



GREENVILLE
UNIVERSITY

CRISIS MANAGEMENT PLAN 2019

September, 2018

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SECTION 1 - AUTHORITY & ORGANIZATION

APPROVAL

If any section, provision or clause of this plan shall be held invalid, the invalidity shall not affect any other provision of this plan.

This Crisis Management Plan shall be in full force and effect from the date of its approval.

Dr. Ivan L. Filby
President
Greenville University

OVERVIEW

Greenville University is a complex system of buildings, functional areas, departments, and services located in Greenville, Illinois. The following document provides a framework by which the University can effectively and efficiently respond to and manage major emergencies and disasters that may affect its operations.

The Crisis Management Plan attempts to put Greenville University in a proactive position to protect students, staff, and faculty, as well as the community and our environment in case of a major emergency or disaster. The plan enhances the University's ability to maintain business continuity and quickly return to normal operations following an emergency or disaster.

The plan will not, nor can it be expected to address every possible emergency situation that could face Greenville University. Therefore, each department of the University must become familiar with this plan, particularly the notification process, to ensure an adequate response to any and all possible emergencies. This plan allows for inclusion of unique departmental information, such as contact information, call trees, and tasks, to be inserted in Appendix 7.

ORGANIZATION

The plan offers an organizational structure to guide senior leadership in responding to all levels of crisis, from the simple to the complex. At the same time, the plan is not intended to substitute for or limit the exercise of good judgment and common sense in responding to a crisis.

While it is impossible to anticipate every type of crisis, this plan:

1. Establishes “levels of response” based on the severity of each situation.
2. Provides decision makers the centralized control needed to direct and coordinate all units of operation responding to a crisis or incident.
3. Gives decision makers the flexibility to respond promptly to the changing requirements of an emergency, including incidents that escalate in severity.
4. Identifies common actions to be taken during various emergency situations.

Note that virtually every department on campus has a role to play in emergency preparedness and crisis management.

PRIORITIES

The priorities for Greenville University in the event of a campus-wide emergency are the following (in this order):

1. Safety of students, faculty, staff and affected community residents
2. Mitigation of damage
3. Communication with University constituencies
4. Recovery and restoration of residential, academic and research operations and infrastructure

CRISIS RESPONSE LEVELS

The Plan identifies three levels of response to match the severity of crises – Level III, Level II or Level I. Depending on the nature and magnitude of an emergency, a variety of participants and resources may be mobilized.

DEFINITIONS

Level III

Level III crises are extreme crises that require immediate mobilization to protect the security of a part or all of the university community. This may include moving people to a safe location away from campus, or isolating them on campus. Examples include hazardous material spills near campus; terrorist attacks, including a biological weapons attack that has included or may include outbreak of a highly contagious lethal disease (such as smallpox); major fires; and natural disasters.

Level II

Level II crises are serious crises that have the potential to spin out of control, seriously affect the University's reputation, and involve financial loss, property damage, or serious injury/death to individuals. Examples include lesser fires, explosions, natural disasters (i.e., storms or floods), bomb threats, and other emergencies that are expected to continue for extended periods of time (i.e., loss of utility service to dining halls for several days), crimes against persons (hate crimes, on-campus rapes, or homicides) and suicide.

Level I

Level I crises are incidents that have minimal impact on Greenville University or its academic units, and limited potential to affect the university's reputation, but which may have a significant impact on an individual or small group. This level addresses property crimes, limited attacks against an individual, arrests of or accusations against an individual or small group, and temporary power outages in academic buildings and residence halls.

Level III - Extreme Crisis

1. Authority
 - a. The Greenville University President (Crisis Management Leader) or his designee declares a Level III crisis.
 - b. President names a Crisis Incident Commander (IC) and notifies the Board of Trustees chairman.
 - c. IC notifies the Vice President of Enrollment (Public Information Officer (PIO)) who manages internal and external communications.
 - d. The Crisis Management Team (CMT) convenes immediately in the Campus Safety Office (alternate location is Library basement outside Data Center), which also serves as the Emergency Operations Center (EOC). In a Level III emergency, representatives of government or law enforcement agencies are likely to serve as CMT members.
 - e. IC and the CMT determine the need for special actions by Crisis Support Specialists (CSS).
 2. Situational Objectives
 - a. The objectives governing the University's response in these situations are as follows:
 - b. Limit loss of life, or impact on health and property.
 - c. Reduce the impact of the crisis on individuals.
 - d. Optimize cooperation with emergency services personnel.
 - e. Reduce the impact of the crisis on the institution.
 - f. Preserve public trust and confidence in the University.
-

Special Note on Chain of Command: Greenville University's highest priority is to respond as rapidly as possible to a Level III incident. Consequently, a response may be well under way before the crisis management leadership is in place. However, it is important that early incident responders notify crisis management leadership of any incidents.

3. When Level III incidents involve students, the early responders are likely to include:
 - a. VP of Community Life/Student Success/Dean of Students
 - b. Provost
 - c. Director of Campus Safety
4. These early responders are responsible for ensuring that:
 - a. The President is notified of the incident.
 - b. Cabinet members are notified of the incident.
 - c. The Crisis Management Team is notified of the incident.

Level II - Serious Crisis

1. Authority
 - a. The Greenville University President (Crisis Management Leader) or his designee declares a Level II crisis.
 - b. President names a Crisis Incident Commander (IC) and notifies the Board of Trustees chairman (if deemed necessary).
 - c. IC notifies the Director of Public Relations (Public Information Officer (PIO)) who manages internal and external communications.
 - d. The Crisis Management Team (CMT) may or may not convene in the Campus Safety Office to plan and implement the crisis response. If the CMT does not convene, communications will be made via email and telephone.
 - e. Under the IC's leadership, the CMT determines the need for special actions by Crisis Support Specialists (CSS).
2. Situational Objectives
 - a. The objectives governing the University's response in these situations are as follows:
 - b. Preserve life, health and property.
 - c. Minimize the impact of the crisis on individuals.
 - d. Optimize cooperation with emergency services personnel.
 - e. Reduce the crisis impact on the University.
 - f. Preserve public trust and confidence in the University.

Level I - Incidents

1. Authority
 - a. Administration or a member of the Crisis Management Team (CMT) notifies the Greenville University President (Crisis Management Leader) of a Level I incident.
 - b. President delegates responsibility for initiating and managing a Level I response to a Crisis Incident Commander (IC).
 - c. IC notifies the Vice President for Enrollment (Public Information Officer (PIO)) who manages internal and external communications.
 - d. In most Level I emergencies, the CMT collaborates by e-mail and telephone, and convenes in the Office of Campus Safety if necessary.
 - e. Depending on the incident, Crisis Support Specialists (CSS) may or may not be called into action.
2. Situational Objectives
 - a. Level I incidents are governed by principles that:
 - b. Safeguard life, health and property.
 - c. Reduce the impact of the crisis on individuals involved.
 - d. Diminish the likelihood the crisis will escalate.
 - e. Optimize cooperation with emergency services personnel.

SECTION 2 - ASSUMPTIONS & CONCEPT OF OPERATIONS

ASSUMPTIONS

Officials of Greenville University can assume:

1. The City of Greenville, supported by Greenville University has capabilities and resources which, if effectively employed, would minimize or eliminate the loss of life and damage to property in the event of a major emergency or disaster.
2. Through its coordinating agencies the Bond County and Illinois Emergency Management Agencies have resources available to assist Greenville University in emergency or disaster response and recovery efforts.
3. Some of the hazards that may affect Greenville University may occur after implementation of warning and other preparedness measures, but others may occur with little or no warning.
4. Initial response to any emergency will be made by the first response agencies of Greenville University, Greenville Police Department and Greenville Fire Department.
5. Depending on the severity and magnitude of the emergency, it may be necessary to request additional assistance to control the situation. This assistance may be provided in the form of trained volunteers. Additional assistance may be provided from outside governmental mutual aid associations or from the community.
6. A community-wide emergency may tie up local emergency response resources, and Greenville University may have limited or no immediate assistance from outside agencies.
7. This plan has been prepared, integrating all operational departments, in a comprehensive effort to prepare for major emergencies and disasters following the "all hazards" approach. Each department has developed standard operating procedures to support both everyday operations and their assignments as outlined in this plan.

IDENTIFICATION OF HAZARDS

Greenville University is vulnerable to many different types of natural, technological/industrial and civil/political hazards capable of creating a major emergency or disaster situation. Specific hazards determined to be of major concern are listed below.

NATURAL HAZARDS

Severe Thunderstorm/High Winds/Lightning
Winter Storms/Snow/Ice
Floods
Severe and Excessive Heat or Cold
Tornadoes
Earthquakes

TECHNOLOGICAL / INDUSTRIAL HAZARDS

Utility Failure (electric, gas, phone, sewer, water)
Fire/Explosion
Commercial Transportation Accidents (Air, Rail, Road)
Structural Collapse
Hazardous Material Incident (Fixed Site, Transportation, Nuclear)

CIVIL/POLITICAL HAZARDS

Violent Behavior (including Active Shooter)
Hostage Situations
Civil Disturbance/Strikes/Protests
Riots
Sabotage
Extortion
Terrorism

MAPS

Greenville University is located in the central portion of Bond County, which is located in the south western portion of the State of Illinois, and is part of the St. Louis metropolitan area. The Greenville University main campus consists of 40 acres with an additional 60 acres consisting of primarily athletic fields.

The University is served by various transportation routes; primarily Interstate 70, U.S. Route 40, and, Illinois Routes 140 and 127. The main campus is bordered or intersected by, Beaumont Avenue, University Avenue, Elm Street, and Prairie Street.

In close proximity is the CSX east-west and Burlington-Northern Santa Fe north-south main rail lines and the University is located within the flight patterns and relative proximity of: Greenville Municipal Airport (5 ½ miles), Lambert International Airport (60 miles), Mid America Airport (40 miles) and Scott Air Force Base (40 miles).

Greenville University is also located 2 miles from the Greenville Industrial Park.

JURISDICTIONAL





PRIMARY STAGING AREAS AND CONTINGENCIES

1. The Crum Recreation Center may be used to house students in prolonged emergency evacuations of residence halls. The University’s Residence Life Office will be responsible for any supplies or instructing students to bring necessities such as blankets and pillows, and for contacting the Red Cross or other relief agencies as other needs arise.
2. The Office of Campus Safety (Schroeder House) will serve as the Emergency Operations Center (EOC) for the Incident Commander and Crisis Management Team for Levels III and II crises. Alternate locations include the Ruby Dare Library basement (adjacent the Data Center) and the Facilities Conference Room (Kelsey Building).
3. The Incident Commander and Crisis Management Team will designate a location that will serve as the Media Briefing Center (MBC).

Note: If the phone system is compromised, cell phones will be the primary contact mechanism. “Runners” may be assigned from various departments not involved directly in the crisis response.

HAZARD VULNERABILITY LISTING

A listing of known hazardous materials, as defined by U.S. Environmental Protection Agency under the Superfund Amendment and Reauthorization Act of 1986, stored and/or located on the campus is maintained in the Office of Campus Safety and accessible in the event of an emergency 24 hours a day, 7 days a week.

CONCEPT OF OPERATIONS

The difference between normal day-to-day operations and emergency operations must be understood if emergency management is to be effective. During non-emergency periods, departments go about their daily business under the direction of a department head. During a period of emergency or disaster the University President is ultimately responsible for the preservation of life and protection of property. Department heads that previously provided direction to their forces continue to do so in time of emergency. During a major emergency or disaster situation however, department heads function and coordinate response from the Emergency Operating Center (EOC).

Departments tasked with response and recovery responsibilities under this plan make up the Crisis Management Team (CMT). The CMT, functioning from the EOC, are responsible for making strategic decisions necessary to support the National Incident Management System (NIMS) and to ensure the overall safety of the University community.

A comprehensive emergency management program is concerned with all types of hazards that might occur at Greenville University. Prior to an emergency, the following strategies are applied to these hazards:

PRE-INCIDENT MITIGATION

Mitigation activities are those that eliminate or reduce the probability of a major emergency or disaster's occurrence. Also included are those long-term activities that lessen the undesirable effects of unavoidable hazards.

PREPAREDNESS

Preparedness activities serve to develop the response capabilities needed in the event of an emergency. Planning, training, exercising, and development of public information and warning systems are among activities conducted under this phase.

RESPONSE

During the response phase, emergency services necessary to reduce injury and death and protect property are provided. These activities help to reduce casualties and damage and to speed recovery. Response activities include warning, evacuation, firefighting and rescue, emergency medical services, and other similar operations addressed in this plan.

RECOVERY

Recovery includes both short-term and long-term activities. Short-term operations seek to restore critical services to the community and provide for the basic needs of the public. Long-term recovery focuses on restoring the community to its normal or improved state of affairs.

The recovery period is also an opportune time to institute mitigation measures, particularly those related to the recent disaster. Examples of recovery actions include temporary housing, restoration of services, and reconstruction of damaged areas.

POST INCIDENT MITIGATION

Post-incident mitigation activities are those that eliminate or reduce the probability of future events or damage by altering or permanently changing the area that was affected by an incident.

INCIDENT MANAGEMENT SYSTEM

Response to major emergencies and disasters is based on an integrated incident management system, which includes municipal and county involvement, and may require support and assistance from the state and federal government. Operations conducted under this plan will be accomplished based on this model culminating with the City of Greenville assuming Emergency Management responsibility to enter the NIMS model.

Most major emergencies and disasters occur with little warning. The first notification usually comes from a call to the law enforcement or visual manifestation of the disaster, as in the case of a devastating tornado, a massive explosion or an airline accident.

In each instance, the first to respond to the event are normally a Campus Safety or Facilities employee.

- **Step 1 - Arrival and establishment of command**
Upon arrival at a scene, an Incident Commander will be identified and the Incident Command System initiated. A formal command post will be established and clearly identified; staff officers from each responding discipline (Campus Safety, Police, & Fire) will report to that site.
- **Step 2 - Assessment of the situation**
The Incident Commander and their staff will begin a rapid assessment of the situation to determine if first responders can handle the incident, or if additional assistance is needed. If the situation requires resources above those normal resources at the disposal of the Incident Commander, the President of Greenville University will be notified.
- **Step 3 - Activation of the affected jurisdiction's emergency management system**
If the situation appears to exceed normal resources, the Crisis Management Team will be notified, and the Emergency Operations Center activated. City of

Greenville officials will be responsible for notifying the County Emergency Management Agency. Once the EOC is activated, joint communications will be maintained between the Incident Command Post, Campus EOC, and City of Greenville officials who will follow their Standard Operation Procedures (SOP).

The County Emergency Management Agency will notify the State Emergency Management Agency of the potential emergency. The County Emergency Management Agency will follow their Standard Operation Procedures (SOP).

SECTION 3 - ORGANIZATION & RESPONSIBILITIES

ORGANIZATION

Many departments have emergency functions in addition to their normal day-to-day duties, however, these functions usually parallel or complement normal responsibilities. Each department is responsible for the development of specific standard operating procedures (SOPs) detailing how they will function in support of the responsibilities outlined in this plan.

The purpose of this section is to identify areas of major concern in the emergency management program, and further identify which department is responsible for managing that particular function. Additional information can be found in the corresponding Emergency Support Function (ESF) section.

ROLES & RESPONSIBILITIES

Below is the list of Crisis Management roles:

- President serves as the Crisis Management Leader
- Vice President for Community Life/Student Success serves as the Incident Commander
- Director of Campus Safety serves as the Public Safety Officer
- Vice President for Enrollment serves as the Public Information Officer
- Vice President for Finance serves as the Liaison Officer
- Crisis Response Team: (listed below)
- Crisis Support Specialists: (listed below)

Contact information for these individuals can be found in “Appendix 1 - Crisis Management Team Contact Information”

PRESIDENT (CRISIS MANAGEMENT LEADER)

1. The President (or his designee) has the following responsibilities:
 - a. Declaring crisis level after being notified by the Crisis Management Team (CMT) of incidents.
 - b. Names (typically) the Vice President for Community Life/Student Success to the role of Incident Commander to activate the Crisis Management Plan, and notifies the Board of Trustees Chairman, and other trustees, as appropriate.
 - c. May convene and consult with the Vice President for Community Life/Student Success and the CMT to assess a crisis situation.

- d. Provides consultation to and receives continuous updates of the situation from the Vice President for Community Life/Student Success.
- e. Approves all action plans and communications.
- f. Announces suspension of the “State of Emergency.”

VICE PRESIDENT FOR COMMUNITY LIFE/STUDENT SUCCESS (INCIDENT COMMANDER)

1. In consultation with the President, The Vice President for Community Life/Student Success has the following responsibilities:
 - a. Provides overall command leadership and establishes goals and objectives in all crisis situations.
 - b. Obtains incident briefing from Campus Safety staff or other first responders.
 - c. Assesses incident situation, and communicates status to the Crisis Management Team (CMT).
 - d. Briefs the President and the CMT.
 - e. Notifies the Vice President for Enrollment (who serves as the Public Information Officer) who manages internal and external communications.
 - f. Directs the CMT to plan and implement the Crisis Management Plan.
 - g. Oversees development and approves implementation of approved action plans.
 - h. Determines—in tandem with the CMT—the need for special actions by Crisis Support Specialists.
 - i. Approves requests for resources.
 - j. Appoints staff to maintain the Emergency Operations Center (EOC).

DIRECTOR OF CAMPUS SAFETY (PUBLIC SAFETY OFFICER)

1. The Director of Campus Safety has the following responsibilities:
 - a. Monitors unsafe conditions to ensure personal safety and preserve life at all costs, protects and maintains the safety of the University community and its property before, during and after an emergency.
 - b. Provides incident briefing and continual updates to the Provost or Vice President for Community Life/Student Success and CMT.
 - c. Provides continuous assessment of incident and determines need for additional resources and/or communications.
 - d. Identifies and secures hazardous or unsafe conditions associated with the incident.
 - e. Exercises emergency authority to stop and prevent unsafe acts.
 - f. Investigates accidents that occur within incident areas.
 - g. Provides liaison to local law enforcement services.

VICE PRESIDENT FOR ENROLLMENT (PUBLIC INFORMATION OFFICER)

1. The Vice President for Enrollment has the following responsibilities:
 - a. Upon coordination with the Incident Commander, provides information to internal and external parties; develops and releases information to media, the public and others; coordinates dissemination of information within the Crisis Management Team (CMT) and to the campus community; and maintains emergency-information hotlines.
 - b. Obtains incident information from campus safety staff, emergency response personnel and/or the Vice President for Community Life/Student Success.
 - c. Assesses the situation and confers with the Vice President for Community Life/Student Success to develop communication strategy.
 - d. Mobilizes other communication staff, as needed, and directs the University's response to the news media.
 - e. Implements internal and external communications programs, as necessary, and directs initiation of the Media Briefing Center, as necessary.
 - f. Counsels the President and Vice President for Community Life/Student Success concerning communication issues.
 - g. Observes established restraints on release of information.
 - h. Works closely with the CMT to secure information and develop communication recommendations.
 - i. Prepares post-incident releases and/or summary information for use by media and internal audiences.

VICE PRESIDENT FOR FINANCE (LIAISON OFFICER)

1. The Vice President for Finance has the following responsibilities:
 - a. Initiates and maintains contact with public and private agencies, community groups, and government organizations.
 - b. Coordinates communications between the CMT and external agencies, excluding fire and police responders.
 - c. Assesses incident, determines need to contact external agencies regarding incident.
 - d. Acts as campus liaison to assisting and cooperative agencies.
 - e. Coordinates with other agencies to provide evacuee shelter and related evacuee support, including food, bedding, first aid and counseling.
 - f. Makes or directs notification to insurance carriers.

CRISIS MANAGEMENT TEAM

President

Vice President for Finance

Vice President for Marketing and Institutional Effectiveness

Dean of Students
Director of Campus Safety
Director of Information Technology

Director of Facilities

1. The Crisis Management Team has the following responsibilities:
 - a. Serves as an advisory body to the President and the Vice President for Community Life/Student Success.
 - b. Always convenes in the Emergency Operations Center (EOC) in the Office of Campus Safety for Level III crises unless otherwise directed.
 - c. Collaborates by e-mail and phone with other members of Crisis Management Team during incidents, and may convene in EOC, if necessary.
 - d. Works collaboratively with the Dean of Students to develop and implement Crisis Response Plans, and to determine the need for special actions by Crisis Support Specialists.

CRISIS SUPPORT SPECIALISTS

1. Crisis Support Specialists (CSS) serve as members of a resource pool for the President, the Dean of Students and the Crisis Management Team (CMT). CSS would rarely meet as a functioning group. Instead, individual specialists:
 2. Are called upon to provide counsel and advice in their specialized areas of expertise, as needed and depending on the type of crisis.
 3. Assume responsibilities for specialized functions during a crisis, as assigned by the Dean of Students or the CMT.
 4. Work collaboratively with the CMT in responding to specific crises.
 5. CSS include the following Departments or identified individuals:
 - Academic Affairs/Faculty
 - Associate Dean(s) of Campus Life
 - Assistant Dean(s) of Students
 - Athletic Director
 - Business Office/Finance Staff
 - Office of Alumni Relations
 - Community Life/Student Success
 - Counseling Services
-

- Food Service (Sodexo)
- Information Technology
- Human Resources
- Records/Registrar
- Residence Life Staff
- Security (Securitas)
- Facilities and Support Services
- Athletics
- Conference Services

NATIONAL INCIDENT MANAGEMENT SYSTEM (NIMS) EMERGENCY SUPPORT FUNCTION (ESF) REFERENCE

ESF #1 - TRANSPORTATION

- *Aviation/airspace management and control*
- *Transportation safety*
- *Restoration/recovery of transportation infrastructure*
- *Movement restrictions*
- *Damage and impact assessment*

ESF #2 - COMMUNICATIONS

- *Coordination with telecommunications and information technology industries*
- *Restoration and repair of telecommunications infrastructure*
- *Protection, restoration, and sustainment of national cyber and information technology resources*
- *Oversight of communications within the Federal incident management and response structures*

ESF #3 - PUBLIC WORKS AND ENGINEERING

- *Infrastructure protection and emergency repair*
- *Infrastructure restoration*
- *Engineering services and construction management*
- *Emergency contracting support for life-saving and life-sustaining services*

ESF #4 - FIREFIGHTING

- *Coordination of Federal firefighting activities*
- *Support to wild land, rural, and urban firefighting operations*

ESF #5 - EMERGENCY MANAGEMENT

- *Coordination of incident management and response efforts*
 - *Issuance of mission assignments*
 - *Resource and human capital*
 - *Incident action planning*
 - *Financial management*
-

ESF #6 - MASS CARE, EMERGENCY ASSISTANCE, HOUSING, AND HUMAN SERVICES

- *Mass care*
- *Emergency assistance*
- *Disaster housing*
- *Human services*

ESF #7 - LOGISTICS MANAGEMENT AND RESOURCE SUPPORT

- *Comprehensive, national incident logistics planning, management, and sustainment capability*
- *Resource support (facility space, office equipment and supplies, contracting services, etc.)*

ESF #8 - PUBLIC HEALTH AND MEDICAL SERVICES

- *Public health*
- *Medical*
- *Mental health services*
- *Mass fatality management*

ESF #9 - SEARCH AND RESCUE

- *Life-saving assistance*
- *Search and rescue operations*

ESF #10 - OIL AND HAZARDOUS MATERIALS RESPONSE

- *Oil and hazardous materials (chemical, biological, radiological, etc.) response*
- *Environmental short- and long-term cleanup*

ESF #11 - AGRICULTURE AND NATURAL RESOURCES

- *Nutrition assistance*
- *Animal and plant disease and pest response*
- *Food safety and security*
- *Natural and cultural resources and historic properties protection and restoration*
- *Safety and well-being of household pets*

ESF #12 - ENERGY

- *Energy infrastructure assessment, repair, and restoration*
- *Energy industry utilities coordination*
- *Energy forecast*

ESF #13 - PUBLIC SAFETY AND SECURITY

- *Facility and resource security*
- *Security planning and technical resource assistance*
- *Public safety and security support*
- *Support to access, traffic, and crowd control*

ESF #14 - LONG-TERM COMMUNITY RECOVERY

- *Social and economic community impact assessment*
- *Long-term community recovery assistance to States, local governments, and the private sector*
- *Analysis and review of mitigation program implementation*

ESF #15 - EXTERNAL AFFAIRS

- *Emergency public information and protective action guidance*
- *Media and community relations*
- *Congressional and international affairs*
- *Tribal and insular affairs*

ESF #1 - TRANSPORTATION ➡ CAMPUS SAFETY TASK

The Director of Campus Safety has oversight for these functions

Operations Checklist

- Report to EOC or send representative if at forward command
- Coordinate with response agencies for recommendations
- Coordinate implementation of evacuation actions
- Recommend appropriate evacuation options to implement
- Identify evacuation routes
- Select primary routes from risk area
- Ensure traffic control is enacted
- Assist in re-entry protocols

1. Purpose

- a. For the purpose of this “Emergency Support Function” and to the extent that its application within this plan is concerned, these actions are defined as measures taken to protect the population (campus community) from the effects of a hazard. These actions may include sheltering in place or evacuation.

2. Concept of Operations and Operational Responsibilities

- a. **Sheltering in place** involves directing the population to remain indoors and closing off sources of outside ventilation. This method may be recommended in the event of a short-term release of hazardous materials, or when the general population would be placed at greater risk to the hazard through attempts to evacuate.
 - i. **Evacuation** is a procedure which involves moving the population from an actual or potential hazard area to one that offers safety. Evacuations can be divided into two specific classifications, “limited evacuation” and “general evacuation.”
 - ii. A **limited evacuation** can be initiated by Campus Safety, Greenville Police or the Greenville Fire Chief in the event of a fire, small

hazardous materials incident, or hostage situation. This type of evacuation would only involve a limited area.

- iii. A **general evacuation** would involve the movement of either a large portion or the entire population of the university. This may be due to a large hazardous materials spill, impending flood, terrorist action, or other impending disaster agent
- b. Greenville Police, the Greenville Fire Chief, and the President of Greenville University have the authority to order the implementation of a general evacuation.
- c. If a General Evacuation has been deemed necessary, the campus will be notified through the use of personal notification, e-mail and text messages through the “GU Alert” emergency notification system.
- d. General Evacuations will be conducted based on the following stages:
 - i. **Level 1** - Prevent access to those without official business (curious, sightseers, etc.)
 - ii. **Level 2** - Evacuate students, faculty, and non-essential staff
 - iii. **Level 3** - Evacuate support personnel
 - iv. **Level 4** - Evacuate all but essential emergency workers
 - v. **Level 5** - Total evacuation
- e. The Greenville Police and Fire Departments will be notified immediately following the issuance of an evacuation order to assist if necessary in manning traffic / access control points to assist persons evacuating the affected area.
- f. Following the completion of evacuation procedures, traffic/access control posts will be converted into access control posts, manned by Greenville University Public Safety personnel. These personnel will restrict entry to an affected area in accordance with the re-entry levels shown below.
- g. Following a General Evacuation, re-entry to an affected area shall be allowed based on:
 - i. **Level 5** - Emergency workers only
 - ii. **Level 4** - Damage assessment personnel and escorted media
 - iii. **Level 3** - Utility workers and escorted media
 - iv. **Level 2** - Staff and Faculty
 - v. **Level 1** - Unrestricted re-entry

3. Direction

- a. The Emergency Operation Center will be the direction and control point for all major decisions concerning evacuation operations. The President or designee will direct a major evacuation effort from this facility.
4. Authority
- a. The line of succession for the issuance of a General Evacuation in the University will be:
 - i. President
 - ii. Dean of Students
 - iii. Vice President for Finance
 - iv. Director of Campus Safety

ESF #2 - COMMUNICATIONS ↔ IT & FACILITIES TASK

This ESF is not necessarily applicable for the Greenville University Crisis Management Plan unless there is an interruption of telecommunications services. In such an event, responsibility would be shared with the following departments for resolution:

1. Information Technology
2. Facilities and Support Services

ESF #3 - PUBLIC WORKS AND ENGINEERING ↔ FACILITIES TASK

The Director of Facilities and Support Services has oversight for these functions

Operations Checklist

- Report to EOC.
- Notification of Department personnel as may be required by the emergency.
- Responding personnel will report to the Facilities Offices for their assignments. The Director of Facilities or representative will be in the EOC directing operations from there.
- Provide CMT of initial situation/damage reports and observations.
- Assist with search and rescue.
- Assist in debris removal.
- Coordinate waste disposal - including hazardous materials.
- Coordinate emergency utility support requirements with public and private utilities.
- Assume primary responsibility for ensuring the continued supply of drinking water within the campus.

- Assume primary responsibility for ensuring the structural soundness of campus streets and roadways.
- Provide generators, fuel, lighting, and sanitation for responders at the scene, EOC, etc.
- Assist with evacuation.
- Coordinate with utility companies.
- Assist with damage assessment.
- Assist with, traffic control, crowd control, barricade placement, and/or any other duty the Incident Commander deems fit.
- As soon as possible, following the conclusion of the emergency, the Director will submit an inventory of damage and replacement report into disaster records for possible reimbursement.
- If necessary, provide potable water and sanitary services to personnel until normal conditions can be maintained.
- Assist the Fire Department in the provision of any clean up that must be made.
- Compile complete reports for inclusion into the final report.

1. Purpose

- a. For the purpose of this “Emergency Support Function” and to the extent that its application within this plan is concerned, under normal conditions, the Facilities and Support Services Department performs tasks vital to the operation of the campus.
- b. In times of emergency or disaster, there is a great need for the services provided by Facilities staff. Tasks such as: life safety issues, opening streets closed by debris, removal of debris, sandbagging, damage assessment, search and rescue operations, providing emergency generators, fuel, lighting and sanitation to emergency responders, coordinating with utility companies, pumping of flooded areas, barricading roadways, maintenance of storm sewers, as well as firefighting and decontamination are support functions they may become involved with.

2. Concept of Operations and Organizational Responsibilities

- a. The President is responsible for ensuring that disaster response and recovery operations are effective. Providing effective, continuous, public works capabilities is one of those critical functions.
- b. Responsibilities of the Facilities and Support Services Department in times of major emergency or disaster are basically the same as in daily operations.

However, in addition to the normal public works functions, Department personnel may be asked to perform additional tasks and may have to coordinate their operations with other departments and will follow their own Standard Operating Procedures and the guidelines set forth in this plan, unless otherwise instructed by the Incident Commander or EOC emergency response personnel.

- c. The Facilities and Support Services Department normally receives requests for service through calls to the department directly. During a period of emergency, calls for service would come through the EOC via radio, cellular phone or in person.
3. Direction
- a. The Emergency Operating Center (EOC) will be the direction and control point for all major emergency decisions concerning the provision of public works services during a period of major emergency operations.
 - b. The Director of Facilities, or his alternate, will be in command of operations from the Facilities Department.
 - c. Field operations will be coordinated, by a Supervisor, functioning at or near the disaster site.
4. Authority
- a. The line of succession for the Facilities and Support Services Management will be:
 - i. Director of Facilities and Support Services
 - ii. Facilities Maintenance Supervisor
 - iii. Director of Property Management

ESF #4 - FIREFIGHTING ➡ CAMPUS SAFETY & FACILITIES TASK

This ESF is not necessarily applicable for the Greenville University Crisis Management Plan as these services are typically handled by the Greenville Fire Department (Greenville Fire Prevention District). In such an event, the following departments would be tasked with providing additional support:

1. Office of Campus Safety
2. Facilities and Support Services

ESF #5 - EMERGENCY MANAGEMENT ➔ CAMPUS SAFETY & CRISIS MANAGEMENT TEAM TASK

The Director of Campus Safety has oversight for these functions

Operations Checklist

Initial Activation

- Upon receipt of a confirmed/valid warning message or by being made aware of an incident, emergency, or impending event that may necessitate the activation of the Emergency Operations Center, the Director of Campus Safety will gather as much information about the event as possible and determine if the circumstances warrant recommending activation
 - If the incident or situation warrants it, recommend to the President activation of the Emergency Operations Center
 - Assist in prompt contact with all appropriate EOC staff and/or all persons that should report to the EOC
 - Prepare an initial briefing to include, but not be limited to:
 - The scope and known specifics of the incident that has caused the EOC to be activated
 - Location of the incident(s)
 - Number of personnel currently assigned or dispatched to the incident(s)
 - Number of currently known injured or dead
 - Weather conditions
 - Initial personnel that will man the EOC
 - The expected time period of activation
 - Messaging
 - Communications (i.e. telephone number assignments, radio assignments, etc.)
 - Establish EOC Incident Command
 - Ensure that personnel are assigned to and understand their assignment to one or more of the five groups
 - Command
 - Operations
 - Planning
 - Logistics
 - Finance
 - Ensure sufficient workspace and work equipment is on hand and in good working condition
 - Pens
-

- Paper
- Forms
- Other materials
- Start an EOC event/incident log (major events)
- Prepare an Incident Action Plan (IAP)
- Conduct a full briefing when EOC staff have arrived
- If the incident or situation warrants it, the President will issue a Proclamation of a State of Emergency
- Continue briefings as often as necessary, but at least every two hours to update staff on new information and to be updated by them on their activity
- Receive and process resource requests
- Establish and maintain communications with:
 - On scene incident commanders / command posts
 - State / Federal agencies as appropriate
 - Media (via PIO)
- Maintain the level of EOC activation as appropriate or until the incident is terminated

Closing or deactivating the EOC

- Only close or deactivate the EOC if the incident or incidents that caused it to open have been terminated or all actions have successfully been concluded
- If a Proclamation of a State of Emergency has been issued, ensure that a proclamation to terminate the emergency is also issued. It is recommended that such a proclamation terminating the emergency not be issued until all activity regarding the incident(s)/emergency/disaster have concluded, including debris management.
- When it is determined that closure of the EOC is imminent, prepare and hold a final briefing / debriefing. This debriefing should allow each EOC staff member to make comments, suggestions and offer a "thumbnail" critique of specific actions or inactions.
- During the debriefing include:
 - Return of equipment
 - Reports that are due or need to be collected
 - Overall EOC performance
 - Success stories (or not so successful stories)
 - Lessons learned
 - Date and time of the incident/emergency/disaster response critique
 - Make backups or archives of all computer records

- Print copies of reports or other documents that may be necessary to present to County/State/Federal agencies
- Clean or have the EOC cleaned and ready for the next event

The Emergency Operating Center (EOC) is located in the Conference Room of Campus Safety, located in Schroeder House (210 E. Beaumont Ave.) and will be the primary direction and control facility for all emergency operations. Alternate locations, depending on the location and/or type of emergency will be the Library Basement adjacent the IT Data Center (310 N. Elm St.) or the Facilities Conference Room in Kelsey Building (404 E. Harris Ave.).

1. Purpose
 - a. For the purpose of this “Emergency Support Function” and to the extent that its application within this plan is concerned , the EOC serves as the strategic direction and control center responsible for supporting tactical decisions made at the Incident Command Post and for issues relating to the campus as a whole. The President and operational department heads would staff this facility, and supporting staff when fully activated.
 2. Concept of Operations and Operational Responsibilities
 - a. The management of resources and establishment of response and recovery strategies during periods of major emergency and disaster require careful coordination and direction. To ensure this coordinated effort, the University’s Crisis Management Team (CMT) operates from a facility known as the Emergency Operating Center (EOC). The Crisis Management Team is composed of the following departments:
 - i. Provost & Academic Affairs
 - ii. Dean of Students
 - iii. Vice President for Finance
 - iv. Director of Campus Safety
 - v. Vice President for Marketing and Institutional Effectiveness
 - vi. Director of Information Technology
 - vii. Director of Facilities
 - viii. Director of Residence Life
 - ix. Director of Athletics
 3. Equipment & Supplies
 - a. The Emergency Operations Center will contain or have the following available:
 - Crisis Management Plan (includes contact lists)
-

- Floor plans
- Faculty/Staff/Student Emergency Information
- Basic emergency supplies:
 - Non-perishable food
 - Water
 - First Aid
 - Masks
 - Duct tape
 - Tools
 - Transistor Radios
 - Personal hygiene products
 - Etc.
- General office supplies
- Campus maps
- Phones (land lines)
- 1 fax machine
- Campus Safety Radio
- Facilities Management Radio
- Access to commercial radio and television feeds

ESF #6 - MASS CARE ➔ COMMUNITY LIFE/STUDENT SUCCESS TASK

This ESF is not necessarily applicable for the Greenville University Crisis Management Plan as these services are typically handled by the agencies such as the Red Cross. However, for purposes of internal care of residents during a crisis event, the following department/s would be tasked with providing additional support:

1. Community Life/Student Success
2. Food Services (Sodexo)
3. Facilities and Support Services

Operations Checklist

- Report to EOC
 - Coordinate with emergency responders
 - Coordinate the implementation of relocation or residents
 - Access situation and recommend locations and number of facilities to use
 - Review listing of facilities
-

- Responsibility for managing facility
 - Advise the Vice President for Community Life/Student Success and EOC staff of shelter opening
 - Ensure facility received supplies
 - Ensure record keeping log is maintained
 - Registration of entrants
 - Number of people at facility
 - Status of supplies
 - Conditions or problem areas of facility
 - Record of expended supplies and equipment
 - Coordinate communications
 - Coordinate with Director of Communications for inquiries on health safety issues
 - Upon termination of emergency, coordinate having facilities cleaned
1. Purpose
 - a. For the purpose of this “Emergency Support Function” and to the extent that its application within this plan is concerned, mass care includes the management and coordination of shelter and feeding activities, provision for bulk collection and distribution of relief supplies.
 2. Concept of Operations and Operations Responsibility
 - a. Mass Care encompasses:
 - i. **Shelter** - The provision of emergency shelter for displaced victims includes the use of pre-identified shelter sites in existing structures, creation of temporary facilities such as tent cities, or the temporary construction of shelters; and use of similar facilities outside the disaster-affected area, should evacuation become necessary.
 - ii. **Feeding** - The provision for feeding residents and staff as well as emergency workers through a combination of fixed sites, mobile feeding units, and bulk food distribution.
 - iii. **Emergency first aid** - Emergency first aid services will be provided to any persons requiring such.
 3. Direction
 - a. The Emergency Operating Center (EOC) will be the direction and control point for all major emergency decisions concerning relocation and sheltering.
 4. Authority
-

- a. The line of succession shall be:
 - i. Vice President for Community Life/Student Success/Dean of Students
 - ii. Associate Dean of Campus Life
 - iii. Dean of Community Life/Student Success
 - iv. Assistant Dean/s for Men/Women

ESF #7 - LOGISTICS MANAGEMENT AND RESOURCE SUPPORT ➔ FINANCE OFFICE TASK

The Vice President for Finance has oversight for these functions

Operations Checklist

- Report to EOC
- Notify insurance carriers
- Log record keeping activities of expenses, resources and personnel
- Coordinate plans and supply sources
- Handle donations of goods and services
- Match offer to needs
- Determine appropriate means for satisfying requests
- Locate resources to fill requests through supply channels
- Coordinate with EOC personnel to ensure resource availability
- Ensure liability - legalities
- Handle procurement requests and resources
- Necessitate availability of funds
- Provide briefings of financial transactions
- Establish procedures for acceptance
- Determine needs and un-needed donations
- Special hire and personnel issue waivers of liability
- Ensure financial settlement
- Injury/loss claims handling

- 1. Purpose
 - a. The Vice President for Finance is the primary official responsible for the development and management of a resource management index of suppliers.
- 2. Concept of Operations and Operations Responsibility

- a. Access to resources, including personnel and equipment, following the onset of a disaster is critical to effective response and recovery efforts. In like fashion, management of resources should be centralized with one department to prevent duplication of requests for the same resource.
 - b. Requests for resource support will be generated by the Dean of Students Commander at the scene of the incident, or from members of the Crisis Management Team, within the EOC.
3. Direction and Control
 - a. The Vice President for Finance or her/his designee will insure that all requests and uses of listed resources are accurately documented in a Disaster Resource Log.
 4. Authority
 - a. The line of succession shall be:
 - i. Vice President for Finance
 - ii. Director of Facilities and Support Services

ESF #8 - PUBLIC HEALTH AND MEDICAL SERVICES ➔ COMMUNITY LIFE/STUDENT SUCCESS TASK

This ESF is not necessarily applicable for the Greenville University Crisis Management Plan as these services are typically handled by the agencies such as the Bond County Ambulance and Bond County Health Department. However, for purposes of internal care of residents during a crisis event, the following department would be tasked with providing additional support:

1. Community Life/Student Success

ESF #9 - SEARCH AND RESCUE ➔ CAMPUS SAFETY & FACILITIES TASK

This ESF is not necessarily applicable for the Greenville University Crisis Management Plan as these services are typically handled by the Greenville Fire and Police Departments. In such an event, the following departments would be tasked with providing additional support:

1. Office of Campus Safety
2. Facilities and Support Services

ESF #10 - OIL AND HAZARDOUS MATERIALS RESPONSE ➡ CAMPUS SAFETY & FACILITIES AND SUPPORT SERVICES TASK

This ESF is not necessarily applicable for the Greenville University Crisis Management Plan as these services are typically handled by the Greenville Fire Department. In such an event, the following departments would be tasked with providing additional support:

1. Office of Campus Safety
2. Facilities and Support Services

ESF #11 - AGRICULTURE AND NATURAL RESOURCES

This ESF is not necessarily applicable for the Greenville University Crisis Management Plan as these services are typically handled by the governmental agencies initiated through the City of Greenville.

ESF #12 - ENERGY ➡ FACILITIES AND SUPPORT SERVICES TASK

This ESF is not necessarily applicable for the Greenville University Crisis Management Plan as these services are typically handled by the City of Greenville Public Works and utility agencies. In such an event, the following departments would be tasked with providing additional support:

1. Facilities Management

 1. Purpose
 - a. For the purpose of this “Emergency Support Function” and to the extent that its application within this plan is concerned, following the onset of a major emergency or disaster, it is essential that a community rapidly assess the situation to determine the extent of the impact, initial estimate of damage, and the type and amount of outside assistance that will be required. Accurate information about the damage suffered is essential in planning orderly and organized recovery programs. Only by having a complete knowledge of what has happened can the University begin the task of restoring facilities and services in an orderly fashion.

 2. Concept of Operations and Organizational Responsibilities
 - a. The President is responsible for ensuring that disaster response and recovery operations are effective. Providing an effective damage assessment is one of those critical functions.
-

- b. The task of managing the damage assessment resides with Facilities and Support Services.
 - c. Following the initial impact of a major emergency or disaster, the Facilities Management staff will respond into the field to make a preliminary damage assessment survey. This survey is designed to provide a rough estimate of the damage to the campus. It is not intended, however, to produce detailed dollar estimates.
3. Direction
- a. The Emergency Operations Center will be the primary direction and control facility for emergency operations during a major emergency or disaster.
 - b. Facilities Management will direct damage assessment from the field and forward information to the EOC.
4. Authority
- a. The line of succession for the Damage Assessment System will be
 - i. Director of Facilities and Support Services
 - ii. Director of Property Management
 - iii. Facilities Maintenance Supervisor

ESF #13 - PUBLIC SAFETY AND SECURITY ➔ CAMPUS SAFETY TASK

Pre-Emergency Operation Checklist

- Develop a training program to prepare personnel in the event of an emergency or disaster.
- Identify facilities that will require special assistance when an emergency or disaster occurs.
- Develop plans to safeguard vital facilities.
- Develop procedures for securing a disaster scene, staffing and EOC and evacuating residents.
- Provide specialized training for department personnel in search and passive defense measures, etc.).
- Participate in an annual exercise to ensure that the plans and equipment are working and in good condition.

Response Operations Checklist

- Following the occurrence of a major emergency or disaster situation the Director of Campus Safety or his alternate will initiate the emergency disaster plan.
- The Director of Campus Safety or his alternate will ensure that adequate manpower is present to handle the situation (if available).
- The Director of Campus Safety or his alternate will ensure that a Forward Command Post is established near the scene and that communications between all areas of concern are up and running.
- The Director of Campus Safety will report to the EOC, or if not available his alternate to begin operations.
- If necessary the Director of Campus Safety or his alternate will await assignment to field locations.
- If necessary the Director of Campus Safety or his alternate will initiate actions which may include an evacuation of the area.
- If appropriate, establish or augment protective gear to personnel.
- Establish a security perimeter around the disaster site, and admit only authorized personnel.
- Activate a staging area for incoming law enforcement personnel.
- Receive, analyze, and expedite requests for mobile unit support.
- Patrol any evacuated or secured areas.
- If appropriate, take passive defense measures in the investigation of unexploded ordinance and suspicious packages.
- If the EOC is evacuated, the Forward Command Post will make periodic status reports detailing the current situation at the scene.
- Continue to respond to requests from the community using remaining or mutual aid resources.

Recovery Operations Checklist

- Continue to provide emergency services until complete recovery is accomplished.
- Continue to respond to routine calls from requests by community.
- Assist in damage assessment activities, as instructed.
- Continue to maintain “secured area” until removal is authorized by the EOC.
- Prepare reports on the situation for inclusion in the final report.

1. Purpose
 - a. For the purpose of this “Emergency Support Function” and to the extent that its application within this plan is concerned, maintaining law and order and
-

providing for the protection of life and property through enforcement are functions assigned on a daily basis to the Office of Campus Safety. In times of major emergency or disaster, increased activities in the area of traffic and crowd control, security of property, protection of vital facilities, and explosive ordinance reconnaissance will greatly increase the demands for law enforcement services.

2. Concept of Operations and Organizational Responsibilities
 - a. The Office of Campus Safety has been identified as the “lead agency” responsible for the provision of public safety services.
 - b. The Director of Campus Safety who is responsible to the Provost, heads the Department.
 - c. If additional manpower is required Campus Safety will follow the call out guidelines outlined in their Operations Manual and the guidelines set forth in this plan, unless otherwise instructed by the Incident Commander.
 - d. If the situation warrants additional manpower beyond the capabilities of the Department a request will be made to the Greenville Police Department for additional support.
 - e. Responsibilities of public safety services in times of major emergency or disaster are basically the same as in daily operations. However, in addition to the normal public safety functions, Department personnel may be asked to perform additional tasks and may have to coordinate their operations with other departments or agencies.

 3. Direction
 - a. The Director of Campus Safety, or his alternate, will command the Office of Campus Safety operations from the EOC in coordination with the Forward Command Post.
 - b. Field operations will be coordinated, by an “Officer-In-Charge”, through a Forward Command Post functioning at or near the disaster site.
 - c. In the event that an emergency or disaster occurs the Department will follow the General Orders issued by the Director of Campus Safety and the guidelines set forth in this plan, unless otherwise instructed by the Incident Commander.

 4. Authority
 - a. The line of succession for the Department of Public Safety shall be:
 - i. Director of Campus Safety
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ESF #14 - LONG TERM COMMUNITY RECOVERY ➔ FACILITIES AND SUPPORT SERVICES & FINANCE OFFICE TASK

This ESF is not necessarily applicable for the Greenville University Crisis Management Plan as these services are typically handled by the City of Greenville and utility agencies. In such an event, the following departments would be tasked with providing additional support:

1. Facilities and Support Services
 2. Finance Office
-
1. Purpose
 - a. For the purpose of this “Emergency Support Function” and to the extent that its application within this plan is concerned, following the onset of a major emergency or disaster, it is essential that a community rapidly assess the situation to determine the extent of the impact, initial estimate of damage, and the type and amount of outside assistance that will be required. Accurate information about the damage suffered is essential in planning orderly and organized recovery programs. Only by having a complete knowledge of what has happened can the University begin the task of restoring facilities and services in an orderly fashion.
 2. Concept of Operations and Organizational Responsibilities
 - a. The President is responsible for ensuring that disaster response and recovery operations are effective. Providing an effective damage assessment is one of those critical functions.
 - b. The task of managing the damage assessment resides with Facilities and Support Services.
 - c. Following the initial impact of a major emergency or disaster, the Facilities Management staff will respond into the field to make a preliminary damage assessment survey. This survey is designed to provide a rough estimate of the damage to the campus. It is not intended, however, to produce detailed dollar estimates.
 3. Direction
 - a. The Emergency Operations Center will be the primary direction and control facility for emergency operations during a major emergency or disaster.
 - b. Facilities Management will direct damage assessment from the field and forward information to the EOC.
-

4. Authority
 - a. The line of succession for the Damage Assessment System will be
 - i. Vice President of Finance
 - ii. Director of Property Management
 - iii. Director of Facilities and Support Services

ESF #15 - EMERGENCY PUBLIC INFORMATION ➔ PUBLIC RELATIONS TASK

The Vice President for Enrollment Services has oversight for these functions

Operations Checklist

- Report to EOC
- Serving as or designating a Public Information Officer (PIO)
- Establish Public or Joint Information Center
- Arrange for work space - telephone, materials
- Coordinate with emergency response personnel
- Coordinate disaster scene access restrictions
- Handle inquiries - Inform public
 - o Disaster damage
 - o Restricted areas
 - o Care Centers
 - o Available emergency assistance
- Ensure timely accurate dissemination of information to public and media
- Ensure hotline for inquiries - staff
- Brief staff
- Prepare emergency information for release
- Distribute materials if applicable
- Schedule news conferences, interviews
- Supervise media center
- Assign print and broadcast monitors to review media reports
- Coordinate rumor control activity
- Maintain a chronological record of disaster events

1. Purpose
 - a. For the purpose of this “Emergency Support Function” and to the extent that its application within this plan is concerned, when disaster strikes or threatens a community, residents greatly depend upon information provided by their
-

community officials. Prompt and accurate information about the nature of the disaster and how it is being handled can save lives and promote recovery efforts. The primary purpose of the public information system is two-fold, first to ensure adequate pre-emergency information is available to the general public to inform them of the appropriate actions that they should take in times of emergency. Secondly, the public information system switches to “public notification” during an emergency or disaster to provide up-to-date warning and advisory information to the general public.

2. Concept of Operations and Operational Responsibilities
 - a. Following implementation of this plan, a Media Briefing Center (MBC) will be established to provide consolidated information from the University to the media. The media briefing center will be located in a designated site by the Vice President for Enrollment. Members of the Media will be encouraged to report to this facility to receive factual information regarding disaster response operations. The MBC will serve as the “official source” for information about the emergency. Once activated, the President, or designee, will ensure that a media release schedule is established to provide the media with timely information relating to the emergency.
 - b. All emergency media releases should be cleared through your respective Vice President, or Incident Commander, prior to their release.
 - c. During large-scale situations, involving the City of Greenville and/or the County, media releases will be coordinated with all jurisdictions to ensure the release of accurate and timely information. Greenville University may also participate in staffing a Joint Information Center, staffed with representatives of the City of Greenville and/or the County, and involved state and federal agencies.
 - d. Statistical data related to the incident will be verified prior to release. The EOC is responsible for gathering and compiling that statistical data.
 - e. It is strongly recommended that only the Bond County Coroner’s Office, will release the numbers of fatalities and the identification of the deceased. Notification of student families should be coordinated with Community Life/Student Success.
 - f. The President, or Incident Commander, should approve all official information being released to the media prior to release. Official information will be released at the Media Briefing Center (MBC).

3. Direction
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- a. The EOC will be the central location for the direction and control of the Emergency Public Information System. The President, or his designee, will coordinate media releases.
 - b. All official media releases will be provided to the media through the Media Briefing Center, following approval by the President. This facility may be used by the President for the purpose of making specific statements relating to the emergency or may be used by all department heads, with the President's approval, in a panel form to discuss emergency operations.
4. Authority
- a. The line of succession, defining the official spokesperson, for Greenville University will be:
 - i. President
 - ii. Vice President for Marketing and Institutional Effectiveness
 - iii. Vice President for Community Life/Student Success/Dean of Students

NOTHING IN THIS SECTION SHALL PROHIBIT THE OFFICE OF CAMPUS SAFETY FROM ISSUING EMERGENCY NOTIFICATIONS/DIRECTIONS TO THE CAMPUS COMMUNITY IN THE EARLIEST STAGES OF A CRISIS OR EMERGENCY SITUATION

ESF #15A - MEDIA OUTLETS

Resource	Agency	Phone
Radio	WGRN 89.5 FM (GU Radio)	618-664-6793
	WGEL 101.7 FM	618-664-3300
Television	KSDK (NBC) Channel 5	314-444-5125
	KMOV (CBS) Channel 4	314-621-4444
	KDNL (ABC) Channel 30	314-436-3030
	KTVI (Fox) Channel 2	314-213-7831
Newspapers	Greenville Advocate	618-664-3144
	St. Louis Post-Dispatch	314-340-8222

SECTION 4 - PLAN EXTERNAL DISTRIBUTION & MAINTENANCE

DISTRIBUTION LIST

A copy of the Greenville University Crisis Management Plan will be provided to each of these external agencies listed below.

1. Office of the Greenville Chief of Police
2. Office of the Greenville Fire Chief (Greenville Fire Prevention District)
3. Bond County Emergency Management Agency

MAINTENANCE

The Director of Campus Safety is the person responsible for the plan maintenance. When changes are made to this plan, the Director will make notification to all Crisis Management Team and Crisis Support Specialists informing them of the specific plan changes. The Director will also provide revised sections to the external agencies noted above.

SECTION 5 - APPENDIX

APPENDIX 1 - CRISIS MANAGEMENT CONTACT INFORMATION

Crisis Management Team (CMT)

Name	Ext	Home	Cell	Position
Ivan Filby	7000		618-514-1254	President
Suzanne Davis	7004		813-361-5289	Chief Legal Counsel
Brian Hartley	6821		618-303-3083	Provost
Linda Myette	6501		217-974-5185	VP-Advancement
Tim Dietz	7010		309-830-7731	VP-Finance
Katrina Liss	7014		614-562-3047	VP-Human Resources
Mark Owens	6735	618-521-7052	618-340-5880	Director of Facilities
Michael Lennix	7118		618-339-7446	Director of Campus Safety
Alex Staton	6512			Marketing Specialist

Crisis Support Specialists (CSS)

Name	Ext	Home	Cell	Position
Tom Ackerman	6509		618-410-3041	Athletic Director
Doug Faulkner	6620	618-664-1284	618-593-7144	Dean-Professional Studies
Lori Gaffner	7120	618-664-0686	618-781-9617	Chaplain
Marcos Gilmore	6616		618-664-2218	AVP-Community Life
Scott Giffen	6501		313-749-4516	AVP-Advancement
Johnny Matthews	6219			Director-Info Technologies
George Smith	6607	618-877-7086	618-219-0881	Counselor
Pedro Valentin	6804		618-781-6417	Dean of Multicultural Affairs
			217-313-0523	Manager-Food Service

Residence Life Staff

Name	Ext	Home	Cell	Position
Ross Baker	7115		217-493-0894	Dean of Students
Marc Anderson	6693		517-410-2878	CRE
Naomi Brown	7116		208-740-0297	Director of Housing
Johnny Hinton	6690		618-704-5668	CRE-West Oak Hall
Rebecca Munshaw	6696		618-604-8863	CRE-Kinney/Tenney
Mikey Ward	6695		309-945-8843	CRE-Joy Hall/ Janssen Hall
Niquita Hohm			618-780-8244	CRE-Burritt

APPENDIX 2 - NATIONAL TERRORISM ADVISORY SYSTEM (NTAS)

When the U.S. Department of Homeland Security deems there is credible information about a terrorist threat, an NTAS Alert will be shared with the American public. It may include specific information, if available, about the nature of the threat, including the geographic region, mode of transportation, or critical infrastructure potentially affected by the threat, as well as steps that individuals and communities can take to protect themselves and help prevent, mitigate or respond to the threat. The advisory will clearly indicate whether the threat is **Elevated**, if we have no specific information about the timing or location, or **Imminent**, if we believe the threat is impending or very soon.

Contact Information:

Homeland Security Advisor
Department of Homeland Security
207 State House
Springfield, IL 62706
(217) 524-1486
<http://www.IllinoisHomelandSecurity.org>

Local Information:

IEMA/Illinois Terrorism Task Force
2200 South Dirksen Parkway
Springfield, IL 62703
(217) 782-2700

Illinois Emergency Management Agency
Illinois Terrorism Task Force
2200 South Dirksen Parkway
Springfield, IL 62703
(217) 557-4757

APPENDIX 3 - EPIDEMIC RESPONSE PLAN

The purpose of the Epidemic Response Plan (ERP) is to provide guidance to essential University personnel in the preparation for, management of, continuity during, and recovery from a declared epidemic or pandemic event (hereinafter simply referred to as epidemic). This guidance is intended to supplement the general information and procedures provided in the Crisis Management Plan (CMP). This plan is meant to be advisory in nature, and will be updated periodically; suggested implementation phases under the plan are subject to change based on specific circumstances.

Preparation

1. Risk Assessment

The following issues were considered in the preparation of this response plan:

Infection Potential Issues

Susceptibility of student population due to age range
Size, diversity and constant close contact of student population
Volume of foreign and domestic travel by campus community
Open campus and lack of boundary controls

Emergency Management Issues

Identification and notification of off-campus or overseas populations
Limited range and duration of on-campus resources to service designated facilities
Expected delays in aid and guidance from authorities
Expected delays for full availability of vaccines
Exceeding capacities of local hospitals
Anticipated mass absenteeism by employees/students and loss of business continuity
Possible difficulties with crowd control and security at designated facilities

2. Identification of Essential Personnel

Essential personnel are those determined to be necessary to the operations of the University in the event of an epidemic event being declared. A list of designated essential personnel, and support staff volunteering for duty, will be compiled by the University when a possible epidemic threat is identified, and will be updated as needed. Training will be provided to essential personnel regarding basic epidemiology and infection control measures, including the use of personal protective equipment.

Training will also be provided to essential personnel regarding campus emergency management and response planning and personal preparedness.

3. Designated Facilities

In the event of quarantine and/or sheltering-in-place becoming necessary, several of locations will designated for temporary or prolonged use, dependent on the nature of the incident. These locations should: be readily accessible by foot and vehicle; be designed to hold large numbers of people; be access-controlled; be HVAC-controlled for negative pressure; and be serviced by restrooms.

Facilities may include: State, County or City designated facilities; University designated facilities; and, other off-campus facilities.

4. Infection Control Measures

The University will provide information to the campus community via web postings, emails, electronic bulletin boards, posters, flyers, and other appropriate media (as outlined in the CMP) regarding the status of a declared epidemic event, and precautionary measures to be taken for infection control, including but not limited to:

Hygienic practices

Recommended hygiene measures include regular hand washing, avoiding common contact surfaces (i.e., in restrooms), properly covering the mouth and nose when coughing or sneezing, properly disposing of contaminated materials (i.e., tissues), avoiding contact with persons exhibiting symptoms, not exposing others when you yourself may be symptomatic, and in general avoiding large public gatherings and mass transit (social distancing).

Awareness of high-risk factors

Poor hygiene, contact with at-risk populations, and travel to affected areas may increase the possibility of exposure after human-to-human transmission is confirmed.

Availability and use of personal protective equipment

The University has stockpiled personal protective equipment (PPE) for professional use by the University's workers, as well as discretionary use by the Crisis Management Team (CMT), essential personnel, and others as needed. These materials will be distributed at selected points on campus under the supervision of Community Life/Student Success, Campus Safety and Facilities staff, and spent materials will be collected in designated containers for handling as biomedical waste.

PPE: N95 Mask

Nitrile Gloves

Barrier Gown

Safety Glasses

Hand-Sanitizer

Travel restrictions to affected areas

The University will maintain updated contacts for faculty, staff, and students traveling off-campus or abroad, and may implement staged measures (travel warning, recall, and/or off-limit notices) based on the current public health information as issued by the US State Department, CDC, WHO, or State authorities.

Encouraging vaccinations

The campus community will be encouraged to receive regular annual flu vaccinations as a preventative measure. Upon availability, the campus community will be notified where the new vaccinations may be received.

5. Personal Planning

Faculty and staff of the University will be encouraged to prepare for the impact of an epidemic on their work and home lives, including but not limited to:

Stockpiling of 30-days non-perishable food, water, and sanitary supplies

Stockpiling of 90-days of prescription medications

Stockpiling infection control and sanitary supplies (masks, gloves, hand-sanitizer, trash bags, etc.)

Having an emergency kit (flashlight, radio, first aid kit, basic tools, blankets, etc.)
Making provisions for the prolonged loss of power (batteries, lanterns, cooking/heating fuel, etc.)

Making provisions for the special needs of children, elderly, pets, etc.

Setting aside a room and lavatory at home for isolating infected persons, if possible

Emergency Management

1. Pending Epidemic

Implementation of specific response actions will be dependent on the current status of the epidemic worldwide (per the WHO), in the United States (per the CDC), or in Illinois (per the IDPH), based on the most current information obtained from these authorities. A summary of the University's phased response plan will be retained by Community Life/Student Success and Campus Safety.

2. Evacuation

One response alternative in the event of a declared epidemic or pandemic situation will be to allow students and non-essential personnel to leave the campus. A decision to close the University will necessitate the evacuation of all but essential personnel or their designees. Notices to evacuate specific populations will be made by the communications methods outlined in the CMP, and will include a reminder to remove all personal necessities from University rooms and offices, recommendations for personal safety, and a referral to the University website for ongoing information.

Facilities and Support Services may shutdown campus buildings to be left vacant for the duration of the closure (procedures and potential infrastructure issues will vary seasonally). Residence Life staff will collect names and contact information for students leaving the campus through dormitory postings or other alternative means managed by the CRE's and RC's. Note that evacuation may cease to be an alternative if quarantine is imposed by public health authorities (see below).

3. Sheltering in Place

In the event of evacuation not being practical for individual students for whatever reasons, they will be directed to stay in their assigned rooms, exercise infection control measures, and await further instructions. If the number of isolated students remaining on campus becomes unmanageable (due to power outages, loss of heat, building security, need to concentrate services, etc.), one or more University-designated long-term residential shelters will be made ready for occupancy.

Sheltering students will be directed to bring adequate clothing and personal necessities, and will be logged-in by Residence Life staff upon arrival. Facilities, Food Services, and Residence Life will arrange for building services, meals, and infection prevention materials, respectively, to be provided to these populations. The American Red Cross may be contacted to provide additional necessities (cots, blankets, food, water, etc.) depending on the duration of the sheltering.

All efforts will be made to find alternative, long-term residency for these students for the duration of the emergency. In addition, volunteer staff remaining on campus for the duration of the emergency may be housed in these shelters as necessary.

4. Quarantine

If necessary, individual rooms, floors, or entire designated buildings will be isolated for the care of infected individuals on campus, with the anticipation that the local hospitals will have exceeded surge capacity and on-site care will become necessary.

In the event of the campus being placed under quarantine by public health or University authorities, all persons within the affected area on campus will be directed to those facilities designated by the University as long-term residential shelters. Sheltering persons will be directed to bring adequate clothing and personal necessities, and will be logged-in by Campus Safety or Residence life staff upon arrival.

Scheduled events may be postponed or cancelled.

Access ways to any such designated building will be restricted, posted: QUARANTINE - NO UNAUTHORIZED ACCESS OR EGRESS, and manned by personnel to maintain quarantine conditions. Personnel requiring access to the building will use infection control measures, and show identification at the door. Personal Protective Equipment and biomedical wastes will be collected in a designated location/container near the access way to each building, stored onsite as needed and eventually disposed offsite in accordance with health regulations.

5. Strategic National Stockpile (SNS) Operations

In the event of IEMA, the Red Cross or local health officials requesting the use of University facilities as a materials distribution center, vaccination clinic, and/or public shelter, the University will, if able, provide access to the facility and whatever aid appropriate to its resources and circumstances, with the understanding that further arrangements will be the responsibility of the agency and its representatives, as outlined in any *Memorandum of Understanding*.

Business Continuity (in the event of closure)

1. Communications

The main telephone greeting, web portals, and central voicemail systems will be updated to reflect the nature of the emergency and direct callers to posted information per CMP guidelines. A formal notice of the University's closure, directions to posted information, and ongoing updates will also be sent directly to all faculty, staff, students, and parents.

2. Vendors and Contractors

Vendors and contractors currently operating on campus may be instructed by project staff to cease their activities until further notice. In such an event, construction sites will be secured, and all tools and materials removed or locked within the structure. Shipping and receiving other than as necessary to the operations of the University will be postponed or cancelled; regularly scheduled deliveries by specific vendors will be cancelled, unless the goods are necessary to emergency operations (i.e., fuel, food, etc.).

Invoices from existing contracts will continue to be processed as they are received. Supplies and materials critical to operations during the emergency may also be purchased by cash as necessary.

3. Management of Essential Personnel

Essential personnel and volunteers will be expected to be able to meet the following requirements:

- Remain on campus for the duration of the emergency, OR work in shifts.
- Cross-tasking outside of their job description to lend aid as needed.
- Are not currently on suspension, restricted duty, or approved leave.
- Are not currently of poor health or under medical treatment for a serious illness or condition.

In return, essential personnel and volunteers will be provided for as follows:

- Priority access to antiviral medications (such as TamiFlu®), until virus-specific vaccinations are made available.
- Priority issue of personal protective equipment (masks, gloves, glasses, antibacterial gel, etc.).
- Daily stipend for the duration of their service.
- Room and board in campus facilities, if necessary or desired.

Essential personnel (primarily the members of the Crisis Management Team or their alternates, and other key personnel) will be expected to stay in campus housing, or take preventative measures if living at home, to prevent carrying an infection to or from the campus. Volunteers are encouraged to do the same, but may also work in shifts if that is made necessary by their schedules or at-home needs; those choosing to do so will be screened for flu symptoms before and after each shift.

Note that those staff willing to volunteer their time in shifts should consider the relative risk of infection to susceptible persons at home, including the elderly, infants and small children, and persons in otherwise poor health (especially those with compromised immune systems).

Student employees may not volunteer for service.

4. Payroll Maintenance

All regular benefits-eligible employees will continue to be paid a regular base salary with standard benefit deductions during the period the University is closed. Casual and/or temporary employees are not eligible for continuing pay, unless working as a volunteer during that time. The stipend for days worked during the emergency will be paid on the honor system.

Recovery

Recovery of institutional operations will be dependent on the status of the declared epidemic, as directed by the Maine BOH and EMA; and will proceed as outlined in the CEMP, once the declaration of emergency has been rescinded.

Phased Response Summary

Phase	Phased Response Actions
<p>Phase One Outbreak Identified/Confirmed</p>	<p>Campus safety and Community Life/Student Success will monitor federal CDC and Illinois IDPH information, and provide status reports to the CMT as necessary.</p>
<p>Phase Two Identification of Potentially Infectious Strain, Possibility of Human- to-Human (HTH) Transmission</p>	<p>Education and health information provided to campus community by Campus Safety and Community Life/Student Success via website, email, and public postings</p> <p>Identification/briefing of essential personnel and volunteers</p> <p>Benchmarking of other Universities' pandemic planning status</p> <p>CMP and related documents updated for current epidemic response issues, and senior staff meeting held to review planning</p> <p>Warning notices posted for travelers to/from affected countries or cities</p> <p>Stockpiles of infection control, medical, and food supplies inventoried</p>
<p>Phase Three Localized HTH Transmission Confirmed, Strain Identified, Vaccine in Progress</p>	<p>Continued postings by Communications Office re: status of outbreak, infection control measures, recognition of symptoms, and recommendations for personal planning</p> <p>Consideration of recall of travelers to/from affected countries or cities</p> <p>Students presenting symptoms and having traveled to, or been visited by persons from, affected locations within the last 10 days</p>

<p>Phase Three (cont.)</p>	<p>to notify Health Services and be tested. Employees should contact their personal physician or other health care provider.</p> <p>UNITED STATES (CDC) DECLARATION</p> <p>Community Life/Student Success contacts the Bond County Health Department (BCHD) and local hospitals to confirm current local outbreak information</p> <p>Students on campus with indications of flu-like symptoms to be reported to Community Life/Student Success for testing; patient to be quarantined and/or transported to the hospital at discretion of Community Life/Student Success. Employees with indications of flu-like symptoms should consult their personal physician or health care provider.</p> <p>ILLINOIS (IDPH) DECLARATION</p> <p>Distribution of infection control materials by Community Life/Student Success, Campus safety or Facilities as needed; wastes to be collected and segregated as biomedical for offsite disposal</p>
<p>Phase Four Widespread HTH Campus Transmission Confirmed</p>	<p>Information re: outbreak status provided to campus community by Community Life/Student Success via website and email</p> <p>Consideration of shutout of travelers to/from affected countries and cities</p> <p>UNITED STATES (CDC) DECLARATION</p> <p>Community Life/Student Success contacts the BCHD and local hospitals to confirm current local outbreak information</p> <p>Parents notified and given the option of recalling their students from campus</p> <p>Non-essential events (including athletics) and out-of-state business travel are cancelled</p> <p>ILLINOIS (IDPH) DECLARATION</p> <p>CMP is activated, operational centers (EOC, Call Center, Media Center) are established as necessary</p>

Phase Four (cont.)	<p>Public emergency information on telephone greeting, web portals, and voicemail updated as necessary</p> <p>Non-essential personnel notified in addition to above postings - given the option to leave/stay away from campus until further notice, and reminded of personal planning recommendations</p> <p>Community Life/Student Success begins 24-hour operation, and, with assistance of Facilities preps a space with negative pressure for potential triage/isolation of identified cases</p> <p>Confirmed cases on campus to be reported to the Administration and BCHD immediately; identification of persons who may have had contact with the infected person(s) directed to report to the local hospital for testing</p> <p>Public Relations Office, in coordination with Community Life/Student Success and Campus safety continues to follow CMP guidelines for providing information to campus community, authorities, and media</p> <p>University closes by order of University president Remaining students and non-essential personnel directed to leave campus (unless sheltering-in-place becomes necessary, or a quarantine has been imposed - see below)</p> <p>Campus Safety begins to secure buildings as they are vacated</p> <p>Facilities begins process of shutting down utilities and services to vacated buildings</p> <p>Essential personnel contacted and directed to report to campus (roles as outlined above)</p> <p>QUARANTINE / SHELTERING-IN-PLACE</p> <p>In the event of the campus community being locked-down, either under a quarantine order or a decision by the University to shelter-in-place, prior to closure and/or full evacuation being completed, the buildings and spaces identified by Facilities as suitable for such long-term use will be accessed and prepared for occupation in coordination with Residence Life</p>
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APPENDIX 4 - GLOSSARY OF TERMS

Words, phrases, abbreviations, and acronyms relevant to emergency management should be defined. Many terms in emergency management have special meanings, so it is important to establish precise definitions. Such definitions allow the users of an Emergency Operations Plan to share an understanding of the terms.

Commonly Used Acronyms

<i>TERM</i>	<i>DEFINITION</i>
ALS	Advanced Life Support (Paramedic)
BLS	Basic Life Support (EMT)
CMT	Crisis Management Team
EAS	Emergency Alert System
EBS	Emergency Broadcast System
EMS	Emergency Medical Services
EMT	Emergency Medical Technician
EOC	Emergency Operations Center
ESF	Emergency Support Function
FCP	Forward Command Post
FEMA	Federal Emergency Management Agency
HHS	Department of Health & Human Services
IDNS	Illinois Department of Nuclear Safety
IDOT	Illinois Department of Transportation
IEMA	Illinois Emergency Management Agency
IEPA	Illinois Environmental Protection Agency
IMS	Incident Management System
JIC	Joint Information Center
BCEMA	Bond County Emergency Management Agency
GU	Greenville University
GFD	Greenville Fire Department (Fire Protection District)
GPD	Greenville Police Department
MABAS	Mutual Aid Box Alarm System

MBC	Media Briefing Center
NWS	National Weather Service
PIO	Public Information Officer
ILEAS	Illinois Law Enforcement Alarm System (Mutual Aid)
BCHD	Bond County Health Department
IDPH	Illinois Department of Public Health
CDC	Center for Disease Control (US)

APPENDIX 5 - CAMPUS EVACUATION/RELOCATION PLAN

Closing for Evacuation/Relocation of Campus

If a situation arises that warrants an evacuation of campus (e.g. hazardous material leak, chemical spill, catastrophic weather, etc.), the President's cabinet will then communicate through the Office of the Vice President of Community Life/Student Success to initiate the Greenville University Campus Evacuation/Relocation Plan.

Next, the Vice President of Community Life/Student Success will notify all students, faculty and staff to vacate the Greenville University campus.

Instructions for evacuation will be communicated via the Greenville University Emergency Alert System using text messaging, email and website updates. Greenville University Campus Safety and Facilities personnel will check all campus buildings to ensure that they are secure throughout the evacuation. Residence Life staff will ensure residence halls are empty.

Critical emergency personnel, normally Campus Safety and Facilities staff are the only employees allowed to remain on the Greenville Campus after it is officially closed and evacuated. Other essential employees will be designated by the Crisis Management Team.

Evacuation of On-campus Students

Through the Greenville University Emergency Alert System (GU Alert), students will receive an emergency text and email notifying them of the time and location of an evacuation meeting where the logistics of the evacuation will be covered. The evacuation plan would likely include the following elements:

- Determine feasibility of safe travel through normal means (car, bus, etc.)
- Students who are able to travel home should do so immediately. If the students are able to host friends that are unable to make it home, it is highly encouraged.
 - If not evacuating by personal vehicle, students are advised to secure available air, train or bus transportation.
- Before students leave campus, all students (those leaving on their own accord and those remaining in University care) must fill out an emergency evacuation log maintained by Community Life/Student Success. The log includes the name of the student, the destination where the student will be residing during the evacuation, and contact information.
- Students who are unable to evacuate will be given information about relocating to a temporary emergency shelter. Buses and/or vans will pick up students at a designated location at a predetermined time to transport students to the emergency shelter.

- The designated departure time of the buses and/or vans will be strictly enforced. Anyone who fails to report to the loading area will accept responsibility for their personal safety.
- The Vice President for Community Life/Student Success will assign Residence Life staff to stay with the GU students and manage the emergency shelter.
- Students going to the emergency shelter should expect very limited accommodations.
 - Residence Life staff should advise students to bring necessary supplies with them (bed roll, toiletries, etc.).
- Accommodations may include sleeping on an open gym floor without cots. As occupants of the emergency shelter, student must abide by the rules of the shelter and University policies are still in effect.
- Students will be kept up to date on the status of the University evacuation through the use of the Greenville University Emergency Alert System. In the event that the University website is not functioning, a temporary emergency web page may be created to relay information.
- Community Life/Student Success/Residence Life personnel will review the emergency evacuation log to account for all students. The emergency personnel will make efforts to contact and determine the whereabouts of students who did not fill out an emergency evacuation log (this includes calling home to parents). After this step, the names of students who are still unaccounted for will be turned over to the Greenville Police Department (or other emergency management officials managing the scene).

Aftermath Plans

Once the emergency has passed, the President's cabinet will determine when it is safe to return to campus. Post-emergency response teams will inspect all buildings, grounds and utilities for damages.

If the University is deemed safe:

- The critical emergency personnel member who is residing with the students in the emergency shelter will announce a departure time and designated loading area to the sheltered students.
- All students will receive a notification via the Greenville University Emergency Alert System (emergency text, email and update via website) that it is safe to return to campus.
- Students will not be allowed to return to campus until their housing assignments are ready for occupancy (in the event that some but not all of the campus facilities are damaged).

If the University is deemed unsafe and/or will be closed for a prolonged period:

- Sheltered students and emergency personnel will make plans for long-term relocation.
- Students will be encouraged to make their way to the nearest airport, train station or bus station so they may make appropriate travel plans. All expenses incurred will be the individual's responsibility.
- Students, staff and faculty will be kept informed on the status of the University through the Greenville University Emergency Alert System with texts, emails and website updates.

Off-Campus Relocation Sites

Short-Term Relocation	
Primary Site	
Facility Name	Durley Camp
Address	1391 Wobern Road, Greenville, IL
Contact Information	618-664-2353
Facility Accommodations	Lodging, meeting, dining space
Secondary Site	
Facility Name	TBD
Address	
Contact Information	
Facility Accommodations	
Long-Term Relocation	
Primary Site	
Facility Name	Lake Williamson Conference Center
Address	17280 Lakeside Drive, Carlinville, IL
Contact Information	217-854-4820 / 217-854-4824
Facility Accommodations	Lodging, meeting, dining space
Secondary Site	
Facility Name	TBD
Address	
Contact Information	
Facility Accommodations	

Transportation

In the event that the relocation site is far enough away to require transportation, a plan should be determined from the following sources:

- Use of commercial buses
- University vehicles
- Student’s personnel vehicle
- Volunteers
- Other _____

Commercial Transportation Sources

Company Name	Cavallo Bus Lines, Inc.
Address	509 Illinois Street, Gillespie, IL
Contact Information	800-527-5675 / 217-839-2187
Mode of Transportation	Bus
Company Name	Vandalia Bus Lines, Inc.
Address	312 W. Morris Street, Caseyville, IL
Contact Information	800-542-4287
Mode of Transportation	Bus
Company Name	TBD
Address	
Contact Information	
Mode of Transportation	

APPENDIX 6 - EMERGENCY PROCEDURES

Reporting Emergencies

Any student, employee or guest of Greenville University who witnesses an emergency is expected to report the emergency immediately.

Who to Call	Examples of When to Call
<p>Fire/Police/Medical</p> <p><i>Bond County/Greenville</i> 911</p> <p>from any campus phone, pay phone or cellular phone</p>	<p>Any life-threatening emergency, including but not limited to: Obvious fire and/or smoke Medical emergencies Hazardous Material spills or leaks Bomb, mail or package threats Threatening situations or individuals Suicide threats Violent or criminal incidents, including but not limited to, physical assault, sexual assault, thefts, vandalism, and workplace violence.</p>
<p>Greenville University Campus Safety</p> <p>7777 from any campus phone or 618-664-7777 from any cellular, pay phone or off-campus phone</p> <p>Email: CampusSafety@greenville.edu</p>	<p>Any non-emergency situation, including but not limited to: Someone trapped in an elevator Suspicious individuals, materials or objects Any incidents that are suspicious or criminal in nature Theft or Burglary Minor medical injuries needing assistance Potentially violent situations involving harassing or obscene telephone calls, mail or e-mail threats, confrontations, etc. Physical damage to campus equipment and non-authorized use of computer software, database or online information. Request an escort</p>
<p>GU Courtesy Phones <i>Located outside Burritt, Janssen and West Oak Halls.</i></p>	<p>These phones ring directly to the 7777 line noted above. Report your need and the appropriate responder will be notified.</p>
<p>Supervisor or Department Head</p>	<p>Any situation that results in work interruption or stoppage Any injuries, including those not requiring medical attention</p>
<p>Facilities and Support Services 618-664-6736 facilities@greenville.edu</p>	<p>Routine and emergency requests for maintenance or custodial services during normal business hours. Students should notify their RC or CRE. Emergency maintenance issues after hours can be handled by on-call personnel who can be contacted through the Campus Safety office.</p>

<p>Greenville University IT Help Desk (618) 664-7077 helpdesk@greenville.edu</p>	<p>Report any telephone service or computer network problems.</p>
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EMERGENCY EVACUATION PLANS

Emergency evacuation plans are posted in ALL classrooms, laboratories, art studios, corridors, assembly areas and office areas.

The evacuation plans show:

- | | |
|--------------------------|-----------------------------|
| Exit routes | Building name |
| Assembly Points | Emergency phone numbers |
| Safe Zone Locations | Fire extinguisher locations |
| Fire alarm pull stations | |



SAFE ZONES



A ‘Safe Zone’ is an area of refuge where individuals should wait for the assistance of the emergency responders if they cannot evacuate a building unassisted. ‘Safe Zone’ locations are shown on Building Evacuation Plans.

The ‘Safe Zone’ can be used by anyone with a disability, condition or injury that would prevent them from safely exiting the building. A “buddy” can wait with the individual if desired.

The Greenville Fire Department is trained to assist individuals from a ‘Safe Zone’. During an emergency, the Fire Department will evaluate the potential risk of harm to a person, and determine if it is safer for the individual to remain in the ‘Safe Zone’ or if the individual should be assisted from the building.

If there is no immediate threat, the Fire Department will keep individuals in the ‘Safe Zone’ until it is necessary and safe to assist them out of the building.

Keep all doors to the ‘Safe Zones’ closed to prevent smoke from filling the ‘Safe Zone’ and harming an individual waiting for rescue

Be patient and remain calm. The ‘Safe Zone’ will provide protection until assistance arrives.

Assembly Points 

During a building evacuation, everyone should go to the “Assembly Point” shown on the Building Evacuation Plans. All announcements, additional instructions, and inquiries will be made from this location. The Assembly Points are close to a location where a large number of people can seek protection during inclement weather.

Recommended Evacuation Assembly Points for Campus Buildings

Building	Preferred Assembly Location
Prairie Center / IT	Parking lot - east of Prairie St.
Armington Center (lower)	Scott Field - NW corner
Almira House/Bock Museum	Front lawn of Mannoia Hall
Blackroom	Rear lawn of Holtwick Hall
Burkhardt Center	Parking lot - east of building
Burritt/Dallas Hall	Tennis Courts
Crum Recreation Center	Scott Field - east side
Dietzman Center	Tennis Courts
Dining Commons (upper Armington)	Scott Field - NW corner
Ellen Mannoia Hall	South sidewalk
Fitness Training Center	Parking lot - north side
HJ Long Gymnasium	Scott Field
Holtwick Hall	Rear lawn area adjacent east sidewalk
Janssen Hall	Scott Field - SW corner
Joy Hall	Hogue Lawn - west side
Kauffman Building/Digital Media	Municipal Lot on First Street
Kelsey Building & Factory Theater	Rear parking lot - south side
Kinney Hall	West parking lot
LaDue Auditorium	Hogue Lawn
LaDue Center	Hogue Lawn
Library	Scott Field
Marston Hall	Hogue Lawn
Mailroom	Hogue Lawn
Maves Art Center	West parking lot
Nancy Blankenship Apartments	Parking lot adjacent water tower
Simms Union	Hogue Lawn
Snyder Hall	Scott Field
Tenney Hall	Kinney front lawn
Hoiles House	Parking lot adjacent water tower
Hood Hall	Holtwick rear lawn area
Whitlock Music Center	Parking lot - SW of building
Campus Safety Office	Burritt front lawn
Alumni House/Bungalow House	East music center lot
Hite/McAllister/Rastler/Marti Houses	Front sidewalk
Stephens House	Rear parking lot
Tidball House	East lawn
Briner Building	East parking lot

Upon meeting at the assembly area, await further instructions before moving to another location or into a building. Attendance should be taken at the assembly area in an attempt to account for as many person/s as possible.

BUILDING EVACUATION PROCEDURE

Building evacuations may be initiated using the building fire alarm system, door-to-door verbal messages or other means.

Be familiar with the posted building Emergency Evacuation Plans.

EVERYONE is required to evacuate immediately anytime a fire alarm sounds or verbal evacuation order is given.

- Take along coats, keys, book bags, etc. ONLY if they are in your immediate vicinity.
- Check the door and door knob for heat or dangerous conditions before opening the door. If there is no heat or obvious hazards, open the door and check the exit route before leaving.
- If it is not safe to exit, close the door. Fill cracks around the doors keep smoke and vapors out. Attract attention to your location by waving from the window or calling 911.
- If it is safe to exit, leave the building immediately. Close the door behind you, but do not lock the door. Do not take time to close windows or shut off computers. ***See department-specific procedures for high-security areas or dangerous operations.*** If there is smoke or haze, stay close to the floor.
- Assist individuals who are unable to exit the building unassisted to a Safe Zone on the same floor. A “buddy” may wait with the person. Inform emergency personnel of their location.
- **USE THE STAIRS TO EVACUATE--DO NOT USE THE ELEVATOR.**
- Take the shortest and most direct route out of the building and immediately go to the Assembly Point.
- Call Campus Safety or 911 from a safe location outside the building to report the emergency.
- Sign-in at the assembly point (please print). If a sign-in sheet has not been started, start one and have others sign in. Provide the sign-in sheet to Campus Safety, department head or CRE after the evacuation is over. Supervisors, faculty and lecturers should account for the individuals in their classes or under their supervision. Resident Life staff should attempt to account for as many of the residents of the dorms as they can, although it is presumed the location of every student may not be attainable.
- Listen for further instructions. Attempt to keep the evacuated people together. Seek shelter in the nearby building (as directed) if the weather is inclement.
- Determine who is still within the building and where, and if anyone is injured. One person from the Assembly Point should provide relay information to emergency responders.

- Do NOT re-enter the building until the All-Clear is given by Campus Safety or the Fire Department.

SHELTER-IN-PLACE PROCEDURES

The orders to shelter-in-place will generally be given by Campus Safety or local emergency response agencies. The campus community may be notified to shelter-in-place via public radio or television, email/web postings, GU Alert system, phone or door-to-door verbal messages. Campus Safety will provide instructions on how to shelter-in-place based on the type of emergency.

Shelter-in-place means to take shelter within the building you are in. Taking shelter inside may be in response to an external hazard such as smoke, chemical release from an industrial or transportation accident, police, fire or public health emergencies, or acts of violence.

- If the event is a severe weather warning, follow the *Severe Weather Procedures*.
 - Go inside the nearest building to a room, corridor or space with no windows.
 - Turn on a weather alert radio, AM/FM radio or television to a local Emergency Broadcast System (EBS) station for information. WGEL 101.7 FM radio is a local EBS station.
 - Follow the instructions from local emergency responders for how and where to take shelter.
 - Gather essential disaster supplies, such as battery-powered radios, weather alert radios, first-aid supplies, flashlights, food, bottled water, duct tape, plastic sheeting, and plastic garbage bags.
 - Do not use the elevator, as the power may be turned off suddenly.
 - Unless emergency responders have advised otherwise, assume that water supplies are safe for use. If advised that water supplies are unsafe, use only bottled water for drinking.
 - Designate one phone (land-line) for incoming or outgoing emergency communication.
 - Cancel any call forwarding programming in the phone line.
 - Keep paper, pen, campus phone book and community phone books near the phone.
 - **Call 911 or Campus Safety only in an emergency.** Monitor campus webpage's, local radio and cell phone text messaging (GU Alert) for status information.
 - Designate a separate phone for all personal use.
 - Start a sign-in sheet for all individuals in the shelter area. (Please print). If individuals decide to leave the shelter, request they sign out and provide a destination as they leave.
 - If the emergency involves an airborne release, emergency broadcast messages may instruct you to take some or all of the following additional actions:
 - Take shelter in an interior room above ground with few/no windows or vents, such as windowless offices, restrooms or corridors. Avoid basements because chemical vapors may settle into the lowest levels.
-

- Breathe through a wet towel held to the nose and mouth if breathing is difficult.
- Close and lock all windows. Close exterior, stairwell, hall and room doors.
- Turn off switch-operated ventilation systems, such as air conditioners, kitchen range hoods, art studio ventilation, etc. Facilities will turn off other ventilation equipment remotely or may provide verbal instructions on how to turn the equipment off.
- Use any available plastic sheeting, plastic bags, tape or wet towels to seal windows, doors or vents to the outside, such as air conditioners or fans.
- Stay within the shelter until the "All Clear" signal is received via public announcement.
- After leaving the shelter, go to the Assembly Point for additional instructions or assistance.

FIRE OR FIRE ALARMS

Call **911** from a safe location outside the building to report all smoke, fire or fire. Provide the building name, room & street. The fire department will automatically be dispatched in the case of an alarm in a dorm. Reports of actual smoke or flame should still be reported to ensure appropriate response.

The sounding of the building fire alarm system indicates an emergency within the building. Evacuate immediately.

Not all GU fire alarm systems automatically alert 911 / fire department. Someone must call 911 to report the fire or alarm (Campus Safety should then be notified)

ALL fire alarms should be treated as real emergencies.

720 ILCS 5/26-1 Disorderly Conduct - No person may knowingly transmit a false alarm of fire knowing there is no reasonable grounds for believing there is a fire.

- In the event of smoke or fire, pull the alarm nearest you as you evacuate.
- ALL individuals must evacuate the building immediately whenever the building fire alarm system is activated. Evacuate the building using the ***Building Evacuation Procedures***.
- Follow your department-specific procedures for high-security areas or dangerous operations, providing it is safe to do so and does not delay your evacuation.
- Call 911 to report the fire or fire alarm from a safe location outside the building. The City/County Communication Center will then notify the fire department of the alarm.
- Proceed to the Assembly Point for the building you are in.
- DO NOT re-enter the building until the "ALL CLEAR" is given by Campus Safety or Fire Department Officials.
- No one should silence or re-set a fire alarm other than emergency responders.
- Office or building supervisors should take attendance of personnel at the Assembly Point in an attempt to account for person/s that may be missing.

Save lives by evacuating the building rather than fighting the fire.

- Never fight a fire unless you have had proper training, the fire is very small and contained, and you may do so safely.
- If you do attempt to fight the fire, do so only after the alarm has been pulled and the evacuation is in progress.
- Fire extinguishers are located throughout campus buildings, including corridors, labs, studios, and computer labs. They are placed so they are available to individuals should the escape route be blocked by fire. Any non-emergency use may subject the user to a citation and fine.

SEVERE WEATHER PROCEDURES

Severe weather includes severe thunderstorms, high winds, large hail or tornados. Severe weather watches and warnings are issued by the National Weather Service.

- A **watch** means conditions are favorable for the development of severe weather.
- A **warning** is issued when severe storms are approaching our area.

**The City of Greenville has a city-wide warning system for severe weather.
Outdoor sirens will sound when a tornado has been reported within Bond County.**

Severe weather watches and warning information will be received by monitoring weather alert radios, local television and radio broadcasts. If time permits and individuals are available, the campus community may be alerted to severe weather by verbal messages distributed within the building or through campus-wide email. *There are times when no one will be available to provide weather warnings on campus, especially during late afternoons, evenings or weekends. It is everyone's responsibility to monitor weather conditions by listening to a local TV station (KSDK Ch. 5, St. Louis NBC) or radio station (WGEL 101.7 FM), for the most current information.*

- When a severe weather watch is issued by the National Weather Service, develop an action plan of how and where to take shelter if a severe storm develops. See the table of recommended Storm Shelter locations. Communicate this plan to others in your area.
- Continually monitor local weather conditions. Check the weather forecast before leaving for field trips or outdoor activities, and have a plan in place for safe shelter and communication if threatening conditions develop.
- Consider preparing the following emergency supplies to take to the storm shelter: a weather alert radio or other battery operated radio, flashlight, keys, purse, backpack, cell phone, and a coat to provide protection from flying glass.
- Listen closely when the National Weather Service issues a severe weather warning. Activate the action plan if Greenville is included in the warning or you hear weather sirens.
- Collect the emergency supplies and go to a safe shelter immediately. Inform others of the warning as you go to the shelter. Stay away from windows, skylights and doors.

- DO NOT use the elevators. Individuals who cannot use the stairs should take shelter on the same floor in a small interior windowless room, such as a restroom or interior office. Offer assistance to individuals with special needs.
- As severe weather approaches, sit facing the wall, and cover your head and face with available protective objects. If possible, get under a sturdy piece of furniture.
- If there is time and it is safe to do so, begin a sign-in sheet in the shelter area (please print). If individuals leave during the storm, ask them to sign out.
- Keep phone lines (and cell phones) available for emergency communication.
- Stay in the building until the storm has passed and the all active warnings have expired. There is no official “all clear” siren or signal.
- Once the storm has past, check others for injuries. Report all injuries to Campus Safety or emergency responders.
- When exiting the building, beware of downed power lines, broken glass and unsafe areas.
- Go to a central area of campus away from storm debris and await assistance.

Storm Shelters

The safest shelter areas are small windowless interior rooms or interior corridors on the lowest available floor (preferably the basement). Stay away from windows, skylights and exterior doors.

- Seek shelter on the floor you are on if you are unable to use the stairs. Small windowless rooms, such as restrooms or interior offices, are good choices. Use a buddy system.
- Do not shelter in large spaces such as cafeterias, concourses, auditoriums, theaters or gymnasiums.
- Do not use the elevators during severe weather.

Recommended Storm Shelters at Greenville University

Building	Preferred location	Areas to avoid
Prairie Center/IT	Basements	Upper floors, areas with windows
Armington Center (lower)	North office/restrooms	South offices/rooms with glass
Almira House/Bock Museum	Basement	Rooms with windows
Blackroom	Storage room/restroom	Open stage area
Burkhardt Center	Basement	2 nd floor and rooms with windows
Burritt/Dallas Hall	Basement hallways	Areas with windows/glass
Crum Recreation Center	Along west wall	Lobby area
Dietzman Center	Main stairwell	Areas with windows/glass
Dining Commons (upper Armington)	Krober Room/Burritt basement	Main DC area and lobby
Ellen Mannoia Hall	Apartment restroom	Lobby or rooms with windows
Fitness Training Center	Locker rooms	Areas with glass and pool
HJ Long Gymnasium	Locker rooms	Main gym/lobby area
Holtwick Hall	Basement hallway	Rooms with windows/lobby
Janssen Hall	Basement hallway	Rooms with windows/lobby
Joy Hall	Basement hallway	Rooms with windows/lobby
Kauffman Building	Inner hallway	Offices with windows
Kelsey Building (Factory Theater)	Basement	Rooms with windows/glass
Kinney Hall	Basement	Upper floors/window areas
LaDue Auditorium	First floor hallway	Lobby/stairwells

LaDue Center	First floor hallway	Lobby/stairwells
Library	Basement	Areas with glass/windows
Marston Hall	LaDue first floor hallway	Lobby/stairwells/windows
Mailroom	Storage room	Lobby
Maves Art Center	Basement	Lobby
Nancy Blankenship Apartments	Apartment restroom	Rooms with windows
Simms Union	Basement offices	Main union area w/glass
Snyder Hall	North stairwell/restrooms	Areas with glass/windows
Tenney Hall	Basement	Upper floors/window areas
Upper Division Houses	Basements or restrooms	Rooms with windows
West Oak Hall	1 st floor hallway	Lobby/windows
Whitlock Music Center	Basement	Entryways/glass
Campus Safety Office	Basement	Rooms with windows

AIDE FOR MUNICIPAL POWER FAILURE

- If residences the City of Greenville suffer or other nearby community suffers a catastrophic incident or other event, the University may offer the use of one or more campus facilities as a primary shelter, as designated by the University President. This may be requested through the City, County or Red Cross.
- The Campus Safety personnel on duty, when notified by an authorizing official of the University, will open those buildings designated and contact the Director of Campus Safety, the custodial supervisor, and the Bond County Emergency Communications Center.
- The Greenville and/or Bond County Emergency Management or Red Cross officials will arrange supervision for those people being housed at Greenville University.
- The Director of Campus Safety will contact the department heads for those buildings being used for this event. The department heads will notify the department chairs so that, if needed, alternate plans can be made for any affected classes or activities.

EARTHQUAKE

- During an earthquake, remain calm and quickly follow the steps outlined below:
- If **INDOORS** seek refuge in a doorway or under a desk or table. Stay away from glass, windows, shelves and heavy equipment.
- If **OUTDOORS**, move quickly away from buildings, utility poles and other structures.
Caution: Always avoid power or utility lines as they may be energized.
- After the initial shock, evaluate the situation; and if emergency help is necessary, call 911 or Campus Safety. Report any injuries and the location.
- Damage to facilities should be reported to Physical Plant / Facilities Services.

If there is a strong odor of natural gas, please relay this information to Campus Safety and evacuate the building.

EXPLOSION

In the event of an explosion on campus, take the following action:

- Immediately take cover under tables, desks, or other objects which will give protection against falling glass and debris.
- After the initial effects of the explosion have subsided, **immediately notify 911** to dispatch emergency responders. Give your name and describe the location and nature of the emergency. When safe, notify Campus Safety
- Activate the building fire alarm if the explosion took place in the building you are in.
- Evacuate the building through the nearest available exit using the **Building Evacuation Procedure**. If persons with disabilities cannot safely evacuate the building, assist them to the nearest stairwell away from damaged area. Alert emergency personnel of their location.
- **DO NOT USE ELEVATORS.**
- Once outside, move to the designated Assembly Point for the building (if away from blast area). Keep streets and walkways clear for emergency vehicles and crews.

Do not return to an evacuated building unless authorized by a Greenville Fire Official or Campus Safety.

LIFE THREATENING EMERGENCIES OR DEATH

- In the event of a life-threatening emergency or death at Greenville University take the following action:
 - Call 911 immediately, and if time, call Campus Safety (ext. 7777). Campus Safety will proceed to the scene immediately and meet the Emergency Responders.
 - The scene will be secured by Campus Safety or law enforcement as appropriate.
 - Emergency care will be provided as needed pending Bond County Emergency Medical Service (E.M.S.) arrival.
-

- Campus Safety will start with a preliminary investigation, and will turn the scene over to the Greenville Police Department or Bond County Sheriff's Department, if indicated.
- In the event of a life threatening emergency or death, the Director of Campus Safety (or if unavailable, the on duty personnel) will make the appropriate contacts:
 - The Community Life/Student Success and Resident Life leadership will be contacted and asked to respond for incidents involving students.
 - The President's Office and Human Resources will be contacted and asked to respond for incidents involving employees.

EMERGENCY MEDICAL ASSISTANCE AND FIRST AID

- **Call 911 immediately** for any serious injury or illness occurring on campus. Provide your name; describe the nature and severity of the medical problem, and the campus location of the victim. Do not hang up until released by the emergency operator.
- Call Campus Safety to inform them of the emergency and inform them that the Fire Department/Ambulance has been notified. Campus Safety will respond and assess their involvement and/or guide the EMS personnel to the victim.
- If the victim is conscious and oriented, the individual has the right to determine his/her own health care needs and the response to those needs. Under such circumstances, University staff should refrain from recommending specific health care vendors.
- Keep the victim still and comfortable until help arrives. Do not move the victim.
- In case of a minor injury or illness, students should contact the Health Services provider for recommendations on appropriate first aid or treatment.
- First-Aid and CPR training is available through various resources within the community and on campus. The Illinois Good Samaritan Act (745 ILCS 49) provides civil liability protection when providing emergency first aid / CPR until professional medical assistance arrives.
- Persons with serious or unusual medical problems are encouraged to notify their CRE, RC, supervisors or instructors of the standard emergency treatment related to that problem.

AEDS AND FIRST AID SUPPLIES

Greenville University has nine (9) Automatic *External Defibrillators* (AEDs) on campus. AEDs are used to restore heart rhythm during a cardiac arrest, but will not shock a person unless it is medically necessary. Individuals should be trained in both CPR and AED before use, although AEDs are designed to be used by someone with little or no training, this should only be done as a last resort. The AED locations are:

- Crum Recreation Center lobby
- Fitness Center
- Athletic Team (mobile unit travels with teams)
- Campus Safety Office
- Campus Safety patrol vehicle (mobile unit)
- Dining Commons (lobby)
- Student Union (snack bar)
- Whitlock Music Center (Recital Hall lobby)
- Tenney Hall (lobby)
- Library (across from circulation desk)

Campus Safety maintains a supply of general first aid supplies.

SEXUAL ASSAULTS AND VIOLENT OR CRIMINAL BEHAVIOR

Everyone on campus is expected to assist in providing a safe environment by being alert to suspicious behavior and promptly reporting the situation to Campus Safety at the designated emergency response number.

- Immediately call 911 if you are a victim of a sexual assault, violent crime or in a life-threatening situation.
 - Notify Campus Safety if you are a victim of a property crime, observe a criminal act, or observe a suspicious person on campus.
 - Provide the following:
 - Your name
 - Nature of the incident
 - Location, date, and time of incident
 - Description of person(s) involved
 - Description of property involved
 - Assist the officer(s) when they arrive by providing additional information upon request.
 - If you are a victim of a property crime:
 - Go to a safe place and notify Campus Safety.
 - Do not touch anything.
 - Meet with the officer at the location the officer requests.
 - Explain to the officer everything you observed, including telling the officer if you did touch or move anything. Follow the officer's instructions.
-

- If you observe or are a victim of a violent/personal crime:
 - Be observant! The more information you can provide, the better chance the criminal will be apprehended.
 - ***Remember: Whatever you decide to do, you must be prepared both mentally and physically. Your safety is the most important thing to remember during any attack.***
 - As soon as possible get to a safe place and notify Campus Safety at or call **911**. Advise of the nature of the incident, location, if medical assistance is needed, and a description of the person(s) involved.
 - Meet with the officer. Follow the officer's instructions.
- Care will be taken to protect the confidentiality of the individuals involved as much as possible throughout the process.
- Campus Safety and Police may make referrals to victims for counseling and support. Counseling is available through the campus counseling services.

HOSTILE INTRUDER/ARMED VIOLENCE

Remember, no two incidents are ever identical. Each must be evaluated independently, therefore the following response concepts could include:

Secure immediate area:

- Lock and barricade doors
- Turn off lights
- Close blinds
- Block windows
- Turn off radios and computer monitors
- Keep occupants calm, quiet, and out of sight
- Keep yourself out of sight and take adequate cover/protection i.e. concrete walls, thick desks, filing cabinets (cover may protect you from bullets)
- Silence cell phones
- Place signs in exterior windows to identify the location of injured persons

Un-Securing an area:

- Consider risks before un-securing rooms
- Remember, the shooter will not stop until they are engaged by an outside force
- Attempts to rescue people should only be attempted if it can be accomplished without further endangering the persons inside a secured area.
- Consider the safety of masses -vs- the safety of a few
- If doubt exists for the safety of the individuals inside the room, the area should remain secured

Contacting Authorities:

Use **Emergency** 911
618-664-7777 Greenville University Campus Safety

Program **both** 911 and the Greenville University Campus Safety (618-664-7777) into cell phone.

What to Report:

- Your specific location- building name and office/room number
- Number of people at your specific location
- Injuries- number injured, types of injuries
- Assailant(s)- location, number of suspects, race/gender, clothing description, physical features, type of weapons(long gun or hand gun), backpack, shooters identity if known, separate explosions from gunfire, etc.

Campus Safety and Police Response:

- Objective is to contain assailant(s) until arrival of Police Response Units
- Assist Police response units
- Evacuate victims
- Facilitate follow up medical care, interviews, and incident investigation

CHEMICAL, BIOLOGICAL OR NUCLEAR (CBN) WEAPONS

A CBN threat is possible against Greenville University but is more likely to be directed towards a larger population. Chemical, biological or nuclear releases may also result from an industrial or transportation accident. Directives will be given by regional Emergency Management Agencies via communications through Campus Safety.

The result of an attack may not be apparent, and may have occurred many miles away. Be alert for unusual and/or unexplained conditions such as: excessive airborne dusts, fogs or sprays.

If you receive a verbal or written CBN threat, or observe a suspicious object, remain calm, but respond quickly and appropriately:

- If you observe a suspicious object (including mail) or potential bomb on campus. Clear the area and **DO NOT HANDLE THE OBJECT!**
 - If you receive a written threat or suspicious object, save all materials (envelopes, packing, etc.) and handle the material as little as possible. Clear the area and close the doors behind you.
 - If you receive a verbal or phone threat, remain calm and courteous and listen carefully to what the person says and how it is said. If time permits, ask the following questions and record the information on the Threat Record provided to all campus offices:
 - Exact location of weapon (building, floor, room, etc.).
 - Time weapon is set to explode
 - Type of weapon, timing device, etc.
-

- Date and time of call
- Speech pattern, accent, distinguishing characteristics, etc. of the caller.
- Background noise
- Critical statements made by caller
- Immediately **call 911** and, if time permits, Campus Safety.
- Depending upon the nature of the threat, Campus Safety and/or the Greenville Police Department may issue orders to *Shelter in Place* or a *Building Evacuation* following a CBN threat. The orders may be started using door-to-door verbal messages.
 - If ordered to shelter in place, stay indoors and follow the Shelter-In-Place Procedures and specific directions from Emergency Response Agencies.
 - If ordered to evacuate, leave the building by the nearest available exit using Building Evacuation Procedures. Once outside, move to a clear area that is at least 500 feet away from the affected building.
- **DO NOT RETURN TO AN EVACUATED BUILDING** unless authorized by Campus Safety
- Keep streets and walkways clear for emergency vehicles and crews.

BOMB THREATS

Call **911** to report all bomb threats, suspicious mail, packages or objects. Campus Safety should be notified after reporting the threat to 911.

If an order to evacuate is given, it will be issued by Campus Safety or the Greenville Police Department. The evacuation may be started using the building fire alarm system, GU Alert, or door-to-door verbal messages.

The majority of bombs threats are made to disrupt normal University operations or cause panic, and sometimes to cause property damage or personal injury. Campus Safety, the Greenville Police Department and the GU Emergency Response Team will respond to the threat to try to prevent the person from achieving their goal(s). The safety of the campus community will be the highest priority in all decisions.

If a written bomb threat is received, remain calm and:

- Save all materials (envelopes, packing, etc.) and handle the material as little as possible.
 - Isolate the area and call 911
 - Await further instructions
-

If a verbal threat is made or received from a phone call, remain calm and:

- Attempt to get information from the caller about the bomb, including the type of device, a description, its location and when it is set to go off.
- Make a record of the information. Use the *GU Bomb Threat Record* provided to all University offices, to record information about the threat.
- When speaking to the caller:
 - Remain calm and courteous.
 - Listen carefully to what the caller says and how it is said. Do not interrupt the caller.
- Immediately go to a different phone line and call 911 to report the threat
- Wait for instructions to start a building evacuation or to take further actions. Remain available to discuss the threat with authorities.
- If an evacuation is ordered, follow the *Building Evacuation procedures*.
- Report to the Assembly Point following an evacuation and await further instructions.

BOMB THREAT RECORD

Greenville College
Office of Campus Safety

COMPLETE FORM AND REPORT TO 911 and (as time permits) CAMPUS SAFETY 664-7777

Exact time of call: _____ AM/PM Phone number where call was received: _____

Person receiving call: _____

Exact words of caller: _____

Questions to ask caller:

- When is the bomb going to explode? _____
- Where is the bomb? _____
- What does the bomb look like? _____
- What kind of bomb is it? _____
- What will cause the bomb to explode? _____
- Who placed the bomb? _____
- Why was the bomb placed? _____
- From where are you calling? _____
- What is your address? _____
- What is your name? _____

Caller's Voice:

Describe (check all that apply)

- | | | | | | | |
|----------------------------------|------------------------------------|----------------------------------|----------------------------------|-----------------------------------|-----------------------------------|----------------------------------|
| <input type="checkbox"/> Calm | <input type="checkbox"/> Disguised | <input type="checkbox"/> Nasal | <input type="checkbox"/> Angry | <input type="checkbox"/> Accent | <input type="checkbox"/> Broken | <input type="checkbox"/> Stutter |
| <input type="checkbox"/> Slow | <input type="checkbox"/> Sincere | <input type="checkbox"/> Loud | <input type="checkbox"/> Lisp | <input type="checkbox"/> Rapid | <input type="checkbox"/> Giggling | <input type="checkbox"/> Deep |
| <input type="checkbox"/> Slurred | <input type="checkbox"/> Crying | <input type="checkbox"/> Squeaky | <input type="checkbox"/> Excited | <input type="checkbox"/> Stressed | <input type="checkbox"/> Normal | |

- If voice is familiar, whom did it sound like? _____

Other Information:

Describe all background noises: _____

Additional Comments: _____

911 Called _____ AM / PM

Campus Safety Called _____ AM / PM

SUSPICIOUS / THREATENING MAIL OR PACKAGES

Call 911 to report any suspicious or threatening package or letter to the Greenville Police Department.

Call Campus Safety, if you are unsure whether the letter or package is suspicious in nature

Even though the risk of receiving suspicious or threatening mail or packages at GU is small, Universities/universities are frequent targets of malicious hoaxes. Hoaxes can be indistinguishable from real events and just as devastating. Employees must always monitor incoming mail and packages for suspect items.

Continually monitor incoming mail and packages for characteristics that could flag the item as suspicious:

- Excessive postage or excessive weight
- Fictitious or no return address
- Postmark doesn't match the return address
- Handwritten or poorly typed addresses
- Incorrect titles, or titles but no names
- Misspellings of common words
- Leaking or peculiar odors or stains
- Lopsided or uneven envelopes or packages
- Protruding wires or aluminum foil
- Visual distractions or ticking sounds
- Threatening messages
- Excessive tape, string, etc.
- Unprofessionally packaged and marked "Fragile", "Rush", "Personal" or "Confidential"
- Unexpected, or atypical of departments normal mail or packages.

What to Do if a Suspicious Letter or Package is Received

1. If the suspicious item has not been handled, leave the item where it is. Do not handle, touch or show the suspicious item to others.
2. If you discover a suspicious item while handling it, set the item down immediately. If possible, place it directly into a container such as a plastic bag or trash can.
3. Do not handle, shake, blow into the item, empty the contents or show the item to others
4. Do not attempt to clean up any spilled materials.
5. Evacuate the room. Close and lock the door to prevent others from entering.
6. Immediately wash your hands and face with soap and water.
7. Call 911 to report the incident to the police. Also notify Campus Safety and contact your supervisor.
8. Make a list of all people who were in the area when the suspicious item was recognized and provide it to Campus Safety for follow-up actions.
9. Wait for further instructions from law enforcement officials and Campus Safety.

EXTERNAL ENVIRONMENTAL HAZARDS

External Hazards include any external hazard such as spills, toxic gas, smoke or chemical release from an industrial accident, transportation accident, or other releases such as acts of terrorism.

Call **911** to report any external spill or release.

The campus community will be alerted to external environmental hazards via GU Alert text messaging, campus-wide email, or local television and radio station broadcasts. When possible, door-to-door verbal messages may be distributed within the building.

The Greenville University website and PantherNet may be used to provide information about the status of the event when the campus is closed due to the hazard or when sheltering in place.

- When notified of an external environmental hazard, follow the procedures for *Sheltering-in-Place*.
- Remain within the building and wait for emergency instructions from campus or community officials.
- Continually monitor campus communications, television or radio broadcasts for updates or instructions for additional actions to take.
- Sheltering-in-place typically lasts less than 4 hours. Further instructions may be issued by community responders for remaining in the shelter, returning to your homes or a mass evacuation.
- If a mass evacuation or relocation order is issued, await instructions by emergency responders or University officials and follow the instructions exactly as provided.
- If relocation is advised, take only your personal belongings (medications, etc) that would be required for a prolonged stay.
- Check for individuals who may be in need of assistance. Report injuries to Campus Safety so help can be summoned.
- Do not leave the building until the "All Clear" is received from emergency responders or the emergency broadcast stations.

RADIATION EMERGENCY

Note: Greenville University has no radioactive materials that would pose an airborne radiation hazard, unless the materials were released by external sources. Should this occur, use the Shelter-in-Place procedures and follow emergency instructions.

INTERNAL HAZARDOUS MATERIALS RELEASES OR SPILLS (WITHIN BUILDINGS)

Examples of hazardous materials releases or spills inside buildings accidents involving blood, chemicals or water; intentional spills or vandalism; terrorism; or uncontrollable releases, like sewer gas.

Call Campus Safety to report releases or spills of hazardous materials inside of buildings.

- Evacuate the immediate area and close and lock the doors, if possible, when a spill or release of a hazardous material occurs.
- Call Campus Safety from a safe location outside of the release area, and then call your supervisor. Provide information such as what was spilled or released, where and how much was released, and any information known about the toxicity or hazards of the substance.
- Campus Safety will assess occupant safety based upon the information provided and contact Facilities and Support Services or Greenville Fire Department for assistance.
- If the release involves a small quantity of low-hazard material, evacuate the area affected. Wait for assistance at a safe location outside of the room or area.
 - Record the names of all individuals who were in the area at the time of the release in case they need to be contacted for a health-related follow up later.
- Campus Safety may provide instructions to start a building evacuation if the spill or release involves:
 - An unknown substance or a solid, liquid or gaseous material that is poisonous, flammable, or reactive. (Examples include formalin, compressed gases, acetone)
 - Any spill that is spreading rapidly. Even a low-hazard water spill can cause structural damage, injuries to others or damage equipment.
- Supervisors and individuals involved in the spill should immediately report to the Campus Safety personnel when he/she arrives at the scene.
- If the building is to be evacuated, follow the ***Building Evacuation Procedures***, and:
 - Keep people together at the assembly point and encourage them not to leave.
 - Inquire about injuries and symptoms of exposure. Provide this information immediately to emergency responders.
 - Begin a sign-in sheet at the assembly point so individuals can be contacted for exposure-related follow up after the evacuation.
- Only small, low-hazard spills may be cleaned up by the spillers, and only after the spill has been reported to Campus Safety and assistance is on site.
 - Never attempt to clean up any spill unassisted.
 - All appropriate safety measures must be in use during the cleanup.

MENTAL HEALTH / BEHAVIORAL INCIDENT - INCLUDING THREATS OF SELF-HARM

A mental health / behavioral incident, including threats of self-harm, is a situation where an individual's behavior is potentially harmful to self or others, and /or their behavior is detrimental to the campus environment.

If you have direct knowledge of a mental health / behavioral incident, you are requested to use the following procedure:

1. Gather the following information for a clear and concise report:

- Your name.
- Individual's name, if known.
- Precise location and contact phone number.
- Observed symptoms of behavior.
- Current level of immediate risk to self or others.

2. CALL

- **911** if there is an immediate threat to harm themselves or others.
- Campus Safety if there is **NO** immediate threat of harm to themselves or others. Campus Safety will assist in referring the individual to or contacting an appropriate department.
- In all cases involving students, Community Life/Student Success will be notified.

3. What to do until help arrives

- Do not argue with the individual. Do not confront or detain the individual if he/she is violent or combative.
- Until help arrives, be pleasant, considerate and understanding to avoid aggravating the situation.
- Have someone meet the Campus Safety or Emergency Responders at the entrance to the building and provide up-to-date information.
- Do not put yourself or others in danger.

CIVIL DISTURBANCE/DEMONSTRATIONS

- Confrontation may only increase destruction of property and a threat of bodily harm. Do not become involved in an altercation with demonstrators.
- Call 911 if the situation is life threatening or if property damage is imminent.
- Call Campus Safety, if the situation is not threatening.

- Provide the following information:
 - Location (building, entrance, floor, room, etc.)
 - Approximate number of leaders
 - Size of group
 - Obvious objective or demand of group
 - Group is: rational, organized, violent, etc.

COMPUTER NETWORK/INFORMATION/TELEPHONE EMERGENCIES

Campus Safety - Contact Campus Safety to report any physical damage or non-authorized use of computing or telephone services/equipment.

IT Help Desk - Contact the University IT Helpdesk at ext. 7077 or email helpdesk@greenville.edu to report any telephone or computer network service problems.

Information about all campus technology services can be found at:
<http://www.helpdesk.greenville.edu>

ELEVATOR MALFUNCTION

- If you are trapped in an elevator, press the “call button” or use the emergency phone to notify Campus Safety. With some elevators on campus you may be connected directly to the elevator repair company who will arrange assistance.
- If the phone is inoperable, turn on the emergency alarm which will signal for help.
- ***DO NOT ATTEMPT TO EXIT A STALLED ELEVATOR UNLESS TOLD TO DO SO BY EMERGENCY RESPONSE PERSONNEL.***
- If a person is stranded in an elevator: ***DO NOT ATTEMPT TO FORCE OPEN THE ELEVATOR DOORS. Be patient and wait for repair staff.***
- If you receive notice that an elevator has malfunctioned, notify Campus Safety at the designated emergency response number. Provide the following information:
 - Your name
 - Building
 - Floor
 - Present situation
- A person stranded in an elevator needs to be reassured that his/her alarm has been noticed and help is coming. Keep in contact until help arrives.

If you should find an inoperative elevator without occupants, notify Campus Safety (664-7777) and/or Facilities (664-6736).

UNSAFE WATER SUPPLY

If the Bond County Health Department or City of Greenville notifies Greenville University that the municipal water supply is not safe to drink:

- Do not consume campus water. Discard all ice and beverages prepared with contaminated water.
- If recommended, boil all water used for drinking, cooking, or washing of eating utensils at a rolling boil for at least five (5) minutes.
- Watch for informational messages for status of water supply and accepted practices.
- The Bond County Health Department or City of Greenville will notify the campus when the warning has been rescinded.

NATURAL GAS LEAK

- **Call 911** if you smell natural gas and suspect a **large/significant** gas leak and provide the location and extent of involvement of the gas leak. Call Campus Safety at ext. 7777
 - For minor leaks during normal business hours (6:30 a.m. to 3:30 p.m., Monday – Friday) contact the Facilities and Support Services Office at ext. 6736. If no response or after hours, contact Campus Safety.
- Evacuate the area **BUT DO NOT USE THE FIRE ALARM**. Use room-to-room verbal communication.
- ***DO NOT SWITCH ON or OFF LIGHTS OR ANY ELECTRICAL EQUIPMENT.***
- ***DO NOT USE ELEVATORS.***
- Evacuate the building through the nearest exit. If persons with disabilities cannot safely evacuate the building, assist them to a Safe Zone away from the emergency area. Alert emergency personnel of their location.
- Once outside, report to the Assembly Point for the building using the Building Evacuation Procedure. Keep walkways clear for emergency crews.
- Communications will be sent to the campus community concerning incidents/evacuations through GU Alert text messaging and campus-wide emails. Updates will also be posted on GU website and PantherNet.
- ***DO NOT RETURN TO AN EVACUATED BUILDING*** unless authorized by Campus Safety.

STEAM LEAKS

Steam can cause severe burns and displace oxygen and the moisture created by the steam can set off fire alarms. Only professional staff should manage a steam leak in a building or exterior.

- If the steam leak is detected, evacuate the area and keep away from the steam. Call Facilities & Support Services at ext. 6736 during normal business hours or Campus Safety.
- If it is safe to do so, close the door to isolate the area.

POWER OUTAGE

- During a power failure, remain in a safe location until auxiliary lighting is available to allow you to safely evacuate the area. Auxiliary lighting will provide sufficient lighting to safely evacuate a building, but may not be sufficient to continue normal operations.
- Do NOT try to correct the problem or turn any equipment back on until authorized.
- Visually determine if the power outage is restricted to a small area, such as a room or floor, or to the building. Report the power outage immediately to Facilities & Support Services at ext 6736 during normal business hours or Campus Safety.
- If safe, shut down all electrical equipment as necessary and stay clear of all equipment or machinery during the power outage.
- GU Administration will decide whether to dismiss staff/students in the event of an extended power failure.
- Check elevators, washrooms, stairways or dark rooms for stranded individuals. Notify Campus Safety if someone is trapped in an elevator or unlit area. Once vacated, lock the areas.
- No one should be permitted in a building unless there is adequate light to safely evacuate. Buildings should be evacuated when no auxiliary lighting is available or for prolonged power outages. Once evacuated, the building exterior doors should be locked.

FLOODING

- If flooding is caused by pipe break, sink overflow, or other plumbing problem try to identify the source of the water and turn it off, if this can be done safely.
- If the flooding is caused by heavy rains, close doors and windows to prevent water from entering, if safe to do so.
- Do **not** enter a flooded area. Campus electricians will need to deactivate all electrical circuits to prevent electrocution, and flood waters may carry disease-causing bacteria that may cause infections.
- Notify Facilities & Support Services, ext. 6736 during normal business hours, or Campus Safety after hours. Provide information including the building, room, degree of flooding and potential damage to contents.
- If it is safe to do so without entering the flooded area, minimize the spread of water into other areas of the building.
- If it is safe to do so without entering the flooded area, protect property and records by moving items off the floor or cover with plastic and unplugging electrical equipment.

- Flooded areas need to be cleaned and dried as quickly as possible to prevent mold growth.

APPENDIX 7 - CAMPUS PROTOCOLS FOR STUDENT DEATH RESPONSE

1. Information and/or notification about the death of a student should be given to the Vice President for Community Life/Student Success. The Vice President for Community Life/Student Success immediately initiates the following actions (in the absence of the Vice President, the Associate Dean for Campus Life or the Dean of Community Life/Student Success will serve):
 - a. Confirm student's passing and initiate Incident report. Collaborate with medical professionals, local and state police to determine absolute identity of student(s) before proceeding.
 - b. Confirm with medical professionals and or police to determine who will contact family. If possible, retrieve name and contact of local clergy listed on *Student Emergency Information Card* to assist in supporting or informing parents.
 - c. Notify President Linamen and the Cabinet. President notifies the Board Chair and the Board of Trustees accordingly. President's Office will send flowers on behalf of the University.
 - d. When appropriate, call together Emergency Response team according to need to assist in completing the duties listed below. This team will also assist in determining variations to this protocol as they may relate to nuances such as "on" vs. "off" campus students or suicide vs. health related or accidental death.
 - e. Call professors before they meet with the classes that the deceased student previously attended.
 - f. Notify Media Relations: Notify Director of Media Relations and designate Nathan Brewer as the campus spokesperson unless another individual is designated by the President:
 - i. Provide press release to *Papyrus*
 - ii. Provide press release to *Advocate/ WGEL radio*
 - iii. Post appropriate details on web site for internal and external community.
 - iv. Distribute information indicating time and place of memorial service(s).
 - g. Notify Director of Facilities to fly flag at half-mast.
 - h. Work with Chaplain regarding:
 - i. Collaborating with Counseling Services to provide emotional support.
 - ii. University representation at the funeral for the student.
 - iii. Plan memorial service on campus for the student if family agrees. Notify the President's Office regarding the details of the memorial service.
 - iv. Work with Vice President of Community Life/Student Success regarding representation at the funeral for the student.

- i. Direct students' questions regarding additional information about the student's death to the appropriate office. Typically the Office of Community Life/Student Success, Counseling office or Office of the Chaplain.
 - j. Notify Campus Counseling to provide counseling as needed for students on campus. Special attention should be given to the area where the student lived and/or athletic team student may have played on.
 - k. If a senior student, Registrar's Office will communicate with family on arrangements for receiving degree posthumously at commencement ceremony.
 - l. Contact the family to see if they need housing at local hotel.
 - m. Contact Director of Dining Services and let them know that a student has died and there may be parents who are in need of food. Keep Dining Services informed if there is a memorial service.
 - n. Inform Student Body President: send flowers from the student body to the funeral.
 - o. If student belonged to a Student Organization, please notify other members of that organization.
 - p. If an ALANA or international student, contact the International Student Advisor. The President's Office may become involved when dealing with international students depending on the circumstances of the death and the protocol for returning the body to a foreign country.
2. The following people/offices will also be notified by the Vice President of Community Life/Student Success by memorandum (see memorandum template attached) and will follow the procedure listed below. Each individual/office will express their own personal sympathy as they deem appropriate. (One key objective is to make sure that no communication from any Greenville University office is mailed to the student and/or parents that assumes the student is still enrolled at Greenville University.) This memorandum must be hand delivered to the appropriate Director/Dean/VP noted below.
- a. Associate Dean for Campus Life (phone and memorandum):
 - i. Inform Residence Life Staff and have the Coordinator of Residence Education initiate the following where student currently lived:
 - ii. Inform each of the Resident Chaplains in building.
 - iii. Inform roommate and suitemates if they are not aware of the death; determine if there are siblings on campus.
 - iv. Be available for the parents and provide them with assistance when they come to get student's belongings.
 - v. Try to consult with roommate to separate ownership of room content clearly before parents arrive. If parents are not present, catalogue rooms contents carefully and pack them in boxes (with student witness) for shipping to parents.
 - b. Admissions to close any files.
 - c. Advancement will change any necessary records and include appropriate notes in *Record*.
 - d. Associate Dean for Counseling notifies counselors in anticipation of possible increased need for grief counseling. Plan for grief counseling resources to be deployed with residence hall and or athletic team.
 - e. Director of Financial Aid check records to see if student applied for Financial Aid or if they are receiving scholarship assistance.
-

- i. Recalculate financial aid based on new tuition and room/board charges obtained from the Financial Services Office.
 - ii. Get in touch with Financial Services regarding account. Director of Financial Student's folder is marked deceased.
 - iii. Check to see if student has ever borrowed through loan programs that involve a lender or guaranty agency. If so, notify agency of student death. Work carefully with parents to guide them to provide death certificate to appropriate lending agencies.
 - f. Business Office:
 - i. Recalculate the student's tuition charge according to the University refund policy.
 - ii. The tuition charge could be adjusted downward by the presence of other factors (family situation, account balance, collectability considerations, etc.) in consultation with the Vice President for Student Life.
 - iii. If a refund is due to the family, this check should be given to the Vice President for Student Life and the Vice President for Finance, to mail with a personal note.
 - iv. Review the name(s) of student(s) prior to issuing statements.
 - v.
 - g. Payroll:
 - i. Notify the student's supervisor if the student was employed on campus.
 - ii. Check to see if student has unpaid wages; give any check to Vice President of Student Life for delivery to parents.
 - h. Housing:
 - i. Delete all addresses (both home and local) from the computer/student data file.
 - ii. If student was living on campus, the housing deposit account is closed and a housing refund check is ordered in the name of the parents. This check is sent with a personal note from the Associate Dean of Campus Life.
 - iii. If student lives on campus, meal card information must also be deleted.
 - i. Library: review files to make sure there are no overdue books or fine slips in the student's name.
 - j. Provost and Registrar:
 - i. Mark the student's transcript file as "Deceased."
 - ii. Consult with Provost to decide whether or not to grade - or - drop any courses that student is currently enrolled in.
 - iii. Drop all future courses for which the student is registered.
 - iv. Close out student's academic records and save an imaged copy of the Student Life memo to the student's file.
 - v. Notify professors with appropriate details and direction as appropriate
 - vi. If the student is within the second to last or last semester of matriculation and is meeting graduation requirements, issue a degree posthumously.
 - vii. Ascertain if student(s) had been involved in off-site field experience. If yes, notify field experience agency and or supervisor.
 - k. Campus Safety:
 - i. Check if student had a car registered, remove from file.
 - ii. Remove any parking fines from bill.
 - l. Alumni Office: change file to read deceased. Name of student is not deleted but special code is added so that no mail will go out in the student's name or address.
-

- m. Associate Dean for Leadership and Life Call (Career Services): check and close credential files.
- n. Information Technology Help Desk (memorandum): close student account. Campus address and phone number will be removed.
- o. Mail room will close mail slot and make note to forward any mail home to parents.
- p. Athletics will:
 - i. Remove from team roster
 - ii. Inform student health insurance
 - iii. Retrieve contents from locker and work with Community Life/Student Success to get contents to parents.

- q. Community Life/Student Success will:
 - i. Notify student health insurance provider as needed.
 - ii. Keep accurate records of all proceedings, statements, counseling and any other transactions. File in Community Life/Student Success Office.
 - iii. Set up a follow up review meeting of key involved parties to evaluate and close incident file.
 - iv. Initiate tribute section in yearbook.
 - v. Work with registrar and class officers to invite parents to graduation when appropriate.

Memorandum (Sample)

TO:	<i>President Filby President's Cabinet Associate Dean of Campus Life Dean of Community Life/Student Success Chaplain Assoc. Dean for Ldrshp. and Life Call GUSA President CRE's Admissions Assoc. Dean for Counseling Director of Financial Aid Advancement Office</i>	<i>Housing Library Provost & Registrar Campus Safety Alumni Information Technology Help Desk Payroll Mail Room Athletics Director of Publications Business Office</i>
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FROM: *Brian Hartley, Provost*
 DATE: *August 1, 2016*
 RE: *(Student Name and ID #)*

One of our students (student's name), a freshman/sophomore/junior/senior from (place and state), passed away (cause of death -car accident/illness, etc.) at approximately (need time and whether morning or afternoon).

(Student name) is the daughter/son of (parents name and address). (Student's) brother/sister, is a freshman/sophomore/junior/senior at Greenville University and participated in (Sport/Drama etc.); there is also (if there are any other family members and where they reside).

Attached is the protocol for student deaths. Please notify Kristin Koehnemann at kristin.koehnemann@greenville.edu when your responsibility has been completed for the protocol.

Please remember the (family's last name) family in prayer during this tragic time of grief. Remember also her/his friends and classmates who feel deep sadness and emptiness at her/his sudden death.

Enclosure

APPENDIX 8 - MISSING PERSON RESPONSE PROCEDURE

Greenville University takes student safety very seriously. To this end, the following policy and procedure has been developed in order to assist in locating Greenville University student(s) living in University-owned, on-campus housing, who based on the facts and circumstances known to the University are determined to be missing. This policy is in compliance with Section 488 of the Higher Education Act of 2008.

Greenville University Campus Safety will provide information and appropriate assistance to the law enforcement agencies immediately upon learning a student is missing. A person who is missing under circumstances indicating foul play or endangerment may be suspected or the disappearance was involuntary in nature, including child abduction as defined in 720 ILCS 5/10-5.

Child - Any person who has not yet reached the age of 21 is a minor.

Most missing person reports in the University environment result from a student changing his/her routine without informing their roommates and/or friends of the change. Anyone who believes a student to be missing should report their concern to Campus Safety or Community Life/Student Success / Residence Life. Every report made to the campus will be followed up with an immediate investigation once a student has been missing for 24 hours, unless foul play is evident or strongly indicated, or there is other reason to believe the student may be in eminent danger. Depending on the circumstances presented to University officials, parents of a missing student will be notified. In the event that parental notification is necessary, the Dean of Students will place the call.

At the beginning of each academic year, residential students will be asked to provide emergency contact information in the event he/she is reported missing while enrolled at Greenville University. This emergency information will be kept in the Office of Community Life/Student Success and will be updated annually.

PROCEDURE:

I. ASSESSMENT

- A. A concerned person reports a student as possibly missing, Campus Safety notified*.

20 ILCS 2605/2605-375, "Missing Persons," requires all law enforcement agencies to accept any report of a missing person without delay. No law enforcement agency may refuse to accept a missing person report for any reason.
- B. Campus Safety obtains a description and, if possible, a photo of the missing person and their local/campus address.

II. PERSONS TO BE NOTIFIED

- A. For an on-campus resident, Campus Safety will notify Duty CRE, Dean of Students, Associate Dean of Students, and Director of Campus Safety & Security. Greenville Police will be made aware of the incident when significant information is available to pass on.

Missing Person(s) - any person whose whereabouts are unknown to the person's spouse, parent, legal guardian, or other authoritative source, including friend or neighbor in unusual circumstances.

- B. For an off-campus resident, Campus Safety will notify the Dean of Students, Director of Campus Safety & Security and Greenville Police Department.
- C. Director of Campus Safety, in consultation with the Dean of Students, will issue any Emergency Campus Notification if deemed appropriate or necessary.

III. STEPS TO BE TAKEN

- A. Residence Life Staff contact friends and acquaintances for any additional information that might help in locating the missing person.
- B. Campus Safety will attempt to identify whether the student has a vehicle on campus through vehicle registration records, and conduct a search of campus lots. Greenville Police will be provided the information if necessary.
- D. Community Life/Student Success will check for possible relevant medical information that might help in locating the missing person.

Prior to announcing a child or person is missing, exceptional circumstances need to be present. These conditions or events surrounding the disappearance of a person are needed to suggest the person or others are in danger. Some of these conditions are as follows:

Kidnapping, abduction or suspected involuntary disappearance of a student.
Physical or mental disability of student.
In the absence of prescribed medication or treatment, the student poses

danger to self or others.
Suicidal tendencies of student.
Student is missing under unknown or suspicious circumstances.
Student is missing more than 24 hours.
Student has already been designated a missing person by law enforcement.
Student has been the subject of past threats or acts of violence.

- E. A search, coordinated by Campus Safety, is conducted on campus.
- F. If the search is successful, Campus Safety will contact the appropriate Residence Life Staff, Dean of Students, Associate Dean of Students.
- G. Counseling Services will be contacted by Residence Life/Community Life/Student Success as necessary.

- H. If the search is unsuccessful:
 - 1) The Dean of Students or Associate Dean of Students will contact the student's parents.
 - 2) Campus Safety will contact the Greenville Police Department.
 - 3) The Dean of Students, Associate Dean of Students or Director of Campus Safety & Security will contact the VP of Enrollment Service.
 - 4) A statement will be prepared for the media by the VP of Enrollment Services as necessary.

Some resources to consider when attempting to locate:

Electronic tracking equipment.
Response vehicle.
Night vision equipment.
Portable radios.
Saturation staffing.
Telephone trace services.
Credit card tracking.
Time lapse video equipment.
Poster creation and dissemination.

IV. FOLLOW-UP

- A. If the search is successful, the student's CRE may want to check in with the student.
 - B. If necessary, referrals to Counseling Services will be made.
 - C. If the search is unsuccessful the Dean of Students, Associate Dean of Students and/or the Director of Campus Safety & Security will decide further action to be taken.
-

* Students, employees, or other concerned individuals should immediately report that a student is missing, or suspected to be missing for more than 24 hours to one or more to one of the following:

Resident Chaplain (RC)

Coordinator of Resident Education (CRE)

Dean of Campus Life

Dean of Housing

Dean of Students/VP of Community Life/Student Success

Director of Campus Safety, Michael A. Lennix

As required by the Higher Education Opportunity Act (HEOA), any official missing student report must be referred immediately to the campus security department (Campus Safety) or in the absence of such department the local law enforcement agency having jurisdiction (Greenville Police Department).

APPENDIX 9 - INSERTED DEPARTMENT SPECIFIC OPERATIONS AND CHECKLISTS