

The
College
of Saint
Rose

**EMERGENCY
RESPONSE
PLAN**

Introduction

The College is committed to providing a safe educational and work environment. One measure of an organization's strength is its ability to respond well in an emergency. Since every emergency scenario cannot be predicted, an emergency response plan must be able to quickly adapt to events as they unfold. The following Emergency Response Plan (ERP) designates areas of responsibility and defines for The College of Saint Rose (the "College") the framework necessary to respond to emergency situations.

The purpose of an ERP is to provide an effective means of communicating contingency and emergency plan responses and evacuation procedures to all campus constituencies in the event of natural, man-made or other disasters and potential emergencies. The implementation of an emergency action plan is essential to ensuring the safety and well-being of students, faculty, staff and visitors. Unforeseen events of all types occur despite all efforts to prevent them; therefore, it is necessary to develop effective emergency procedures to respond to these situations.

Campus officials and responding organizations should know what is expected of them when emergency responses are necessary. Being aware of one's responsibility in the event of an emergency will increase the likelihood of responding to critical situations effectively and efficiently.

I. Comprehensive Emergency Management Process

Emergency management is a continuous process, which includes activities to prevent occurrences and includes planning and response activities to ensure that the College is prepared to respond to and recover from occurrences.

A. Planning, Prevention, and Mitigation

Planning refers to the periodic risk assessment of potential hazards at the College, plus a historical review of emergency situations in the area, which inform the development and refinement of an ERP. Planning activities should also include discussions with off-campus providers of emergency services, such as local emergency responders. The plan should also include contingency planning for critical services and incident recovery, including cleanup.

Prevention refers to those short or long-term activities that eliminate or reduce the number of occurrences of emergencies and disasters.

Mitigation refers to all activities that reduce the effects of emergencies and disasters when they do occur.

B. Response

Most response activities follow the immediate impact of an emergency or disaster. Generally, they are designed to minimize casualties and protect property to the extent possible through emergency assistance. They also seek to reduce the probability of secondary damage and to speed recovery operations.

A response is required when:

- The College is damaged or exposed in some way

- Evacuation or special sheltering of all or part of the College may be required because immediate and ensuing threats are uncontrollable

Response activities include:

- Assessing and monitoring the hazard
- Alerting and warning endangered populations
- Alerting response forces to stand by
- Evacuating or special sheltering of threatened populations
- Dispensing and/or relocating critical equipment and resources

C. Recovery

Recovery activities are those following an emergency or disaster to correct adverse conditions, and to protect and return the quality of life to the campus.

Recovery activities will include measures to:

- Prevent or mitigate a reoccurrence of the emergency
- Implement contingency plans
- Provide psychological support
- Address public health needs
- Activate support services such as the American Red Cross
- Reinstate College services
- Restore private and public property
- Repopulate evacuated areas

II. **Levels of Emergencies**

Emergencies can occur on many levels. The emergency response may be as simple as a departmental response to repair a building component or complex involving the coordination of multiple campus operations and community response organizations.

The College has adopted a three tier system of incident severity levels to structure the College response.

A. Level I – Minor Emergency

A Minor Emergency situation involves an event that is occurring or may occur that could negatively affect one or more college students, employees or visitors. The response may involve calling in personnel and notifying the department where the problem occurred.

These situations are characterized by the following:

- No immediate danger or emergency exists, but the potential is present
- The incident appears to be of short duration
- The situation is limited in scope, such as a broken water pipe, and can be managed by the appropriate administrative area of the College
- The situation is usually a one dimensional event that has a limited duration and little impact to the campus community beyond those using the space/building in which it occurred

Examples of a Minor Emergency situation include:

- A severe storm watch issued by the National Weather Service
- A fire or hazardous materials incident within two (2) miles of an owned facility
- A minor building system problem
- A local power outage
- A minor fire at the College confined to a small area with no hazardous material exposure
- Minor chemical or fuel spills at the College
- A loss of heat and/or electricity to a single building, which is expected to last no longer than a few hours

B. Level II - Major Emergency

A Major Emergency situation indicates a risk exists or a situation is about to occur that will impact one or more of the College buildings, students, and/or employees. The presented risk requires that a preparatory status be adopted.

A Major Emergency situation is characterized by the following:

- The potential danger is real and College personnel should be prepared to react
- The situation has the potential for expanding beyond a specific physical area
- The situation may continue for an extended period
- Resolving the situation may require a response by multiple College departments and/or response by an outside agency

Examples of a Level II situation include:

- A severe storm warning issued by the National Weather Service
- A major fire or hazardous materials incident within one-half (1/2) mile of a College owned facility
- A major building system failure

C. Level III - Disaster

Disaster Level situations impact a sizable portion or all of the campus and/or outside community. These situations tend to be people focused. Responses to these emergencies often require considerable and timely coordination both within and, at times, outside of the College. A Disaster Level indicates that a situation is occurring and requires a response by the College.

A Disaster Level situation is characterized by the following:

- College students, employees and guests are in danger and/or facilities and equipment are at risk. Immediate action is necessary
- The incident is on College property, or it is off College property but close enough to affect a facility or involve College student, employee or guest
- The situation requires the coordination of College resources or coordination with outside agencies

Examples of a Disaster situation include:

- A fire or hazardous materials incident occurring at a College facility
- A major storm or weather event that is causing or has caused injury/damage
- Active shooter

- Death on campus
- Serial sexual assaults
- Hate crimes
- Bomb threats
- Extended power outage
- Contagious disease outbreak

III. Entities Involved In the College Response

A. Incident Commander (IC)

The first arriving College official at an emergency will assume Incident Command until relieved by appropriate emergency first response personnel or when relieved by the IC appointed by the Emergency Management Team as noted below. The Incident Commander function is frequently assumed by a member of the College's Safety and Security Department.

Priority tasks include:

- Limit the growth of the incident
- Ensure the safety of the community and first responders
- Stabilize the scene
- Determine threat level
- Establish communications and control
- Identify any "danger zones"
- Establish an inner perimeter to secure the "danger zone"
- Establish an outer perimeter to control access to the entire scene
- Establish a staging area
- Request needed resources

B. Emergency Management Team (EMT)

The EMT provides strategic oversight to the College's emergency response. The EMT makes policy determinations regarding response actions.

See *Appendix A* for a list of EMT members/alternates.

Certain individuals within the EMT are identified as Conveners. A convenue is an EMT member with the authority to activate the College response to an emergency as follows:

- determine/confirm the level of emergency
- determine whether to convene the EMT and/or EOG
- setting the direction as to how the emergency will be managed
- making key executive decisions
- notify the President

The role of the EMT includes:

- Determine if "state of campus emergency" is necessary (not necessary)
- Assign individuals from available personnel to assist with the additional evacuations
- Based on the severity and extent of the emergency determine whether to recall evacuated personnel or release them.

- Appoint an Incident Commander (IC) to lead the operational response to the emergency. The IC may be a member of the EMT or EOG or College employee outside of these groups and is the individual with primary responsibility for implementing the College response to the emergency
- Convene the EOG if necessary
- Notify students/employees of the emergency condition via the emergency notification system, the emergency blue light public address system and/or building public address system(s) where available
- Approve overall priorities & strategies
- Approve public information reports & instructions
- Gather information for Public Relations so that College statements for the media can be prepared. Ensure that electronic and print media services are available and operational for use by Public Relations
- Provide for counseling and spiritual intervention
- Liaison with governments & external organizations

C. Emergency Operations Group (EOG)

The EOG provides operational oversight to the College's emergency response.

See *Appendix A* for a list of EOG members/alternates.

The role of the EOG is to:

- Request that additional College employees be temporarily assigned to the EOG if necessary
- Gather, confirm and evaluate incident information
- Develop an incident action plan to resolve specific priority situations
- Ensure the Assistant Vice President for Facilities has overseen the shutdown of necessary equipment
- Determine the College needs for temporary class, faculty, business operations space and/or housing
- Report findings and action plan to the EMT
- Request additional resources as needed
- Identify resource needs and shortfalls
- Reassign/deploy individuals in support of critical needs
- Serve as link to local, state, and federal emergency coordination centers

IV. **Outside Agencies and Response Coordination**

The local government and the emergency service organizations play an essential role as the first line of defense in responding to some high-impact emergencies. Some emergencies will initiate an immediate response for outside agencies and, in other scenarios, the College may request the involvement of outside agencies. In responding to an emergency or disaster, the College will initially rely on the full use of the College's facilities, equipment, supplies, personnel, and resources, as well as the resources of private entities (e.g. contractors).

When an emergency or disaster is beyond the local management capability of the College and local resources are inadequate, the President may obtain assistance from other political subdivisions and the governmental agency with jurisdiction.

The EMT has the authority to direct and coordinate campus disaster operations and may subrogate this authority to an outside agency. Alternately, in disaster level scenarios, outside agencies will typically exercise their authority to assume command and control of the emergency response. In this scenario, the EMT and/or the College's designated IC will be the primary liaison with the outside agency. Outside agencies, which may exercise command and control, include the Albany Fire Department, the Albany Police Department, County or State Health Departments, as well as the state or federal emergency management offices.

V. Additional Roles and Responsibilities

Additional offices are expected to assume various roles at the request of the EOG in an effort to provide a coordinated response to an emergency. In some circumstances, the EOG may direct faculty or staff to assume temporary roles outside the normal scope of their duties. In these situations, the EOG will consider the skills and abilities of individuals to carry out those temporary roles prior to making the assignment. Any employees in departments that do not have specific roles related to the emergency response will become part of a "pool" of reserve personnel to assist as assigned by those coordinating the specific emergency.

Some individuals have specific responsibilities during an emergency. A list of those departments and individuals with a partial notation of their responsibilities is included in *Appendix B*.

VI. Training

Proper training is a key element enabling administrators to respond to emergency situations. Effective emergency management includes interaction between campus officials and local emergency responders. Emergency plans should be in place and rehearsed internally through "tabletop" exercises with key campus personnel and local emergency responders to ensure their ability to function in the event of an actual emergency or disaster. The EMT schedules tabletop exercises to allow the members of both the EMT and EOG to apply the knowledge gained from actual experience and prior training to simulated emergency situations.

The members of the EMT continually survey training resources and make available training to members of the EMT and EOG, as appropriate.

The Federal Emergency Management Agency (FEMA) makes available a number of training resources. A list of on-line courses offered by FEMA is available at <http://training.fema.gov/IS/crslist.asp>.

VII. Response Framework

A. Direction and Coordination of an Emergency

The College will follow a protocol defined by a series of steps when responding to an emergency. The protocol is initiated with the identification of an emergency situation.

1. With the identification of an emergency situation or with information indicating a potential for a future emergency, an employee should contact the Safety and Security Department (SSD) immediately. All employees have the responsibility to report

emergency conditions immediately to the SSD. The SSD may be contacted at 454-5187, via internal extension at 5187, or by dialing 911 on any College phone.

2. Dispatch Security Officers and make calls for appropriate law enforcement and/or emergency services response to a situation. For any emergency call, the Dispatcher will notify the on-duty Safety and Security supervisor, who will contact the Director of Safety and Security to apprise him/her of the emergency. The SSD will assume the lead role for scene control until emergency aid responders arrive on-site and are relieved.
3. The SSD will notify the Conveners of the EMT when emergency information is received, except for most Level I emergencies, which will be communicated through routine channels to the appropriate departments for response.

Level I emergencies do not warrant the assembly of the Emergency Management Team. The SSD will assume the lead role until the emergency situation is no longer determined to exist or until outside emergency aid responders arrive on-site.

Level II or III emergencies, the Security Dispatcher will notify the Director of Safety and Security who will then notify the EMT Conveners.

4. If the nature of the emergency warrants the assembly of the EMT, the Director of Safety and Security or his designee is responsible for contacting team members. Members can be directed to meet immediately or notified that the EMT and EOG may be activated in the near future.
5. The EMT will assemble as quickly as possible in the Emergency Operations Center (EOC).

Normally, the EOC will be located at Security Headquarters, 340 Western Ave., but under certain conditions (including power outage) the EOC may be set-up at a designated back-up location (Lima Hall Computer Lab or a Lally Computer Lab), or anywhere necessary telecommunication and data support facilities exist.

6. Once the emergency has been resolved, the EMT and EOG will:
 - Develop a plan for a smooth transition to normal operations by coordinating with other relevant college, federal, state, county, and local organizations.
 - Initiate a complete review of the incident under the direction of the IC.
 - Direct all personnel involved in the incident to prepare an after-action report
 - Provide report to the President and keep with the incident file.
 - Provide counseling support to any staff involved in the incident.

B. Direction and Coordination of a Potential Emergency

When conditions permit and an impending emergency situation (example: anticipated major snow or ice storm, large campus gathering, etc) provides ample time, the EMT may assemble the EOG to formulate an incident action plan for recommendation to the EMT, or if time is of the essence, to the most Senior Executive Officer available on campus.

C. Declaration of an Emergency Condition

An EMT convener shall declare a state of emergency (an action possible for some Level III emergencies), upon recommendation of the EMT. The EMT determines that emergency procedures should be implemented and/or all or part of the College should be closed. An EMT convener or their designees shall declare an end to the state of emergency when appropriate.

The EMT conveners, in addition to declaring a state of emergency, may also initiate other actions to ensure safety during emergency situations. Those actions include:

1. **Shelter in Place** – Students, employees and campus visitors are directed to remain in or report to a sheltered area, such as any College building. This action may be taken when a threat is imminent, such as a tornado, or to prevent exposure, in the case of a chemical spill. Individuals should close window blinds and stay away from windows.
2. **Lock down** – All doors on College buildings are locked to prevent access from the outside. Individuals finding themselves outside during a lockdown are instructed to leave campus rather than attempt to enter a locked building. This action will be taken if an active shooter is reported to be on campus. In a lock down situation, individuals should not open doors unless police and/or other authorities are present. Individuals should close window blinds and stay away from windows.
3. **Evacuation** – Students, employees and campus visitors will be directed to evacuate all or a portion of the College campus. If an evacuation is initiated, specific instructions will be provided through the internal community notification systems. An evacuation may be initiated for a long-duration power outage, flood or other emergency situation.

D. Emergency Communication

1. **Internal Community Notification**

Timely and accurate communication with the campus population during an emergency situation is very important. The EMT will be responsible for providing the campus community with regularly updated information regarding the emergency.

Media (i.e., radio, television, social media), the College website, Campus Blue Light System, College e-mail system, and the RAVE emergency communication system are used to update the campus community based on the severity of the emergency.

Periodic updates will be provided, as time permits, through the same means. Should both the phone and data network be unavailable, staff will be dispatched from the EOC to alert residents and employees in each College building. Emergency communications, both on and off-campus, will be coordinated by Safety and Security and Strategic Communications.

In the event that the College's communications system is disrupted, an emergency communication system is available. The SSD will set-up a "command post" for the EOC at 340 Western Avenue. Members of the Safety and Security Department will operate

the command post communications system and are responsible for maintaining a written log of the emergency event for post incident debriefing, analysis and reporting.

2. External Community Notification

In the event of campus emergencies requiring notification of the media, all information collected by College employees is given to the Vice President for Public Relations and Strategic Communications. Public Relations will prepare official statements prior to meeting with the media. Other College employees will refrain from speaking with the media to avoid giving inaccurate, contradicting or incomplete information.

In cases where press briefings are necessary, a press area will be established.

In cases where families are brought to campus, a gathering area will be established. Student Affairs and Spiritual Life will have primary responsibility for interacting with the families and keeping them updated on the emergency.

VIII. Plan Distribution and Access

This plan is distributed to members of the emergency management team and department heads. A master copy of the document is maintained by the emergency response team leader. The plan is available for review by all employees via the College's website.

http://www.strose.edu/campuslife/campus_security/emergency_response_plan

Provide print copies of this plan within the room designated as the emergency operations center (EOC). Multiple copies should be stored within the EOC to ensure that team members can quickly review roles, responsibilities, tasks and reference information when the team is activated.

An electronic copy is also stored on a secured USB flash drive for printing on demand.

EMT members/alternates

President (Convener)

Vice President for Student Affairs (Convener)

Alternate - Assistant Vice President for Student Affairs

Vice President for Public Relations and Strategic Communications (Alternate Convener)

Alternate – Director of Media Relations

Associate Vice President for Human Resources and Risk Management

Alternate – Assistant Director of Human Resources

Director of Safety & Security (Alternate Convener)

Alternate – Assistant Director of Safety & Security

Dean of the School of Mathematics and Science

Alternate – Lab Manager, Department of Physical & Biological Sciences

Chair of the EOG (as needed or available)

EOG members/alternates

Assistant Director of Safety & Security (Leader)

Alternate – Assistant Director of Safety and Security (2)

Assistant Vice President for Student Affairs

Alternate – Director of Residence Life

Director of Risk Management & Environmental Safety

Alternate -

Director of Purchasing

Assistant Vice President for Facilities

Alternate – Director of Facilities Operations

Director of Media Relations

Alternate – Digital Marketing Manager

Departmental Roles and Responsibilities

Office of the President	Executive decision-maker With Public Relations Department, spokesperson for communicating with media
Provost, Academic Deans & Chairs	Identify and resolve instructional and research issues Coordinate necessary faculty resources
Athletics	Coordinate use of the Nolan Gym, EAC Complex and the Plumeri Sports complex as staging areas and temporary shelters
One Card Access	Create temporary identification/access credentials as requested
Counseling Center, Spiritual Life	Assist students and employees with support and mental health counseling in coping with trauma Outreach to parents/families, when necessary
Health Services	Treat immediate injuries Assist/provide onsite medical triage, if requested Assist in providing services to those with minor injuries and provide trauma support Coordinate with first aid services
Registrar, Conferences & Events	Reschedule classes and public events to include off campus accommodations
Facilities Department	Provide site and building information Coordinate radio support with Safety & Security Mitigate facility and grounds damages and restore to functional level Assist Safety & Security with creating a safety perimeter at the site of the emergency Provide structural evaluations and repair estimates for damaged structures
Safety & Security Department	Coordinate with law enforcement; assist with crowd control, evacuation, site security, and mobile communications Liaison with on-site fire and medical command personnel Provide transportation services as required
Purchasing	Obtain emergency goods and services; including delivery to site of emergency Arrange for temporary quarters for displaced students
Residence Life	Coordinate with Facilities to provide housing options (including any temporary shelters)
Risk Management	Identify cause and scope of loss, coordinate insurance adjustment. Support Emergency Operations Center Link with State and Federal Environmental Authorities when necessary
Parent Relations	Coordinate student notification and response Liaison with parents
Information Technology Systems	Coordinate temporary telephone, fax, and computer hookups communications Provide "broadcast" capability for voice mail (RAVE) Arrange phone bank for necessary student call-outs to family. Activate "800" number, if necessary Update Blackboard, digital signage and other modes of communication as needed
Public Relations	Media coordination and spokesperson Update website as needed
Dining Services	Coordinate dining services for dislocated personnel and emergency workers