared and reviewed with University leadership so that a recovery plan will be developed based on an understanding of the potential risks that can affect the University and how they may potentially affect critical processes. The following procedures recommended by the Disaster Recovery Institute International (DRII) can be followed in implementing the BIA:

1. Establish the BIA project

- Identify and obtain a BIA sponsor: University leadership support at the highest level is needed to implement the BIA effectively

- Choose an appropriate planning/methodology tool: software from a selected BIA vendor, or in-house developed spreadsheets and forms are acceptable
- Identify and inform BIA participants of the BIA project and its purpose: ensure all participants are aware of the scope and purpose of the BIA implementation
- Identify tracking requirements: develop a timeline for progress updates and ensure the process is implemented as expected
- Obtain agreement on the final project time frame: select a reasonable time period for the project so that all participants can continue to perform other important University roles in addition to participating in the BIA process

2. Assess Effects of Disruptions, Loss Exposures, and Business Impact

- Potential effects of disruptions include: loss of key personnel, assets, disruption to continuity of services and operations, violation of laws and public perception
- Potential impact of disruptions on business includes: financial, suppliers, public relations credibility, regulatory requirements, environmental, operational and personnel issues
- Quantitative loss exposures include: property loss, revenue loss, fines, cash flow, accounts receivable, accounts payable and additional expense
- Qualitative loss exposures include: human resources, morale, confidence, legal, social, and corporate image and financial credibility

3. BIA Implementation

- Collection methodologies: the BIA can be implemented via questionnaires, interviews, workshops or an agreed-upon combination. Regardless of the method, all participants should be informed of the purpose, scope, and expected results of the BIA survey.
- BIA report: All impact findings and issues should be contained in the report. Results should be reviewed with participants, and then presented to University leadership.
- Prioritization: define the criticality of results and prioritize them by business functions and support (personnel) functions. All vital records (software and written) to support business functions should be identified and prioritized. Include all interdependencies and realistic replacement times.

7.9. Ensuring Continuity of Operations

All critical processes identified in the BIA should be evaluated for potential interruptions by risks and incidents as identified in the University's plans. A formal process for restoration and recovery is recommended for business functions of the University that may need longer-term solutions for continued viability. Examples of a few of the critical processes that require some form of recovery planning include the following:

- Payroll strategies
- Alternative housing

- Government assistance
- Alternative suppliers and sources
- Critical funding inflows
- Utility disruptions
- Alternative education methods
- Financial auditing processes
- Loss of critical personnel
- Student-service disruptions

Appendices

Appendix A. Emergency Readiness Handbook: Text of the Emergency Planning in the Campus Safety located within MVNU website

Emergency Planning: A Guide for the MVNU Community

An emergency can happen at any time. The information that follows offers guidelines for the MVNU community on how to handle various dangerous situations. You can help by reading these guidelines and being prepared.

EMERGENCY TELEPHONE NUMBERS

In an emergency: Call #911 or the DFOCS emergency line at 740-399-8686

The DFOCS: 740-399-8686

University closing and weather: 740-397-900 ex 1600

MVNU NIXLE EMERGENCY NOTIFICATION SYSTEM

MVNU employs an emergency notification system to keep its community members well-informed in the event of an emergency. Emergency notifications may be generated for many reasons, ranging from University shutdowns due to inclement weather to security threats which may impact the health, well-being of community members as well as disruptions to standard University operations. It is vital to maintain current information so that you receive notifications in a timely manner. To enter your contact information:

1. Text “**MVNU**” to number 888777.
2. Sign up at: www.nixle.com / click on resident / enter 43050 / click on see all agencies and select Mount Vernon Nazarene University.

MVNU ALERTUS NOTIFICATION

You can download the Alertus app and sign up for enhanced mobile notification between authorized dispatchers and end users at MVNU.

Please follow this link on how to sign up:

<https://www.youtube.com/watch?v=XoqLivf2O3E>

EMERGENCY LEVEL DEFINITIONS

Should an emergency situation occur at MVNU, DFOCS and/or the SLT will determine the potential threat to campus and when necessary, send a NIXLE alert to the campus community (students, staff, and faculty). Alerts will be sent via text and/or email. NIXLE will be used to provide updates and status changes to the campus community as new information is available.

CAMPUS ALERT STATUSES

Campus Watch Level IV: Threat to campus is vague and/or an event has occurred, or has the potential to occur. An event may have occurred in relative proximity to campus. No immediate action is required and the campus

community will not be notified. All Campus events and services will continue to operate as normal. Campus Safety and/or SLT will closely monitor the situation.

Campus Alert Level III: Unplanned event and/or incident that is not likely to threaten life or have a significant impact on the health or property of the campus community. A NIXLE alert will be sent to the campus community with information and, if necessary, instructions. Specific campus events may be delayed or cancelled, but most campus events and services will continue to operate as normal. University personnel will manage the event/incident and care for community members. The duration of the incident is generally no more than a few hours.

Campus Warning Level II: Event and/or incident that impacts the life, health, and/or property of a specific area of campus community. A NIXLE alert will be sent to the campus community with information and instructions. Incident may require a partial and/or short-term evacuation, or relocation of some community members. Specific campus events may be cancelled and campus operations may be temporarily limited to essential operations. University personnel need outside agencies to effectively manage the incident and care for community members. The duration of the incident is a maximum of eight (8) hours.

Campus Emergency Level I: Large-scale event and/or incident that significantly impacts the life, health, and/or property of the entire campus community. A NIXLE alert will be sent to the campus community with information and instructions. Incident may require a major evacuation, or relocation of community members. Campus events may be cancelled and services may be limited to essential operations. University personnel need outside agencies to effectively manage the incident and care for community members. The duration of the incident is unpredictable, but long-term effects are likely.

CAMPUS RESPONSES

Campus Emergency Lockdown Level I(Shelter in Place): Specific response to a campus-wide threat where community members immediately evacuate the affected area, seek safety in a locked or secure space, and/or limit movement between and within campus spaces. Campus Safety along with maintenance will secure exterior doors of buildings. Campus events will be cancelled and services will be limited to essential operations until the threat is under control. A NIXLE alert will be sent to the campus community with instructions.

Campus Restricted Access: Response to a threat where exterior doors remain locked to limit access to and between buildings. This typically occurs when there is a threat to a specific area of, or in relative proximity to campus. While normal movement is permitted within buildings, campus events may be cancelled and services may be limited until the situation is resolved. Campus Safety and/or SLT will closely monitor the situation and determine which events and/or services may be limited. A NIXLE alert will be sent to the campus community with instructions.

EVACUATION PROCEDURES

1. Keep in mind that evacuation is not appropriate in all emergencies (see "Shelter in Place").
2. If an evacuation is announced, see posted building plans for specific guidance.
3. Remain calm and leave quickly.
4. Take only essential personal items, such as current medications, glasses, and cell phones.
5. As you exit, make sure all building occupants have heard the evacuation command. Quickly check restrooms, storage rooms, and other separate spaces as you go.

6. If requested, assist persons with disabilities who appear to need direction or help.
7. Shut all doors behind you as you go. Lock residence hall rooms, if possible.
8. Once you have evacuated a building, keep moving to a good distance, to guarantee your safety and to make room for emergency personnel.
9. Should it be necessary to evacuate campus, directions will be given and transportation will be provided.
10. Pay close attention to instructions from emergency personnel.

SHELTER IN PLACE

Some emergencies will require you to remain inside. "Shelter in place" means staying put and, if possible, choosing a small room with as few windows as possible for refuge. To shelter in place:

1. Stop classes, work, or business operations.
2. Remain inside the building and ask others to do the same (assign an individual to ensure other occupants know of the need to shelter in place).
3. If possible, relocate to a room on the safest floor, preferably interior, with the fewest windows and vents, as far as possible from the location of the incident.
4. Call emergency contacts to let them know who is sheltering in place, and that they are safe.
5. Close and lock all windows, exterior doors, and other openings to the outside.
6. Remain sheltered until otherwise directed by University officials.

ACTIVE AGGRESSOR RESPONSE INSTRUCTIONS

How to respond when an active weapons threat is in your vicinity

1. Run
 - Have an escape route and plan in mind
 - Leave your belongings behind
 - Keep your hands visible
2. Hide
 - Hide in an area out of the active weapons threat view
 - Block entry to your hiding place and lock the doors
3. Fight
 - As a last resort and only when your life is in imminent danger
 - Attempt to incapacitate the active weapon threat
 - Act with physical aggression and throw items at the active shooter

Call the Campus Safety emergency phone number at 740-399-8686 or Knox County 9-1-1 when it is safe to do so.

How to respond when law enforcement arrives on the scene:

- Remain calm, and follow officers instructions

- Immediately raise hands and spread fingers
- Keep hands visible at all times
- Avoid making quick movements towards officers such as attempting to hold on to them for safety
- Avoid pointing, screaming or yelling
- Do not stop to ask officers for help or direction when evacuating, just proceed in the direction from which officers are entering the premises

Information you should provide to law enforcement or 911 operator:

- Location of the victims and the active weapons threat
- Number of active weapons threats if more than one
- Physical description of the active weapons threat
- Number of potential victims at the location

HOSTAGE SITUATION IN A NON-ACTIVE SHOOTER SITUATION

If you are taken hostage:

1. Do not attempt to escape unless you are sure you can do so safely.
2. Remain calm and be polite and cooperative. Speak normally and do not complain.
3. Do not draw attention to yourself or make sudden movements.
4. Observe the hostage-takers and try to memorize features or clothing that might help identify them.
5. Try to establish a good relationship with the hostage-takers (to make them less likely to harm you).
6. Try to stay low to the ground, behind cover, and away from windows.

SEXUAL MISCONDUCT

Sexual misconduct in any form is a serious violation of University and community standards, and it will not be tolerated at MVNU. Sexual misconduct includes sexual harassment, non-consensual sexual contact, endangering the health of another person through a disease or condition that can be transmitted sexually, sexual exploitation and non-consensual sexual intercourse. Read more about MVNU's Title IX and Intimate Partner Violence Policy and on- and off-campus resources at: <https://www.mvnu.edu/titleix/policy-and-procedures>

If you or someone you know has experienced sexual misconduct, please contact:

- University counselors are on call 24/7. To reach a counselor, students should call Campus Safety at 740-399-8686 and request that the counselor-on-call be contacted.
- The Title IX coordinator can inform you about supportive resources, options for resolving situations and accommodations. They can also help limit contact with other individuals on campus through the coordination of dining times, study times and at other times. They can be reached at (740) 397-9000 ext.3250 or titleix@mvnu.edu.
- Title IX Advisors are available through: titleix@mvnu.edu or by calling 740-397-9000 Ext.3250
- Medical care is available through Health Center staff, who can be reached at 740-397-9000 Ext.4632 during normal business hours.

- Alternate housing arrangements are possible through Student Life
- Academic support is available through Academic Affairs advising and support 740-397-9000 Ext.3500

MEDICAL EMERGENCIES

In a medical emergency, call 911.

Health Services:

Health Services Contact Number: 740-397-9000 Ext.4632

Counseling Services Contact Number: 740-397-9000 x4611

Location: Student Health Services

Health Services Hours of Operation:

By appointment only nurse@mvnu.edu 740-507-0275

FIRE EMERGENCIES

If you smell smoke or see flames, pull the nearest fire alarm immediately.

1. Evacuate the building if:
 - An uncontrolled fire of any kind exists.
 - A fire alarm sounds.
 - There is smoke or the strong smell of something burning.
 - Surrounding materials become abnormally hot.
2. If there is smoke, crawl.
3. Feel doors before opening them. If the door or a metal knob is hot, do not open. If the knob is cool, brace yourself against the door, open it slightly and if heat or heavy smoke are present, close the door and stay in the room.
4. If you get trapped, keep doors closed and place cloth material around and under door to prevent smoke from entering. Signal for help by hanging an object at the window to attract the attention of firefighters.
5. If you catch on fire, stop, drop, and roll to smother the flames.
6. Go to the nearest exit or stairway. If the nearest exit is blocked by fire, heat, or smoke, go to another exit.
7. Do not use elevators.
8. Activate the building fire alarm if it is not already sounding.
9. Do not re-enter the building until safety officers say it is safe to do so.
10. Notify 911 and/or Campus Safety at 740-399-8686, from a safe distance.

WEATHER EMERGENCIES

For severe weather updates on the Main Campus, call 740-397-9000 Ext.1600.

For severe weather updates at GPS locations, call 740-397-9000 Ext.1650.

A tornado warning is the sounding of the emergency siren for three minutes followed by seven minutes of silence. A warning indicates that a tornado has been sighted or has appeared on radar in the local area.

If the siren sounds or if severe weather approaches:

1. If outdoors, stay away from buildings, windows, and telephone or electric poles.
2. If outdoors, get to a low-lying area such as a ditch or ravine and lie face down with your head and face covered.
3. Seek shelter in a basement or ground floor hallway away from windows, or in a door frame. Get under a table or a desk.
4. Do not use elevators.
5. If requested, assist persons with disabilities to the safest area on the same floor.
6. Once inside, stay away from windows, mirrors, glass, and unsecured objects such as cabinets and bookcases.
7. Remain protected until the danger has passed—at least ten minutes after sirens have stopped.
8. Call 911 and/or 740-399-8686 to report injuries or damage.

TORNADO WARNING SIREN

The Knox County Tornado Warning Siren is tested every Friday at noon. If you hear the tornado warning siren and it's not Friday at noon, seek shelter. All is clear when you hear two 30-second signals separated by a thirty-second silence.

POWER OUTAGE

Power outages are not uncommon at MVNU. When they happen, please stay safe: be careful when you have to move about in the dark, and keep away from downed power lines, fallen trees or damaged branches that might fall. Don't go outside during high-wind conditions. Provide assistance to others who may be unfamiliar with the space or have mobility restrictions. Turn off all electrical equipment. Do not use elevators. If instructed to evacuate, please proceed cautiously to the nearest clear exit. And be prepared: have a flashlight (and extra batteries) ready.

FUEL LEAK

If you detect a fuel leak, evacuate immediately and then contact Campus Safety at 740-399-8686. Do not use electronic devices near the leak. Do not return to the area until permitted to do so. If time permits and you can do so safely, ventilate the area.

BOMB THREAT

If you receive notification of any kind indicating that there might be a bomb on campus, get as much information as possible and call 911 and/or Campus Safety immediately at 740-399-8686.

If you receive a written bomb threat, ensure the document is handled as little as possible, and pass it on to safety officers as soon as possible. If the written threat is received by electronic means, save it and call Campus Safety immediately.

If you receive a bomb threat on the telephone, calmly gather as much information as possible by keeping the caller on the line; ask for details about the bomb, and try to gather information about the caller (sex, age, location). Have someone else notify Campus Safety, and notify the office yourself once the call has ended. Write down all information

After contacting Campus Safety, await instructions. Do not pull a fire alarm or evacuate a building on your own.

SUSPICIOUS PACKAGE

Signs of a potentially dangerous package include: excessive postage, handwritten or poorly typed addresses, incorrect titles, titles without names, no return address, misspellings of common words, excessive weight, lopsided or uneven packaging, visual distractions, oily stains or other discolorations, peculiar odor, ticking sound, protruding wires or aluminum foil, excessive security material, restrictive endorsements ("personal," "confidential"), postmark that does not match return address.

What to do once a package has been identified as suspicious:

1. Do not move or handle the package.
2. Evacuate the area and call 911 and/or Campus Safety at 740-399-8686.

CRIME PREVENTION AND RESOURCES

- If you witness a crime or become a victim of a crime or a sexual offense, seek aid immediately. Call 911 and/or Campus Safety at 740-399-8686.
- If you observe a perpetrator committing a crime, do not block his or her avenue of escape. Instead, get a good description of the perpetrator, note their direction and obtain vehicle information if pertinent.
- Do NOT follow the perpetrator. Let them to leave the scene. If followed, the perpetrator may panic and cause you harm.
- Apply first aid procedures only if you have been trained to do so. Do NOT attempt to move severely injured victims. Do try to help victims by keeping them calm and comfortable. Prepare to report as much information as possible.
- If someone threatens to harm themselves, contact Campus Counseling Center at 740-397-9000 Ext.4610 for advice and additional support. If after hours call Campus Safety at 740-397-8686

PERSON WITH DISABILITIES

Individuals who need special assistance in an emergency (even temporarily) should plan in advance:

- Notify administrators in buildings you use regularly.
- Notify your student advisor.
- Identify two people to provide assistance in evacuating buildings and in notifying emergency personnel of your status.

In an emergency:

- Do not hesitate to call 911 and/or Campus Safety 740-397-8686 to inform emergency personnel of your need for assistance.
- If you are unable to evacuate on your own, and no assistance is available, try to get to the nearest exit stairs or remain in your room.
- If you are unable to evacuate ask someone leaving the building to notify emergency personnel of your location.

PERSONAL SAFETY TIPS

- Do not let people into a locked building, residence halls, or office unless you work with them or they have been properly identified. If the person gives you any problems, call Campus Safety at 740-397-8686.
- In the event that a suspicious person is seen on campus or suspicious calls are received contact Campus Safety immediately.
- ALWAYS keep the door to your room locked when you are working alone or whenever you're going to leave your room for any amount of time.
- Don't investigate a suspicious person or noise by yourself. Contact Campus Safety immediately.
- Keep a list of emergency numbers with you.
- Never walk alone at night. Walk in an alert, confident manner, pay attention to surroundings.
- Choose the best lit paths when walking.

DESCRIBING A SUSPICIOUS PERSON OR VEHICLE

If you notice a suspicious person or notice a suspicious vehicle on campus, please call Campus Safety immediately at 740-397-8686. You will be asked to give as much detailed information regarding the description of the person and/or vehicle. Remember, do not put yourself in harm's way and only get the information if it is safe to do so. Below are lists of details to make note of, if possible.

Description of a person: Note the sex of the individual, race, age, height, weight, hair, eyes, complexion, scars, clothing (from head to toe), weapon, build (skinny, athletic, etc.), location last seen, direction of movement, unusual characteristics (glasses, beard, jewelry, tattoo's, etc.)

Description of a vehicle: Note if is a 2-door, 4-door, van, truck, sports car, station wagon, motorcycle, other. Note the make of the vehicle, approximate year, full size, compact. What the color of the vehicle (top and bottom). Note the license plate number, state, and or license plate color.

Also, look to see how many people are in the vehicle (male and female).

ESSENTIAL DISASTER SUPPLIES

Preparedness can make a big difference in your ability to cope with an emergency, and it's not hard to assemble a simple disaster-supply kit. Keep the following basic items in a place where you can find them easily should the need arise.

- Flashlight with extra batteries
- Battery-powered radio
- Drinking water
- Three-day supply of necessary medications, extra glasses, and other personal health essentials

- First-aid kit
- Emergency blanket (mylar)
- One complete change of clothing

Appendix B. Quick-Read Protocol for MVNU ERT

The following protocol, is a guideline and indicates items for the **MVNU ERT** to consider in any crisis. The protocol might be used during actual crises or in training exercises.

Quick Read Protocol

TIMING: Is this event....

... about to happen?	... in progress?	... finished?
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SCOPE: How wide an area is affected?

Regional or Wider- disrupts not only institutional operations and functions but those of the surrounding community	Campus Emergency - disrupts the orderly operation of the University or its educational mission	Critical Incident - initial impact is limited to the specific segment or subgroup within the University
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CAUSE: What caused the event?

Environment	Human - Intentional	Human - Accidental
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OBSERVED OR POTENTIAL HARM

Death	Injury	Sickness
Damage to Facilities or Infrastructure	Financial Loss	Prestige Loss
Loss of Institution-Critical Information	Exposure of Private Information	Psychological Damage

FIRST RESPONDERS' ACTIONS: What has been done?

Quick and short informative and directive message.	Outside first responders called: Fire/EMS, Police, EMA	
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MESSAGES SENT ALREADY

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MESSAGES NEEDED - ON-CAMPUS

Quick and short informative and directive messages.	Longer informative messages.	
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MESSAGES NEEDED - OFF-CAMPUS

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MEDIA ISSUES

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MISCELLANEOUS QUESTIONS

Hazardous materials involved?	Need legal advice?	Inform SLT?
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Appendix C. Rally Points and Shelter in Place Locations

**MVNU EMERGENCY EVENT
RALLY POINTS**

Incident Type	Indoor Rally Point
Active Aggressor	Shelter in Place Unless Aggressor is in building

Incident Type	Outdoor Rally Point
Active Fire in Campus Building	See Evacuation Rally Points Below

Incident Type	Indoor Rally Point
Tornado	See Shelter in Place Below

Appendix D. Evacuation Vehicles

The following institutions currently have buses that may be used in an evacuation:

- | | | |
|------------------------------------|----------------------|----------------------|
| • Mount Vernon Nazarene University | 800 Martinsburg Road | 740-397-9000 ex.4430 |
| • Mount Vernon City Schools | 302 Martinsburg Road | 740-397-7422 |
| • Knox Area Transit Authority | 26 Columbus Road | 740-393-0161 |

Appendix E. Reporting and Recovery Documents and Reports

F.1. Initial Disaster Report

Following an emergency, the DFOCS should prepare an initial incident report. The incident report should include the following:

- A narrative recounting precisely what happened.
- The time of the incident.
- The location of the incident.
- The extent of the damage or loss.
- Type and extent of assistance required, including both University personnel and outside agencies.
- Additional observations and notes pertinent to the incident.

F.2. After-Action Report

The DFOCS should also prepare a more comprehensive report. This after action report is essential as a means of recording systematically the activities of University personnel, in order to:

- Document the sequence of events and the actions taken in response;
- Determine responsibility and/or liability, especially in the event of legal action;
- Furnish other agencies with documentation, if needed;
- Evaluate the response of University personnel and outside agencies.

Supervisors of each department as well as the DFOCS are responsible for gathering documentation to support the assertions and conclusions of the after-action report.

The after-action report should include:

1. General Information

- Date and time of the emergency
- Description of the emergency
- Time the department was notified
- Precise location of the emergency

2. Operations Summary

- Warnings and alerts of the emergency
- Actions taken in response to the emergency, specifying specific time of communications during the emergency to include methods and equipment used.
- Recovery and other post-emergency operations.
 - Implications and lessons for planning.
 - Implications and lessons for training

3. Strengths

- Management and administrative

- Clerical
- MVNU Emergency Preparedness Team
- MVNU Incident Command Structure

4. Problems

- Personnel
- Information and planning
- Operations
- Organization
- Supplies and equipment
- Communications
- Training

5. Administrative Issues

- Information and educational activities (e.g., class interruptions)
- Special Life
- Morale, responsiveness, and discipline

6. Supplies and Equipment

- Special supplies and equipment used
- Problems and needs not met

7. Summary of Injuries

- Nature
- Extent

8. Damage Assessment (University personnel should assess damages as soon as it is practical and safe to do so. Assessments should include not only immediate or obvious damage but also the potential for further losses that may take place if salvage operations are delayed)

- Property damage and losses: itemized and documented (e.g., photographs)
- Interruption of business and University activities

9. Clean-up and Salvage Operations

- Immediate cleanup, salvage, and/or decontamination operations
- Temporary repairs
- Long-term recovery operations
- Procedures for reporting to insurance carriers, students and parents, etc.
- Pre-loss agreements for alternate facilities, services, etc.
- Estimated recovery schedule, including cost benefits of expedited repairs

Appendix F. Building Representatives

A current listing of all University building representatives should be filed in this section of the plan.

Emergency Plan Building Representatives

R.R. Hodges Chapel Auditorium	Brooke Robinson, 4300
Jetter Hall	Judy Madtes, 3309
Founders Hall	Sheryl Sharpes, 4551
Faculty/Regents Hall	Sheryl Arden, 3200
Clarence and Jennie Moore Center	Teresa Zuercher, 3717
Hyson Campus Center	Wendi Lahmon, 4602
Thorne Library/Learning Resource Center	Tim Radcliffe, 4245
Lakeholm Manor	Lisa VanNest, 4100
Parry Building	Theresa Shanyfelt, 4400
Academic Services/Graduate and Professional Studies	Robin DePolo, 4530
Pioneer Hall	Sarah Mowry, 4640
Galloway Hall	Cara Boyd, 4643
Oakwood Hall	David Calvarese, 4641
Cedar/Birch/Redwood Apartments	Michaela Bruce, 4614
Cypress/Spruce Apartments	Elijah Arns, 4648
Maplewood/Elmwood/Rosewood Apartments	Brittany Estep, 4609
Glen House Apartments	Steven Jenkins, 4409
Morrison Facilities Building	Lori Schlingerman, 1075
William & Evelyn Prince Student Union (PSU)	Jessica Shaw, 3100
Ariel Arena	Jessica Shaw, 3100
Cougar Corner Bookstore	Gina Blanchard, 4455
Buchwald Center/Hunter Hall	Christa McNichols, 3260
Stephen W. Nease Center	Jose Oommen, 3244

Appendix G. Listing of Evacuation Sites

- Lakeholm Church of the Nazarene
- Prince Student Union/Ariel Arena
- Hyson Campus Center

Appendix H. Emergency Scenarios

The following sections list responses to specific emergency scenarios. Each section includes guidelines for an *initial response*, any special *communication* needs, the *general instructions* to be followed by members of the community (similar to what appears on the Emergency Planning webpage), and any *special considerations* related to the type of crisis in question.

These guidelines may be useful both in preparation for emergency situations and in the event that they occur. It is important to note, however, that prefabricated responses are rarely likely to work perfectly. Most often, crises unfold in unique ways, demanding unique responses. Some emergency-management experts distinguish between “routine emergencies,” for which prefabricated plans are appropriate, and “real crises,” which are so unpredictable and idiosyncratic that prefabricated plans can actually get in the way of effective response. Effective response always demands careful action in the moment, attentive to the particulars of the case. For these reasons, it may be best to use the emergency scenarios listed below mainly for purposes of emergency-readiness preparation, to enable SLT/ERT and other campus groups to develop a common view of the best ways to respond to specific and general emergency situations.

Immediate response to virtually every emergency scenario should include the following steps and considerations:

- Notify the DFOCS
- Disseminate any necessary immediate warning using the NIXLE emergency messaging system
- Initiate any necessary shelter-in-place orders or similar protection measures
- Pursue further notifications of University staff
- Convene necessary responders
- Work with local first responders
- Activate messaging to on-campus constituents
- Plan further measures and messages
- Report to off-campus constituents and to the public
- Plan recovery, continuity, and reporting

The broader array of response actions includes the following:

- Initial notification of local first-responders in addition to the DFOCS;
- Communications to and among members of SLT/ERT;
- Planning for alternative means of communications should regular channels go down;
- Determining the use of the Emergency Operations Center;
- Determining the nature and content of emergency notifications to the community; potential need for evacuations;
- Potential need for “shelter-in-place” or (to the extent practicable at the University) “lockdown”;
- Potential need for quarantine (both in small and larger numbers);
- Assistance to persons with disabilities;
- Whether or not to discontinue business as usual;
- Whether or not to close certain buildings, certain areas, or the University;
- Provisions for medical treatment;
- Protocols for communicating and working with local first-responders;

- Protocols for communicating with the media and off-campus constituencies;
- Attention to “disconfirming data” (or information that might indicate something other than what’s apparently known about the crisis)

More specific protocols for specific scenarios are below. Again, it is important to keep in mind that planning in a crisis should involve reference to the more general set of potential response items as well as the specific protocols tailored to specific emergency situations, to guarantee the most flexible, capacious response.

Appendix J. Department Titles and Phone Numbers

Department Titles and Phone Numbers

• President	Henry Spaulding	4100
• Vice President of Finance	Scott Campbell	4400
• Vice President of Student Life	Tracy Wall	4601
• Vice President of Academic Affairs	Barney Cochran	4200
• Vice President for University Relations	James Smith	4131
• Vice President for GPS	Eric Stetler	4706
• Assistant to the President	Lisa VanNest	4100
• Director of Business and Insurance Services	Steve Jenkins	4409
• Director of Information Technology Services	John Walchle	5501
• Director of Facilities and Campus Safety	Tony Edwards	4441
• Director of Resident Life	Josh Kusch	4605
• Director of Counseling Services	Eric Browning	4611
• Director of Food Services	Rob Stiltner	4470
• Assistant Facilities Director	Ben Cook	4440
• Assistant Facilities Director	Dennis Dennison	4431
• Campus Pastor	Stephanie Lobdell	4130
• Student Health Services Nurse	JoLee Carrier	4632
• Motor Pool Coordinator	Tom Thalheim	4430
• Campus Safety Coordinator	Jaimi Dennison	4460

Appendix K. Acronyms in Document

Acronyms in Document

CDPC	Communicable Disease Planning Committee
CISD	Critical Incident Stress Debriefing
DFOCS	Director of Facilities Operations and Campus Safety
EMS	Emergency Medical Services
EOC	Emergency Operations Centers
EOP	Emergency Operations Plan
ERT	Emergency Response Team
ITS	Information Technology Services
KCEMA	Knox County Emergency Management Agency
MVNU	Mount Vernon Nazarene University
NIMS	National Incident Management System
RD	Resident Director
SLT	Senior Leadership Team