

in case of
Emergency...

CRISIS RESPONSE MANUAL

Updated Summer 2008



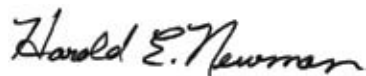
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From the President

An emergency situation can develop on campus at any time of the day or night, on a weekend or holiday, and with little or no warning. Therefore, it is imperative that we as a college community be prepared for crisis situations by knowing what to do *before* an emergency occurs. I encourage each of you to familiarize yourself with the plans outlined on the following pages.

Thank you for all you do for Shorter College.

Sincerely,



President

Introduction

The following response plans shall serve as a guide for campus-wide response in the event of a crisis situation. These plans do not replace Policy and Procedure documents of specific departments, but instead serve as a guide for immediate response for the general campus population and for the coordination of efforts between departments.

Printed copies of this Crisis Response Manual have been provided to faculty and staff members, and a copy has been posted on the college's Web site. Should you or a colleague need an additional copy of this document, please contact the Institutional Relations office at ext. 7241.

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Accident, Serious Injury or Illness

Definition:

Emergency where one may be sick or injured.

Roles:**Health Services**

- Respond to call if during normal working hours and contact Campus Safety at ext. 7911 or 706-233-7911.
- Call 911 for Emergency Medical Transport, if necessary.
- Stay with the sick or injured individual until help arrives or episode resolves itself.
- Call Director of Institutional Relations if 911 is called.
- Write up report for Vice President for Student Affairs.

Campus Safety

- Respond to call if after normal working hours.
- Call 911 for Emergency Medical Transport, if necessary.
- Have someone located at the gatehouse to give directions and someone near the location where the ill/injured is so that they can direct the EMTs to the victim.
- Call Director of Institutional Relations if 911 is called.
- Write up report for Director of Health Services.

Faculty, Staff, and Students

- If life or death, contact 911 first then Health Services (ext. 7278 or 706-233-7278) during the normal working hours or Campus Safety (ext. 7911 or 706-233-7911) after normal working hours.
- If not life or death, then contact Health Services during normal working hours or Campus Safety after normal working hours.

Active Shooter/Armed Intruder

Definition:

A shooting or armed assault on campus may involve one or more individuals intent on causing physical harm to students, faculty and staff by the use of firearms or other deadly weapons such as a knife, a bomb or other harmful devices.

Immediate Individual Protective Actions

1. Try to remain calm.
2. Quickly clear students, staff and faculty from the hallways.
3. Close and lock all doors to offices and classrooms, turn off the lights and hide.
4. Call 9911 and 7911 from campus telephones or 911 and 706-233-7911 from cell phones and state the following
 - "This is Shorter College, we have an active shooter on campus, gunshots fired."
 - If you were able to see the offender(s), give a description of the individual's sex, race, clothing, type of weapon(s), and direction of travel.
5. If your door cannot be locked, begin stacking and interlocking all available tables and chairs in the doorway to create an obstacle.
6. Have everyone get down on the floor, against a solid interior wall and shelter-in-place.
7. If you are in the open and unable to find a room to lockdown in, run away from the sounds of the gunshots and get out any way possible.
8. Wait patiently for guidance from uniformed police officers or Campus Safety Officers.

Immediate Response Actions

1. Immediately contact the Rome Police Department by dialing 911 or 9911 from a campus phone.
2. As deemed appropriate, Campus Safety or other college officials will announce a building-wide lockdown through the Shorter2U emergency alert system, voice commands, bullhorns, telephone or e-mail.
3. Police Officers will immediately deploy to the crisis area to locate, isolate, and, if tactically possible, confront the offender.
4. Campus Safety and other assisting college officials will reverse-evacuate individuals who are outside into any securable building, and ensure that all buildings are notified to lock their exterior doors, and shelter-in-place.
5. Campus Safety will block all roadways leading to the crisis area and direct commuter traffic away from campus.
6. Campus Safety will establish an emergency responder assembly area for a tactical command post.
7. Upon arrival of the Rome Police Officers, Campus Safety personnel will brief responding units and provide, at a minimum, the description and location of shooter.
8. At this point, Incident Command will be transferred to the ranking Rome Police Department Official.

Definition: Biohazards are classified as:

1. Liquid waste generated by humans or animals.
2. Non-infectious, preserved and unpreserved animal carcasses and body parts.
3. Contaminated sharps, including needles, syringes, scalpels, intravenous tubing with needles attached, or any item that is sharp enough to penetrate the skin and is contaminated with potentially infectious material.
4. Biohazard injuries or infections are normally restricted to individuals and may not require activation of the Emergency Response Plan.

Emergency Procedures

In case of serious injury or sudden illness:

Call Campus Safety at ext. 7911 or 706-233-7911, or if needing off-campus emergency services, call 911. If the biohazard includes bodily fluid or waste, call the Director of Health Services at ext. 7278 or 706-233-7278. Clearly describe the situation and your location.

1. **Minor Injuries:** These injuries normally involve a small cut or break in the skin or a chemical burn with coincident exposure to a biohazard. Persons involved should:
 - a. Contact First Aid, probably Health Services (ext. 7278 or 706-233-7278).
 - b. Treat immediately at or near the scene of the accident.
 - c. Rinse contaminated wound with copious quantities of water from an eye wash or emergency shower and encourage bleeding.
 - d. If the wound is on the face, take care not to contaminate the eyes, nostrils, or mouth.
 - e. Wash the wound with mild soap and lukewarm water. DO NOT USE abrasives or brushes which may cause further injury.
2. **Serious Injuries:** If more than first aid is required, take the following steps:
 - a. Treat the immediately threatening condition (maintain ABCD's – Airways, Breathing, Circulation, Deadly Bleeding).
 - b. Call 911.
 - c. Advise emergency response personnel of the contamination, nature of injuries, and biohazard handling procedures.
 - d. Ensure that the biohazard material does not further contaminate the accident victim by moving away from the area of aerosolization and by removal of contaminated clothing.

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3. Injection or Sharps Injury with Biohazard Exposure:

- a. Disinfect the puncture area immediately.
- b. Seek immediate treatment – Call 911.

4. Personal Biohazard Decontamination Procedures:

Individual(s) involved directly in the spill should remove garments known or thought to be contaminated and leave the area.

Personnel should be aware of all exits, interlock override switches, fire extinguishers, fire alarms, eyewash stations, safety showers, spill and first aid kits.

Bomb or Bomb Threat

Definition: A known, or threatened, explosive device, that is intended to cause disruption, property damage, or bodily injury.

Roles:

Person Receiving the Threat

- If a threat is phoned in, keep the caller on the line as long as possible, while trying to obtain and document the following vital information:
 - Exact location of device
 - Detonation time
 - Voice description of caller
 - Background noises
 - Exact wording of message
 - Time of call
- Notify Campus Safety immediately by calling ext. 7911 or 706-233-7911.

Campus Safety

- Call 911 and request response from City Police and Fire Departments.
- Initiate Shorter2U alert, if after regular business hours, or call Institutional Relations to initiate an alert, if during business hours.
- Respond to scene and begin evacuation.
- Evacuate adjacent buildings, if injuries could result from a blast.
- In conjunction with Rome Police and Fire Department personnel, coordinate and conduct a thorough search.
- Conduct follow-up investigations and submit appropriate reports to the college administration and to authorities.

Director of Campus Safety (or designee)

- Make the decision to allow people to return to the evacuated areas, assuming the search reveals negative results.

Facilities Management

- Shut off gas and electricity to affected area, if deemed necessary.

Faculty and Staff

- Check escape routes and then assist with an orderly evacuation.
- At evacuation site, take and encourage others to take precautionary measures, including covering head and face with arms, books or clothing (in case of flying glass or debris).

Institutional Relations

- Send out Shorter2U alert, if during regular business hours.
- Serve as the official college spokesperson to media.
- Handle all media releases regarding the situation.

Student Support Services and Campus Ministries

- Following the emergency, make counseling services available to students, faculty, and staff in need of those services.

Closing the Campus/Canceling Classes

Definition: Snow, ice, extreme weather conditions, or other situations may necessitate the canceling of classes and/or closing of Shorter campuses. **It is extremely important to specify which Shorter College campus is to be closed:** Rome (day), Rome (night), North Atlanta, Lawrenceville, or Riverdale.

Notification of closing the campus BEFORE the work day:

1. A Shorter2U campus alert will be sent to faculty, staff, and students who have registered for the alerts.
2. Students, faculty and staff may also listen to local radio and television broadcasts.
3. Notifications will be sent by campus e-mail to faculty, staff, adjunct instructors and students.
4. The home page of the Shorter College Web site, www.shorter.edu, will be updated with a notification of campus closings or class delays as will the main switchboard recording, which can be reached at 706-291-2121.
5. Everyone should take note of which campus is affected.

Notification of closing the campus DURING the work day:

1. A Shorter2U campus alert will be sent to faculty, staff, and students who have registered for alerts.
2. Notifications will be sent by campus e-mail to faculty, staff, adjunct instructors, and students.
3. The home page of the Shorter College Web site, www.shorter.edu, will be updated.
4. Everyone should take note of which campus is affected.

Roles:

Provost

- Makes school closing decision (in conjunction with Campus Safety).
- Notifies Dean of Students, Director of Institutional Relations, Campus Safety, Maintenance, and Professional Studies Director.

Institutional Relations

- Issues Shorter2U alert and updates Web site.
- Sends e-mail messages to faculty, staff, and students.
- Alerts media contacts of Shorter College closings. (List updated 1/16/08)
- Initiates changing of main switchboard greeting.

Campus Safety

- Alerts Provost of weather hazards as they develop.
- Blocks roads at entrance and top of the Hill for hazardous road conditions.
- Provides signage at main entrance that indicates closing or delayed opening.

Maintenance

- Checks on buildings as weather permits.
- Arrives early on the first day back after a weather-related closing to check steps, stairs, and sidewalks and to take corrective actions as needed.
- Places caution signs as needed.

Death on Campus

Roles:

Faculty, Staff, and Students

- Call 911.
- Call Campus Safety at ext. 7911 or 706-233-7911.
- If a death happens during class, faculty should evacuate the classroom.
- Call Director of Health Services at ext. 7278 or 706-233-7278.

Campus Safety

- Call 911.
- Secure area.
- Call Director of Health Services.
- Call Vice President for Student Affairs.
- Call Provost if it is a faculty member.
- Call Vice President of Finance if it is a staff member.

Vice President for Student Affairs

- Call President.
- Call Director of Institutional Relations.
- Call Campus Minister.
- Call family of student for a student death.
- Call Provost and Vice President of Finance.

Provost

- Call President.
- Call Director of Institutional Relations.
- Call family of faculty member.

Vice President of Finance

- Call President.
- Call Director of Institutional Relations.
- Call family of staff member.

Definition:

In a crisis situation, sudden evacuation of a building or of the entire campus may be necessary. All persons must evacuate immediately upon the request of Campus Safety, any college official, or an emergency responder. No one may return before the all-clear signal has been given.

Roles:**All Faculty, Staff and Students**

- Upon receiving notification (alarm or verbal command), immediately leave the building by the nearest marked emergency exit, closing doors behind you. [Do not lock doors as you leave.]
- Alert others of the evacuation as you are exiting the building.
- Do not use elevators.
- Do not return to an evacuated area unless instructed or permitted to do so by Campus Safety or a college official.
- Move away from the evacuated building at least 500 feet.
- Do not block roadways, fireplugs, or access to evacuated areas or buildings.
- Stay clear of emergency operations unless emergency personnel request your assistance.

Campus Safety

- To evacuate a single building, engage the fire alarm.
- To evacuate more than one building, issue a voice-command using the emergency alert siren system.
- Call Institutional Relations to initiate a Shorter2U alert.

Campus Safety Council Members

- Ensure that individuals on your floor have received the evacuation order.
- Lead others from your building/area to evacuate in a timely and orderly fashion.

Institutional Relations

- Issue a Shorter2U alert.
- Send e-mail message to faculty, staff, and students.

In case of a fire in a building or on the premises:

Roles:

Anyone Discovering a Fire

- Pull the fire alarm.
- Call 911 from a cell phone or 9-911 from a campus phone.
- Call Campus Safety at ext. 7911 or 706-233-7911.
- If possible without jeopardizing your safety, close doors to confine the fire.
- Leave the building.

All Faculty, Staff and Students

- Upon hearing the fire alarm, immediately leave the building by the nearest marked emergency exit, closing doors behind you. [Do not lock doors.]
- Alert others of the situation as you are exiting the building.
- Do not use elevators.
- Do not return to an evacuated area unless instructed or permitted to do so by Campus Safety or a college official.
- Move away from the evacuated building at least 500 feet and gather with the class, residence hall floor, or office you were with at the time of the fire.
- Do not block roadways, fireplugs, or access to evacuated areas or buildings.
- Stay clear of emergency operations unless emergency personnel request your assistance.
- Report to Campus Safety information about missing persons, trapped persons, injuries, and other information available about the incident.
- In case of inclement weather, move to the Winthrop-King Centre, unless that building is affected by the fire.

Faculty/Staff and/or Residence Life

- Gather class or residence hall floor together and take roll.
- Report to officials if anyone is missing, trapped, or injured.

Campus Safety

- Call the Fire Department by calling 911.
- Supervise the evacuation and check for injuries.
- Assign roles to auxiliary persons, as needed.
- Keep access roads open.
- Call President, Vice President for Student Affairs, and Director of Institutional Relations.
- When the fire department arrives, make contact with the officer in charge and report information about missing persons, trapped persons, and injuries.

Campus Safety Council Members

- Ensure that individuals on your floor have received the evacuation order.
- Lead others from your building/area to evacuate in a timely and orderly fashion.

Health Services

- Administer first aid, if needed.

Restricted to Campus

A health-related or other crisis situation may require that students be restricted to campus. Depending upon the situation, this restriction could also be extended to faculty and staff.

Roles:

Initiating Department

- Contact Vice President for Student Affairs.

Vice President for Student Affairs

- Call President for approval of "Restricted to Campus" order.
- Call Director of Institutional Relations to initiate Shorter2U announcement.
- Call Campus Safety to initiate voice announcement via the emergency alert siren system.
- Call Provost and Vice President for Finance.

Institutional Relations

- Issue a Shorter2U alert.
- Send e-mail announcement to faculty, staff, and students.

Campus Safety

- Make a voice announcement using the emergency alert siren system; coordinate wording of message with Director of Institutional Relations.
- Place a guard at the gatehouse to restrict traffic.
- Post personnel (as available) in parking lots to prevent departure by vehicle.

Facilities Management

- Assist Campus Safety, as needed, in restricting vehicle traffic.
- In cases of winter weather conditions, check to ensure that heating is maintained.

Residence Life

- Provide in-person notification, if needed, to supplement announcement.
- Keep students in the safest area(s) on campus.
- If restriction includes faculty and staff for an extended period of time, make arrangements for temporary housing for faculty and staff.

Vice President for Finance

- Assign staff as needed to meet the requirements of the situation.

Student Disruption/Civil Disturbance

Definition:

An incident that disrupts or has the potential to disrupt the orderly functions of the school.

Level 1 – disruption is confined to one area but there is not a threat to anyone.

Level 2 – disruptive forces are mobile or pose a direct threat to another person.

Level 3 – disruption is widespread with large-scale student participation and is a serious threat to college community.

Roles:

Faculty, students, staff

- Call Campus Safety at ext. 7911 or 706-233-7911 no matter which level of disruption.
- Call 911 or 9911 from a campus phone if in fear of loss of life.

Campus Safety

- Assess level of disruption.
- Call 911 or 9911 from a campus phone if in fear of loss of life.
- For Level 3, activate the emergency alert siren system.
- Call Vice President for Student Affairs.

Vice President for Student Affairs

- Call President.
- Call Director of Institutional Relations.

Definitions:

Tornado Watch: Conditions are favorable for a tornado or severe weather.

Tornado Warning: Tornado has been sighted; take shelter immediately.

Monitoring:

1. Upon the forecast of severe, inclement weather, the Campus Safety office will monitor the weather radio.
2. **The campus will be alerted of a tornado warning** by the emergency alert siren, a campus-wide e-mail, and the Shorter2U campus alert system.

Roles:

Campus Safety

- Monitor weather radio.
- Contact Institutional Relations to initiate Shorter2U alert, if during business hours, or send a Shorter2U alert, if after hours.
- Sound emergency alert siren.
- Maintain contact with faculty, staff, and student body.
- Use megaphone for crowd control, if needed.
- Give the all-clear signal via the emergency alert siren when appropriate.

Maintenance

- Assist in serving as weather spotter during watch.
- Close campus exits if a tornado warning is issued.

Institutional Relations

- Issue Shorter2U alert when instructed by Campus Safety, if during business hours.
- Issue campus-wide e-mail.

Faculty and Staff

- If a warning is issued during class time, lead students to the areas designated in the following evacuation plan.
- Close doors behind you.
- Using class roster, verify that your students are in the secure area.
- Verify that students are following the proper safety procedures.
- Kneel against the wall with head down and hands covering head.

Students

- Do not attempt to leave campus if a tornado warning is issued.
- Proceed to the areas listed on the evacuation plan.
- Kneel against the wall with head down and hands covering head.

Tornado Evacuation Plan

Tornadoes are most common in March, April, and May. Resident students, faculty, and staff are encouraged to copy and post this sheet where it can be easily seen.

Precautions: In general, when storms produce high winds and lightning, be prepared to move to an interior hall or a lower floor. **Stay away from windows and fire exits. Close all doors.**

Instructions for Individual Campus Buildings

Alumni, Cooper, and Van Hoose: Evacuate to first floor interior halls.

Art House/Horseleg Creek Property: Evacuate to the lowest level.

Bass A, B, & C: Evacuate to interior hallways on the first floor (near vending machines).

Cooper Fine Arts: Evacuate to first floor interior hallway.

Dining Hall: Evacuate to Austin Moses room or kitchen.

Fitton Student Union: Evacuate to first floor interior hallways near bookstore or pool area.

Gwaltney, Towns, and Mallory: Evacuate to the basement.

Hazel Eubanks Hall: Evacuate to interior hallways; lower floors preferable.

High Acres: Evacuate to the lowest level.

Livingston Library: Move to the center of basement floor.

Minor Fine Arts: Evacuate to interior hallway on first floor.

Newman Hall: Evacuate to first floor interior halls.

Professional Studies Center: Evacuate to lowest level hallway.

Roberts Hall: Evacuate to basement lobby/game room.

Rome Hall: Evacuate to interior hallways on first floor.

Sheffield-Thompson Building: Move to interior hallways on basement level, (near IT).

Welcome Center: Evacuate to the interior hallway on the lowest level.

Admissions Offices at Rockridge: Move to the lowest level.

Winthrop-King Centre: Evacuate to interior hallways on first or second levels.

Emergency Contact Numbers

During regular office hours, please call the following office extensions as emergency situations require.

All after-hours calls should be directed to Campus Safety.

	<u>On-Campus</u>	<u>From Cell or Off-Campus Phone</u>
Campus Safety	ext. 7911	706-233-7911
Information Technology	ext. 7400	706-233-7400
Institutional Relations	ext. 7241	706-233-7241
Maintenance	ext. 7240	706-233-7240
President's Office	ext. 7201	706-233-7201
Residence Life	ext. 7233	706-233-7233
Student Affairs	ext. 7231	706-233-7231
Student Health Services	ext. 7278	706-233-7278