

CRISIS MANAGEMENT PLAN

Revised
September 9, 2008



INTRODUCTION AND ACKNOWLEDGEMENTS

This manual has been a collaborative effort of the Crisis Management Team of Somerset Community College (SCC)

Kenny Estep and Sherry Dick, Co-Chairs of Crisis Management Team

Crisis Management Team Members

Dr. Jo Marshall	Johnnie Dick
Dr. Tony Honeycutt	Mike Stewart
Tracy Casada	Roger Angevine
Sharon Whitehead	Dorothy Phillips
Nancy Powell	Gayle Borders
Kenny Estep	Judy Sapp
Larry Abbott	Winfrey Bates
Sherry Dick	David Cazalet
John Roberts	Catherine Russell
Gary Cunningham	Jill Meece

This Crisis Management Plan is intended to work in conjunction with the SCC Safety Manual to ensure that crisis management and oversight is provided in the case of a crisis on campus. To provide the campus with a crisis plan for the handling of emergency/crisis/disaster situations in accordance with KCTCS policy on the establishment of criteria for Emergency Response and Crisis Management Plans. The Crisis Management Team has strived to be as inclusive as possible with regard to various scenarios that might occur on campus and actions that should be taken by faculty, staff and students during those events. The Crisis Management Team is committed to the creation of a safe environment for employees, students, and the public. The Crisis Management Team is responsible for evaluating, revising, maintaining and implementing the procedures in this manual on a periodic basis. We appreciate and ask your assistance in making our campus a safe place to work and learn.

TABLE OF CONTENTS

Preface	4
Part I. Emergency Plan and Guidelines.....	4
Part II. Crisis Communication Plan.....	11
Pandemic Influenza Outbreak.....	13
Campus Security and Crime Awareness.....	13
Safety Policies and Procedures	
Possession of Weapons, Personal/Sexual Assaults, and Stalking	13
Hostage Taking Situations	14
Infectious Disease	14
Protection from Bloodborne Pathogens.....	15
Anthrax and Other Biological Agents	16
How to Identify Suspicious Packages and Letters	17
How to Treat Suspicious Packages and Letters	17
Suspicious Foreign Powdery or Granulated Substances	17
Room Contamination	18
Bomb Threats	18
Bomb Threat Checklist	21
Earthquake Safety	22
Earthquake Procedure	22
Special Assignments	23
Immediate Response and Care Requirements	23
Emergency Evacuation of Buildings	24
Assisting the Disabled	25
Utility Emergencies	25
Weather and Hazardous Road Conditions	26
Severe Weather	26
Tornadoes	26
Shooting	28

Appendices

Appendix I – Pandemic Influenza Plan.....	29
Appendix II – Recovery Procedures.....	33
Appendix III – Notification Procedure.....	35

Preface

Somerset Community College (SCC) is committed to the welfare of its community - students, faculty, staff and visitors, and to preserving the institution. To fulfill the College's mission and commitments in the event of a disaster, the College strives to become disaster resistant. Disaster resistance is achieved through recognition and analysis of the risks of natural and man-made hazards, mitigation of the human and economic impact of disasters, and comprehensive planning for resumption of College functions. This Crisis Management Plan contains emergency plans that provide the framework from which the College will minimize the danger to life and property resulting from natural and man-made disasters.

The procedures contained in this plan apply to all personnel, on and off campus buildings and grounds owned by SCC. This document is to clarify the actions, roles, and responsibilities that are to be taken by individuals and departments in the event of a crisis or emergency that has a major impact on the SCC community. Team work and preparedness through planning and education will help to reduce confusion, injury, and the loss of life during a disaster.

PART I. EMERGENCY PLAN GUIDELINES AND COORDINATION

A. MAJOR EMERGENCY GUIDELINES

1. The major emergency procedures outlined in this manual are designed to aid in the protection of lives and property through effective use of available campus resources. Whenever an emergency affecting the campus reaches proportions that cannot be handled by routine measures, the President or designee may declare a state of emergency and implement these guidelines.
2. The President or designee serves as overall emergency director during any major emergency disaster. The following definitions of an emergency are provided as guidelines to assist SCC employees in determining the appropriate response.
 - a. **Minor Emergency:** Any incident that will not seriously affect the overall functional capacity of the College. Report immediately to a member of the SNAP Team by dialing 16911 from any Somerset Community College campus phone or 606-451-6911 from external phones.
 - b. **Major Emergency:** Any incident that affects an entire building or buildings, which will disrupt the overall operation of the College. In this case, outside emergency services will be required, as well as major resource efforts from campus support services. Call 911 and then report to a member of the SNAP Team by dialing 16911 from any Somerset Community College campus phone or 606-451-6911 from external phones.
 - c. **Disaster:** Any event that seriously impairs or halts the operations of the College. In some cases mass personnel casualties and severe property damage may be sustained. A coordinated effort of all campus-wide resources is required to control the situation. Outside emergency services will be essential. In all cases of disaster, an emergency control center will be activated and the appropriate support and operational plans will be executed. Call 911 and then report to a member of the SNAP Team by calling 16911 from any Somerset Community College campus phone or 606-451-6911 from external phones.
3. The President or designee will make the determination, if a state of emergency is to be declared and the type. During a campus emergency, the Security Supervisor will place into effect the necessary measures to secure campus personnel and property. Only authorized persons will be allowed on the campus during the declared state of emergency. The Crisis Management Team, and others as designated by the President as essential, will comprise authorized personnel.

B. REPORTING EMERGENCIES PHONE NUMBERS

1. For police, fire, Department of Emergency Services (DES), or ambulance: dial 911.
2. To report an incident, dial 16911 from any Somerset Community College campus phone or 606-451-6911 from external phones.
These numbers will connect you with a member of the SNAP (Safety Notification Alert Process) Team. Stay calm; carefully explain the problem and location.
3. Immediately notify your supervisor.

Off-Campus Resources of Assistance

Generally, Security is responsible for coordinating outside emergency assistance. The following numbers are only for information and advance planning:

- For police, fire, DES, or ambulance:
All Locations:
Call - 911
- Gas
 - Somerset North
Somerset South
Call – 606-678-4466
 - Laurel North
Laurel South
Call – 1-877-629-6910
 - Clinton Center
Call – 1-800-521-3324
 - McCreary Center
Call – 606-376-8373
- Water
 - Somerset North
Somerset South
Call – 606-678-4466
 - Laurel North
Laurel South
Call – 606-864-2103
 - Clinton Center
Call – 606-387-6011
 - McCreary Center
Call – 606-376-2540
- Electric
 - Somerset North
Somerset South
Laurel North Building One
Laurel South
Call - 1-800-383-5582

Laurel North Building Two
Call – 1-800-262-7480

Clinton Center
McCreary Center
Call – 606-678-4121

C. COLLEGE NOTIFICATION SYSTEM

The telephone system is the primary means of emergency notification. Beginning with the Fall of 2008 the first method of communication is via the KCTCS SNAP System. This InformaCast system is a robust, full-featured system that allows simultaneous audio stream and/or text messages to multiple IP phones, InformaCast IP speakers, InformaCast Desktop Agent, student home and/or cell phones. During an emergency, the system should be limited to transmission of specific information regarding the emergency. Initial contact with team members should be made through the telephone system. If the phone system is not operational, the M & O department maintains a walkie-talkie radio system that can be used. **It should be noted however that during a bomb threat no cell phone, pager or walkie-talkie device is to be used.**

All designated persons and their backups should immediately turn on their walkie-talkies should the tornado sirens be activated – walkie-talkies should be taken with those persons to a safe shelter. Listen for further instructions from the Operations Department before returning to your office or classroom. Do not go outside your building while the tornado sirens are activated.

D. DIRECTION AND COORDINATION

1. Definitions

- a. **Emergency Director** - The President or designee shall direct all emergency operations. In the absence of the President, an assigned administrator shall assume operational control of the emergency.
- b. **Emergency Coordinator** - The Chief of Operations shall be the Emergency Coordinator and shall coordinate all operations of the Crisis Management Team during the emergency.
- c. **Emergency Command Post** - An emergency command post will be set up. At least one member of the Crisis Management Team is to staff the command post at all times until the emergency situation ends.
- d. **Pressroom** - A pressroom will be set up by the President or designee at a location away from the above areas.
- e. **Crisis Management Team** - The Crisis Management Team shall consist of the President, Provost, Dean of Student Affairs, Dean of Academic Affairs, Safety Officer, Security Supervisor, Chief Operations Officer, Facilities Management Specialist, M & O Supervisors, Director of Information Technology, Campus Communications Operator, Human Resource Director, Campus/Education Center Directors and Director of Public Relations. While the emergency command post is being established, the Crisis Management co-coordinators shall immediately begin contacting the other members of the Crisis Management Team. The members of the team will contact those employees under their supervision deemed essential for the emergency.

Name	Title	Telephone Number	Phone Extension
Dr. Jo Marshall	President	606-451-6602	16602
Dr. Tony Honeycutt	Provost	606-451-6606	16606
Tracy Casada	Dean of Student Affairs	606-451-6631	16631
Sharon Whitehead	Dean of Academic Affairs	606-451-6661	16661
Nancy Powell	Safety Officer	606-451-6842	16842
Kenny Estep	Security Supervisor	606-451-6938	16938
Larry Abbott	Chief Operations Officer	606-451-6671	16671
Sherry Dick	Facilities Operation Specialist	606-451-6672	16672
John Roberts	M & O Supervisor Laurel North & South	606-878-4786	14786
Johnnie Dick	M & O Supervisor Somerset South & Clinton Center	606-451-6674	16674
Mike Stewart	M & O Supervisor Somerset North & McCreary Center	606-451-6675	16675
Roger Angevine	Campus/Education Center Director Laurel North & South	606-878-4801	14801
Dorothy Phillips	Campus/Education Center Director Clinton Center	606-387-3703	13703
Gayle Borders	Campus/Education Center Director McCreary Center	606-376-7516	17516
Judy Sapp	Campus/Education Center Director Casey Center	606-787-4727	15100
Winfrey Bates	Campus/Education Center Director Russell Center	270-858-6501	16501
David Cazalet	Director of Public Relations	606-451-6756	16756
Catherine Russell	Campus Communications Operator	606-451-6905	16905
Gary Cunningham	Director of Information Technology	606-451-6682	16682
Jill Meece	Human Resource Director	606-451-6625	16625

2. Responsibilities

Emergency Director/President

- a. Provides overall direction of the campus emergency response.
- b. Works with the emergency coordinator in assessing the emergency and preparing the College's specific response.
- c. Declares and cancels the campus state of emergency.
- d. Notifies and conducts liaison activities with the Kentucky Community and Technical College System (KCTCS).
- e. Approves media communication.

Emergency Coordinator/Chief of Operations

- a. Oversees coordination of the College's emergency response.
- b. Determines, with input from Crisis Management Team members, the type and magnitude of the emergency and establishes the command post.
- c. Informs the emergency director of situation.
- d. Initiates immediate contact with Crisis Management Team and begins assessment of the College's condition.
- e. Initiates notification of the campus through appropriate Crisis Management Team members.
- f. Prepares, in conjunction with other members of the Crisis Management Team, a report and submits it to the President appraising the outcome of the emergency. Conducts a post-crisis evaluation of the College's performance during crisis response and recovery efforts and recommends changes to management. Provides equipment and personnel to maintain computer capability.
- g. Work with the Dean of Academic Affairs and the Dean of Student Affairs in establishing alternate area for continued operation of essential functions.

Director of Public Relations

- a. Puts into effect the Crisis Communication Plan, if necessary, and initiates plan for media contact.
- b. Maintains contact with the President for handling communications and public information and internal information.
- c. Assist the Emergency Coordinator in contacting employees on campus regarding pertinent information.

Facilities Management Specialist/Maintenance and Operations Supervisor(s)/Security Supervisor

- a. Assists the Emergency Coordinator during emergencies. Provides equipment and personnel to perform shutdown procedures, hazardous area control, barricades, damage assessment, debris clearance, emergency repairs and equipment protection.
- b. Provides vehicles to transport personnel and/or equipment.
- c. Obtains the assistance of utility companies as required.
- d. Surveys habitable space and relocates essential functions.
- e. Provides emergency power as needed.
- f. Maintains emergency equipment in a state of readiness.
- g. Provides personnel to ensure the sanitation of shelter areas and provides for the personal hygiene needs of shelter occupants.
- h. Provides security for campus.

Director of Information Technology

- a. Provides equipment and personnel to maintain computer capability.
- b. Works with the Chief Operations Officer in establishing needs for power.

Provost/Dean of Academic Affairs and Dean of Student Services

- a. Aids in directing students and faculty to safe areas and ensures accountability of students.
- b. Provides directional assistance where needed.

Director of Human Resources

- a. Coordinates information with employee family members.

Maintenance and Operations Staff

- a. Contact appropriate personnel in the building to inform, update, and communicate status of emergency.
- b. Administer evacuation plans for the building.

3. Training and Drills

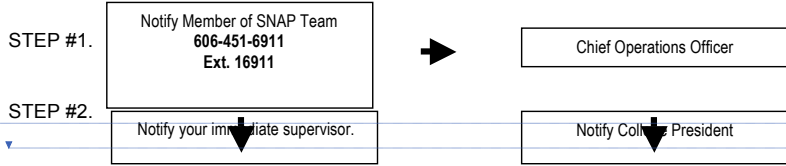
Training programs and drills will be carried out at periodic intervals during the year. Evacuation (fire) and tornado drills are mandatory. Other less extensive drill or rehearsals involving fewer employees will be practiced.

4. Major Loss

In the event of a major loss the College has access to KCTCS System office, as well as other KCTCS Colleges in the region to provide and assist in recovery and restoration efforts. The College has budgeted contingency funding in its annual budget.

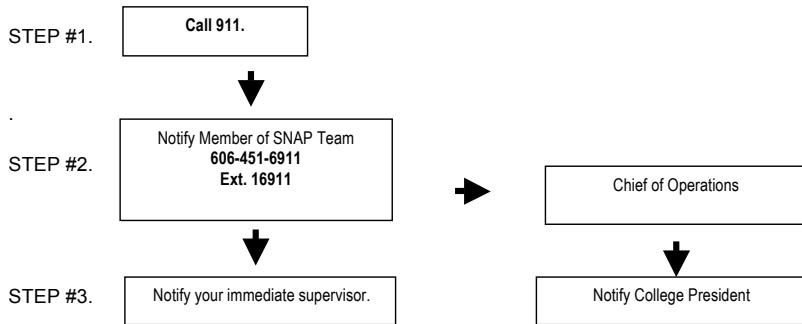
E. EMERGENCY NOTIFICATION FLOWCHART

MINOR EMERGENCY - Any incident that will not seriously affect the overall functional capacity of the College. Report immediately by dialing 16911 from any Somerset Community College campus phone or 606-451-6911 from external phones.



cdavis0143 11/15/07 8:59 AM
Deleted:
cdavis0143 9/26/07 12:25 PM
Deleted: <sp>

MAJOR EMERGENCY OR DISASTER - Any incident that affects an entire building or buildings, which will disrupt the overall operation of the College. In this case, outside emergency services will be required, as well as major resource efforts from campus support services. In some cases mass personnel casualties and severe property damage may be sustained. A coordinated effort of all campus-wide resources is required to control the situation. Outside emergency services will be essential. In all cases of disaster, an emergency control center will be activated and the appropriate support and operational plans will be executed. Call 911 and report immediately by dialing 16911 from any Somerset Community College campus phone or 606-451-6911 from external phones.



PART II. CRISIS COMMUNICATION PLAN

As a public institution, SCC strives to be forthright and timely in communications. Decisions regarding communications during a crisis will be guided by the commitment to public disclosure and the public's legitimate right to be informed, balanced by a concern for the right of the individual for privacy and personal security. Also to be considered is the effect that immediate public disclosure could have on impending investigations or legal actions.

This plan offers policies and procedures for the coordination of communication within the SCC family and between SCC and external audiences, including the news media.

cdavis0143 9/26/07 12:29 PM

Deleted:

Objectives of crisis communications

- To factually assess the crisis and to determine whether a communications response is warranted
- To assemble a Crisis Communications Team that will determine appropriate messages and actions
- To identify constituencies that should be informed; communicate facts about the crisis; minimize rumors; and restore order and confidence

Definitions

A crisis may be defined as a significant disturbance in SCC activities that result in extensive news coverage and public scrutiny. Such a crisis has the potential to damage the reputation of SCC. A crisis may or may not constitute an emergency in which campus operations are disrupted. The nature of the crisis will determine appropriate responses.

Crisis communication is one component of overall crisis management but communications are key to how SCC handles a crisis. How SCC communicates will have a lasting impact on its reputation with various constituencies, including students, faculty, staff, alumni, parents, the community and the news media. An effective communications plan, coupled with the early involvement of communications professionals, will help limit the negative impact of the crisis and allow those charged with mitigating the crisis to fulfill their responsibilities.

First steps

When an SCC employee identifies a crisis, his or her first responsibility is to determine whether emergency services – fire, police, ambulance, etc. – need to be summoned. If warranted, the SCC employee who discovers a crisis should notify emergency services before taking steps to call a member of the SNAP team to activate the Crisis Communications Plan.

cdavis0143 9/26/07 12:38 PM

Deleted:

As the next step – or as a first step in the absence of imminent danger to life or property – the employee should inform his or her supervisor of the crisis. In accordance with appropriate chain of command, the office of the SCC President or CEO is notified. The President/CEO makes the decision on whether to appoint and activate the Crisis Communications Team.

At the System level, the Crisis Communications Team should include:

- President
- Vice President for internal affairs
- Cabinet member(s) with responsibility over the affected function of KCTCS
- The director of public relations
- Any other employee deemed necessary by the President

At the College level, the Crisis Communications Team should include:

- President/Director/CEO
- Chief(s) or department head(s) with responsibility over functions affected by the crisis
- Public relations coordinator
- Any other employee deemed necessary by the President/Director/CEO

Once convened, the Crisis Communications Team assesses the situation and determines how to

respond.

Communications protocols

The most important public of SCC and its Colleges is our employees. Our faculty and staff must be kept informed of the crisis and our response to maintain order and facilitate a quick recovery. It is important to remember that the words and actions of employees toward external audiences will make or break the reputation of SCC

Therefore, after emergency officials are notified of a crisis, employees may be the next target audience. Other key audiences that should be kept apprised of SCC's crisis response:

- Parents and family members of affected students or employees
- Board leadership (Board of Regents, Foundation, local Boards of Directors)
- Political leadership (Governor's Office, key legislators, CPE)
- News media

State and federal law affect dissemination of information about students. Crisis communications must consider applicable statutes and fundamental issues of fairness.

Methods of communications

Different crises warrant different methods of communications with key constituencies. Some options that you may consider:

- One-on-one or small-group meetings with employees or students when possible
- Larger assemblies of employees or students
- Use of email groups
- Use of voice mail messages
- Regular communication vehicles, such as newsletters
- Personal letters from the CEO to employees, friends
- Phone calls or visits to important external constituents, such as board members and political leadership
- Information posted on the web
- A telephone line established to provide assistance
- Counseling of employees or students

Follow-up

The Crisis Communications Team should meet within two weeks of the crisis to review the actions taken to determine effectiveness and efficiency of the response. Information obtained during the critique should be incorporated into updates of the Crisis Communications Plan.

PANDEMIC INFLUENZA OUTBREAK

Influenza is a highly contagious respiratory virus that is responsible for annual epidemics in the United States and other countries. Each year an average of 200,000 people are hospitalized and 36,000 die in the U. S. from influenza infection or a secondary complication. During an influenza pandemic the level of illness and death from influenza will likely increase dramatically worldwide. There is a potential for high levels of illness and death, as well as significant disruption of society and our economy, making planning for the next influenza pandemic imperative. In response to the

request for the need to develop Pandemic Influenza Plans system wide, the Office of the President charged the Crisis Communications Team with developing a "Pandemic Influenza Plan". This plan has been added to the Crisis Management Plan as Appendix I.

CAMPUS SECURITY AND CRIME AWARENESS

We encourage the prompt and accurate reporting of ALL criminal matters occurring on campus. These incidents should be reported to Security at 606-451-6938 who will then contact the local police. Incidences of on-campus crimes must be reported in compliance with the Crime Awareness and Campus Security Act of 1990. To obtain the security statistics for Somerset Community College to the Federal Department of Education) you may go to the SCC Web site www.somerset.kctcs.edu and click on Student Resources, then Safety & Security, then SCC Crime Log. A special crime report will be made to the campus when any crime reported to the campus security authority personnel presents a safety or security threat to students or employees. The special crime report will be made in a manner that will aid in the prevention of similar occurrences and will be made within 24 hours of the incident report to the campus security authority. A campus-wide email will be used as well as posting flyers on each building's bulletin board. Faculty will be asked to notify students in their classes as well.

POSSESSION OF WEAPONS, PERSONAL/SEXUAL ASSAULTS, AND STALKING

The possession of a firearm, or other lethal weapon, either concealed or brandished openly, personal assault and stalking shall immediately be reported by the victim, or any other person witnessing such act, to the Security Supervisor, Chief of Operations or Facilities Management Specialist.

Any such offense committed by a student is punishable through disciplinary action as set forth in Article V of KCTCS Code of Student Conduct and/or through police intervention as determined by the President of the College or the College Administrator in charge.

In addition to the offenses described below, certain other disciplinary offenses involving conduct that is destructive of academic freedom, the rights of others, and the orderly operation of the College are set out in Section 5.2.

-
1. Possessing a firearm or other lethal weapon(s) on school property without the authorization of the President of the College, or the College Administrator in charge.
 2. The threat or commission of physical violence against any person on school property.
 3. The threat or commission of physical violence against any school employee for the purpose of influencing the employee's official actions or responsibilities.
 4. Harassing anyone present on school property. A person is guilty of harassment when, with intent to harass, annoy, or alarm another person, they do one of the following:
 - A. Strike, shove, kick, or otherwise subject another person to physical contact, or attempt or threaten to do the same.
 - B. Follow a person into or about school property or at a public place or places.
 - C. Engage in a course of conduct or repeatedly commit acts that serve no legitimate

purpose other than to alarm or seriously annoy another person.

HOSTAGE-TAKING SITUATION

Unfortunately, many College personnel may be primary targets in a hostage-taking situation. News accounts show such incidents occurring more and more frequently. All persons should be aware of the possibility of such an event happening at SCC and of the procedures to follow should it occur:

1. Call 911. Be certain that they understand the severity of the situation. Give them as much information as possible, including the perpetrator's last known location. Stay on the line until their officers arrive, or until instructed to do otherwise.
2. Notify a member of the SNAP team by dialing 16911 from any Somerset Community College campus phone or 606-451-6911 from external phones. . Faculty members should hold all students in their classrooms or offices until further notice.
3. Notify personnel in more public areas, i.e., lounges and break areas, as well as those outside, to report immediately to a safe classroom.
4. Under no circumstances should anyone evacuate any building without the approval and/or assistance of the police.
5. If the hostage-taker can be contained in one section of the building, all personnel should be moved from more exposed areas of classrooms near the perpetrator to a safer part of the building.
6. When possible, approaching visitors to the building should be warned of the dangerous situation and directed away from campus.
7. Assist police authorities as directed by the officer in charge.
8. Assist in the safe movement of all disabled individuals.

INFECTIOUS DISEASE POLICY

Purpose:

These guidelines have been developed to assist the College to:

1. Protect individual rights of confidentiality and freedom from discrimination
2. Foster an on-going educational program that provides current, accurate information to the Somerset Community College students, faculty, and staff
3. Actively promote behaviors that reduce the risk of acquiring HIV (AIDS)/HBV (Hepatitis B) infections.

Guidelines:

HIV/HBV are not easily transmitted. They are not spread through casual contact; therefore, employees and students who are HIV/HBV positive do not pose an undue health risk to other members of the College. HIV/HBV are transmitted via blood or body fluids that contain blood: (a) during intimate sexual activities, (b) by transfusion of infected blood or blood products, (c) from infected mothers to infants, (d) by sharing used needles contaminated by infected intravenous drug users, and (e) by attending to an injury of another person who is infected when the transfer of blood or body fluids is possible.

1. Occupational Safety and Health Administration standards of universal precautions and the institution's exposure control plan must be followed when handling blood, body fluids, used needles and equipment or surfaces that are contaminated with blood or body fluids.
2. Guidelines concerning the handling of confidential medical information about students or employees with positive HIV/HBV status will follow the general standards for confidentiality as established by the amendment to the Family Education Rights and Privacy Act of 1974. (The duty of health care providers to protect the confidentiality of information is superseded by the necessity to protect others only in a very specific, threatening circumstance.)
3. Admission of students or employment decisions for those applying to attend or work at Somerset Community College will not include consideration of the existence of HIV/HBV.
4. Individual requests for reasonable accommodations as a result of the various stages of HIV/HBV infection will be handled in accordance with the Americans with Disabilities Act of 1990. For more information, the Disability Services Coordinator in Student Affairs Counseling Office.
5. Medical care is **not** provided by Somerset Community College. In the case of an emergency, the services will be provided by calling 911. A student's use of this service rests between the student and the ambulance service provider. Employees will be subject to Kentucky "Workers Compensation Laws". Some employees have been trained in First Aid and CPR. The use of these skills, however, is voluntary and not part of anyone's job description. Therefore, any First Aid or CPR administered by an employee would be regulated by the "Good Samaritan" law. If employees choose to render First Aid or CPR on a voluntary basis, they are required to use OSHA "Universal Precautions" as outlined in the First Aid/CPR Training.

PROTECTION FROM BLOODBORNE PATHOGENS

Exposure to bloodborne pathogens presents a real danger to health care workers today, including the faculty and staff in the Nursing Program at Somerset Community College. Bloodborne pathogens include Hepatitis B Virus (HBV) and Human Immunodeficiency Virus (HIV).

OSHA has identified two exposure categories:

Category I:

Performing tasks that involve exposure to blood, body fluids, or tissue. SCC employees included in this category would include nursing faculty and nursing instructional specialists.

Category II:

Performing tasks that may involve exposure to blood, body fluids, or tissue. Employees included in this category would include maintenance and operations staff.

The procedures that follow should minimize all exposure to bloodborne pathogens by instituting safe work practices and by training all persons as to preventive measures to be taken.

1. Puncture-proof containers will be available in the Nursing Laboratory for the proper disposal of all needles and other sharp instruments. Bent, clipped, or recapped needles will not be used.
2. Waste receptacles that are designated for the disposal of materials containing blood, body fluids, or tissue, as well as waste receptacles that could be used for such materials, will be equipped with plastic liners. Liners will be removed, rather than emptied.
3. All soiled laundry will be treated as contaminated and will be handled as such.
4. Gloves will be provided for all employees who are required to handle items or containers where blood, body fluids, or tissue may be present.
5. Warning labels will be affixed to all containers of regulated waste and to all containers that are used to store, transport, or discard blood or other potentially infectious materials.
6. Labels will also be affixed to refrigerators and freezers containing blood or other potentially infectious materials.
7. No food or drink will be stored in the same refrigerator or freezer as infectious materials.
8. Eating and drinking is prohibited in all areas where exposure to blood and body fluids is possible.
9. Refuse from restroom waste receptacles should be regarded as contaminated. Waste receptacles will be equipped with plastic liners, and should be removed, rather than emptied.

Any necessary clean-up of potentially contaminated fluids is to be done wearing gloves and with a disinfectant detergent.

ANTHRAX AND OTHER BIOLOGICAL AGENT THREATS

Many facilities in communities around the country have received anthrax threat letters or have found unknown, unidentified foreign substances in unlikely locations. Most letters were empty envelopes; some have contained powdery substances. The purpose of these guidelines is to recommend procedures for handling such incidents, however they may occur.

1. Anthrax organisms can cause infection in the skin, gastrointestinal system, or the lungs. To do, so the organism must be rubbed into abraded skin, swallowed, or inhaled as a fine, aerosolized mist. Disease can be prevented after exposure to the anthrax spores by early treatment with the appropriate antibiotics. Anthrax is not spread from one person to another person.
2. For anthrax to be effective as a covert agent, it must be aerosolized into very small particles. This is difficult to do, and requires a great deal of technical skill and special equipment. If these small particles are inhaled, life-threatening lung infection can occur, but prompt recognition and treatment are effective.

HOW TO IDENTIFY SUSPICIOUS PACKAGES AND LETTERS

Some characteristics of suspicious packages and letters include the following...

- Excessive postage
- Handwritten or poorly typed addresses
- Incorrect titles
- Title, but no name
- Misspellings of common words
- Oily stains, discolorations or odor
- No return address
- Excessive weight
- Lopsided or uneven envelope
- Excessive security material such as masking tape, string, etc.
- Visual distractions
- Ticking sound
- Marked with restrictive endorsements, such as "Personal" or "Confidential"
- Shows a city or state in the postmark that does not match the return address

HOW TO TREAT SUSPICIOUS PACKAGES AND LETTERS

1. Do not shake or empty the contents of any suspicious envelope or package.
2. PLACE the envelope or package in a plastic bag or some other type of container to prevent leakage of contents.
3. If you do not have any container, then COVER the envelope, package or material with anything (e.g., clothing, paper, trash can, etc.) and do not remove this cover.
4. Then LEAVE the room and CLOSE the door, or section off the area to prevent others from entering (i.e., keep others away).
5. WASH your hands with **soap and water** to prevent spreading any powder to your face.
6. What to do next...
 - If you are at **HOME**, then report the incident to local police.
 - If you are at **WORK**, notify a member of the SNAP team by dialing 16911 from any Somerset Community College campus phone or 606-451-6911 from external phones..

LIST all people who were in the room or area when this suspicious letter or package was recognized. Give this list to both the local public health authorities and law enforcement officials for follow-up investigations and advice.

SUSPICIOUS FOREIGN POWDERY OR GRANULAR SUBSTANCE FOUND IN AN UNLIKELY LOCATION

1. DO NOT try to CLEAN UP the substance. COVER the spilled contents immediately with anything (e.g., clothing, paper, trash can, etc.) and do not remove this cover!
2. Remain in the room and CLOSE the door, or section off the area to prevent others from entering or exiting (i.e., keep others away). Contact Maintenance and Operations (M&O) to shutdown the HVAC system.
3. WASH your hands with **soap and water** to prevent spreading any powder to your face.

4. What to do next...
 - If you are at **HOME**, then report the incident to local police.
 - If you are at **WORK**, notify a member of the SNAP Team by dialing 16911 from any Somerset Community College campus phone or 606-451-6911 from external phones.
5. REMOVE heavily contaminated clothing as soon as possible and place in a plastic bag, or some other container that can be sealed. This clothing bag should be given to the emergency responders for proper handling.
6. SHOWER with **soap and water** as soon as possible. *Do Not Use Bleach Or Other Disinfectant On Your Skin.*
7. If possible, list all people who were in the room or area, especially those who had actual contact with the substance. Give this list to both the local public health authorities so that proper instructions can be given for medical follow-up, and to law enforcement officials for further investigation.

ROOM CONTAMINATION BY AEROSOLIZATION

For example: small device triggered, warning that air handling system is contaminated, or warning that a biological agent released in a public space.

1. Turn off local fans or ventilation units in the area.
2. LEAVE area immediately.
3. CLOSE the door, or section off the area to prevent others from entering (i.e., keep others away).
 - Dial "911" to report the incident and notify a member of the SNAP Team by dialing 16911 from any Somerset Community College campus phone or 606-451-6911 from external phones, who will report the incident to the appropriate law enforcement agencies according to procedures.
4. SHUT down air handling system in the building, if possible.
5. If possible, list all people who were in the room or area. Give this list to both the local public health authorities so that proper instructions can be given for medical follow-up, and to law enforcement officials for further investigation.

BOMB THREATS

Bomb threats are a serious crime, and should be treated as such. Every person with a phone on campus should have a "Bomb Threat Checklist" sheet easily accessible if a bomb threat is phoned in. It will act as a guide for questions and observations. Do not use two-way radios or cellular phones because radio signals have the potential to detonate a bomb. If at all possible, use a landline telephone.

Procedures for person receiving bomb threat phone call

- Note the time of the call on the checklist (see page 21).
- Listen for any unusual sounds and background noises. Observe characteristics of the caller's

voice, as suggested by the checklist

- Ask the location of the alleged bomb and the time of detonation
- Call a member of the SNAP Team by dialing 16911 from any Somerset Community College campus phone or 606-451-6911 from external phones.

cdavis0143 8/31/07 1:23 PM

Deleted:

Procedures for receiving bomb threat by e-mail

- Immediately contact by phone a member of the SNAP Team by dialing 16911 from any Somerset Community College campus phone or 606-451-6911 from external phones.
- Forward e-mail to Security, Chief of Operations, & Facilities Management Specialist.

****Anytime you receive any information regarding a bomb threat, please contact the above mentioned individuals immediately****

Procedures for College Authorities

- The Security Officer, Chief of Operations or the President will notify the local police and fire departments of the bomb threat. Evacuation will begin immediately if there is evidence that a bomb exists, otherwise...
- College Crisis Management Team will convene immediately to decide if evacuation of buildings is warranted based on information available
- If evacuation is determined to be the course of action, faculty, staff and students will leave the building and be asked to take all personal items with them
- Faculty and staff who work in affected areas should observe their surroundings and report to the Security Supervisor or law enforcement officials any suspicious items or changes in the environment
- If no suspicious items or packages are found, College authorities must decide, based on all available information, employee searches and observation, common sense and good judgment, when to allow people back into the buildings
- College administration will communicate the situation, response, and results to the appropriate leadership at Somerset Community College in a timely and appropriate manner

Procedures involving Emergency Personnel

- The police department will have immediate jurisdiction whether or not a bomb is discovered, since the affected area is now a crime scene
- The person who took the threatening phone call must be available to share information with law enforcement personnel

BOMB THREAT CHECKLIST

KEEP CALM – Don't get excited or excite the caller or other persons near you.

Time: _____
 Date: _____

Exact words of caller: _____

When will bomb explode? _____ What kind of bomb is it? _____

What will detonate it? _____ When was it placed on campus? _____

Where is it? _____ Why are you doing this? _____

Where are you calling from? _____ What is your name? _____

Caller's Identity:	<input type="checkbox"/> Male <input type="checkbox"/> Female	<input type="checkbox"/> Adult <input type="checkbox"/> Juvenile	Approximate Age:
Origin of call (if you can tell or ask):	<input type="checkbox"/> Local <input type="checkbox"/> Long Distance	<input type="checkbox"/> Booth	<input type="checkbox"/> Internal
Vocal characteristics:	<input type="checkbox"/> Loud <input type="checkbox"/> Soft <input type="checkbox"/> Pleasant	<input type="checkbox"/> High Pitch <input type="checkbox"/> Deep <input type="checkbox"/> Raspy	<input type="checkbox"/> Intoxicated <input type="checkbox"/> Other
Speech:	<input type="checkbox"/> Fast <input type="checkbox"/> Slow <input type="checkbox"/> Distinct	<input type="checkbox"/> Distorted <input type="checkbox"/> Nasal <input type="checkbox"/> Slurred	<input type="checkbox"/> Stutter <input type="checkbox"/> Lisp <input type="checkbox"/> Other
Language:	<input type="checkbox"/> Excellent <input type="checkbox"/> Good	<input type="checkbox"/> Fair <input type="checkbox"/> Poor	<input type="checkbox"/> Foul <input type="checkbox"/> Other
Accent:	<input type="checkbox"/> Local <input type="checkbox"/> Not Local	<input type="checkbox"/> Regional <input type="checkbox"/> Foreign	<input type="checkbox"/> Other
Manner:	<input type="checkbox"/> Calm <input type="checkbox"/> Emotional <input type="checkbox"/> Angry <input type="checkbox"/> Laughing	<input type="checkbox"/> Rational <input type="checkbox"/> Irrational <input type="checkbox"/> Belligerent	<input type="checkbox"/> Coherent <input type="checkbox"/> Incoherent
Background Noises:	<input type="checkbox"/> Machinery <input type="checkbox"/> Trains <input type="checkbox"/> Street <input type="checkbox"/> Office Machines	<input type="checkbox"/> Quiet <input type="checkbox"/> Voices <input type="checkbox"/> Music <input type="checkbox"/> Party Atmosphere	<input type="checkbox"/> Bedlam <input type="checkbox"/> Animals <input type="checkbox"/> Other

Name of person taking call _____

EARTHQUAKE SAFETY

Because earthquakes strike without warning, life-protecting actions must be taken immediately at the

first indication of ground shaking. There will not be time to think through what to do. In case of a major earthquake, there will be approximately two seconds to react. As the ground shaking grows stronger, danger increases. For example:

- Freestanding cabinets and bookshelves are likely to topple. Wall-mounted objects (such as clocks and audiovisual screens) may shake loose and fly across the room.
- Suspended ceiling components may pop out, bringing light fixtures, mechanical diffusers, sprinkler heads, and other components down with them.
- Door frames may be bent by moving walls and may jam the doors shut. Moving walls may bend window frames, causing glass to shatter and sending dangerous shards into the room.

During a major or moderate earthquake, the greatest immediate hazard to people in or near a building is the danger of being hit by falling objects. During the ground shaking, the College population is safest finding immediate shelter under desks, tables, or counters.

IF INDOORS:

- **Stay inside.** Move away from windows, shelves, and heavy objects and furniture that may fall. **Take cover** under a table or desk, or in a strong doorway.
- In halls, stairways, or other areas where no cover is available, move to an interior wall. Turn away from windows, kneel alongside the wall, bend head close to knees, cover sides of head with elbows, and clasp hands firmly behind neck.
- In laboratories, kitchens, and shops, all burners should be extinguished (if possible) before taking cover. Stay clear of hazardous chemicals that may spill.

IF OUTDOORS:

- Move to an open space away from buildings and overhead power lines. Lie down or crouch low to the ground (legs will not be steady). Keep looking around to be aware of dangers that may demand movement.

EARTHQUAKE PROCEDURE

The following earthquake procedure will be used as the standard response to take at Somerset Community College. The complete earthquake procedure includes post-earthquake building evacuation to a safe, open-space area. Building evacuation takes place after the ground stops shaking.

During an earthquake at the first sign of ground shaking

Students should:

- **DROP AND COVER**
- **TURN AWAY FROM ALL WINDOWS**
- **STAY UNDER SHELTER UNTIL SHAKING STOPS**

- **LISTEN FOR INSTRUCTIONS**

Following the teacher's command, students will:

- Immediately TAKE COVER under desks or tables, and TURN AWAY from windows
- Remain in sheltered position for at least 60 seconds.
- Be silent and listen to instructions.

During the earthquake, teachers will:

- Take cover.
- Talk calmly to students.
- Review the procedure for evacuating the classroom.
- Evacuate to the designated location upon notification from administrators.

SPECIAL ASSIGNMENTS

OVERALL RESPONSIBILITIES: Administrators

SEARCH AND RESCUE: Security personnel and appropriate staff

All teachers serving on search and rescue must have a pre-designated person assigned to their students before they report to communication/information for assignments.

BUILDING SECURITY: Security Supervisor, Chief of Operations, Facilities Management Specialist, Maintenance and Operations Supervisor and M & O staff.

Security Personnel: In case of an actual earthquake, bring first aid kits, flashlights, and two way radios to the evacuation area.

COMMUNICATION/INFORMATION: Chief of Operations and Academic Affairs/Division Chair(s)

IMMEDIATE RESPONSE AND CARE REQUIREMENTS

A major earthquake will cause widespread damage and may trigger other dangers such as fires and the release of hazardous materials from on-site or in-transit containers. Local emergency personnel will be severely overtaxed. It may be several hours before they are able to respond to every call within the affected community.

The staff's responsibility to ensure the care and safety of students during the immediate aftermath of an earthquake is especially critical. Small fires must be abated before they get out of hand, and utility systems must be secured.

There is no guarantee that emergency medical or fire personnel will be able to respond to

Somerset Community College during the first “critical” hours following a major earthquake.

Because earthquakes occur without warning, there will not be time to read through a plan before designating roles and responsibilities. The following is a checklist with which all Somerset Community College personnel are to be familiar:

1. Are all students and staff familiar with the “drop-and-cover” procedure?
2. Have all students demonstrated their ability to take immediate and correct actions?
3. Have teachers evaluated their classrooms/labs and identified locations that provide the best protection?
4. Do teachers take cover with students during drills?
5. Are all first aid kits adequately stocked?
6. Is there sufficient shelter space under tables, desks and counters for all students?
7. Do all students know how to protect themselves if no shelter is available?
8. Are teachers and students prepared to remain in quake-safe positions for up to 60 seconds?
9. Are students encouraged to be silent during drills?
10. Are teachers prepared to maintain relative calm and reassure their students?
11. Are students evacuated from classrooms to a safe outdoor area following a simulated earthquake?
12. Do all maintenance staff and supervisors know the location and proper procedure to cut off utilities (natural gas, water, electricity)?

EMERGENCY EVACUATION OF BUILDINGS

When it is necessary to evacuate campus buildings, the following procedures should be followed:

1. When an alarm sounds, faculty and staff need to assume a leadership role in directing students to the nearest exit. Faculty members should make students aware of evacuation plans at the beginning of each semester.
2. Don't run. Walk at a steady pace, in a single file, on each side of the aisle or hallway. Proceed immediately to the exit door designated for your location. Do **NOT** use the elevator.
3. The faculty member should be the last person to leave a classroom, turning off the lights and closing the door behind them.
4. Faculty and staff located in offices at the time of the emergency should close the door behind the last person to leave the office. Do **not** lock the door as it may impede proper search and rescue efforts.

5. All building occupants, including employees, are to leave buildings during any emergency or fire drill.
6. Once outside, faculty and staff should make sure entrances and fire lanes are clear. All persons must be at least 40 feet away from the buildings and fire lanes.
7. No-one should re-enter any building until College and/or fire department officials have cleared the buildings and have turned off the alarm. Faculty and staff should assume responsibility in this respect.

ASSISTING THE DISABLED

Some employees or students, due to physical conditions or disabilities, may need assistance during the emergency evacuation of buildings. To ensure that all persons, regardless of their physical limitations, are evacuated safely and in a timely manner, the following procedures should be followed:

1. Each faculty member or supervisor should survey their classes or areas at the beginning of each semester, identifying any disabled persons who might need assistance if campus buildings need to be evacuated. If possible, those students should be seated near the classroom door.
2. Elevators are not to be used in any building during an emergency evacuation due to fire. Any person on the second floor with a mobility issue or wheelchair who cannot use the stairs must be assisted away from the fire to the opposite end of the building as close to the exit as possible. Their location must be reported immediately to the appropriate authorities so that they can be removed from the building by rescue personnel.
3. Once outside, all persons must be at least 40 feet away from the buildings and fire lanes.

UTILITY EMERGENCIES

In the event of an explosion, or the threat of an explosion, such as those caused by a gas leak within a building, the following procedures are to be followed:

1. The fire alarm should be sounded.
2. All personnel should immediately evacuate the building. All personnel should be moved to an area of safety far away from the building. No one should be allowed to congregate on sidewalks close to the building. Assist in the safe movement of all disabled individuals.
3. The Security Supervisor, Maintenance and Operations Supervisor, Chief of Operations or Facilities Management Specialist should notify the following:
 - A. The fire department
 - B. The utility company
4. Buildings should remain evacuated until cleared by the authorities, at which time personnel

can re-enter the facility.

WEATHER AND HAZARDOUS ROAD CONDITIONS

In the event that SCC will have to close for all or part of a day due to bad weather it will be broadcast on local television and radio stations.

It is obvious that weather and or road conditions may vary in the geographic areas served by the Colleges. Students are urged to use their personal discretion and judgment in making the decision to travel to classes during inclement weather. Students unable to attend classes due to inclement weather will not be penalized for such absences and will be afforded the opportunity to make up any missed work.

SEVERE WEATHER PROCEDURE

- When the College Chief Operations Officer, Facilities Management Specialist or M & O Supervisor becomes aware of unstable weather conditions near the College, he/she will announce over the Operations Division walkie-talkies that we are in a **SEVERE WEATHER WATCH**. They will insure that there is one M & O staff member or designated person in each building on campus equipped with a walkie-talkie.
- When the Chief Operations Officer, Facilities Management Specialist or M & O Supervisor becomes aware of threatening weather conditions near the College, he/she will announce over the Operations Division walkie-talkies that we are in a **SEVERE WEATHER WARNING CONDITION**. They will then instruct the **M & O staff member or designated person in each building to warn all occupants of the building**.
- When the severe weather warning is announced, all students and staff will go to their closest designated severe weather shelter area and remain there until the designated person gives an ALL CLEAR.

TORNADOES

Tornadoes can occur any place in the United States, but occur most frequently in the mid-western, southern, and central states from March through September.

Tornadoes are usually observed as funnel-shaped clouds spinning rapidly and extending toward the earth from a thundercloud. When close by, tornadoes sound like the roar of an airplane or an approaching train.

In most cases, tornadoes move from a westerly direction, usually from the southwest, at from 40 to 254 miles per hour. The length of its path is from 10 to 40 miles, but they may move as far as 300 miles. The width of the path is about 400 yards. Wind speed has been measured as high as 500 miles per hour.

When a tornado approaches, your immediate action may mean the difference between life and death.

- Seek inside shelter immediately, preferably in a steel frame or reinforced concrete building.
- Stay away from windows, doors, and outside walls.
- Assume a crouched position.
- Always avoid auditoriums and gymnasiums with large, poorly supported roofs. The interior corridors on the lowest floor of a building may provide some protection in ordinary constructed buildings.
- In homes, the corner of the basement towards the tornado usually offers the greatest safety.
- In open country move at right angles to the tornado's path. If there is not time to escape, lie flat in the nearest depression, such as a ditch or gully.

If a tornado warning is issued while you are on campus, go to the following locations immediately:

<u>Building</u>	<u>Location</u>
Blakley Building	Central hall first floor
Hal Rogers Student Commons	Central hall in basement
Meece Building	Central halls
Cooper Building	Central halls
Stoner Hall	Central hall first floor
Strunk Building	Meece Hall Central hall
Laurel North Bldg. 1	Central Hall
Laurel North Bldg. 2	Basement Central hall
Laurel South	Central Hall
Clinton Center	Central Hall first floor
McCreary Center	Central Hall
Somerset South Bldg. 1	Central Hall
Somerset South Bldg. 2	Central Hall

Somerset South Bldg. 3	Central Hall
Somerset South Bldg. 4	Central Hall
Somerset South Bldg. 5	Central Hall

SHOOTINGS

IN THE EVENT OF A SHOOTING

- If you are in immediate danger, seek cover
- Call 911 – give location and nature of emergency
- Call a member of the SNAP Team by dialing 16911 from any Somerset Community College campus phone or 606-451-6911 from external phones. Give location and nature of emergency

If you are in an office or classroom:

- Keep people in classroom/office
 - If possible, lock and/or barricade door using desk, chairs, etc.
 - Keep individuals away from windows & doors
 - Try to keep individuals calm

If you are outside of building or outside of an office/classroom

- Instruct those outside or in lounges/halls to proceed to classrooms or offices
- Keep people in classroom/office
 - If possible, lock and/or barricade door using desk, chairs, etc.
 - Keep individuals away from windows & doors
 - Try to keep people calm
- Do NOT try to be a hero
- DO try to be a good witness

Appendix I

Crisis Communications Management Plan Pandemic Influenza Plan

Planning Overview

The Office of the President of Somerset Community College having recognized the potential threat of world-wide influenza pandemic, and the potential impact it could have on the College acknowledges this plan to respond to the effects that such an outbreak would create.

The Office of the President appointed a Crisis Management Coordinator, a Crisis Management Communications Team and charged them with developing this plan, incorporating it into the SCC Safety Plan, and making sure that the Leadership Team was introduced to the plan and trained for readiness.

The Crisis Management Communications Team (CMCT) should consist of key Public Relations, Institutional Technology, and Administrative leadership members. These members are the authorities responsible for the activation of the Pandemic Influenza Plan as well as other disasters that may occur.

The CMCT will be responsible for the development of a plan to manage the Pandemic Influenza Plan.

The CMCT will include input from educational and business administration, employees representing operations and business, student representatives as appropriate.

The CMCT collaborates with local emergency response and public health planners in the establishment and maintenance of the plan to insure coordination of response and communication with the representative agencies.

The CMCT will review the Pandemic Plan at least semi-annually to insure the information is current and applicable.

The CMCT considers the provision of sufficient and accessible infection prevention supplies (soap, alcohol based hand hygiene products, tissues and appropriate receptacles)

Background

The World Health Organization describes an influenza pandemic as a new virus appearing against which humans have no immunity therefore resulting in simultaneous epidemics worldwide. The increase in global transportation and overcrowded conditions make this event likely.

Influenza is a highly contagious virus causing acute respiratory illness that has been responsible for epidemics in the United States and other countries. Over 200,000 people are hospitalized and 36,000 die with influenza and secondary infections in the U.S. each year. During a pandemic the level of illness and death will likely dramatically increase. The impact of the pandemic on the local economy and business could be devastating. It is estimated that 15-30% of the population could be affected. There is a potential for high rates of illness and death as well as significant disruptions in society, therefore making planning important.

General Assumptions

Spread and Severity

- Illness rate of 15-30%
- Global spread in 3 months
- Vaccine available 6 months after initial outbreak
- Anti-Viral Treatment may be in short supply

Potential Effects on College

- Large numbers of employees and students unable to work for days to weeks
- Diminished numbers of people and expertise available
- Diminished emergency and essential services- fire, police, medical
- Potential for mandatory school and College closings
- Delays in supplies shipments and mail delivery
- Disruption of utilities repairs and limited potential service losses

School Operational Effects

- Large numbers of staff absent, difficult to maintain operations
- Loss of services from suppliers(e.g. food services, other essential products)
- Large numbers of students absent
- Operational breakdowns of facility and services

Purpose of Plan

The purpose of this plan is to manage the impact of an Influenza Pandemic at Somerset Community College. There are 3 primary strategies:

1. Reducing the spread of the virus within the College
2. Sustaining educational and activity functions
3. Sustaining facility operations

Communication

The Office of the President will disseminate pandemic influenza information received from the Office of Chancellor at KCTCS, State Agencies and other governing agencies.

The Crisis Management Communications Team will review the information and advise the Office of the President of information that may have an effect on the College.

The CMCT will monitor information from national, state, and local public safety and health agencies and will forward pertinent information to the president as determined to be appropriate.

The primary communication channels to be monitored are public health websites.

U.S. Center for Disease Control
<http://www.cdc.gov/>

Communication to Public

- The chain of command has been identified and established with back ups to include an appropriate lead spokesperson, the Public Relations Administrator.
- The College will follow business interruption and closure procedures utilizing the following outside communications resources:
 - Local Television
 - Local Radio Stations
 - Local Newspapers
- Communications will be via the College internet website www.somerset.kctcs

- Create a Pandemic Influenza website linking to other local, state and federal agencies to create awareness and educate people on pandemic flu prevention and plans for the College.
- Develop procedures for communicating with media. Conduct media briefings as necessary and in coordination with state and local agencies.

Communications to Employees

Communications to employees shall be managed by Standard Operating Procedures and the Pandemic Influenza Plan. The College will advise employees in advance where to find up-to-date and reliable information.

Communications will be via the Internet website, the CISCO telephone system, or other communications systems that provide for dissemination of information and advising employees, students, families and the general public as appropriate.

Reducing the Spread of the Virus

Upon notification that a potential outbreak of pandemic influenza is occurring in the United States or Canada, the Crisis Management Communications Team will do the following:

- Set up prominent notices at all entry points to instruct employees, students, and visitors not to enter the building if they have symptoms of the influenza.
- Information postings will be placed around the school to educate employees, students and visitors on how to stop the spread of the virus.
- Ensure adequate supplies of tissues, hand sanitizing gels, disinfectant hand soaps and cleaning supplies available for students and employees.
- Encourage all shared work areas such as desktops, tables, door knobs and stair rails, etc.; will be disinfected daily and more often if possible.
- Consult with and prepare the College administration and maintenance to function with 30% of workforce potentially absent.
- Consult with administration to consider alternative procedures to best preserve continuity of instruction.
- Consult with administration as a result of information from local and state health officials considering if and/or when to close the College.

Maintenance and Cleaning

Disinfection of shared work areas, counters, railings, door knobs, stair rails and elevator buttons should be performed more frequently.

Filters of HVAC systems should be cleaned and changed more frequently.

Telephones should not be shared whenever possible. Shared phones should be cleaned more frequently by users.

Computer keyboards and mice should not be shared when possible. Shared computer keyboards and mice should be disinfected between users using recommended treated wipes and materials recommended by equipment manufacturers.

Increase ventilation to facilities if possible.

Educating Students/Staff

Recognizing that anxiety regarding the pandemic influenza activities may contribute to increased absenteeism and increased distress the CMCT will address this by:

Education and communication to all employees and students.

Provide timely updates as more information is available.

Managing Illness in Staff, Students or Visitors

If a person becomes ill or observes another person exhibiting symptoms of influenza while at work/ school; the ill person will be instructed to leave the facilities as soon as possible and to seek medical care.

Educate employees and students regarding standard baselines for staying home and when they may return to the College.

Continuity of Operations

The College administration will ensure that core functions, people and skills have been identified and that strategies are in place to manage these prior to the pandemic.

The College administration will maintain a process for continuing the operations of the business office (including budget, payroll, and ongoing communications with employees and students)

Pandemic Influenza Plan Maintenance

The Crisis Management Communications Team will be reviewed and revised annually.

The plan will be exercised and tested annually.

The exercise results should be incorporated into the plan to improve effectiveness of procedures.

Appendix II

Crisis Communications Management Plan Recovery Procedures

In the event of a Campus Crisis Executive Team will meet immediately after the initial crisis situation has ended and will begin to address follow up issues related to the crisis. The team will be assembled at the nearest unaffected SCC location and their primary concern will be to assess the safety and status of students, faculty and staff. The College will take all necessary actions to facilitate a rapid and thorough recovery from any emergency situation in order that normal College functions can be resumed expeditiously.

President and Designees

- A. Declare campus emergency, suspend classes and activities, close and reopen campuses or buildings.
- B. Communicate emergency status to the Chief Advancement Officer.
- C. Direct the Executive Team as needed during the recovery process.
- D. Approve Emergency Request
- E. Conduct Liaison with other local, state and national officials.
- F. Approve all press releases.

Provost and Designees

- A. Appoint Student Services representatives to work with the local hospital to keep current with the status of those injured and inform the Chief Advancement Officer of the status of those injured ASAP. These representatives will also provide assistance to the families of those injured.
- B. Establish and staff a Crisis Counseling Center for all faculty, staff and students.
- C. Establish a Family Information Center with a manned phone bank (utilizing Student Services and Academic personnel).
- D. Take action to protect all essential student and academic documents.
- E. Determine requirements for restoring academic operations.
- F. Revise class schedule and room assignments.
- G. Provide information to faculty and staff regarding schedules and assignments.

Chief Operations Officer and Designees

- A. Coordinate activities and schedules of emergency maintenance teams.
- B. Serve as Liaison and coordinate action between College officials and local emergency responders.
- C. Initiate and coordinate emergency response actions to protect persons and property during recovery. Survey critical areas for hazardous materials, control spills and prevent leaks or releases.
- D. Provide facility blueprints and personnel to assist Public Safety.
- E. Assess condition of utilities and initiate emergency shutdown.
- F. Survey facilities for damage/use, secure damaged areas.
- G. Oversee damage repairs and provide the President and Provost with a timeline.
- H. Serve as Liaison with local utility companies.
- I. Process emergency purchases in conjunction with Chief Business Affairs Officer.
- J. Coordinate procurement of emergency supplies and equipment to insure timely delivery.
- K. Identify and protect valuable College materials and equipment.
- L. Take immediate action to protect and secure all essential electronic data, records and computing devices.
- M. Direct personnel to secure labs (chemistry, biology, microbiology, etc.) and

- equipment such as natural gas valves, Bunsen burners, etc.
- N. Provide additional manpower as necessary.
- O. Relocate equipment as needed to address re-opening of classrooms and academic operations.

Chief Business Affairs Officer and Designees

- A. Coordinate insurance and risk management activities.
- B. Coordinate all emergency purchases.
- C. Coordinate Human Resources to provide employees emergency assistance.
- D. Coordinate financial matters and records.
- E. Coordinate legal matters related to emergency
- F. Conduct risk analysis and liability reduction.

Chief Advancement Officer and Designees

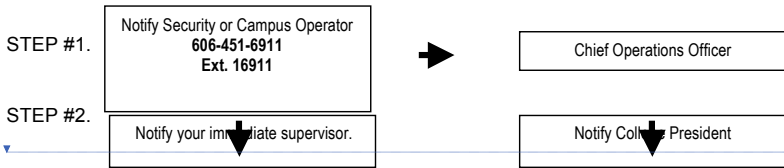
- A. Coordinate and acknowledge emergency gifts and donations.
- B. Solicit, manage and distribute donations of supplies and in-kind services for relief.
- C. Utilize foundation funding as needed for emergency.
- D. Designate on-campus location for media pressroom.
- E. Prepare press announcements and press releases for approval by the President.
- F. Prepare materials for distribution at news conference.
- G. Coordinate news conference.
- H. Conduct media tour as appropriate.
- I. Serve as Liaison with media and provide updates as needed.
- J. Coordinate distribution of information regarding emergency status and re-opening.
- K. Debrief Crisis Management Team.
- L. Notify families of death or personal injuries to faculty, staff and students.

Appendix III

Crisis Communications Management Plan Notification Procedure

In the event of a Campus Crisis the following flowchart (this information is also listed on page 10 of the Crisis Management Plan) should be used to report emergencies. Please be reminded that during a major emergency that **911** should always be the first contact.

MINOR EMERGENCY - Any incident that will not seriously affect the overall functional capacity of the College. Report immediately to a member of the SNAP Team by dialing 16911 from any Somerset Community College campus phone or 606-451-6911 from external phones.



cdavis0143 9/26/07 12:25 PM
Deleted: <sp>

MAJOR EMERGENCY OR DISASTER - Any incident that affects an entire building or buildings, which will disrupt the overall operation of the College. In this case, outside emergency services will be required, as well as major resource efforts from campus support services. In some cases mass personnel casualties and severe property damage may be sustained. A coordinated effort of all campus-wide resources is required to control the situation. Outside emergency services will be essential. In all cases of disaster, an emergency control center will be activated and the appropriate support and operational plans will be executed. Call 911 and report immediately to a member of the SNAP Team by dialing 16911 from any Somerset Community College campus phone or 606-451-6911 from external phones.

