

MOUNT VERNON NAZARENE UNIVERSITY

CRISIS RESPONSE (CR) MANUAL AND PLAN OVERVIEW (OVERVIEW OF KEY RESPONSIBILITIES AND PROTOCOLS)

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

WHAT IS A CRISIS?

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

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

Or any event that can:

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

The Crisis Response Coordinator, in consultation with Executive CR Team members (see below) will determine whether a crisis exists and whether to convene the various CR teams (see below).

ARE THERE LEVELS OF CRISES?

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

HOW WILL INFORMATION BE COMMUNICATED DURING A CRISIS?

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

WHAT IS A NON-CRISIS LEVEL EMERGENCY INCIDENT?

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

WHAT IS THE PURPOSE OF THE MANUAL?

The “Crisis Response Manual” is a plan to be followed by University personnel in response to various types of traumatic events which may include, but are not limited to, on-campus or off-campus deaths of members of the

campus community, crime related incidents, natural disasters (floods, earthquakes, tornadoes, etc.), or other life threatening situations (car accidents, bomb threats, power failures, explosions, major fires, etc.).

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

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

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

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

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

Campus Safety will contact the Crisis Response Coordinator (CRC) who then, in consultation with the Executive Team (see below) and the President (when appropriate and possible), will determine if a crisis exists. The CRC should then proceed with steps as outlined in the responsibility list in the Crisis Response manual (see below).

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

WHAT IS THE ROLE OF THE SENIOR LEADERSHIP TEAM DURING A CRISIS?

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

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

WHAT ARE THE CR COORDINATOR'S PRIMARY RESPONSIBILITIES DURING A CRISIS?

2. Crisis Response Coordinator

The Crisis Response Coordinator is appointed by the President to coordinate actions of the Crisis Response Team in the event of a crisis on campus. The team is composed of the following persons who hold the listed positions:

CRISIS RESPONSE TEAM

TEAM A

| <u>NAME/POSITION</u> | <u>OFFICE PHONE</u> |
|--|--|
| Dennis Martin/Facilities Management, coordinator | 4437 |
| Rick Johnson/Coordinator of Campus Safety | 4000 |
| Denny Taylor/Dir of Facilities Management & Campus Safety | 4430 |
| Mike Roberts/Sys. Coord.-Telephone & Cabling | 4465 |
| Lanette Sessink/VP for Student Development | 4601 |
| Tim Eades/AGS | 4707 |
| Travis Keller/ Dir of Stud Inv & Accountability | 4604 |
| Alan Shaffer/Director of Auxiliary Services | 4402 |
| Denise Smith/Coordinator of Student Health Services | 4632, 4633 |
| Carrie Crouch/Marketing | 4341 |
| Robert Audia/SGA President/Class Presidents | 4620 |
| Pam Maynard/Switchboard Coordinator | 0, 4469 |
| Wendi Lahmon/Administrative Assistant | 4602 |
| CRISIS RESPONSE CENTER/Morrison Facility Services Bldg or CC 207 (Baliey) - back up | 4800, 4801, 4802 |
| EMERGENCY FAX NO. 397-3661 (Mike Roberts) | 397-3661 is the number used when all phone lines are down. |
| <i>Bold – Executive Team</i> | |

TEAM B

| <u>NAME/POSITION</u> | <u>OFFICE PHONE</u> |
|---|---------------------|
| Ryan Schmitz/Director of Residence Life | 4605 |
| Adam Hoar/Campus Safety | 4000 |
| Eric Browning/Director of Counseling and Wellness | 4611 |
| Sandy Helman/University Advancement | 4331 |
| Trinia Huddleston/Church Relations Coordinator | 4110 |
| Karen Doenges/Associate VP for Acad. Administration | 4211 |
| Patrick Rhoton/Director of Human Resources | 4408 |
| Doug Banbury/Marketing | 4344 |
| Jay Mahan/AGS | 4724 |

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

CONTACT PERSONS

| <u>NAME/POSITION</u> | <u>OFFICE PHONE</u> |
|--|---------------------|
| Scott Peterson/Spiritual Life, University Chaplain | 4130 |
| Brian Miller/Student Chaplain | 4624 |
| Carolyn Swallow/Counselor | 4613 |
| Colleen Bryan/Counselor | 3707 |
| Karen Boyd/Counselor | 3703 |
| Wayne Dunlop/Counselor | 3708 |
| Ron Wright/Counselor | 3705 |
| Randy Cronk/Counselor | 3702 |
| Kim Rose/University Attorney | 397-4040 |
| Patrick Rhoton/Bloodborne Pathogens Coordinator | 4408 |
| Daniel Martin/President/Senior Leadership Team/Board | 4100 |
| Jeff Spear/VP of Finance | 4400 |
| David Downs/Chair of Board of Trustees | 4901 |

COMMUNITY AGENCIES

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

SENIOR LEADERSHIP TEAM

Convene in the AGS Conference Room in Hyson Campus Center

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

C TEAM**BUILDING SAFETY REPRESENTATIVES**

Convene in Campus Center 243

| | | |
|-------------------|------|--------------------------------------|
| Amy Rice | 4244 | Thorne Library |
| Michelle Hedrick | 3040 | Buchwald Center |
| Julie Burke | 3100 | Physical Education/DRC/PSU |
| Cindy Burgett | 4430 | Facilities Management |
| Tammy Adams | 4725 | Adult and Graduate Studies |
| Denise Hess | 3300 | FEBC |
| Karen Bush | 4452 | Lakeholm |
| Shirley Clapper | 4417 | Business Affairs |
| Diana Tocheff | 4130 | Chapel |
| LaVern Secrest | 3402 | Campus Center |
| Wayne Pessia | 4514 | Founders |
| Linda Tarrh | 3220 | Faculty/Regents |
| Gina Blanchard | 4455 | Cougar Corner Bookstore |
| Lynn Washatka | 3700 | JKMoore Fam. and Cons Science Center |
| Trinia Huddleston | 4110 | Church Relations |
| Carrie Crouch | 4341 | Marketing/AGS Bldg |

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

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

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

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

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

**WHAT ARE THE PRIMARY RESPONSIBILITIES OF THE CRISIS RESPONSE TEAM?
WHERE DOES THE CR TEAM MEET?**

3. Crisis Response Executive and A Team Members

The Crisis Response Executive and A Team Members are made up of personnel who are trained by the Coordinator to help in crises. When a crisis occurs:

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

- f. Team members will **monitor the situation** and provide other follow-up services as necessary after the crisis has subsided.
- g. Team members will **facilitate campus traffic flow** to minimize congestion (Campus Safety will advise and implement).

HOW WILL GENERAL COMMUNICATION BE HANDLED DURING A CRISIS?

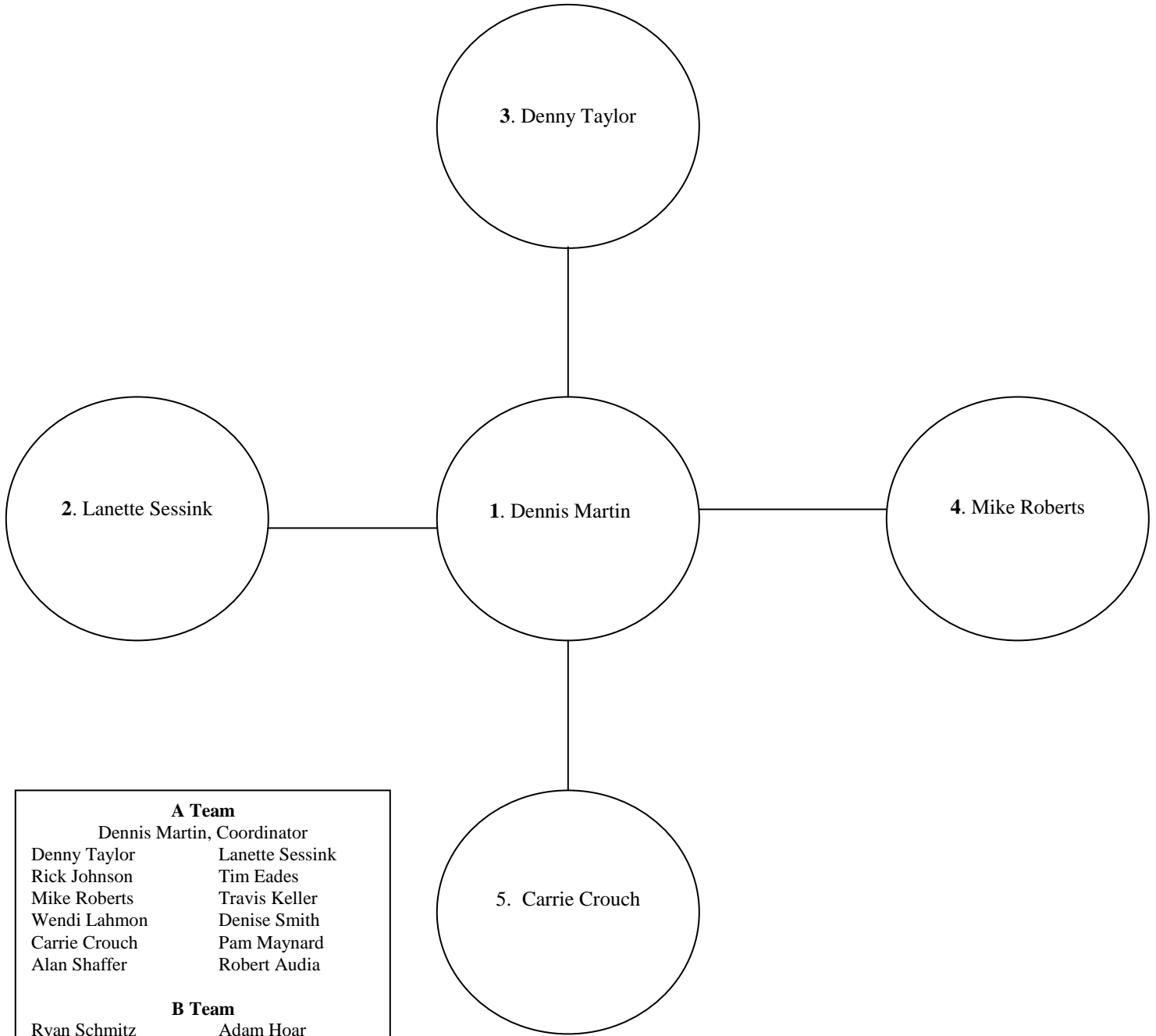
- 4. General Communication (**The President** and the **Vice President for Academic Affairs/Chief Academic Officer** or his/her designee will coordinate the following efforts in consultation with the CR Coordinator):
 - a. Use **the Web, voice mail and e-mail** to notify faculty, staff, and students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

HOW CAN FACULTY AND STAFF ASSIST DURING A CRISIS?

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

- g. **Request assistance** from the Crisis Response Team if a class has a large number of distressed students.
- h. **Shorten and restructure assignments** when appropriate. **Postpone and reschedule tests** and other projects as necessary.
- i. **Pray** individually and pray in groups.

Crisis Response Coordinator



| | |
|----------------------------|-------------------|
| A Team | |
| Dennis Martin, Coordinator | |
| Denny Taylor | Lanette Sessink |
| Rick Johnson | Tim Eades |
| Mike Roberts | Travis Keller |
| Wendi Lahmon | Denise Smith |
| Carrie Crouch | Pam Maynard |
| Alan Shaffer | Robert Audia |
| B Team | |
| Ryan Schmitz | Adam Hoar |
| Karen Doenges | Sandy Helman |
| Eric Browning | Trinia Huddleston |
| Pat Rhoton | Doug Banbury |
| Jay Mahan | |