



RANDOLPH COLLEGE

Critical Incident Management Plan

Randolph College
2500 Rivermont Avenue
Lynchburg, Virginia 24503

RANDOLPH COLLEGE CRITICAL INCIDENT MANAGEMENT PLAN

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Forms and Reference Sheets

- Telephone Bomb Threat
- Student Overseas Emergencies Information Sheet
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- Emergency Preparedness – Active Shooter
- Glossary of Key Terms
- List of Acronyms and Abbreviations

RANDOLPH COLLEGE CRITICAL INCIDENT MANAGEMENT PLAN

I. SCOPE/AUTHORITY

This document establishes the **Critical Incident Management Plan** for Randolph College and assigns responsibilities for the development, implementation, and maintenance of the plan.

The Critical Incident Management Plan applies to all units of Randolph College. This plan is the basic framework for critical incident preparedness. It is not intended to cover the specific needs of every department or community member. Therefore, we encourage any unit to supplement this plan to suit its own needs while remaining in compliance with this plan.

All requests for procedural changes, suggestions, or recommendations should be submitted in writing to either the Director of Campus Safety, the Vice President for Student Affairs and Dean of Students, the Vice President for Finance and Administration, the Vice President for Academic Affairs and Dean of the College, or the President.

Director of Campus Safety

Date

VP for Student Affairs and Dean of Students

Date

VP for Finance and Administration

Date

VP for Academic Affairs and Dean of the College

Date

President

Date

II. PURPOSE

Randolph College shall conduct continuous planning to minimize the risk of personal injury and property loss from critical incidents; shall cooperate with public bodies and agencies charged with disaster control; and shall take necessary and prudent steps to assure continuity of operations and restoration of normal activities as quickly as possible following an emergency or a disaster.

Randolph College is committed to supporting the welfare of its students, faculty, staff, and visitors. Preparing a campus critical incident management plan and allocating resources to respond to possible emergencies is one way in which the College offers this support.

The Critical Incident Management Plan is designed to maximize human survival and preservation of property; minimize danger; restore normal operations of the College; and assure responsive communications with the College, surrounding neighborhoods, and cities. This Plan is set in operation whenever a natural or induced crisis affecting the College reaches proportions that cannot be handled by established measures. A crisis may be sudden and unforeseen, or there may be varying periods of warning. This Plan is intended to be sufficiently flexible to accommodate contingencies of all types, magnitudes, and duration.

The Plan provides for aiding the local communities when appropriate, though the prime responsibility of the Plan is to the Randolph College community for which it is designed. The intent is for the Plan to be viewed as a tool to accomplish the above-stated purpose with a minimum of confusion and wasted effort.

Additionally, it is believed that a coordinated response to campus critical incidents will provide the following outcomes:

- A more rapid response to critical incidents,
- A more systematic and routine approach to critical incidents,
- A venue for promptly identifying and supporting college decision makers,
- A system for evaluating all critical incidents with the goal of providing improved plans to protect lives and property as well as reduce exposure to vicarious liability, and
- Improved management of public information.

This Critical Incident Management Plan focuses on the most common types of crises or incidents:

Bomb Threat
Suspicious Packages/Mail
Civil Protest
Explosion
Fire
Flood
Hazardous Materials Incident
Infrastructure Failure

Snow or Ice Storm
Tornado
Violent Incident on Campus
Pandemics and Infectious Diseases
Foodborne Illnesses and Incidents
Death of a Student, Faculty, or Staff Member
Student Emergencies Overseas

III. REVIEW OF THE CRITICAL INCIDENT MANAGEMENT PLAN

- A. Representatives from the Critical Incident Management Team, the Dean of Students office, the Division of Finance and Administration, Department of Campus Safety, and the Terrell Health and Counseling Center will review the Critical Incident Management Plan on an annual basis and revise the document as needed.
- B. Additionally, the plan will be reviewed as appropriate following an event that requires the activation of the Critical Incident Management Team.

PLANNING

Review Critical Incident Management Plan (CIMP) annually and when the Plan is activated

PREPARATION

Critical Incident Management Plan (CIMP)
Critical Incident Management Team (CIMT)

REPORTING

Via 911 and/or '0'8000 Randolph College Department of Campus Safety (DCS) and the College Reception & Information Desk

RESPONSE/MANAGEMENT

Incident Scene/Incident Commander (IS/IC)
Emergency Operations Command Center (EOCC)

RECOVERY

Critical Incident Management Team (CIMT) and Designees

Support As Needed

Public or Private Agencies
Resource Units
Specialized Services

IV.

DEFINITIONS

- a. ***Critical Incident:*** Critical incidents may be defined as those situations which have the potential to cause injury or loss of life, major campus disruptions, and property damage or loss or that can threaten the institution's financial standing or public image. The following are examples of events which may be designated as a critical incident which would activate the CIMP. These are merely examples and do not constitute a comprehensive list of possible crisis events.
- ❖ Fire, explosion, hazardous substance spill, or other damage to campus property which may require closing the site temporarily or permanently.
 - ❖ Failure of utility systems to the extent that one or more buildings are without service.
 - ❖ An incident in which loss of life or severe property damage is imminent.
- b. ***Emergency Unit:*** A unit which is properly trained and equipped to handle the emergency for which it is called. The unit provides, on a 24-hour basis, immediate response in order to bring the emergency situation under control. Emergency Units are identified as:
- ❖ Randolph College Department of Campus Safety
 - ❖ Lynchburg Police Department
 - ❖ Lynchburg Fire Department (includes Emergency Medical Services)
 - ❖ Lynchburg Sheriff's Office
 - ❖ Campbell County Sheriff's Department
 - ❖ Bedford County Sheriff's Department
 - ❖ Virginia State Police
 - ❖ American Red Cross
- c. ***Resource Unit:*** A unit which provides assistance to emergency units the form of information, expertise, and/or procurement of materials and services. The unit may or may not respond immediately to an emergency site. Resource Units are identified as:
- ❖ Business Office
 - ❖ Buildings and Grounds Office
 - ❖ Health and Counseling Center
 - ❖ Lynchburg Health Department
 - ❖ Information Technology
 - ❖ College Relations
 - ❖ Lynchburg Communications Center (LYNCOM)
 - ❖ Virginia Department of Public Safety
 - ❖ Virginia Homeland Security & Emergency Management
 - ❖ American Red Cross
- (See section VIII, *Emergency Contact Numbers*, page 15.)
- D. ***State of Emergency:*** This situation exists when a critical incident has resulted in substantial disruption of College functions and is likely to be long term; and it becomes necessary, for continuity of normal operations and/or the well being of the

College community, to modify/alter normal functions, established procedures, and/or policies without submitting to a formal process.

- E. ***Emergency Operations Command Center (EOCC):*** The Emergency Operations Command Center is the location selected by the Critical Incident Management (CIMT) to be used by them or their designees to develop responses and manage the recovery process related to a crisis situation. The CIMT and local authorities will determine the hours of operations of the EOCC and how it will be staffed. The Randolph College switchboard, operated by the Department of Campus Safety, may be relocated to the EOCC depending upon the emergency. *(Also see section VI Procedures, page 10 for additional information.)*

EOCC Locations:

1. Leggett Building 5th floor – IT Help Desk (primary)
2. Doyle House – Conference Room, Rivermont Avenue (alternate)
3. An off-campus alternate location to be determined

- F. ***Incident Commander:*** The first responder or person at the scene of the crisis incident will initially be in charge of the emergency response. Different individuals will take on the role of Incident Commander depending on the type of crisis, level of severity and time of day or night. Typically, the Vice President for Finance and Administration, Vice President for Student Affairs and Dean of Students, Director of Buildings and Grounds, a department Director, or a member of Senior Staff will perform this role. The President and Vice President for Academic Affairs and Dean of the College will be kept informed at all times of the incident status and consulted for input and direction.

V. AUTHORITY TO DECLARE A CAMPUS STATE OF EMERGENCY

This Critical Incident Management Plan has been designed to provide direction for Randolph College during an emergency situation. While this plan does not cover every conceivable situation, it does supply the basic guidelines necessary to cope with most emergencies. Emergency response operations will be conducted within the framework of these guidelines.

With any crisis situation, it is understood that a state of emergency may need to be declared. The authority to declare a campus state of emergency rests with the College President, though the Vice President for Academic Affairs and Dean of the College, the Vice President for Student Affairs and Dean of Students, the Vice President for Finance and Administration, the Director of Campus Safety, designee, or a member of Senior Staff may declare a state of emergency if the President or other members of the Critical Incident Management Team are unavailable.

During the period of any major campus critical incident, the President or one of the above designees shall place into effect the appropriate procedures necessary to respond to the incident and safeguard persons and property. The Director of Campus Safety shall consult with College administration regarding the incident and the possible need for a declaration of a campus state of emergency.

If a state of emergency is declared, it may become necessary to restrict access to specific areas on campus to authorized individuals. Only those authorized individuals who have been assigned emergency or resource duties will be allowed to enter the area or building affected by the incident. A campus 'containment or shelter in place' may be required by law enforcement or Campus Safety personnel.

VI. PROCEDURES

In the event of an emergency or a disaster, Randolph College Department of Campus Safety (DCS) has primary responsibility for the initial response and shall cooperate and coordinate with official emergency response authorities and College Administration, in accordance with established policies and procedures.

1. **Actions and Decisions at the Scene of the Incident: Establishment of an Emergency Operations Command Center**

- a) The Leggett Building, IT Help Desk (fifth floor area) serves as the primary Emergency Operations Command Center (EOCC) for the College during a Critical Incident. All outside information flows into this area and out to those at the scene of the incident. The Director of Campus Safety or designee will contact College Administration as to the extent of damage or seriousness of the incident. The establishment of a satellite or alternate EOCC location may be required depending upon the incident location.
- b) The Director of Campus Safety or designee is in charge at the scene of the incident unless such responsibility is transferred to another unit; for example, the Lynchburg Fire Department in the event of a fire or chemical incident. When the situation is brought under control, responsibility is transferred back to the Randolph College Director of Campus Safety or designee, or the College's Incident Commander.
- c) Decisions to evacuate and close a building or to isolate an area immediately after a reported incident or following the occurrence of an incident may be made by the Lynchburg Fire Department, or the Randolph College Department of Campus Safety, who may consult with the College Chemical Hygiene Officer, the College Health and Counseling Center, the Lynchburg Health Department, Buildings and Grounds, and/or others as needed.
- d) The decision to reoccupy a building or facility will be made by local authorities (i.e. law enforcement, fire, code enforcement personnel), the Critical Incident Management Team or designated Senior Staff member. The primary consideration for reoccupying any structure will be the assurance of safety of the occupants.

2. **Evacuation Protocol**

- a) Prior to the arrival of a responding outside emergency unit, the Department of Campus Safety and Residence Life personnel or other designees shall be responsible for either sheltering in place or evacuation of College buildings, based upon the incident. (*see section XI Evacuation and Relocation Procedures, pp. 22-24*)
- b) Upon the arrival of the outside emergency unit, the Department of Campus Safety shall transfer authority to the responding unit and shall cooperate and provide information or assistance as needed.

VII. CRITICAL INCIDENT MANAGEMENT TEAM

In the event of a crisis incident, the Director of the Department of Campus Safety will notify the President, the Dean of Students and Vice President for Student Affairs, and available Senior Staff members (*section V, page 9, paragraph 2*) who will convene the Critical Incident Management Team (CIMT). The CIMT is comprised of members from Randolph College administration and selected department heads indicated below. The CIMT will be assembled to address the immediate crisis and disband when the crisis has ended and normal operating systems are in place.

Critical Incident Prioritization Criteria:

- 1) Protect Human Life; Prevent/minimize personal injury**
- 2) Prevent/minimize damage to physical assets, including structures, animals, and research data**
- 3) Protect the Environment**
- 4) Restore normal operations**

The Critical Incident Management Team (CIMT) and Roles Defined:

College President (Consulting Leadership/Administration)

- Provides overall direction of the CIMT
- Works with the Director of Campus Safety and others in assessing the emergency and preparing the response
- Declares the conclusion of the campus emergency

Vice President for Academic Affairs and Dean of the College (Consulting Leadership/Administration)

- Responsible for determining the impact of the emergency on the academic environment, including Faculty members.
- Determines whether classes or academic programs should be cancelled in coordination with the Associate Dean of the College and the Vice President for Student Affairs and Dean of Students

Vice President for Student Affairs & Dean of Students

⇒ A PRIMARY INCIDENT COMMANDER 1

- Coordinates operations with the Director of Campus Safety
- Surveys habitable space and relocates students and essential services. Coordinates response with the Director of Residence Life and the Assistant Dean of Students* (*Secondary Incident Commander)
- Determines medical space and personnel required to respond to the emergency
- Established liaison with the Dean of the College and the Vice President for Finance and Administration on determination of academic class cancellation

Vice President for Finance and Administration

⇒ A PRIMARY INCIDENT COMMANDER 2

- Monitors campus emergency operations
- Approves funds for emergency purchases or rental of needed equipment, etc. Coordinates insurance program with continuity planning programs
- Coordinates operations with the Critical Incident Management Team

- Established liaison with the Vice President for Academic Affairs and Dean of the College and the Vice President for Student Affairs and Dean of Students on determination of academic class schedule adjustment or cancellation

Assistant Dean for Residence Life and Student Conduct

⇒ **A PRIMARY INCIDENT COMMANDER 3**

Coordinates response with the Vice President for Student Affairs and Dean of Students

- Directs and coordinates Residence Life staff response to the incident
- Provide student accountability in evacuations or shelter in place situations
- Assists in the determination of habitable student spaces and housing

Director of Buildings and Grounds

(Secondary Incident Commander 4)

- Coordinates operations with the CIMT
- Provides personnel, equipment and vehicles as needed
- Facilitates emergency repairs, temporary construction, planning, operation and maintenance of College buildings, campus grounds and utility systems
- Coordinates the clearing and disposal of debris
- Makes provisions for temporary restroom facilities should water resources be unavailable
- Coordinates with Director of Dining Services provisions to secure emergency drinking water, bottled water, etc.

Director of Human Resources (Secondary Incident Commander 5)

- Based upon information from the CIMT, assesses the impact of the situation on faculty and staff
- Provides support for human resource elements of recovery and staff notification through the office of College Relations
- Coordinates operations and personnel needs with the CIMT

Chief Technology Officer (Secondary Incident Commander 6)

- Based upon information from the CIMT, assesses and advises on issues related to IT and communications and network systems, such as telephones, computers, etc.
- Insures the primary Emergency Operations Command Center is prepared for activation
- Coordinates all emergency telephone service as needed

Vice President for College Relations or Director of Communications

- Coordinates public information and media relations pertinent to the incident or emergency situation
- Communicates factual information to the news media, public, staff, faculty, and students
- Receives and processes all inquiries from external sources
- Corrects misinformation or rumors and disseminates factual information to media sources

The CIMT shall be expanded to include the following or others as needed:

Director of Dining Services

- Coordinates all meal service to students, faculty and staff
- Arranges meal service for emergency personnel
- Works with the Director of Buildings and Grounds to secure safe source(s) of drinking water, bottled water, food inventory and storage, etc.

Controller and/or Director of Finance & Budget

- Ensures continuity of Business Office functions

General Legal Counsel

- Provides input to the CIMT on legal matters

Resource Team Personnel or Departments

Information Technology

Registrar

Athletics

Office of Institutional Advancement

Director of Institutional Research, Planning and Assessment

Director of Counseling Center

Director of the Health Center

Maintenance Supervisor/Buildings and Grounds

Director of the Riding Center

Campus Safety Supervisor

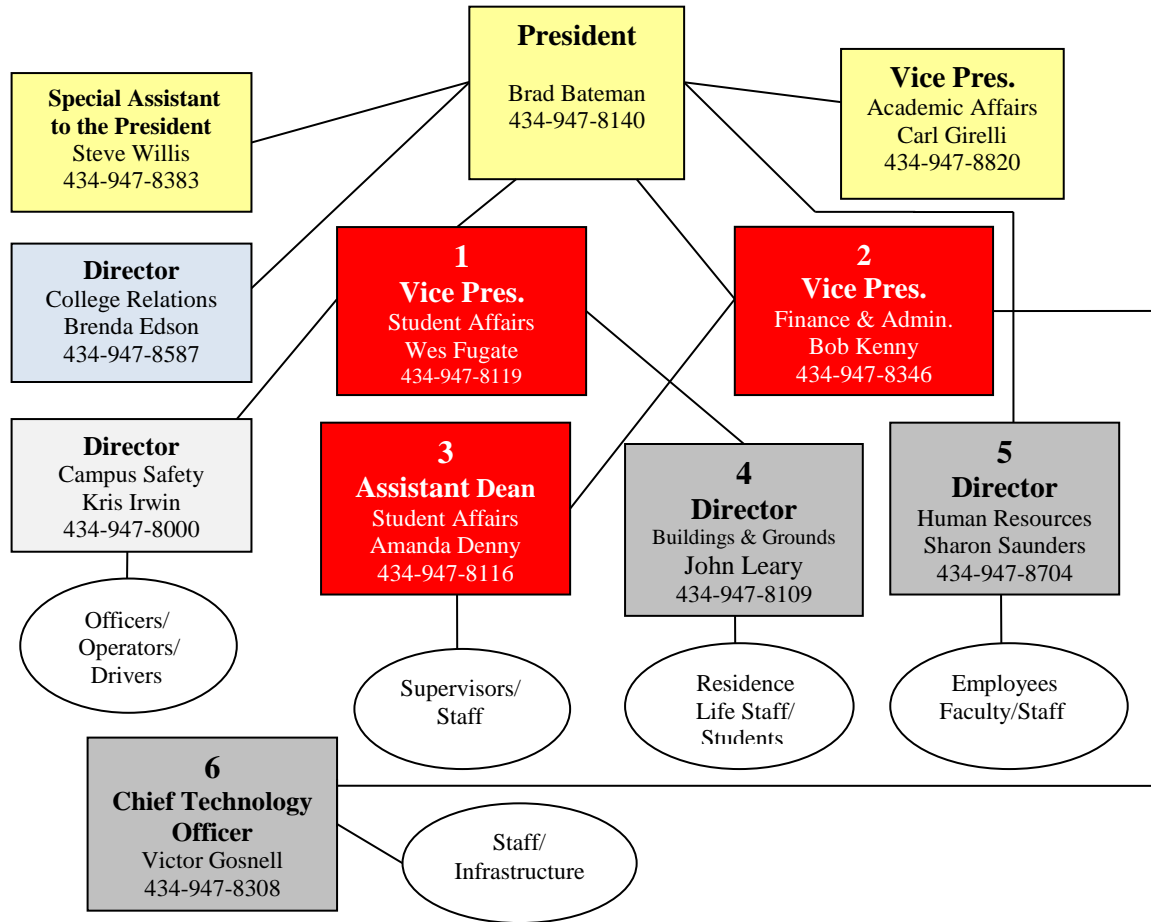
Custodial Services Supervisor

Human Resources Benefits Specialist

The CIMT's role is to support the emergency field operations from the Emergency Operations Command Center. The CIMT may not respond to the scene nor will they manage the initial response to an incident. It is the responsibility of emergency responders at the scene to isolate, contain and neutralize the incident.

The CIMT will be responsible for managing and directing the activities of the various departments that will be involved in crisis response and recovery. During the initial stages of the crisis, the CIMT will be responsible for providing resources for field operations when requested. It is the responsibility of the person(s) in charge of the scene to communicate with the CIMT to provide status reports and to inform the team as to what resources are needed. The CIMT will be responsible for managing and directing the activities of the various departments that will be involved in crisis response and recovery.

Critical Incident Command Hierarchy



Command Structure Key:

Primary Incident Commanders

Primary Commanders (order may be modified due to nature of the incident and attributing factors)
 1- VP for Student Affairs 2- VP for F&A 3- Assistant Dean Res. Life

Secondary Incident Commanders

Order of Command if Primary Incident Commanders are unavailable:
 4- Director B&G 5- Director HR 6- Chief Technology Officer

Consulting Leadership/Administration

Consulting Leadership roles:
 1- President 2- Vice President for Academic Affairs
 (Includes Special Assistant to the President)

College Relations/Communications

Communications with Media, Community and Affiliated Community members

Liaison with First Responders

Coordinate First Responder arrival, Provide vital updated information to CIMT

VIII. Contact Information

Name	Title	Work Ext.	
Brad Bateman	President	8140	
Carl Girelli	VP for Academic Affairs & DOC	8820	
Steve Willis	Special Assistant to the President	8383	
Wes Fugate	VP for Student Affairs & DOS	8895	
Bob Kenny	VP for Finance & Administration	8896	
Amanda Denny	Asst. Dean for Res. Life & Student Conduct	8291	
Brenda Edson	Director of College Relations	8587	
Kris Irwin	Director of Campus Safety	8000	
John Leary	Director of Buildings and Grounds	8109	
Sharon Saunders	Director of Human Resources & Title IX Coordinator	8704	
Victor Gosnell	Chief Technology Officer	8308	
Angela Greene	Assoc. Director of Campus Safety	8000	
Mitch Rodhe	Director of Dining Services	8129	
Scott Campbell	Supervisor for Maintenance	8109	
Tony Berich	Director of Athletics	8537	
Jennifer Bondurant	Director of the Counseling Center	8130	
Ruby Bryant	Director of the Health Center	8130	
Nate Emmert	Network Administrator	8326	
Connie Everhart	Human Resources Coordinator	8114	
Bunny Goodjohn	Associate Dean of the College	8126	
John Keener	Dir. of Institutional Research, Planning & Assessment	8367	
Kelly Kirkwood	Director of the Nursery School	8787	
Farah Marks	VP for Institutional Advancement	8050	
Chris Mitchell	Director of the Riding Center	434-384-3231	
Mike Quinn	VP for Enrollment Management	8100	
Jonathan Tyree	Director of Finance & Budget	8135	
Phebe Wescott	Dir. of Alumnae & Alumni Relations	8288	
Agency		Contact #	Secondary #
GLTC	Greater Lynchburg Transit Co.	434-455-5080	434-847-7771
American Red Cross		845-1234 local	800-625-6680
Amherst County Sheriff's Office		946-9300	
Bedford County Sheriff's Office		540-586-7827	
Campbell County Sheriff's Office		332-9580	
Virginia State Police		800-552-0962	
Lynchburg Health Department		947-6785	
Melissa Foster	Director Emergency Services	455-4285	
Jennifer Maul	Deputy Dir. Emergency Services	455-4290	

IX. EMERGENCY OPERATIONS COMMAND CENTER (EOCC)

1. Location

The primary location for the EOCC will be the College's Information and Technology Help Desk, located on the 5th floor of the Leggett Building. This area has multiple telephone (digital, analog, and Voiceover Internet Protocol - VoIP) and computer communications capabilities. The EOCC will be staffed by select CIMT and campus community members. In the event that this location is not functional, one of the alternate sites will be utilized. Alternate or satellite locations are as follows:

- Dean of Students Conference Room
- Alternate off-campus location to be determined

The location will be determined by Critical Incident Management Team and will be reported to College administration, emergency services, and the campus Health and Counseling Center. Other EOCC or command post locations may be necessary.

The EOCC will be the main headquarters in emergencies involving only Randolph College and will coordinate with the Lynchburg Communications Center (LYNCOM) and Police/Fire Department Command Post, if separate.

2. Purpose and Role

The purpose of those staffing the EOCC is to coordinate a response to major emergencies at Randolph College and to assist and facilitate the Incident Commander in providing resolution to the incident. Additionally, the EOCC provides information for the support functions of the Critical Incident Management Team to facilitate crisis response and recovery.

It must be emphasized that the role of the EOCC is not to manage the initial response to an incident. These activities (isolate, contain and neutralize) are managed by the appropriate emergency responder's incident commander at the scene of the incident. During the initial crisis, the members of the EOCC should be supportive by:

- Providing resources and information for field operations as quickly as possible when requested.
- Demonstrating patience when there is a lack of information from the field. Particularly in the early stages of an incident, there may be a tendency to over-analyze and begin to think about ways to direct the field operations. Personnel at the EOCC should resist this.
- Tracking and providing status reports on various activities that have been initiated and the resources that have been mobilized either to assist the field operations or to manage the activities away from the scene of the incident.
- Advising the field operations in some instances where immediate decisions do not need to be made.
- Briefing those who will want to know the status of the operation.

X. EMERGENCY NOTIFICATION LEVELS

The Randolph College Emergency Notification System will be activated to transmit critical information to a large segment of our campus as quickly as possible. This will be accomplished by determining the appropriate incident notification level below:

Level 1 - Planned Event

These are events that typically allow a period of time to prepare or plan for a response. Examples of these events are tornado watch, inclement weather, power or utility outage and related campus disruptions.

Notification Protocol:

- Campus mass email ALERT
- e2Campus ALERT System
- Desktop ALERT

Level 2 - Localized Events

These are events that typically affect a specific building or a specific area on campus and do not affect the entire campus community. Although these events are more specific to an area or building, the required response is more immediate than the planned event. Examples of these events are hazardous materials spills, fires, bomb threats and suspicious packages.

Notification Protocol:

- Campus mass email ALERT
- e2Campus ALERT System
- Desktop ALERT
- Campus telephone voicemail ALERT (TASD)

Level 3 - Immediate Catastrophic Event

These events require an immediate acknowledgement and the broadcast of emergency conditions in the interest of public safety. Examples of these events are hostile intruders, terrorist incidents, mass violence, nuclear power catastrophe and severe weather warnings (tornado).

Notification Protocol:

- Campus mass email ALERT
- e2Campus ALERT System
- Desktop ALERT
- Campus telephone voicemail ALERT (TASD)
- Siren ALERT

Notification methods are defined as:

1. The campus-wide mass **Email Alert System**, which will transmit electronic information using the College email system to computers, connected to the Randolph College system.
2. **e2Campus Alert System**, which allows mass notification to users of many electronic devices such as cell/smart phones, Blackberry's, PDA's and email.
3. **Desktop Alert** provides an instant desktop message on monitor screens for computers connected to the Randolph College system.

4. The **Telephone Alert System Directory** (TASD), which allows emergency messages to be placed in telephone voice mailboxes to those phones equipped with electronic voice mail (voice over internet protocol – VOIP).
5. Activation of the **Siren Alert** provides audible notification to the campus with intermittent siren blasts for a period of three (3) minutes. The siren activation indicates that immediate action is required by those in earshot. Once in a safe location, one would seek information from the sources listed above as to the nature of the emergency and their actions or appropriate responses. Note: Consider the evacuation or actions of those occupying public spaces on campus (*i.e. public events*) and campus guests.

Internal Systems Operations

The use of these campus alert systems will be authorized by any one of the following: the Director of Campus Safety, the Vice President for Student Affairs and Dean of Students, the Vice President for Finance and Administration, the Director of Buildings and Grounds, the Director of College Relations and the President's Office, or designee, when it is necessary to transmit brief urgent messages to large segments of the campus community.

Messages transmitted by various means will typically include information concerning Critical Incidents (or emergency weather information) as defined in this document affecting the entire campus. These messages will be initiated primarily from the Director of Campus Safety or from one of the individuals or offices listed above.

In addition to the Campus ALERT systems, the Critical Incident Management Team may also employ other methods for notifying those within the College community including telephone calling lists, public announcement systems, megaphones, cell phones, two-way radios, and Campus Safety Officers as well as other College personnel.

Public Information

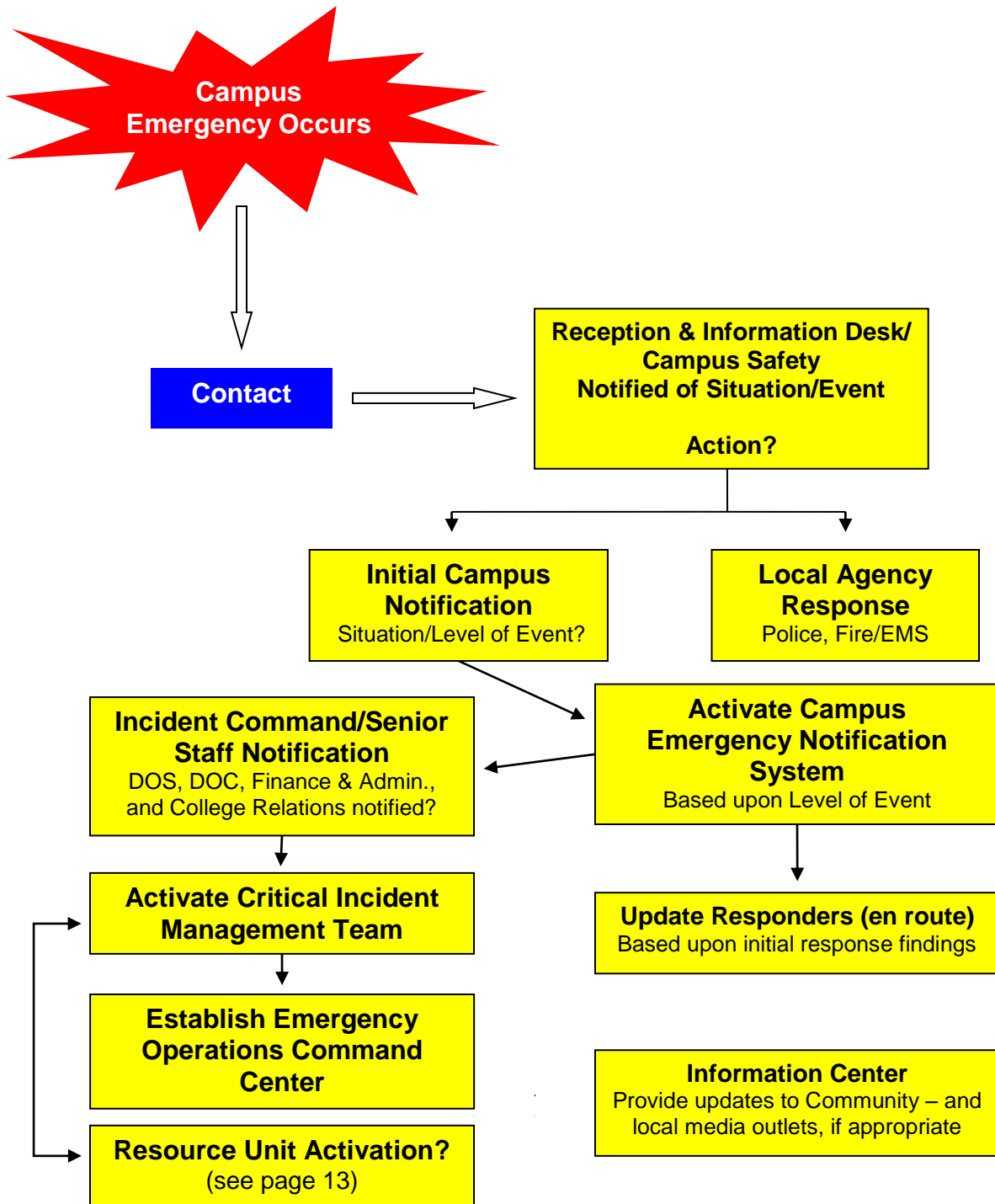
The office of Constituent Relations serves as the authorized spokesperson for the College. All public information must be coordinated and disseminated by their staff with assistance from other College departments and/or personnel. A Media/Press area will be established, located away from the EOCC and/or Police/Fire Command Post.

Randolph College policy requires that only certain administrators may speak on behalf of the College. These spokespersons are the President, the VP for Constituent Relations, and the Strategic Communications Manager. Under certain circumstances, the previously-named administrators may designate others as spokespersons.

In the event that regular telecommunications on campus are not available, Constituent Relations will center media relations at a designated location. Information will be available there for the news media and, where possible, for faculty, staff, and students. Official information will be made available as quickly as possible.

During critical incidents, Constituent Relations will work with each organizational unit to gather accurate and substantial information regarding the situation and details regarding the College response. Constituent Relations, working with other CIMT members, will provide notification to customers, employees, and the general public on progress toward recovery.

Expectation of Initial Emergency Notification Flow



XI. EVACUATION AND RELOCATION PROCEDURES

Transportation of persons away from campus shall be coordinated with appropriate Department of Campus Safety personnel and Buildings and Grounds employees for the purpose of evacuation and relocation of persons threatened by or displaced by the incident. A temporary shelter or facility such as the Randolph Athletics and Dance (RAD) Center building or an off-campus location will be selected, if needed. Coordination for assistance, equipment, and supplies will be determined at the relocation site as needed.

Immediate medical assistance shall be requested for injured persons. When mass injuries have occurred, a Community-Wide Disaster Plan may be implemented.

The primary responsibility for the protection of property, assessment of damage, and restoration of normal operations shall be given to the appropriate College service unit. These College service units will include the following:

- **Buildings & Grounds:**
Coordinates all services for the restoration of electrical, plumbing, heating, and other support systems as well as structural integrity. Assesses damage and makes a prognosis for occupancy of the structure affected by the disaster. Manages periods of minimal building occupancy.
- **Information Technology:**
Coordinates support for data processing resources at the main data center and the designated recovery sites; provides alternate voice and data communications capability in the event normal telecommunication lines and equipment are disrupted by the disaster. Evaluates the requirements and selects appropriate means of backing up the IT telecommunications network.
- **Department of Campus Safety:**
Provides safety and security for people and facilities, as well as emergency support to affected areas, and notification mechanisms for problems that are or could be disasters. Extends a security perimeter around the functional area affected by the disaster.

Building Evacuation Procedures

Building evacuations occur when the building fire alarm sounds, notification or instruction by Randolph College officials is received by any means, or emergency personnel direct occupants to exit the affected building. Know the evacuation routes and exits for your area and facility!

If you must evacuate from a Campus building:

- Walk to the nearest exit
- Do NOT use elevators
- Once outside of the building, move to your building's designated gathering place. Attempt to see that all persons are accounted for. **Stay at least 300 feet from the building.**
- Help persons who require assistance, if safe to do so. Notify Campus Safety and/or emergency personnel if you are unable to assist an individual with their exit. (The 'buddy system' is suggested – if safe to do so, an able-bodied person should stay with the individual requiring assistance until help arrives.)

- If the floor you are on has no exit to ground level, then proceed to the nearest area of refuge.

An Area of Refuge, also known as an Area of Rescue, is a space or room designated to provide temporary protection from a fire or serious incident until emergency personnel arrive. Areas of refuge may be on stairway landings, fire escapes (though adequate space is required for the safe exit of others) or fire-rated corridors or vestibules adjacent to exit stairs. See NOTE below.

- Notify Campus Safety by dialing extension '0' or 434-947-8000, or call 9-1-1 if you are aware that others remain in the building
- Remain outside or in the area of refuge until you are contacted by emergency personnel, Campus Safety or College officials

Evacuation/Rescue Plan for Persons with Disabilities

(A list of individuals with disabilities who require assistance is located within the Residence Life Office in the Dean of Students Suite – ext. 8119)

Even though emergency personnel are usually available to assist with evacuation, this may not always be the case. Those with mobility concerns or other concerns that would make independent evacuation difficult are encouraged to make alternative plans and arrangements in advance which will increase the likelihood that individuals will be able to exit a building safely in the event of an emergency.

Every individual must quickly become familiar with their area by locating exits, stairwells, elevators, fire fighting equipment, fire alarms, and possible areas of rescue.

NOTE: *Possible areas of rescue can be in a stairwell/fire escape, areas adjacent to a stairwell or fire escape, a window facing the outside or a room within the structure. Prepare in advance by selecting a room with a phone. It is understood that older structures may not have adequate landings within the stairwells to accommodate wheelchairs. Individuals are encouraged to use protected stairwells for exiting if possible.*

For those who have difficulty speaking or those with hearing impairments who have difficulty judging volume, it may be useful to carry a whistle or a similar device for the purpose of announcing your location to emergency services personnel who will be attempting to search for those in need of assistance. Individuals are encouraged to carry personal cell phones to contact emergency services personnel if in need of assistance. Contact **Campus Safety** by phoning **434-947-8000** or **0** from any campus telephone extension. (**NOTE:** *when calling a College number from a cell phone you must press all seven digits. Depending on your phone service you may also have to include the area code.*) In case of an emergency, press **9-1-1**. Be prepared to give your name, your building, floor and location, the reason why you are calling and your particular needs.

Advise others (supervisors, administrators, instructors, colleagues, fellow students) about any concerns that you may have related to emergency exiting and how they can assist you in the event of an emergency. This can include assistance to exits, possible areas of rescue and alerting emergency services of your location.

Assisting Persons with Disabilities

It is recommended that each department establish a “buddy” system in which volunteers and alternates are recruited and paired with persons who have self identified disabilities that would create special evacuation needs. Volunteers should become familiar with the special evacuation needs of their buddies and plan to alert and assist them if an evacuation is ordered. Volunteers should keep in mind that many people with disabilities can assist in their evacuation.

Persons with Visual Impairments

In the event of an emergency, tell the person the nature of the emergency and offer to guide him/her. As you walk, tell the person where you are and advise of any obstacles. Do not grasp a visually impaired person’s arm. Offer your arm for guidance.

Persons with Hearing Impairments

Not all fire systems have a flashing light. Most are sound alarms. Therefore, persons with impaired hearing may not perceive emergency alarms and an alternative warning technique is required. Two methods of warning are:

- Writing a note telling what the emergency is and the nearest evacuation route/safe staging area.
- Tapping the person on the shoulder or turning the light switch on and off to gain attention, then indicating through gestures, or in writing, what is happening and what to do.

Persons Using Crutches, Canes, or Walkers

If the person is having difficulty exiting quickly, treat him/her as if injured for evacuation purposes. Carrying options include using a two-person, lock-arm position, or having the person sit in a sturdy chair, preferably with arms. For level travel, an office chair with wheels could be utilized.

Non-Ambulatory Persons

The needs and preferences of non-ambulatory persons will vary. Most non-ambulatory persons will be able to exit safely without assistance if on the ground floor. Some people have minimal ability to move and lifting them may be painful and/or injurious. Frequently, non-ambulatory persons have respiratory complications. Remove them from smoke or fumes immediately.

Always consult the person as to his/her preference with regard to:

1. Ways of being removed from the wheelchair
2. The number of people necessary for assistance
3. Whether to extend or move extremities when lifting because of pain, catheter bags, braces, etc.
4. Whether a seat cushion or pad should be brought along if he/she is removed from the chair
5. Being carried forward or backward on a flight of stairs
6. After-care, if removed from the wheelchair

XII. DAMAGE ASSESSMENT AND RECOVERY

1. Departmental Notification

The Department of Campus Safety (DCS) shall be responsible for securing the incident site and notifying the EOCC or the designated representative or alternates in the designee's absence of the following departments (*also see contact information in section VIII, page 15*):

President's Office:	434-947-8140
Business Office, VP for Finance and Administration:	434-947-8896
Facilities Management, Dir. of Buildings and Grounds:	434-947-8109
Alternate – Maintenance Supervisor/Buildings and Grounds:	434-947-8109
College Relations:	434-947-8142

Individuals so notified shall immediately respond, meeting for the purpose of determining the extent of damages, recovery activities, relocation needs, and public information needs that are immediately required.

To the extent that hazardous materials or chemicals are involved, the Department of Campus Safety shall notify the campus Health and Counseling Center. All emergency clean-up and recovery activities shall be subject to instructions of the Health Center or Virginia Department of Health in accordance with the requirements of public authorities. See the *Hazardous Materials Incident section G, on page 38* for further information.

2. Departmental Responsibilities

To the extent that damage is minimal and relocation of activities is not required, Buildings and Grounds (B & G) personnel shall be responsible for all site clean-up, debris removal, and emergency or minor repairs. In the event that major remodeling or rebuilding is necessary, B & G shall be responsible for preparation of plans, specifications or cost estimates for building remodeling, and equipment repair/replacement.

3. Property Loss Reporting Requirements

Preliminary reports regarding the cause of the loss, the extent of damage, and the plans for recovery and relocation shall be provided to the Vice President for Finance and Administration by the Director of Buildings and Grounds within 24 hours, or in accordance with Randolph College operating procedures or policies..

XIII. DEALING WITH A DISRUPTED WORK OR ACADEMIC ENVIRONMENT

Randolph College seeks to provide a work environment that supports people and the business of the College. In those situations that, due to equipment malfunction, weather, or other crisis situations, work space is uninhabitable because of heat, cold, water, smoke, or other conditions that make the work site unsafe or uninhabitable, supervisors will make a decision relative to continuation of services at that location. If the supervisor, based on consultation with appropriate College officials, his/her knowledge of the term and severity of the condition, and based on a reasonable person standard, decides to vacate the work site he/she shall use the following guidance.

- If possible, services to students, faculty, staff and the public should be continued at an alternate work location within the college confines. Supervisors should identify these alternate work locations in advance and advise faculty and staff of the location and the situations which would require relocation to the alternate work site (i.e., lack of heat, fumes, and threats to safety/security).
- If space is not available in locations noted above for all or a portion of the affected staff, they should meet at public facilities on campus, i.e., Library or the Randolph Athletics and Dance (RAD) Center. To the extent possible, normal workflow should be maintained. If computers, phones, and other necessary equipment are not available, staff should engage in planning, evaluation, or training activities, which require staff presence, but not operational equipment.
- If the options listed above are not feasible, the President or Senior Staff may authorize staff to work at home (if appropriate) or an alternative work schedule may be considered.
- If none of the above options are feasible, staff may be required to utilize paid leave (vacation) or unpaid leave, during periods of disruption. It is the College's intent to avoid this option if possible. Supervisors are responsible for monitoring the availability of the original work space and for notifying staff and faculty when it is appropriate to return to the regular work area. Determinations regarding classes will be made by the academic units in coordination with the President's Office.

XIV. INCIDENT MANAGEMENT

BOMB THREAT

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* attempt to notify or evacuate an entire building as this could consume valuable time that would be better used to gather important information. Please keep in mind that the vast majority of bomb 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 Department of Campus Safety. If the threat should come via email, 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

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. (Note: Student telephones do not have a visual display.)
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 the Department of Campus Safety (DCS) at **434-947-8000**, extension **0** or **Lynchburg Police 9-1-1**.
8. If the threat was left on your voice mail, **do not erase the message**.
9. Notify the immediate supervisor within your work area.

DECISION

The decision to evacuate a College facility shall be made after a thorough evaluation of the information available, including but not limited to:

- The nature of the threat
- The specificity of location and time of detonation
- Circumstances related to the threat (i.e. political climate, series of events leading to the threat, etc.)
- Discovery of a device or unusual package, luggage, etc.

The Department of Campus Safety will dispatch a search team and will organize the search. Other emergency units will be alerted to the threat and asked to stand by for further instructions. Any employee who wants to leave the building will be permitted to do so. Persons leaving the building should report to a specified location for further instructions. (*See Section XIII, page 24 Dealing with a Disrupted Work or Academic Environment*).

DECISION MAKER(S)

The decision to evacuate will be made by the Director of Campus Safety or designee in consultation with the President and/or appropriate individuals in College administration. (*See Section XI, page 20 Evacuation/Refuge Plan for Persons with Disabilities*).

SUBSEQUENT PROCEDURES/INFORMATION

Staff can be of assistance to the Department of Campus Safety in several ways. Staff will be more familiar with their work area than the DSS officers. As the search is conducted, staff may be asked to identify boxes or objects in their work area. The importance of good housekeeping will be very apparent at this time. Throughout the year, it is important to keep areas free of unnecessary debris. If an evacuation is necessary, classes will be dismissed. If a device, package, bag, etc. is discovered, the Department of Campus Safety will notify the Lynchburg Police Department for assistance. The decision to resume normal activities in the building will be made jointly by the Director of Campus Safety or a designee in consultation with the President and/or appropriate individuals in College administration.

SUSPICIOUS PACKAGES/MAIL

The Randolph College Mail Center Supervisor will be notified immediately in the event a suspicious package or letter is discovered. **The suspicious package or letter must not be touched, carried, or moved regardless of its position or condition at the time of discovery.**

The Mail Center Supervisor will immediately notify the Department of Campus Safety and close the Mail Center, ensuring that all doors and windows are properly secure before leaving the area.

The Director of Campus Safety will assess the situation and investigate the suspicious package to determine if the Lynchburg Police Department should be notified. In the absence of the Director of Campus Safety, the Assistant Director of Campus Safety, or the Director of Buildings and Grounds shall be assigned this duty.

If the package or letter is found to be a suspicious device, the Director of Campus Safety will immediately activate the fire alarm to evacuate the building and notify the Lynchburg Police and/or State Police Departments. **No one will be permitted to re-enter the building or suspicious area until the Lynchburg Police and/or State Police Department have given the all clear that the building or area is safe.**

Safety Tips

When handling mail and packages, extreme care must always be used. Examples: letters and packages that do not have a return address; packages that are not wrapped but are sealed with tape; addresses that are written very sloppily, often with a black marker; and above all, letters that are cut out of other publications that are either glued or taped to a package or letter. These packages or letters will always be considered suspicious.

DO NOT MOVE, TOUCH, OR CARRY ANY SUSPICIOUS LETTER OR PACKAGE, REGARDLESS OF THE POSITION OR CONDITION OF THE PACKAGE OR LETTER.

GUIDELINES FOR HANDLING SUSPICIOUS PACKAGES/MAIL

Recent events have raised concerns in the College community about how to recognize and handle suspicious mail, particularly with regard to possible terror-related anthrax exposures. While we feel the threat to College members is extremely low, it is prudent to be aware of the procedures.

Recognizing Unusual Mail

This includes parcels and letters from sources such as the U.S. Postal Service, Federal Express, United Parcel Service, other private carriers, interagency mail, and individuals. The procedures are based on recommendations developed by the F.B.I., the U.S. Postal Service, and the Centers for Disease Control.

Suspicious Package Identification

FBI Advisory

If you receive a suspicious letter or package

What should you do?

- 1 Handle with care
Don't shake or bump**
- 2 Isolate and look
for indicators**
- 3 Don't Open, Smell
or Taste**
- 4 Treat it as Suspect!
Call 911**



No Return Address
Restrictive Markings

Possibly Mailed from a Foreign Country
Excessive Postage

Misspelled Words
Addressed to Title Only or Incorrect Title
Badly typed or written

Protruding Wires

Lopsided or Uneven

Rigid or Bulky

Strange Odor

Wrong Title with Name

Oily Stains, Discolorations, or Crystallization on Wrapper

Excessive Tape or String

From the Center for Disease Control:

What constitutes a suspicious letter or parcel?

Some typical characteristics that ought to trigger suspicion include letters or parcels that:

- have any powdery substance on the outside
- 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
- have an unusual amount of tape on them
- are marked with restrictive endorsements, such as "Personal" or "Confidential"
- have strange odors or stains
- show a city or state in the postmark that doesn't match the return address

If you do have a suspicious letter or package:

1. Do not shake or empty the contents.
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. Call Campus Safety by dialing 0 from any campus extension or call 434-947-8000 from a cellular phone and notify them of the event.
7. The Randolph College Department of Campus Safety will notify local emergency response authorities.

Envelope with powder and powder spills 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. Report the incident to Campus Safety at extension 0 or 434-947-8000 from a cellular phone.
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. 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, to law enforcement officials, and to the Department of Campus Safety for further investigation.

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 infections can occur, but prompt recognition and treatment are effective.
3. Employees should use common sense and extra precaution when opening parcels during this time of heightened alert.

Reference documents:

[U.S. Postal Service](http://www.usps.com) www.usps.com

CIVIL PROTEST

A civil protest will usually take the form of an organized public demonstration of disapproval or display disagreement with an idea or course of action. It should be noted that in many cases campus protests such as marches, meetings, picketing and rallies will be peaceful and non-obstructive. A protest should not be disrupted unless one or more of the following conditions exists as a result of the demonstration:

- Disruption of the normal operations of the College.
- Obstructing access to offices, buildings, or other College facilities.
- Threat of physical harm to persons or damage to College facilities.
- Willful demonstrations within the interior of any College building or structure, except as specifically authorized and subject to reasonable conditions imposed to protect the rights and safety of other persons and to prevent damage to property.
- Unauthorized entry into or occupation of any College room, building, or area of the campus, including such entry or occupation at any unauthorized time, or any unauthorized or improper use of any College property, equipment, or facilities.

IMMEDIATE ACTION AND DECISION MAKER(S)

If any of the above conditions exist, the Department of Campus Safety should be notified and will be responsible for contacting and informing the President and the Vice President for Student Affairs and Dean of Students. Depending on the nature of the protest, the appropriate procedures listed below should be followed:

1. Peaceful, Non-Obstructive Protest

- a) Generally, peaceful protests should not be interrupted. Protestors should not be obstructed or provoked and efforts should be made to conduct College business as normally as possible.
- b) 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 Vice President for Student Affairs and Dean of Students to monitor the situation during non-business hours, or
 - Determination will be made to treat the violation of regular closing hours as a disruptive protest. (See Section 2)

2. Non-Violent, Disruptive Protest

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

- a) The Vice President for Student Affairs and Dean of Students or his/her designee will go to the area and ask the protestors to leave or to discontinue the disruptive activities.
- b) If the protestors persist in disruptive activity, the following statement will be read by a selected College administrator as circumstances permit:

*“I am _____ name _____, speaking on behalf of Randolph College.
The College’s Community Conduct Standards and Policies forbid the following:*

*Intentional interference with the right of access to College facilities by others
entitled to use them or with the rights of other persons on the campus.*

*Willful demonstrations within the interior of any College building or structure except
as specifically authorized. Individuals here present violating these rules may be
subject to disciplinary action, up to expulsion from the College. The individuals may
also be subject to arrest for criminal trespass, pursuant to Virginia Code section
18.2-119.”*

- c.) If the protestors persist in disruptive behavior after the above administrative message is read, the following statement shall be read as circumstances permit:

*“The College has requested that law enforcement clear this area. The College’s
administration will now withdraw from this area to permit law enforcement to do
so.”*

Immediately followed by:

*“I am _____ name _____, of the Randolph College Department of Campus Safety.
I am asking you to leave these premises and disperse. If you do not now leave, you
will be in violation of Chapter 18.2-119 of the State Code of Virginia, Criminal
Trespass. If you do not immediately disperse, you may be arrested and charged with
the violation of this act.”*

3. Violent, Disruptive Protests

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

A. During Business Hours

- The Department of Campus Safety (DCS) will be notified immediately. DCS will in turn contact the Vice President for Student Affairs and Dean of Students and other key administrators.
- If advisable, the Vice President for Student Affairs and Dean of Students will alert the President.
- The President, in consultation with the Vice President for Student Services and Dean of Students and the Director of Campus Safety will determine any further actions.

B. After Business Hours

- The Department of Campus Safety (DCS) will be notified immediately of the disturbance.
- DSS will investigate the disruption and report and notify the Director of Campus Safety, who will inform the Vice President for Student Affairs and Dean of Students and other key administrators.
- The Vice President for Student Affairs and Dean of Students will report the circumstances to the President.

NOTE: If possible, an attempt should be made to communicate with the protestors to convince them to cease and desist from engaging in violent activities in order to avoid further escalation of possible violent confrontation.

SUBSEQUENT PROCEDURES/INFORMATION

If it becomes necessary, the Director of Campus Safety or designee will call for assistance from the Lynchburg Police Department or other law enforcement agencies as needed. If assistance is needed with mass transportation, the Director of Campus Safety will call for assistance from the Greater Lynchburg Transit Company. Efforts should be made to secure positive identification of protestors in violation to facilitate later testimony, including photographs and/or video data, if deemed advisable. Additionally, efforts should be made to electronically record any police action for future reference.

(REFER TO APPLICABLE STUDENT CODE OF CONDUCT IN THE STUDENT HANDBOOK)

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.

Dial 7-9-1-1 or 0 from any campus telephone extension to report the incident, from a safe location, as soon as possible. Or, use your cell phone to contact 9-1-1 or call 434-947-8000.

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.

(See Section X, Evacuation/Rescue Plan for Persons with Disabilities)

- 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 MAKER(S)

The emergency unit or agency in control will decide when to turn control of the scene back over to the appropriate College entity, e.g., the Department of Campus Safety, or facility tenant(s).

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 College resource units may be brought in for services or assistance.

FIRE

Reasons for evacuating a building:

- Visible signs of smoke and/or fire,
- Activation of a building's fire alarm system

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 at **9-1-1**.

IMMEDIATE ACTION

I. For the person discovering the fire:

A. Extinguish only if you can do so safely and quickly! (See page 60 in the Forms and Reference section for information on the operation of fire extinguishers)

- After the fire is extinguished, call Campus Safety - Dial **0** or **434-947-8000**.
- In case of emergency - Call **9-1-1**.

B. If the fire cannot be extinguished:

- Confine the fire by closing the doors.
- Activate (pull) the nearest fire alarm, if there is one.
- Call the Fire Department - Dial **9-1-1**.
- Alert others.
- Meet Fire Department personnel when they arrive.

II. For occupants of the building:

- Close the doors to your immediate area.
- EVACUATE the building via the nearest exit. Assist others in exiting the building.
- DO NOT use elevators.
- Avoid smoke filled areas.

III. For persons evacuating from the immediate fire area:

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

IV. For persons with mobility concerns, see Section XI, page 21, Evacuation/Rescue Plan for Persons 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 College Department of Campus Safety. DCS will decide when to turn control of the scene back to the facility tenant(s).

DECISION MAKER(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 to the appropriate College entity, e.g. the Department of Campus Safety or the facility tenant(s).

SUBSEQUENT PROCEDURES/INFORMATION

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

FLOOD

Floods may be caused by domestic water systems or by rivers and/or streams overflowing their banks.

- Floods caused by domestic systems do not endanger people but can cause extensive damage to the building and equipment.
- Floods caused by overflow of rivers and streams are extremely dangerous and may require the evacuation of buildings.

IMMEDIATE ACTION

I. For floods caused by a domestic water system failure:

- a) Call 434-947-8000 (Randolph College) to report the building and room number. Buildings and Grounds personnel will be notified.
- b) Protect College property from damage where possible.
- c) B & G personnel will remove the water and perform building repairs.

II. For floods caused by rivers and/or streams overflowing their banks:

- B & G personnel will manage protective measures when flood damage is present.
- B & G will keep occupants informed regarding the river level.
- If flood is imminent, occupants will be asked to move property for its protection.
- B & G personnel will assist in moving property if needed.
- Occupants should be prepared to evacuate if advised to do so by B & G.

DECISION

The responding B & G personnel will control and make decisions at the flood scene. They will decide when to turn control back over to the building occupants or appropriate College personnel when outdoor areas are involved.

DECISION MAKER(S)

DSS in consultation with B & G personnel will make decisions regarding control and access to buildings/areas affected by floods, and issuing or not issuing all clear for safe building/area re-entry and continued occupancy.

SUBSEQUENT PROCEDURES/INFORMATION

In extreme cases of flooding, it may be necessary to request assistance from local, state or federal agencies. Such requests for assistance will be coordinated by the Critical Incident Management Team.

HAZARDOUS MATERIALS INCIDENT

A hazardous materials incident may be a spill or release of chemicals, radioactive materials or biological materials inside a building or to the environment. The user may manage simple spills. Major spills or emergencies require emergency assistance from 24-hour emergency agencies, such as the Lynchburg Fire Department.

Factors Determining Actions:

- Simple spill/Major spill emergency - consult Fire Department – **call 9-1-1**
 - Does not spread rapidly/Spreads rapidly – evacuate/shelter in place?
 - Spill presents an inhalation hazard – evacuate? – **call 9-1-1**
 - Does not endanger property or the environment – evacuate/shelter in place?
 - Involves a personal injury or rescue – **call 9-1-1**
- ⇒ Seek trained individuals for clean up – **call 9-1-1**

Additional information is available through the Virginia Department of Health website:
www.vdh.state.va.us

IMMEDIATE ACTION

I. Simple spills should be cleaned up by the person causing the spill.

II. Major spills or emergencies

- ❖ **Dial 9-1-1 and '0' or ext. 8000 to notify Campus Safety**
- ❖ Evacuate and assemble at a safe distance
- ❖ Account for all individuals
- ❖ Wait for and provide information to responders

III. Notifications and Reporting

- If the incident involves any radioactive materials, notify the Health Center at 434-947-8130 (week days 8 a.m. to 4:30 p.m.) or the Department of Campus Safety at 434-947-8000 during non-business hours or 24/7/365.
- If the incident involves an oil spill, or a release of hazardous material to the environment or beyond College boundaries, immediately notify the Department of Campus Safety at 434-947-8000. The DCS will notify the appropriate state and local agencies.
- **Reports to Virginia Department of Natural Resources must be made as soon as possible and not later than six hours after discovery of the incident.**

DECISION

- Determine if emergency responders are needed.
- Determine if immediate hazards are under control and the situation is stabilized.
- Determine if the site can be reoccupied or if further remediation or repair is needed.

DECISION MAKER(S)

The decision to call for emergency assistance may be made by the user, a person discovering an incident, or the resource or emergency unit receiving a call for assistance. The decision that an incident is controlled and stabilized is made by the emergency response agency, i.e. the Incident Commander from the Fire Department. After immediate hazards have been controlled and stabilized, the Incident Commander will transfer authority and responsibility for the site to the Department of Campus Safety. The College DCS will transfer responsibility back to the unit, department, or facility tenant, as appropriate for the situation.

Emergency agencies and units may request input for decision-making from College resource units; for example, to determine that re-occupancy is safe.

SUBSEQUENT PROCEDURES/INFORMATION

Depending on the nature and needs of the incident, assistance and services may be brought in from other public support agencies, College resource units, or specialized contractors.

INFRASTRUCTURE FAILURE

It is understood that from time to time on the Randolph College campus we may experience infrastructure problems which could render the work site unsafe or uninhabitable such as electricity, computer, steam, water, or telephone failures.

IMMEDIATE ACTION

- If a critical incident is experienced relating to water, electricity, or steam, call Buildings and Grounds at 434-947-8109 or after hours call 434-947-8000.
- If a critical incident is experienced relating to telephone systems, call IT at 434-947-8103 during business hours and 434-947-8511 after hours.
- If a critical incident is experienced relating to computer systems, call IT at 434-947-8103 during business hours and 434-947-8511 after hours.

DECISION

The first responders, B & G or IT personnel, will determine whether a critical incident exists and will report to the appropriate department heads. In the event that a critical incident does exist, the Director of Campus Safety will notify the President, the Vice President for Academic Affairs and Dean of the College, the Vice President for Student Affairs and Dean of Students, and the Vice President for Finance and Administration, who will convene the Critical Incident Management Team (CIMT).

SNOW OR ICE STORM

In circumstances involving snow or ice, the Vice President for Finance and Administration, the Vice President of Student Affairs and Dean of Students and the Vice President for Academic Affairs and Dean of the College, or designate, will confer. The Department of Campus Safety will determine the condition of roads and walkways after hours and contact the appropriate Buildings and Grounds supervisor for action.

IMMEDIATE ACTION

Buildings and Grounds personnel will respond to all snow or ice storms to remove snow and spread sand and/or salt if ice is present.

DECISION

When weather conditions are so extreme that the President, the Vice President for Academic Affairs and Dean of the College, and/or the Vice President for Student Affairs and Dean of Students, and/or the Vice President for Finance and Administration decide it is necessary to postpone or cancel any College activity, the public will be notified as follows: the Director of College Relations will inform the relevant administration and make a public announcement on the status of College activities via procedures established with local television and radio stations. If cancellations are to be announced, care will be taken to make a public announcement at the earliest possible time.

TORNADO

A **tornado watch** means conditions are right for a tornado. During a tornado watch, staff should be alert to weather conditions. Campus alert systems may be activated.

A **tornado warning** means that a tornado has been sighted or indicated by National Weather Service radar. Lynchburg City Emergency Management will activate the emergency plan for the time period established by the National Weather Service for the tornado warning. Campus alert systems will be activated (*see section X, page 17, Emergency Notification Levels for more information.*)

IMMEDIATE ACTION

- I. Remain calm and avoid panic.
- II. Go to an area of safety.

AREAS OF SAFETY – rooms and corridors in the innermost part of a building.

AREAS TO AVOID – stay clear of windows, corridors with windows, or large free-standing expanses (e.g. auditoriums and cafeterias). There is no guaranteed safe place during a tornado. However, it is important to seek shelter in the best location to help minimize your exposure.

- III. **DO NOT** use elevators during a tornado warning. **Persons with mobility concerns should go to an area of safety at the time of a tornado watch; DO NOT wait for a tornado warning.**
- IV. Close all doors, including main corridors, making sure they latch.
- V. Crouch near the floor or under heavy, well supported objects and cover your head.
- VI. Be alert for fire. In the event of a fire, refer to the Randolph College fire plan.

DECISION

If a tornado actually affects any of the Randolph College buildings, the decision to return to your work space or vacate the affected building(s) will be made by the Director of Campus Safety or designee in consultation with the President or designee and Buildings and Grounds.

XV. VIOLENT INCIDENTS

Violent incidents including but not limited to acts of terrorism, assaults, and incidents of workplace violence can occur on the Randolph College campus with little or no warning. It should be noted that the following instructions are intended for incidents that are of an emergency nature (i.e. imminent or having just occurred).

IMMEDIATE ACTION

****Seek Safe Shelter and wait to receive additional information on what to do next!****

I. Emergency situations should be reported to law enforcement by dialing **9-1-1** and by **dialing 0, thus notifying Campus Safety.**

When 9-1-1 is dialed, the Lynchburg Emergency Communications Center (LYNCOM) will Dispatch officers of the Lynchburg Police Department to the Randolph College campus. LYNCOM will also contact the Randolph College Department of Campus Safety.

II. When dialing 9-1-1 or Campus Safety, be prepared to provide as much information as possible, such as:

- what is happening
- the location
- who is involved
- type of weapon(s) involved, if any
- your name and address

*NOTE: If it is known or suspected that a weapon is involved, the Lynchburg Police Department will be called immediately and will be the first responders rather than the Campus Safety department.

III. Taking the time to provide such information will not delay law enforcement response. Complete information may allow them to handle the matter more effectively.

DECISION MAKER(S)

The decision to call in additional law enforcement agencies will be made by the Director of Campus Safety, the Lynchburg Police Department or designee in consultation with appropriate individuals in College administration. Campus alert systems and appropriate notification levels will be activated based upon the information received.

SUBSEQUENT PROCEDURES/INFORMATION

Members of the Randolph College community can enhance the safety of all and be of assistance to the Department of Campus Safety and visiting law enforcement agencies by cooperating fully with instructions given by authorities.

XVI. PANDEMICS AND INFECTIOUS DISEASES

The Terrell Health and Counseling Center staff will follow the American College Health Association Guidelines relating to infectious diseases. The staff will obtain as much information as possible on the type of problem, its location, and how many people are affected.

Health Center personnel will assess the problem, determine the risk to the community, and if needed, begin preventive measures to hinder the spread (if communicable disease). The Director of the Health Center will notify the Vice President for Student Affairs and Dean of Students.

Pandemic planning preparedness is continuing. Please refer to the College's Terrell Health and Counseling Center for additional specific information and direction.

If the contaminate is airborne, shut down the air handling system in the building. Randolph College has air-handling systems in the following buildings:

- Leggett Building
- Randolph Athletics and Dance (RAD) Center
- Lipscomb Library
- 1st & 2nd floors of the Psychology Building
- Ceatham Dining Hall
- Houston Memorial Chapel
- Martin Science Building
- Smith Hall Theatre
- Smith Hall Banquet Hall

If quarantine is deemed necessary, the Department of Campus Safety will secure the designated area, allowing only authorized personnel to enter. Card access concerns will be addressed.

The Health Center will coordinate with outside agencies (for collection of specimens, laboratory testing, immunization, and treatment of victims).

The Vice President for Student Affairs and Dean of Students will notify the families of affected students and provide information to the remainder of the student body.

The Office of College Relations will coordinate any media releases necessary.

Students, faculty, and/or staff in need of counseling services following the emergency will be referred to the Counseling Center or the College's Human Resources office (Employee Assistance Program), as appropriate.

XVII. FOODBORNE ILLNESSES OR INCIDENTS

The campus Health Center staff will follow the Lynchburg Health Department's guidelines relating to food borne and water borne illnesses. The staff will obtain as much information as possible on the type of problem, its location, and how many people are affected.

Randolph College Health Center personnel will assess the problem, determine the risk to the community, and if needed, begin preventive measures to hinder the spread (if communicable disease). The Director will notify the Vice President for Student Affairs and Dean of Students.

If the contaminate is intentionally introduced foodborne or waterborne, Randolph College Dining Services will shut down their operations.

If quarantine is deemed necessary, the Department of Campus Safety will secure the area, allowing only authorized personnel to enter.

The Health Center will coordinate with outside agencies (for collection of specimens, laboratory testing, immunization, and treatment of victims).

The Vice President for Student Affairs and Dean of Students will notify the families of affected students and provide information to the remainder of the student body.

The Office of College Relations will coordinate any media releases necessary.

Students, faculty, and/or staff in need of counseling services following the emergency will be referred to the Counseling Center, or the College's Human Resources Office (Employee Assistance Program), as appropriate.

XVIII. DEATH OF A STUDENT, FACULTY OR STAFF MEMBER

In the event of the death of a faculty or staff member, on or off campus, the following steps should be taken:

- Notify the President, the Vice President for Academic Affairs and Dean of the College, the Vice President for Student Affairs and Dean of Students, Vice President for Finance and Administration, and Vice President of College Relations.
- The President and appropriate Senior Staff member will coordinate the effort to notify the campus community. The Vice President of College Relations will consult with the President and will coordinate press releases if appropriate.
- The Vice President for Student Affairs and Dean of Students will work with residence hall staff, the Counseling Center staff to provide support for students.
- *In the event of the death of a student, the following steps should be taken:*

Immediately following the death:

- State or Local Police will notify the family of deceased student.
- The President, or designate, will call the family as soon as possible after the official notification of the family is confirmed.
- The Vice President for Student Affairs and Dean of Students will work with the family as needed on having the body returned home.
- The President, the Vice President for Student Affairs and Dean of Students, the Vice President of College Relations will discuss and coordinate the appropriate notification to students and other members of the campus community. If the student death occurred on campus, College legal counsel will be notified.
- The Vice President of College Relations will advise the President on communications about the death to the external community and will implement such notifications.
- The President and the Vice President for Student Affairs and Dean of Students will discuss appropriate notifications to parents of students (particularly important in case of murder or suicide) and alumnae.
- The Vice President for Student Affairs and Dean of Students and the Director of the Counseling Center will coordinate support mechanisms for students, faculty, and staff.
- The President and the Vice President for Student Affairs and Dean of Students will determine the timing and format of a memorial service on campus.
- The President and/or the Vice President for Student Affairs and Dean of Students will represent the College at the deceased student's funeral or memorial service.
- The President, the Vice President for Student Affairs and Dean of Students and Vice President of Constituent Relations will meet regularly (at least daily) to provide updates and discuss emerging concerns.
- The Vice President for Student Affairs and Dean of Students and Director of Residence Life will offer the roommate of the deceased student the option to move to another room and will assist in moving her/his belongings if she/he wishes.

During the first week after the death:

- The Vice President for Student Affairs and Dean of Students will assist the deceased student's family with packing and shipping personal belongings if desired.
- The Vice President for Student Affairs and Dean of Students will be in contact with the family regarding any plans they have to come to campus, and will assist in any way needed with such a visit (use of the guest rooms, dining hall privileges, moving assistance, etc.).

XIX. STUDENT EMERGENCIES OVERSEAS

The health and safety of students in Randolph College programs have always been a primary concern for the College, which designs programs with these concerns in mind. Still, unforeseen emergencies can happen. They can include:

- A transportation crisis
- A physical assault
- An inappropriate act or crime committed by a student
- A serious illness
- A serious accident or injury
- A natural disaster
- A political crisis or military coup
- A terrorist activity
- A death

When emergencies occur, being prepared and having a process to follow is critical to the safety and security of everyone involved. This section is addressed to faculty coordinators, who are the critical point of contact and the primary information source for the College.

In recent years, unforeseen situations that have occurred in study-abroad programs have led students or their parents to file lawsuits against U.S. colleges and other agencies that sponsor overseas studies programs. These cases have prompted U.S. colleges to re-evaluate their programs and procedures in order to ensure that significant steps are being taken to keep students safe. When reviewing cases brought against U.S. colleges and other study-abroad providers, courts look to see that the persons who are responsible for the students have used “reasonable care” in designing and operating their programs. “Reasonable care” indicates that the people in charge have been responsible in helping a student to avoid harm to herself or her property.

We can encourage students to take an active role in the responsibility for their safety and security by providing them with current information about the political climate in the country that they will visit, social issues, appropriate behavior, and dress. The College also makes a concerted effort to select reputable transportation companies and lodging for our students. This is one of the reasons that planning trips is an important aspect of the seminar design. The Office of International Programs arranges medical coverage for faculty and students who participate in overseas study seminars to make certain that everyone will have adequate coverage, emergency medical evacuation if necessary, and that one procedure will be in effect for the entire group in the event of a medical emergency. The College also has liability insurance to cover faculty trip coordinators.

Obtaining and Sharing Information

In her application, each student indicates the name, telephone number, and relationship of an emergency contact. She also completes a two-part medical form and submits it to the Office of International Programs. In addition, the student completes a Waiver of Responsibility. This form has a section on medical treatment that states:

I understand that on rare occasions an emergency may develop that necessitates the administration of medical care, hospitalization, or surgery. In any such event, I authorize the representative of Randolph College, at my own expense, to secure necessary treatment, including the administration of an anesthetic and surgery, and such medication as may be prescribed. If I have a known allergy to any medication I will notify the director of the program before leaving the United States. It is further agreed that, if my condition so requires, I may be returned to the United States, at my own expense.

As the faculty coordinator, you will receive a copy of each student's emergency contact information and any medical information that is pertinent to the student's participation in the overseas seminar. You will also receive copies of each student's insurance ID and the procedures that the insurance company prescribes in a medical emergency. The insurance company provides a 24-hour toll free/collect medical assistance center number that is accessible from anywhere in the world. If necessary, this service can provide you with referrals for the nearest, most appropriate medical facility and/or provider, as well as a number of other services.

Contacting the Randolph College Campus

It is important that you contact Randolph College as soon as possible to report any serious situation. Because the switchboard is open 24 hours a day, you should call the main number of the College. The Reception and Information Desk will connect you to the Director of International Programs or to another designated staff person who is on call for your study-abroad program.

- Before you place your call, write down the key information that you need to communicate. The attached sheet will help you.
- If the situation is important, but no one's health or safety is or has been in danger, you may e-mail or fax crucial information to the Director of International Programs.
- If a major incident has occurred within the country you are visiting (demonstration, act of terrorism, earthquake, etc.) that may be carried on international news, contact the Director of International Programs to confirm that all of you are okay. In this way, the office will be able to give parents who call the office current information to reassure them. Instruct the students to refrain from going to the site of the situation.

Randolph College Overseas Emergency Steps to Follow

While each emergency situation requires a unique plan specific to the event at hand, there are some basic steps that help in assessing the situation and establishing an appropriate course of action. These include the following steps:

1. Have a plan to contact all students in emergencies. Ask the students to leave information about how they can be reached (if necessary, in a sealed envelope) when they are away from the hotel.
2. Determine if the emergency is real or perceived.
3. Assure the safety and security of all program participants as best you can. Talk with program participants and let them know that there is a campus plan to handle emergencies and suggest that they delay calling home unless it is to reassure their parents that they are okay.
4. Give media personnel the College telephone number and instruct students not to talk to them. Media people can elicit information in the most trying of situations, especially when a crisis is at hand. Information is sometimes then sensationalized and broadcast, often before family and friends at home have been alerted. For this reason, it is in the best interest of Randolph College students, family members, and the College if you refer media personnel to the College. Give them the College phone number and suggest that they speak with the Office of Constituent Relations. Media relations can be coordinated and conducted by College staff on campus. The office can help you and the students by assuring that the information given to the media is consistent and reduces the panic of family and friends.
5. Establish a communication system among the program participants. Instruct students to stay in contact with you and be sure that they know how to do that. Be sure that you know the whereabouts of each student.
6. Gather pertinent information and record it by using the attached form.
 - What is the specific situation?
 - Is anyone still in danger/is everyone in the program safe?
 - What day and time did the event occur?
 - Who is involved?
 - What is the impact of this on Randolph College students?
 - What action has already been taken?
 - What other information is critical?
 - Who has already been contacted? What additional information do you have that is useful in making a decision? (Make sure to record the names and phone numbers of pertinent people, so that they can be passed on to the Director of International Programs.)
 - What assistance can the College provide to you?
 - How can Randolph College reach you?
7. Contact Randolph College and ask to speak with the Director of International Programs. The Randolph College telephone number is 434-947-8000 (call collect if necessary).

Randolph College Response

- The Office of International Programs will convene an appropriate emergency team on campus to discuss the situation at hand.
- The Office of International Programs may call the U.S. Department of State, overseas embassies, medical personnel, travel organizations that specialize in emergency situations, security staff, and/or international aid agencies.
- An appropriate course of action will be developed based on the information that you have provided and on the assistance that you need. The action plan will be implemented immediately.

Special Measures if Terrorist or Anti-American Threats or Acts Occur

1. Call the American Embassy or Consulate at your location and ask them for their advice on any special precautions that are necessary at this time.
2. Provide the consulate with a list of our students' names and addresses and with emergency numbers for yourself and other members of the staff.
3. Meet with students and ask them to take the following precautions:
 - Avoid congregating at American hangouts such as bars that might be targets for terrorists.
 - Avoid speaking loudly in English in public places or on the street.
 - Avoid dressing in ways that identify them readily as Americans (e.g., baseball caps on backwards, American college sweatshirts).
 - Exercise care in whom they accept an invitation from, invite to visit them, or how much information they give to strangers about the program itinerary.
 - Be alert to any danger signs such as the presence of suspicious-looking strangers or of unidentified packages.
 - Keep abreast of local news through TV, radio, and newspapers.
 - Be in touch with their families if possible to let them know they are safe and that they should contact the Director of International Programs on the campus for updated information.

MEDICAL EMERGENCY

In the event of an accident or serious illness:

1. Assist the student in finding appropriate medical care in a hospital or clinic. The 24-hour emergency number provided by the medical insurance company may be helpful if local resources are not.
2. Keep a log that includes notes regarding the circumstances leading up to the accident or illness, the outcome of any discussions with the attending physician, and of subsequent conversations with Randolph College staff.
3. Contact the Director of International Programs through the College switchboard number: 434-947-8000.
4. With all due attention to maintaining the privacy of the injured person, the Director of International Programs and the faculty coordinator can work together to manage the situation. Depending on the severity of the injury/illness, the faculty coordinator or the Director of International Programs will contact the person designated by the student as the “Emergency Contact” (with the student’s permission if the student is conscious). If necessary, the Director of International Programs will contact pertinent individuals on or off the campus to obtain assistance for the student and the faculty coordinator.
5. The faculty coordinator should keep in touch with the Director of International Programs as necessary to report on the progress of the student.

Additional Procedures in the Event of a Death

The faculty coordinator should make a positive identification of the body and find out as many details as possible about how and when the death occurred.

1. If possible, let the other students in the program know about the death as a group.
2. After the body has been identified, the faculty coordinator should call the Director of International Programs immediately using the main College telephone number. Call collect if necessary. Be sure that you can give the Director of International Programs a way to contact you. The President or another appropriate member of the campus community will notify the student’s family and be the main contact for the family.
3. Call the U.S. consulate and consult with them about arrangements necessary for repatriation of the body and property of the deceased person. The consulate will be able to assist in making arrangements for the repatriation of the student’s body.
4. Obtain the name of the consular official and provide the individual’s name and telephone number to the Director of International Programs as soon as possible. This information will be communicated by the College to the family.
5. The College can arrange for one of the Randolph College counselors to call you and help you to deal with your emotions and the response of the other students.

PSYCHIATRIC EMERGENCY: DISRUPTIVE OR PSYCHOTIC BEHAVIOR, OR SUICIDE ATTEMPT

In the event that:

- A student is severely disruptive due to alcohol or drug use.
- A student is exhibiting disruptive behavior that appears to have a psychiatric basis.
- A student is believed to be severely emotionally disturbed and is creating disturbances or is a danger to herself/himself or others.
- A student has made a suicide attempt or threat or has spoken with someone about a plan to do so.

Follow these procedures:

1. Speak with the student in question to obtain the student's perspective and identify as many key people in the situation as possible.
2. Gather information on the actual behavior exhibited by the student and the history of the problem, keeping a written log for the duration of the crisis.
3. Assess the extent of the emergency and the support network available to the students.
4. Assess whether or not the student will voluntarily seek/accept help.
5. Contact the Director of International Programs.

If the student will accept assistance:

1. The faculty coordinator can arrange for the student to see an appropriate professional counselor using local resources or the emergency medical assistance number provided by the insurance company. Or, the coordinator can contact the Director of International Programs who will try to arrange for a member of the counseling staff to discuss the situation with the faculty coordinator.
2. Arrange for hospitalization if necessary.
3. With the student's consent, speak with the student's emergency contact or ask the Director of International Programs to make contacts on a "need-to-know" basis.
4. In the absence of the student's consent, work with information that is available from non-privileged sources in planning follow-up support.
5. Assist and support other students using available resources if necessary.
6. Maintain daily contact with the student and her physician if possible.

If the student will not voluntarily seek help and appears to be dangerous to herself/himself and/or others:

1. The faculty coordinator should assess who can be called upon to persuade the student to seek help (i.e., one of the other students, a doctor, or a therapist).
2. Continue to encourage the student to seek help.
3. Contact the Randolph College Director of International Programs and brief her regarding the details of the situation. She will contact the Director of Health Services to obtain guidance or put the Director of Health Services in direct contact with the faculty coordinator.
4. If appropriate, and if such procedures exist in the host country, the faculty sponsor may be able to petition to have the student involuntarily committed to a hospital, but in most circumstances, arrangements will be made to have the student sent back to the United States for hospitalization.
5. If necessary, a College representative or a family member will be flown overseas to accompany the individual home.

TRANSPORTATION ACCIDENT

1. Assist the student(s) to find appropriate medical care in a hospital or clinic if necessary, using the emergency medical assistance number provided by the insurance company or local resources.
2. Assess the seriousness of the injury or injuries by talking with the physician, using an interpreter if necessary.
3. Speak with witnesses if possible and make a log of the circumstances leading up to the accident, the outcome of any discussions with the attending physician, etc.
4. Report the incident to the police.
5. Contact the Director of International Programs to report the details of the situation and to indicate the assistance that you need. She will notify the appropriate individuals on the campus.

Theft or non-sexual physical assault involving a student

1. Determine the identity and present location of the victim(s) and perpetrator(s) if possible. Ensure that the physical and emotional needs of the student(s) are being attended to as best possible.
2. Speak with the person who reported the crime and identify as many key persons involved as possible.
3. Contact the local police to report the incident if the student(s) have not already done so.
4. Keep a log of all facts obtained.
5. **Contact the Director of International Programs if you need assistance from the home campus staff.**

Sexual Assault

1. Speak with the person reporting the crime and determine the identity and location of the victim.
2. Clarify with the victim the degree to which she or he wishes to involve authorities (Randolph College and the police).
3. Try to determine any obvious physical and emotional disturbance.
4. If there is obvious physical injury, take the student to a hospital or clinic for urgent care.
5. Inform the student that the laws and procedures for dealing with sexual assault in the host country may differ from those in the United States and tell her that you will find out about them. For example, in the U.S. it is important to preserve the evidence of a sexual assault as this may be used as evidence in a court of law. The U.S. embassy or consulate should be able to clarify the laws of the host country for you.
6. With the student's knowledge, contact the Director of International Programs and brief her on the situation. The Director of International Programs can try to contact the Director of the Counseling Center and make arrangements for a counselor to speak with you. With the student's consent, the Director of International Programs will also inform the student's designated emergency contact, or the student may prefer to do this herself.
7. Keep an updated written log and keep the Director of International Programs updated on the situation.

What to say if the student refuses assistance:

1. If the student refuses assistance, escort her to her residence. Encourage her/him to seek emotional support and medical attention to be treated for possible sexually transmitted diseases. If the rape was recent, mention that she/he could have internal injuries that she/he isn't aware of and that it would be safer for her/him to see a physician. Offer to make arrangements for her/him and accompany her/him.
2. Encourage the student to report the attack to the police and offer to accompany her/him. Mention that rapists rarely attack only one individual and that the potential that she/he will be helping others by reporting the attack is great.

Faculty Coordinator Accident or Medical Emergency

If the faculty coordinator becomes ill or has an accident, another faculty member on the trip, or one of the students, should contact the Director of International Programs immediately. If necessary, the College will send a staff member to accompany the group on the remainder of the trip. (See next page for a draft emergency information sheet).

FORMS AND REFERENCE SHEETS

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: _____

DELAY: 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 ___ Male ___ Calm ___ Young ___ Old
___ Refined ___ Nervous ___ Middle-Aged ___ Rough

Other Descriptors:

Accent ___ Yes ___ No Describe _____
Speech Impediment ___ Yes ___ No Describe _____
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** _____

Print: Name _____ **Dept.** _____

STUDENT OVERSEAS EMERGENCIES INFORMATION SHEET

Type of situation: _____

Date of occurrence: _____ Time of occurrence: _____

Individual involved: _____

Were there injuries? If, so describe:

If Hospitalization Was Required

Name of hospital: _____

Telephone number of hospital: _____

Attending physician's name: _____

Have police been contacted? _____ If so, how and when? _____

Has the student(s) contacted their families? _____ If yes, when? _____

Other critical information:

What assistance can Randolph College provide to you?

Telephone number where the College can reach you: _____

Keep a daily log until the incident is resolved.

FIRE EXTINGUISHER USAGE GUIDE

An Employee Guide to Proper Selection and Use of Portable Fire Extinguishers in College Buildings

NOTE – The intent of this guide is that College employees are **NOT REQUIRED** to fight fires they discover with portable fire extinguishers; but to provide employees with the information needed to use portable fire extinguishers if a small fire situation arises.

Types of Fire:

Class “A” – Involves ordinary combustible materials like: wood, paper, & cloth

Class “B” – Involves flammable & combustible liquids and gases

Class “C” – Involves a fire in electrical equipment

Class “D” – Involves flammable & combustible metals

Class “K” – Involves a fire in a commercial cooking appliance

Various types of Portable Fire Extinguisher are installed in campus buildings:

Class A

Class D

Class B

Class K

Class C

- **ABC Dry Chemical**
- **BC Dry Chemical**
- **CO2 (Carbon Dioxide)**
- **Pressurized Water**
- **Pressurized Water Mist**
- **Wet Chemical**
- **Dry Powder**
- **Halon 1211**

Operation of a Portable Fire Extinguisher:

P-A-S-S

Pull and **TWIST** the pin from the extinguishers handle

Aim the hose or nozzle towards the fire

Squeeze the handles of the extinguisher together

Sweep the extinguishing agent at the base of the fire

“Hands-on” fire extinguisher training is available and can be arranged by contacting Randolph College Department of Campus Safety.

NOTE: A fire extinguisher is designed to extinguish small fires and provide protection. Any time an employee utilizes a fire extinguisher; they must always have an exit/escape route from the situation at their back. Never place a fire situation between you and your exit. And, anytime a fire extinguisher is utilized in or around a College building, the operator must report the incident as a fire to **9-1-1** as soon as possible. Also, contact Campus Safety at extension ‘0’ or **434-947-8000**.

Emergency Preparedness Active Shooter

If you are involved in a situation where someone has entered the area and started shooting, the following are a list of recommended actions:

1. Exit the building immediately IF SAFE TO DO SO!
2. **Seek safe shelter.**
3. Notify anyone you may encounter to exit the building immediately.
4. Notify Campus Safety at ext. 0 or 434-947-8000/call 9-1-1 from your cell phone.
5. Give the Dispatcher the following information:
 - a. *Your name*
 - b. *Location of the incident (be as specific as possible)*
 - c. *Number of shooters (if known)*
 - d. *Identification of shooter (if known)*
 - e. *Number of persons who may be involved*
 - f. *Your location*

If you are directly involved and exiting the building is not possible, the following actions are recommended:

1. Go to the nearest room or office.
2. Close the door, lock if possible – move desks or larger objects to block the door.
3. Cover the doors and windows.
4. Keep quiet and act as if no one is in the room (turn your cell phones on vibrate).
5. **DO NOT** answer the door.
6. Notify the Campus Safety by dialing ext. 0 or 434-947-8000 or call **9-1-1** to contact Lynchburg Police.
7. Give the Operator/Dispatcher the following information:
 - a. *Your name*
 - b. *Your location (be as specific as possible)*
 - c. *Number of shooters (if known)*
 - d. *Identification of shooter (if known), detailed description if unknown*
 - e. *Number of persons who may be involved*
8. Wait for Campus Safety or Police to assist you out of the building.

Campus Safety: ext. 0 or 434-947-8000

Fire/Rescue: 911

For more information go to www.randolphcollege.edu/security

GLOSSARY OF KEY TERMS

Accessible

Having the legally required features and/or qualities that ensure entrance, participation and usability of places, programs, services and activities by individuals with a wide variety of disabilities.

Agency

A division of business or government with a specific function offering a particular kind of assistance. ICS agencies are defined either as jurisdictional (having statutory responsibility for incident management) or as assisting or cooperating (providing resources or other assistance).

American Red Cross

An organization charged by statute and agreements with the responsibility of helping meet the human needs of disaster victims.

Catastrophe (catastrophic incident)

Any natural or manmade incident, including acts of terrorism, which results in extraordinary levels of mass casualties, damage or disruption severely affecting the population, infrastructure, environment, economy and/or government functions.

Command Post

That location at which primary Command functions are executed; usually collocated with the Incident Base. Also referred to as the Incident Command Post.

Command Section

One of the five functional areas of the Incident Command System. The function of command is to direct, control, or order resources, including people and equipment, to the best possible advantage.

Continuity of Operations

A process of identifying the essential functions - including staff, systems and procedures that ensure the continuation of the agency's ability to operate.

Continuity of Operations Plan (COOP)

In the context of Virginia state government, the Governor has required all executive branch agencies to complete and exercise a plan that identifies essential functions and provides the resources to ensure the agency's ability to continue those operations. Essential functions for VERT agencies include their ability to perform their VERT roles.

Coordination

The process of systemically analyzing a situation, developing relevant information, and informing appropriate personnel of viable alternatives for selection of the most effective combination of available resources to meet specific objectives

Crisis Management

A predominantly law enforcement function that includes measures to identify, acquire and plan the use of resources needed to anticipate, prevent, and/or resolve a threat or act of terrorism. (See also Consequence Management)

Declaration of Emergency

Whenever, in the opinion of the college/university's president or designated personnel, feels the safety and welfare of the people of the college/university require the exercise of extreme emergency measures

Decontamination

The process of making people, objects, or areas safe by absorbing, destroying, neutralizing, making harmless, or removing the Hazardous Materials/HAZMAT

Emergency

As defined by the Code, "any occurrence, or threat thereof, whether natural or man-made, which results or may result in substantial injury or harm to the population or substantial damage to or loss of property or natural resources".

Emergency Alert System (EAS)

A network of broadcast stations interconnecting facilities authorized by the Federal Communications Commission to operate in a controlled manner, according to the State EAS Plan to inform the public of needed protective actions in the event of an emergency or disaster situation.

Emergency/Disaster/Incident

An event that demands a crisis response beyond the scope of any single line agency or service and that presents a threat to a community or larger area. An emergency is usually an event that can be controlled within the scope of local capabilities; a major emergency or disaster usually requires resources beyond what is available locally.

Emergency Management

The preparation for and the carrying out of functions (other than functions for which military forces are primarily responsible) to prevent, minimize, and repair injury and damage resulting from natural or manmade disasters. These functions include fire-fighting, police, medical and health, rescue, warning, engineering, communications, evacuation, resource management, plant protection, restoration of public utility services, and other functions related to preserving the public health, safety, and welfare.

Emergency Operations Center

A facility from which government directs and controls its emergency operations; where information about the status of the emergency situation is officially collected, assimilated, and reported on; where coordination among response agencies takes place; and from which outside assistance is officially requested.

Emergency Operations Plan

A document which provides for a preplanned and coordinated response in the event of an emergency or disaster situation.

Emergency Responder

Includes local, state and federal emergency services public safety, law enforcement, emergency medical services (pre-hospital and hospital), search and rescue, fire services, and related personnel, agencies and authorities.

Emergency Services

The preparation for and carrying out of the functions to prevent, minimize and repair injury and damage resulting from natural or man-made disasters, together with all other activities necessary or

incidental to the preparation for and carrying out of the forgoing functions. (Code §44-146.16 for list of included services.)

Emergency Support Function

A function which takes agencies to provide or to coordinate certain resources in response to emergencies or disasters.

Evacuation

Assisting people to move from the path or threat of a disaster to an area of relative safety.

Exercise

An activity designed to promote emergency preparedness; test or evaluate emergency operations plans, procedures, or facilities; train personnel in emergency response duties, and demonstrate operational capability. There are three specific types of exercises: tabletop, functional, and full scale.

Federal Disaster Assistance

Aid to disaster victims and/or state and local governments by federal agencies under provisions of the Booker T. Stafford Relief and Emergency Assistance Act of 1988 (PL 93-288).

First Responder

Skilled personnel who in the early stages of an incident are responsible for the protection and preservation of life, property, evidence and the environment, such as government and non-governmental police, fire, emergency medical, search and rescue, emergency management, public health, public works and authorities.

Geographic Information System

A computer system capable of assembling, storing, manipulating, and displaying geographically referenced information, i.e.-data identified according to their locations.

Hazardous Materials

Substances or materials which may pose unreasonable risks to health, safety, property, or the environment when used, transported, stored or disposed of, which may include materials which are solid, liquid, or gas. Hazardous materials may include toxic substances, flammable and ignitable materials, explosives, or corrosive materials, and radioactive materials.

Hazardous Materials Emergency Response Plan

The plan was developed in response to the requirements of Section 303 (a) of the Emergency Planning and Community Right-to-Know Act (Title III) of Superfund Amendments and Reauthorization Act of 1986. It is intended to be a tool for our community's use in recognizing the risks of a hazardous materials release, in evaluating our preparedness for such an event, and in planning our response and recovery actions.

Incident

An occurrence or event, natural or human-caused, which requires an emergency response to protect life or property.

Incident Action Plan (IAP)

An oral or written plan containing general objectives reflecting overall strategy for managing an incident.

Incident Command System

Revised 9/2018

A model for disaster response that uses common terminology, modular organization, integrated communications, unified command structure, action planning, manageable span or control, pre-designed facilities, and comprehensive resource management. In ICS there are five functional elements: Command, Operations, Logistics, Planning and Finance/Administration.

Incident Commander

The individual responsible for the management of all incident operations.

Initial Damage Assessment Report

A report that provides information regarding overall damage to public and private property, thereby providing a basis for emergency declaration and/or disaster assistance.

Integrated Communications Plan

This plan coordinates the use of available communications means and establishes frequency assignments for certain functions.

Joint Information Center

A facility established to coordinate all incident-related public information activities. It is the central point of contact for all news media at the scene for the incident. Public information officials from all participating agencies should collocate at the JIC.

Joint Field Office (JFO)

A temporary federal facility established near a declared disaster area to provide a central point for federal, state, voluntary and local officials with responsibilities for incident oversight, direction and assistance.

Local Emergency

The condition declared by the local governing body when, in its judgment, the threat or actual occurrence of a disaster is or threatens to be of sufficient severity and magnitude to warrant coordinated local government action to prevent, or alleviate loss of life, property damage, or hardship. Only the Governor, upon petition of a local governing body, may declare a local emergency arising wholly or substantially out of a resource shortage when he deems the situation to be of sufficient magnitude to warrant coordinated local government action to prevent or alleviate the hardship or suffering threatened or caused thereby.

Major Disaster

Any natural catastrophe (including any hurricane, tornado, storm, high water, wind-driven water, tidal wave, tsunami, earthquake, volcanic eruption, landslide, mudslide, snowstorm, or drought) or, regardless of cause, any fire, flood, or explosion in any part of the United States that, in the determination of the President, causes damage of sufficient severity and magnitude to warrant major disaster assistance under the Stafford Act to supplement the efforts and federal warning centers or other federal agencies to the state warning points.

Mitigation

Activities that actually eliminate or reduce the chance occurrence or the effects of a disaster. Examples of mitigation measures include, but are not limited to, the development of zoning laws and land use ordinances, State building code provisions, regulations and licensing for handling and storage of hazardous materials, and the inspection and enforcement of such ordinances, codes and regulations.

Mutual Aid Agreement

A written agreement between agencies and/or jurisdictions in which they agree to assist one another, upon request, by furnishing personnel and equipment in an emergency situation.

National Incident Management System (NIMS)

A system mandated by the federal Homeland Security Presidential Directive (HSPD) #5 that provides a consistent, nationwide approach for governments (federal, state and local), voluntary agencies and the private sector to work effectively and efficiently together to prepare for, respond to, and recovery from incidents, regardless of cause, size or complexity. NIMS uses a core set of concepts, principles and terminology.

National Response Framework

Establishes a process and structure for the systematic, coordinated, and effective delivery of federal assistance to address the consequences of any major disaster or emergency.

Preparedness

The development of plans to ensure the most effective, efficient response to a disaster or emergency. Preparedness activities are designed to help save lives and minimize damage by preparing people to respond appropriately when an emergency is imminent. Preparedness also includes establishing training, exercises and resources necessary to achieve readiness for all hazards, including Weapons of Mass destruction incidents.

Recovery

Activities that address the short-term and long-term needs and the resources to assist, restore, strengthen and rebuild affected individuals and communities.

Response

Activities that address the short-term, direct effects of an incident. Response includes immediate actions to save lives, protect property and meet basic human needs.

Threat

Any indication of possible violence, harm or danger.

Volunteer

Any individual accepted to perform services by any agency that has authority to accept volunteer services when the individual performs services without promise, expectation, or receipt of compensation for services performed. Washington Area Warning System (WAWAS) – A regional warning system that serves Northern Virginia, the District of Columbia, selected federal agencies, and certain southern Maryland jurisdictions in the National Capital Region (NCR).

Unified Command

Shared responsibility for overall incident management as a result of a multi-jurisdictional or multi-agency incident. In the event of conflicting priorities or goals, or where resources are scarce, there must be a clear line of authority for decision-making. Agencies contribute to unified command by determining overall goals and objectives, jointly planning for tactical activities, conducting integrated tactical operations and maximizing the use of all assigned resources.

LIST OF ACRONYMS AND ABBREVIATIONS

ARC	American Red Cross
CONOPS	Concept of Operations
CONPLAN	Concept of Operations Plan
COOP	Continuity of Operations Plan
ECO	Emergency Coordinating Officer
EOC	Emergency Operations Center
EAS	Emergency Alert System
EMS	Emergency Medical Services
EOP	Emergency Operations Plan
ESF	Emergency Support Function
EPZ	Emergency Planning Zone (Radiological term)
HAZMAT	Hazardous Material(s)
IAP	Incident Action Plan
IC	Incident Commander
ICS	Incident Command System
ICP	Integrated Communications Plan
IDA	Initial Damage Assessment
IDAR	Initial Damage Assessment Report
JFO	Joint Field Office
JIC	Joint Information Center
MAA	Mutual Aid Agreement
MACC	Multi-Agency Coordination Center
MACS	Multi-Agency Coordination System
MOU	Memorandum of Understanding
NGO	Nongovernmental Organization
NIMS	National Incident Management System
NRF	National Response Framework
NWS	National Weather Service
OSHA	Occupational Safety and Health Administration
PDA	Preliminary Damage Assessment
RACES	Radio Amateur Civil Emergency Services
SAR	Search and Rescue
SOP	Standard Operating Procedure
UC	Unified Command