



**ALMA COLLEGE**

**CAMPUS EMERGENCY GUIDELINES**

**January 2021**

## **Table of Contents**

<i>Introduction</i> .....	2
<i>First Steps in Case of Emergency</i> .....	2
<i>Crisis Management Team</i> .....	3
• <i>Crisis Management Team – Chair Succession Order</i> .....	3
• <i>Crisis Management Team (CMT Membership)</i> .....	3
• <i>CMT Member Roles and Responsibilities</i> .....	3
<i>Responsibilities of Additional Key Administrators</i> .....	7
<i>Emergency Communication Policy</i> .....	9
• <i>College-Wide Notification System</i> .....	9
• <i>Campus Alert System</i> .....	9
<i>Emergency Operation Locations</i> .....	10
• <i>Emergency Management Center</i> .....	10
• <i>Field Emergency Command Post</i> .....	10
• <i>Call Center</i> .....	10
<i>Appendix</i> .....	11
• <i>Emergency Phone Numbers on Campus</i> .....	12
• <i>AED Locations</i> .....	14
• <i>Severe Weather Shelter Locations</i> .....	15
• <i>Emergency Protocols</i> .....	18
• <i>Evacuation Procedures</i> .....	19
• <i>Health Concerns and Medical Emergencies</i> .....	20
• <i>Blizzard or Ice Storm</i> .....	21
• <i>Tornado or Violent Storm</i> .....	22
• <i>Civil or Public Disturbance/Demonstrations</i> .....	23
• <i>Fire</i> .....	24
• <i>Chemical Spills or Biological Exposure</i> .....	25
• <i>Death of a Student on Campus</i> .....	27
• <i>Active Shooter Protocol</i> .....	28
• <i>Bomb Threats, Suspicious Letter or Package, or Explosions</i> .....	29
• <i>Suspicious/Threatening Phone Call Report Form</i> .....	30
• <i>Cyber Security Incident</i> .....	31

## INTRODUCTION

These Campus Emergency Guidelines have been designed to provide contingency procedures for the Alma College community to follow in the event of campus emergencies. While the document does not cover every conceivable situation, it does supply the basic administrative guidelines necessary to cope with many anticipated campus emergencies. The procedures as outlined are intended to minimize potential risks to students, college employees, the public, and property, while affording prompt reaction to restore campus order and operations.

The college policies and procedures herein are to be followed by all community members whose responsibilities and authority cover the operational procedures found in the plan. If these procedures cannot be followed because of the nature of the emergency, any deviation from the emergency management plan must be approved by the most senior college administrator directing and/or coordinating the emergency operations.

This plan will be reviewed annually by the Campus Safety Committee and will be revised as needed to reflect changes in procedure or approach related to specific emergencies. All proposals for changes to the procedures described must be submitted in writing to the safety committee for their review. The committee's recommended changes will be submitted in writing by the chair of the safety committee to the Executive Staff for final approval.

Since it is impractical to establish policies and procedures to cover every aspect and variety of emergency situation, the directions are advisory in nature, recognizing that the primary responders may need to exercise judgment and discernment to protect the interests of all concerned.

All students and employees should apply these safety practices and precautions at all times to minimize the potential for emergencies and provide continued efficient operations.

## FIRST STEPS IN CASE OF EMERGENCY

**In case of emergency, staff and faculty are to take appropriate, immediate action to protect lives and property, call 911 if appropriate, and then make direct contact with either Campus Safety at ext. 7777 or Administrator on Duty (AOD) at (989) 560-5972.**

The crisis planning that follows is intended to provide a framework for the crisis management team when responding to major emergencies. The focus of the plan is to create a framework that can be used for large or serious incidents while remaining flexible so it can be expanded to larger disaster operations. Individual offices will also maintain protocols specific to the scope of their responsibilities and authority during and after an emergency.

## **CRISIS MANAGEMENT TEAM (CMT)**

Campus Safety or the AOD will contact the president, who will serve as the chair of the Crisis Management Team, unless the president determines otherwise. If the president cannot be reached, the following order will be used to identify the chair of this crisis team.

### Crisis Management Team — Chair Succession Order

- a. President
- b. Chief Operating Officer/Vice President for Finance and Administration (COO)
- c. Provost/Vice President for Academic Affairs
- d. Vice President for Student Affairs
- e. Chief Financial Officer (CFO)
- f. Vice President for Admissions/Special Assistant to the President
- g. Vice President for Advancement and External Relations

### Crisis Management Team (CMT) Membership

- President
- Chief Operating Officer/Vice President for Finance and Administration
- Provost/Vice President for Academic Affairs
- Vice President for Student Affairs
- Chief Financial Officer
- Vice President for Admissions/Special Assistant to the President
- Vice President for Advancement and External Relations
- Associate Vice President for Marketing
- Director of Facilities and Service Management
- Director of Human Resources
- Director of Athletics
- Director of Information Technology Services
- Director of Residence Life
- Chair of the Faculty
- Campus Safety
- Other individuals will be added on a case-by-case basis depending on the nature of the emergency

### CMT Roles and Responsibilities

It is the responsibility of the crisis management team to determine what actions to take during an emergency, but the following priorities will guide the team's decisions. In the absence of the president, the convening chair of the crisis team will assume the president's crisis communication roles and responsibilities as outlined below.

The priorities listed in this document address immediate emergency response, they do not cover the business continuation that is planned and activated at the departmental level. Each department with critical business operations will maintain a plan to ensure that critical operations continue during an emergency.

### President/Crisis Management Team Chair

The president or, in her/his absence, the person identified through the succession order shall serve as the CMT chair and is responsible for the overall direction of campus emergency operations as outlined in this plan, including:

1. Declare the emergency and lead the college's emergency response.
2. Collaborate with the CMT and others to assess the emergency and outline action steps.
3. Approve the immediate response procedures and adjustments required during the incident, to assure survival and recovery efforts.
4. Approve communication plans that provide necessary information to the campus community, the Board of Trustees, parents and the public about the incident, the anticipated outcomes and the steps to be taken to ensure personal safety and public health.
5. Designate liaisons for governing bodies, the public, the media and others.
6. Declare the end to the emergency and initiate assessment of the emergency response.

### Chief Operating Officer/Vice President for Finance and Administration

1. Coordinate with the president and other members of the CMT on issues related to Financial Services, Facilities and Service Management, and Information Technology Services.
2. Work with the vice president for student affairs to coordinate food and shelter decisions for students and staff.
3. Collaborate with the CFO to ensure that a business continuity plan is implemented and monitor its progress.
4. Assess the short- and long-term impact on Financial Aid operations, and if necessary, identify contingencies for continuation of operations.
5. Evaluate the financial impact of the crisis for the institution. Ensure that adequate records of the emergency and response are maintained for future reference, including status reports during prolonged emergencies, impact reports, timelines for recovery and incident review to assess the adequacy of the response.
6. Communicate appropriate sections of this plan during or after an emergency to persons responsible for conference groups and camps.
7. Annually schedule a CMT meeting for the purpose of running adequate drills.

### Provost/Vice President for Academic Affairs

1. Assess the short-term and long-term impact on the core academic operations and, if necessary, identify contingencies for continuation of operations.
2. Collaborate with the president and other members of the CMT to implement contingency plans necessary to continue academic functions.
3. Serve as liaison with other higher education entities as needed to support academic operations.
4. Conduct a post-emergency assessment of the contingency plans for review by the CMT after the emergency.

### Vice President for Student Affairs

1. Assess the impact on students' physical and mental health and coordinate the campus response to these needs.
2. Work with the chief operating officer to coordinate food and shelter decisions for students and staff.
3. Represent the Campus Safety Committee. Assure annual review of the Campus Emergency Guidelines and, through the committee, coordinate awareness initiatives for campus. Submit recommendations for revisions to the guidelines to the executive staff.

4. Conduct a post-emergency assessment of the campus impact for review by the CMT after the emergency.

#### Chief Financial Officer

1. Evaluate the financial impact of the crisis for the institution.
2. Collaborate with the COO to ensure that a business continuity plan is implemented and monitor its progress.
3. Coordinate all insurance contacts.
4. Secure funds to respond to the emergency, including mitigation and recovery.
5. Collaborate with the CMT in post-emergency assessment.

#### Vice President for Admissions/Special Assistant to the President

1. Assess the short- and long-term impact on the Admissions operations, and if necessary, identify contingencies for continuation of operations.
2. Collaborate with the president and other members of the CMT to identify multi-media communication plans for key constituencies, as outlined in the Alma College Crisis Communication Plan.
3. Work with the president and the associate vice president for marketing to develop specific communication, if necessary, for prospective students.
4. Communicate appropriate messaging to planned and walk-in campus visitors.
5. Collaborate with the CMT in post-emergency assessment.

#### Vice President for Advancement

1. Collaborate with the president's office to develop specific communication for constituents at each stage of the emergency.
2. Inform and advise the CMT about key constituents' feedback to the crisis event(s) and the related communications.
3. Coordinate with other members of the CMT to identify and access resources both on and off campus to support campus needs.
4. Collaborate with the CMT in post-emergency assessments.

#### Associate Vice President for Marketing

1. Initiate the Blackboard Connect Campus Alert System as directed.
2. Collaborate with the president and other members of the CMT to identify multi-media communication plans for key constituencies, as outlined in the Alma College Crisis Communication Plan.
3. Draft key messages including formal communication documents and informal talking points.
4. Serve as liaison and, when directed, spokesperson for the news media. Compose announcements and news releases. Coordinate media response with local law enforcement agencies when necessary.
5. Assure posting of relevant information on the college website: [www.alma.edu](http://www.alma.edu).
6. Monitor print, online, social media, and broadcast media coverage during and after the emergency.
7. Activate the college call center when there is an expectation that parents, alumni and others will want to speak with Alma College officials.
8. Conduct a post-emergency assessment of crisis communication for review by executive staff.
9. Offer annual refresher training for user administrators of the Blackboard Connect Campus

## Alert System.

### Director of Facilities and Service Management

In cases of emergencies involving threat to physical property, the director of facilities and service management will perform the following duties:

1. Coordinate with local disaster authorities, i.e. fire, police, emergency squad, and civil defense. Once on site, the 911 emergency personnel will take charge of the situation. In most cases, the director will serve as the connection with the emergency personnel and will stay in regular contact with the CMT chair.
2. Determine extent of damage sustained and, if necessary, communicate with president and CMT whether affected operations should be closed. Advise CMT when facilities can be safely re-opened.
3. Provide equipment and personnel to perform shutdown procedures, hazardous area control, barricades, damage assessment, debris clearance, emergency repairs and equipment protection.
4. Provide for essential needs including emergency power and lighting systems, potable water, fuel, sanitary sewage services or substitute facilities, as needed.
5. Assist CMT in identifying habitable space for relocation of essential services and/or temporary housing. Assist in identifying storage for vital records at an alternative site.
6. Arrange for outside contractual support as needed.
7. Coordinate emergency debris removal and any other actions required to make the campus accessible for emergency response vehicles, etc.
8. Manage card entry control system for access or denial of access to campus facilities as appropriate to the emergency circumstances.

### Director of Human Resources

1. Advise the CMT regarding the welfare of faculty and staff.
2. Work with controller and director of information technology services to protect records in college business functions.
3. In the event of an employee death, serve as the contact for the family.
4. Notify OSHA of death or injury that occurs in the course of employment.
5. Serve as liaison with life and health insurance companies as needed to ensure prompt response to employee and survivor benefits.
6. Serve as liaison to the employee assistance program.

### Athletic Director

1. Assess the short-term and long-term impact of an emergency on athletic operations.
2. Coordinate with other higher education entities as needed to continue operations.
3. Assure annual training of coaches and athletic staff on procedures related to athletic venues.
4. Assure ready access for announcers at all athletic events to scripts and procedures for evacuation or shelter-in-place.

### Director of Information Technology Services

1. Advise the CMT about information systems, communications and networking issues including potential damage to critical computer and communications infrastructure.
2. Ensure the function and stability of college communication and information systems. Restore service if damage has occurred.
3. Ensure that key electronic records are accounted for and protected.

4. Maintain sufficient business continuity capability for key information and communication systems.

#### Director of Residence Life

1. Assess disruption to student residences and advise CMT on need for housing reassignment when appropriate.
2. Coordinate student housing reassignment if some residences are determined uninhabitable.
3. Annually, assure that all residence hall directors and resident assistants receive adequate training in emergency response and evaluation procedures.

#### Campus Safety

1. Notify president of major emergencies and hazardous situations. In his/her absence, proceed through the CMT chair succession list above to provide administrative notification.
2. Monitor campus emergency warning and evacuation systems.
3. Take immediate and appropriate action to protect life and property; call 911 or administrator on duty (AOD), if appropriate.
4. Provide direction to campus personnel regarding crowd and traffic control until local law enforcement arrives on scene.
5. Assist local law enforcement as requested on set-up and maintenance of emergency communications network, search and rescue operations, and other emergency response procedures.
6. Document the incident.
7. Collaborate with the CMT regarding the continued use and re-occupancy of campus property.

### **RESPONSIBILITIES OF ADDITIONAL KEY ADMINISTRATORS**

In addition to the Crisis Management Team, depending upon the emergency other campus members may be called into action to assure completion of essential functions as indicated below.

#### Associate Director of Facilities and Service Management (FSM)

1. Assume responsibility for all duties of the director of FSM in the event of his/her absence.
2. Coordinate and deploy facilities service staff to respond to the emergency.
3. Document actions taken and outcomes for post-emergency review.

#### Controller

1. Assist chief operating officer in developing and implementing a business continuity plan and assessing the financial impact of the crisis on the institution.
2. Coordinate continuation of the payroll and accounting functions.
3. Work with director of human resources, ITS and other officials to protect critical college records.

#### Director of Dining Services

1. Assess existing food and water supplies and advise the crisis management team about food supply and issues regarding re-supply.
2. Identify and coordinate food distribution locations if Hamilton Commons is unavailable.
3. Develop a plan for minimum food and water needs for a 72-hour crisis.

4. Make recommendations to CMT about maintaining campus food supplies during a prolonged crisis.
5. Determine campus ability to support city requests for food or water assistance.
6. Assure that proper sanitation is in place for food preparation.

Director of Counseling, Health and Wellness

1. Provide or arrange mental health interventions for affected individuals, serving as liaison to mental health providers.
2. Work with the Wilcox Medical Center staff to develop, maintain and implement major health emergency responses.
3. Coordinate with local emergency management services personnel to provide appropriate medical responses.
4. Serve as the college liaison to public health officials.
5. Advise the vice president for student affairs on critical health incidents and leads health-related briefings as needed.
6. Follow the Emergency Response Plan of Mid-Michigan Medical Center-Gratiot as it applies to campus and community emergencies.
7. Work with local health department and CDC if necessary, to determine outbreak level concerns and direct campus closures in these circumstances. Tracking of campus cases of illness in outbreak circumstances will be accomplished through coordination with Residence Life, including hall directors and resident assistants.
8. Work with appropriate agencies to aid with triage and transportation of students, faculty, staff, visitors and guests affected by the emergency or outbreak.

## EMERGENCY COMMUNICATION POLICY

To ensure the proper handling of communications and public relations during a time of emergency, regardless of its duration, scope or complexity, the college has established basic guidelines to observe regarding media relations during emergency situations:

1. Only an authorized spokesperson (president, vice presidents, or the associate vice president for marketing) will meet or talk with the media.
2. Only the facts shall be stated to the press. If opinions are offered, they must be identified as such and be based on clear, logical inferences drawn from facts.
3. Next-of-kin must be notified before media are notified of names in the event of loss of life or serious injury.

### College-Wide Notification System

Any or all of the following communication methods may be used to inform the campus community when there is an environmental emergency.

1. The Blackboard Connect Campus Alert System will be initiated by one of the authorized administrators.
2. An alert from the Chapel steeple will sound, using a siren tone. Activation of the alert will be done by Campus Safety staff or the director or assistant director of facilities and service management.
3. Appropriate information will be posted on the college website at [www.alma.edu](http://www.alma.edu). A front-page banner will be added to provide easy access to the emergency page.
4. For active shooter emergencies, only 1 and 3 will be implemented.

### Campus Alert System

Alma College participates in a campus alert system called Blackboard Connect enabling us to reach students, faculty and staff with immediate, time-sensitive information or announcements using campus phones, cell phones, email and text messaging. The URL for this service is <https://connect.blackboardconnect.com/Home>.

The associate vice president for marketing serves as the chief user/administrator for Alma's Blackboard Connect account, with ITS support to ensure that up-to-date student, faculty and administrator databases are linked to the system. In most circumstances, the associate vice president for marketing will initiate the alert. If he/she is unavailable, the director of college communications will initiate the alert. If neither of these administrators is available, one of the following trained administrators will initiate the alert:

- Chief Operating Officer/Vice President for Finance and Administration
- Vice President for Student Affairs
- Director of Facilities and Service Management

The president or the designated chair of the Crisis Management Team will authorize the implementation of the campus alert system. The college will use the Blackboard Connect Campus Alert System only for true campus emergencies and for communicating weather-related campus closures.

## EMERGENCY OPERATION LOCATIONS

### Emergency Management Center

The primary crisis management center is the Reid-Knox Conference Room. The additional emergency management center for use if this location is unsafe, unusable or not properly equipped to deal with the emergency at hand is at Facilities and Service Management (FSM). The CMT may use one location and another may be used for critical business functions.

When a major emergency occurs, or is imminent, the following command centers may be activated at the direction of the CMT. The regular FSM department functions and communications center located at Trower Building are also to be kept fully operational.

If the campus must be evacuated, the CMT will set up a location off campus. Arrangements have been made for four possible sites, depending how far from campus the team must move. Documentation of these relationships will be maintained in the office of the chief operating officer/vice president for finance and administration. The prearranged sites are:

- A. Communication and Marketing Office, 317 Grant Ave., Alma
- B. First Presbyterian Church – 495 Charles Ave., Alma
- C. Gratiot Isabella RESD, Mahoney Administration Building, 1131 E. Center St., Ithaca
- D. Alma City Hall, 525 E. Superior St., Alma

In the case where the CMT members are off campus, the CMT chair will communicate individually with the team members as appropriate, and will facilitate conference calls of the group as needed.

### Field Emergency Command Post

Upon the recommendation of the coordinating police or emergency agency, the college will establish an emergency command post, or permit the responding agency to establish an emergency command post, at an appropriate location near the emergency scene. The college will cooperate fully with the coordinating agency and provide equipment, directory, computer and internet access as requested.

In the event that the Trower Building must be evacuated, FSM personnel will take as many portable radios, emergency equipment and dispatch reference binders as possible to their temporary site.

### Call Center

The college call center will be activated at times when there is a major campus emergency and there is an expectation that parents, alumni and others will want to speak to Alma College officials. Depending on the nature of the crisis, the call center will be staffed by Communication and Marketing and/or Student Affairs staff. Call center staff will be given a script of information prepared by the associate vice president for marketing and approved by the CMT. Each call to the call center will be logged to record the name of the person calling, a call back number and the individual's concern.

## **APPENDIX**

## EMERGENCY PHONE NUMBERS ON CAMPUS

Contact	Name	Office Phone	Home & Mobile
President	Jeff Abernathy	7145	989-463-7363 h 989-388-9235 m
COO/Vice President for Finance & Administration	Alan Gatlin		517-881-8225 m
Provost/Vice President for Academic Affairs	Kathleen Dougherty — check phone numbers	7176	989-463-1178 h 989-289-7768 m
Vice President for Student Affairs	Damon Brown	7151	216-906-7051 m
Vice President for Admissions and Special Assistant to the President	Amanda Slenski	7465	586-344-5668 m
Vice President for Advancement	TBA		
Associate Vice President for Marketing	Melinda Booth	7976	586-242-9994
Director of Facilities and Service Management	Ryan Stoudt	7259	989-681-2258 h 989-763-0306 m
Athletic Director	Sarah Dehring	7783	231-349-3288
Director of Residence Life	Alice	7147	989-331-4045
Director of Counseling and Wellness Center	Anne Lambrecht	7225	989-463-4137 h
Professor of Chemistry (Chemical Emergency)	Joel Dopke	7395	989-388-1916
Director Information Technology Services	Kyle Warner	7359	989-444-8456 m
Call Center 317 Grant St.	Switchboard Operator	7111	989-463-7111
Food Services	Burt McAtee Judy Dick	7313	989-284-0793 m 616-755-1783 m
Campus Safety	Alexa Noe	7777	989-289-8638
Administrator on Duty — Residence Life	Rotating Personnel		989-560-5972

### Outside Phone Lines

(Do not go through our phone system). In these locations, a regular analog phone could be plugged in to use for emergencies.

Hamilton Time Clock 989-466-2773

Tyler-Van Dusen Time Clock 989-466-5176

Wilcox CC Swipe 989-463-2397

### Power Fail Phones

If the campus should experience a power outage that lasts more than five hours (the capacity of the battery backup for the phone system), the following phones would be available for emergency use.

<u>Location</u>	<u>Phone Number</u>
ITS Office	989-463-7188
Campus Safety Office	989-463-7777
President's Office	989-463-7176
Provost's Office	989-463-7152
Student Affairs Office	989-463-7333
Athletics (Campbell-MacDonald Room)	989-463-7099
Facilities and Service Management	989-463-7162

### Two-Way Radio Inventory

Campus Safety has 18 available two-way radios available in the event of an emergency.

**AED LOCATIONS**  
**As of January 17, 2017**

<b><u>Building</u></b>	<b><u>Location</u></b>
Hogan Center	Training Room Portable (travels with trainers) Pool Deck Cappaert Gymnasium, second floor Smith Lobby, north of arena doors
Remick Heritage Center	Behind box office counter
Stone Recreation Center	Main Desk Area
Tyler-Van Dusen	Main Hallway outside South Commons
Wilcox Counseling and Wellness Center	Room 105

## SEVERE WEATHER SHELTER LOCATIONS

### Academic and Administration Buildings

#### Clack Art

Basement

#### Bookstore/Starbucks

Men's restroom, office, kitchen supply room

#### Copy Center

Interior office located on the east side of building, no windows

#### Centennial House

Basement

#### Dow Science Center

Lower level corridor northeast of the planetarium

#### Dunning Memorial Chapel

Lower level

#### Eddy Music Center

Men's and Women's restroom, corridor along lockers, instrument storage rooms, practice rooms

#### Hamilton Commons

Lower level corridor from hall to kitchen, behind Sodexo office, mail box area under stairwell, and restrooms

#### Hogan Center

Locker rooms, corridor along cheer room/football offices, 1<sup>st</sup> floor women's restroom

#### Hood Building

Lower level restrooms

#### Kehrl Library

Lower level corridor near ITS offices

#### McIntyre Center for Exercise Science

Men's and Women's restrooms, Hogan locker rooms

#### Communication and Marketing Office (Grant Avenue)

Basement

#### Oscar E. Remick Heritage Center

Basement

#### Reid-Knox Administration Building

Men's and Women's restroom; if possible, get to SAC or Chapel

## Administrative and Academic Buildings (continued)

### Stone Recreation Center

Men's and women's locker rooms

### Swanson Academic Center

Lower level south corridor, interior south offices, interior south classrooms

### Trower Building

Basement - northwest corner in supply room

### Tyler-VanDusen Campus Center

Go to Gelston lower level

### Wilcox Medical Center

Get to Hogan if possible; if not, interior restrooms

## Residence Halls

### Bruske Hall

Restrooms and center hallways in 1<sup>st</sup> floor quads.  
Keep room doors closed.

### Gelston Hall

Basement corridor in west wing. Keep room doors closed.

### Mitchell Hall

Basement corridor staying away from window areas.

### Newberry Hall

Basement corridor staying away from window areas.

### Cary/Bonbright and Nisbet/Brazell halls

Lowest level corridor in each building. Keep room doors closed.

### Wright Hall

First floor east or west wing corridor. Keep room doors closed.

### 535 Wright Ave. apartment building

Basement laundry area.

### 530 Wright Ave apartments

Bathrooms in your apartment. If possible, lie in bathtub with blankets covering your face.

### Small housing, including Smith Alumni House

If you have a basement, go to basement, stay away from windows, usually under a stairway is a safe place.

If you have no basement, go to center hallway, keep doors closed, stay away from windows, cover your face with blankets.

### Athletic Facilities

If time doesn't allow a move to the designated areas above, shelter in place as directed below:

#### Bahlke Field

Home side — Move to Hogan locker rooms, concession stand, concession storage and Men's and Women's restrooms

Visitor side — Move to Stone Recreation Center men's and women's locker rooms

#### Klenk Park

Lower press box storage, stay in dugouts and cover face

#### Scotland Yard

Lower press box storage if open, baseball dugouts and cover face

#### Scots Park Softball Field

Upper and lower press box (in upper press box, stay to back wall with face covered), dugouts

#### Tennis Courts

Move to Carey/Bonbright or Wright Hall corridors

## EMERGENCY PROTOCOLS

Individual protocols have been developed for most foreseeable emergencies. The following protocols that apply to all students, faculty and staff will be available on the college website. Individual offices that are tasked with responding to specific emergencies will maintain detailed protocols to support their emergency and remediation procedures. Those protocols will be available only on a need-to-know basis.

This public document includes:

- Evacuation procedures
- Health concerns and medical emergencies
- Blizzard or ice storm
- Tornado or violent storm
- Civil or public disturbance/demonstrations (aka Protestor Protocol)
- Fire
- Chemical spill or biological exposure
- Death of a student on campus
- Active shooter protocol
- Bomb threats, suspicious letter or package, or explosions
- Cyber security incident

### Loss of Utilities

In the event of a loss of utilities, suspected gas leak, downed power line or water main break, during regular office hours contact facilities and service management or, if after hours, notify Campus Safety, who will notify the director of facilities and service management. The director of FSM will contact the appropriate personnel or responsible public agency and inform the president.

### Additional on-line resources:

Sexual assault: <https://www.alma.edu/civil-rights/>

Warning signs for alcohol poisoning: [www.alma.edu/live/files/1032-alcohol-poisoning](http://www.alma.edu/live/files/1032-alcohol-poisoning).

## EVACUATION PROCEDURES

The recipient of a notice to evacuate all or part of the campus from an outside agency will immediately relay that information to Campus Safety and to the president.

### Building Evacuation

1. Total building evacuations will occur when a building alarm (fire alarm) sounds and/or upon notification through the Blackboard Connect Campus Alert System or by campus safety or facilities personnel.
2. During an evacuation, leave by the nearest marked exit and alert others to do the same.
3. ASSIST ANY INDIVIDUAL WITH A DISABILITY TO EXIT THE BUILDING! Remember that elevators are reserved for persons with disabilities. DO NOT USE THE ELEVATORS IN CASES OF FIRE OR EARTHQUAKE.
4. Once outside, proceed to a clear area that is at least 100 feet away from the affected building.
5. Keep streets, fire lanes, hydrant areas and walkways clear for emergency vehicles and personnel.
6. If you know that there is a designated area assembly point, report to that area and remain until an accurate headcount is taken. Department heads or supervisors will report any missing personnel to the senior executive of the sector.
7. DO NOT return to an evacuated building unless authorized by a college official.
8. In some instances, it may be necessary to implement a lock-out of the building. No one will be allowed to enter the building unless authorized by emergency personnel.
9. If a residence is not habitable, the director of campus life will determine where to relocate the students. For non-residential buildings, department heads in consultation with appropriate senior staff will determine how to relocate staff.

### Campus Evacuation

1. Evacuation of all or part of the campus grounds will be announced through the Blackboard Connect Campus Alert System as directed by the president or designee.
2. All persons (students, faculty and staff) are to immediately vacate the site in question and relocate to another part of the campus grounds or to an off-site location as directed.
3. In the event of an all-campus evacuation, local police, fire or other emergency management officials will respond immediately to campus and assume control of emergency operations and identify the location for an emergency action center.

### Emergency Shutdown Procedures

In the event of a natural disaster in which major structural damage is sustained, facilities and service management staff will be responsible for utilities shut-down processes, including electrical, natural gas, gas-chlorine (pool).

### Lock-in (Shelter in Place)

In the event of a campus emergency that affects only a portion of campus, building occupants may be required to remain in their current location. As in all other emergencies, notification will be provided through the campus alert system as well as by a walk-through of the building by a senior administrator in the building. In general, when this is the case, stay away from windows and doors. Depending on the emergency, individuals may need to seek shelter under desks or along interior walls. In such cases, occupants must stay in the building until an "all clear" notice is provided by authorized emergency personnel.

## HEALTH CONCERNS AND MEDICAL EMERGENCIES

### Medical emergencies, including alcohol poisoning

- For any situation that requires immediate medical attention or treatment, call 911. Then contact campus safety.
- For suspected alcohol poisoning, refer to [www.alma.edu/live/files/1032-alcohol-poisoning](http://www.alma.edu/live/files/1032-alcohol-poisoning).
- After appropriate notifications have been made, try to keep the victim calm until emergency responders arrive.
- Campus Safety will notify the administrator on duty.
- After emergency responders have control of the situation, the AOD will notify the vice president for student affairs or the director of campus life.
- The vice president for student affairs will notify the president and, if appropriate, the CMT will convene.

### Suspected Communicable Diseases

- Notify the Wilcox Medical Center (ext. 7181) of any suspected communicable disease.
- The Wilcox Medical Center staff is responsible for collaborating with the local hospital and public health department in determining the appropriate response and treatment.
- The director will notify the vice president for student affairs or, in his absence, the president in the event of a suspected outbreak.

### Foodborne Illnesses

- Upon notification of an alleged food borne illness or complaint, the general manager of dining services will call his/her district manager and then notify the local health department to begin investigation of the complaint.
- The general manager will then promptly notify the president or COO.

## BLIZZARD OR ICE STORM

Because Alma is a residential college, the college will be closed only under the most extreme weather conditions. Severe weather, however, such as heavy snow or ice, or some other emergency circumstances may create conditions which would require the delay of the start of the workday or the early release of staff members.

1. *Delay* — The college will open for regular business at a later, specified time.
2. *Cancellation* — The college cancels classes or specific college events before the opening of regular business hours.
3. *Closure/early dismissal* — The college makes a decision to close before the completion of regular business hours and cancels remaining college activities.

### Roles and Responsibilities:

- In the event of extreme snow accumulation or ice, the CMT will conduct a conference call to make a decision as to the delay, cancellation, closure or early dismissal.
- Weather-related delays, cancellations, closures or early dismissals will be communicated via the Blackboard Connect Campus Alert System. The CMT will designate an authorized administrator of the alert system to initiate the emergency notification to students and employees.
- Facilities and service management will maintain 24-hour snow removal operations throughout the storm.
- Health services and food services will remain in operation throughout the storm.

NOTE: When regularly scheduled work hours are reduced because of emergency conditions, all employees and supervisors will refer to the policies established and recorded through Human Resources. Department Heads and Supervisors may not release their staff from work during emergency conditions without authorization from the President's Office or Human Resources Office.

## TORNADO OR VIOLENT STORM

This plan is aimed at preventing injury and saving lives of employees and students. A tornado may strike without warning, causing severe damage and/or injury. One clue that a tornado could develop is when a thunder storm produces hail. The larger the hail stone, the more likely that a tornado will occur.

### Definitions:

1. *Tornado watch* — Weather conditions indicate the possibility of a tornado developing. Normal activities may be continued, but caution should be taken in view of threatening conditions.
2. *Tornado warning* — A tornado has been sighted in the area. Take cover immediately and wait for the “all clear” to be issued.

### Siren Warning System:

The City of Alma maintains a siren warning system. The siren is tested at 1:00 p.m. on the first Saturday of each month. Alma College also maintains a siren warning system and conducts their test simultaneously with the City of Alma. Any time the siren for the city is sounded noting a tornado warning or when a tornado warning has been issued for our area, the college will also sound their siren.

### Protocol Action Steps:

- When the tornado siren is activated seek shelter *immediately*. Be acutely aware of the shelter locations in the building you are in. See **Shelter Locations** on page 16.
- Stay away from windows and close doors. If possible, cover yourself for protection from debris.
- Stay in your Shelter Location until the “all clear” tone is sounded.

### Roles and Responsibilities:

- During severe weather, FSM and Campus Safety will monitor the weather through multiple media sources.
- In the event that a tornado warning affects the campus during normal work hours, the director of FSM will notify the president and the associate vice president for marketing to initiate the campus alert system. *In the event that the severe weather is after hours or weekends, Campus Safety will monitor the weather and contact the director of FSM to initiate the appropriate actions.*
- The director of FSM will initiate the emergency siren or notify Campus Safety to initiate the emergency siren.
- All above stated parties will seek shelter appropriately after conducting the responsibilities of their office.
- Once the tornado warning has expired and the threat of severe weather gone, the director of FSM will give the call for “all clear” to be sounded and the campus will be notified through the campus alert system.
- In the situation that a tornado or severe weather has damaged part of or all of the campus, the CMT will convene to take appropriate action.

## **CIVIL OR PUBLIC DISTURBANCE/DEMONSTRATIONS** **(also referred to as Protestor Protocol)**

Peaceful and non-obstructive campus demonstrations such as marches, meetings, picketing and rallies are permitted on the Alma College campus. Demonstrations are not disrupted unless the participants are violating the Student Code of Conduct (as outlined in the Student Handbook). Such violations might include but are not limited to the following:

- Intentional or reckless interference with normal college activities and functions. Examples of such activities/functions include but are not limited to studying, teaching, public speaking, research, administration of the college, or emergency (fire or police) operations.

Intentional interference with the freedom of expression of others.

Actions, explicit or implied threats, or gestures, which place a person in reasonable fear of unwelcome physical contact or harm.

Intentional or reckless behavior which may, or in fact does, deface or cause damage to college property or the property of others.

### Protocol Action Steps:

- In the event of an anticipated campus demonstration, the college will identify a safe and secure demonstration space for protestors on college property if the protestors comply with the above stated Student Code of Conduct policies. Campus Safety will be available to provide assistance and oversight for individuals who identify themselves as protestors. An assigned officer will be the focal point officer to address protestors, answer questions and monitor protest activities. Individuals who are not students or college employees will be requested to stay within the bounds of the exterior designated demonstration space.
- Campus Safety will determine if a demonstration is disruptive and advise the president of the concern. If protestors fail to comply with instructions by Campus Safety, as approved by the president or his/her designee, they will be asked to leave. If individuals do not comply with the request to vacate, Alma City Police will be contacted for further assistance.
- Ticketed patrons who verbally disrupt a public event will be asked to leave and escorted from the venue.

## **FIRE**

Occupants or those working in each building should know the location of fire extinguishers, fire exits, and alarm systems.

### Protocol Action Steps:

- If an emergency exists, activate the building alarm (fire alarm).
- Call 911. Then evacuate all rooms, closing all doors to confine the fire and reduce available oxygen. **DO NOT LOCK DOORS.**
- Assist those with disabilities to exit the building.
- Do not use the elevators during a fire.
- Smoke is the greatest danger in a fire, so stay near the floor where the air will be less toxic.
- Once outside, move to a clear area at least 100 feet away from the affected building. Keep streets, fire lanes, hydrants and walkways clear for emergency vehicles and crews.
- If requested, assist emergency crews as necessary.
- A campus emergency command post may be set up near the emergency site. Keep clear of the Command Post unless you have official business.

**DO NOT RETURN TO AN EVACUATED BUILDING** unless told to do so by a college official or Alma Fire Department official.

### Roles and Responsibilities:

- *After* 911 has been notified and the building is evacuated, notify Campus Safety who will contact the president and notify director of FSM of situation.
- If president is not available, the director of FSM will continue to next vice president on the Crisis Management Team (CMT).
- The president or his designee will determine whether to convene the CMT for further action and will direct the associate vice president for marketing to initiate the campus alert system with the appropriate dialogue for the situation.

## CHEMICAL SPILLS OR BIOLOGICAL EXPOSURE

When a chemical spill occurs, the responsibility for cleaning the spill rests with the person causing the spill. If the individual responsible is unknown, or unable to clean up the spill due to injury, then responsibility for dealing with the spill rests with the department where the spill occurred. Custodians are not permitted to clean up spills of hazardous materials. The Wilcox Medical Center staff and director of FSM will provide technical advice, but are not responsible for the spill cleanup.

When a spill occurs, you and others should move well away from the area when determining the appropriate response. The appropriate response depends on whether the spill is a **simple spill**, which you can clean up yourself; or a **complex spill**, which requires outside assistance.

### Simple Spill

- Does not spread rapidly;
  - Spill or toxic vapors are not spreading beyond the immediate area.
- Does not endanger people or property except by direct contact;
  - The identity of the spilled chemical is known.
  - A person has not been injured in the incident.
  - A fire is not present or an explosion has not occurred.
  - Flammable vapors and ignition sources are not present.
  - Toxic vapors or dusts, i.e., inhalation hazards, are not present.
  - The spilled chemical is not air, water, or otherwise highly reactive.
  - The spilled chemical is not a strong oxidizer.
- Does not endanger the environment;
  - There is no risk of the spilled chemical entering a sewer or contaminating soil.
  - After cleaning up a simple spill, a brief write-up should be prepared to document what happened, why, what was done, and what was learned. Use the College's Incident Report for this purpose, and forward a copy to Campus Safety.

If the spill does not meet all three characteristics of a simple spill, evacuate the area and call Campus Safety immediately.

### Protocol Action Steps for Complex Chemical Spills:

- Whenever you spill a chemical, or discover a spill or release, tell your co-workers and supervisor regardless of how small or insignificant the spill or release appears.
- Call 911 and assure prompt medical attention for any person injured or experiencing respiratory distress.
- If a complex spill exists, the key person in charge of the site should vacate the affected area at once and seal it off to prevent further contamination of other areas.
- Activate the building alarm (fire alarm) and evacuate the building. ASSIST THE HANDICAPPED IN EXITING THE BUILDING! Remember that elevators are reserved for handicapped use. DO NOT USE ELEVATORS IN CASE OF FIRE. DO NOT PANIC.
- After the building or area has been evacuated, contact Campus Safety. When reporting, be specific about the nature of the material involved and the exact location.
- Campus Safety will report the spill immediately to the director of FSM and 911 if appropriate.

- Campus Safety will then proceed to spill site and help with evacuation and perimeter control as needed.
- Anyone who may be contaminated by the spill should immediately begin using the deluge shower removing contaminated clothing as the flow of water begins, and washing the affected area of the skin for 15 minutes.
- The victim should remain in the vicinity and give his/her name to medical staff. Required first aid or medical treatment will begin as soon as possible.
- MSDS (WHAT DOES MSDS STAND FOR?) sheets should be presented to medical staff at the time they arrive on site.
- If the spill is complex, all clean-up will be handled by professionals according to OSHA Hazardous Waste Regulations.

### Biological Exposure

This protocol applies to the deliberate or unintentional release of germs or other biological substances that can make an individual sick. Such substances may be inhaled, enter through a cut in the skin or be eaten. While it is possible that exposure could be the result of a recognized biological attack, it is perhaps more likely that local health care workers will report a pattern of unusual illness or there will be a wave of sick people seeking emergency medical attention.

If you become aware of an unusual and suspicious release of an unknown substance nearby, you should take the following precautions:

- Quickly get away.
- **DO NOT** come in contact with the identified substance.
- Cover your mouth and nose with layers of fabric, paper towels, etc.
- Wash with soap and water.
- Call 911 and notify Campus Safety.
- When local law enforcement arrives, they will assume command of the situation, in consultation with the CMT.

### Roles and Responsibilities:

- *After* the building or area has been evacuated, Campus Safety will notify the president, the director of FSM and 911 if necessary.
- Campus Safety will conduct sweep of building or area for persons not evacuated.
- Campus Safety will set perimeter of determined feet from area or around building according to *Emergency Response Guidebook*.
- If appropriate, the CMT will be convened and an appropriate response plan will be developed. Recommended additions to the team include the chair or other members of the Chemistry Department for assistance in determining the appropriate response.

## DEATH OF A STUDENT ON CAMPUS

In the event of a death on campus, Alma College will handle the situation with sensitivity and compassion.

### Protocol Action Steps:

- If a person is found unresponsive, call 911 immediately. (Treat as medical emergency)
- Notify Campus Safety or, if outside normal business hours, the Administrator on Duty (AOD).
- AOD will notify the vice president for student affairs or director of campus life (DCL).
- VP of Student Affairs or DCL will notify the president of situation. The president or designee will convene the CMT.
- Do not disturb the scene. Do not touch or move anything. Secure the area.
- If after normal business hours, the AOD establishes the perimeter. Do not permit entry until Emergency Services (police/EMS) arrive.
- **All inquiries related to the death shall be referred to the associate vice president for marketing.**
- The CMT and the college chaplain will coordinate plans for conducting memorial services as appropriate following consultation with parents, friends of the deceased, college officials, and student affairs staff.
- CMT will notify appropriate offices e.g. registrar, financial aid, advancement, admissions, ITS, etc. to record the death and respond according to their office protocols.

### Individuals to Add to Crisis Management Team:

Chaplain  
Director of Counseling and Wellness

### Note:

#### Mid-Michigan Medical Center – Gratiot

- Campus Safety or the AOD is identified as initial college contact for the hospital.
- The hospital will normally handle next of kin notifications.
- The hospital will hold the deceased until funeral arrangements are made.

## ACTIVE SHOOTER PROTOCOL

### The A.L.I.C.E Run Hide Fight System for an Active Shooter Threat

**A.L.I.C.E.** stands for: Alert, Lockdown, Inform, Counter, and Evacuate.

**RUN.** Your first option should be to safely escape the danger zone. Remember to leave belongings behind, your life is more important.

Alma evacuation points:

- Alma First Church of God located on 200 W Superior St., Alma
- First Presbyterian Church located on 495 Charles Ave., Alma

**HIDE.** Hide as a second option if you cannot escape the danger zone. Do not huddle in large groups, it creates a larger target. Lock, barricade doors, turn off lights, and close windows.

**FIGHT.** Fighting should be your last option if you have no other way to escape and your life is in immediate danger. Objects in your environment can be great options to use as weapons to defend yourself against an attacker. Overwhelming the attacker through sheer numbers can be an effective strategy.

During an active shooter situation remaining calm and prepared until help arrives will greatly increase your survival rate. It may seem like help is never going to arrive, remember that first responders are acting as quickly as possible to rescue you. Remember it is ultimately up to law enforcement to stop the threat. Making sure you are safe is their number one priority.

#### **What to do when law enforcement arrives:**

- Remain calm and follow instructions.
- Do not attempt to assist unless specifically asked to do so by law enforcement personnel.
- Slowly put down any items in your hands (e.g., bags, jackets).
- Raise hands and spread fingers.
- Keep hands visible at all times.
- Avoid quick movements toward officers, such as holding on to them for safety.
- Avoid pointing, screaming, or yelling.
- Do not stop to ask officers for help or direction when evacuating, as they will be focused on finding and incapacitating the shooter to prevent further loss of life. Not adhering to officers' instructions puts everyone in danger.

## **BOMB THREATS, SUSPICIOUS LETTER OR PACKAGE, OR EXPLOSIONS**

The purpose of this plan is to establish procedures for handling bomb threats and actual bomb emergencies that will minimize injury to people, facilities, and avoid disrupting normal schedules. All employees should accept a bomb threat or warning as a **true statement** until it is proven otherwise.

### Protocol Action Steps:

A bomb threat may be received by phone, letter, email, text. You may also become aware of a suspicious package or letter that you suspect of containing an explosive or other harmful substance. Call 911 or contact Campus Safety immediately and follow the instructions outlined below

#### **A. Bomb threat received by phone:**

- Remain calm and use the Suspicious/Threatening Call Report Form at the end of this section. This form should be kept close at hand by those who routinely answer outside lines.
- Be courteous and polite, listen carefully, and show interest.
- Keep the caller talking to gather as much information as possible, including:
  - Location and type of bomb
  - Planned time of detonation
  - Why the bomb was planted
- Listen for clues of the caller's age, gender, mental state (calm, drunk, angry)
  - Write down the caller's exact words.
  - Listen carefully for tone, accent, grammar, background noise, etc.
- DO NOT hang up the phone after the call.
- **To avoid risk of detonation, immediately turn off cellular devices, radios and pagers.**
- Call 911 and relay all information you can as accurately as you can. Notify Campus Safety immediately after calling 911.
- Follow directions of emergency personnel. Evacuation or shelter-in-place will be determined at the time of the crisis. Typically, sheltering in place is safer because of the protection offered by the building.
- If instructed to clear the area or building, stay clear for emergency response teams.

#### **B. Suspicious letter or package:**

- Characteristics of a suspicious package or letter include:
  - Oily stains, discoloration or odor
  - Powdery substances on the outside or inside of the letter or package
  - Excessive postage
  - Lopsided or uneven envelope
  - Protruding wires or aluminum foil
  - Excessive security material such as masking tape, string, etc.
  - Sounds from within the package
- Do not handle, move or attempt to open a letter or package that you consider suspicious and do not allow anyone except emergency personnel to do so.
- Evacuate the area immediately, leaving the package or letter behind.
- Call 911 and relay all information as accurately as you can. Notify campus safety immediately after calling 911.

### C. Explosion

- Immediately take cover under tables, desks and other objects that will give protection against falling glass or debris. Exit the building AS SOON AS POSSIBLE. DO NOT use elevators.
- As quickly as you have evacuated to a safe location, contact Campus Safety and give your name, describe the nature of the emergency using as many details as possible.

#### Roles and Responsibilities:

- *After* 911 has been contacted and building or area has been evacuated, Campus Safety will contact the president and notify director of FSM of situation.
- Campus Safety to conduct sweep of building or area for persons not evacuated and to identify suspicious item if one was identified.
- Campus Safety to set perimeter of 500 feet from area or around building.
- The Crisis Management Team (CMT) will convene to determine further actions.
- CMT will instruct the associate vice president for marketing to initiate Connect Ed with the appropriate dialogue for the situation.
- When local law enforcement arrives on campus, they will assume command of the situation.

#### Reminders:

- DO NOT panic.
- DO NOT go looking for the bomb.
- DO NOT give any information about the bomb threat to anyone except Campus Safety or local authorities (Alma Police, Gratiot County Sheriff, Michigan State Police)
- DO NOT give any statement to media. *Press releases will be coordinated from the Communication and Marketing Office.*

**Note:** Due to the danger of possible bomb detonation from radio transmission, all radios at the scene will be turned off (unless otherwise instructed). All communications will be through the use of the telephone or some other alternate method.

## **CYBER SECURITY INCIDENT**

Cyber security incidents vary significantly in form and scope. The Crisis Management Team (CMT) will respond to cyber incidents that impact normal college operations or compromise the confidentiality, integrity, or availability of information systems or institutional data.

### Definitions:

- **Personally Identifiable Information (PII)**  
For the purposes of the crisis management planning PII is defined as a person's legal first name, or first initial and last name in combination with one or more of the following data elements:
  - Social Security Number
  - State issued driver's license number or identification card number
  - Financial account number in combination with a security code, access code or password that would permit account access
  - Medical and/or health insurance information

### Roles and Responsibilities:

- A technical response will be coordinated by information technology services to limit damage, and restore data and services.
- Once available tools have been assessed, communication and marketing staff (the vice president for marketing?) will handle any necessary campus communications.
- Financial Services will be the initial point of contact with our cyber insurance provider. Incident response measures will be carried out with their participation in cases of direct financial loss, ransomware events, or data breaches involving PII.



Try to determine the following: [check as appropriate]

**Caller's Identify:**

- Male       Female       Adult       Juvenile      Age:

**Voice:**

- Loud       Soft       High Pitch       Deep       Raspy  
 Pleasant       Quiet       Intoxicated  
 Other:

**Accent:**

- Local       Not Local       Foreign  
Region/Nationality:

**Speech:**

- Fast       Slow       Distinct       Distorted       Stutter  
 Nasal       Slurred       Lisp  
Other:

**Language:**

- Excellent       Good       Fair       Poor       Foul  
Other:

**Manner:**

- Calm       Angry       Rational       Irrational       Coherent  
 Laughing       Incoherent       Deliberate       Righteous       Intoxicated  
 Emotional

**Background Noises:**

- Machines       Music       Animals       Quiet       Voices  
 Mixed       Street Traffic       Laughing in Background