



SHENANDOAH™
U N I V E R S I T Y

Shenandoah University

Emergency Operations Plan

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CERTIFICATION

On behalf of the Board of Trustees of Shenandoah University, I hereby accept and authorize the Shenandoah University Emergency Operations Plan to become effective on the date specified below. The Plan shall be reviewed and updated annually by the Director of the Department of Public Safety.



Tracy Fitzsimmons
President, Shenandoah University

11-1-11

Effective Date

RECORD OF REVISIONS

All revisions will be submitted in writing to the University Cabinet for approval. Upon approval, the Director of the Department of Public Safety will revise the Plan and distribute the revised edition of the Plan.

Section Name

Date of Revision

By (signature)

DISTRIBUTION LIST

The Emergency Operations Plan will be distributed to the president and members of the University Cabinet. Each member of the University Cabinet will distribute copies of the Plan to employees as deemed necessary by department. The Emergency Operations Plan also will be distributed to local law enforcement agencies. The Emergency Operations Plan may be viewed from the Shenandoah University Safety & Security Web page (www.su.edu/Student Life/Safety & Security).

<u>Department/Agency</u>	<u>Location of Copy of Plan</u>
President's Office	Wilkins Administration Building
Senior Vice President & VP for Academic Affairs	Wilkins Administration Building
Vice President for Administration & Finance	Wilkins Administration Building
Vice President for Advancement	Feltner Building
Vice President for Enrollment Management & Student Success	Wilkins Administration Building
Vice President for Student Life	Brandt Student Center
Director of Public Safety	Armstrong Hall
Associate VP for Marketing and Communications	Bowman Building
Director of Auxiliary Services	Wilkins Administration Building
Director of Physical Plant	Shingleton Hall
Director of Human Resources	Wilkins Administration Building
City of Winchester Fire & Rescue	231 E. Piccadilly Street
City of Winchester Police Department	231 E. Piccadilly Street
Frederick County Fire & Rescue Dept.	1080 Coverstone Drive

EMERGENCY CONTACTS

Department of Public Safety Office.....540-665-4614
Cell.....540-678-4444
(4444 from any campus phone)

Emergency Operations Team

Gene Fisher

Director of Physical Plant.....540-665-4543
Kathy Burrier.....540-678-4445

Tracy Fitzsimmons.....540-665-4506
Amy Hammond.....540-665-4841

Bryon Grigsby

Senior Vice President & VP for Academic Affairs.....540-665-3488
Jeanne Hoffman.....540-665-4525

John Hachtel

Associate VP for Marketing and Communications.....540-665-4922
Paula Smith.....540-665-5456

Mitch Moore

Vice President for Advancement.....540-665-1298
Bonnie McDonald.....540-665-5407

Clarresa Morton

VP for Enrollment Management & Student Success.....540-665-4521
Shayla Wharton.....540-665-4517

Wayne Sealock

Director of Public Safety.....540-545-7338
Robin Ebersole.....540-665-4614

Dick Shickle

VP for Administration & Finance.....540-665-4550
Laura Saville.....540-665-4533

John Stevens

Director of Auxiliary Services.....540-665-4925
Donna Fazio.....540-665-5571

Rhonda VanDyke Colby

Vice President for Student Life.....540-665-4862
Cheryl Barlow.....540-665-4863

INTRODUCTION

Emergencies and disasters can happen at any moment and they usually occur without warning. In the event of an emergency on campus the following priorities will guide the actions of the university and its staff:

1. protect the safety of students, faculty, staff and visitors
2. secure and protect university property, buildings and grounds, while taking necessary measures to minimize property damage
3. minimize the disruption to services provided to students, faculty and staff

The **Purpose** of the Emergency Operations Plan (“Plan”) is to establish clear guidelines detailing the appropriate response to disaster and crisis situations. The **Goal** of this plan is to limit the loss of life and property and achieve a safe and effective resolution in the event of an emergency or crisis that affects the operations of the university. The proper use of available resources and personnel is critical to the successful management of the Plan, including, but not limited to:

- provide maximum preparation to reduce the potential for injury or damage
- provide a coordinated, interdisciplinary, understandable and comprehensive response to a crisis situation
- maximize the effectiveness and immediacy of response to victims
- reduce the severity and duration of the trauma to the campus community
- provide coordinated internal and external communications
- facilitate coordination with external agencies
- prepare for post-crisis support, evaluation, and condition
- reassure the public and local community
- guard the institution’s image

Definition: According to this Plan, an emergency is defined as any unplanned or sudden serious event or condition that cannot be controlled by normal responses or measures. In developing this Plan, the university recognizes that, from time to time, the potential threats may change and that new threats may appear. Therefore, it is anticipated that the Plan will be modified and adapted in the future as necessary.

Scope: The Plan applies to all students, faculty and staff, as well as all visitors and guests who may be on campus. Once an emergency is identified, the Plan’s guidelines are to be implemented by all faculty, staff and students. The procedures contained in this document are guides and should be used as a flexible tool to respond to a variety of circumstances.

The Plan has been developed to manage problems or emergencies in a realistic manner. Crises may affect residents in the geographic vicinity of the university and it is possible that city, county, state, and federal agencies may not be available for immediate support.

EMERGENCY OPERATIONS TEAM

The Plan calls for the creation of an Emergency Operations Team (“Team”) to provide leadership during an emergency. The senior vice president & vice president for Academic Affairs will have the primary responsibility for convening the Team to manage the institutional response. The Team will be defined by key functions as listed.

Core Team members shall include:

Team Leadership:	President
Administration/Academics:	Senior Vice President & VP for Academic Affairs
Finance:	Vice President for Administration & Finance Associate VP for Administration and Finance
Communications:	Vice President for Advancement Associate VP for Marketing and Communications
Facilities Operations:	Director of Plant Physical Plant
Facilities Support:	Director of Auxiliary Services
Public Safety:	Director of Public Safety
Student Services:	Vice President for Student Life Vice President for Enrollment Management and Student Success

Additional Team members shall be included as circumstances warrant:

Employees:	Director of Human Resources
Information Technology:	Director of Institutional Computing
Counseling:	Director of Counseling Services
Health:	Director of Wilkins Wellness Center

ACTIVATION OF THE EMERGENCY OPERATIONS PLAN

In the case of an emergency, the appropriate personnel will immediately notify the president and the senior vice president & VP for Academic Affairs, who will determine and coordinate the plan of action to be taken by the university.

The president or the senior vice president & VP for Academic Affairs has the authority to activate the Emergency Operations Plan. Once the Emergency Operations Plan is activated, the responsible units, as described in this Plan, shall implement the necessary procedures outlined to address the emergency.

COMMAND STRUCTURE

The Command Structure provides a consistent, easily managed and adaptable means of controlling and managing an emergency situation on the Shenandoah campus. This system is designed to smoothly integrate with the Incident Command System used by local, state and federal law enforcement and emergency services. The primary objective in responding to any incident should be:

1. life safety
2. incident stabilization
3. property conservation
4. community well-being

INCIDENT COMMAND SYSTEM

The Incident Command System consists of five sectors: Command, Operations, Logistics, Planning, and Finance and Administration. *The initial command/response center will be located in the Wilkins Conference Room, second floor, Wilkins Administration Building.* Upon assessing the situation, the Incident Command Center may be relocated to another facility either on or off campus.

COMMAND: The Incident Commander (IC) operates in the Command Center and is responsible for the implementation of university policy, utilization of emergency management skills, and management practices to bring about a successful conclusion of the emergency incident.

Position assigned to: The highest ranking official of the university will assume the role of IC until such time that the president or designee relieves the initial or subsequent IC. When the IC is relieved, it must be done formally and the relieving official shall be briefed regarding the current situations, plans, possible options, and other recommendations.

Authority: Full authority to make emergency expenditures, personnel assignments, and decision to evacuate and relocate to preserve life and property.

Immediate Actions:

- activate Emergency Operations Team by setting up the Command Center
- select planned or alternate location
- determine who from the Team needs to be involved in incident
- assess current situation and decide on priority actions
- determine if outside governmental assistance will be needed

Ongoing Actions:

- monitor situation
- set new priorities as needed
- authorize expenditures and personnel work schedules, as needed

OPERATIONS: The Operations Officer will be the Senior Emergency Services Official, based on the type of incident. The Operations Officer is responsible for protecting the health and safety of the Shenandoah community by execution of the policies and course of actions as directed by the IC. The Operations Officer is responsible for all activities within the affected or impacted area(s) of the emergency.

Position assigned to: Director of Public Safety or designee. The highest-ranking official from an outside agency may assume a dual role of Operations with the Director of Public Safety.

Authority: Under supervision of the Incident Commander, directs actions taken by the Operations section and supervises the staff.

Immediate Actions:

- attends briefing with the Incident Commander on current situation
- confirms correct emergency services have been notified
- attends to life threats as needed

Ongoing Actions:

- monitor situation
- coordinate emergency services operations as needed
- coordination of traffic control
- coordination of crowd control
- accountability of university community members

LOGISTICS: The Logistics Officer is responsible for obtaining personnel, supplies, and equipment; determining what is needed for fuel, food, water, alternate light/power sources; ordering and arranging for distribution or pickup of needed items; and, monitoring longer term needs as directed by the IC.

Positioned assigned to: Director of Physical Plant or designee

Authority: Under supervision of the Incident Commander, directs actions taken by the Logistics section, supervises staff, and makes expenditures within authority granted by Incident Commander.

Immediate Actions:

- establishment of Command Center site
- attends briefing with the Incident Commander on current situation
- establishment of resource staging areas

Ongoing Actions:

- monitor supply needs
- monitor personnel needs
- Track resources and personnel as they are requested, obtained and used
- site management
- coordinate feeding, sleeping, rehab, sanitation and other worker needs

PLANNING: The Planning Officer is responsible for providing short-term and long-term planning and information to assist the IC in decision-making. The Planning Officer will also track and document activities.

Position assigned to: Associate Vice President for Administration and Finance, or designee.

Authority: Under supervision of the Incident Commander, directs action taken by the Planning section and supervises section staff.

Immediate Actions:

- attends briefing with the Incident Commander on current situation
- formulates operational plan

Ongoing Actions:

- insures that financial commitments are consistent with university policy
- maintains logs, work sheets, and journals documenting financial operations
- maintains and documents information from Operations and Logistics sections
- generates periodic written Situation Reports and Resource Status Reports for the Incident Commander and Operations and Logistics section officers

FINANCE AND ADMINISTRATION:

Position assigned to: Vice President for Administration and Finance, or designee.

Authority: Under supervision of the Incident Commander, directs action taken by the Planning section and supervises section staff.

Immediate Actions:

- attends briefing with the Incident Commander on current situation
- formulates operational plan

Ongoing Actions:

- negotiates and monitors contracts as needed
- keeps timekeeping records
- maintains cost analysis
- manages compensation for injury or damage to property as needed
- maintains documentation for reimbursement (e.g., under mutual aid agreements and assistance agreements)

STUDENT SAFETY AND WELL-BEING

The vice president for Student Life and the vice president for Enrollment Management and Student Success will work with the Incident Command System on all matters dealing with student services during a crisis. Areas that fall under this role include: Student Life, residential staff, mental health, and student health.

INFORMATION DISSEMINATION POINTS

The following communication technologies and campus resources are potential information distribution vehicles; not all these resources will necessarily be used to provide initial and updated information in every emergency situation:

- outdoor siren
- emergency alert system
- e-mail
- university Web site
- networked campus-based flat panel screens

Telephone and data port and WiFi access are available at various locations throughout campus.

BUILDING COORDINATORS

Each building will have an occupant designated as the building coordinator. The Director of Public Safety will maintain a list of building coordinators. The building coordinator shall be responsible for certain actions that are detailed in this document. The building coordinator, with the assistance of Public Safety, shall be responsible for the Emergency Go Kit, which should include, but not be limited to, the following items:

- flashlight(s) with extra batteries
- battery operated radio, with extra batteries
- first-aid kit
- ABC fire extinguisher
- several blankets
- copy of the Emergency Operations Plan
- laminated Emergency Call List
- keys to critical areas of building (e.g., mechanical room)

Building coordinators shall appoint an assistant to help perform the responsibilities.

MANAGING COMMUNICATION IN AN EMERGENCY

The overall communication objective in a crisis is to quickly adjust the university community position from one of response and reaction to one of relative control, and an ability to take proactive steps toward a return to normal business operations and to learning. Emergency management communication objectives generally need to sequentially address these important items:

- an initial alert to the affected community that provides information related to personal safety and minimizing the impact of the incident
- a clear and concise explanation of the nature and extent of the emergency
- a statement of concern for those impacted by the emergency
- a detailed account of current activities and potential future actions by the organization to address and ameliorate the incident
- a concluding message, in which the organization takes responsibility, recaps what was done to address the incident and announces, if applicable, any changes in policy or procedure to minimize the possibility of a recurrence of the event.

The president has primary authority over all communications regarding emergencies and will address these issues in conjunction with the associate vice president for Marketing and Communications.

The university has several pre-established methods of communication within the university and with local communities in the event of an emergency. These include the use of an audible outdoor siren, an emergency alert system that utilizes text messaging and e-mail, Web site announcements, announcements on local radio stations, and written correspondence.

During an emergency, the associate vice president for Marketing and Communications will prepare or review all public and internally-disseminated communications to ensure that they are up-to-date, complete, concise and factual, prior to such dissemination.

Consistent with existing communications policies, no individual should provide statements to members of the media during emergencies without first discussing them with the associate vice president for Marketing and Communications. It is imperative for university leadership to speak with one voice during an emergency situation.

MEDIA RELATIONS PLAN

The university administration believes that it is important to inform members of the university community and the media, as appropriate, of the facts surrounding a crisis situation in an effort to promote fact-based decision-making and to prevent misinformation and rumors from creating a detrimental climate during and after the crisis.

The associate vice president for Marketing and Communications or designee will gather pertinent facts from members of the Emergency Operations Team (EOT) and officials on the scene of the crisis to develop strategies for properly communicating this information and make recommendations to the EOT and the university president, as appropriate.

The associate vice president for Marketing and Communications will meet with the EOT upon notification of an emergency. After assessing the nature of the emergency, the associate vice president for Marketing and Communications or designee will implement the following public relations plan:

Initial Stages of the Emergency:

1. decide who will be the official spokesperson
2. draft a brief initial statement for the media
3. ensure that all non-university personnel (local law enforcement, first responders) understand the university's process for releasing information to the media
4. plan news conferences if appropriate, throughout the duration of the emergency, and locate and secure a room to serve as a media briefing center. This location should be removed from the Incident Command Center. These campus location may serve as appropriate media briefing centers:
 - the Armory building
 - Stimpson Auditorium in Halpin-Harrison Hall
 - The press box at Shentel Stadium
5. assign photographer(s) as needed to document the emergency for the university
6. assign personnel to accompany media through the campus, as appropriate
7. arrange appropriate internal communication to the university community
8. brief switchboard operator how to respond to telephone calls from outside the university
9. call in members of the public relations staff for support, as needed

10. monitor radio and TV coverage of the emergency
11. establish a location for media vehicles

Follow Up Steps:

1. Set up a file on the emergency; save all newspaper clippings, taped television reports and Web information
2. Maintain a chronology of the events surrounding the emergency
3. When the emergency is over, conduct follow up assessment of all activities undertaken by the communications office

TRAINING

It is critical for the safety of the Shenandoah community that all personnel on campus have an understanding of the Emergency Operations Plan. This shall be accomplished by holding several different types of training during the year. All training will be performed and documented by the Director of Public Safety.

Orientation: Upon approval of the Plan, formal orientations will be scheduled for all employees to review a summary of the Plan and answer questions. After this initial orientation, all new employees will review a summary of the plan with Human Resources during the orientation phase.

Employee Training: General areas of training are to include:

- individual roles and responsibilities
- information about threats, hazards and protective actions
- notification, warning and communication procedures
- emergency response procedures
- evacuation, shelter and accountability
- location and use of common emergency equipment

Exercises and Drills: The Emergency Operations Team will convene annually and discuss individual roles based on a scenario consistent with an emergency or crisis as described in the Plan. This exercise will identify areas that need improvement as well as areas that overlap. This exercise may be facilitated by the Director of Public Safety or another trained emergency service provider.

The Emergency Operations Team and local emergency service providers will conduct annual walk-through drills. These drills will be designed to allow each member to learn what the others do during an emergency as well as identify what areas need improving. A formal evaluation will be conducted at the end of the drill.

A real-life emergency is simulated as closely as possible once per year. This exercise involves emergency services as needed. A formal evaluation will be conducted with all personnel involved.

EMERGENCY TELEPHONE NUMBERS

EMERGENCY RESPONSE

Public Safety Emergency Cell	540-678-4444
Direct Cell.....	540-247-6809
Office	540-665-4614
Local Fire/Rescue/Police	911
Winchester Medical Center (Level II Trauma Center)	540-536-8000
National Response Center (For chemical/oil spills)	800-424-8802
National Poison Control.....	800-222-1222

COMMUNICATION & OPERATIONS

Comcast Cable	888-266-2278
Shenandoah Gas.....	540-869-1111
Shenandoah Valley Electric Coop	800-234-7832
Telephone/Qwest – long distance	800-524-5249
Customer service.....	800-860-1020, Ext. 2490
SPS (Local)	888-777-7280
American Red Cross	540-662-5412
Winchester/Frederick Service Authority	540-722-3579
Winchester Utilities Maintenance HQ	540-662-5353



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Shenandoah University Legend

- 42. 142 N. Loudoun (downtown)
- 17. 333 West Cork Street (downtown) – Occupational Therapy & Physical Therapy
- 37. Alkani Athletic Center – Athletics Offices, Study Quizzes, Athletic Training Facilities, Tone & Strength Fitness Center
- 4. Allen Dining Hall – Cleverest Board Room, Hartsberry Room
- 16. Alton H. Smith, Jr. Library – EUS Archives, Media Center, Institutional Computing
- 37. The Armory – Armstrong Concert Hall, Faculty Studios
- 30. Bowman Building (downtown) – Advancement, Alumni Affairs & School Education and Human Development
- 36. Brentt Student Center – Student Affairs, SGA Offices, Bookstore, Food Court, Meeting Rooms, Fitness Center
- 21. Game Room & Suzanne McKown Outdoor Tennis Child Care Center
- 5. Cooley Hall – Student Affairs Offices
- 40. Davis Hall – History & Tourism Center, The Center for

- Public Services and Scholarship
- 34. Edwards Residential Village – Student Residence
- 41. The Fisher Building (downtown)
- 6. Furhouser Hall – Student Residence
- 11. Goodson Chapel (rectory hall)
- 12. Goss Hall – Student Residence
- 3. Gregory Hall – College of Arts & Sciences, Faculty Office, Classrooms, Science Labs & Registrar's Office
- 31. Halpin-Harrison Hall – Harry F. Byrd, Jr. School of Business
- 32. Health Professions Building – School of Nursing & School of Pharmacy
- 3. Howe Hall – Arts & Sciences Classrooms, Writing Center
- S.U.C. Help Desk
- 36. Kathryn Perry-Werner End Zone Building
- 13. John Kerr Building (downtown) – Shenandoah Conservatory Arts Academy
- 14. Memorabilia Shop
- 16. Mary M. Herbold Hall – Byrd Board Room, Classrooms, Faculty Offices
- 29. Medical Office Building 8 – PA Studies
- 38. Northern Virginia Campus

- 34. Clifton-Byrne Theatre – Musical Theatre, Theatre & Glass Studio Theatre
- 30. Parker Hall – Student Residence
- 36. Parking Garage
- 7. Racy Hall – Mary M. Wilkins Wellness Center & Student Residence
- 35. Romine Living Center – Student Residence
- 35. Rubush Hall – Scene Shop, Costume Shop, Conservatory Offices, Recording Studio, Classrooms & Faculty Studios, Music Education & Music Therapy Labs
- 32. Shenal Stadium & Charles A. Roberts Press Box
- 9. Shenington Hall – Athletic Department, Athletic Training Facilities, Gymnasium, Classrooms, Physical Plant Offices, Fitness & Weight Training Center
- 36. University Inn – Student Residence
- 18. Wilcox Communication Center – Media Productions, TV/Wilcocher
- 8. Wilkins Administration Building – President's Office, Academic Programs, Admissions, Business Office, Student Accounts, Financial Aid & Bulk Mail, Enrollment Management & Student Success



1460 University Drive
Winchester, VA 22601
phone: 800-432-2266

www.su.edu

Active Shooter

ACTIVE SHOOTER

Problem: Active shooter on campus or person causing deadly harm

Point Person(s): Winchester City Police Department & SU Public Safety

Team Leadership: President
Senior Vice President & VP for Academic Affairs
Vice President for Finance & Administration
Vice President for Enrollment Management & Student Success
Vice President for Student Life
Associate Vice President for Marketing & Communications
Associate Vice President for Administration and Finance
Director of Public Safety

1. Anyone who becomes aware of someone discharging a weapon or causing deadly harm should immediately call 911 and the Shenandoah University Department of Public Safety Department at 678-4444 (ext. 4444 from any campus phone).
2. The 911 operator should be provided with the following information:
 - caller's name
 - location of the incident (as specific as possible)
 - number of shooters (if known)
 - identification or description of shooter
 - number of persons who may be involved
 - caller's location
 - if anyone is injured
3. Authorized personnel will activate the early warning siren, and emergency notification will be sent to the campus community.

University officials will activate the following emergency notification system, as needed:

- emergency alert system
 - outdoor siren
 - digital signage, where actively linked
 - e-mail
 - Web site
 - building coordinator network
4. Law enforcement will respond to the scene and Department of Public Safety personnel will assess and assist and act as needed.
 5. Upon notification, the Emergency Operations Team will convene to assess and assign individual responsibilities.

Active Shooter

6. Upon arrival of local emergency responders of competent authority, which will have command of the situation, Department of Public Safety personnel will assist as needed.
7. The associate vice president for Marketing and Communications may contact media with message coordinated with law enforcement.
8. Grief counseling will be initiated as needed.
9. Victim assistance services will be provided.
10. Following conclusion of the emergency, the Emergency Operations Team will conduct a debriefing.

If you are involved in a situation where someone has entered the area and started shooting, the following is a list of actions that are recommended. It should be noted that these types of incidents are unpredictable. The following guidelines are recommendations that are based on past experiences.

1. Exit the building immediately if you may do so safely. ***When exiting the building, do not have anything in your hands. This includes cell phone, wallets or any other item that may be confused with being a weapon.***
2. Notify anyone you may encounter to exit the building immediately.
3. If you are directly involved and exiting the building is not possible, the following actions are recommended:
 - go to the nearest room or office
 - close and lock or barricade the door
 - cover the door windows
 - turn out the lights
 - keep quiet and act as if no one is in the room
 - DO NOT answer the door
 - if possible, notify the 911 operator/dispatcher and Shenandoah University Department of Public Safety at ext. 4444 from any campus phone.
 - wait for law enforcement personnel to assist you out of the building
4. Police are trained to respond to an active shooting incident by entering the building as soon as possible and proceeding to the area of the shooter(s). They will move quickly and directly. Early on in an incident, they may not be able to rescue people because their main goal is to get to the shooter(s). People need to try to remain calm and patient during this time, so as not to interfere with police operations. Normally, a rescue team is formed shortly after the first responding officers enter the building. They will be the officers who will search for injured parties and get everyone safely out of the building.
5. If you are not directly involved, seek shelter where you are and remain until law enforcement or the university announces you may safely leave.

Aircraft Crash

AIRCRAFT CRASH

Problem: Aircraft crash on or near campus

Point Person(s): Law Enforcement and Department of Public Safety

Team Leadership: President
Senior Vice President & VP for Academic Affairs
Vice President for Administration and Finance
Vice President for Enrollment Management & Student Success
Vice President for Student Life
Associate Vice President for Marketing & Communications
Associate Vice President for Administration and Finance
Director of Physical Plant
Director of Public Safety

The Shenandoah campus is in the direct flight path for the Winchester Regional Airport. In the event of an aircraft crash on or near the university, the following actions should be taken:

1. Contact the Department of Public Safety at 678-4444 (ext. 4444 from any campus phone) and 911.
2. The Emergency Operation Team will convene and individual responsibilities will be discussed and assigned.
3. Department of Public Safety will assist in the response effort with fire, rescue and local, county, and state law enforcement.
4. Priority in response will be given to rescuing injured and/or trapped individuals, triaging and treating injured persons, and securing property against further loss. This includes anyone that may be trapped in buildings or other campus facilities.
5. If the incident has resulted in the evacuation of part or all of a campus building(s) then those areas will remain closed until the university determines:
 - the area is safe to occupy
 - all immediate fire, police and rescue activity has been completed
 - any and all investigations have been completed.
 - there is no longer a need to keep the area close.
6. The Director of Physical Plant will perform a general inspection of the campus grounds and report status to the Emergency Operations Center for the following items:
 - scene safety and hazardous conditions
 - damaged live power lines
 - broken sewer/water mains
 - critical access roads with debris
 - verify the structural integrity of buildings

Aircraft Crash

- secure electrical power to any building deemed necessary for safety
 - report abnormal power outages to physical plant
 - board up broken windows
 - inspect roofs and roof-mounted equipment (exhaust fans, HVAC equipment, lights, skylights, antennas), and cover holes in roof with waterproofing materials
 - inspect parking lots, lighting poles, roads, signage, satellite dishes
 - arrange for the restoration of utilities and communications
7. Following conclusion of the emergency, the Emergency Operations Team will conduct a debriefing.

Instructions to the Campus Community

1. Explosion and fire as well as falling debris pose a serious risk to individuals on the ground. All members of the campus community are encouraged to move away from the crash site and seek shelter in a safe location. If it is not possible to move immediately away then – to protect yourself against blast damage – drop, cover and hold.
- 2.
3. If you are inside, and the building is not damaged, remain inside. Stay away from windows. Faculty should try to keep their classes together as a unit.
- 4.
5. If an evacuation is ordered follow the instructions of the Department of Public Safety personnel and emergency communications. Relocation of occupants will be determined after the situation has been assessed.
- 6.
7. Those members of the campus community who are trained in first aid are encouraged to provide care for the injured, provided it is safe to be in the area.
- 8.
9. Untrained individuals should not enter the crash site. If you are aware of places where people may be trapped, inform the nearest emergency responder as fast as possible so that trained and properly equipped personnel can affect a rescue effort.

Bomb Threat

BOMB THREAT

Problem: A bomb threat is received affecting the Shenandoah University campus.

Point Person(s): Department of Public and Safety

Team Leadership: President
Senior Vice President & VP for Academic Affairs
Vice President and Dean for Academic Affairs
Vice President for Administration and Finance
Vice President for Enrollment Management & Student Success
Vice President for Student Life
Associate Vice President for Administration and Finance
Associate Vice President for Marketing & Communications
Director of Public Safety

Initial Procedures

1. Upon receiving a bomb threat, the person taking the call will use the Bomb Threat Checklist to get as much information from the caller as possible. In the absence of a bomb threat checklist the call taker will attempt to learn the following information:
 - exact time of call
 - detonation time
 - exact location of bomb
 - visible or hidden
 - type of bomb
 - what it looks like
 - description of caller's voice
 - background noises
 - exact wording of message
2. Contact the Department of Public Safety at 678-4444 (ext. 4444 from any campus phone) and 911.
3. The Department of Public Safety will contact local law enforcement and request that they respond to the location of the bomb threat.
4. Department of Public Safety personnel will initiate the Bomb Threat Evacuation Procedures (see #6 below) and coordinate with local law enforcement, which will conduct the search.
5. The Emergency Operations Team will convene and individual responsibilities will be discussed and assigned.
6. Bomb Threat Evacuation Procedures
 - Department of Public Safety personnel will contact the building coordinator for the building(s) affected

Bomb Threat

- the fire alarm for the building may be activated and the building involved may be evacuated
 - the occupants of the building should move to another area at least 300 feet from the reported location of the bomb
 - upon the completion of the evacuation, all doors on the building in question should be locked to prevent entrance
 - upon approval from local law enforcement and Fire Department authorities, buildings will be reoccupied
7. The Vice President for Marketing and Communications may contact media with message that has been coordinated with law enforcement.
 8. Following conclusion of the emergency, the Emergency Operations Team will conduct a debriefing.

Bomb Threat

BOMB THREAT REPORT / CHECKLIST

Date, day and time of call: _____

Exact words of caller: _____

Ask the following questions:

Where is the bomb _____

When is going to explode _____

What kind of bomb is it _____

What does it look like _____

Why was the bomb placed _____

Where are you calling from _____

1. Describe the caller's voice: _____

2. Describe the caller's gender and age:

male female child teenager middle aged elderly

3. Describe the caller's voice and speech:

raspy fast slow high pitched slurred pleasant nasal distinct

distorted stutter soft deep loud muffled

Other: _____

4. Describe the caller's accent: local ethnic regional international sure unsure

5. Describe the caller's manner: calm rational angry irrational tense serious

joking incoherent emotional nervous deliberate laughing righteous

6. Describe any background noises: voices traffic machinery music animals

quiet aircraft trains Other: _____

7. Did the voice sound familiar? Yes No If yes, whose? _____

8. Did the caller sound familiar with campus? Yes No If yes, how? _____

Time Caller hung up: _____ am/pm

Person receiving call:

Name _____ Campus Phone Number _____

Campus location/building _____

Building Evacuation

BUILDING EVACUATION

Problem: For reasons of community safety a building on campus needs to be evacuated, other than for a bomb threat

Point Person(s): Director of Public Safety
Vice President for Student Life

Team Leadership: President
Senior Vice President & VP for Academic Affairs
Vice President for Administration and Finance
Vice President for Enrollment Management & Student Success
Vice President for Student Life
Associate Vice President for Marketing & Communications
Associate Vice President for Administration and Finance
Director of Physical Plant
Director of Public Safety

During a building evacuation, all occupants of a building must properly leave the building. Events that might cause a building evacuation include:

- fire
 - chemical
 - electrical
 - sanitation
 - medical
 - gas
1. Upon the sound of the fire alarm or a voice command of a faculty or staff member, all students, faculty and staff should leave the building in accordance with the plan already in place for fire drills. Once outside and at the designated meeting place, students, faculty and staff will be advised on where they need to relocate, if necessary
 2. Department of Public Safety personnel shall notify the senior vice president & VP for Academic Affairs, who shall advise the Emergency Operations Team and provide regular updates.
 3. If building evacuation for more than one hour is necessary, people affected will be instructed to go to other location/buildings, or leave campus, as long as such action does not interfere with duties being performed by Emergency Services.
 4. If building evacuation will extend overnight, sleeping arrangements, in other available dorms or off campus, will be made for the students by the Office of Student Life.
 5. If building evacuation is necessary for overnight or into the next business day, then information will be posted on the Shenandoah University Web site and via campus e-mail.

Building Evacuation

6. Following conclusion of the emergency, the Emergency Operations Team will conduct a debriefing.

Campus Evacuation

CAMPUS EVACUATION

Problem: For reasons of community, safety a partial or complete campus evacuation is needed

Point Person(s): Department of Public Safety
Senior Vice President & VP for Academic Affairs
Vice President for Student Life

Team Leadership: President
Senior Vice President & VP for Academic Affairs
Vice President for Administration and Finance
Vice President for Enrollment Management & Student Success
Vice President for Student Life
Associate Vice President for Marketing & Communications
Associate Vice President for Administration and Finance
Director of Auxiliary Services
Director of Physical Plant
Director of Public Safety

Any number of reasons could result in all or part of the Shenandoah University campus being evacuated. Some of the most common reasons include, but are not limited to:

- inclement weather
- fire
- chemical spill
- electrical failure
- life-threatening emergency

The following steps should be taken:

1. Upon notification of an emergency situation requiring evacuation, the president designee will convene the Emergency Operations Team and individual responsibilities will be discussed and assigned.
2. The decision to evacuate will be communicated via text message, e-mail and Web site. The communication will provide information on when students and employees may return to campus.
3. Department of Public Safety personnel will seek the assistance of local law enforcement and emergency responders as needed.
4. The Department of Public Safety personnel should, with the help of Physical Plant personnel:
 - patrol areas inside and outside of buildings announcing to all personnel evacuation implementation and the proper evacuation route
 - direct vehicle and pedestrian traffic away from hazard

Campus Evacuation

- post personnel at campus entrances to prohibit incoming traffic
 - post personnel at building entrances, as necessary, to prevent entry
 - coordinate response with local emergency services providers
5. While the campus remains closed, the university will provide status updates to the campus community via the university Web site and e-mail.
 6. Upon termination of evacuation, Shenandoah University will contact students, faculty and staff.
 7. Following conclusion of the emergency, the Emergency Operations Team will conduct a debriefing.

Civil Protests

CIVIL PROTESTS

Problem: An event where a group of people threaten to disrupt university activities or cause personal damage

Point Person(s): Department of Public Safety

Team Leadership: President
Senior Vice President & VP for Academic Affairs
Vice President for Administration and Finance
Vice President for Student Life
Associate Vice President for Marketing & Communications
Associate Vice President for Administration and Finance
Director of Public Safety

Peaceful, Non-Obstructive Protest

1. Department of Public Safety shall notify the senior vice president & VP for Academic Affairs, who shall advise the Emergency Operations Team and provide regular updates. Do not interrupt protestors, conduct business as usual.
2. At close of business day the protestors are asked to leave.
3. Department of Public Safety personnel will monitor the situation during the non-business hours.
4. Determination will be made whether to treat the violation of regular closing hours as a disruptive protest.
5. Following conclusion of the emergency, the Emergency Operations Team will conduct a debriefing.

Non-Violent, Disruptive Protest (Protesters block access to facilities or interfere with the operation of the university)

1. The Emergency Operations Team shall convene and individual responsibilities will be discussed and assigned.
2. Protesters will be asked to terminate the disruptive activity.
3. If students are the leaders of the protest, the vice president for Student Life or senior vice president & vice president for Academic Affairs will attempt to persuade students to desist.
4. If protestors persist in disruptive activity, they will be informed that failure to discontinue the specified action within a determined time will result in disciplinary action and/or intervention by law enforcement.
5. Efforts should be made to secure positive identification of protestors in violation.

Civil Protests

6. Local law enforcement will be contacted to assist campus police, if necessary.
7. Notify protesters of additional law enforcement contact.
8. The associate vice president for Marketing & Communications may contact media with message that has been coordinated with law enforcement.
9. Following conclusion of the emergency, the Emergency Operations Team will conduct a debriefing.

Violent, Disruptive Protests (*Protest in which injury to persons or property occurs or appears imminent*)

1. The Emergency Operations Team shall convene and individual responsibilities will be discussed and assigned.
2. Contact local, county and state law enforcement, providing as much information about protest as possible, including who, how many, reason for protest, violent actions.
3. Department of Public Safety personnel will coordinate with and assist local law enforcement as needed.
4. The associate vice president for Marketing & Communications may contact media with message coordinated with law enforcement.
5. Grief counseling will be initiated as needed.
6. Victim assistance services will be provided.
7. Following conclusion of the emergency, the Emergency Operations Team will conduct a debriefing.

Explosion

EXPLOSION

Problem: An explosion has occurred on campus.

Point Person(s): Department of Public Safety
Physical Plant

Team Leadership: President
Senior Vice President & VP for Academic Affairs
Vice President for Administration and Finance
Vice President for Enrollment Management & Student Success
Vice President for Student Life
Associate Vice President for Marketing & Communications
Associate Vice President for Administration and Finance
Director of Physical Plant
Director of Public Safety

1. Any person witnessing/hearing the explosion should contact Department of Public Safety at 678-4444 (ext. 4444 from any campus phone) and 911.
2. Department of Public Safety personnel will notify the senior vice president & VP for Academic Affairs, who shall convene the Emergency Operations Team and individual responsibilities will be discussed and assigned.
3. Department of Public Safety personnel will evacuate any building within 500 feet of the explosion.
4. Department of Public Safety personnel and staff personnel will provide access control to the area of the explosion and to campus.
5. Upon arrival of local emergency responders of competent authority, which will assume control of the situation, Department of Public Safety personnel will assist as needed.
6. The associate vice president for Marketing & Communications may contact media with message that has been coordinated with law enforcement.
7. Grief counseling will be initiated, as determined by need and severity of the situation.
8. When cleared from local authorities, buildings may be reoccupied.
9. Following conclusion of the emergency, the Emergency Operations Team will conduct a debriefing.

FIRE

Problem: Fire in campus building

Point Person: Director of Public Safety
Vice President for Student Life

Team Leadership: President
Senior Vice President & VP for Academic Affairs
Vice President for Administration and Finance
Vice President for Enrollment Management & Student Success
Vice President for Student Life
Associate Vice President for Marketing & Communications
Associate Vice President for Administration and Finance
Director of Physical Plant
Director of Public Safety

1. The Department of Public Safety officer on duty will respond to the location.
2. Upon the sound of the fire alarm or a voice command of a faculty or staff member, all students, faculty and staff should leave the building in accordance with the plan already in place for fire drills. Once outside and at the designated meeting place, students, faculty and staff will be advised where they need to relocate, if necessary.
3. Prior to the arrival of the fire department, Residence Life staff and/or Department of Public Safety personnel will evacuate and/or assist in the evacuation of the building. They will also attempt to determine that all rooms are vacant and that no person is remaining in the building.
4. Once on the scene, the fire chief is in charge until the fire is extinguished.
5. Department of Public Safety personnel will advise the senior vice president & VP for Academic Affairs, who will determine whether to advise or convene the Emergency Operations Team, depending on the severity of the fire.
6. Department of Public Safety and Physical Plant personnel will secure the perimeter of the affected building until the Fire Department gives the okay to re-enter. They shall keep unauthorized persons from entering.
7. The associate vice president for Marketing & Communications will communicate information and updates to the campus community, and any information released to the media will be provided by the associate vice president for Marketing & Communications.
8. The director of Physical Plant shall be responsible for ensuring that the damages are documented and photographed. The vice president for Administration and Finance shall be provided with all documents and photographs of losses resulting from the fire.

Fire

9. If a residence hall is involved, the vice president for Student Life will relocate students to a safe and secure area, shelter the students from severe weather or at night until it is safe to re-enter the building. The vice president for Student Life will arrange to provide victims with all available services, transportation, alternate housing, clothing, toiletries, books and school supplies.
10. If the fire is in an academic or administrative building, Physical Plant personnel will work with the Emergency Operations Team to temporarily relocate faculty and staff.
11. Department of Public Safety personnel will ensure that the facility and any possessions belonging to the victims are secured. The director of Physical Plant will initiate necessary facility clean up and repair.
12. Grief counseling will be initiated as needed.
13. Following conclusion of the emergency, the Emergency Operations Team will conduct a debriefing.

Hazardous Material

HAZARDOUS MATERIAL

Problem: A spill of hazardous materials has occurred on campus

Point Person(s): Director of Department of Public Safety
Chair of Chemistry Department (for Gregory and Howe Halls)

Team Leadership: President
Senior Vice President & VP for Academic Affairs
Vice President for Administration and Finance
Vice President for Enrollment Management & Student Success
Vice President for Student Life
Associate Vice President for Marketing & Communications
Associate Vice President for Administration and Finance
Director of Auxiliary Services
Director of Physical Plant
Director of Public Safety
Chair of Chemistry Department (for Gregory and Howe Halls)

1. Department of Public Safety will immediately notify the Winchester Fire Department in the event of a chemical spill, chemical fire, or suspected chemical contamination.
2. Department of Public Safety will notify chair of Chemistry Department (for Gregory and Howe Halls) and senior vice president & VP for Academic Affairs. The senior vice president & VP for Academic Affairs will advise or convene the Emergency Operations Team depending on the severity of the incident.
3. When responding to a chemical emergency, avoid contamination.
 - do not walk into or touch any spilled material
 - avoid inhalation of all gases, fumes, and smoke; stay up wind
 - do not assume that gases/vapors are harmless because they lack odor
 - establish a perimeter
4. Department of Public Safety personnel will assist local emergency responders as needed, isolate the area and keep people away from the incident scene.
5. The associate vice president for Marketing & Communications may contact media with message that has been coordinated with local law enforcement and fire department personnel.
6. Grief counseling will be initiated, as determined by need and severity of the situation.
7. Following conclusion of the emergency, the Emergency Operations Team will conduct a debriefing.

Hazardous Material

Resources and Assistance:

- CHEMTREC -- 800-424-9300
- Winchester Fire Department and its HazMat team at 911
- VA Dept. of Emergency Services, HazMat Officer – 540-491-7044
- VA State Police, Motor Carrier Safety & Hazardous Materials Team by calling the State Police dispatcher – 800-572-2260
- VA Dept. of Environmental Quality, Valley Regional Office 828-2595
- Utilities (Shenandoah Gas, 540-869-1111; Shenandoah Valley Electric Coop, 800-234-7832; Qwest/long distance, 800-524-5249/customer service-800-860-1020 ex. 2490; Winchester/Frederick Service Authority, 540-722-3579; Winchester Utilities Maintenance HQ, 540-662-5353)
- Winchester Medical Center (Level II Trauma Center), 540-536-8000

Hostage

HOSTAGE

Problem: A member(s) of the campus community has been taken hostage

Point Person(s): Department of Public Safety
Vice President for Student Life
Senior Vice President & VP for Academic Affairs

Team Leadership: President
Senior Vice President & VP for Academic Affairs
Vice President for Administration and Finance
Director of Public Safety
Vice President for Student Life
Vice President for Enrollment Management & Student Success
Associate Vice President for Administration and Finance
Associate Vice President for Marketing & Communications

1. Notify the Department of Public Safety at 678-4444 (ext. 4444 from any campus phone) and 911.
2. Do not intervene in the hostage situation.
3. The Department of Public Safety shall notify the senior vice president & VP for Academic Affairs, who shall convene the Emergency Operations Team and individual responsibilities will be discussed and assigned.
4. The Department of Public Safety will contact and coordinate with local, county and state law enforcement for response and hostage negotiation.
5. The campus community shall be notified of the emergency and advised to seek shelter, remain quiet and away from windows and doors and with all lights turned off. The university will update the campus community as appropriate.
6. The president or designee will notify the parent(s) of student(s) involved or family member of staff or faculty involved.
7. The Department of Public Safety work with local law enforcement to keep incoming and outgoing travel lanes clear for emergency vehicles and to prevent unauthorized people from entering campus.
8. The associate vice president for Marketing & Communications may contact media with message that has been coordinated with law enforcement.
9. Grief counseling will be initiated as determined by need and severity of the situation.
10. Victim assistance services will be provided.

Hostage

11. Following conclusion of the emergency, the Emergency Operations Team will conduct a debriefing.

If taken hostage:

- follow instructions of hostage taker.
- try to remain calm and do not panic. Reassure others present that everything will be okay.
- treat the hostage taker with respect and act as normal as possible.
- ask permission to speak and do not argue or make suggestions.
- do not intervene; allow law enforcement to negotiate.

Infectious Disease

INFECTIOUS DISEASE

Problem: Outbreak among students, staff or faculty of any disease which could cause an epidemic

Point Person(s): Director of Health Services
Vice President for Student Life

Team Leadership: President
Senior Vice President & VP for Academic Affairs
Vice President for Administration and Finance
Vice President for Enrollment Management & Student Success
Vice President for Student Life
Associate Vice President for Marketing & Communications
Associate Vice President for Administration and Finance
Director of Auxiliary Services
Director of Public Safety
Director of Health Services

1. The director of Health Services should obtain as much information as possible regarding the type of problem, where, and how many people and determine the risk to the university community.
2. The director of Health Services shall notify the senior vice president & VP for Academic Affairs, who shall advise the Emergency Operations Team, and provide regular updates.
3. The director of Health Services will contact the local health department and coordinate with outside agencies for specimen collection, testing, immunization, and treatment, and will begin preventative measures to stop spread of the disease.
4. The director of Health Services will communicate status of infection to campus community, providing instructions and information, and giving updates as appropriate.
5. If deemed necessary to quarantine, Department of Public Safety personnel will assist to secure the area.
6. As appropriate, the vice president for Student Life will notify family members of students involved.
7. The associate vice president for Marketing & Communications may contact media with message.
8. Grief counseling will be initiated as needed.
9. Victim assistance services will be provided.

Infectious Disease

10. Following conclusion of the emergency, the Emergency Operations Team will conduct a debriefing.

Missing Person

MISSING PERSON

Problem: Student is reported missing

Point Person(s): Vice President for Student Life
Director of the Department of Public Safety

Team Leadership: President
Senior Vice President & VP for Academic Affairs
Director of Public Safety
Vice President for Student Life
Vice President for Enrollment Management & Student Success
Associate Vice President for Administration and Finance
Associate Vice President for Marketing & Communications

1. Inform the Department of Public Safety at 678-4444 (ext. 4444 from any campus phone) and the Office of Student Life that a student may be missing.
2. The Department of Public Safety personnel shall notify the director of the Department of Public Safety, who will then notify the senior vice president & VP for Academic Affairs, who shall advise the Emergency Operations Team and provide updates as needed.
3. Department of Public Safety shall gather all pertinent information, including:
 - a description of the student
 - clothes last worn by the student
 - where the student might be
 - who the student may be with
 - vehicle description and registration information
 - information about the physical and mental well being of the student
 - up-to-date photograph of the student
 - student's class schedule
 - check missing student's room for evidence related to the disappearance
4. The director of the Department of Public Safety or the vice president for Student Life will check with local hospital admissions for possible information.
5. The senior vice president & VP for Academic Affairs will be kept informed of developments.
6. No later than 24 hours after determining a student is missing, the director of the Department of Public Safety or vice president for Student Life will notify the emergency contact (for students 18 and over) or the parent/guardian (for students under the age of 18) that the student is believed to be missing.
7. No later than 24 hours after determining that a student is missing, the director of the Department of Public Safety will contact local law enforcement regarding the missing

Missing Person

student. If there are strange and/or suspicious circumstances involved in the disappearance, then contact will be made upon receiving information regarding the strange/suspicious nature of the disappearance. If the student resides west of I-81, notification will be made to the Winchester Police Department at 540-662-4131; if the student resides east of I-81, notification will be made to the Frederick County Sheriff's Office at 540-662-6162.

8. The vice president for Student Life will complete notification of those involved once the student is located.
9. The director of the Department of Public Safety will provide the senior vice president & VP for Academic Affairs with any applicable accident or injury reports resulting from the situation.

If disappearance is believed to be the result of criminal activity:

1. Department of Public Safety personnel will advise the director of the Department of Public Safety, who will then notify the senior vice president & VP for Academic Affairs, who will convene the Emergency Operations Team and individual responsibilities will be discussed and assigned.
2. The director of the Department of Public Safety will immediately notify local law enforcement and the vice president for Student Life will notify the emergency contact (for students 18 and over) or the parent/guardian (for students under the age of 18) that the student is believed to be missing.
3. The associate vice president for Marketing & Communications may contact media with message that has been coordinated with law enforcement.
4. The dean of Spiritual Life and university counselors will be notified as needed.
5. Following conclusion of the emergency, the Emergency Operations Team will conduct a debriefing.

Natural Disaster

NATURAL DISASTER

Problem: Virginia is subject to floods, tornados, hurricanes and other related natural Conditions. Specific types of natural disasters are addressed below.

Point Person(s): Department of Public Safety
Physical Plant

Team Leadership: President
Senior Vice President & VP for Academic Affairs
Vice President for Administration and Finance
Vice President for Enrollment Management & Student Success
Vice President for Student Life
Associate Vice President for Administration and Finance
Associate Vice President for Marketing & Communications
Director of Auxiliary Services
Director of Physical Plant
Director of Public Safety

1. As information of an impending natural disaster becomes available, the senior vice president& VP for Academic Affairs will convene the Emergency Operations Team, which will gather available information and discuss options. One initial consideration will be whether it will be safer for faculty, staff and students to remain on campus or travel off campus.
2. The Emergency Operations Team will communicate with the campus community about the emergency, describing the condition and providing instructions and giving frequent updates.
3. Department of Public Safety will contact 911 if emergency services are needed.
4. As needed, the Department of Public Safety will work with local law enforcement agencies to keep incoming and outgoing travel lanes clear for emergency vehicles and prevent unauthorized people from entering campus.
5. The associate vice president for Marketing & Communications may contact media with message that has been coordinated with law enforcement.
6. Following conclusion of the emergency, the Emergency Operations Team will conduct a debriefing.

In case of tornado and hurricane:

1. Take cover indoors. Proceed to the nearest safe area or shelter. Because of possible electrical failures, use the stairs, not the elevator. Stay away from windows and other glass. Avoid auditoriums and gymnasiums with large, open areas.

Natural Disaster

2. In multi-story buildings, move to the basement or ground level. Inner hallways are usually safe areas.
3. If you are in a frame or sheet metal building and weather conditions permit, move to a brick or stone building for added protection.
4. Do not phone Public Safety or the campus operator for information. Keep the telephone circuits clear for emergency messages.
5. Do not leave your room until you are instructed to do so by Public Safety personnel, Residence Life staff or other university personnel.
6. Report all accidents, injuries, broken windows or excessive water to Public Safety or call 911.

In case of flood:

1. Evacuate to higher ground.
2. If you see any possibility of a flash flood occurring, move immediately to higher ground and do not wait for instructions to move.
3. Do not walk or drive through flood waters.
4. Stay away from dangerous areas, e.g., contaminated flood waters, unstable structures and electrical hazards.
5. Remain in a safe location until told to move by campus authorities.

Pandemic Outbreak

PANDEMIC OUTBREAK

Problem: Outbreak among students, staff or faculty of any disease which could cause a pandemic

Point Person(s): Director of Health Services
Vice President for Student Life

Team Leadership: President
Senior Vice President & VP for Academic Affairs
Vice President for Administration and Finance
Vice President for Enrollment Management & Student Success
Vice President for Student Life
Associate Vice President for Marketing & Communications
Associate Vice President for Administration and Finance
Director of Auxiliary Services
Director of Physical Plant
Director of Public Safety
Director of Health Services
Director of Human Resources
Director of Counseling Services

Background

Viruses and biological agents periodically cause worldwide epidemics, or pandemics, with high rates of morbidity and mortality. Unlike other public health emergencies, a pandemic will affect multiple communities across Virginia and the nation simultaneously. Federal and state authorities are not capable of providing for all preparedness, response and recovery needs and all levels of government, governmental agencies, businesses, and individual citizens are urged to plan in advance. In the event of a pandemic, the university will take action to reduce the impact on students, faculty and staff.

Goals of the Pandemic Preparedness Plan

1. Protect the health and lives of our students, faculty and staff by stopping, slowing, or otherwise limiting the spread of the pandemic on campus, and educate the campus community on steps to avoid the pandemic (e.g., washing hands, covering cough/sneeze).
2. Participate in general pandemic containment to reduce the spread of viruses or biological agents to the surrounding community.
3. Sustain the university's infrastructure and mitigate the impact of the pandemic on the university as well as on the local economy and integrity of the community.
4. Sustain, as far as practical, the educational mission of the university.

Decision Points

The university's decisions will depend on the severity of the crisis and instructions from federal, state, and regional public health authorities, as follows:

Pandemic Outbreak

1. When the World Health Organization (WHO) declares that they have increased the WHO warning level from Level 3 to Level 4, the Emergency Operations Team will begin meeting on a periodic basis to review updates about the public health crisis, and to discuss contingency plans based on possible impacts of the crisis to the university.
2. The university will monitor statewide activity by participating in the CICV Pandemic Advisory Task Force. The president may choose to follow the CICV Pandemic policy.
3. When a pandemic reaches the continental U.S., the Emergency Operations Team will monitor the situation and advise the president about whether to close school or cancel any of its scheduled activities. This decision will depend on the likelihood and severity of the spreading pandemic. The university will be guided in large part by the recommendations of the Centers for Disease Control and Prevention, the Virginia Department of Health, and the Lord Fairfax Health District.

Pandemic Monitoring and Reports

The university will file all reportable cases to the Lord Fairfax Health District if requested. In order to comply with our public health reporting obligations, the Wilkins Wellness Center will gather accurate and timely health information from students, staff, and faculty and report required information to the proper authorities.

Infection Control

The Wilkins Wellness Center personnel will work with the Emergency Operations Team to educate the campus community about the pandemic, monitor updates from CDC, WHO, ACHA, and the Lord Fairfax Health District, and disseminate this information to campus groups. The Wellness Center will arrange for CDC recommended treatments for the campus community. Further, the Wellness Center will provide triage/treatment services. It will use telephone triage and e-mail communication to support social distancing.

Wellness Center personnel will be responsible for the dissemination of protective equipment for each pandemic incident. The list of equipment will be based on information from the ACHA and other health organizations.

The university will urge all students and their parents to have an emergency plan for returning home in the event of a pandemic crisis. Students should self-identify another student with whom they can go home if they cannot return to their own home.

The Wilkins Wellness Center will develop a protocol for monitoring student and employee illness in the event of a pandemic. This could be accomplished via voice mail or on-line communication. Staff and faculty who are ill will report to a central telephone number or Web site that Human Resources will manage. The Wilkins Wellness Center will provide updates from these groups to the Health Department and to the university president.

Communications Plan

Internal Communications

Pandemic Outbreak

Communication during a pandemic will be critical. The communication plan makes the assumption that, during a pandemic, we will retain most of our essential utilities.

As a part of the registration process, students will be asked to identify a location (home of parent, relative, and friend) where the student would go in the event of a closure of campus on short notice.

To communicate internally, students, faculty, and staff will communicate with the existing landline phone system, e-mail, text message and hard-copy messages distributed via the campus mail system. In the unlikely event the campus would lose electricity and phone service, the university will use cell phones, VHF radio, and messengers as backup communication modes.

The Wellness Center page on the university's Web site will be maintained by Wellness Center personnel. It will provide general information about preventative measures, symptoms, and proper procedures if a student or faculty or staff member suspects he or she may be sick. This Web page may also be used to provide general information about pandemic planning. The tone of the Web page should be serious, but calm and helpful.

Announcements should be written by the person or persons most familiar with the need. However, the text of communications should be agreed upon by the associate vice president for Marketing & Communications and distributed to those who will forward them.

External Communications

As long as the university retains utility service during a pandemic crisis, it will utilize the normal means of communication for most university activities (landline phone, cell phone, e-mail, and U.S. Postal Service). However, the primary means by which the university will broadcast information to its outside constituents during a pandemic episode is through the Web site. When a new item is posted, it will be prominently displayed on the homepage. In extreme cases, the university emergency alert system may be activated to provide instructions on safety procedures.

The associate vice president for Marketing & Communications will coordinate all contacts with the media. All media inquiries are to be referred immediately to the associate vice president for Marketing & Communications.

In the event of serious communication degradation during a pandemic crisis, the university may have to rely on the limited special communication assets possessed by the Department of Public and Safety.

Security of Campus

During a pandemic outbreak, the university will attempt to provide around-the-clock security for the institution and protect those sites where pandemic medical supplies are stored. Further, the Department of Public Safety will provide one of the final links in communication, if normal communication modes collapse. Officers will immediately notify the Wellness Center upon learning of any new infections related to the pandemic. Each officer will receive training regarding the pandemic.

Pandemic Outbreak

Continuity of Education

The university is committed to maintaining continuous delivery of an education to its students, even in the face of a major crisis such as a pandemic. It recognizes, however, that flexibility is needed in response to catastrophic circumstances and that conventional and traditional means of conducting our program of education may not be practical or possible. The university must be prepared to implement different methods of instruction to fit the circumstances in which it finds itself.

Health organizations have suggested that a pandemic may produce “rolling waves of absenteeism,” unlike other natural disasters that occur suddenly and are over quickly, though the damaging effects linger for some time. The onset of pandemic may be sudden, but likely will continue to affect new people over an extended period of time. It also has been suggested that, if educational institutions should close, they should plan on being closed for eight to twelve weeks. Beyond that, however, knowledge of the extent to which a school would be affected by a pandemic is characterized by uncertainty. Depending on the infection rate and mortality rate, the university may be in a position in which it can continue classes as usual, with a reduced faculty and staff, or may need to be closed entirely. Therefore, a set of options that can be implemented rather than a single set response must be available.

One possible scenario is that the rate of illness or infection, the rate of spread, and the mortality rate trigger the relevant health agencies (WHO, CDC, Virginia Department of Health, Lord Fairfax Health District) to recommend that all schools shut down operations, or the university’s own assessment of the circumstances may lead to that decision before such recommendations are made by the health agencies. Under such circumstances, the university would expect to cease normal operations, including instruction, and students would be sent home (if possible).

- If a decision to close the university is made near the end of a semester (e.g., within the last two weeks), courses could be terminated with credit and grades assigned for work completed, perhaps also as supplemented by additional work submitted after closure.
- If a decision to close the university is made earlier in the semester (e.g., three to five weeks from the end of the semester), classes could be suspended and resumed at the beginning of the next semester, or completed prior to the beginning of the next semester.
- If a decision to close the university is made early in the semester (e.g., three to five weeks into the semester), it may be decided simply to terminate the semester, and to begin anew at the start of the next semester.

It is possible that the spread of the pandemic will not be as extensive, or (more importantly) the rate of severity will be sufficiently low that completely closing the university will not be necessary. Under these circumstances, the university may be able to remain open and maintain the educational program, but may need to take additional steps to accommodate students or faculty who become ill, or may need to take steps to prevent the spread of the infection (e.g., “social distancing”).

Pandemic Outbreak

On the recommendation of health organizations and the CICV Pandemic Committee, the university may need to cancel large public gatherings such as lectures, concerts, theater productions, and athletic events. In cases where such events are integrally tied to the content of a course or are an essential element of the course (such as a theater performance or an art display), faculty members should be prepared for optional means of delivery or performance (e.g., videotaping lectures and performances, on-line art displays, etc.).

If there are indications that a pandemic is developing, faculty should prepare ahead of time lessons or instructional modules that could be delivered to individual students or entire classes online. Some of the instructional materials, lessons, and modules could be organized and developed by department or program.

University Business Operations

Decisions about furloughs, staggered or reduced work schedules, salary continuation, tuition refunds and other operational and financial issues will need to be determined on the basis of circumstances surrounding the pandemic and the university's financial capability.

International Travel

The university will develop travel recommendations based on risk assessment of students exposed during a pandemic. The director of International Education will coordinate with the director of the Wilkins Wellness Center, the vice president for Student Life, and the Admissions Office to prepare travel recommendations.

The university will monitor arriving international students and students who have traveled internationally, especially ones coming from countries currently under the World Health Organization's observance for a pandemic. In addition, the needs of international and study abroad students during a pandemic will be addressed according to the following plan:

- All international students, students who have studied abroad and students who have traveled abroad will be required to report to the Wellness Center upon arrival if they are coming from, or traveled through a region with a pandemic and have not been medically treated. Students who return from study or travel abroad in the summer, who are not returning directly to campus, are advised to see their family physician.
- All international students will fill out an emergency contact form upon arrival indicating the language spoken by the emergency contact and providing phone numbers and e-mail addresses for contacting parents as well. The Center for International Programs, in coordination with Student Life, will keep parents advised of any situation on campus.
- The director of International Programs and the Study Abroad coordinator will monitor U.S. State Department travel warnings, and the university will discourage, and reserve the right to prohibit, travel to areas where there is a likelihood of infection.

Pandemic Outbreak

- All students studying abroad will be required to register their presence in a foreign country prior to departure, with the U.S. State Department at www.travelregistration.state.gov/ibrs/ui. Through this registration, they should receive important bulletins regarding problematic areas and evacuations.
- The director of International Programs and the Study Abroad coordinator will stay in communication with all study abroad host institutions and third party providers sharing contingency plans, safety bulletins, etc. The contingency plans for Pandemic Preparedness of these groups will be kept on file in the Center for International Programs.
- In the event of the closing of an overseas program, the university will coordinate with the host institution to ensure adequate evacuation plans or alternative living arrangements for Shenandoah University students.
- The university's policy regarding travel restrictions and re-entry will be provided to both students and parents as part of the pre-departure meetings and mailings.
- If the university closes, international students would have the choice of going somewhere else in the country or going home. Some are here alone, but many have relatives and friends in other parts of the country.

There are visa implications for international students during a pandemic crisis. Contact the Center for International Programs for details on individual cases

PANDEMIC OUTBREAK GLOSSARY

ACHA – American College Health Association

Biological agents – a cultivated micro-organism that causes damage to biological materials, which create mass destruction to population groups.

CDC – Center for Disease Control

CIVC – Council of Independent Colleges of Virginia.

Epidemic – affecting or tending to affect a disproportionately large number of individuals within a population, community, or region at the same time.

Pandemic – occurring over a wide geographic area and affecting an exceptionally high proportion of the population.

Possession of a Weapon

POSSESSION OF A WEAPON

Problem: A person is observed to be in possession of a weapon on campus

Point Person(s): Department of Public Safety

Team Leadership: President
Senior Vice President & VP for Academic Affairs
Vice President for Administration and Finance
Vice President for Enrollment Management & Student Success
Vice President for Student Life
Associate Vice President for Marketing & Communications
Associate Vice President for Administration and Finance
Director of Public Safety

1. Anyone who becomes aware of someone in possession of a weapon should immediately contact the Department of Public Safety at 678-4444 (ext. 4444 from any campus phone), which will immediately advise the senior vice president & VP for Academic Affairs and provide regular updates.
2. Department of Public Safety personnel will conduct a preliminary investigation to determine the reliability of the sighting, take appropriate action to mitigate the threat, and request assistance from local law enforcement, as needed.
3. The senior vice president & VP for Academic Affairs will convene the Emergency Operations Team to assess the situation as to the location of the weapon, extent of existing and potential threat of injury and how the school will respond and may, depending on the threat to the campus community:
 - activate the early warning siren
 - send a text message and e-mail alert
 - post information on the university's Web site
4. As appropriate, the Department of Public Safety will work with law enforcement to keep incoming and outgoing travel lanes clear for emergency vehicles and prevent unauthorized people from entering campus.
5. The associate vice president for Marketing & Communications may contact media with a message that has been coordinated with law enforcement.
6. Grief counseling will be initiated, as determined by need and severity of situation.
7. Victim assistance services will be provided, as needed.
8. Following conclusion of the emergency, the Emergency Operations Team will conduct a debriefing.

Utility Failure

UTILITY FAILURE

Problem: Utility services have been interrupted to campus or parts of campus, including water, electricity, gas and steam

Point Person(s): Department of Public Safety
Director of Physical Plant

Team Leadership: President
Senior Vice President & VP for Academic Affairs
Vice President for Administration and Finance
Vice President for Enrollment Management & Student Success
Director of Physical Plant
Director of Public Safety
Vice President for Student Life
Associate Vice President for Marketing & Communications

1. The building coordinator, if on campus, shall notify the director of the Department of Public Safety, who shall contact the director of Physical Plant and the senior vice president & VP for Academic Affairs. If a natural gas leak is perceived by the officer, then the officer will immediately contact the fire department and pull the fire alarm and evacuate the building.
2. The director of Physical Plant shall determine the cause, conditions, and anticipated reinstatement of the utility and notify the department of Public Safety of these findings.
3. If the building(s) affected has an elevator, the elevator should be checked for stranded people and assistance provided as needed.
4. Department of Public Safety shall advise the senior vice president & VP for Academic Affairs, who shall determine whether to advise the Emergency Operations Team.
5. Relocation of those affected will be determined after the situation has been assessed.
6. The senior vice president & VP for Academic Affairs shall ensure that affected occupants are kept informed of the status of the situation and an estimated time for restoration of the utility.
7. Department of Public Safety shall keep the Emergency Operations Team informed.
8. Once the utility is restored, the director of Physical Plant shall ensure that all building mechanical devices that were shut down or affected are restarted, reset and are functioning properly.
9. The director of Physical Plant shall arrange emergency generation of electricity, if necessary.

Utility Failure

10. Following conclusion of the emergency, the Emergency Operations Team will conduct a debriefing