

Crisis Plan

UNION COLLEGE

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Purpose

The Crisis Plan is intended to establish policies and procedures for responding to emergencies that are of sufficient magnitude to cause disruption to the functioning of the college. The basic procedures are designed to protect lives and property through effective use of college and community resources. Since an emergency may be sudden and without warning, these procedures are designed to be flexible to accommodate different situations.

The Crisis Plan has four goals: 1) to promote the safety and security of students, staff, faculty, and visitors; 2) to minimize damage to college resources; 3) to minimize disruption of college programs; and, 4) to assist the community as appropriate.

All members of the campus community have responsibilities for emergencies. However, there must be a central emergency response and management team in place to: (1) facilitate coordination and communication among the offices and departments; (2) ensure necessary resources are available where and when needed as well as used and managed appropriately; and (3) see that responses to emergencies are timely and appropriate.

This plan provides campus-wide guidelines for preparing for and responding to emergencies. It is the responsibility of each member of the Union College community to: (1) be aware of the contents of this plan; and (2) work cooperatively with the emergency management team to develop emergency evacuation plans for specific buildings and spaces.

Union College reserves the right to amend, rescind and/or update any portion of this document at any time. In the instance that policies or procedures contained herein are updated or omitted, all employees will be notified of the change in policy electronically, via e-mail and on My Union. Further, any such change in policy or procedure shall take effect on the date it is electronically posted and shall thereafter be considered the policy or procedure of the College.

Emergency Contact Numbers

Call 911 immediately if you are aware of an emergency where life or property is threatened.

If you do call 911 for any emergency, please notify Campus Safety at (606) 546-1390 so they coordinate a response with local authorities.

Union Personnel

Position	Office Phone
Campus Safety	(606) 546-1390
President	(606) 546-1707
EVP/Provost	(606) 546-1732
VP for Enrollment & Marketing	(606) 546-1624
VP for Human Resources	(606) 546-1206
VP for Business & Financial Services	(606) 546-1214
Asst VP of Communications	(606) 546-1583
Dean of Students	(606) 546-1233
Director of Housing & Student Life	(606) 546-1231
Director of Athletics	(606) 546-1302
Title IX Coordinator	(606) 546-1209
Director of Physical Plant	(606) 546-1673
Director of IT	(606) 546-1653

Outside Contacts

Contact	Phone
Barbourville City Police	(606) 546-3441
Knox County Sheriff	(606) 546-3181
Barbourville Fire Dept	(606) 546-6197
KY Emergency Management	(800) 255-2587
Barbourville Water & Electric	(606) 546-3187 (day); (606) 546-3189 (night)
Delta Natural Gas	546-3161; (800) 262-2012
Federal Bureau of Investigation	(606) 878-8922
Kentucky State Police	(800) 222-5555; (606) 573-3131
National Response Center (chemical spills)	(800) 424-8802
Knox County Ambulance	(606) 546-9722
Poison Control Center	(800) 222-1222

General Procedures in an Emergency

Call 911 immediately if you are aware of an emergency where life or property is threatened.

It is critical that you follow the directives of emergency response personnel, including college administrative personnel, local police, and fire/EMS personnel.

Call 911 and calmly tell the dispatcher:

1. Who you are.
2. Where you are.
3. The nature of the emergency.
4. If anyone needs medical attention.
5. Any circumstances that may help or impede response personnel.
6. The phone number where you may be reached.
7. Try to remain calm and inform others that help is coming and follow all directions given by dispatchers or emergency personnel.

What will happen?

1. The dispatcher may ask for additional information from you and/or give you directions.
2. The dispatcher will contact appropriate emergency response as necessary.
3. Local authorities may take command of the situation upon their arrival to campus and follow their emergency operating procedures.
4. If doors are locked, and it is safe to do so, you may choose to designate someone to meet first responders to expedite entry into the building and direct them to the scene.

Afterward

1. After calling 911, please notify Campus Safety at (606) 546-1390 so they coordinate a response with local authorities.

General Evacuation Procedures

Different emergencies require different evacuation strategies. This document contains general evacuation directions for most emergencies. When evacuation is not indicated for the emergencies described here or by obvious circumstances, you should stay where you are until given direction by emergency personnel. The unpredictable nature of emergency situations requires quick action and clear thinking to avoid injury. The decision to evacuate is based on factors that give you the best chance of remaining safe and avoid putting yourself in a more harmful situation.

Please note that certain circumstances may prevent safe evacuation. If this happens, move away from the danger, and find shelter in an area with a window to allow rescue. Try to notify rescuers of your location.

When to evacuate

1. When you hear the fire alarm in your building.
2. If you smell smoke or know an actual fire is burning.
3. When instructed to do so by college administrative personnel, local police, and/or fire/EMS personnel.

What to do if you must evacuate

1. Listen carefully to instructions of emergency personnel.
2. Remain calm.
3. Close your office door as you leave.
4. Leave quickly. Do not try to gather materials on the way out.
5. Keep talking to a minimum.
6. Exit via stairwells, not elevators.
7. No smoking.
8. Alert emergency personnel of any disabled persons who may need assistance.

General Shelter-in-Place Procedures

An incident may occur which requires individuals to remain inside a building during an emergency. A decision to shelter-in-place may or may not be obvious based on information known to them at the time. A decision to shelter-in-place may come from first responders' instructions or may be made by that individual. This decision should be made based on what gives them the best chance of remaining safe and avoiding putting themselves in a more harmful situation.

Factors to consider when deciding whether to evacuate or shelter-in-place include:

- Where is the threat now and where is it likely to go?
- Where will I be safest now and in the near future?
- Will I be more likely to get help for myself and others by evacuating or staying in place?
- Does this space provide adequate safe shelter for the emergency at hand? For example, does it have a locking door, place to take cover or hide, availability of more than one exit, and windows to allow alerting or rescue?

When to shelter-in-place

1. When a tornado warning is sounded (find appropriate shelter within the building).
2. During a hostage/barricade situation.
3. During a power failure.
4. If you cannot leave due to being trapped by a fire or hazardous materials release.
5. Any other situation where it is apparent that leaving will put you in a potentially more harmful situation than staying in place.
6. When instructed to do so by college administrative personnel, local police, and/or fire/EMS personnel.

What to do if you must shelter-in-place

1. If it is safe to do so, move to an area farthest away from the incident/hazard.
2. As soon as possible, if it is safe to do so, notify emergency responders (or 911) and keep responders informed of changes in your situation.
3. Be aware of your surroundings and be ready to move quickly if needed.
4. In case of hostile intruder, lock doors and plan for a secondary escape route.
5. Leave only if told to do so by responders, or the situation changes requiring evacuation. Notify responders if you must evacuate before being told to do so.

General Procedures During an Active Shooter Event

If you find yourself in the middle of an active shooter event, your survival may depend on whether you have a plan. The plan doesn't have to be complicated and there are three things you could do that make a difference: RUN, HIDE, FIGHT

You should immediately choose the best way to protect your life. Very quickly, make your best determination of what is occurring and which of the options below will provide the greatest degree of security for you employing the RUN, HIDE, FIGHT protocol. The following are general recommendations. Each individual will need to use their best judgement as to what course of action to take in an actual emergency.

RUN when an active shooter is in your vicinity:

1. Try to evacuate if possible.
2. Evacuate whether others agree to or not.
3. Leave your belongings behind.
4. Help others escape if possible.
5. Prevent others from entering the area.
6. Call 911 when you are safe.

HIDE if an evacuation is not possible, find a place to hide.

1. Lock and/or blockade the door.
2. Turn out the lights.
3. Silence your cell phone.
4. Hide behind large objects.
5. Remain very quiet.
6. Your hiding place should:
 - a. Be out of the shooter's view.
 - b. Provide protection if shots are fired in your direction.
 - c. Not trap or restrict your options for movement.

FIGHT as a last resort, and only if your life is in danger:

1. Attempt to incapacitate the shooter.
2. Act with physical aggression.
3. Improvise weapons.
4. Commit to your actions.
5. Try to be aware of your environment. Always have an exit plan.
6. Know that in an incident like this, victims are generally chosen randomly. The event is unpredictable and may evolve quickly.
7. The first responders on the scene are not there to evacuate or tend to the injured. Their first priority is to stop the shooter.

When law enforcement arrives:

1. Remain calm and follow instructions.
2. Always keep your hands visible.

3. Avoid pointing or yelling.
4. Know that help for the injured is on its way.

Activating the Crisis Plan

A “state of emergency” must be formally declared by the president or their designee whenever there is a threatened or actual condition of disaster or extreme peril that cannot be managed by ordinary institution procedures. At this point, the Crisis Plan will be considered active.

Crisis Team

Depending on the extent of a crisis, the President along other members of the college administration may appoint a Crisis Team to coordinate a response to the situation. In such cases and depending on the circumstances, the Crisis Team will be responsible for the following:

- Establishing a Command Center. The President’s Conference Room (Sharp 3204) will be the default location unless another space is chosen.
- Developing a plan to respond to the crisis.
- Coordinating communication to the campus community, emergency responders, and the news media.
- Debriefing after the crisis is over.

The following is a list of potential Crisis Team members for various situations. However, the actual membership for a specific crisis shall be appointed by the President who will also select a team leader. The President reserves the right to appoint themselves to the Crisis Team. If the President is unavailable to make a decision then appointment of the Crisis Team will be handled by the VPAA.

Weather/Natural Disasters

- EVP/Provost
- VP of Enrollment & Marketing
- Asst VP of Communications
- Dean of Students
- VP of Finance
- Director of Physical Plant Services
- Security Supervisor

Criminal Incident

- Department Head of affected area
- Dean of Students (if students involved)
- Director of Athletics (if athletes involved)
- VP of Human Resources (if employees involved)
- VP of Enrollment & Marketing
- Asst VP of Communications
- VP of Finance
- Security Supervisor

Employee Indiscretions

- Department Head of affected area
- VP of Human Resources

Student Indiscretions

- Title IX Coordinator
- Dean of Students
- Academic Department Chair

Building and Classroom Lockdown

Some emergencies, such as an active shooter event, may necessitate a lockdown of campus. In such cases, the following guidelines shall be observed:

- A building manager shall be appointed to all major buildings on-campus. In the event of a lockdown and if it is safe to do so, the building manager shall lock the exterior doors to the building. If it is not safe to do so because of the presence of an immediate danger, the building manager shall shelter-in-place and attempt to notify others to do likewise.
- When instructed to lockdown or shelter-in-place by college or emergency personnel, instructors teaching a class should lock the classroom door, turn out all lights, and instruct students to hide.

Evacuation of a Building

Some emergencies, such as a fire, require the evacuation of a building. In such cases, the following guidelines shall be observed:

- The occupants of a building shall evacuate in response to a fire alarm or when instructed to do so by college or emergency personnel.
- The building occupants should proceed in an orderly fashion to the nearest fire exit.
- Evacuees should congregate at a safe distance from the building so the building manager can ensure all occupants have been accounted for.
- Some emergencies, such as a bomb threat, may require evacuees to assemble at a further distance from the building. In such cases, evacuees will be notified by college or emergency personnel.
- Special care should be taken to assist disabled individuals who may have difficulty exiting the building. Persons who may need assistance in an evacuation due to a disability should self-identify to Student Support Services (if a student) or Human Resources (if an employee) to aid the evacuation planning process.

Methods of Communication during an Emergency

The college maintains multiple channels of communication to provide information and guidance to the college community in the event of an emergency. During an emergency, the college may use one or more of the following methods during an emergency depending on the circumstances:

- College email system (@unionky.edu).
- Emergency text notification. Employees and students are automatically enrolled in this system at the beginning of the fall and spring semesters. Individuals can also self-enroll at the following link: <https://unionky.omnilert.net/>
- Office phone intercom system.
- Campus TVs used for digital signage.
- Website announcement

The primary departments responsible for sending a message during an emergency are the Office of College Communications and Campus Safety.

These methods will be tested regularly to ensure their functioning and effectiveness in the event of an emergency (see “Testing Schedule” section).

Communicating to the News Media and Outside Entities

The life and work of the college community flows in predictable routines. However, sometimes, we experience an event that departs from our routine and/or poses a threat to our community’s well-being. During such times, communication to the media and other outside entities takes on special significance. The college has a strong interest in ensuring that news reports are accurate. Additionally, news stories and the process for gathering news may have implications for subsequent administrative or legal action. The following guidelines should be kept in mind when speaking to the news media or other outside entities:

- Employees should refer all official media inquiries to the Office of Communications, especially in the early stages of an emergency when the college is still attempting to gather factual and complete information.
- Any time a college employee shares college-related information (through any medium) with someone who is not a college employee, the employee may be perceived as speaking in an official capacity. On a routine basis, most employees enjoy talking with their neighbors and friends about the college and find it easy to distinguish between information that can be shared and information that should remain confidential. However, in instances of emergency or crisis, employees should exercise special caution in sharing information. Before speaking, the employee should consider “Is this information factual and accurate? Could this information have bearing on a news report and/or future legal action?”
- In instances where a charge has been filed with the police – or charges may be pending – employees should exercise special caution in releasing information that could interfere with an investigation or subsequent legal proceeding.

- Any media personnel on-campus should be directed to the Asst VP of Communications at (606) 546-1583.

Potential Major Crises and Response

Natural Disasters

Usually weather-related, this type of crisis could include heavy snowfall, flooding, structural damage, power or other mechanical failures, ruptured gas lines, earthquakes, etc.

College administration in consultation with the Director of Physical Plant Services and the Security Supervisor will issue the order to evacuate facilities if necessary. The Student Life Staff is responsible for the evacuation of residential students. Each department supervisor is responsible for leading the evacuation of his or her employees and for making sure all equipment is shut down. Upon arrival at the designated Safe Assembly Area, the department supervisor will account for personnel and report to a Safety Officer.

The Dean of Students and the Security Supervisor will coordinate necessary medical personnel, should the event result in injury and/or loss of life. The circumstances may also warrant the involvement of the College Minister, who will be notified by the Dean of Students. The Student Life Staff will serve as liaisons between the Crisis Team and the student population.

The VP of Finance will work with the Director of Physical Plant Services to assess damage and contact personnel required to repair or protect campus facilities. If circumstances impact the local community, the VP for Business & Financial Services will contact the appropriate city and/or county authorities.

Criminal Action

This type of crisis could include alcohol/drug abuse, theft, arson, forgery, kidnapping, hostage situation, rape, etc.

If the victim is a student, the Dean of Students will immediately notify Campus Safety, who will then contact the appropriate local, state or federal authorities. Should medical attention or counseling be required by the victim(s), the Dean of Students will ensure that appropriate services are rendered as soon as possible. If the victim is a faculty or staff member, the VP of Human Resources will follow the same procedure.

If there is a risk to the community, the VP for Advancement will notify the appropriate city and/or county authorities.

The Dean of Students will inform parents or guardians of the victim(s) and, if appropriate, notify the College Minister.

Death/Attempted Suicide

If a student is comatose, severely injured or in any other way judged to be medically imperiled, the standard college emergency procedures should be followed:

1. Call 911
2. Notify Campus Safety
3. Notify the Dean of Students
4. Physician on duty or the Dean of Students will notify the parents

The Dean of Students, in consultation with the physician and/or counselor, will determine the student's status and may recommend psychiatric or other counseling or a medical withdrawal in accordance with the campus handbook.

In the event of a threatened suicide, the Dean of Students will refer the student to the Coordinator of Counseling Services for further evaluation.

Medical Emergency

For any medical emergency, first call 911. Once emergency personnel have been contacted, please notify the Dean of Students (if a student is affected) or the VP of Human Resources (if an employee is affected). Local hospital procedure does not include contacting the college, so it is important that the appropriate college personnel be notified.

The Dean of Students, after consultation with the injured party, will contact the parents or family. In addition, the Dean of Students may call on the College Minister for assistance.

Missing Students

If a student is unaccounted for or does not return at the scheduled time from a vacation period, the Resident Assistant will notify the Resident Hall Director and/or the Residence Life Director.

The Residence Life Director will contact the student's roommate, friends, and/or professors for further information. If the Residence Life Director is still unable to locate the student, the Director will notify the Dean of Students. The Director will also contact the parents to determine the next step.

If police action is necessary, the Dean of Students will contact the appropriate authorities.

Student/Faculty Indiscretions

Inappropriate behavior among faculty, staff and students includes consensual relationships, sexual harassment, and sexual assault, as defined in the Employee Handbook and Title IX Grievance Policy. Procedures for both informal and formal complaint resolutions are also outlined.

It is important to maintain the privacy and confidentiality interests of both parties throughout the proceedings. Every effort will be taken to limit media exposure and dispel campus rumors about the incident. With the exception of the College Minister, Counseling, and Medical Professionals, confidentiality cannot be maintained. However, privacy will be maintained to the greatest extent possible, and information disclosed will be relayed only as necessary to investigate and/or seek a resolution.

Plan Oversight

The Crisis Plan shall be overseen by the Crisis Management Committee.

Awareness and Training

This plan shall be shared annually with the campus community. Emergency response training for employees shall also be conducted on an annual basis.

Building Managers

Building managers shall be designated and provided with instructions for an emergency.

Testing Schedule

The following schedule shall be observed for testing the methods of communication to facilitate their use in an actual emergency:

- Emergency text notification - Monthly
- Office phone intercom system - Monthly
- Campus TVs - Monthly

Plan Review

This plan shall be reviewed on an annual basis for any needed changes.