

# **Emergency Procedures / Crisis Management Guidelines**

## ***INTRODUCTION AND USE OF THIS GUIDE***

This is a ready-reference guide to direct the efforts of Jefferson College personnel in the effective management of emergency situations. This guide is designed to contain the primary elements necessary for effective intervention and follow-up for selected common emergencies that may arise at Jefferson College.

Since it is not possible to predict every emergency situation that might occur in the future, this guide, along with exercise of good judgment, should help to ensure that emergencies will be managed effectively. All faculty and staff have access to this guide and training has been conducted in the use of this guide.

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# Student Disturbance (In Class) Procedures

# ***STUDENT DISTURBANCE (IN CLASS) PROCEDURES***

**Definition:** When a student's unruly behavior has reached a point in which his/her actions are disruptive to classroom activity and deemed intolerable by the faculty member.

## **Faculty and Staff:**

1. Politely ask the student to leave the classroom. If the student complies with your request, report the incident to the appropriate Dean.
2. If the student refuses to comply with your request, then direct the student to leave.

*The supervisor of an educational or service area may at any time suspend or remove a student from the supervisor's assigned area of responsibility pending informal or formal procedures when he/she finds and believes from information coming to his/her attention that the presence of a student in that area is seriously disruptive or there is reason to believe that the student is in violation of the Code and the student's continued presence will constitute further violation. Such summary removal shall not exceed a period of five (5) business days, unless within such time the College has commenced disciplinary procedure and diligently pursues each procedure to its conclusion, in which event such summary removal may be continued until such conclusion. (Source: Jefferson College Student Handbook)*

3. If the student still doesn't leave, then call Campus PD at ext. 3500

# Student Disturbance (Not In Class) Procedures

# ***STUDENT DISTURBANCE (NOT IN CLASS) PROCEDURES***

**Definition:** When a student's unruly behavior has reached a point in which his/her actions are interfering with normal campus life/operations or a dangerous condition has been created.

## **Faculty and Staff:**

1. *The supervisor of an educational or service area may at any time suspend or remove a student from the supervisor's assigned area of responsibility pending informal or formal procedures when he/she finds and believes from information coming to his/her attention that the presence of a student in that area is seriously disruptive or there is reason to believe that the student is in violation of the Code and the student's continued presence will constitute further violation. Such summary removal shall not exceed a period of five (5) business days, unless within such time the College has commenced disciplinary procedure and diligently pursues each procedure to its conclusion, in which event such summary removal may be continued until such conclusion. (Source: Jefferson College Student Handbook)*
2. Observe and quickly gather whatever facts you can then call Campus PD at ext.3500 or 9-1-1.

**VIOLENCE OR DEATH THREAT  
DIRECTED TOWARD  
AN EMPLOYEE OR STUDENT**

# ***VIOLENCE OR DEATH THREAT DIRECTED TOWARD AN EMPLOYEE OR STUDENT***

Jefferson College is committed to protect its students, its employees and its visitors from the harassment caused by threats of violence and to maintaining a safe environment in which learning can take place. Students who demonstrate violent or harassing speech or behavior are subject to immediate suspension and subsequent criminal prosecution; Jefferson College employees are subject to disciplinary action and subsequent criminal prosecution; visitors to the Jefferson College campus are subject to immediate ejection and subsequent criminal prosecution. All such behavior will without exception be viewed as a serious matter and treated as such.

Examples of unacceptable behavior include but are not limited to:

- Threats of violence, physical harm or death
- Threats against a person's property
- Threatening phone calls
- Threatening letters
- Vandalism or violent destruction of property

**Definition:** When an individual threatens an employee, student or visitor with violence or death.

## **Faculty and Staff:**

1. Do not challenge the individual. Call 9-1-1.
2. Calmly direct the individual to leave immediately. If he/she refuses to do so, direct others in the vicinity to leave.
3. Assess the situation and gather as much information as possible (names, mood of individual, time, location, witnesses, etc.)

# STUDENT THREATENING SUICIDE

# ***STUDENT THREATENING SUICIDE***

**Definition:** When a student's behavior indicates a suicide concern.

## **Faculty & Staff:**

NOTE: If the student has a weapon, do not attempt to intervene and call 9-1-1.

If no weapon is observed:

1. Do not leave the student alone.
2. Call Campus PD at ext. 3500 or call 9-1-1 to have an officer dispatched. Campus Police Officers can find appropriate resources available to help the student.
3. Afterward please complete a Maxient report that is available on the MyJeffco Employee tab for Faculty/Staff and on the "r u ok? Tab" for students.

**Take every verbal or written statement or reference to suicide seriously!**

**SUSPICIOUS  
PERSON/INTRUDER  
PROCEDURES**

# ***SUSPICIOUS PERSON / INTRUDER PROCEDURES***

**Definition:** Person who has no business on College premises.

**Faculty and Staff:**

1. Do not attempt to intervene.
2. Observe and quickly gather whatever facts you can (description of person, location of person, etc.), then call Campus PD at ext. 3500.

# ABDUCTION PROCEDURES

# ***ABDUCTION PROCEDURES***

**Definition:** A situation in which a person has been carried away against his/her will by another person.

## **Faculty and Staff:**

1. Assess the scene and quickly attempt to gather as much information as possible (description of person(s) involved, description of car, etc.). Call 911.
2. Attempt to gather witnesses to the abduction until the law enforcement authorities arrive, or record information from others who may have witnessed the abduction.

# ILLNESS OR INJURY PROCEDURES

# ***ILLNESS OR INJURY PROCEDURES***

**Definition:** A situation in which one or more students are sick or have been injured.

## **Faculty and Staff:**

1. Assess the scene.
  - a. Is it safe?
  - b. How many sick or injured?
  - c. Is machinery involved?
2. If you are qualified, administer first aid. Location of First Aid Supplies are Identified on all Building Evacuation diagrams
3. If the illness or injury appears life threatening, call "911." Stay with the sick or injured person(s).
4. If an illness or injury is not considered to be life-threatening and the person refuses medical treatment, complete a Refusal of Treatment (See next page) form and forward to Campus PD for documentation.

# Jefferson College

## Refusal of Treatment and/or Transport

Competent patients have the right to refuse medical treatment and/or transport. By signing below, I acknowledge that I have refused the offer/recommendation from a Jefferson College representative.

Treatment: \_\_\_\_\_ Transport: \_\_\_\_\_

Treatment and Transport: \_\_\_\_\_

By signing below, I also acknowledge that I have been informed of and acknowledge the following:

- 1) I have received and understand this form provided to me.
- 2) I accept full responsibility for my decision to refuse treatment and/or transport to the hospital of my choice.
- 3) I voluntarily acknowledge and state that I have been advised regarding my present physical condition. I voluntarily refuse to accept treatment and/or transport, which has been offered by the representatives of Jefferson College. I hereby forever release and fully discharge Jefferson College, its officers, employees, administrators, servants, and agents on my own behalf and/or behalf of my heirs, executors, administrators, and assigns from any and all conceivable liability that might arise from my voluntary refusal of treatment and/or transport and therefore agree to hold them harmless.

I also acknowledge that I have received a copy of this form. A copy of this form is as valid as the original.

Signature: \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Relationship to Patient: \_\_\_\_\_

Witness: \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Witness: \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

# STUDENT POSSESSION OF WEAPON ON CAMPUS

# ***POSSESSION OF WEAPON ON CAMPUS***

**Definition:** A student is observed to have a weapon, or it has been reported to you that a student has a weapon on campus (other than a law enforcement officer).

**Weapon (defined):** A weapon is considered any object or tool that can be used to cause harm or death to another or to oneself.

## **Faculty and Staff:**

1. Do not challenge the person. Call 911.
2. Assess the situation and attempt to gather as much information as possible to report (type of weapon, description of person, location of person, etc.).

# HOSTAGE SITUATION PROCEDURES

# ***HOSTAGE SITUATION PROCEDURES***

**Definition:** A situation in which one or more persons are being held against their will by another person(s) on the premises of the college.

## **Faculty and Staff:**

1. Do not attempt to intervene. Call 911.
2. Assess the situation and quickly attempt to gather as much information as possible.
3. Direct students and other staff away from the location of the hostage situation and out of view of the hostage situation and deny access to the area
4. Notify the administrator on duty.

**CHILD  
(UNDER 12 YOA)  
LEFT UNATTENDED**

## ***CHILD (UNDER 12 YOA) LEFT UNATTENDED***

**Definition:** When a child (under 12 years of age) is found on the campus without adult supervision.

**NOTE:** *The Student Handbook tells students that they are not permitted to bring children to class, nor should children be left unattended in the halls, offices, Library, Student Center, or outside on campus. The College reserves the right to protect the safety and welfare of unattended children. If students leave their children unattended, the College will institute appropriate action.*

### **Faculty & Staff:**

1. Determine if the child has been left unattended for some period of time (a parent using a restroom for a few minutes would not necessarily mean that the child is unattended).
2. Ask the child to tell you where their parent is. If the parent is not in the immediate area, call Campus PD at ext. 3500 and report the situation.
3. If the parent returns prior to the arrival of the Campus Police Officer, tell them that you have called the Campus PD because Jefferson College does not permit children under the age of 12 to be present on campus without an adult present. Ask them to wait until the Campus Police Officer arrives.

# THEFT OF PROPERTY

# ***THEFT OF PROPERTY***

**Definition:** A situation in which property is being or has been stolen from campus.

## **Faculty and Staff:**

1. If you are witnessing an act of theft of college property, call 911;
  - a. Do not attempt to intervene,
  - b. Observe the situation and attempt to gather as much information as possible.
  
2. If you discover the college property or your own personal property is missing or if a student reports to you that his/her personal property is missing:
  - a. Look to be sure that the property has not been misplaced or relocated.
  - b. If the property is not found, then notify Campus PD at ext. 3500
  - c. If college property is missing, you should also notify your supervisor.

# HAZARDOUS MATERIALS INCIDENT PROCEDURES

# ***HAZARDOUS MATERIALS INCIDENT PROCEDURES***

**Definition:** The spilling of hazardous materials could pose a serious threat to the safety of students and staff. Immediate communication with local emergency preparedness, fire and police is necessary.

## **Faculty and Staff:**

1. Sound the fire alarm immediately.
2. Be prepared to describe the location of the spill.
3. Notify the Fire Department by calling 911.
4. Evacuate the building immediately.

## **Miscellaneous:**

1. Students and staff will be allowed to return to the building only upon the recommendation of the Fire Department and direction of the Campus Police Officer, the College President or his/her designee.
2. Decisions regarding class dismissal or other further actions are the prerogative of the College President or his/her designee.

# BOMB THREAT PROCEDURES

# ***BOMB THREAT PROCEDURES***

**Definition:** An explosive device is either present or reported to be present on the premises.

**NOTE: Portable Radios should NOT Be Used During a Bomb Threat Incident**

## **Faculty and Staff:**

1. If a phone threat is made, obtain as many details as possible.
  - Use checklist on next page - ask as many questions as the caller will allow!!!
2. Dial 9-1-1 to report the threat.
3. Notify a member of the Administrative staff while waiting for PD to arrive.

# Bomb Threat Call Checklist

1. When is bomb going to explode? \_\_\_\_\_
2. Where is the bomb located? \_\_\_\_\_
3. What does the bomb look like? \_\_\_\_\_
4. What kind of bomb is it? \_\_\_\_\_
5. What will cause the bomb to explode? \_\_\_\_\_
6. Did you (the caller) place the bomb? \_\_\_\_\_
7. Why did you (the caller) place the bomb? \_\_\_\_\_
8. What is your name? \_\_\_\_\_
9. What is your address (where do you live)? \_\_\_\_\_

Sex of caller \_\_\_\_\_ Age \_\_\_\_\_ Race \_\_\_\_\_ Length of call \_\_\_\_\_

## CALLER'S VOICE (circle all that apply)

Calm	Laughing	Lisp	Angry	Crying
Raspy	Excited	Normal	Deep	Slow
Distinct	Ragged	Rapid	Slurred	Soft
Clearing throat	Nasal	Deep Breathing	Loud	Stutter
Cracking voice	Disguised	Accent	Familiar	

If voice is familiar, who did it sound like? \_\_\_\_\_

## BACKGROUND SOUNDS

_____ Street noises	_____ House noises	_____ Factory machinery	_____ Voices
_____ Motor	_____ Animal noises	_____ Office machinery	_____ Office
_____ Clear	_____ PA System	_____ Static	_____ Local
_____ Long distance	_____ Booth	_____ Crockery	_____ Other

## THREAT LANGUAGE

_____ Well spoken	_____ Foul	_____ Incoherent	_____ Educated
_____ Irrational	_____ Taped	_____ Message read by threat maker	

# FIRE/EXPLOSION PROCEDURES

# ***FIRE/EXPLOSION PROCEDURES***

**Definition:** A fire has been detected in building or an explosion has taken place.

## **Faculty and Staff:**

1. Sound the fire alarm immediately.
2. Be prepared to describe the location of the fire.
3. Notify the fire department by calling 9-1-1.
4. Evacuate the building immediately.

## **Miscellaneous:**

1. Students and staff will be allowed to return to the building only upon the recommendation of the Fire Department and direction of the Campus Police Officer on scene, or the College President or his/her designee.
2. Decisions regarding class dismissal or other further actions are the prerogative of the College President or his/her designee.

# TORNADO AND SEVERE STORM PROCEDURES

# ***TORNADO AND SEVERE STORM PROCEDURES***

## **Definitions:**

**Tornado Watch:** Conditions are favorable for tornado or severe weather.  
Make staff aware, but take no action.

**Tornado Warning:** Tornado has been sighted - take shelter immediately.

**Notification:** Faculty and Staff will be notified of severe weather alerts via the computer 'blue screen' notifications and ALL persons with Text Alert capability will be alerted via the Text Alert system.

## **Faculty and Staff:**

1. During a Tornado Watch there will usually not be action taken.
2. During a Tornado Warning if you know the spot in your building designated as “the safest area” then proceed with your students/coworkers to that spot, otherwise move your students/employees away from windows, equipment and machinery, to inside hallways.
3. If your class or activity is outside with storms or other severe weather approaching, or when lightning is sighted, at your discretion, move the participants indoors or dismiss the participants.

## **Miscellaneous:**

1. You will be notified when to resume normal activities.

# EARTHQUAKE PROCEDURES

# ***EARTHQUAKE PROCEDURES***

**Definition:** Trembling and shaking of the buildings and grounds, signaling movement in the earth's crust.

## **Faculty and Staff:**

During the Quake:

1. Inside - Protect face and head from flying debris. Use arms, books, coats, etc. Stay away from windows and equipment. Seek cover under a desk or against an inside wall. Direct students to do the same.
2. Outside - Stay clear of trees, buildings, electric lines. Direct students to do the same.

After the Quake:

1. If Buildings and Grounds/Crisis Management personnel are present, yield supervision to them.
2. Direct the students to the nearest unobstructed building exit and direct them to follow the instructions of college personnel.
3. Advise the students to make an orderly exit of the campus under the direction of college personnel.

# COMMUNICABLE DISEASE

## ***COMMUNICABLE DISEASE***

Matters related to the health and welfare of our employees and student population are of paramount importance. As such, Policies and Procedures have been developed and are as follows:

Individuals who are infected with a communicable disease or who have a reasonable basis for believing that they are infected must conduct themselves responsibly for their own protection and that of other members of the college community.

When a student or employee makes it known that he/she has a communicable disease, the individual shall be referred to the Vice President of Finance and Administration located in the Business Office who, in turn, shall activate the Campus Panel on Communicable Diseases which shall be appointed by the College President and shall include a representative from Student Services, Nursing, the Learning Center, the College Attorney, and the Vice President of Finance and Administration. The Panel, in consultation with the individual, shall determine whether the individual is a risk to other students, faculty or staff. The Panel shall be empowered to consult other practicing health professionals. If the individual is ascertained to be a risk to the campus community, the Panel shall develop a written recommendation on a case-by-case basis, which shall be forwarded to the College President.

If a student, faculty or staff member perceives that he/she is at risk of possible infection due to proximity to an individual(s) they believe may be infected in the classroom, laboratory or workplace, and that he/she will continue to be at risk, the individual shall contact the Vice President of Finance and Administration who, in turn, shall activate the Campus Panel on Communicable Diseases. The Panel shall develop a written recommendation on a case-by-case basis, which shall be forwarded to the College President.

The Board of Trustees has the responsibility to balance the right to privacy of faculty, staff and students with the compelling public interest in providing a safe training environment for all employees and students in the programs as well as their patients in specific high-risk programs of study (Emergency Medical Technicians, Nurses, Police Institute, etc.) where those entering the programs constitute a high-risk group for contracting and/or transmitting communicable diseases (HIV, hepatitis B, tuberculosis, etc.). The Board of Trustees maintains the belief that employees in these programs and students entering these programs have a "diminished range of privacy expectation," and, therefore, reserve the right to require appropriate blood tests as a condition for admission to or continuation in such programs.

This policy shall be based upon current recommendations from the Centers for Disease Control and

the U.S. Public Health Service. Further, this policy shall be reviewed annually by the Panel and changes shall be proposed according to the latest available information.

# LOCATION OF FIRST AID SUPPLIES

## ***LOCATION OF FIRST AID SUPPLIES***

*First aid supplies/kits locations are identified on building evacuation plan maps throughout all campus buildings*

# Media Plan

# ***MEDIA PLAN***

## **Philosophy**

Jefferson College provides access to all public information through cooperative efforts among representatives of the media and College personnel while considering the responsibilities of both parties.

The primary objective for effective media utilization is to inform the public of all relevant information during and after a College emergency.

## **Regulations**

1. The Assistant to the President and the Director of Public Relations will be the designated persons to work with the media. All media requests will be directed through him/her.
2. As soon after an emergency as is reasonably possible, the Administrative Cabinet and the Director of Public Relations, and other designees will meet to establish relevant and consistent position statements on topics of public concern and media interest.
3. The Director of Public Relations will assist speakers involved in news conferences and will prepare written statements for the press.
4. The Director of Public Relations will prepare and distribute an emergency fact sheet which contains relevant information about students and personnel and about the population, location, history, etc. of the emergency site.

## **Media Contacts**

The College maintains a listing of both state and local newspapers, radio stations, and television stations in the Office of the Director of Public Relations. These lists contain the names of contact persons, telephone numbers, and FAX numbers. When an emergency occurs, media contacts are made and plans are made to accommodate media access to information.

## **Other Communication Methods**

Additional communications methods such as the use of other mass media (i.e. local cable), may be used depending on the nature of the emergency.

# RESPONSIBILITIES OF PERSONNEL

# ***RESPONSIBILITIES OF PERSONNEL***

## **Faculty and Staff**

1. Protect yourself and your students as practical.
2. If you feel qualified, administer first aid.
3. Observe as much as possible and report observations to authorities as requested.

## **Crisis Management Personnel**

### **Campus Police Department:**

1. Assume control of situation.
2. Notify Administrative personnel.
3. Be highly visible to show presence, support, and control of the situation.
4. Coordinate with additional external emergency response personnel as required.
5. Arrange for restricted access to site of emergency until crisis is resolved.

### **Administrative Personnel:**

1. Coordinate duties and response with Campus Police.
2. Be highly visible to show presence, support, and knowledge of situation.
3. Deal with the media.
4. Develop and execute a plan for notifying staff of the facts of the situation after the crises.

# EMERGENCY COMMUNICATIONS PROCEDURES

## ***EMERGENCY COMMUNICATIONS PROCEDURES***

1. Call 9-1-1 for any emergency (police, fire, or medical)
2. Call extension 3500 to report any non-emergency event or concern.

***AS SOON AS POSSIBLE EMERGENCY EVENTS WILL BE COMMUNICATED VIA***

***SMARTBOARD BLUE SCREEN ANNOUNCEMENTS;***

***AND TEXT ALERTS.***