

Bluefield College Comprehensive Campus Safety and Crisis Management Plan

September 2017

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* See also “Emergency Response Procedures for Study Abroad”.....Appendix A

** See also “Bluefield College Chemical Hygiene Plan”.....Appendix B

*** See also “Occupational Safety and Health Administration Standards” .Appendix C

**** See also “IST Disaster Recovery Plan”

Purpose Statement

The following Crisis Management Plan has been developed by the Office of Public Relations to give all concerned the appropriate tools and guidelines to react properly and professionally when a crisis occurs at Bluefield College. Preventing the occurrence of crises on campus is virtually impossible, but responding with proper perception and recovery are two areas that can be controlled. The purpose of this plan is to provide guidance and confidence in dealing with the crises that *will* occur on campus.

Essential Elements of a Good Crisis Management Plan

(Media Ink Communications)

1. Leadership that understands the damage that can be done by a poor public relations effort.
2. Leadership that understands the importance of trusting in and delegating to professionals.
3. Leadership that understands that an organization can actually emerge from a crisis with its reputation enhanced, if it responds well.
4. Leadership that understands that honesty is the best policy.
5. A plan that provides for both internal and external communications.
6. A plan that defines the proper role for the president and other key leaders.
7. A plan that contains a clear chain of command so decisions can be made in the absence of the president.
8. A plan that communicates to all employees what is expected of them in terms of media contact.
9. A plan that contains a good summary of common sense media relations guidelines.
10. A plan that includes a list of key people and phone numbers (including media phone numbers) that may be needed during a crisis.
11. A plan that is updated and reviewed periodically by the leadership of the organization.

Crisis Management Principles

1. **Be honest and forthright.** Truth establishes and maintains credibility, and truth prevents the need to “cover your tracks” (Conn, Ferrum College). If you are “honest and forthright about what is happening on campus, there will be no perception that the administration is covering something up. The notion that you can postpone the truth or that someone won’t find out is seductive, but wrong” (Reichley, Brown University).
2. **Be confident.** Make good decisions and stand behind them. If you make good decisions, they will be easy to explain. If you are confident and explain yourself well, you can overcome any crisis. “The question is how credible do you want to be and how confident are you as an institution. If you are confident in your decisions and explain yourself, you can overcome any crisis” (Reichley, Brown University).
3. **Be proactive.** Do not react to crises. “Waiting for the news to come to you or for the story to develop on its own makes you a participant in a preconceived account. By being proactive, you

shape the story toward a desired angle” (Conn, Ferrum College). You also move the entire process forward to a quicker resolution. Being proactive does not mean you are “the first out of the gate with bad news,” but that you develop and communicate your strategy and your statements and you “do not hide the truth” (Barbalich, Council for the Advancement & Support of Education).

4. **Get the facts straight.** Always find out the “who, what, where, when, why, how and what next” before making a statement to the public. If you don’t know the facts, don’t speculate. Your objective in providing a statement about the crisis should be to provide details that are so accurate, so complete and so up to date that no questions need to be asked. If circumstances require you to comment before you have all the facts, then pledge to get back to the media, the public, etc. with the details. And, assure them that any delays in providing information are a function of circumstance and not the result of evasion (Public Relations Society of America).
5. **Do the right thing.** Always protect people first. Your first responsibility is to the safety and well being of the people involved. Once safety has been restored, face the public and face the facts. Put the public interest ahead of the organization’s interest, and never try to minimize a serious problem or “smooth it over” in the hopes that no one will notice (Public Relations Society of America).
6. **Limit the damage.** Accept the crisis and its potential consequences (Conn, Ferrum College), but use all available resources to reach the desired result and limit the damage. Gather and sort the facts to provide an open flow of communication, and keep constituents informed of all developments during a crisis.
7. **Recover and fortify.** Assess the damage and determine what is necessary to resume normal activity. Make amends to those affected. Perform an act of goodwill, if necessary and appropriate, and then do whatever necessary to restore your organization’s reputation. Take the necessary precautions to prevent (if possible) the crisis from reoccurring. Evaluate the effectiveness of the crisis management plan, and schedule follow-up steps according to assessments.

General Procedures for Crisis Management

1. Before doing anything, first ensure the safety and well being of those involved. Call emergency professionals, if necessary, and bring the situation under control.
2. Alert the president and the Office of Public Relations immediately upon determining that a crisis may have occurred.
3. Convene the Crisis Management Team (if the situation warrants a full team response, opposed to a response from the president, director of public relations and/or other appropriate team members).
4. Gather the facts of the situation from informed sources.

5. Plan a specific course of action from guidelines in the Crisis Management Plan.
6. From the facts, prepare information and statements for release in order to dispel rumors and create a well-informed constituency. Do not release information prematurely, and do not speculate. Determine the appropriate spokesperson(s).
7. Provide statements and information to constituents, notifying the families of those involved first. Provide any requested assistance to the media. Log information released, and track questions received. Keep your communication to the public, the media and your employees ongoing.
8. Hold additional Crisis Management Team meetings as needed, but no less than semi-annually, including a meeting following the crisis. Evaluate the effectiveness of the Crisis Management Plan, and make adjustments where necessary.

Crisis Management Team

Title	Office	Home	Cell
President	276-326-4466	276-322-2465	276-245-5222
VP for Finance and Administration	276-326-4556	276-988-0132	276-245-5452
VP for Academic Affairs and Athletics	276-326-4355		304-888-9058
VP for Enrollment and Student Development	276-326-4217		612-987-3015
Director of Residence Life	276-326-4473		304-887-8546
Campus Pastor/Counseling	276-326-4471		276-433-0500
Director of Public Relations	276-326-4212	276-322-0113	276-245-5429
Director of Campus Security	304-887-1795		304-887-1795
Safety/Security Consultant	276-326-4232		276-970-1651
Chemical Hygiene Officer	276-326-4221	304-384-3048	304-887-9594
Director of Global Education	276-326-4271		225-803-1435
Director of Maintenance and Facilities	276-245-8284		276-806-1614
Director of Alumni Relations	276-326-4208		757-903-9198
Athletics Director	276-326-4316		276-219-7956
Director of Information Technology	276-326-4603		304-320-0495
Manager of Network Services	276-326-4278		304-320-1392
Title IX Coordinator	276-326-4224		304-910-9068

Important Phone Numbers

Campus Facility/Service	Primary Number	Secondary Number
Academic Affairs	276-326-4203	276-326-4202
ACE Center (Rish Hall)	276-326-4220	276-326-4606
Admissions	276-326-4231	276-326-4217
Alumni Hall, residence hall	276-326-4473	

Alumni Relations	276-326-4208	276-326-4458
Bluefield College main number	276-326-3682	800-872-0175
Bookstore (Shott Hall)	276-326-4260	276-326-4614
Business Office	276-326-4615	276-326-4556
Cox Visual Arts Center	276-326-4558	276-326-4559
Cruise Hall, residence hall	276-326-4394	276-326-4473
Dining Hall/Food Service (Shott Hall)	276-326-4264	
Dome Gymnasium	276-326-4281	276-326-4254
East River Hall	276-326-4641	
Easley Library	276-326-4269	276-326-4237
Facilities and Maintenance	276-326-4282	276-326-4262
Harman Chapel and Performing Arts Center	276-326-4234	276-326-4244
Human Resources	276-326-4461	
Information Services & Technology	276-326-4603	276-326-4278
Lansdell Hall, administration building	276-326-3682	276-326-4231
President's Office	276-326-4466	276-326-4201
Public Relations	276-326-4212	276-326-4227
Rish Hall, residence hall	276-326-4402	276-326-4473
Safety – Campus	304-887-1795	276-326-4232
Security – Campus	304-887-1795	276-326-4232
Science Center	276-326-4540	276-326-4221
Student Services	276-326-4217	276-326-4206

Emergency Service/Facility	Primary Number	Secondary Number
Abel Crisis Pregnancy Center	304-325-8694	
American Red Cross	304-327-5017	
Bluefield Regional Medical Center	304-327-1100	
Construction Company, Swope Construction	304-325-8146	
Electric Company (American Electric Power)	800-956-4237	
Electric Repairs (Hylton's)	304-325-3101	
Elevator Service (Otis)	276-326-3227	
Emergency Services Center	304-425-8911	
Fire Department, Bluefield, Virginia	911	276-326-1550
Gas Company (Bluefield Gas)	304-327-7161	
Glass Replacement	304-327-3484	
Locksmith	276-988-3228	
Pipeline Emergency Repairs	276-326-1360	
Poison Control Center	800-222-1222	
Police Department, Bluefield, Virginia	911	276-326-2621
Rescue Squad, Bluefield, Virginia	911	276-326-2621
Rescue Squad, Bluefield, West Virginia	911	304-327-7171

Sanitary Board of Bluefield (water and sewage)	304-325-3681	800-762-2050
Security Office, Bluefield College	276-326-4313	304-887-1795
Tazewell County Board of Health	276-988-5585	
Toxic Spills, National Response Center	800-424-8802	
Transportation Department	800-367-7623	
Tree Removal (Shrewsbury's)	304-467-8500	

Crisis Management Communication

The primary spokesperson to all entities is the President, who may defer to the following secondary agents.

To Media: Director of Public Relations

The Office of Public Relations will be the official source and contact point for media relations. Faculty and staff who are contacted by media organizations should notify the Office of Public Relations immediately. Details of the crisis will be communicated to the media through press releases, press conferences and/or phone interviews.

To Public: Director of Public Relations

The Office of Public Relations will be the official source and contact point for inquiries from the public. Faculty and staff who are contacted by the public should notify the Office of Public Relations immediately. Details of the crisis will be communicated to the public through media organizations and from direct phone inquiries.

To Faculty: V.P. for Academic Affairs

Information will be disseminated to faculty via e-mail, memorandum or faculty meetings from the Office of Academic Affairs. Any questions from faculty concerning crises on campus should be directed to the Office of Academic Affairs. Faculty may also be notified through the RamAlert system.

To Staff: Director of Public Relations

Information will be disseminated to staff via e-mail, memorandum or staff meetings from the Office of Public Relations. Questions from staff concerning crises on campus should be directed to the PR Office. Staff may also be notified through the RamAlert system.

To Police/Rescue/Emergency Personnel: Director of Campus Security

The director of campus security will serve as the official liaison between the college and police, rescue and emergency personnel and should serve as the official spokesperson to these groups. Details of the crisis will be communicated to police, rescue and emergency personnel by the director of campus security through direct and/or phone conversations.

To Alumni: Director of Alumni Relations

The Office of Alumni Relations will be the official source and contact point for alumni inquiries. Faculty and staff who are contacted by alumni should notify the Office of Public Relations immediately. Details of the crisis will be communicated to alumni through the alumni newsletter, media organizations and direct phone inquiries.

To Students/Parents: Vice President for Student Development

Information will be disseminated to students and parents by the Office of Student Services. Announcements, when needed, will be made during convocation, and information will be posted, if necessary, in the Dining Hall, Student Activities Center and other areas on campus. The Office of Student Development also will actively inform the Student Government Association and notify parents

through via phone conversations, direct mail or e-mail. Any questions from students and parents concerning crises on campus should be directed to the Office of Student Services. Students may also be notified through the RamAlert system.

To Prospective Students: Director of Enrollment Management

The Office of Admissions will be the official source and contact point for prospective student inquiries. Faculty and staff who are contacted by prospective students should notify the Office of Admissions immediately. Details of the crisis will be communicated to prospective students, when deemed necessary, by the director of admissions through letters and/or direct phone inquiries.

To Trustees: President

Information will be disseminated to trustees from the Office of the President. The Office of the President also will be the official source and contact point for trustee inquiries. Details of the crisis will be communicated to trustees through phone conversations, letters, personal visits, and/or during annual meetings of the Board of Trustees.

To Donors: President

Information will be disseminated to donors from the Office of the President. The President also will be the official source and contact point for donor inquiries. Details of the crisis will be communicated to donors, when deemed necessary, through phone conversations, letters and/or personal visits.

Sub-Committees:

Communications – Public Relations, IST, Global Education, Alumni, Enrollment Management

Facilities – IST, Maintenance, Admissions, Student Development

Health Awareness – Health Services, Chemical Hygiene Officer, Athletic Director, Student Development

Safety/Security – Campus Safety, IST, Student Development

Human Relations – Campus Minister, VP for Student Development, Admissions

Responsibilities of Team Members

President

1. Consult with the director of public relations and, if necessary, other members of the Crisis Management Team to determine whether the Crisis Management Plan should be activated.
2. Respond to inquiries from members of the Board of Trustees and donors.
3. Notify and keep informed the members of the Board of Trustees and donors and, if deemed necessary, serve as the official spokesperson for other constituents.
4. As requested by the appropriate spokesperson, notify family and/or other pertinent parties of the incident/activity.
5. Along with the VP for Finance and Administration, assess and communicate legal issues related to the crisis.
6. Provide current facts related to the crisis to the official spokesperson to be developed into information to be communicated to constituents.

7. Provide input on the potential impact of the crisis on development (fundraising) and the overall image of the college.
8. Serve as the spokesperson for the vice president, the public relations director, the alumni director, and/or the Vice President for Student Development in the event of their absences.

Vice President for Academic Affairs

1. Provide input on the potential impact of the crisis on academic issues at the college.
2. Notify and keep informed the faculty of the college.
3. Serve as the spokesperson for the president in the event of his absence.
4. Provide Crisis Management training sessions for faculty.

Director of Alumni Relations

1. Serve as the official spokesperson for alumni.
2. Respond to all inquiries and keep informed the alumni of the college.

Director of Public Relations

1. Direct all efforts of the Crisis Management Team following consultation with the president.
2. Serve as the official spokesperson for the institution -- may defer to the president, or others, if deemed necessary.
3. Notify and keep informed the media, public and staff of the college.
4. Respond to all inquiries from the media, public and staff of the college.
5. Ascertain need for media briefing sessions and arrange press conferences as needed.
6. Handle the generation of press releases to media organizations and the arrangements for press conferences. Also, serve as the only person to release official college information to the public.
7. Advise the president on what constituents are affected by the crisis and what messages need to be corresponded to various audiences.
8. Provide the president and other team members with regular updates on the media "climate" – what information they might be seeking, possible story angles and potential news scenarios.
9. Communicate and explain the value of following the Crisis Management Plan to faculty, staff and students who may be involved in a crisis or the importance of communication related to the crisis.
10. Track and file all print and electronic news coverage on the crisis. Make coverage available to Crisis Management Team members for evaluation and accuracy checks.
11. Provide Crisis Management training sessions for all administrative staff.

Vice President for Student Development

1. Work with his/her staff to channel and control the flow of all student information to the Crisis Management Team.
2. Document chronological incident information (both observation and hearsay) as received from his/her staff and students for use as needed by the Crisis Management Team.
3. Provide necessary data to the Crisis Management Team regarding substance abuse policy, alcohol abuse policy, residence life policy, disciplinary policy, etc., and the possible ramifications on the students' status as a result of certain actions.
4. Work with his/her staff to implement crisis counseling and follow-up as needed with students and families.
5. Provide Crisis Management training sessions for all resident life personnel.
6. Respond to all inquiries from students and parents of students.
7. Notify and keep informed the students of the college and parents of students.

8. Assist the director of campus security with a formal, internal incident investigation and advise the Crisis Management Team with case facts.

Director of Campus Security

1. Act as chief liaison with outside law enforcement and rescue/emergency personnel, and coordinate responsibilities of on-campus security.
2. Assist with the process of securing any affected facilities for safety and for investigative purposes.
3. Assist the Vice President for Student Development with a formal, internal incident investigation and advise the Crisis Management Team with case facts.
4. Document chronological incident information (both observation and hearsay) as received from his/her staff and students for use as needed by the Crisis Management Team.
5. Provide necessary data to the Crisis Management Team regarding substance abuse policy, alcohol abuse policy, residence life policy, disciplinary policy, etc., and the possible ramifications on the students' status as a result of certain actions.

Vice President for Finance and Administration

1. Supervise the process of securing any affected facilities for safety and for investigative purposes.
2. Supervise efforts with outside law enforcement and the actions of on-campus security.
3. Along with the president, assess and communicate legal issues related to the crisis.
4. Assist the Office of Public Relations with providing Crisis Management training sessions for all administrative staff.

Director of Maintenance and Facilities

1. Assist with the process of securing any affected facilities for safety and for investigative purposes.
2. Assist the director of campus security as a liaison between the college and outside law and rescue/emergency personnel.
3. Assist the Vice President for Student Development and the director of campus security with a formal, internal incident investigation.

Director of Enrollment Management

1. Provide input on the potential impact of the crisis on student recruitment issues at the college.
2. Respond to inquiries from prospective students/parents.

Director of Global Education

1. Provide campus contact information to the tour or study abroad sponsors so that emergency officials abroad may contact the college in the event of an emergency.
2. Compile student emergency contact information to be left on file with the Vice President for Student Development when students are traveling/studying abroad (including contact names, addresses, phone numbers and relationships to students).
3. Document chronological incident information for use as needed by the Bluefield College Crisis Management Team.
4. As deemed necessary, act as the chief liaison to government embassies and consulates.
5. Provide current facts related to the crisis to the official spokesperson to be developed into information to be communicated to constituents.

Chemical Hygiene Officer

1. Assist with the process of securing any affected facilities for safety and for investigative purposes.

2. Assist the director of campus security as a liaison between the college and outside law and rescue/emergency personnel.
3. Assist the Vice President for Student Development and the director of campus security with a formal, internal incident investigation.
4. Document chronological incident information for use as needed by the Bluefield College Crisis Management Team.

Information Services and Technology

1. Work to restore any interrupted end user operations including but not limited to workstation deployment, peripheral support, applications assistance, etc.
2. Work to restore any damaged network infrastructure, server deployment, mission critical applications and services, etc.
3. Assist in the restoration of utilities, infrastructure, designation of physical space, etc.
4. Assist in communications to technology vendors, faculty, staff, and students.

Crisis Management Situations

The BC Crisis Management Plan provides an orderly set of procedures that college officials should use when confronted with crises on campus. Its purpose is to offer quick reference and guidance in handling crises. The president, in consultation with the Crisis Management Team, will determine whether a situation requires the activation of the Plan. Possible situations for activation include:

1. the death of a student, employee, family member or friend (particularly a death on campus)
2. accident or serious injury or illness to a student, employee, family member or friend
3. a missing student
4. a crime against another person
5. a public health problem/pandemic illness
6. weather-related disaster
7. campus disturbance
8. fire or other facility disaster
9. loss of utilities
10. bomb threat
11. hazardous materials emergency
12. shelter-in-place/lock down (temporary)
13. evacuation and relocation
14. national security emergency (i.e. terrorism, chemical threat)
15. any other situation identified by the Crisis Management Team as a crisis for the college

The remainder of this manual identifies specific crises and gives an orderly set of procedures to follow to enable the situation to be handled effectively. Included in the guidelines are members of the Crisis Management Team who need to be involved in handling the particular crisis.

Remember, when addressing any crisis on campus, members of the entire college community should incorporate the following characteristics in their actions:

- 1) **teamwork** - college employees need to cooperate and work as a team for an effective response,
- 2) **leadership** - Crisis Management Team members must provide leadership to others on campus,

- 3) **sensitivity** - responses to all crises need to be sensitive to the needs of individuals who are affected,
- 4) **information** - BC constituents, particularly the college community at large, need to be kept informed of what is happening.

Please note: *If a threat is determined to be present, the entire campus will be notified without delay, and taking into account the safety of the community. The only exception is if doing so would compromise efforts to assist a victim or to contain, respond to, or otherwise mitigate the emergency. In any of the following crisis situations, the Vice President for Student Development is the primary agent for the Crisis Management Team when the victim is a student or an alleged crime has been committed. In the event that a faculty member is the victim of a crisis, the Vice President for Academic Affairs will be the primary agent for the Crisis Management Team. In the event a staff member is the victim, the Vice President for Finance and Administration will be the primary agent for the Crisis Management Team.*

Crisis: Death of a Student, Employee, Family Member or Friend*

Recommended Actions:

1. The primary agent and Director of Campus Security must verify the identity of the individual and gather as much information as possible about the individual and circumstances of his/her death
2. If death occurs on campus, the Director of Campus Security with the assistance of the Director of Maintenance should secure the incident area for an initial on-scene investigation. The Director of Campus Security should also notify the Police Department of Bluefield, VA for further investigation.
3. Notify the President and Director of Public Relations. The President will determine whether to convene the Crisis Management Team.
4. The President will determine which members/spokespersons of the Crisis Management Team should inform all appropriate constituents and/or address all inquiries from respective constituents (i.e. President informs trustees and donors, Vice President for Academic Affairs informs the faculty, Director of Public Relations informs media, public and staff, Vice President for Student Development informs current students and parents, Director of Alumni Relations informs alumni, and the Director of Admissions informs prospective students).
5. The Director of Campus Security should continue to work with the Police Department of Bluefield, VA to conduct investigations.
6. The President or the primary agent should rely on police or medical authority to notify the family of the individual and offer any supportive help they may need (i.e. counseling).
7. The Vice President for Student Development should develop a network to offer appropriate support to the victim's family and to students (i.e. counseling, encouragement, pastoral care). The Vice President for Student Development should also inform the victim's roommate(s) and close friends.
8. The Director of Public Relations should address all media inquiries and coordinate the dissemination of all press releases and other public reports.
9. Documentation and reports should be filed with appropriate college offices by the primary agent and the Director of Campus Security.
10. Appropriate actions could include providing counseling, pastoral care, sending flowers, etc.

* See also "Emergency Response Procedures for Study Abroad"

Crisis: Accident or Serious Injury to Student, Employee or Family Member*

Recommended Actions:

1. Ensure immediate medical attention is given. Call emergency personnel if necessary.
2. The primary agent and the Director of Campus Security must verify the identity of the individual and gather as much information as possible about the student and circumstances surrounding his or her injury or illness.
3. If accident occurred on campus, the Director of Campus Security with the assistance of the Director of Maintenance should secure the incident area for an on-scene investigation.
4. Notify the President and Director of Public Relations. The President will determine whether to convene the Crisis Management Team.
5. Members/spokespersons of the Crisis Management Team should inform all appropriate constituents and/or address all inquiries from respective constituents (i.e. President informs trustees and donors, Vice President for Academic Affairs informs the faculty, Director of Public Relations informs media, public and staff, Vice President for Student Development informs current students and parents, Director of Alumni Relations informs alumni, and the Director of Admissions informs prospective students).
6. Depending on the severity of the injury/illness, the President or the primary agent should notify the family of the individual and offer any supportive help they may need.
7. The Vice President for Student Development should develop a network to offer appropriate support to the victim's family and to students (i.e. counseling, encouragement, pastoral care). The Vice President for Student Development should also inform the victim's roommate(s) and close friends.
8. If the accident or injury occurs to a family member or friend of a student, the Vice President for Student Development should develop a network of support for the student (i.e. counseling, encouragement, pastoral care) and facilitate arrangements for the student to be with his or her family during recovery.
9. The Director of Public Relations should address all media inquiries and coordinate the dissemination of all press releases and other public reports.
10. Documentation and reports should be filed with appropriate college offices by the primary agent and the Director of Campus Security.

* See also "Emergency Response Procedures for Study Abroad" Appendix A

Crisis: A Missing Student*

Recommended Actions:

1. The Vice President for Student Development and Director of Campus Security should contact family, friends, resident advisors, and roommates to gather any details on the whereabouts of the student and/or to confirm an actual crisis.
2. The Director of Campus Security will contact the Police Department of Bluefield, VA, who can check hospital admissions and municipal records for possible police and emergency information that might relate to the missing student.
3. The Vice President for Student Development and the Vice President for Academic Affairs should conduct an investigation with the student's class list and respective professors to determine when the person was last seen in class and to provide any other relevant information.
4. Notify the President and Director of Public Relations. The President will determine whether to convene the Crisis Management Team.
5. The President or the Vice President for Student Development will notify the student's parents if the student is not satisfactorily located within a reasonable amount of time -- preferably no later than 24 hours after the first report of disappearance.
6. The Vice President for Student Development and the Director of Campus Security should ensure that a missing persons report is filed with the proper authorities if the student has not been located within 24 hours. If there are suspicious or unusual circumstances involved in the disappearance, this notification needs to be done as soon as possible.
7. The Vice President for Student Development should develop a network to offer appropriate support to the student's family and to students. The Vice President for Student Development should inform the student's roommate(s) and close friends.
8. Members/spokespersons of the Crisis Management Team should inform all appropriate constituents and/or address all inquiries from respective constituents (i.e. President informs trustees and donors, Vice President for Academic Affairs informs the faculty, Director of Public Relations informs media, public and staff, Vice President for Student Development informs current students and parents, Director of Alumni Relations informs alumni, and the Director of Admissions informs prospective students).
9. The Director of Public Relations should address all media inquiries and coordinate the dissemination of all press releases and other public reports.
10. The Director of Campus Security should continue to follow-up with the Police Department of Bluefield, VA on the progress of any investigations and communicate the details of findings to the Crisis Management Team and to the college community.
11. Documentation and reports should be filed with appropriate college offices by the Vice President for Student Development and the Director of Campus Security.

12. Should the student be found, members/spokespersons of the Crisis Management Team should inform all appropriate constituents.

* See also “Emergency Response Procedures for Study Abroad” Appendix A

Crisis: Crime Against Another Person

Recommended Actions:

1. The Vice President for Student Development and Director of Campus Security will talk to the initial informant to obtain all necessary information and facts about the alleged crime. Determine the identity and whereabouts of victim(s) and alleged perpetrators.
2. The Vice President for Student Development or Director of Campus Security should arrange for medical attention if someone is injured.
3. Notify the President and Director of Public Relations. The President will determine whether to convene the Crisis Management Team.
4. If deemed necessary, the Director of Campus Security with the assistance of the Director of Maintenance should secure the incident area for an initial on-scene investigation. If necessary, the Director of Campus Security should also notify the Police Department of Bluefield, VA for further investigation.
5. The Vice President for Student Development and the Director of Campus Security should continue the initial investigation, including interviewing witnesses, gathering facts, and identifying the persons involved.
6. The Director of Campus Security should continue to work with the Police Department of Bluefield, VA to conduct investigations.
7. Depending on the severity of the injury/illness, the President or the Vice President for Student Development should notify the family of the student and offer any supportive help they may need.
8. Members/spokespersons of the Crisis Management Team should inform all appropriate constituents and/or address all inquiries from respective constituents (i.e. President informs trustees and donors, Vice President for Academic Affairs informs the faculty, Director of Public Relations informs media, public and staff, Vice President for Student Development informs current students and parents, Director of Alumni Relations informs alumni, and the Director of Admissions informs prospective students).
9. The Director of Public Relations should address all media inquiries and coordinate the dissemination of all press releases and other public reports.
10. The Vice President for Student Development should coordinate any needed follow-up measures when acute aspects of the situation have ended, such as support recommendations for victim(s), friends, roommates, etc.
11. The President and the Vice President for Student Development should take appropriate college disciplinary action if the investigation reveals misconduct on the part of a student.
12. Documentation and reports should be filed with appropriate college offices by the Vice President for Student Development and the Director of Campus Security.

Crisis: Sexual Assault

Recommended Actions (student, employee, or visitor as victim):

1. The appropriate secondary agent and the Director of Campus Security should talk to the initial informant to obtain necessary information and facts about the alleged crime. Determine the identity and whereabouts of the victim(s) and alleged perpetrator(s).
2. The appropriate secondary agent and the Director of Campus Security should provide immediate in-person support for the victim, and encourage the victim to see a sexual assault counselor. Advise the victim of the need for medical attention and the procedure to follow to preserve evidence.
3. Depending on the severity of the crime, the appropriate secondary agent should arrange for the victim to be transported to a local hospital emergency room and ensure that proper medical attention is received.
4. Notify the President and Director of Public Relations. The President will determine whether to convene the Crisis Management Team.
5. The appropriate secondary agent and the Director of Campus Security should encourage the victim to report the offense to local law enforcement. Reporting needs to be as soon as possible after the assault. If the victim is willing to report the alleged misconduct, then the Director of Campus Security should notify the jurisdictional law enforcement authority.
6. The appropriate secondary agent and the Director of Campus Security should continue the initial investigation, including interviewing witnesses, gathering facts, and identifying the persons involved. If a suspect is identified as a student or employee and accusations are substantiated, disciplinary action will be considered in accordance to established campus policy. The victim should be kept aware of the proceedings.
7. The Director of Campus Security should continue to work with the jurisdictional law enforcement authority, to conduct investigations and provide any helpful details obtained from on-campus investigations.
8. The Director of Public Relations should prepare a statement, if needed, and address media inquiries.
9. Only if knowledge of the alleged crime is widespread, members/spokespersons of the Crisis Management Team should inform all appropriate constituents and/or address all inquiries from respective constituents (i.e. President informs trustees and donors, Vice President for Academic Affairs informs the faculty, Vice President for Finance & Administration informs the staff, Director of Public Relations informs media and public, Vice President for Student Development informs current students and parents, Director of Alumni Relations informs alumni, and the Director of Admissions informs prospective students). The statement from the Office of Public Relations should be used to address inquiries or to offer information to constituents.
10. The appropriate secondary agent should coordinate efforts with other Crisis Management Team members to arrange for any special changes or needs for the victim concerning his or her return to campus: change in residence status, providing escort services, or change in class scheduling.
11. Documentation and reports should be filed with appropriate college offices by the appropriate secondary agent and the Director of Campus Security.

Crisis: Public Health Problem

Recommended Actions:

1. Notify the President and Director of Public Relations. The President will determine whether to convene the Crisis Management Team.
2. Members/spokespersons of the Crisis Management Team should inform all appropriate constituents and/or address all inquiries from respective constituents (i.e. President informs trustees and donors, Vice President for Academic Affairs informs the faculty, Director of Public Relations informs media, public and staff, Vice President for Student Development informs current students and parents, Director of Alumni Relations informs alumni, and the Director of Admissions informs prospective students).
3. The Director of Campus Security and the Director of Maintenance should verify the areas of campus involved, and the Vice President for Student Development (or Vice President for Academic Affairs or Director of Public Relations) should verify the identity of any students, faculty or staff affected. They should also gather as much information as possible about the circumstances surrounding the problem.
4. The Director of Campus Security with the assistance of the Director of Maintenance should secure the area for an on-scene investigation.
5. The Director of Campus Security along with the Director of Maintenance should conduct an assessment of the potential public health problem. The assessment should define the problem, tell which of the community is at risk and how much time the college has to offer preventative measures. The evaluation should involve specialists from the local health department, state health department or state sanitation department.
6. The Director of Campus Security, the Vice President for Student Development, the Vice President for Academic Affairs, and the Director of Public Relations should work with local or state health and sanitation departments to correct the health problem. The steps might involve the collection of specimens, laboratory testing, immunization, and treatment of students, faculty and staff.
7. Depending on the severity of the problem, the President or the Vice President for Student Development should notify the families of the students affected and offer any supportive help they may need. The Vice President for Academic Affairs should coordinate a plan dealing with any changes to class scheduling or academic facilities, including authorization to utilize all applicable forms of technology to facilitate continuation of the learning process.
8. The Director of Public Relations should address all media inquiries and coordinate the dissemination of all press releases and other public reports.
9. The Director of Campus Security should continue to work with the local health and sanitation departments to conduct investigations and correct the problem.
10. Documentation and reports should be filed with appropriate college offices.

11. The Director of Information Services and Technology and Vice President for Finance and Administration will, if needed, coordinate a plan to allow affected staff, faculty, and/or students to resume business and academic operations. Implementation of IST Disaster Recovery protocols may be initiated.

Crisis: Weather-Related Disaster

Please note: The Vice President for Student Development is responsible in the case of residential buildings; the Vice President for Academic Affairs is responsible in the case of academic buildings; the Athletic Director is responsible in the case of athletic facilities.

Recommended Actions:

1. The Director of Campus Security and the Director of Maintenance should determine the location of the facility affected, along with a description of the emergency and any number of injured persons.
2. The Director of Campus Security should call the appropriate emergency personnel, if necessary, including local fire and rescue squads.
3. Notify the President and Director of Public Relations. The President will determine whether to convene the Crisis Management Team.
4. The Director of Members/spokespersons of the Crisis Management Team should inform all appropriate constituents and/or address all inquiries from respective constituents (i.e. President informs trustees and donors, Vice President for Academic Affairs informs the faculty, Director of Public Relations informs media, public and staff, Vice President for Student Development informs current students and parents, Director of Alumni Relations informs alumni, and the Director of Admissions informs prospective students).
5. Campus Security with the assistance of the Director of Maintenance should secure the disaster area for an on-scene investigation.
6. The Vice President for Student Development, the Director of Campus Security, the Vice President for Academic Affairs and the Director of Public Relations should coordinate a plan for dealing with the disaster: provide necessary services and support to students, faculty and staff forced out of their residence halls or offices, coordinate the relocation of any persons displaced by the disaster, provide counseling resources as needed, and direct all efforts to return campus life to normal conditions. Victims should be provided with transportation, alternate housing, clothing, toiletries, books, and school supplies.
7. Depending on the severity of the emergency, the President or the Vice President for Student Development should notify the families of the students affected and offer any supportive help they may need. The Dean should also assist in helping victims notify friends and relatives.
8. The Vice President for Student Development, the Director of Campus Security and the Director of Maintenance should help ensure that the facility and its contents are secured.
9. The Director of Public Relations should address all media inquiries and coordinate the dissemination of all press releases and other public reports.
10. Documentation and reports should be filed with appropriate college offices by the Vice President for Student Development and the Director of Campus Security.

11. The Director of Campus Security and the Director of Maintenance should work with local fire, rescue and police officials in any follow-up investigation that may be needed. They should also direct facility clean-up and repair after the disaster.
12. The Director of Information Services and Technology and Vice President for Finance and Administration will, if needed, coordinate a plan to allow affected staff, faculty, and/or students to resume business and academic operations. Implementation of IST Disaster Recovery protocols may be initiated.

Crisis: Campus Disturbance

Recommended Actions:

1. The Director of Campus Security, the Vice President for Student Development or any other appropriate member of the Crisis Management Team should monitor an individual or a gathering that might develop into a campus disturbance. Possibly, no intervention will be needed as long as: a) classes are not disturbed, b) the rights of others are not violated, c) the time, place, and noise level is not causing an unreasonable disturbance, and d) there is no indication that others will be harmed.
2. The attitude and activities of the individual or group will determine whether intervention is needed. If the individual or group appears to become disruptive, the Director of Campus Security and/or the Vice President for Student Development, with the assistance of other Crisis Management Team members, should attempt to bring matters under control. Should initial efforts fail, the Director of Campus Security should notify Police Department of Bluefield, VA and convene the Crisis Management Team. At this point, further efforts to settle the disturbance should be handled by the police. If any threat is perceived, lock-down protocols should be activated.
3. The President or Director of Public Relations should determine whether to assemble the Crisis Management Team.
4. Members/spokespersons of the Crisis Management Team should inform all appropriate constituents and/or address all inquiries from respective constituents (i.e. President informs trustees and donors, Vice President for Academic Affairs informs the faculty, Director of Public Relations informs media, public and staff, Vice President for Student Development informs current students and parents, Director of Alumni Relations informs alumni, and the Director of Admissions informs prospective students).
5. The Director of Public Relations should address all media inquiries and coordinate the dissemination of all press releases and other public reports.
6. The Director of Campus Security and the Vice President for Student Development should work with the Police Department of Bluefield, VA to conduct investigations.
7. If any criminal activity has occurred, protocol from the appropriate section of the Crisis Management Plan should be activated.
8. The President or appropriate Vice President should take appropriate college disciplinary action according to established College policy if the investigation reveals misconduct on the part of a student or employee.
9. Documentation and reports should be filed with appropriate college offices by the Vice President for Student Development and the Director of Campus Security.

Crisis: Fire or Other Facility Disaster**

Recommended Actions:

(Please note: The following recommended actions relate specifically to a fire within a facility. However, similar steps can be taken with other facility disasters.)

1. Determine the location of the disaster. If there is evidence of an actual fire, such as smoke, flames, burning smell or a sprinkler activated, call the local fire department (911).
2. Notify the President, the Director of Maintenance, and the Director of Public Relations. The President will determine whether to convene the Crisis Management Team.
3. All members of the Crisis Management Team with the help of other faculty and staff should assist in evacuating the building prior to the arrival of the fire department. Once on the scene, the fire chief is in charge of the building until the fire is extinguished.
4. Members/spokespersons of the Crisis Management Team should inform all appropriate constituents and/or address all inquiries from respective constituents (i.e. President informs trustees and donors, Vice President for Academic Affairs informs the faculty, Director of Public Relations informs media, public and staff, Vice President for Student Development informs current students and parents, Director of Alumni Relations informs alumni, and the Director of Admissions informs prospective students).
5. Appropriate personnel should help relocate evacuees to a safe area. If relocation is required, protocol from the appropriate section of the Crisis Management Plan should be activated.
6. The Director of Campus Security and the Director of Maintenance should work with fire officials to secure the perimeter of the building and to begin an initial investigation.
7. The Vice President for Student Development, the Director of Campus Security and the Vice President for Academic Affairs should coordinate a plan for dealing with the disaster: provide necessary services and support to students, faculty and staff forced out of their residence halls or offices, coordinate the relocation of any persons displaced by the disaster, provide counseling resources as needed, and direct all efforts to return campus life to normal conditions.
8. The President or the Vice President for Student Development should notify the families of the students affected and offer any supportive help they may need. The Dean should also assist in helping victims notify friends and relatives.
9. The Vice President for Student Development and the Director of Campus Security should help ensure that the facility and its contents are secured.
10. The Director of Public Relations should address all media inquiries and coordinate the dissemination of all press releases and other public reports.
11. Documentation and reports should be filed with appropriate college offices by the Vice President for Student Development and the Director of Campus Security.
12. The Vice President for Student Development should coordinate any needed follow-up measures when acute aspects of the situation have ended, such as support recommendations and counseling for students.

13. The Director of Campus Security and the Director of Maintenance should work with local fire, rescue and police officials in any follow-up investigation that may be needed. They should also direct facility clean-up and repair after the disaster.
14. The Director of Information Services and Technology and Vice President for Finance and Administration will, if needed, coordinate a plan to allow affected staff, faculty, and/or students to resume business and academic operations. Implementation of IST Disaster Recovery protocols may be initiated.

** See also “Bluefield College Chemical Hygiene Plan” Appendix B

Crisis: Loss of Utilities

Recommended Actions:

1. The Director of Maintenance and/or the Director of Campus Security or the Vice President for Student Development should determine the location and description of the problem and assess the nature and extent of the problem.
2. If the maintenance staff is unable to correct the problem, then the Director of Maintenance should contact the local utility company to restore service.
3. Notify the President and Director of Public Relations. The President will determine whether to convene the Crisis Management Team.
4. If the problem is electrical and the building(s) affected have an elevator, the Director of Maintenance should check the elevator for stranded people and provide assistance as needed.
5. If the curtailment is prolonged or is such that the building(s) are unsafe for occupancy or do not have use of basic facilities, then the Director of Campus Security, the Director of Maintenance, the Vice President for Academic Affairs, the Director of Public Relations and the Vice President for Student Development should coordinate efforts to temporarily relocate the occupants to another building that is not affected. This would include identifying available classrooms, office space or residence rooms.
6. If the curtailment is electrical, the Director of Maintenance may need to arrange for emergency generation of electricity for lighting and heating.
7. The Vice President for Student Development, the Director of Maintenance, the Director of Business and the Vice President for Academic Affairs should coordinate a plan for dealing with the relocation: provide necessary services and support to students, faculty and staff forced out of their residence halls or offices and direct all efforts to return campus life to normal conditions.
8. The Director of Public Relations and the Director of Information Services and Technology should ensure that affected occupants are kept informed of the status of the situation and an estimated time for restoration of the utility.
9. Members/spokespersons of the Crisis Management Team should inform all appropriate constituents and/or address all inquiries from respective constituents (i.e. President informs trustees and donors, Vice President for Academic Affairs informs the faculty, Director of Public Relations informs media, public and staff, Vice President for Student Development informs current students and parents, Director of Alumni Relations informs alumni, and the Director of Admissions informs prospective students).
10. The Director of Public Relations should address all media inquiries and coordinate the dissemination of all press releases and other public reports.
11. Documentation and reports should be filed with appropriate college offices by the Vice President for Student Development, the Director of Maintenance and the Director of Campus Security.

12. Once the utility is restored, the Director of Maintenance and the Director of IT should ensure that all building mechanical devices that were shut down or affected are restarted, reset, and are functioning properly.
13. The Director of Information Services and Technology and Vice President for Finance and Administration will, if needed, coordinate a plan to allow affected staff, faculty, and/or students to resume business and academic operations. Implementation of IST Disaster Recovery protocols may be initiated.

Crisis: Bomb Threat

Recommended Actions:

1. The person receiving the threat should contact the Director of Campus Security.
2. The Director of Campus Security and/or the Director of Public Relations should obtain from the informant all the information about the threat (such as the exact time of the call, detonation time, exact location, description of the caller's voice, background noise, etc.)
3. The Director of Campus Security should notify the Police Department of Bluefield, VA and fire departments by telephone and advise them of the details of the situation/threat.
4. Notify the President and the Director of Public Relations. The President will determine whether to convene the Crisis Management Team.
5. The Vice President for Student Development, the Vice President for Academic Affairs, the Director of Campus Security and the Director of Maintenance should respond to the location and begin evacuation of the building. Evacuate part or all of any adjacent building where injuries could occur in the event of an actual bomb explosion.
6. Crisis Management Team Members should work with the local fire and police units to establish a secure perimeter 500 feet from the building.
7. Emergency personnel should remain in control of the scene. The target building should remain vacant until a building search is conducted by emergency personnel with any requested assistance from the residence life staff/Vice President for Student Development.
8. Should a search have negative results, then a decision to allow people back into the building will be made jointly by the President and the emergency personnel official in charge at the scene.
9. If a search reveals a suspicious item or possible explosive device, the emergency personnel should take the appropriate steps to resolve the situation. Again, an emergency official should be in charge of the scene at all times.
10. If relocation is required, protocol from the "Confinement or In-Place Sheltering" section of the Crisis Management Plan should be activated.
11. The Director of Campus Security should assist the Police Department of Bluefield, VA department with any follow-up investigation.
12. Members/spokespersons of the Crisis Management Team should inform all appropriate constituents and/or address all inquiries from respective constituents (i.e. President informs trustees and donors, Vice President for Academic Affairs informs the faculty, Director of Public Relations informs media, public and staff, Vice President for Student Development informs current students and parents, Director of Alumni Relations informs alumni, and the Director of Admissions informs prospective students).
13. The Director of Public Relations should address all media inquiries and coordinate the dissemination of all press releases and other public reports.

14. Documentation and reports should be filed with appropriate college offices by the Vice President for Student Development and the Director of Campus Security.

Crisis: Hazardous Materials Emergency**

Recommended Actions:

1. The Director of Maintenance or the Director of Campus Security, in conjunction with the Chemical Hygiene Officer, should determine the location and description of the spill or presence of a hazardous substance and attempt to determine the severity of the situation.
2. If the spill cannot be properly and safely cleaned up by college personnel or there is potential for contamination of water or air, an outside contractor may be required or the local department of public safety.
3. The Director of Campus Security should then call emergency personnel (911) and local health and public safety officials.
4. Notify the President and Director of Public Relations. The President will determine whether to convene the Crisis Management Team.
5. The Director of Maintenance and the Director of Campus Security should isolate the immediate area of the spill and evacuate the building or area where the exposure has occurred. The building perimeter or area should be sealed off and access controlled by Campus Security until emergency or health and public safety personnel arrive.
6. The Vice President for Student Development and the Vice President for Academic Affairs should ensure that medical attention is provided for any persons that are injured or may have been exposed. Be aware of becoming contaminated yourself by a victim who has been exposed to a hazardous material.
7. If relocation is required, protocol from the “Confinement or In-Place Sheltering” section of the Crisis Management Plan should be activated.
8. The Director of Public Relations should ensure that affected occupants are kept informed of the status of the situation and an estimated time for restoration of the utility.
9. Members/spokespersons of the Crisis Management Team should inform all appropriate constituents and/or address all inquiries from respective constituents (i.e. President informs trustees and donors, Vice President for Academic Affairs informs the faculty, Director of Public Relations informs media, public and staff, Vice President for Student Development informs current students and parents, Director of Alumni Relations informs alumni, and the Director of Admissions informs prospective students).
10. The Director of Public Relations should address all media inquiries and coordinate the dissemination of all press releases and other public reports.
11. The Director of Campus Security should conduct an internal investigation in the incident and document reports on file with appropriate college offices. These reports should also be filed with local health and public safety agencies.

** See also “Bluefield College Chemical Hygiene Plan” Appendix B

Shelter-in-Place/Lock Down (Temporary)

There may be situations when it's simply best to stay where you are and avoid any uncertainty outside. There are other circumstances when staying put and creating a barrier between yourself and potentially contaminated air outside, a process known as "shelter-in-place," is a matter of survival. **An order to shelter-in-place would be issued by the college administration by email, phone messages, Ram Alert or updates on the college's website.**

If told to shelter in place:

- Stay in a building or other shelter until otherwise directed or the danger has subsided.
- If you are outdoors, go inside immediately.
- Close and lock all windows and doors, and follow any other instructions that are issued.

Reporting

After exiting and accounting for students, notify emergency personnel immediately if persons are missing or trapped or if persons with disabilities are waiting for assistance in areas of refuge.

Workplace Violence or Active Shootings

In the event of workplace violence or active shooting, the instructor/employee is responsible for assuring that the following measures are employed:

- Call Campus Safety or 911 and report the incident (provide as much detail as you can about the location, number of people/injured/assailants, description of the assailant, etc.)
- Secure the immediate area (e.g. classroom, bathroom, office)
 - Lock the door if you can.
 - Block the door using whatever is available (e.g. desks, file cabinets, books, other furniture, etc.).
 - If the assailant/shooter enters your room and leaves, lock/barricade the door behind him or her.
 - If safe, allow others to seek refuge with you.
- Treat the injured (e.g. basic first aid, apply pressure and elevate for bleeding, etc.)
- Position people out of sight and behind items that might offer additional protection (e.g. walls, desks, file cabinets, etc.)
- Close the blinds; block the windows; silence cell phones; turn off radios and computer monitors (if necessary).
- If you can, place signs in exterior windows to identify the location of injured persons or number of persons taking shelter.
- Do not attempt to rescue people or un-secure the area if it poses a risk to the individuals inside.
- If you are in an unsecured area, find a safe area and seek protection.
- Stay calm and reassure others that you and the police are working to protect them.

- Cooperate with law enforcement personnel and make sure that everyone follows their orders.
- Be supportive. The victim(s), witnesses and other employees may need access to critical incident debriefing or counseling. Contact Human Resources or the Vice President for Student Development for guidance or assistance as needed.

Crisis: Evacuation and Relocation

Recommended Actions:

Please note: Evacuation is appropriate when conditions require students, faculty and/or staff to evacuate their offices, classrooms, campus residence space, or other facilities on campus. Evacuation differs from a campus closure, which occurs because of a specific event that makes normal campus operations impossible or unsafe (e.g., weather closing). An evacuation occurs when it is essential to clear a building, multiple buildings, or the entire campus as quickly as possible. Evacuation may be for a short period of time or for an extended period of time, until conditions allow for return to the specific facilities or to campus. The type of emergency will dictate the response by first responders and College officials. A single type of evacuation is not appropriate for all emergencies and as a result, deviation from the established procedure may be necessary for the overall safety and wellbeing of the campus community. Any deviation or modification to evacuation procedures during an emergency will rest with the Director of Campus Security in consultation with the Crisis Management Team.

1. In any case of an emergency that might prove injurious to building occupants, occupants should evacuate the building immediately and call 9-911. If possible, evacuees should wear sturdy shoes and clothing (long pants, coats, hats, gloves, etc.). Occupants also should contact the Vice President for Student Development, the Director of Campus Security, the Director of Maintenance, or the President's Office to explain the nature of the situation. If a residence hall is affected by the emergency, occupants also should contact the RA or RHD of that building.
2. If the specific emergency requiring evacuation is in a residence hall, evacuation routes are posted and should be followed.
3. If the specific emergency requiring evacuation is in a building other than a residence hall or if the occupant of a residence hall is not familiar with or able to locate the posted evacuation map, occupants should leave the building through the closest available exit and gather in the front (south) parking lot at the main entrance to campus.
4. In the case of building evacuation, elevators should not be used.
5. Evacuees should maintain an awareness of persons with disabilities involved in an evacuation, account for them as soon as possible, and provide assistance as requested or required by these individuals.
6. Evacuees should not return to an evacuated building unless told to do so by an authorized public safety or fire department official or by a member of the Crisis Management Team.
7. The President and the Director of Public Relations will convene the Crisis Management Team, who will then, using the advice of local emergency authorities, determine how much of campus should be evacuated and will assess for how long the evacuation might be necessary.
8. Throughout the evacuation, relocation, and upon returning to campus, the President will determine which members/spokespersons of the Crisis Management Team should inform appropriate constituents and/or address inquiries from respective constituents (e.g., the President may inform trustees and donors, the Vice President for Academic Affairs may inform the faculty, the Director of Public Relations may inform media, public and staff, the Vice President for Student Development may inform current students and parents, the Director of Alumni Relations may inform alumni, and the Director of Admissions may inform prospective students).

9. The Director of Campus Security should serve as the liaison between local emergency authorities and other members of the Crisis Management Team in the case of building or campus evacuation and relocation. If Lansdell Hall is not affected by the evacuation emergency, the Board Room on the third floor of Lansdell Hall will serve as the Emergency Operations Center (EOC) for the situation. If Lansdell Hall is not available, another campus building will be designated as the EOC; other reasonable choices to serve as EOCs include Shott Hall, the Dome, or the Advancement House. If the entire campus is evacuated, the Director of Campus Security will work with local emergency authorities to establish an off-campus EOC.
10. The Director of Maintenance should turn off electricity, gas, and water supplies to affected buildings or at main campus switches and valves and secure the buildings being evacuated by closing and locking all windows and doors, unless the emergency prevents such or emergency services workers direct otherwise.
11. If evacuation applies to two buildings or less and is anticipated to last for three hours or less, the Vice President for Student Development will direct those evacuating their building(s) to relocate to temporary quarters elsewhere on campus—typically to Shott Hall and/or the Dome, depending on the number of evacuees and whether either or both of these two buildings are being evacuated.
12. If evacuation applies to more than two buildings or is expected to last for more than three hours, the Vice President for Student Development will coordinate efforts to transport evacuees to be relocated in off-campus facilities. In this case, students, faculty, and staff who have access to local facilities (their own homes, homes of friends, etc.) should go to those facilities unless directed otherwise. The Vice President for Student Development and the Director of Public Relations should advise students and others who are evacuating to let college officials know where they are going and to notify their parents and/or other family members about their travel plans. College employees should assist students in evacuation procedures and then leave the facility or campus themselves.
13. The Vice President for Student Development and the Director of Public Relations should also recommend to students and other evacuees to take with them, if time permits, the following disaster supplies: 1) a battery-powered radio and batteries, 2) a first aid kit, 3) a flashlight and batteries, 4) food and water, and 5) extra clothing.
14. Students and employees should remain away from the evacuation area or campus, listening to local media broadcasts and monitoring College email and the RAM Alert system, for updated information about the emergency and additional advice for the evacuation process, until local authorities indicate it is okay to return.
15. In the event of a power or other utility outage, an injury, death or other crisis, please refer to the appropriate section within this Crisis Management Plan for specific responses to those emergencies. See the Table of Contents for a list of potential crises.
16. The Vice President for Student Development should coordinate any needed follow-up measures when acute aspects of the situation have ended, such as the relocation of students and/or support or counseling for students, friends, roommates, etc.
17. The Vice President for Student Development and the Director of Campus Security should file all related documentation and reports with appropriate college offices.

PENDING ITEMS:

- a. Ensure that ALL buildings, not just residence halls, have evacuation maps posted.
- b. Ensure that all exits are clearly marked with appropriate, working exit signs.
- c. Contact local emergency authorities to determine community evacuation plans/routes. Post/communicate these routes for/to students, faculty, and staff (or include them as part of this crisis management plan).
- d. Rather than the front parking lot, consider identifying specific evacuation sites among buildings on campus—e.g., Easley Library may serve as the evacuation point for the Art Building, East River, Cruise, Lansdell, Shott, Harman Chapel, and the Maintenance

- Building; Harman Chapel may serve as the evacuation point for Rish, Alumni Hall, the Science Center, the Dome, the Advancement House, and Easley Library; etc.
- e. Consider providing an emergency stocked area where drinking water, first aid supplies, plastic, and tape are located (for sealing locations, if necessary).
 - f. Research and add to “important phone numbers” a list of local Baptist Churches, local school board offices, local hotels/motels, local restaurants, and local grocery stores—or at least a subset thereof—perhaps after conversations with such establishments about the fact that we’d like to include them as possible points of contact in the case of building or campus evacuation. These types of entities might be used for emergency and/or long-term shelter and/or the provision of food services.
 - g. Consider installing campus siren.

Crisis: National Security Emergencies – Terrorism*

Please note that National Security Emergencies range from threats of terrorism, assassinations, kidnappings and bomb scares to cyber attacks and the use of chemical weapons. Many of these emergencies are covered independently in this plan. Please see the “Table of Contents” for a list of potential crises and refer to other sections for details on how to respond to specific National Security Emergencies. Other National Security Emergencies not listed independently in the “Table of Contents” are covered in the section below.

Recommended Actions: Suspicious Parcels and Letters

1. Typical characteristics postal inspectors have detected over the years, which should trigger suspicion, include parcels or letters that 1) have no return address, 2) are marked with restrictive endorsements, such as “confidential” or “do not x-ray,” 3) have protruding wires or strange odors or stains, 4) show a city or state in the postmark that does not match the return address, 5) are marked with threatening language, or 6) have excessive postage or packaging material, such as tape and string.
2. If an employee or student becomes wary of an envelope or package, he or she should place the item in a plastic bag or some other type of container to prevent leakage of contents. If a container is not available, then cover the parcel with anything available. Never sniff or smell the suspect mail, and leave the room and close the door.
3. Notify the President and the Director of Public Relations who will notify Campus Security and local emergency authorities, decide whether to convene the Crisis Management Team and determine if some other crisis response (i.e. “Evacuation”) is necessary. Should the first responders conclude the package poses an immediate threat to the campus, an emergency notification will be issued without delay and taking into account the safety of the community.
4. Students or employees who have come into contact with the suspicious package should wash their hands and any other exposed area with soap and water.
5. The Vice President for Student Development, the Director of Campus Security and/or the Director of Public Relations should make a list of all people exposed to the suspicious parcel and provide the list to both the local public health authorities and law enforcement.
6. Once local health and emergency personnel have been notified, directions or advice from those officials should be followed, and, if necessary, steps related to other crises (i.e. “Evacuation,” “Injury/Illness of a Student,” “Bomb Threat”) should also be followed.
7. The Crisis Management Team should inform all appropriate constituents and/or address all inquiries from respective constituents (i.e. President informs trustees and donors, Vice President for Academic Affairs informs the faculty, Director of Public Relations informs media, public and staff, Vice President for Student Development informs current students and parents, Director of Alumni Relations informs alumni, and the Director of Admissions informs prospective students).

8. The Director of Public Relations should address all media inquiries and coordinate the dissemination of all press releases and other public reports.
9. The Vice President for Student Development should coordinate any needed follow-up measures when acute aspects of the situation have ended, such as the relocation of students and/or support or counseling for students, friends, roommates, etc.
10. Documentation and reports should be filed with appropriate college offices by the Vice President for Student Development and the Director of Campus Security.

Recommended Actions: Building Explosion

1. Following a building explosion, students, faculty and staff are advised to leave the building as quickly as possible. If debris is falling around you, get under a sturdy table or desk until objects stop falling.
2. If there is a fire, stay low to the floor and exit the building as quickly as possible. Cover your nose and mouth, and when approaching a door, use the back of your hand to feel the door to determine if the door is hot. Do not open a hot door; use an alternate escape route. If you cannot escape, hang a white towel or sheet outside the window, alerting fire fighters to your presence. Please refer to the section in this plan on “Fire or Other Facility Disaster” for additional response steps in the event of a fire.
3. If you get trapped and cannot escape, stay in one place and rhythmically tap on a pipe or wall so that rescuers can hear where you are.
4. For additional response details, please see related sections in this plan on (i.e. “Evacuation,” “Injury/Illness of a Student,” “Fire or Other Facility Disaster,” “Residential Emergency,” “Loss of Utilities”) should also be followed.
5. The Crisis Management Team should inform all appropriate constituents and/or address all inquiries from respective constituents (i.e. President informs trustees and donors, Vice President for Academic Affairs informs the faculty, Director of Public Relations informs media, public and staff, Vice President for Student Development informs current students and parents, Director of Alumni Relations informs alumni, and the Director of Admissions informs prospective students).
6. The Director of Public Relations should address all media inquiries and coordinate the dissemination of all press releases and other public reports.
7. The Vice President for Student Development should coordinate any needed follow-up measures when acute aspects of the situation have ended, such as the relocation of students and/or support or counseling for students, friends, roommates, etc.
8. Documentation and reports should be filed with appropriate college offices by the Vice President for Student Development and the Director of Campus Security.

* See also “Emergency Response Procedures for Study Abroad”

Appendix A

Crisis: Any Other Situation Identified as a Crisis for the College* **

Recommended Actions:

1. Notify the President and the Director of Public Relations immediately upon determining that a crisis may have occurred.
2. Convene the Crisis Management Team.
3. Determine the facts of the situation. From the facts, plan a specific course of action from guidelines in the Crisis Management Plan.
4. Determine the appropriate spokesperson(s) and prepare information and statements for release in order to create a well-informed constituency. Do not release information prematurely, and do not speculate.
5. Members/spokespersons of the Crisis Management Team should inform all appropriate constituents and/or address all inquiries from respective constituents (i.e. President informs trustees and donors, Vice President for Academic Affairs informs the faculty, Director of Public Relations informs media, public and staff, Vice President for Student Development informs current students and parents, Director of Alumni Relations informs alumni, and the Director of Admissions informs prospective students).
6. The Director of Public Relations should address all media inquiries and coordinate the dissemination of all press releases and other public reports.
7. Hold additional Crisis Management Team meetings as needed, including a meeting following the crisis. Evaluate the effectiveness of the Crisis Management Plan, and make adjustments where necessary.

* See also “Emergency Response Procedures for Study Abroad”Appendix A

** See also “Bluefield College Chemical Hygiene Plan”Appendix B

*** See also “Occupational Safety and Health Administration Standards” .Appendix C

References

1. American Red Cross
2. Ballard, Shannon, Director of Public Relations, Sage College
3. Barbalich, Andrea, Editor, Council for the Advancement and Support of Education (CASE)
4. Coalition of Christian Colleges and Universities (CCCU)
5. Conn, Matt, Director of Public Relations, Ferrum College
6. Eubank, Carolyn, Director of Public Relations and Marketing, Lynchburg College
7. Federal Emergency Management Agency (FEMA)
8. Media Ink Communications
9. Public Relations Society of America (PRSA)
10. Reichley, Bob, retired Vice President for University Relations, Brown University

**Bluefield College
Comprehensive Campus Safety
and Crisis Management Plan**

**Appendix A
Emergency Response Procedures for Study
Abroad**

**EMERGENCY RESPONSE PROCEDURES FOR STUDY ABROAD
FACULTY RESPONSIBILITY**

EMERGENCY PHONE TREE

In the event of a serious emergency, after alerting officials at the United States Embassy or Consulate (as deemed necessary), the first person and number contacted will be the designated emergency number for the **home institution** of the faculty or student.

Institution	Bluefield College		
1 ST CALL to 24-hour emergency/security number	Vice President for Academic Affairs 276-326-4203 Crisis Management Coordinator 276-326-4212 276-245-5429 Campus Safety 276-326-4313 304-887-1795		
Director of Public Relations (for media inquiries)	276-326-4212 276-245-5429		
Vice President for Student Development (contact with families) <i>The Vice President for Student Development will inform the President and Vice Presidents of the College</i>	276-326-4206 276-971-4454		
Director of Global Education	276-326-4271 812-320-1688		
Director of Health Services (health crisis information)	276-326-3682		

After emergency procedures are in place, **the home institution will contact the sponsoring organization**, which will contact the remaining institutions. If there is a group emergency, **Bluefield College** will be the first contact. It is important to instruct group participants not to e-mail or phone their own friends or parents until the appropriate chain of communication at the college has been followed. When calling these emergency numbers, the faculty leader should have the following information available: 1) Name of Student 2) Social Security Number of Student 3) Nature of Emergency 4) Location of group (phone number including city and country code)

All student emergency contact information should have been left on file with the College Police, the Dean of Student and the Office of International Programming prior to departure. (This should include name, address, phone number and relationship to student.)

EMERGENCY RESPONSE PROCEDURES FOR STUDY AND TRAVEL ABROAD

Overseas crisis situations include:

- Crime against a student other than sexual assault
- Sexual assault
- Arrest of a student
- Psychiatric or mental health emergency
- Serious injury/illness/or hospitalization of a student
- Missing student
- Death of a student
- Outbreak of infectious disease among student participants
- Political emergency or natural disaster

Specific Protocols for emergencies:

IT IS THE RESPONSIBILITY OF ALL FACULTY TO BE FAMILIAR WITH THESE PROCEDURES

1. Crime against a student not including sexual assault

- a. Contact the Police Department of Bluefield, VA, and, if applicable, the host institution's security office.
- b. Attend to the physical and emotional needs of the student or students.
- c. Keep a written log of all facts obtained, including names of witnesses and contact information.
- d. If the crime is deemed serious enough, (injury to student), alert the United States Embassy or Consulate and follow emergency procedures for notifying home institution.

2. Sexual assault.

- a. If there is obvious physical injury, the student should be immediately transported to a hospital, clinic, or other available medical facility for emergency care. Non-emergency care may be arranged by contacting the U.S. Embassy or Consulate for a referral to a facility, which will be sensitive to an American's needs in a sexual assault case.
- b. Report the crime to local authorities after first clarifying with the student the degree to which he or she wishes to involve the police.
- c. Respect the student's confidentiality by not informing others of the incident without permission.

3. Arrest of a student.

- a. Immediately contact the United Embassy or Consulate of the host country.
- b. Obtain from the Embassy or Consulate a list of lawyers who can provide legal help, give information to the student and, if needed, help facilitate contact.
- c. Inform home institution of the situation through the listed communications chain and thereafter provide a daily update to the Vice President for Student Development.
- d. The group leader should visit the student as soon as possible. In some countries, the group leader may have to bring such necessities as food to the student.
- e. The group leader should assess the situation, obtaining as many facts as possible from the moment of arrest, and should continue to add to this log as the crisis unfolds.

4. Psychiatric or mental health emergency.

- a. The group leader should make an initial assessment of the need for psychiatric assistance, which may or may not be readily available in the overseas country.
- b. The American Embassy or Consulate may be helpful in finding a physician or psychologist.

- c. If the student has made an actual suicide attempt or gesture or has taken a drug that has resulted in an altered mental state, the emergency services should be called and the student taken directly to an emergency medical facility. A student who has made a suicide threat, gesture, or attempt, should not be left alone.
- d. The home institution's Health Center may be helpful in providing vital background information to the overseas physician, and/or in providing the name of the student's psychologist or psychiatrist in the United States. (The student will be asked to approve the release of this information.)
- e. The student will receive a letter from the home institution's Vice President for Student Development to seek follow-up care.

5. Serious injury or illness.

- a. The primary responsibility is clearly to get the student immediate medical care, either by calling the local equivalent of 911, or by providing transportation to the nearest medical facility.
- b. If the group leader does not understand the language of the host country, try to identify hospital staff who speak English.
- c. If the student's condition is life-threatening, notify the home institution's Emergency number.
- d. The leader is responsible for visiting hospitalized student and for arranging visits from other students as appropriate.
- e. If the seriously ill or injured student's parents elect to visit, the group leader should assist with making arrangements for lodging, etc.
- f. If emergency medical evacuation is deemed necessary, the group leader may help with arrangements by contacting the carrier of evacuation insurance. Under certain stringent circumstance, the U.S. Air Force may help in evacuation when commercial air travel is not possible. The full expense must be borne by the injured or ill American and his or her family.
(Please see http://www.travel.state.gov/consuls_help.html.)

6. Missing student.

- a. Notify local authorities.
- b. Check local hospitals, clinics and mental health facilities.
- c. Alert home institution.
- d. Seek information from other students (roommate, host family, etc.)
- e. If it becomes necessary, request a welfare/whereabouts check from the Department of State, Overseas Citizens Services. This can be coordinated in the United States by the Dean of the College if necessary.
- f. Once the student has been located, inform the appropriate local persons and the home institution.
- g. Work with the home institution's Vice President for Student Development for appropriate follow-up actions.

7. Death of a student.

- a. Verify the death of a student.
- b. Gather information about the circumstances of the death and keep a written log of information.
- c. Contact the home institution's emergency number.
- d. If no foul play is suspected, the Vice President for Student Development will inform the next-of-kin; if foul play is involved, the local (to the home institution's) Police Department will make the notification.
- e. Notify the U.S. Embassy or Consulate. A consular officer will inform the family about options and costs for disposition of remains and will prepare a Report of Death based on the local death certificate.
- f. The group leader should assist the family in making such arrangements as transportation, accommodations and arrangements for meeting with the consular officer, if they choose to travel to

the host country; assistance may also be needed in returning the student's belongings to the United States.

8. Infectious Disease Outbreak among Program Participants.

- a. Alert Embassy or Consulate about potential health threat and ask for information regarding local health facilities.
- b. Consult the home institution's Health Center and have the health center review posted information for your host country on the website of Center for Disease Control: <http://www.cdc.gov> <<http://www.cdc.gov/>>
- c. If deemed necessary, follow steps for evacuation.

9. Political Emergency or Natural Disaster

- a. Group leader should account for whereabouts and safety of all students.
If a student has been injured, follow procedures for injury.
- b. Contact the local United States Embassy or Consulate. If the American Embassy is closed, contact the U.S. embassy in a nearby country or another nation's Embassy in the host country and ask for advice and assistance. Gather information about target of unrest and possible danger to U.S. citizens, the feasibility of continuing the program versus the need for departure, etc. Continue to stay in contact with the Embassy or Consulate.
- c. Contact the Bluefield College emergency number to alert all institutions of the situation, and thereafter provide regular updates if possible.
- d. Colleges should stay in contact with the Department of State in Washington (Citizen Emergency Center)
- e. Individual institutions will determine if emergency funds need to be provided to the Group through Bank transfers or Western Union. If necessary, each institution's Vice President for Student Development should convene a Crisis Management Team to deal with the Emergency.
- f. If evacuation is deemed necessary and commercial transportation is disrupted, the State Department will charter special air flights and ground transportation to help Americans depart. Otherwise, the group leader will assist the participants in arranging new tickets. (In a serious emergency this may actually involve purchasing new tickets, rather than simply changing existing ones, thus the possible need for special funds, as noted in item e above.

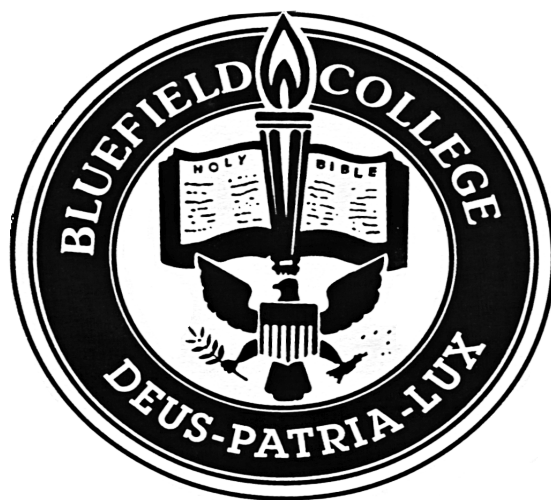
In the event of any of the above scenarios, if you are questioned by the media and you have not as yet been in contact with one or more of the home institutions, please use the following statement:

My first responsibility is to the students on this program, to their families, and to Bluefield College. I will be happy to discuss this matter with you after I have contacted these parties. Thank you for understanding.

Bluefield College Comprehensive Campus Safety and Crisis Management Plan

Appendix B Chemical Hygiene Plan

BLUEFIELD COLLEGE
DEPARTMENT OF CHEMISTRY



CHEMICAL HYGIENE PLAN

Reference Occupational Safety & Health Administration (OSHA)

29 CFR 1910.1450

OCCUPATIONAL EXPOSURE TO
HAZARDOUS CHEMICALS IN LABORATORIES

2011

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CHEMICAL HYGIENE PLAN

1. INTRODUCTION

The preparation of a "Chemical Hygiene Plan" (CHP) has been mandated by OSHA as an extension of regulations governing worker protection. The original regulations were best suited to industrial situations, where workers are exposed to large amounts of a small variety of substances. In laboratories, there tends to be a wide variety of substances, and different hazards are involved. Implementation of the CHP is the responsibility of the Chemical Hygiene Officer. The CHEMICAL HYGIENE OFFICER for Bluefield College is Joe Saunders, Ph.D., of the Chemistry Department, office SCI 208, phone 276-326-4221, or 304-384-3048 (home).

In the regulations, a "laboratory" is defined as a place where manipulations are carried out on laboratory scale (usually implying quantities manipulable by one person), where multiple procedures and chemicals are involved, where the procedures and chemicals are involved, and where the procedures are not part of a production process. Further, the range of procedures requires only what might be considered "normal" protective equipment (safety glasses, goggles, fire extinguishers, etc.).

These regulations are designed to apply to employees, including work-study students. There is no mechanism specifically covering students working in the lab as part of a research project, where no compensation is involved. Nor does it cover those who enter a lab only briefly, such as secretaries delivering a message. However, Bluefield College is free to define "employee" more broadly than OSHA, with respect to application of safety procedures, and it is only common sense to protect everyone to the maximum extent feasible. Certainly all workers, whether paid or not, should receive training in the materials and techniques in use in a given lab. Training is to be done by the supervisor. The CHEMICAL HYGIENE OFFICER can provide assistance, such as copies of this legislation, copies of substance lists (carcinogens, poisons, teratogens), and suggestions for training materials. Records of training sessions, giving the name of the person(s) trained and the date, should be kept by Dr. Saunders.

In general, the standards of compliance are "performance" based; that is, if it can be shown that exposure is minimal, the government does not care how the level got that low. There are some existing health standards (Permissible Exposure Limits) which still apply, and all laboratory supervisors must be aware of certain substances for which eye and/or skin contact is prohibited.

In what follows, general procedures that should be in use campus-wide have been outlined. All laboratories may have to supplement this information with written lab-specific materials that detail, for example, which substances must be used in a fume hood, and what protective equipment is appropriate for a given activity. Overall, the governing principle under this Chemical Hygiene Plan is that everyone should be alert to unsafe conditions, and should either correct them or alert others.

2. STANDARD OPERATING PROCEDURES

a. Procurement, distribution and storage of chemicals

Each department must have clearly defined procedures for the ordering of chemicals. Records of substances ordered must be kept, and MSDS's copied and distributed to the lab supervisor and to the divisional file.

The method of distributing chemicals from receiving areas to stockrooms, and from stockrooms to laboratories must reflect the potential danger posed by the specific substance. Secondary containment of chemicals should be used to protect against breakage. Acids must be transported in shock-proof buckets; other dangerous liquids (flammables, corrosives) should also be carried in protective containers.

Storage of chemicals should take into consideration hazard classes. In particular, flammable substances must be segregated from other materials. Access to extremely hazardous materials (toxics, carcinogens) should be restricted. Other hazard classes may also have to have separate areas. The Chemical Hygiene Officer will advise on particular cases.

b. Generally applicable work practices

Every worker should know the safety rules and procedures that apply to the particular laboratory. This should include training in the use of Material Safety Data Sheets, with emphasis on routes of potential exposure and target organs. Workers should know how to recognize signs of overexposure. They should also know the location of and how to use any emergency equipment. Training should state specifically that exposed eyes and/or skin should be washed for at least 15 minutes. The appropriate personal protective equipment should be available, and its use required. Confine long hair and loose clothing while in the lab. Wash hands before leaving.

Be certain all chemicals are correctly and clearly labeled. Keep warning signs up-to-date and easily readable. Use equipment only for its designated purpose.

There should be no eating, drinking or smoking in any lab, or area where chemicals are stored. Do not pipet chemicals by mouth, or start a siphon by sucking on the tube.

No one should work alone in the laboratory outside of normal working hours without special arrangement. No one should work alone with chemicals of acute toxicity at any time. If operations must be left unattended, provisions should be made, where possible, for periodic inspection. The effect of potential disruptions such as electricity failure should be known. There should be provisions for containment in case of breakage. There must be signs on the door alerting security personnel to the fact that the equipment is running, and laboratory lights should be left on.

All experiments that pose a hazard by virtue of the chemicals involved should be, where possible, tried first with less-hazardous substances, to determine the integrity of the equipment and procedures.

c. Personal protective equipment

All laboratory workers must have adequate eye protection. The use of safety glasses, safety goggles or face shields is required and is supervised by the Chemical

Hygiene Officer. For hygienic reasons, protective eyewear should not be shared. The use of contact lenses should be restricted.

Exposure of skin to chemicals should be minimized. The use of gloves in handling solvents and hazardous substances is recommended. Shoes, not sandals, must be worn in labs. If shorts are worn, a lab apron (or lab coat) should be used.

Fume hoods must be used for manipulations involving any volatile chemical with an 8 hr. TWA (time weighted average) exposure limit less than 50 ppm. Hoods must be tested at least once a year, and labeled as to correct opening levels. Fire extinguishers and emergency showers are also tested annually. Eyewash baths will be flushed at least every 6 months as part of regular inspections of laboratory-scale operations.

d. Housekeeping

All laboratories must have on the door a general card noting the types of hazards to be found inside, and the name(s) of contacts in case of emergencies. Certain hazards, such as the presence of radioactive materials, require further signs.

Within the laboratory, chemicals and stored reaction mixtures should be labeled as to hazards. Equipment presenting a particular hazard (high voltage; laser light) should be appropriately labeled.

Work areas should be kept clean. Clean up spills immediately, and deposit waste in the appropriate receptacle. Do not block access to exits, emergency equipment, or equipment controls.

Keep equipment properly maintained. Safety equipment, such as guards, must be inspected before any equipment is used.

e. Emergency procedures

Every laboratory must post on the door the name and phone number of the person to be contacted in an emergency. In addition, emergency telephone numbers (fire, Security, medical help) must be posted prominently in each lab. Every lab should have a system for internal reporting of accidents, to prevent re-occurrence, even where such an accident does not result in injury. Copies of accident reports should be sent to the CHEMICAL HYGIENE OFFICER. Injury to personnel should be reported promptly on the appropriate form to Payroll, with a copy to Personnel.

Each laboratory must have a plan for emergency evacuation. Evacuation routes must be posted and kept clear. Practice emergency evacuations.

f. Waste disposal

Each laboratory worker should be aware of the waste characteristics of materials in use. The following criteria apply for various categories:

i. Substances that are water-soluble, not highly toxic (or malodorous), and have a pH between 3 and 11 may be disposed of down the sink. This includes small quantities of heavy metals. When in doubt, check with the Chemical Hygiene Officer.

ii. Solid chemical wastes that cannot be dissolved in water (or that are toxic) should be stored in labeled containers in the lab. Whenever needed, these containers can be collected and transferred to the central hazardous waste

storage shed, for ultimate collection and disposal. Empty bottles should be washed, and the labels removed; they can then be recycled.

iii. Liquid chemical wastes not suitable for disposal down the sink should be collected in carefully labeled hazardous waste containers. It is important to segregate halogenated and non-halogenated solvents, and to segregate strong acids and bases. Never put cyanide-containing wastes into a container that might also contain acids!. Again, these labeled containers can be collected and transferred to the central shed; do not allow hazardous waste to accumulate in the lab. Non-labeled containers will not be accepted for disposal.

iv. Special care must be taken with certain classes of compounds. As well as the cyanides noted above, strong carcinogens, mutagens, and other very toxic substances should be segregated from other classes of waste. Solvents which may form explosive peroxides on standing should be identified and segregated also.

3. MEDICAL CONSULTATION AND EXAMINATIONS

Bluefield College will provide medical attention and follow-up examinations to any employee who develops symptoms of overexposure, or who may have been exposed to a hazardous substance in excess of the PEL (Permissible Exposure Limit) either in the laboratory or as a result of a spill or leak in another workplace location. In an emergency, the employee should seek immediate assistance from the Personnel Office which would arrange for treatment. Any medical services will be performed by a licensed physician or under his/her direct supervision, without cost to the employee (including lost pay), and at a reasonable time and place. The College will provide the physician with information on the identity and extent of exposure. The physician will provide the College with the results of any examination and tests, and any recommendation for follow-up. The employee will also be informed of the results.

4. SPECIAL PROBLEMS

a. Introduction

For most laboratories at Bluefield College, the preceding sections provide all necessary information for compliance with the OSHA Laboratory Standard. Labs affected by one or more of the following restrictions will need to supplement this Chemical Hygiene Plan with a detailed protocol enabling them to comply with the appropriate practices.

b. Potentially acutely hazardous procedures

Because of the potential dangers posed to the college community as a whole, certain procedures may require prior permission of the Safety Committee (analogous to the current situation with users of radioisotopes). No specific procedures have been designated by the legislation; rather, it is up to the College to decide what appropriate concerns are. The preamble to the legislation, which indicates the thinking of the regulators, lists two situations as possible examples:

"...operations involving highly toxic non-carcinogenic material or highly volatile toxic material..." As the College responds to these and other suggestions, the Chemical Hygiene Plan will be revised accordingly. At present no acutely hazardous procedures have been identified on campus.

c. Particularly hazardous substances

There are three classes of "Particularly hazardous substances". In all cases, work with such a substance must be confined to a designated area (this can be a particular bench, or hood, within a lab; it need not be physically restricted from other work areas), and use of containment devices must be specified. The procedures for waste removal and decontamination must also be specified in the supplemental materials to this document, and are subject to review.

The first class is "Select Carcinogens". These are substances a) regulated by OSHA as a carcinogen; b) classified by NTP (National Toxicology Program) as "known to be a carcinogen", or "reasonably anticipated to be carcinogen"; or c) classified as IARC (International Agency for Research on Cancer) Group 1 ("carcinogenic to humans") or Group 2A ("limited human evidence") or 2B ("sufficient animal evidence; inadequate human data"), provided that the classification under a), b) or c) (for Groups 2A and 2B) is based on one or more of the following conditions: inhalation exposure 6-7 hours/day, 5 days/week, for a significant portion of lifetime at doses less than 10mg./cu.m.; repeated skin application of less than 300 mg/kg body weight/day; and/or oral doses of less than 50 mg/kg body weight/day. In other words, the intent is to identify substances which are likely to be carcinogens under conditions of long-term working usage. Ethyl alcohol, for example, is considered a carcinogen, but the level of potency is below the specified conditions. Information as to whether a particular substance meets one or more of these criteria is generally found on the MSDS, although by no means all of the substances noted as "Carcinogen" on the MSDS are "Select Carcinogens". Copies of the IARC list are readily available on the Internet.

The second class is "Reproductive Toxins". These are substances which affect reproductive capabilities, including mutations and teratogenesis (i.e. either damage to the chromosomes or to the developing fetus).

The third class is substances of "high acute toxicity". No definition of this class as a whole is given, but some examples, from which an idea of the criteria can be gained, are hydrogen cyanide, hydrogen sulfide and nitrogen dioxide. A suggested compilation is the DOT Class A Poison list, found in 49CFR172.101.

**Bluefield College
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**Appendix C
Occupational Safety and Health Administration
(OSHA) Standards**

For emergencies not listed in the Bluefield College Crisis Management Plan or for additional guidelines for responding to safety and health crises on campus, please refer to the **U.S. Department of Labor's Occupational Safety and Health Administration (OSHA) Standards.**

Located Online at:

http://www.osha.gov/pls/oshaweb/owastand.display_standard_group?p_toc_level=1&p_part_number=1910

Or by contacting the Virginia Division of OSHA at:

(757) 441-3820

Federal Office Building, Room 614

200 Granby Mall

Norfolk, Virginia 23510-1819

Fax: (757) 441-3594

**Bluefield College
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**Appendix D
Information Services & Technology
Disaster Recovery Plan**

TITLE: Disaster Recovery Plan

IT - STANDARD: BC12

DATE DRAFTED: 02/08/2011

DATE POSTED for Review:

APPROVED DATE:

REVISION DATE:

BRIEF DESCRIPTION:

The Disaster Recovery Plan (DRP) provides guidance and procedures for the Information Services & Technology department in the event of a disaster resulting in significant disruption to technology services.

Introduction | Purpose | Statement | Suitability | Implementation | Related Policies |
IT Policy Index | Appendix

Introduction:

Bluefield College's technology infrastructure is critical to business operations. Disasters or events resulting in significant disruption of these services would be detrimental to the college. Therefore, the following plan will address Bluefield College's planned response in case such processes were determined necessary.

Purpose:

The purpose of this Disaster Recovery Plan is to enable restoration of mission critical applications and services in the event of severe disruptions to normal operations. Severe disruptions can arise from several sources: natural disasters (fire, flood, etc.), equipment failures, process failures as well as from malicious acts (such as denial of service attacks, hacking, viruses, etc.). While IST may not be able to prevent any of these from occurring, planning will help enable Bluefield College to resume essential operations more rapidly than if no plan existed.

The DRP Restoration Objectives are:

1. Ensure a physical network infrastructure exists and is functional.
2. Ensure domain controllers are online and functional
3. Ensure Enterprise Resource Management (ERP) applications are online and functional
4. Ensure card system applications (i.e. dorm access, meal plans, and bookstore operations) are online and functional
5. Determine order to restore other applications and services. Ensure those applications and services are online and functional

Statement:

Recovery Teams and Responsibilities

1. Operations

The Operations Team will consist of the IST Support Specialist, the IST Computer Technician, and any interns and/or work-study students. This team will be responsible for end user operations including but not limited to workstation deployment, peripheral support, applications assistance, and any other immediate needs evident in the event of a disaster. This team's objectives will be assigned and progress managed by the Director of Information Services and Technology.

2. Network

The Network Team will consist of the Manager of Network Services and the Director of Information Services and Technology. This team will be responsible for the network infrastructure, server deployment, mission critical applications and services, and any other immediate needs evident in the event of a disaster. This team's objectives will be coordinated and managed in tandem between team members.

3. Facilities

The Facilities Team will consist of the Manager of Campus Facilities and Director of Facilities. This team will be responsible for the restoration of utilities, infrastructure, designation of physical space, and any other immediate needs evident in the event of a disaster. This team's objectives will be coordinated between the Crisis Management Team, IST, and Bluefield College's facilities vendor.

4. Communication

The Communications Team will consist of the Director of Information Services and Technology and the Director of Public Relations. This team will be responsible for communications to faculty, staff, and students. The Director of Public Relations will manage press releases and objectives determined by the Crisis Management Team. The Director of Information Services and Technology will be responsible for communications with vendors and any other immediate needs evident in the event of a disaster. This team's objectives will be coordinated with the Crisis Management Team.

Procedures:

1. Assess Damage

a. Structural

The Operations, Network, and Facilities Teams will be responsible for assessing structural damage.

b. Non-Structural

The Operations and Network Teams will be responsible for assessing non-structural damage such as assets, applications and services, etc.

2. Identification of Priority Applications and Services

The Network Team in conjunction with the Crisis Management Team will quickly review the appendix of this document regarding the Ranking of Critical Applications/Services to ensure the rankings are appropriate to follow in the event of the particular disaster being experienced. Changes may be made as needed to fit the situation particulars.

3. Requesting Appropriate Resources

a. For services/infrastructure

The Network and Facilities Teams will remain in close communication with the BC Leadership Team to facilitate the purchase, installation, configuration, etc. of items needed to restore services and/or meet infrastructure needs.

b. For equipment/applications

The Operations and Network Teams will remain in close communication with the BC Leadership Team to facilitate the purchase, installation, configuration, etc. of items needed to replace/restore equipment and applications.

4. Obtain Backup Data

Data will be restored from appropriate backups as possible if the backup data survives the disaster event.

5. Backup Facility & Restoration of Services

In the event of a disaster affecting Lansdell Hall and the main data center, the IST Department would plan to utilize the Science Center as its primary backup facility due to the network infrastructure and technology resources. In the event of a larger scale disaster, the Network and Facilities Teams would be responsible for locating a backup facility and ensuring appropriate infrastructure be made available to facilitate the restoration of services and applications. Services and applications will be restored in accordance with the information in this document and under the direction of the Crisis Management Team.

6. Communicate Status of Operations

The Communications Team will be responsible for coordinating any required communication with the Director of Public Relations under the direction of the Crisis Management Team.

7. Contingency Procedures

a. Physical location destroyed

In the event of a wide-spread destructive event affecting the BC campus, the Network and Facilities Teams in conjunction with the Crisis Management Team will be responsible for determining a remote location from which to begin to restore applications and services.

b. Pandemic Events

In the event of a pandemic event (i.e. avian flu, chemical spill, etc.), the Operations and Network Teams would be responsible for a wide-spread deployment of our existing applications for telecommuting. This may involve employee home visits and/or on-campus maintenance as permitted by those in charge of health and safety.

c. IST staff unavailable

In the event that the IST staff is unavailable whether due to illness, distant travel, incapacitation, and/or death, the IST Department first recommends the Crisis Management Team to seek out IT Consulting Teams (e.g. Jenzabar, SyCom, Acknowledge IT, Total Technology Management (TTM), SunGuard, etc.) to implement the items contained within this plan.

Consulting Teams should first review the appendices of this document in order to determine the Ranking of Critical Applications/Services and for Vendor Contact information. The vendors listed in the appendix can assist in the restoration of services and applications.

Redundancy:

At this time, Bluefield College does not have a redundant data center environment. This is an objective being worked towards per IST's Institutional Effectiveness goals and Business Continuity awareness. As progress towards redundancy is made, this document will be updated with any information prudent to disaster recovery efforts.

Testing the DRP:

The IST Department recommends that a test of Disaster Recovery/Business Continuity efforts be undertaken at least one time per calendar year (preferably during the summer months). Such tests would involve an unannounced termination of some or all network services/applications as determined by IST prior to the test. Testing procedures would be as follows:

1. Coordinate test date(s) and times with Leadership Team and ensure no communication is relayed to staff/faculty.
2. IST planning to initiate services/applications outage
3. Day of test:
 - a. Initiate outage
 - b. Communicate notice for offices to implement their DRP or Crisis Plan via paper, word of mouth, etc.
 - c. Convene Crisis Management Team to discuss "what if this were a real disaster" scenario
 - d. Ensure voicemail and email auto-reply (as applicable) messages are set to inform individuals of the planned outage.
 - e. IST test of data backups and/or redundant environments as applicable
 - f. After predetermined time, restore application(s)/service(s)
 - g. Communicate Status of Operations
4. Follow-up with Leadership Team, Crisis Management Team, Jenzabar Module Managers, IT Committee, etc. to assess the test and encourage other offices in their planning.

Assumptions:

1. Some campus locations may not be able to have services restored in a timely manner.
2. Backup facility will not have the same level of performance as a primary data center
3. Some infrastructure and/or utilities (e.g. telephones, heating, etc.) may be offline indefinitely
4. Restoration of services and applications will depend on third parties such as utility companies, hardware vendors, software vendors, consulting firms, insurance companies, etc.
5. Backup data may be lost or unobtainable

Suitability

Any significant disruption of technology services can be detrimental to the efficiency of the institution and the customer service provided. By utilizing the aforementioned processes, Bluefield College can minimize the number of issues encountered and restore services as quickly as possible.

Related Policies, References and Attachments:

This collection of Bluefield College Information Services and Technology policies and procedures contain acceptable use, security, networking, administrative, and academic policies that have been developed to supplement and clarify Bluefield College policy.

Appendix

A – Ranking of Critical Applications/Services

Application/Service	Description	Priority	Rank
Physical Network	ISP connection, fiber optics, copper infrastructure, network devices, etc.	Mission Critical	1
Domain controllers	Controls login services, user access, server services, security, etc.	Mission Critical	2
ERP	Main college business solution, databases, student portal, etc.	Mission Critical	3
ID Card Solution	Dorm access, meal plans, and bookstore operations	Critical	4
File Storage	Network file storage for departments and faculty/staff	Critical	5
Telephone System	Copper infrastructure, telephony devices, PBX, and voicemail	Critical	6
Terminal Services	Provides remote access for Roanoke and Richmond Offices	Critical	7
BCWeb	Web server utilized for IST task system, State Police Sex Offenders Reporting, SCHEV reporting, faculty/organization hosting, etc.	High	8
EZ Proxy	Library Database Access	High	9
Network Access Control (NAC)	Student network registration	Average	10
Secondary Services	Antivirus console, print management, deep freeze console, software licensing (Mathematica, etc.), etc.	Average	11
Windows Deployment Services (WDS)	Deployment of images for computer labs and faculty/staff workstations	Average	12
Windows Server Update Services (WSUS)	Maintain Microsoft updates across campus	Low	13

Additional Notes:

1. Email is cloud-based, hosted by Microsoft.
2. www.bluefield.edu website is hosted by Monk Solutions

B – IST Contact Information

Position	Contact Information
Director of Information Services and Technology	E: skessinger@bluefield.edu Alt E: skessinger@hotmail.com P: x4603 Alt P: 304.320.0495
Manager of Network Services	E: ewohlford@bluefield.edu Alt E: erwohlford@hotmail.com P: x4278 Alt P: 304.320.1392
IST Support Specialist	E: kwimmer@bluefield.edu Alt E: P: x4544 Alt P: 276.873.0878
IST Computer Technician	E: trobnette@bluefield.edu Alt E: P: x4219 Alt P: 304.921.1410
IST Department	E: itdepartment@bluefield.edu

C – Vendor Contact List

Vendor	Contact Information	Description of service(s)
Infrastructure		
BVU OptiNet George Pickard	E: gpickard@bvub.com P: 276.791.2036 Alt P:	Main campus network and telephony services
Verizon Bryan Taylor	E: bryan.taylor@verizonbusiness.com P: 804.527.6766 Alt P:	POTS lines for some areas of campus
Telephone Man Mike Ruckman	E: mruckman@ttmol.com P: 540.432.1385 Alt P:	This vendor can take care of copper wiring for network and telephony.
Equipment		
Dell Rob Baxter	E: Robert.baxter@dell.com P: 804.252.1617 Alt P:	PC/Server equipment; SAN storage
PCRx Greg Gruchacz	E: support@pcrxsales.com P: 276.322.1578 Alt P:	Printers
CxTec & Teracai Kasey Sheehan	E: ksheehan@cxtec.com P: 315.476.3000 x2166 Alt P:	CISCO networking equipment
Street & Company Karen Warman	E: kwarman@streetandco.com P: 434.237.8107 Alt P: 434.660.1702	SMART/multi-media classroom equipment
integraOne Bradley Filipovich	E: bfilipovich@integra1.net P: 717.697.9577 Alt P:	Bradford Campus Manager (used to be Classic Networking)
Bradford Networks also call integraOne	E: support@bradfordnetworks.com P: 866.990.3799 Alt P: 603.228.5300	Bradford Campus Manager
Heartland Solutions Dean Mattes	E: dean.mattes@e-hps.com P: 719.522.9222 Alt P:	1Card solution
AudibleMagic Bridget Mercay	E: b_mercay@audiblemagic.com P: 408.399.6405 Alt P:	CopySense appliance (required for HEOA mandate)
Exinda	E: andy.white@at-net.net P: 866.331.2696	Exinda Traffic Shaping appliance

Andy White	Alt P:	
Ruckus Frank Roys	E: frank.roys@ruckuswireless.com P: 240.357.0989 Alt P:	Ruckus Zone Controller & wireless devices
ERP Solution		
Jenzabar Keith Weaver	E: keith.weaver@jenzabar.com P: 540.246.2940 Alt P: 800.OK4.HELP	Jenzabar EX and JICS
CollegeBoard Joe Farrell	E: jfarrell@collegeboard.org P: 571.262.5903 Alt P:	PowerFAIDS
Software		
Digital River Tim Lilly	E: tilly@digitalriver.com P: 800.874.9001 Alt P:	All Microsoft/Adobe/Symantec licensure (used to be JourneyEd)
Wolfram Research Andy Dorsett	E: adorsett@wolfram.com P: 800.965.3726 Alt P:	Mathematica
E2Campus Eric Polovich	E: epolovich@e2campus.com P: 800.936.3525 Alt P:	Emergency Alert
Faronics Ian Jones	E: ijones@faronics.com P: 800.943.6422 Alt P:	Deep Freeze
Globalsign	www.globalsign.com	SSL Certificates
Software Shelf Ken Thomas	E: kthomas@softwaresshelf.com P: 727.445.1920 Alt P:	Print Manager Plus
Consultants		
Jenzabar David Colson	E: david.colson@jenzabar.com P: 704.604.7893 Alt P: 800.OK4.HELP	Jenzabar/JICS/PowerFAIDS
Telephone Man Mike Ruckman	E: mruckman@ttmol.com P: 540.432.1385 Alt P:	Telephony & network needs
Acknowledge IT James Lilly	E: james@acknowledgeit.com P: 540.521.0436 Alt P:	Microsoft consulting services (SQL, server-side applications, etc.)
SyCom	E: gzeigler@sycomtech.com	Various IT consulting services

Gordie Zeigler	P: 540.283.4766 Alt P:	
Street & Company Karen Warman	E: kwarman@streetandco.com P: 434.237.8107 Alt P: 434.660.1702	SMART/multi-media classrooms and audio/visual solutions
Heartland Solutions Dean Mattes	E: dean.mattes@e-hps.com P: 719.522.9222 Alt P:	1Card solution

D – Inventory Estimation

Device Type	Estimated number
Servers (Dell)	20 and 1 Storage Area Network (SAN)
Desktop PCs	250
Laptops	50
Apple computers	15
Core Network Devices	Core, ASA, Exinda, Bradford NAC, CopySense, Ruckus
Network Switches	35
Wireless Access Points	20
Power UPS's	25
Projectors	35
Printers	50
Copiers	12
SMART/multimedia classrooms	17
Phones	250

Not actual inventory counts. These numbers are to be used for quick assessment of asset counts for fastest possible replacement of equipment.