

INTRODUCTION

The safety and security of students, faculty, staff and the entire Stephens community has always been a top priority of the College's leadership, and is an integral part of our culture. Recognizing the increased risks in the world today, Stephens College has enhanced its preparedness to deal with emergencies of any sort by upgrading and integrating the various emergency response and disaster recovery plans that have been in place for most of the College's critical operations, and by developing a comprehensive pre- through post-emergency response plan covering all operations of the College. This college-wide plan establishes policies, procedures and an organizational structure for the College's response to and recovery from emergencies that may threaten the health and safety of the Stephens community or inhibit the College's ability to continue its mission-critical operations and activities. The objective of this plan is to increase the College's ability to react immediately in the most appropriate and effective way to emergencies of all types.

PERSONAL EMERGENCY PLANS

All employees and faculty are encouraged to develop a personal emergency response plan with their loved ones. This plan should include emergency communication plans and designated responsibilities for children, dependents and other loved ones. In doing so, people should consider the logistics of being able to leave the downtown area quickly. Employees and faculty should make their supervisors aware of personal responsibilities they may have during such an event.

All students are likewise encouraged to develop a communication plan with their parents, guardians and loved ones.

If a local, regional or national significant event occurs, all staff, faculty and students should remain where they are, or if possible, immediately report to their primary work or living space unless directed otherwise. If a person's personal emergency response plan requires that he or she leave the facility, then the person may leave the facility and if possible, inform someone of his or her departure.

Staff, faculty and students will receive direction from the Residence Life staff in living areas and from department chairs, deans, directors and administrators in academic and non-academic areas.

PLAN STRUCTURE AND OPERATION

The Stephens College plan has three main components, each of which deals with separate but inter-related aspects of any emergency situation.

- **Emergency Response Policy and Procedure** – immediate actions aimed primarily at protecting people and property from injury or damage caused by any emergency situation.
- **Crisis Management Policy and Procedure** – executive-level strategy development and implementation activities aimed at directing and managing all aspects of the response to and recovery from any emergency situation.

• **Business Continuity Policy and Procedure** – activities, including substantial pre-planning, aimed primarily at ensuring that all critical functions and operations continue to be performed during and after any emergency situation.

In an emergency, the plan provides for a structured assessment process and cascaded activation of each of the three main components as follows:

- Senior Campus Security staff on site assesses the emergency, takes action to stabilize the situation, directs the initial emergency response activities, and notifies and briefs the Emergency Response Coordinator.
- If warranted, the Emergency Management Team assembles at an Emergency Management Center and assumes responsibility for ongoing management of all emergency response activities. While the emergency response proceeds, the Emergency Operations Team develops basic information on the nature and scope of damage being caused by the emergency, and the Emergency Management Team makes an initial assessment of the potential impact on College operations. Based on this initial assessment, the Emergency Management Team notifies the Business Continuity Team Leaders of those departments likely to be affected.
- The Department Business Continuity Teams begin as soon as possible a more thorough assessment of the emergency's impact on their department's operations and initiate contingency plans for the continued performance of the College's critical functions.

EMERGENCY RESPONSE POLICY AND PROCEDURE

I. Policy and Objectives

The purpose of the Stephens College Emergency Response Policy and Procedure is to formalize a plan (the Emergency Response Plan) that establishes policies, procedures and an organizational structure that will provide for the efficient, strategic management of major emergencies on or near the College campus.

II. Organization

Emergency Response Team

The College President or her designee serves as the overall Emergency Response Coordinator during any major emergency or disaster. When conditions are present that meet the definition of a campus major emergency or disaster, the Emergency Response Coordinator shall place into immediate effect the appropriate procedures necessary in order to meet the emergency, safeguard persons and property, and maintain educational facilities.

The Emergency Response Team shall be composed of an Emergency Management Team (EMT) and an Emergency Operations Team (EOT), as outlined below.

Emergency Management Team

The Emergency Management Team determines all campus-wide policy matters as they relate to the campus emergency or disaster and maintains executive-level liaison with external resources within the city, county and state. Each Vice President is responsible for the coordination of all response-related activities that they would normally supervise in non-emergency situations. The Emergency Management Team makes all decisions that reference campus evacuations, campus closure or restrictions, postponements and resumptions, and special circumstance personnel policies. The team is also responsible for establishing a priority list of issues that reference specific emergency and/or disaster situations, and approve any communications initiatives and emergency directions.

The Emergency Management Team includes the following individuals:

- **President**
- **Vice President for Student Services**
- **Vice President for Operations and Facilities**
- **Vice President for Finance**
- **Vice President for Academic Affairs**
- **Vice President for Marketing and Public Relations**
- **Emergency Command Center Administrator (Executive Assistant to the President)**

Emergency Operations Team

The Emergency Operations Team reports directly to the Emergency Management Team and is responsible for collecting information and data about the full scope of the emergency, coordinating support services (including external resources), preparing communications with all College constituencies and tracking emergency-related costs.

The Emergency Operations Team has the responsibility to provide information to the Emergency Management Team with respect to the impact the emergency or disaster has had on the College's personnel, facilities, utilities, transportation and communications. The Emergency Operations Team shall direct actions to resolve immediate concerns and plan for the interim continuance of campus activities until such time as the normal resumption of activities and events are established.

The Emergency Operations Team shall identify the on-campus resources available with which to respond to the disaster or emergency and the off-campus resources that will be necessary to mitigate additional losses. The Emergency Operations Team shall provide the Management Team with a list of priorities for its review.

The Emergency Operations Team includes the following individuals:

- **Director of Facilities**
- **Director of Security**
- **Director of Purchasing**

- **Director of Food Service**
- **Director of Campus Computing and Telecommunications**
- **Director of Residence Life**
- **Director of Health Services**
- **Director of Human Resources**
- **Student Services Coordinator**
- **Media Relations Manager**
- **Webmaster**
- **Controller, Accounting office**
- **Dean of Graduate & Continuing Studies**
- **Academic Department Chairs**

III. Operating Procedure

Reporting an Emergency

All emergencies on the Stephens College campus shall be reported immediately to Campus Security at (573) 876-7299 or ext. 4299. Immediately upon receiving notification of a reported campus emergency, Campus Security shall dispatch a security officer to the scene to confirm the emergency or disaster conditions. If necessary, Campus Security shall request the appropriate assistance for Fire Department or Emergency Medical Services personnel. Campus Security shall immediately contact the Vice President for Student Services, Vice President for Operations and Facilities or another member of the Emergency Management Team regarding the emergency to initiate further action.

Notification to Campus of an Emergency

The National Notification Network (3n) is a commercial emergency notification system used by Stephens College for mass communication broadcasts. The system allows the College to broadcast emergency notifications and instructions via text message, voice message and email simultaneously. These broadcasts are segmented to reach members of the Stephens community.

Emergency Response Priorities

1. Protect life and prevent injuries to faculty, staff, students, children and visitors to campus.
2. Remain operational, in alternate sites if necessary, and to protect records and other data of utmost importance.
3. Secure infrastructure and facilities; protect the assets of Stephens College.

Defining an Emergency

A State of Emergency exists when events occur that disrupt normal operations of the College or which pose a serious threat to members of the campus community or the College's property. Such events require a quick or immediate response and may require support from off-campus agencies.

In some cases, mass personnel casualties and severe property damage may have been sustained. A coordinated effort of all campus-wide resources is required to effectively control the situation.

Outside emergency services are likely to be essential. In all cases of disaster, the Emergency Management Center should be activated, and the appropriate support and operational plans should be executed.

The College President or his/her designate serve as the overall Emergency Response Coordinator during any major emergency or disaster. The following definitions of an emergency are provided as guidelines to assist Emergency Response Team personnel in determining the appropriate response.

State of Emergency Levels

- **Level 1:** Minor (in size) incident that can be resolved with internal resources.
- **Level 2:** A (relatively contained, small-scale) incident that can be resolved internally with limited external resources.
- **Level 3:** Emergencies that relate to public safety.
- **Level 4:** A major emergency that impacts a sizable portion of a building or the Stephens community and may impact public safety or disrupt College operations.
- **Level 5:** A catastrophic emergency or terrorist act that disrupts the operation of the College and that requires campus evacuation, lock down or other significant response that draws upon the resources of the surrounding community. Actions taken during a Level 5 State of Emergency will be at the overall direction of the Stephens College Emergency Response Coordinator, and appropriate governmental unit or agency.

A Minor Emergency is defined as:

Any incident, potential or actual, which is not likely to seriously affect the overall functional capacity of the College. During a minor emergency an Incident Command Post may be established, as deemed necessary by the Emergency Response Coordinator. Report any emergencies immediately to Campus Security at (573) 876-7299 or extension 4299.

A Major Emergency is defined as:

Any incident, potential or actual, which affects an entire building or buildings, and which has disrupted or is likely to disrupt the overall operations of the College. Outside emergency services will probably be required, as well as major efforts from available campus services. A major emergency on campus may require the activation of the Emergency Management Center, with the Emergency Management Team making policy considerations and decisions. Report major emergencies immediately to Campus Security at (573) 876-7299 or extension 4299.

Major emergencies could include, among others, the following:

- Tornado or other violent weather event
- Extreme ice/snow/cold
- Loss of heat in very cold weather or air conditioning in dangerously hot weather
- Extended power outage (utility failure)
- Explosion
- Fire

- Violent or potentially violent behavior
- Hazardous material release
- Mass casualty events
- Medical crisis
- Infrastructure failure
- Extensive property damage
- Serious accident during College-related travel
- Civil disturbances

This Plan cannot identify all possible events that could occur during an emergency; the Plan therefore designates areas of authority and responsibility and defines the framework within which emergency decisions will be made. This Plan defines the levels of a Stephens College State of Emergency and focuses on the most serious of incidents, which would be included in a Level 3, 4 or Level 5 State of Emergency.

Declaration of a State of Emergency

When conditions are present that meet the definition of a campus major emergency or disaster, the Emergency Response Coordinator, as required, shall place into immediate effect the appropriate procedures necessary in order to meet the emergency, safeguard persons and property, and maintain educational facilities.

Communications

All official print and electronic communications with internal and external audiences are overseen by the Vice President for Marketing and Public Relations and informed by the Emergency Management Team. The President and Vice President for Marketing and Public Relations shall serve as official spokespersons for the College, and all media inquiries must be referred to them. It is essential that emergency personnel, police, state officials, campus administrators, etc., keep the spokesperson updated. Members of the Emergency Management Team may be called upon to be available for interviews related to their specific areas. If team members are contacted directly by the media, they will immediately inform the Vice President for Marketing and Public Relations.

Community Roles

Each community member has a role to play during an emergency.

- *Students.* Campus Security and Residence Life provides training to help students know what to do in emergencies and how they can prepare ahead of time. Every student should familiarize herself with the emergency procedures and evacuation routes in buildings that students live in or use frequently. Students must be prepared to assess situations quickly but thoroughly, and use common sense in determining a course of action. They should evacuate buildings (except when otherwise instructed) in an orderly manner when an alarm sounds or when directed to do so by emergency personnel. They should evacuate the building to a pre-designated Emergency Assembly Area.

• *Faculty and Staff.* Faculty and staff should familiarize themselves with emergency procedures and evacuation routes. Employees must be prepared to assess situations quickly but thoroughly, and use common sense in determining a course of action. They should follow Emergency Response Plan procedures to report fire or other emergencies that require immediate attention and evacuate the building (except when otherwise instructed) to a pre-designated Emergency Assembly Area in an orderly manner. Faculty members should be prepared to direct their students to Emergency Assembly Areas in an emergency.

IV. Incident Protocols

1. Violence or Criminal Behavior on Campus (Hostage, Terrorism, etc.)

Violent or disruptive criminal behavior should be reported to Campus Security initially, unless the threat of bodily harm exists. In the incidence of potential bodily harm or the threat of the presence of a weapon, the Columbia Police should receive the initial call. Police or Security notification should include:

- Nature of the incident
- Location of the incident
- Description of the person(s) involved

In the event of life-threatening behavior that results in physical injury, the Nurse Practitioner in Stephens College Health Services is the person in communication with local emergency rooms concerning victims and treatments.

2. Severe Weather Threat (thunderstorm, tornado, high winds)

Students, faculty and staff at Stephens College will use the City of Columbia's emergency warning system as an indicator of when to take shelter in the case of severe weather. In the event that the emergency sirens would sound, everyone is advised to move immediately to a basement, interior hallway or a room without windows. It is important that a team leader in each facility ensures that a battery-powered radio is available at all shelter locations. The radio should be monitored for the "all clear" to return to normal activity.

A.M. Channel 1400

F.M. Channels

3. Fire Incident

Anyone detecting fire or smoke on campus should dial emergency 911 immediately. All 911 calls where an emergency vehicle is dispatched to the College should result in a 911 to Campus Security. Campus Security should notify the appropriate senior administrator. At the first sign of fire danger, all persons in the building must evacuate immediately. Upon evacuation, roll will be called in the exterior gathering spaces outside the hall. Team captains in each building should also have a building census sheet and should take roll when everyone gathers outside. The captains need to establish and announce to persons who regularly are housed or work in a building the location of the building's gathering spot. The Columbia Fire Department will search the building and give the all clear to return when and if appropriate.

4. Bomb Threat

If Campus Security or an individual receives a call threatening action with an explosive device:

- Note the date and exact time of the call.
- Write down everything the caller said.
- Do not interrupt the caller; remain calm.
- Note any information on caller ID if applicable.
- Call Security at (573) 876-7299 or ext. 4299 immediately.

If possible, the person should keep the caller on the line and get as much information as possible:

- When will it explode?
- What is the location of the bomb?
- What does it look like?
- What kind of bomb is it?
- What will cause the explosion?
- Why are you doing this?
- What is your name?
- What is your location?

Other questions to consider after the phone call:

- What is the sex of the caller?
- What is the approximate age of the caller?
- Describe the caller's voice, language and accent.
- What was the caller's demeanor?
- Was there background noise from the location where the call originated?

Upon receiving a bomb threat, Campus Security will:

- Call the Columbia Police Department immediately.
- Contact a senior administrator immediately.
- Evacuate the area immediately, following the same protocol as outlined for fire.

5. Catastrophic Emergency/Event (injury or death of a community member)

In the event of a catastrophic emergency resulting in the death of a Stephens College community member or an emergency resulting in physical injury, a senior administrator should be notified immediately. If the incident occurs on campus, Campus Security should contact the Columbia Police Department.

6. Emotional Distress

If any of the following actions occur with a student, faculty or staff member, a call for help should be made immediately:

- Expression of suicidal thoughts
- Expression of homicidal thoughts
- Loss of emotional control
- Gross impairment of ability to think and make rational decisions

A student, faculty or staff member displaying any of the above behaviors needs to immediately go to Health Services or a local hospital. Transport by ambulance is always available in the above circumstances. If the patient is a student, the Vice President for Student Services or the Student Services Specialist should be contacted immediately.

7. Hazardous Material or Gas Leak

The discovery of a hazardous material or gas leak requires an immediate call to Campus Security or Facilities. Facilities should be the first level of response if the incident is on campus. If the incident occurs after normal work hours (8 a.m. – 5 p.m. weekdays), Campus Security should be notified. The physical space where the spill or leak occurred should be evacuated immediately. Campus Security or Facilities personnel should contact the Columbia Fire Department and the appropriate executive office. The Director of Residence Life will immediately address relocation issues for students. The Nurse Practitioner will assist with illness and injury situations.

8. Trapped in a Building

In the event you are trapped in a building:

- Place an article of clothing outside the window as a rescue marker
- Shout at rescue crews
- Do not panic

9. Immediate Response in a Medical Emergency

In a life-threatening situation, call 911 immediately. Examples:

- Excessive bleeding
- Seizures
- Not breathing
- Suspected heart attack
- Serious allergic reaction that results in a person not breathing or not having a pulse

When reporting an injury, indicate the following:

- Location
- Type of injury
- Patient's condition
- What happened (sequence of events)
- Patient's past medical history
- Phone number at your location
- Stay on the phone unless the dispatcher tells you to hang up