

## **Tragedy and Crisis Response Policy**

### **Crisis Team:**

**President**  
**Vice President for Academic Affairs**  
**Dean of Students**  
**Vice President for Business and Finance**  
**Director of Campus Safety**  
**Superintendent of Physical Plant Operations**  
**Public Relations Director**

### **Support Members**

**Director of Residence Life**  
**Director of Counseling**  
**Director of Campus Ministry**  
**President of the Student Government Association**

### **Procedure:**

The Dean of Students or in his absence, the Vice President of Academic Affairs, will be contacted when a potential crisis arises. The situation will be evaluated. If it is deemed to be a crisis by the Dean of Students or the Vice President of Academic Affairs, a call will be made to all available team members. The *crisis team* will meet as soon as possible and put the following plan into action.

Team members will meet in the Dean of Students meeting area, receive all information available at the time, and make the decision on steps needed to put the plan into action. Each team member will keep a log documenting his/her actions or involvement, i.e. phone calls, meetings, contacts with student, families and staff. These will be submitted to the Dean of Students at the evaluation meeting.

### **Media Liaison Person:**

The Public Relations Director will handle news releases and all contacts with the media. In case of a severe crisis, the President of the College will assume that responsibility.

### **Residence Hall Security:**

The Director of Residence Life will secure resident students from press and media exploitation (example: not allowing press or media into the residence hall without authorization).

### **Contacting Authorities:**

The Dean of Students or the Director of Campus Safety will contact any necessary authorities, i.e. local police, health department. In emergency cases, the officer on duty should notify the appropriate authorities and then immediately notify the Director of Campus Safety. If legal counsel is necessary, the President of the College or Vice President for Business and Finance will contact them.

### **Notification of Family:**

In case of death or serious injury, the family of the student will be notified by the President or Dean of Students in person if possible, otherwise by phone. However, in the event that the President and Dean of Students are unavailable or cannot be contacted, the Vice President for Academic Affairs should be contacted to perform this function. If a member of the faculty or staff knows the student, he or she will be asked to accompany the President or Vice President during the visit.

### **Campus Safety:**

The Dean of Students will contact the Director of Campus Safety as soon as possible. The Director of Campus Safety will proceed with directives given and notify all Campus Safety personnel, so that they are aware of circumstances and directed duties prior to reporting for duty. Responsibilities include: securing a room or building, parking directions, evacuation plans, and other duties as needed.

### **Notification of College Personnel and Students:**

All effort will be made to provide early notice to the campus community of any **verified** information, especially if it relates to the safety of students and employees.

The President of the College, or the *crisis team* in her absence, will draft a letter to be distributed to college personnel and students. Just specific verified facts will be covered.

The Public Relations Director will ensure that the official website is updated with appropriate information in the event that information must be disseminated to off-campus populations.

### **Communication:**

Parents will be given the opportunity to contact college personnel, and students will have the opportunity to contact their parents in the area designated for emergency phone service.

**Counseling:**

The Director of Counseling, the Director of Campus Ministry, and the Director of Residence Life will hold meetings in the residence hall if the crisis involves a resident student. The Director of Counseling and the Director of Campus Ministry will be available for counseling. They will also have available resources for grief counseling in the community. Meetings will be arranged for students and families as needed.

Staff/Faculty will report to the *crisis team* names of any students who are likely to require support and assistance. The *crisis team* will be responsible to see that assistance is provided to these students.

**Evacuation:**

Students will be evacuated by Campus Safety if warranted, to the Hafner Recreation Center or to an off-campus location, if necessary. If necessary, a command center will be established in an appropriate off-campus location to allow College officials to continue to respond to the crisis.

**Evaluation:**

After the event, the *crisis team* will meet to evaluate methods and processes to see if changes in the *Tragedy and Crisis Response Policy* are needed. A meeting will be held within one week of the event for this purpose.

## **APPENDIX A**

### **Phone Numbers of Crisis Team Members:**

James P. Sturm Dean of Students	627-1494 (home) 998-6370 (cell)
Matthew Schamann, Director of Campus Safety	826-4077 (home) 207-1090 (cell)
Dr. Christopher Holoman Vice President of Academic Affairs	834-3099 (home) 868-4772 (cell)
Jason Lanker, Director of Residence Life	317-417-9496 (cell)
Cveta Picarova, Assistant Residence Life Director	812-371-8422 (cell)
Paula Witherell, Public Relations Director	668-2824 (home) 472-1830 (cell)
Gary Dillsworth, Superintendent of Physical Plant Operations	472-4113 (cell) 683-6749 (home)
Dr. Cynthia Zane, Hilbert College President	880-0391 (cell)
Phyllis Dewey, Director of Counseling	649-1549 (home)
Barbara Bonanno	648-3147 (home) (cell)
Jonathan Hulbert, President, S. G. A.	716-397-4895 (cell)
Vincent Hanley, Chair, Board of Trustees	626-0962 (home) 843-3847 (office)

### **Other Numbers:**

Paul Weaver, Attorney (Jaeckle, Fleischmann & Mugel)	856-0600 – work 649-3349 – home
Don Suchan, Locksmith Police/Fire Campus Safety	861-8055 911 or 648-5111 479-1233

**Media:**

The Buffalo News	849-3434
WGRZ-TV	849-2222
WKBW-TV	845-6100
WIVB-TV	874-4410
WBEN-Radio	843-0600

**Motels:**

Holiday Inn	649-0500
Tally Hotel	648-2000
Red Roof Inn	648-7222
Comfort Inn and Suites	

**Hospitals:**

Mercy Hospital	826-7000
Chestnut Ridge Family Practice	667-3200
Erie County Medical Center	898-1000
Mercy Ambulatory Care Center	662-0500

**Counseling**

Crisis Services Inc. – Hotline	834-3131
Hamburg Counseling Services, Inc.	648-0650

**Erie County Health Department**

To report a public health emergency during regular business hours	858-7660
To report a public health emergency after 5 PM or on weekends	898-4225
Communicable Disease Reporting	858-7697
College and University sector contact	983-6080

## **APPENDIX B**

### **Tragedy and Crisis Response Policy**

#### **Pastoral Counseling Team**

##### **Baptist**

First Baptist Church  
Pastor Michael Woods  
320 Ingham Avenue  
Lackawanna, NY 14218  
826-0646

##### **Catholic**

Rev. Michael Sajda, OFM Conv.  
St. Francis High School  
4129 Lake Shore Road  
Athol Springs, NY 14010  
572-2401

Rev. Msgr. Fred Vorhees  
St. John the Baptist  
6895 Boston Cross Road  
Boston, NY 14025  
941-3549

Deacon Tim Maloney  
St. John Vianney  
2950 Southwestern Boulevard  
Orchard Park, NY 14127  
812-2950

Rev. Adolph Kowalczyk  
Our Lady of the Sacred Heart  
3148 Abbott Road  
Orchard Park, NY 14127  
824-2935

Rev. Sean DiMaria  
SS. Peter & Paul  
66 East Main Street  
Hamburg, NY 14075  
649-2765

Rev. Mark Noonan  
Nativity of Our Lord  
S. Buffalo Street & Thorn Avenue  
Orchard Park, NY 14127  
662-9339

##### **Episcopalian**

Father Shawn Duncan  
Trinity Episcopal Church  
261 Main Street  
Hamburg, NY 14075  
649-4320

##### **Jewish**

Temple Beth Am  
4660 Sheridan Avenue  
Williamsville, NY 14221  
633-8877

##### **Lutheran**

Pastor Ray Fitch  
All Saints Lutheran Church  
6065 South Park Avenue  
Hamburg, NY 14075

##### **Methodist**

Hamburg United Methodist  
116 Union Street  
Hamburg, NY 14075  
649-8080

##### **Muslim**

Islamic Society of Niagara Falls  
P.O. Box 0005  
Getzville, NY 14068

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Native American

Seneca Nation Human Services Unit  
Karla Button, Supervisor  
532-8223, ext. 5450; 532-0161

Seneca Nation Health Department  
Adrian Stevens, Supervisor  
532-8223, ext. 5287; 532-5582

Presbyterian

Rev. James Burton  
Hamburg Presbyterian Church  
177 Main Street  
Hamburg, NY 14075  
649-1970

Wesleyan

Pastor Greg McClain  
Wesleyan Church of Hamburg  
S4999 McKinley Parkway  
Hamburg, NY 14075  
649-6335  
649-0184 (home)

## APPENDIX C

### **Emergency Preparedness**

In order to prepare for potential crises, the College has established the following policies and guidelines:

- I. Cooperation with Local Authorities
  - A. Regular walk-through tours of campus with local police
  - B. Copies of building schematics on file with local police
  - C. Open to emergency response drills by local fire and police departments
  
- II. Establishment of Command Center
  - A. Campus Safety Office established as Command Center
  - B. Campus Center Conference Room is secondary (alternative) command center
  - C. Command Center should contain the following:
    1. Flashlights
    2. Portable public address systems
    3. Floor plans for all buildings
    4. First Aid supplies
    5. Masks and gloves
    6. Radios
    7. Back-up power source (generator supplied power)
  
- III. Communication with College Employees
  - A. All members of the Administrative Council as well as the Director of Campus Safety and Public relations Director should be given access to the emergency notification systems
  - B. Crisis Policy will be available on the Intranet
  - C. All employees will receive a reference card on emergency procedures
  - D. Training will take place every two years (minimum) regarding emergency response

## APPENDIX D

### **Hilbert College Bomb Threat Checklist**

Remain calm. Listen; do not interrupt the caller. Respond in a matter-of-fact manner, asking the caller to repeat what he has said to you. Gather as much information as possible. Remember all details of the conversation. Alert other individuals and contact the police, if possible. Inform the caller that detonation could cause injury or death.

#### Ask the caller

Where is it located? \_\_\_\_\_

When will it explode? \_\_\_\_\_

What does it look like? \_\_\_\_\_

What kind of bomb is it? \_\_\_\_\_

How do you know so much about this bomb? \_\_\_\_\_

How do you know so much about this building? \_\_\_\_\_

What group are you representing? \_\_\_\_\_

Where are you now? \_\_\_\_\_

What is your name? \_\_\_\_\_

#### Try to identify the following

Sex: \_\_\_\_\_ Age: \_\_\_\_\_ Nationality/Foreign accent: \_\_\_\_\_

Voice Characteristics \_\_\_\_\_

Background noises: \_\_\_\_\_

Other innuendoes as to location of the bomb: \_\_\_\_\_

*Contact the telephone company to identify the number of the last incoming telephone call.*

#### Note the following information

- Immediately report the incident to the Campus Safety.
- Direct an orderly evacuation if appropriate. This is done in the event of a specific threat against a specific target. Staff and students should be directed to a designated holding area to await further instructions. Be sure each person is out of the building.
- Protect official records if possible.
- Arrange to have members of staff or qualified personnel available to accompany emergency services on inspection.
- If a suspicious object is found, DO NOT TOUCH IT. Report it to Campus Safety and clear the area.
- Keep a running log of conditions as they occur.

## APPENDIX E

# Suspicious Packages

**Note:** This document is based on information published by the USPS and the Centers for Disease Control.

## I. Identifying Suspicious Packages/Letters

Some typical characteristics Postal Inspectors have detected over the years, which ought to trigger suspicion, include parcels that:

- are unexpected or from someone unfamiliar to you.
- are addressed to someone no longer with your organization or are otherwise outdated.
- have no return address, or have one that can't be verified as legitimate.
- are of unusual weight, given their size, or are lopsided or oddly shaped.
- are marked with restrictive endorsements, such as "Personal" or "Confidential."
- have protruding wires, strange odors or stains
- show a city or state in the postmark that doesn't match the return address
- are marked with excessive postage for the size of the package
- package or letter is dusted with or contains a powdery substance

*For additional information see Postal Notice #71 "Bombs by Mail" (attached)*

## II. What should I do if I receive a bomb threat by mail?

- Do not try to open the parcel!
- Isolate the parcel.
- Evacuate the immediate area.
- Call a Postal Inspector to report that you've received a parcel in the mail that may contain an explosive device.

## III. What Should I do if I Receive an Anthrax Threat by mail?

- Using plastic bags, double-bag the suspicious mail piece.
- Isolate the suspicious package and cordon off the immediate area
- Immediately contact the customer Key Contact and Integrated Account Manager. They will contact postal authorities.
- If neither is available contact a Postal Inspector to report that you've received a parcel in the mail that may contain biological or chemical substances.
- Ensure that all persons who have touched the mail piece wash their hands with soap and water.
- The Postal Inspectors will collect the mail, assess the threat situation and coordinate with the FBI.
- Designated public officials will notify local, county, and state health departments.
- Designated public officials will notify the state emergency manager.
- List all persons who have touched the letter and/or envelope. Include contact information. Provide the list to the Inspection Service.

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- Place all items worn when in contact with the suspected mail piece in plastic bags and keep them wherever you change your clothes and have them available for law enforcement agents.
- As soon as practical, shower with soap and water.
- If prescribed medication by medical personnel, take it until otherwise instructed or it runs out.
- Notify the Center for Disease Control Emergency Response at 770-488-7100 for answers to any questions.

## IV. Frequently Asked Questions

### What precautions can I take to protect myself from biological agents such as Anthrax?

- Wear latex gloves while handling mail – gloves can protect against some forms of biological contamination
- Wash hands immediately after handling mail pieces
- Stay alert when sorting mail – look for suspicious signs as detailed above. Report anything that appears suspicious to

### Who is most at risk?

Those in the area at the time when an anthrax-laced package or letter is opened are at the greatest risk of exposure. Nevertheless, all employees should take the appropriate precautions as detailed above.

### What Is Anthrax?

Anthrax is a bacterial, zoonotic disease caused by *Bacillus Anthracis*. Anthrax occurs in domesticated and wild animals, including goats, sheep, cattle, horses and deer.

The skin form of the disease may be contracted by handling contaminated hair, wool, hides, flesh, blood or excreta of infected animals and from manufactured products such as bone meal. Infection is introduced through scratches or abrasions of the skin, wounds, inhalation of spores, eating insufficiently cooked infected meat or from flies. *The spores are very stable and may remain viable for many years in soil and water.* They will resist sunlight for varying periods.

### What Are the Symptoms and Effects of Anthrax?

After an incubation period of 1-7 days, the onset of inhalation anthrax is gradual.

Possible symptoms include:

- fever
- malaise
- fatigue
- cough
- mild chest discomfort followed by severe respiratory distress

*This mild illness can progress rapidly to respiratory distress and shock in 2-4 days followed by a range of more severe symptoms, including breathing difficulty and exhaustion. Death usually occurs within 24 hours of respiratory distress.*

## **What Are the Clinical Features of Anthrax?**

Anthrax is an acute bacterial infection of the skin, lungs or gastrointestinal tract. Infection occurs most commonly via the skin.

The cutaneous or skin form of the infection occurs most frequently on the hands and forearms of persons working with infected livestock or contaminated animal products and represents 95% of cases of human anthrax. It is initially characterized by a small solid elevation of the skin, which progresses to a fluid-filled blister with swelling at the site of infection. The scab that typically forms over the lesion can be black as coal, hence the name anthrax - Greek for coal. With treatment, the case fatality rate is less than 1% among people who get the skin form of the disease. The fatality rate for untreated inhaled or intestinal anthrax is over 90%.

The inhaled form of anthrax is contracted by inhalation of the spores, occurs mainly among workers handling infected animal hides, wool and furs. Under natural conditions, inhaled anthrax is exceedingly rare, with only 18 cases reported in the United States in the 20th century.

## **What Is the Treatment for Anthrax?**

Treatment with antibiotics beginning one day after exposure has been shown to provide significant protection against death in tests with monkeys, especially when combined with active immunization. Penicillin, doxycycline, ciprofloxacin, are all effective against most strains of the disease. Penicillin is the drug of choice for naturally occurring anthrax. If untreated, inhaled anthrax is fatal.

A vaccine is available and consists of a series of 6 doses over 18 months with yearly boosters. This vaccine, while known to protect against anthrax acquired through the skin, is also believed to be effective against inhaled spores.

Effective decontamination can be accomplished by boiling contaminated articles in water for 30 minutes or longer and using common disinfectants. Chlorine is effective in destroying spores and vegetative cells. Remember, anthrax spores are stable, able to resist sunlight for several hours and able to remain alive in soil and water for years.

## **This is an official CDC Health Advisory**

### **HOW TO HANDLE ANTHRAX AND OTHER BIOLOGICAL AGENT THREATS**

Many facilities in communities around the country have received anthrax threat letters. Most were empty envelopes; some have contained powdery substances. The purpose of these guidelines is to recommend procedures for handling such incidents.

#### **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.

#### **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 or package 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 Campus Safety.
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:**

1. DO NOT try to CLEAN UP the powder. 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 Campus Safety.
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 powder. 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 Campus Safety.
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

## APPENDIX F

# Disease Outbreak

Should an outbreak of a communicable disease, including but not limited to bird flu or meningitis, occur on the Hilbert College campus, the Crisis Team will be responsible for responding in the following manner:

1. The Dean of Students should be notified immediately when there is suspicion of a communicable outbreak.
2. The Dean of Students, or, in his/her absence, the Vice President of Academic Affairs, will immediately contact the Health Department for direction in dealing with the outbreak.
3. The Dean of Students will provide to the Crisis Team the directions of the Health Department.
4. As necessary, the Crisis Team will oversee the following procedures:
  - Transportation of students to medical facilities;
  - Evacuation of some or all resident students;
  - Decontamination of buildings;
  - Removal of biowaste;
  - Notification of students, faculty, staff, families and/or public.

## Pandemic Influenza Prevention

These steps may help prevent the spread of respiratory illnesses such as the flu:

- Cover your nose and mouth with a tissue when you cough or sneeze-throw the tissue away immediately after you use it.
- Wash your hands often with soap and water, especially after you cough or sneeze. If you are not near water, use an alcohol-based (60-95%) hand cleaner.
- Avoid close contact with people who are sick. When you are sick, keep your distance from others to protect them from getting sick too.
- If you get the flu, stay home from work, school, and social gatherings. In this way you will help prevent others from catching your illness.
- Try not to touch your eyes, nose, or mouth. Germs often spread this way.

# Meningitis

## Symptoms

Symptoms of bacterial meningitis usually develop suddenly, while those of viral meningitis may develop suddenly or gradually over a period of days. For example, the symptoms of viral meningitis after mumps may take several days or weeks to develop.

The most common symptoms of either form of meningitis include:

- Fever
- Severe and persistent headache
- Stiff and painful neck, especially when trying to touch the chin to the chest
- Vomiting
- Confusion and decreased level of consciousness
- Seizures

Other symptoms of meningitis include:

- Sluggishness, muscle aches and weakness, and strange feelings (such as tingling) or weakness throughout the body
- Eye sensitivity and eye pain from bright lights
- Skin rash
- Dizzy spells

## Prevention

### Reduce your risk

Steps to reduce risk of infection and prevent the spread of meningitis:

- Avoiding people who have meningitis.
- Separating people with meningitis from other people in the home.
- Washing your hands often if you have meningitis or are caring for someone with meningitis. Wash your hands after using the toilet or helping a sick child use the toilet, changing a sick baby's diaper, and handling used bed sheets, towels, clothes, or personal items of a person with meningitis.
- Avoiding insects and rodents that carry organisms that cause meningitis. If you live in an area where there are insects (such as mosquitoes and ticks) and rodents (such as mice and rats) that carry organisms that cause meningitis, take steps to avoid contact with them, such as using insect repellent and keeping all rodents out of your home and other buildings.
- Although college students' overall risk of meningitis from *Neisseria meningitidis* (meningococcal disease) is low, freshmen, especially those who live in dormitories, have a moderately higher risk than other people their age. If you are a college freshman living in a dormitory, the CDC recommends vaccination for *neisseria meningitidis*. College freshmen who do not live in dormitories may also be vaccinated to reduce their risk of infection.

## APPENDIX G

# Imminent Danger

Should a situation occur that poses an immediate and imminent danger to students or employees, Hilbert College, led by the Vice President of Student Life, will immediately implement the following plan:

1. If the situation warrants, the Director of Campus Safety or the officer on duty will immediately notify Hamburg Police or other appropriate local authority. It is the responsibility of the officer on duty to ensure that the Director of Campus Safety is aware of the situation.
2. The Director of Campus Safety and Dean of Students will determine the appropriate response, which may include, but is not limited to:

- a. **Building Lockdown** - All faculty, staff, students, and visitors are to remain where they are. Those not in rooms should proceed to the nearest room. No traffic will be allowed in to or out of the building. All doors and windows should be shut and, if possible, locked. Personnel should remain away from windows. The lockdown will continue until Campus Safety personnel provide further instruction.

The lockdown procedure is as follows:

1. Close, and where possible, lock the door.
2. Close and lock windows.
3. Pull shades.
4. Turn off lights.
5. Instruct all occupants to get on the floor.
6. Stay away from windows and doors
7. Remain quiet and in place until notified.

In the event a fire alarm sounds during a lockdown, all building occupants should remain in place unless you have knowledge of a fire or you are advised by the Police or Campus Safety to leave the building.

- b. **Building Evacuation** – All faculty, staff, students, and visitors are to immediately leave the building and report to Hafner Recreation Center. Once reassembled, all personnel will receive further instructions as to how to proceed. It is important for logistical and information purposes that all personnel adhere to safety instructions.
- c. **Campus-wide Lockdown** – All faculty, staff, students, and visitors are to remain where they are. Those not in rooms should proceed to the nearest room. No traffic will be allowed in to or out of the campus. All doors and windows should be shut and, if possible, locked. Personnel should remain away from windows. Campus Safety will block all campus entrances and exits. The lockdown will continue until Campus Safety personnel provide further instruction. The lockdown procedure is as follows:

1. Close, and where possible, lock the door.
2. Close and lock windows.
3. Pull shades.
4. Turn off lights.
5. Instruct all occupants to get on the floor.
6. Stay away from windows and doors
7. Remain quiet and in place until notified.

In the event a fire alarm sounds during a lockdown, all building occupants should remain in place unless you have knowledge of a fire or you are advised by the Police or Campus Safety to leave the building.

- d. Campus-wide Evacuation – All faculty, staff, students, and visitors are to immediately leave campus. Those who do not have a means for departure should report immediately to Campus Safety for evacuation via campus vehicles. All personnel will be instructed as to where to proceed. It is important for logistical and information purposes that all personnel adhere to safety instructions as to if and where to reconvene. Campus Safety will block all campus entrances and exits.
3. Alert the campus to the danger via siren system. The Director of Campus Safety or Safety Officer on duty should activate the siren when directed by the Dean of Students or other member of the administrative council.
  4. The appropriate action will then be announced to the campus community via the following methods:
    - Text message alert
    - Email blast to all faculty, staff and students;
    - Message posting on the College website;
    - Contacting local media outlets to notify commuters;
    - Using the phone system to send out a campus-wide alert;
    - Foot patrol by Campus Safety.

The responsibility for campus-wide notification should follow the following line. If the person responsible is not available, the responsibility will fall to the next person on the list:

1. Dean of Students
2. Vice President for Information Services
3. Director of Public Relations
4. Director of Campus Safety

## APPENDIX H

# Grieving

In the event of a tragedy that involves student loss, the following steps should be followed:

1. Notify the Dean of Students immediately.
2. The Dean of Students will notify other members of the Crisis Response Team.
3. The Director of Residence Life will secure resident students from press and media exploitation (example: not allowing press or media into the residence hall without authorization).
4. The Director of Residence Life, with assistance from the Director of Counseling and Director of Campus Ministry, will hold meetings in the residence hall if the crisis involves a resident student.
5. The Public Relations Director will handle news releases and all contacts with the media.
6. The Dean of Students or designee should contact the College Switchboard to ensure that phone inquiries are properly routed or answered.
7. The Director of Counseling and the Director of Campus Ministry will be available for counseling. They will also have available resources for grief counseling in the community. Meetings will be arranged for students and families as needed.

Additional grief counseling is available from:

Sharon Sisti	885-5288 (home)
Sr. Martha Olszewski	649-1205 (convent)
	649-1792 (home)

8. Staff/Faculty will report to the *crisis team* names of any students who are likely to require support and assistance. An email reminder may be necessary. The *crisis team* will be responsible to see that assistance is provided to these students.
9. All effort will be made to provide early notice to the campus community of any **verified** information.
10. Members of the crisis team should make every attempt to notify those students who may have been closest with the victim in a caring and personal manner.
11. It may be necessary for certain logistics to be handled immediately following the tragedy:
  - a. contact food service to have food provided for family members or students;
  - b. ensure that adequate supplies of tissues are on hand;

- c. make arrangements for overnight accommodations or transportation for family members should it be necessary;
  - d. make transportation arrangements (van or bus) for students who may wish to attend memorial services in the student's hometown.
  
- 12. Arrangements for memorial services should be coordinated by the Director of Campus Ministry, whenever possible in conjunction with family wishes or student input. A prayer vigil-type service immediately following the crisis, followed by a more formal service within the first two weeks is recommended.
  
- 13. Coordinate with Campus Safety to have the flag flown at half-staff.
  
- 14. For those students most directly affected:
  - a. provide regular contact with counselors or support staff;
  - b. ensure that they are receiving adequate meals – there may be a need to provide food or private dining;
  - c. protect them from media inquiries – provide them with the name and contact information of the Public Relations Director if they need to refer media to a specific person;
  - d. contact students' teachers if they will need to miss a significant number of classes.
  
- 15. Coordination with the Employee Assistance Program should be arranged through the Human Resources Director for those staff and faculty members who may require assistance.