Crisis Manual

MCTC-Licking Valley Campus

Maysville

Community & Technical College

HIGHER EDUCATION BEGINS HERE

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INTRODUCTION

The purpose of this document is to establish an Emergency Response /Crisis Management plan for use by the Maysville Community and Technical College-Licking Valley Campus. For the purpose of this plan a **crisis** is defined as any unplanned event that can cause deaths or significant harm to employees, students or the public; or that can shut down business, disrupt operations, cause physical or environmental damage, or threaten the institution's financial standing or public image. The **crisis** may take the form of an **emergency** requiring immediate action to save lives and protect property.

The National Safety Council recommends that all facilities have a written response plan, including procedures for emergencies that are most likely to occur at the facility. OSHA standards require a planned response for every facility, including the following:

- Facilities must have an Emergency Response Plan that addresses the actions employees must take to assure their collective safety during an emergency.
- The Emergency Response Plan must include information on applicable emergency procedures for general evacuation, fire reporting, medical emergencies, bomb threats, tornado safety, notification procedure for deaths, hazardous material releases, earthquakes or structural failure, armed robbery, and media—related events.
- All employees (including employees who are new to a facility) must be trained to respond to various emergencies that may occur. Employees must be notified whenever there are major changes to the procedures.

Emergency /crisis management is an ongoing process of planning for and responding effectively to the occurrence of an unplanned event. The process consists of the following four phases:

- **Preparedness—**planning for an emergency or crisis event
- **Response—**the planned response to an emergency or crisis event
- **Recovery—**the process of returning to normal operations
- **Mitigation—**steps taken to prevent the effects of an emergency or crisis event.

When these four phases are used together, they lessen crisis / emergency spillover effects that can disrupt local operations and quality of life. Advanced planning and recognition of the spillover effects of a crisis can lessen the impact on Maysville Community and Technical College-Licking Valley Campus.

This Emergency Response / Crisis Management Plan has the following goals:

- Resume normal activities.
- Protect and save people.
- Protect property.
- Protect the reputation of the institution

The Plan will include the following components:

- Assessment and Preparedness
- Management team organization and responsibilities
- Communication
- Specific Emergency response procedures
- Recovery and Restoration

MCTC Crisis Management Team Organization and Responsibilities

Each college campus shall have an Emergency Response and Crisis Management team in place, appointed by the President or Campus Director as appropriate for each location. The College team shall include, at a minimum, the President's Executive Council, Director of Safety, or their designees, and any others that may be deemed appropriate.

The Crisis Management Team should at least have a Coordinator and an Assistant Coordinator with the following responsibilities:

General Responsibilities of the Crisis Management Team (CMT)

Assess potential hazards, and develop response, recovery and restoration plans based on the assessment.

Designated team members shall receive National Incident Management System (NIMS) training as mandated to meet the requirements of the Homeland Security Presidential Directive 5 and Community Emergency Response Team (CERT) training as recommended by the Department of Homeland Security.

Educate faculty and staff and conduct preparedness drills.

First response in emergency situations.

- Analyze the crisis; recommend steps to be taken to resolve and recover from it.
- Inform and consult System Office Administration during crisis response and recovery efforts.
- Review and approve crisis related information in conjunction with the Communication Team to be communicated on- and off-campus, to all appropriate constituencies: students, parents, faculty, staff and media.
- Coordinate crisis response and recovery efforts.
- Supervise cooperative crisis response and recovery efforts with appropriate outside agencies.
- Conduct a post-crisis evaluation of the institution's performance during crisis response and recovery efforts, and recommend necessary changes to the crisis management procedures.
- Review the crisis management plan during each academic year in order to reduce vulnerability in a crisis.

Coordinator of Crisis Management Team

- Evaluates incoming emergency-related information.
- Determines that the correct immediate response plan of action has been activated.
- Notifies and updates team members and System Office Administration of status of the emergency and the response and recovery efforts being undertaken.
- Supports and monitors the emergency response activities,
- Requests personnel as needed.
- Provides information to the System Office Public Relations Department.
- Assists in determining when the resumption of normal activities can begin.
- Delegates responsibilities as needed.

Assistant Coordinator of Crisis Management Team

- Evaluates the crisis site and assists emergency efforts of Facility personnel.
- Communicates directly with the Coordinator of Crisis Management Team.
- Assists contractors, outside agencies, and other responders as necessary.
- Responds to the emergency as necessary.
- Assists outside rescue and fire agencies.
- Assumes that gates and doors are open for outside rescue and fire agencies
- Assures guides are posted for outside rescue and fire agencies.
- Knows locations of shut—off valves for all utility services and electrical and communication panels.
- Assumes the role of the Coordinator of CMT when the Coordinator is not available.
- Delegates responsibilities as needed.

Other CMT members may come from the following areas with the following responsibilities:

Functional Areas Represented:

President's Office:

- Activate/Organize Crisis Management Team.
- Monitor initial emergency response actions.
- Authorize immediate notification of additional service providers, necessary employees, and/or Building Coordinators.
- Direct the crisis management operations and recovery, including media notification and communication, communication with staff and family members.

Facilities Management

- Assist local, state and federal agencies in damage estimation.
- Maintain and provide access to blueprints and building plans.
- Ensure telephone services are established and maintained.
- Re-establish affected networks,
- Relocate affected offices if necessary.
- Make assessment of any campus area susceptible to damage. (Utilities will be secured if an unsafe condition exists, restoration of utility service will be made when appropriate.)
- Monitor/assess safety hazards and unsafe situations. Develop measures for insuring personnel safety.
- Assess/direct efforts to control hazardous materials in conjunction with the Fire Department.
- Make emergency repairs.
- Remove debris.
- Provide necessary support to other departments (equipment, barricades, etc.)
- Provide for sanitation services during or following an emergency.

Public Relations

- Coordinate communication between Crisis Management Team and all constituencies, both internal and external.

Academic Services

- Responsible for all academic issues that surface during an emergency.
- Arrange for revised class, testing schedules, etc.

Student Development

- Assess the impact of the situation on students and student life.
- Supervise Student Development response.
- Coordinate mental health assistance to students in conjunction with counseling services.
- Identify individuals with special needs and implement plans for assistance.

Human Resources

- Arrange for expedited services of temporary employees when required.
- Coordinate mental health assistance to faculty and staff in conjunction with counseling services.
- Assist faculty/staff where needed.

Information Technology

- Implement Information Technology Services emergency procedures and disaster recovery plan as needed.
- Maintain network and computing operations.
- Secure critical data and information resources.
- Repair and restore network and computing facilities.

Finance

- Provide budget accounts for emergency spending.
- Identify funds available to meet emergency needs.
- Initiate a record-keeping system for all expenditures associated with emergency operations.

Legal

- Advise on any legal issues arising from the emergency.

Hazard Assessment
Response, Recovery & Restoration Planning

Emergency response plans are based on the identified potential emergencies that can reasonably be expected to occur at a particular workplace. To create the plan, the Crisis Management Team will first identify all potential emergencies and then conduct a hazard assessment (also called a risk evaluation or hazard audit) on each historical or current potential emergency. The team will use outside sources to assess hazards, contacting our insurance carrier; state, county, and local emergency planning agencies; and National Weather Service for a history of hazardous events.

The assessment team analyzes on—site emergencies by determining "what if" and "how bad will it be" for each type of event which may occur. Each event must be evaluated objectively by considering frequency, intensity, and duration.

The team also will determine if emergencies in nearby businesses might present hazards. Lines of transportation may he considered as a source of a potential hazard. For example, if a truck crash on a nearby highway releases a chemical vapor into the air, your facility may need to take action to protect your employees. Therefore, it is necessary to perform a hazard assessment to determine the potential for one emergency to cascade into expanding emergencies.

Recovery and restoration plans should address any potential major loss scenarios identified in the hazard assessment. Identify potential available external resources including space that may be available for short or long term lease to provide a continuity of services. In the event of a major storm, tornado or earthquake, damage could be extensive, not only to the College but to the community and region and restoration could take a very long period of time.

Hazard assessments will include the following components:

- **Critical equipment list—**If critical equipment fails and causes an emergency, determine the potential consequences of various failure scenarios. Determine the minimum personnel needed to monitor and operate the equipment in the event of an emergency.
- **Site utilities list—**Determine suppliers, entry points, and shutoffs for on-site utilities such as air-handling systems (HVAC), electric, gas, water, and communications. Determine the need for and extent of backup systems.
- **Natural disasters—**Determine the potential effects of natural disasters, such as tornadoes, blizzards, ice storms, earthquakes, mudslides, floods, and/or fires.
- **Manmade disturbances—**Determine the possible effects of a bomb threat, threat of violence or violent behavior, arson, riot, vapor release, chemical release, terrorist attack, and structural failures.
- **Transportation lines—**Determine if shipping, rail, air, or highway emergency events may have a spillover effect on a facility.
- **Toxic materials and/or raw materials--**Determine if a potential hazard exists on-site.
- **Other site spillovers--**Determine the effects of potential spillover emergency events from other facilities.
- **Conduct a Security assessment** to determine the effectiveness of exterior lighting, the conditions and procedure for securing buildings on campus.

Emergency Agencies for Response/Recovery			
Agency	**Service Provided**	**Contact Name**	**Contact Phone/ Pager Number**
LOCAL			
Police Department	Non-emergency		859-234-7100
Fire Department	Non-emergency		859-234-7158
EMS	Non-emergency		859-234-1515
COUNTY			
	Non-emergency		
Disaster Management Coordinator			859-234-7180
Environmental Response Coordinator			859-234-0241
Division of Water			859-234-7152
Reviewer's Sign-Off*			
Reviewed By		**Title**	**Date**
*** This contact data should be reviewed and updated in one year or sooner, as needed.**			

Hazard Assessment
Response, Recovery & Restoration Planning

Planning for recovery and restoration, or "continuity of operation" is often overlooked in emergency response planning but is just as important, if not more so, to the life of an institution. Most schools or universities have not experienced a major disaster such as an earthquake or tornado. Although these types of events are rare, all of our campuses are at risk on some level. Without a good recovery and restoration plan a campus will find it difficult if not impossible to return to normal operation in a reasonable period of time if subjected to a disaster of catastrophic proportion.

The recovery and restoration plan should include a time phase recovery process to take place after the initial emergency response identifying: comprehensive damage assessment; restoration of basic services; contacting external resources for temporary space and equipment needs; facility repair and any other potential activities that must be carried out to restore operations.

Preparedness

A major component of Emergency Management is **preparedness**. A plan of action for Emergency Response Procedures must be in place, the Crisis Management Team named and organized, with roles well defined, and practice sessions, through drills and rehearsals, for team members, employees and students regularly scheduled. A schedule of mandatory drills will be maintained and documented. **Mandatory drills** include Evacuation and Tornado Drills to be held on a quarterly basis. Other less extensive drills or rehearsals involving fewer employees should be practiced periodically to ensure that those people having critical roles to play understand and can carry out their assignments in a timely way.

In order to ensure that faculty and staff have quick and easy access to emergency reference material, an Emergency Response Action Plan quick reference guide, in a tabbed or flip chart format will be formulated for distribution to all employees. It will include concise instructions for each type of emergency situation identified in the hazard assessment, with names of contact persons and phone numbers.

Recommendations for Drills and Testing

The following information offers tips on conducting drills and testing. Forms are provided to use when evaluating drills and critiquing employee performance and responses. The remainder of this section provides space for your site specific resources, such as maps of buildings, grounds, and fire detection systems.

Evacuation Drill (Mandatory)
Follow these steps and note the fallowing for an evacuation drill:

- Sound evacuation alarm.
- Observe employee response.
- Did searchers operate in pairs
- Did employees know their assembly area?
- Was a roll call taken?
- Record start and end tines of drills.

Tornado Drill (Mandatory)
Follow these steps and note the following for a tornado drill:

- Test the communication process of informing your personnel. Remember that no alarm is used in tornado emergencies!
- Did everyone get to a safe area?
- Were people assigned the task of shutting off utilities? Did they have the tools they needed to perform the shutoff?

Bomb Threat Drill
Follow these steps and note the following for a phoned—in bomb threat drill:

- Place call.
- Let receptionist/dispatcher or other staff person receiving the call know this is a drill from the beginning and identify yourself.
- Proceed with the drill.
- Observe if person taking the call recorded the exact message and used the Bomb Threat Checklist to help identify the caller.

Follow these steps and note the following for a suspicious package bomb threat drill:

- Let mailroom or other package handlers know this is a drill.
- Deliver package.
- Observe actions taken when they find the "bomb."
- Ask what their next action would be. Would they evacuate the building? Would they contact local police?

Medical Emergency Drill
Follow these steps and note the following for a medical emergency drill:

- This drill/exercise should involve those trained and certified employees demonstrating their first aid and CPR skills under emergency-like conditions.
- CPR skills can be practiced on a mannequin.
- Note if participants "called" for help from outside agencies.

Hazardous Materials Emergency Drill
Follow these steps and note the following for a hazardous materials drill:

- Time and practice shutting down the air (ventilation) system and isolating the building.
- Time the length to get to the designated off-site meeting area.
- Make employees aware of the possibility of hazardous material releases from industry or transportation lines, such as highways and railroads.

Violent/Threatening Behavior Emergency Drill
Follow these steps and note the following for an armed robbery emergency drill:

- In a meeting setting, test employees' ability to recall descriptions of persons witnessed.
- Question them on steps to take in sounding the alarm, securing the scene, and notifying contacts.

Drill evaluation not only provides a strong emergency response, it also lays the groundwork for a successful safety program. Documenting drills is also important for successful compliance with government regulations

Maysville Community & Technical College Crisis Communications Plan

Rationale and Purpose

The terrorist attacks on the World Trade Center and the Pentagon on September 11, 2001 drove home the fact that a crisis may strike any of our institutions at any time. Crises may take many forms - violent acts, natural disasters, mechanical breakdowns or student unrest, for example. Whatever the type of crisis, Maysville Community and Technical College-Licking Valley Campus must be prepared to keep internal and external publics informed through clear, accurate, consistent and concise communications.

As a public institution, Maysville Community and Technical College-Licking Valley Campus strives to be forthright and timely in communications. Decisions regarding communications during a crisis will be guided by the commitment to public disclosure and the public's legitimate right to be informed, balanced by a concern for the right of the individual for privacy and personal security. Also to be considered is the effect that immediate public disclosure could have on impending investigations or legal actions.

This plan, as a part of the broader Maysville Community and Technical College-Licking Valley Campus Emergency and Crisis Response Plan offers policies and procedures for the coordination of communication within the Maysville Community and Technical College-Licking Valley Campus family and between Maysville Community and Technical College-Licking Valley Campus and external audiences, including the news media. The purpose of this document is to provide a flexible blueprint that Maysville Community and Technical College-Licking Valley Campus will use to communicate during crises.

Objectives of crisis communications

- To factually assess the crisis and to determine whether a communications response is warranted
- To assemble a Crisis Communication Team that will determine appropriate messages and actions
- To identify constituencies that should be informed; communicate facts about the crisis; minimize rumors; and restore order and confidence

Definition

Crisis communication is one component of overall crisis management. Communication is key to how Maysville Community and Technical College-Licking Valley Campus handles a crisis. How Maysville Community and Technical College-Licking Valley Campus communicates will have a lasting impact on its reputation with various constituencies, including students, faculty, staff, alumni, parents, the community and the news media. An effective communications plan, coupled with the early involvement of communication professionals, will help limit the negative impact of the crisis and allow those charged with mitigating the crisis to fulfill their responsibilities.

First steps

When an employee of Maysville Community and Technical College-Licking Valley Campus identifies a crisis, his or her first responsibility is to determine the appropriate response to be taken in accordance with the Emergency Response Plan. The Maysville Community and Technical College-Licking Valley Campus employee who discovers a crisis should first react in accordance with the Response Plan before taking steps to activate the Crisis Communications Plan.

As the next step — or as a first step in the absence of imminent danger to life or property — the employee should inform his or her supervisor of the crisis. In accordance with appropriate chain of command, the office of the President is notified. The president makes the decision on whether to appoint and activate the Crisis Management Team, including the appropriate Crisis Communications team.

At the College level, the Crisis Communications Team will be an extension of the Crisis Management Team.

Communications protocols

The most important public of Maysville Community and Technical College is our students and employees. Our faculty and staff must be kept informed of the crisis and our response to maintain order and facilitate a quick recovery. It is important to remember that the words and actions of employees toward external audiences will make or break the reputation of Maysville Community and Technical College-Licking Valley Campus.

Therefore, after emergency officials are notified of a crisis, employees may be the next target audience. Other key audiences that should be kept apprised of Maysville Community and Technical College's crisis response:

- Parents and family members of affected students or employees.
- Board leadership (Board of Regents, Foundation, local Boards of Directors)
- Political leadership (Governor's Office, key legislators, CPE, community leaders)
- News media

It is important that members of the Crisis Management Team be able to reach each other at any time. The institution should create a wallet—size card that includes work, home and cell phone numbers of key personnel. Two-way radios should be made available where possible.

State and federal law affect dissemination of information about students. Crisis communications must consider applicable statutes and fundamental issues of fairness.

Methods of Communication

Different crises warrant different methods of communications with key constituencies. Options include:

- One-on-one or small -group meetings with employees or students when possible
- Large assemblies of employees or students
- Use of email groups
- Use of voice mail messages
- Regular communication vehicles, such as newsletters
- Personal letters from the President/CEO to employees, friends
- Phone calls or visits to important external constituents, such as board members and political leadership
- Information posted on the web
- A telephone line established to provide assistance
- Counseling of employees or students

Media relations

Prompt and open communications to the news media are key to responding to a crisis and protecting the reputation of the institution. The news media perform a valid function in informing the public about what is happening at Maysville Community and Technical College-Licking Valley Campus. Here are several steps that the Crisis Management Team should follow to establish and maintain an effective relationship with the news media:

- Determine your message. The team should decide on a few key points that you want to make in each communication. During direct contact with the news media, you should answer questions, but you may return to your primary message(s) to ensure that you stay on track.
- Select a spokesperson. You may nominate the President, a member of the President's Executive Council, the public relations director or other representative. The spokesperson may change from day to day depending on the news of the day, but it is advisable to use the same spokesperson to deliver any given message in a consistent manner. The spokesperson should be articulate, poised and have a strong grasp of the facts of the situation. The spokesperson should be briefed on what to expect from the news media and how to respond. As time allows, media training for the leadership team and board members may help improve the response to crises. During a crisis, no one is authorized to speak to the news media on behalf of Maysville Community and Technical College-Licking Valley Campus other than spokesperson(s) designated by the Crisis Communications Team. Anything said to the news media will reflect on the institution.
- Stick to the facts. If you don’t know the answer to a question from the news media, don’t guess. Tell reporters that you don’t have that information but will find it and get back to them.
- Come clean. If an error by Maysville Community and Technical College-Licking Valley Campus or an employee caused or exacerbated a crisis, admit that fact and move on.

- “No comment” is not an option. There is always a way to answer questions in a manner consistent with the Maysville Community and Technical College-Licking Valley Campus message.
- Select time venue. If a number of media outlets are interested in story, consider convening a news conference to make sure all of them receive the same message at the same time. For a small number of media outlets, consider briefings or one-¬on-one interviews. Keep the news media informed throughout the crisis — silence may promote suspicion. In an ongoing event, provide a story each day to ensure that your message is the one that is heard. Keep in mind that the image you project is based on where a story is photographed or videotaped will reflect upon your institution.
- Develop written materials. They ensure accuracy and consistency. You may use a news release or fact sheets. The reporter may not be familiar with Maysville Community and Technical College-Licking Valley Campus, so provide literature on the college.
- Control access if necessary. In situations where members of the media are likely to come to campus (crime, accident, fire), the team may work with local authorities to control access to the scene and maintain order. The College has a responsibility to maintain the integrity of any crime or accident scene and to ensure the privacy of its students, faculty and staff. Therefore, access to any part of campus may be limited during a crisis. A media briefing center, or staging area, may be established and timely updates provided to the media at that location. In crises that involve major disruption to System or college operations, it may be necessary to establish an emergency operations center into which and from which information will flow.

Community relations

An institution’s relationship with the community will influence its ability to protect personnel, property and reputation and return to normal operations. The College should maintain a dialogue with community leaders, first responders, government agencies, community organizations and utilities, including:

- Appointed and elected leaders
- Fire, police and emergency medical services personnel
- Emergency management directors
- Public works department
- American Red Cross
- Hospitals
- Telephone company
- Electric utility
- Neighborhood groups
- System or college boards

Here are suggested ways to build community relations and ensure that your constituencies will support you in times of crisis:

- Have regular meetings with emergency personnel to review emergency plans and procedures.
- Talk about what you're doing to prepare for and prevent emergencies.
- Explain your concern for the community's welfare.
- Identify ways your facility could help the community in a community-wide emergency.
- Look for common interests and concerns.
- Identify opportunities for sharing resources and information.
- Conduct confidence-building activities such as facility tours.
- Do a facility walk-through with community response groups.
- Involve community fire, police and emergency management personnel in drills and exercises.
- Meet with your neighbors to determine how you could assist each other in an emergency.

Follow-up

The Crisis Communications Team should meet within two weeks of the crisis to review the actions taken to determine effectiveness and efficiency of the response. Information obtained during the critique should be incorporated into updates of the Crisis Communications Plan.

This plan was patterned from the plan written by the KCTCS public relations team and included ideas gleaned from crisis communications plans supplied by the following colleges and universities: Western Kentucky University, Centre College, Northern Kentucky Technical College, Berea College and the University of Louisville.

Specific Emergency Response Procedures

These procedures focus on the following types of crises:

- General Evacuation Procedures
- Evacuation Procedures for Individuals with Disabilities
- Bomb Threat
- Fire
- Earthquake
- Anthrax/Biological Agent Threats
- Hazardous Materials Incident
- Infrastructure Failure
- Severe Weather
- Violent Incident
- Civil Protest
- Explosion
- Flood
- Accidents/Medical Emergencies/Death Notifications
- Campus Lockdown

General Evacuation Procedures

Responsibilities of All Facility Personnel

All facility personnel must understand the correct emergency response and general evacuation procedures for their location. During an evacuation, all facility personnel must assist members of the public, visitors, and contractors to exit the facility premises.

Use of Evacuation Procedure

The evacuation procedure can be used for a variety of events. All employees should be familiar with it.

- In the event of a fire, the fire alarm is to be activated immediately upon the discovery of smoke or flames.
- In the event of a bomb threat or other non-fire crisis, the evacuation order will be issued via the SNAP Alert system and/or word of mouth.
- In the event of a bomb threat, the use of cell phones or radios for communications should be avoided.

Evacuation Procedures

- Upon notification that an evacuation is in progress, all faculty, staff, students and visitors will immediately use the nearest emergency exit and proceed to their designated assembly locations a safe distance from the building.
- In the event of a bomb threat, designated emergency response personnel should survey exit ways and designated assembly areas for suspicious items before allowing evacuation through and / or to these areas.
- In the event of a fire, the designated emergency response personnel and/or designated stairwell monitors should check for heat and smoke along the evacuation route to ensure the exit is safe and assist in the movement of people.
- Occupants should be instructed to take personal items such as backpacks, purses, etc. with them as they evacuate the building. Do not return to offices to retrieve personal items.
- Do not use elevators during the evacuation. They will be used by the appropriate emergency response personnel to evacuate those with mobility problems.
- Designated emergency response staff will take roll calls at the assembly areas and report the results to the Director of Crisis Management.
- Visitors will remain with the staff member(s) they are seeing and their names will be reported in the roll call.
- The designated emergency response staff will report these roll call results to the Director of Crisis Management or his alternate. The Emergency Coordinator shall emphasize the names of the persons from his or her department who may still be in the building.
- All personnel will stay assembled by department until further instructions are received from their designated emergency response staff.

It is important to note that in some emergencies, employees must deviate from these instructions. Use common sense. For example, if smoke is present, employees need to begin evacuating even if the alarm has not been sounded.

Summary of Employees' Duties

Following are the duties of employees during an evacuation of the facility:

- Designated emergency response personnel will oversee the evacuation of their own areas.
- Stairwell monitors will check for heat and smoke to ensure the exit is safe and assist in the movement of people. Every employee must be trained to assume the duties of the stairwell monitor.
- Department searchers will only operate in pairs and will check for personnel who initially failed to hear the alarm. They will check for heat and smoke before opening any door.
- Disabled Employees: Assign at least two employees to assist in the event of an evacuation or any other emergency that may occur.

Alternate Site Relocation Plan

If it is determined that your building cannot be reoccupied, arrangements will be made to resume operations at an alternate location as quickly as possible. Leased space will be procured under emergency procurment procedures and outfitted to accommodate Maysville Community and Technical College-Licking Valley Campus functions.

Emergency Evacuation for Individuals with Disabilities

A disabled individual is defined as anyone with a permanent or temporary disability, who for whatever reason is unable to independently evacuate a building using the stairwell or other emergency means of egress.

General Guidelines

- Remember that individuals with similar disabilities are unique. Through brief communication and asking questions, evacuation can be quick and safe.
- Listen to the individual; he/she is the expert regarding his/her own disability.
- Always ask the individual how you can help before attempting any rescue technique or giving assistance.
- Ask the individual if there are any special considerations or items that need to come with the individual.
- Remember there are individuals with "hidden" disabilities that may need assistance: health, psychiatric disabilities (anxiety disorders, depression, bi-polar, personality disorders, etc.), some vision or hearing impairments.
- Some individuals may utilize service animals: guide dogs, hearing dogs, or assistance animals. When possible, keep the team together.

As an individual with a disability you must:

- Identify yourself as having a disability.
- Get involved with the evacuation planning process. You are the expert on your own disability.
- Discuss with Faculty/Employer your abilities and needs as an individual with a disability in regards to evacuation (i.e. use a wheelchair, cannot walk unassisted, cannot hear alarm, cannot see, etc.)
- Use the "buddy system" for evacuation procedures, (i.e., to assist you to the most appropriate exit route or the nearest area of rescue.) Establish your "buddies" in each setting. "Buddies" could be co-workers, supervisors, faculty, classmates, or roommates.

If unable to evacuate, ask your buddy to notify emergency responders of your exact location within the building.

- Know the safest method of lifting yourself from your wheelchair and proper carrying techniques. If you do not know, ask your medical professional. Only professionally trained individuals should attempt to lift you, unless you are in immediate danger.
- Determine the best evacuation option.

Guidelines for Specific Disabilities

Blindness or Low Vision:

Even though most individuals who have visual impairments will be familiar with their immediate work/classroom areas, it is necessary to:

- Explain the nature of the emergency.
- Give verbal instructions to advise about the safest route or direction (using compass directions, estimated distances, and directional terms).
- Offer to guide the individual, especially if there is debris or a crowd; do not grasp the individual's arm, without asking if he/she needs assistance.
- Give other verbal instructions or information (i.e., elevators cannot be used).

Deafness, Hearing Loss, and/or Speech Impairments:

Communication varies with individuals who are Deaf, hard of hearing or with speech impairments. Individuals with hearing impairments may not hear audible alarms.

- Get the attention of a person with a hearing disability by turning the light on and off, tapping the individual on the shoulder, waving your hands, or eye contact.
- Clearly state the problem; face the individual, for those who read lips. Gestures and pointing are helpful; be prepared to write a brief, concise statement if the person does not understand.
- Offer visual instructions to advise of safest route or direction by pointing toward exits or evacuation maps.

Mobility Impairment:

Individuals with mobility impairments may or may not use wheelchairs.

- **REMEMBER: DO NOT USE THE ELEVATORS IN CASE OF AN EMERGENCY.**
- It may be necessary to help clear the exit route of debris (if possible) so that the person with a disability can move out or to a safer area.
- If individuals with mobility impairments cannot exit, they should move to a safer area (e.g., most enclosed stairwells). A secondary option is to move to an office that is a good distance from the hazard (and away from failing debris in the case of earthquakes). Keep doors closed!
- Notify police or fire personnel immediately about any individuals remaining in the building, their locations, and conditions.
- If individuals are in immediate danger and cannot be moved to a safer area to wait for assistance, it may be necessary to evacuate them using an evacuation chair or a carry technique. Ask the individual for the safest method for lifting/carrying.

If the individual is in immediate danger, it may be necessary to leave the wheelchair. Do not attempt to carry an individual in an electric wheelchair.

Responsibilities of Maysville Community and Technical College-Licking Valley Campus:

- Establish areas of rescue on every floor within every building.
- Identify areas of rescue within the building by signs, maps and information distributed.
- Identify the areas of rescue on maps provided to emergency personnel.
- Identify areas of rescue phone numbers and inspect signs, telephone number validity, and continued safe access and conditions for areas of rescue and location.

Areas of rescue:

- Phone - maintained and checked periodically.
- Close proximity to escape routes.
- Unobstructed egress/access.
- Where possible, provided with opening windows.
- Where applicable, use rooms constructed to be safe havens (encapsulated rooms) in structurally sound locations.

Evacuation Options:
Everyone must try to evacuate using the nearest, safest exit. Individuals with disabilities have four basic options.

- **Horizontal evacuation:** using building exits to the outside ground level or going into unaffected wings of multi-building complexes.
- **Stairway (vertical) evacuation:** using stairwells, if possible, to reach ground level exits from the building.
- **Stay in Place:** unless danger is imminent, remaining in a room with an exterior window, a telephone, and a solid or fire resistant door. With this approach, the person may keep in contact with emergency services by dialing 911 and reporting his or her location directly. The college safety personnel will immediately relay this location to on-site emergency personnel, who will determine the necessity for evacuation. Phone lines are expected to remain in service during most building emergencies. If the phone lines fail, the individual can signal from the window by waving a cloth or other visible object. The Stay-in-Place approach may be more appropriate for sprinkler protected buildings or building where an area of refuge is not nearby or available. It may also be more appropriate for an occupant who is alone when the alarm sounds. A label on the jamb or frame can identify a fire resistant door. Non-labeled 1 3/4 inch thick solid core wood doors hung on a metal frame also offer good fire resistance.
- **Area of refuge:** with an evacuation assistant, going to an area of refuge away from obvious danger. The evacuation assistant will then go to the building evacuation assembly point and notify the on-site emergency personnel of the location of the person with a disability. Emergency personnel will determine if further evacuation is necessary.

Usually, the safest areas of refuge are stair enclosures common to high-rise buildings, and open-air exit balconies. Other possible areas of refuge include: fire rated corridors or vestibules adjacent to exit stairs, and elevator lobbies. Many campus building feature fire rated corridor construction that may offer safe refuge. Taking a position in a rated corridor next to the stairs is a good alternative to a small stair landing crowded with the other building occupants using the stairway.

This procedure was adapted from the websites of the University of Wisconsin-Milwaukee, University of Northern Colorado, Arizona State University, Virginia Commonwealth University, and the University of Berkeley.

BOMB THREAT

All personnel should know the procedures for handling a bomb threat emergency. The procedures should be readily available and in the hands of all employees who, by reason of their assignment, might be expected to receive a phone call, a verbal or physical threat, or suspicious mail or packages. This category includes all telephone operators, mail handling personnel, receptionists, and secretaries.
A bomb threat may come to the attention of the receiver in various ways. It is important to compile as much information as possible. Please ***DO NOT*** immediately attempt to notify or evacuate an entire building as this could consume valuable time that would be better used to gather important information. After getting as much information possible about the threat ***DO*** notify your immediate supervisor who will authorize the evacuation decision in consultation with the President. While it is Maysville Community and Technical College-Licking Valley Campus' policy to evacuate in response to all bomb threats, keep in mind that the vast majority of threats are false and are primarily intended to elicit a response from the building occupants. In the case of a written threat, it is vital that the document be handled by as few people as possible as this is evidence that should be turned over to the local law enforcement agency having jurisdiction. If the threat should come via e-mail, make sure to save the information on your computer. Most bomb threats are transmitted over the telephone; thus, the following instructions will be provided with that assumption.

Immediate Action for the Receiver of the Threat

1. Remain calm and immediately refer to the attached bomb threat checklist. If applicable, pay attention to your telephone display and record the information shown in the display window.
2. The objective is to keep the caller on the line as long as possible to attempt to gather as much information as possible. Try not to anger the caller at any time.
3. While engaging the caller, pay attention to any background noise and distinctive sounds (machinery, traffic, other voices, music, television, etc.).
4. Note any characteristics of the caller's voice (gender, age, education, accent, etc.).
5. Attempt to obtain information on the location of a device (building, floor, room, etc.).
6. Attempt to obtain information on the time of detonation and type of detonator.
7. **Immediately** after the caller has ended the call, notify immediate supervisor.
8. If the threat was left on voice mail, **do not erase.**
9. The supervisor (or call receiver in supervisor's absence) is to notify the President's Office and the Director of the Crisis Management Team.
10. The supervisor (or call receiver in supervisor's absence) will call 9-911 to report the threat.
11. The receiver of the threat shall remain available for interviews by investigating authorities.

Evaluating and Documenting the Threat

The majority of the bomb threats received are crank calls. There is frequently a clue to the validity of the threat in the message itself or in the attitude and manner of the caller. That is why it is important to record the caller's message exactly as it was given. After receiving a threatening call, a Bomb Threat Checklist should be completed immediately after reporting the call.

A *bomber*, in placing the call, will usually prolong the call and furnish some detail as to the location of the device and reasons for planting it. The call is frequently repeated.

A *crank caller* tends to be abrupt and hurried. Seldom are details provided regarding the type of device, the location, and reasons. The crank caller repeats the call less frequently because of the fear of the call being traced.

Evacuation Decision

It is the policy of the Maysville Community and Technical College-Licking Valley Campus that building evacuation is mandatory when a bomb threat is received. If the threat is for a specific building, only that building and any other building within close proximity should be evacuated. If the threat is non-building-specific, then all buildings on campus shall be evacuated. Evacuation should follow the established Evacuation Procedure.

The Campus Director or designee will immediately activate the fire alarm system to evacuate the building. The switchboard operator or designee will call 911 to report the threat and arrange for assistance with the bomb search. Each teacher will be responsible for insuring the evacuation of the classroom/shop and be accountable for assigned students. Designated personnel will lock all entrances and make a final check of the building to insure total evacuation.

After the bomb threat is received and on a continual basis, during the bomb search, the situation will be reviewed to insure that all steps are taken to assure the safety of students and staff.

Subsequent Procedures

In the building search, staff can be of assistance to the Crisis Management Team in several ways. Staff will be more familiar with their work area than the team members. As the search is conducted, staff may be asked to identify boxes or objects in their work area. If a suspicious device, package, bag, etc. is discovered, it is to be left alone, DO NOT TOUCH IT! Note its location and report it to the Crisis Management Director or his designee. Once a bomb is discovered the building will be under the jurisdiction of the local law enforcement authority having jurisdiction.

The decision to resume normal activities in the building will be made by the President or Campus Director in consultation with the Director of the Crisis Management Team and the local law enforcement authorities. The authorities will want to interview the person who received the threat.

Letter and Bomb Recognition Points

The following are letter and parcel bomb recognition points.

- Foreign mail, air mail, and/or special delivery
- Restrictive markings, such as “confidential” or “personal”
- Excessive postage
- Hand written or poorly typed addresses
- Incorrect titles
- Titles but no names
- Misspellings of common words
- Oily stains or discolorations
- No return address

- Excessive weight
- Rigid envelope
- Lopsided or uneven envelope
- Protruding wires or tinfoil
- Excessive securing material, such as masking tape or string
- Visual distractions

Action to Take after Receiving Suspicious Package

Do not handle package. Evacuate area package is in.

Notify: __Bruce Florence_____ On Extension: ____66402_____

The Director of Crisis Management will then notify local law enforcement agencies.

Local Police: _859-234-7100_____ FBI: ___859-254-4038_____

County Police: _859-234-7135_____ Local Fire: _859-234-7158_____

State Police: __800-222-5555_____ ATF: ___502-753-3400_____

Telephone Bomb Threat Checklist

Keep Calm: Do not get excited or excite others.

Time: Call received _____am/pm Terminated _____am/pm

Exact Words of Caller: _____
_____
_____

<u>DELAY</u>: Ask Caller to Repeat

Questions you should ask:
A. Time bomb is set to explode?_____
B. Where located? Floor_____ Area_____
C. Kind of bomb? _____
D. Description? _____
E. Why kill or injure innocent people? _____
Voice description:
___ Female ___ Calm ___ Young ___ Refined
___ Male ___ Nervous ___ Middle-Aged ___ Rough
___ Old
<u>Other Descriptors:</u>
Accent ___Yes ___No Describe_____
Speech Impediment ___Yes ___No Describe_____

Telephone Bomb Threat Checklist (cont'd)

Unusual Phrases _____
Recognize Voice? If so, who do you think it was? _____

Background Noise
___Music ___Running Motor (Type)_____
___Traffic ___Whistles ___Bells
___Horns ___ Aircraft ___Tape Recorder
___Machinery ___Other_____

Additional Information
A. Did caller indicate knowledge of the facility? If so, how? In what way?
_____
B. What line did call come in on?_____
_____
C. Is number listed? ___Yes ___No Private Number? Whose? _____
_____

Signature_____

Date_____

FIRE

A fire may include visible flames or strong odors of burning. The appropriate emergency action is for persons to evacuate the building quickly and safely and notify the Fire Department by dialing 9-911.

Immediate Action:

1. **For the person discovering the fire:**

A: Extinguish only if you can do so safely and quickly.
   i) After the fire is extinguished, call _____ .
   ii) In case of emergency - DIAL 9-911.

B: If the fire cannot be extinguished:
   i) Confine the fire by closing the doors.
   ii) Pull the nearest fire alarm, if there is one.
   iii) Call the Fire Department - DIAL 9-911.
   iv) Alert others, Contact SNAP Operator at 66211.
   v) Meet the Fire Department when they arrive.

2. **For occupants of the building:**

A: Close the doors to your immediate area.
B: EVACUATE the building via the nearest means of egress. Evacuation routes should be posted on each floor. Assist others in exiting the building.
C: DO NOT use elevators.
D: Avoid smoke filled areas.

3. **For persons evacuating from the immediate fire area:**

A: Feel door from top to bottom. If it is hot DO NOT proceed; go back.
B: If door is cool, crouch low and open the door slowly. Close door quickly if smoke is present so you do not inhale it.
C: If no smoke is present, exit the building via the nearest stairwell or exit.
D: If you encounter heavy smoke in a stairwell, go back and try another stairwell.

4. **Upon notification of a fire:**

A: The switchboard operator will call the fire department at 911 as a backup call for the automatic alarm system.
B: Notify the Campus Director and the President.

5. **Each Individual Instructor will:**

A: Be responsible for all assigned students throughout the evacuation.
B: Insure all doors and windows are closed and locked.
C: Turn off electrical equipment.
D: Turn off lights in classroom and shop indicating that everyone in that area has been evacuated.
E: Check roll at the assembly area.

F: Be sure no one reenters the building until the all clear signal has been given.
G: Be sure that everyone remains a safe distance from the building and emergency equipment.

6. **Occupants with disabilities will be evacuated using the Evacuation Procedures for Individuals with Disabilities.**

Decision

The responding Fire Department will control and make decisions at the scene of the fire. The Fire Department will decide when to turn control of the scene back to the Institution. The President/CEO in consultation with the Director of the Crisis Management Team will decide when to turn control of the scene back to the facility tenant(s).

Decisionmaker(s)

The Fire Department will make decisions regarding the control and abatement of the fire incident, and issuing or not issuing all clear for safe building re-entry and occupancy. At the discretion of the Fire Department Incident Commander, site control will be transferred back to the Institution.

Subsequent Procedures/Information

Depending on the nature and degree of the fire incident, other support agencies and Institution resource units may be brought in for service or assistance.

AS REQUIRED BY THE MINGER ACT, ALL FIRES AND FALSE ALARMS MUST BE REPORTED IMMEDIATELY (WITHIN TWO HOURS) TO THE STATE FIRE MARSHALL'S OFFICE USING THE FOLLOWING TELEPHONE NUMBERS:

(502) 564-3626 during normal business hours, or
(800) 255-2587 at night or on weekends

Earthquake

During a major earthquake one may experience a shaking that starts out gently but within a few seconds grows violent. A second or two later, one may find it very difficult to move from one place to another.

Because earthquakes can strike without warning, the immediate need is to protect lives by taking the best available cover. Stay calm. If in a building, remain there. Take cover under a desk, table, or bench, or in a doorway, hallway along an interior wall. Stay away from windows or shelves containing heavy or breakable objects. If outside, move away from buildings and electrical lines. Once in the open, stay there until the shaking or tremors stop. If one is in a moving car, stop as quickly as possible, but remain in the vehicle.

Immediate Action Following an Earthquake

1. Call 9-911 if communication avenues are available.
2. The President in consultation with the Director of the Crisis Management Team will take control of the situation.
3. Evacuate immediately following the established evacuation plan.
4. Provide first aid, if necessary.
5. Once at designated assembly areas, take roll to account for all staff and students.
6. Do not dismiss students or staff from premises until all are accounted for and it has been determined that conditions in the community as such that it is safe to do so.
7. No one is to be permitted to re-enter an evacuated building until it has been inspected and declared structurally sound.
8. If a building is unsafe to be reoccupied for a period of time, arrangements will have to be made to provide functions elsewhere.

ANTHRAX / BIOLOGICAL AGENT THREATS

Many facilities in communities around the country have received anthrax threat letters or have found unknown, unidentified foreign substances in unlikely locations. Most letters were empty envelopes; some have contained powdery substances. The purpose of these guidelines is to recommend procedures for handling such incidents, however they may occur.

DO NOT PANIC

1. *Anthrax organisms can cause infection in the skin, gastrointestinal system, or the lungs. To do so, the organism must be rubbed into abraded skin, swallowed, or inhaled as a fine, aerosolized mist. Disease can be prevented after exposure to the anthrax spores by early treatment with the appropriate antibiotics. Anthrax is not spread from one person to another person.*
2. For anthrax to be effective as a covert agent, it must be aerosolized into very small particles. This is difficult to do, and requires a great deal of technical skill and special equipment. If these small particles are inhaled, life-threatening lung infection can occur, but prompt recognition and treatment are effective.

How to Treat a Suspicious Unopened Letter or Package Marked with Threatening Message, such as "Anthrax":

1. Do not shake or empty the contents of any suspicious envelope or package.
2. PLACE the envelope or package in a plastic bag or some other type of container to prevent leakage of contents.
3. If you do not have any container, then COVER the envelope, package or material with anything (e.g., clothing, paper, trash can, etc.) and do not remove this cover.
4. Then LEAVE the room and CLOSE the door, or section off the area to prevent others from entering (i.e., keep others away).
5. WASH your hands with **soap and water** to prevent spreading any powder to your face.
6. What to do next…

- If you are at **HOME**, then report the incident to local police.
- If you are at **WORK**, then report the incident to local police, **and** notify your building security official or an available supervisor.

7. LIST all people who were in the room or area when this suspicious letter or package was recognized. Give this list to both the local public health authorities and law enforcement officials for follow-up investigations and advice.

Envelope with Powder and Powder Spills Out onto Surface or Suspicious Foreign Powdery or Granular Substance Found in an Unlikely Location

1. DO NOT try to CLEAN UP the substance. COVER the spilled contents immediately with anything (e.g., clothing, paper, trash can, etc.) and do not remove this cover!
2. Then LEAVE the room and CLOSE the door, or section off the area to prevent others from entering (i.e., keep others away).
3. WASH your hands with **soap and water** to prevent spreading any powder to your face.

4. What to do next…

- If you are at HOME, then report the incident to local police.
- If you are at WORK, then report the incident to local police, and notify your building security official or an available supervisor.

5. REMOVE heavily contaminated clothing as soon as possible and place in a plastic bag, or some other container that can be sealed. This clothing bag should be given to the emergency responders for proper handling.
6. SHOWER with soap and water as soon as possible. *Do Not Use Bleach Or Other Disinfectant On Your Skin.*
7. If possible, list all people who were in the room or area, especially those who had actual contact with the substance. Give this list to both the local public health authorities so that proper instructions can be given for medical follow-up, and to law enforcement officials for further investigation.

Question of Room Contamination by Aerosolization:

For example: small device triggered, warning that air handling system is contaminated, or warning that a biological agent released in a public space.
1. Turn off local fans or ventilation units in the area.
2. LEAVE area immediately.
3. CLOSE the door, or section off the area to prevent others from entering (i.e., keep others away).
4. What to do next…
   - If you are at **HOME**, then **dial "911"** to report the incident to local police and the local FBI field office.
   - If you are at **WORK**, then **dial "911"** to report the incident to local police and the local FBI field office, **and** notify your building security official or an available supervisor.
5. SHUT down air handling system in the building, if possible.
6. If possible, list all people who were in the room or area. Give this list to both the local public health authorities so that proper instructions can be given for medical follow-up, and to law enforcement officials for further investigation.

HOW TO IDENTIFY SUSPICIOUS PACKAGES AND LETTERS
Some characteristics of suspicious packages and letters include the following…

- Excessive postage
- Handwritten or poorly typed addresses
- Incorrect titles
- Title, but no name
- Misspellings of common words
- Oily stains, discolorations or odor
- No return address
- Excessive weight
- Lopsided or uneven envelope
- Protruding wires or aluminum foil
- Excessive security material such as masking tape, string, etc.
- Visual distractions
- Ticking sound

- Marked with restrictive endorsements, such as “Personal” or “Confidential”
- Shows a city or state in the postmark that does not match the return address

Hazardous Materials Emergencies

The Campus is located in proximity to highways, railways, and nearby various industries; therefore, exposure to hazardous materials from an unplanned release is a distinct possibility. A review of known hazardous materials in use at various locations has been made in conjunction with the local Fire Department and plans drawn up for any potential spills or releases of one of these known products and is provided as an attachment to this handbook. Any release of any known or unknown material off-site and its potential effects on occupants of the building will be made known to us by local emergency officials.

The CMT Coordinator will correspond directly with all appropriate local, state, and federal governmental agencies. Therefore, the response will be based on recommendations from these governmental agencies.

Employees, contractors, and visitors—all building occupants—will be notified and given the course of action to be initiated and the routes to use.

COURSES OF ACTION

- **General evacuation:** Announce evacuation routes to employees. Follow the General Evacuation Procedure. All employees and other building occupants will exit to a predetermined point of assembly.
- **Staggered evacuations:** The location would be evacuated in sections. All building occupants would leave to a predetermined point of assembly.
- **Designate restricted areas:** Contaminated areas of a location would be evacuated. Employees and other building occupants would be advised as to what areas are deemed “safe.”
- **Isolate building:** If authorities order that people be sheltered in place, employees and building occupants would remain in the building. Outside air sources, such as fans and doors, would be shut down.

If a suspicious odor or spill is observed in or near the building or property, contact the following departments and personnel:

CMT Coordinator: _Tracy Royse_____ Cell: _(606)375-2684_____
Security Coordinator:__Jeff Stevens_____ Cell: __(606)694-6400_____
Campus Director: Bruce Florence_____Cell: (859)588-7512_____
Chief Officer, Finance/Facilities:__George Jones____Cell:___(606)584-5792_____
Maintenance & Operations: __Larry Lemons_____Cell:__(859)588-4001_____
Public Relations: ___Ann Denham_____ Cell: ___(917)981-4014_____

On-Site Spill or Release of Hazardous Materials

Spill or Air Release

While the risk of a hazardous spill or gas release on campus is low, steps should be in place to properly react. In the event there is a hazardous waste spill, natural gas leak, or other release of a hazardous material follow these steps:

- Contact the CMT coordinator, the maintenance & operations supervisor, and/or the Chief Officer, Finance and Facilities who will call the County Government's Division of Environmental & Emergency Management, Larry Palmer at 859-234-7180 to report the spill.
- If possible contain the spill from entering drains.
- If necessary, the CMT coordinator, in consultation with appropriate authorities will order the evacuation of building occupants using the General Evacuation Procedure.

MSDS are provided on all hazardous materials in appropriate locations.

Infrastructure Failure

It is understood that from time to time on the Maysville Community and Technical College-Licking Valley Campus we may experience infrastructure problems that could render the work site unsafe, uninhabitable or unusable due to failures in natural gas supplies, loss of electricity, water supply, or communication.

Immediate Action

- If a critical incident is experienced relating to loss of natural gas, water or electricity, call the Campus Director's office at 66402.
- If a critical incident is experienced relating to telephone or computer systems, call the campus IT office at 66435.

Decision

The first responders, either Maintenance & Operations or IT, will determine whether a critical incidents exists, will report to the appropriate department heads and, in the event that a critical incident exists, notify the Crisis Management Coordinator who will convene the Crisis Management Team.

Severe Weather

Tornado, Severe Thunderstorms, Severe Winds

It is advised that several NOAA all-hazards weather radios be in use on campus. Identify locations on campus where these radios should be placed.

Watch Vs. Warning

Knowing the difference between a watch and a warning can be a lifesaver.

- A watch means conditions are favorable for severe weather (severe thunderstorm or tornado) to form. Keep appraised of weather conditions and be ready to take shelter.
- A warning means that severe weather (thunderstorm or tornado) has been spotted in the area. Take shelter immediately in case the weather event approaches your location.

Local radio stations and law enforcement agencies can also be contacted for weather conditions. Non-emergency numbers for local fire and police departments are as follows:

Local Police Department: _859-234-7100_____
Local Fire Department: __859-234-7158_____

Immediate Action

1. All persons on campus will be alerted to the emergency situation by telephone or personal communication from the building's designated emergency coordinator.
2. In case of a tornado, an announcement will be made over the SNAP system **"We have a tornado warning in effect."** This announcement will be made three times.
3. All personnel shall go immediately to identified locations for the duration of the emergency, typically an interior hallway on the lowest level of the building away from doors or windows.
4. Once the emergency has passed, evacuate the building if it has been damaged. Follow established evacuation procedures.
5. After the tornado has passed, **"All clear"** will be repeated three times.
6. Call 9-911 if injuries are reported.
7. Render first aid, if necessary.
8. The President/CEO in consultation with the Director of the Crisis Management Team will direct any other actions as required and request assistance from other agencies, i.e., Disaster and Emergency Services, the Fire Department, Police Department, etc.

Subsequent Procedures / Information

The Coordinator of the Crisis Management Team will coordinate with the Facilities Management to determine the extent of damage, and to disconnect utility services, including water, electricity, and natural gas in the event that the building structure and/or services are damaged. If the structure is damaged, it should not be re-occupied until it has been determined to be safe to enter.

Violent Incident

Refer to the KCTCS Workplace Violence Policy for a more detailed explanation of what constitutes violence in the workplace. That policy is most instructive in stating the KCTCS position of zero tolerance for workplace violence, defining the responsibilities of all KCTCS employees in dealing with workplace violence and preventing workplace violence.

Should a violent incident occur on campus the following procedures should be followed:

What to do in Response to an Incidence of Threatening or Violent Behavior:

1. If an emergency, and you are able to safely do so, call the Police immediately using 9-911.
2. If the situation is not an emergency, promptly inform your supervisor of the incident.
3. Evacuate all staff and students from the vicinity of the threat or behavior.
4. In either case, promptly notify the President's Office and the Director of Crisis Management/Security Coordinator.
5. If there are any physical injuries, contact EMS immediately using 9-911.
6. In case of fire or trapped individuals, contact EMS immediately using 9-911.
7. Administer first aid, if necessary.
8. Secure the scene.
9. Identify and isolate witnesses until the authorities arrive. Do not allow them to talk to anyone.

Subsequent Procedures / Information

1. Contact the Prevention, Assessment and Response Team (PART) for assessment and support services.
2. Contact campus communications director.

Civil Disturbance

A civil disturbance is a mass confrontation, not sanctioned by College authorities, that disrupts planned or regular College operations, or that infringes upon the civil rights of non-participants. Most campus demonstrations such as marches, meetings, picketing and rallies are peaceful and non-obstructive. A student or public demonstration should not be disrupted unless one or more of the following conditions exists as a result of the demonstration:

- Interference with the normal operations of the College
- Denial of access to an office, building, or other College facility
- Threat of physical harm to persons or damage to College facilities
- Disorderly conduct that disturbs the campus or community

Immediate Action

If any of the conditions listed above exist, the President / CEO's Office should be notified and appraised of the situation. The President / CEO or designee will be responsible for contacting the appropriate authorities.

Depending on the nature of the protest, the appropriate procedures listed below should be followed:

Peaceful, Non-obstructive Protest

1. Generally, demonstrations of this kind should not be interrupted. Demonstrators should not be obstructed or provoked and efforts should be made to conduct College business as normally as possible.
2. If protestors are asked, at the President's or designee's request, to leave but refuse to leave by regular facility closing time:
    - Arrangements will be made by the College President / CEO or designee to monitor the situation during non-business hours, or
    - Determination will be made to treat the violation of regular closing hours as a disruptive demonstration.

Non-Violent Disruptive Protest

In the event that a demonstration blocks access to College facilities or interferes with the operation of the College:

1. Key College personnel will be asked by the President / CEO or designee to go to the area and persuade the demonstrators to desist.
2. Demonstrators will be asked to cease the disruptive activity by the President / CEO or designee
3. If the demonstrators persist in the disruptive activity, they will be apprised that failure to desist the specified action within a determined length of time may result in disciplinary action, including suspension or expulsion, or intervention by law enforcement authorities.

4. Efforts should be made to secure positive identification of demonstrators who are violating specific College, local, or state regulations to facilitate later testimony, including the use of photographs and/or videotapes.
5. After consultation with the appropriate College officials, the President / CEO or designee will determine the need for an injunction and/or intervention by outside authorities.
6. If determination is made to seek the intervention of outside authorities, the demonstrators should be so informed. Upon the arrival of law enforcement authorities, the remaining demonstrators will be warned of the intention to arrest.

Violent, Disruptive Protests

In the event that a violent protest in which injury to persons or property occurs or appears imminent:

1. The President / CEO or designee will determine a strategy for responding to the incident. The strategy may range from the methods used for nonviolent demonstrations (See Section 2 above) to requesting the intervention of outside law enforcement authorities.
2. If the determination is made to seek the intervention of outside authorities, the demonstrators should be so informed, if possible. Upon arrival of the authorities, the remaining demonstrators will be informed of the intent to arrest.
3. Efforts should be made to secure positive identification of demonstrators in violation of a specific College, local, or state regulation, to facilitate later testimony, including the use of photographs and/or videotapes, if deemed advisable.

Evacuation Decision

In the event of a major civil disturbance, College emergency plans will be activated and all faculty, staff and students will be instructed to remain indoors. Security patrols will be increased and emergency watches will be established on campus. All faculty, staff and students will be advised of emergency instructions and may be relocated depending on the circumstance.

Evacuation of a building, area or the entire campus may be necessary under certain conditions. The decision to evacuate shall be made by the President / CEO or designee after a thorough evaluation of all available information as well as existing and anticipated circumstances.

EVACUATION PROCEDURES

- Once the evacuation order is issued, the building(s) will be evacuated following the General Evacuation Procedures and Evacuation Procedures for Individuals with Disabilities contained in this document.

Explosion

An explosion is caused by a rapid expansion of gas from chemical reactions or incendiary devices. Signs of an explosion may be a very loud noise or series of noises and vibrations, fire, heat or smoke, falling glass or debris, or building damage.

Immediate Action

- Get out of the building as quickly and calmly as possible. **Call 9-911**.
- If items are falling off of bookshelves or from the ceiling, get under a sturdy table or desk.
- If there is a fire, stay low to the floor and exit the building as quickly as possible.
- If you are trapped in debris, tap on a pipe or wall so that rescuers can hear where you are.
- Assist others in exiting the building and move to designated evacuation areas. **Refer to the General Evacuation Procedure and the Evacuation for Individuals with Disabilities Procedure**. Keep streets and walkways clear for emergency vehicles and crews.
- Untrained persons should not attempt to rescue people who are inside a collapsed building. Wait for emergency personnel to arrive.

Decision

The responding emergency unit will respond and make decisions regarding the control and abatement of the explosion incident, and issuing or not issuing the all clear for safe building re-entry and occupancy.

Decision Makers

The responding emergency unit or agency in control will decide when to turn control of the scene back over to Maysville Community and Technical College-Licking Valley Campus personnel. Depending on the nature of the incident, other public response and law enforcement agencies may be involved in decisions or control of the scene, e.g., criminal actions.

Subsequent Procedures / Information

Depending on the nature and degree of the explosion incident, other support agencies and resource units may be brought in for services or assistance.

Flood

Purpose

In the event of a flood, all personnel will respond as outlined in this procedure to protect the employees and property of this facility.

Emergency Communications

- Have at your site a NOAA all-hazards radio with a warning alarm and battery backup. This needs to be monitored at all times during potential flooding conditions.
- Establish a communications link with local emergency management authorities.
- Update employee contact information (their home phone number and a phone number where they will evacuate to outside the flood area).
- Distribute to employees primary and secondary facility contact phone numbers to call for reporting instructions after the flood.

Local Emergency Management Contact: Mike Palmer

Primary Phone Number: 859-234-7180

Secondary Phone Number: 859-234-7100 (Police Dept.)

This Site's Emergency Cell Phone Number(s): 859-588-4001

Local Utility Contact Information:
Water Company: _859-234-7152___
Electrical Company: _800-981-0600__
Gas Company: _800-432-9515___
Telephone Company: _888-764-2500_
Sewer Provider: _859-234-7185__
City Street Department: _859-234-7185__

Flood Emergency Shutdown and Evacuation:

- Management will determine when to issue the order to follow established shutdown procedures to secure and protect the facility from the effects of a flood.
- Selected essential personnel will remain to complete these procedures as long as they are safely able to do so. Transportation will need to be provided.
- Nonessential personnel will be released to evacuate. Off-duty employees will be contacted not to come to work via the SNAP Alert System.
- Flooded roads: Tell your employees never to enter floodwaters on foot or in a vehicle. Half of all flood-related deaths occur in vehicles. Vehicles become inoperable when water causes electrical system failure. Occupants may become trapped in the vehicle and drown. All downed power lines are to be avoided.

- Utility considerations: If the building is subject to flood damage, gas, water, and electrical power should be isolated.
- All fuel tanks and bottled gases need to be secured and isolated.
- Selected stay-behind crew will check the following systems: status of portable water pumps to remove floodwater, alternate power sources for generators, battery-powered emergency lighting systems, etc.

Food and Water Distribution

Floodwater Contact: Food and drinking water that comes in contact with floodwater needs to be discarded. Boil all drinking water and eating utensils before use.

Red Cross Shelters and Services

Your employees and their families may need temporary housing. The Director of Crisis Management will stay in contact with facility employees to keep them informed and determine their needs for temporary shelter. In the event of an emergency, contact the Red Cross to confirm the location of the open shelters in your area.

Other services the Red Cross provides include cleanup kits, mobile feeding, vouchers for food and clothing, critical stress debriefing, temporary shelters, damage estimates for FEMA, emergency structure repair, and incident debriefing.

Local Red Cross Chapter Phone: __None in Cynthiana_____

Accidents; Medical Emergencies; Death Notifications

All safety precautions should be taken to reduce the chances of infection when dealing with injured personnel. Faculty and staff should follow the universal precautions in handling body fluids as recommended by the Center of Disease control i.e.: wear rubber gloves or use protective barrier between you and the injured person.

Accidents (depending on the nature of the accident, you may need to)

1. Call 9-911 if required – determine need for evacuation
2. Administer first aid/CPR. First aid should be rendered until emergency medical personnel arrive
3. Remove students/staff/faculty from immediate area
4. Determine involved parties; cause of the accident
5. Request assistance as required and inform campus administration including crisis management team
6. Remain in safe proximity to brief emergency personnel upon arrival
7. Complete KCTCS Accident Report form (FM84) and send to Director, Maintenance & Operations.

Medical Emergencies; Medical Health Emergencies; Intoxication

Such as: Heart Attack, Seizure, Cuts/Lacerations, Broken Bones, Asthma Attacks, and Burns
a) Call 9-911 after assessing the emergency
b) Attend to the individual; remain calm; administer first aid/CPR. First aid should be rendered until emergency medical personnel arrive
c) Notify campus administration and crisis management team

Death Notification or Homicide

a) Call 9-911
b) Notify Campus Administration
c) Secure the area
d) Isolate witnesses
e) Follow campus procedures in notifying family, in person if possible

Complete KCTCS Accident Report form (FM84) and send to Director, Maintenance & Operations

Campus Lockdown Procedures

What is a lockdown?
A lockdown prevents persons from entry or departure from a Maysville Community and Technical College campus facility and is used to protect building occupants in the case of emergency. Once an emergency is declared by the President, or an appropriate designee, and the Snap alert has been given, the following lockdown procedures are to be followed:

1. Remain inside your building.
2. Lock doors, if possible or barricade doors and take cover to protect yourself.
3. Do not seek shelter in open areas such as hallways or corridors. Go to the nearest classroom, office, conference or storage room that can be locked.
4. Place a **red card** under the door and in the window (where available) if someone is injured or you need immediate assistance.
5. Place a **green card** under the door and in window where available if there are no injuries.
6. The red and green cards are located behind and on the doors in a folder.
7. Turn off lighting and ventilation, if possible.
8. Close window coverings, blinds, shades etc.
9. Remain quiet and in place until notified by emergency personal.
10. Silence cell phones and do not use them unless you are in contact with emergency personnel.
11. If outdoors seek shelter behind a building, wall, or large tree. It is important to "hide" from a shooter.
12. Do not allow anyone to exit the classroom. Maintenance personnel or Law Enforcement will come to the room and announce themselves and unlock doors.
13. Always stay alert to rapidly changing and dynamic situations. Staying calm is crucial. Hysteria can lead to making poor decisions or taking needless risk.

Notification
Notification of a campus lockdown can be communicated via the **(Snap) Alert System.** Snap stands for Safety Notification Alert System. Site to register for **SNAP** is on the MCTC home page under Emergencies.

A. There will be a P.A. announcement.
B. All IP phones will announce and display the message.
C. All computers on MCTC network will display the message.
D. Anyone off campus that is signed up for SNAP should receive a text message and phone call and remain off campus.

Recovery and Restoration

Following the immediate crisis response comes the longer term recovery and restoration. After the situation has stabilized and generally within 12 to 24 hours after the event attention must turn to the restoration of college programs.

This Crisis Management Plan was modeled from the KCTCS Crisis Management Plan.

Reviewed and Approved by the Crisis Management Team: __June 29, 2012_____