



WARNER PACIFIC
UNIVERSITY

Emergency Response Procedures



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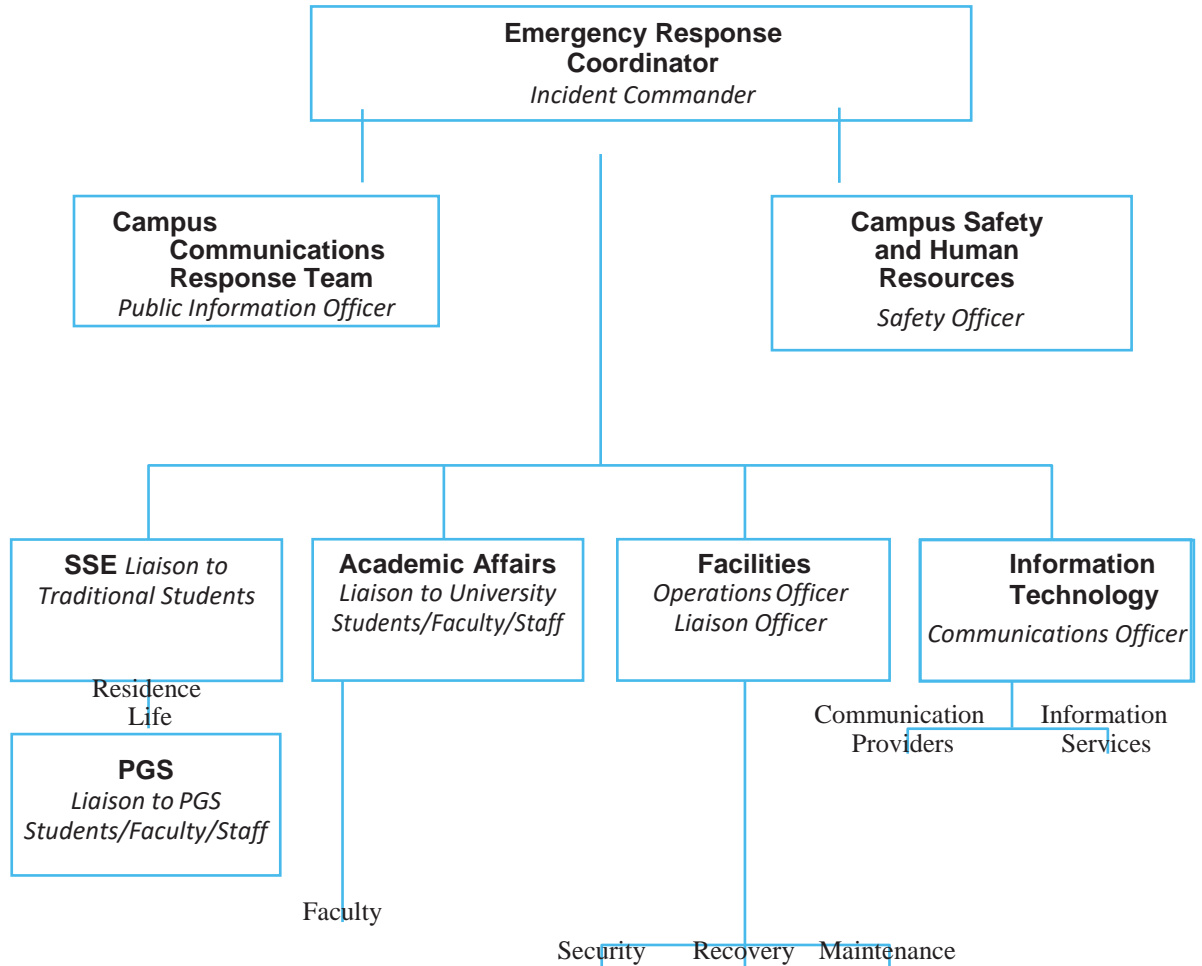


CRITICAL INCIDENT RESPONSE TEAM CONTACT

POSITION	NAME	OFFICE
Emergency Response Coordinator	Primary: Daniel Robles	503-517-1219
	Secondary: Doug Wade	503-517-1043
Facilities (Aramark)	Primary: Jon Champaigne	503-517-1093
	Secondary: Miheal Zupan	503-517-1217
VP Academic Affairs	Primary: Miriam Chitiga	503-517-1221
	Secondary: Marlo Waters	503-517-1012
VP of Enrollment & Recruiting	Primary: Dwight Sanchez	503-517-1582
	Secondary: Vacant	
VP of SSE	Primary: Ashlee Spearman	503-517-1056
	Secondary: vacant	
Information Technology	Primary: Max Sigander	503-517-1397
	Secondary: Jeshua Neff	503-517-1203
University Communications	Primary: Wendy Marsh	503-517-1220
	Secondary: Abby Wilson	503-517-1064
Campus Safety	Primary: Duty Officer	503-517-1327
Human Resources	Primary: Rachel Lea	503-517-1092
	Secondary: Sylvia LaVoie	503-517-1205



CRITICAL INCIDENT RESPONSE TEAM ORGANIZATION



The Emergency Response Coordinator will keep the University President informed of decisions made and actions taken

(Italics denote terms commonly used for those functions in the Federal Incident Command Structure.)



FIRE

- structural
- grounds
- vehicular

Response Procedures

1. If you discover a fire:

- a. Extinguish only if you can do so safely and quickly, and **call Campus Safety (503) 250-1730.**
- b. If unable to extinguish fire in a building:
 - Confine the fire by closing the doors
 - Pull the fire alarm
 - **Call 9-1-1**
 - **Call Campus Safety – (503) 250-1730**
 - Alert other occupants of the building

2. For occupants of the building:

- Close doors to your immediate area.
- Feel the door from top to bottom. If it is hot, do not proceed; go back.
- If the door is cool, crouch low and open the door slowly. If met by smoke do not inhale, if at all possible, and use the nearest exit.
- If nearest exit is blocked by flame or smoke, go back and try another route.
- Assist others as necessary.
- **Once outside the building**, begin a head count of known persons who occupy the building.
- Keep individuals from reentering the building by physically restraining them if needed.
- Assign individuals the task of meeting and directing the Fire Department to your location. Keep all fire lanes clear of people and other obstacles.
- Assist any injured individuals.

3. Vehicular fires

- Vehicular fires are **very dangerous** due to extreme toxic smoke and explosive potential. STAY CLEAR and **call 9-1-1** and Campus Safety **(503) 250-1730.**
- Restrain individuals from entering a burning vehicle to rescue personal belongings.



RESPONSE PROTOCOL FOR A CAMPUS

4. Activate Emergency Response Team by contacting a primary team member

- Conduct a head count of all building occupants: those accounted for, those unaccounted for, and those who may have been transported to a medical facility.
- Identify individuals transported to a medical facility. Determine to which facility they were sent and the extent of their injuries.
- Notify the campus insurance carrier.
- Be prepared to work with the fire investigator.
- If the building involved was a residence hall, begin relocation of occupants to other housing.
- Establish the Communications Network to respond to inquiries concerning the incident (emergency information phone line/phone banks).

MEDICAL EMERGENCY

- individual medical
- multiple injury
- mass casualty event

Response Procedures

1. Individual medical emergency

- **Never move the victim unless the victim's present location is placing her/him at further risk!**
- Assess the immediate needs of the victim. Check for breathing, consciousness, bleeding, head and neck injury.
- If the assessment indicates potential seriousness, **call 9-1-1**. The dispatcher will need to know your location (address) and the condition of the victim.
- Call **Campus Safety – (503) 250-1730**. Inform Campus Safety whether immediate first aid is required. Campus Safety will then determine whether 9-1-1 has been notified and will also notify the Campus Medical Staff. Campus Safety can secure necessary materials and can tell you the location of the nearest first aid supplies.
- If immediate first aid intervention is required, the 9-1-1 dispatcher will talk you through what needs to be done.
- If possible, send someone to meet the responding emergency units.
- If the emergency occurs in a classroom, clear furniture from the immediate area in which the emergency personnel will be working.
- Attempt to uncover essential information about the victim: name, age (birth date), address, medical problems, medications being taken. Give this information to the responding emergency units.
- Find out from the emergency unit to which medical facility the victim will be transported.



RESPONSE PROTOCOL FOR A CAMPUS

2. Multiple injury incident

- Follow the procedures listed for an individual medical emergency. 9-1-1 will want to know *the number of victims and the nature of their injuries*.

3. Mass casualty event

- Follow the procedures listed above with the following exceptions:
 - a. Attempt to determine the nature of the injuries and the seriousness of each.
 - b. Attempt to determine which individuals are most seriously injured.
 - c. Direct responding emergency units first to the seriously injured and then to the remainder of the victims. Serious injuries include lack of breathing, severe bleeding, loss of limb(s), loss of consciousness and/or head, neck, and spinal injury. Those who have experienced blows to the head and are conscious could lose consciousness later. (What you are doing is called a triage.)

4. Campus Safety will activate Emergency Response Team by contacting primary team member.

BOMB THREAT

- phone call to campus
- suspicious unidentified object
- mailed threat to campus

Response Procedures

It shall be the policy of WPC that upon receipt of a bomb threat, the building involved will be evacuated and a search commenced.

1. Telephone threat

- All personnel (particularly those who receive the threat) are advised to stay calm in the event that the caller wishes to avoid injuries or deaths. If told that the structure is occupied and cannot be evacuated in time, the caller may be willing to give more information on the device, such as type and location.
- Keep the caller on the line as long as possible. Ask her/him to repeat the message. Record the conversation if possible. If the caller does not indicate the location of the bomb or the time of possible detonation, ask for that information.
- Pay particular attention to background noises such as motors running, music playing and any other sounds which may provide clues as to the location of the caller.
- Listen closely to the voice of the caller: male, female, calm, agitated, accented, etc. Do you recognize the voice?
- Note the caller ID for the incoming call on your phone display, if the number is available.
- Be prepared to be interviewed by investigating law enforcement agencies.



RESPONSE PROTOCOL FOR A CAMPUS

- Call **9-1-1**.
- Call Campus Safety **(503) 250-1730**.
- Evacuate the area if necessary. Evacuation needs to be done quickly and orderly.

2. Suspicious unidentified object

If a suspected device is located **DO NOT** attempt to move it.

- Note the location so it can be found and dealt with by responding emergency units.
- **DO NOT USE CELLULAR PHONES OR HAND HELD RADIO DEVICES IN THE VICINITY OF THE BUILDING IN QUESTION.**
- Activate Emergency Response Team by contacting a primary team member.

3. Mail bomb threat

- When a written threat is received, save all materials including the envelope or container.
- Do not handle the material; secure the material for investigators.
- **Call Campus Safety immediately (503) 250-1730.** Campus Safety will notify the appropriate agency.
- Activate Emergency Response Team by contacting a primary team member.

3. Mail bomb threat

- When a written threat is received, save all materials including the envelope or container.
- Do not handle the material; secure the material for investigators.
- **Call Campus Safety immediately (503) 250-1730.** Campus Safety will notify the appropriate agency.
- Activate Emergency Response Team by contacting a primary team member.

BIOLOGICAL OR CHEMICAL THREAT

- hazardous materials spill/incident
- threat of an act to harm the campus

Response Procedures

1. A hazardous materials incident (a release of hazardous materials inside a building or into the environment).

- **Dial 9-1-1 if deemed necessary.**
- Evacuate building or location and assemble at a safe distance, up wind of any spill.
- Account for all individuals in the area where incident occurred.
- **Call Campus Safety (503) 250-1730.**

- If possible, be prepared to inform the responding agencies of what the



RESPONSE PROTOCOL FOR A CAMPUS

material(s) are, the amount of material(s), and the specific hazard(s).

- Activate Emergency Response Team by contacting a primary team member.

2. Threat of an act to harm the campus using hazardous materials (biological, chemical, radioactive).

- In the event a **telephoned threat** or a **piece of mail** carries suspected material that is not easily identified: **Follow response procedures for a bomb threat.**
- **DO NOT** disturb, handle, touch, or show suspected material to anyone other than Campus Safety.

ACTIVE SHOOTER Response Procedures

1. Active shooter

- If an active shooter is outside your building:
 - a. Proceed to a room that can be locked or barricaded.
 - b. Close and lock or barricade all windows and doors and turn off all lights.
 - c. Keep out of sight and get behind an object that will stop bullet penetration.
 - d. **Call 9-1-1.** Persons reporting the situation should, if possible, be able to:
 - Identify the **location** of the incident.
 - Identify the **number of shooters.**
 - Identify the **shooter** if possible.
 - Identify **your location.**

If you cannot speak, leave the line open so the dispatcher can listen to what is taking place. **Attempting to overpower the shooter should be the last resort.**

- If an active shooter is in the same building:
 - a. If you can do so safely, flee the area. Make sure you have an escape route and plan in mind. Notify anyone you may encounter to exit the building immediately.
 - b. If flight is impossible, close and lock or barricade all windows and doors and turn off all lights.
 - c. Keep out of sight and get behind an object that will stop bullet penetration.
 - d. **Call 9-1-1.**
- If you are in an outside area and encounter an active shooter:
 - a. Move away from the shooter or sounds of gunshots.
 - b. Find cover such as brick walls, vehicles or other objects that will stop bullet penetration.
 - c. Try to warn others to take immediate cover.
 - d. **Call 9-1-1.**

POLICE ACTIVITY ON CAMPUS



RESPONSE PROTOCOL FOR A CAMPUS

- hostage taking
- pursuit or apprehension of a suspect
- campus disturbance (civil or disruption)
- weapons possession by someone on campus
- crimes of violence
- sexual assault or intent
- physical assault
- vehicular break-in or theft

Response Procedures

1. Hostage taking (one or more individuals being held against their will on campus property).

- **Call Campus Safety immediately (503) 250-1730.**
- Persons reporting the situation should, if possible, be able to:
 - a. Identify the *location* of incident.
 - b. Identify the *number of people* being held against their will.
 - c. Identify the *number of assailants*.
 - d. Note whether *weapons* are involved. If so, what kind?
 - e. Have any *demands* been made or *communication* taken place with the individuals involved in the situation?
- **Call 9-1-1.** Upon arrival, the police will take command of all aspects of the situation. Campus Safety and Emergency Response Team will make themselves available to the police for any information they may need.
- Immediately evacuate all personnel from the immediate area and await direction from emergency personnel.

2. Pursuit or apprehension of a suspect on campus

If police are in pursuit of a suspect through campus or apprehend a suspect on campus:

- a. **Do not interfere.** Do not attempt to assist the police unless specifically requested by an officer. Your attempt at assistance could result in a hostage situation or interfering with the police carrying out their arrest.
 - b. **Do not initiate a pursuit of your own.** Get descriptions of suspect, vehicle, license plate number, direction of escape, crime suspected of committing. **Call 9-1-1 and Campus Safety (503) 250-1730.**
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RESPONSE PROTOCOL FOR A CAMPUS

3. Campus disturbance, civil disruption, or civil protest which has the potential to affect the safety and health of the campus

- If the nature of the disturbance disrupts normal operations of the University,
- If there is obstruction of access to buildings or other University facilities,
- If there is a threat of physical harm to persons or property of the University,
- Or if there is unauthorized entry into or occupation of any University room, building, improper use of any University property, equipment, or facility, please do the following: **Call Campus Safety (503) 250-1730.**

4. Weapons possession by someone on campus

- Carrying of any type of weapon on campus is strictly prohibited.
- If you encounter someone on campus who is carrying a weapon (firearm, knife of 4 inch or longer blade), call **Campus Safety immediately (503) 250-1730.**
- **DO NOT confront** the individual carrying the weapon even if you know her/him. Leave the decision to confront to Campus Safety or the police.
- In the event that the individual appears to threaten anyone with the weapon, **call 9-1-1 immediately** and then call Campus Safety.

5. Crimes of violence: all campus employees and students have a “duty to warn” others of potential danger.

a. Sexual assault or intent

- In the event of a sexual assault or rape of anyone on campus, **call 9-1-1.**
- If the victim has sustained wounds that need immediate medical attention (e.g. wounds from weapon assault, broken bones), render the assistance that you are able to render.
- **Call Campus Safety (503) 250-1730.**
- Find someone of the same gender to assist you in calming the victim.
- Call Residence Life at ext. 1098
- Call the Campus Counseling Center at ext. 1119.
- Activate EMERGENCY RESPONSE TEAM by contacting a primary team member.
- Comfort the victim but be cautious of making overt physical contact with the victim. In all likelihood, the victim will be traumatized and not feel safe if someone tries to hold or touch her/him.
- Attempt to give the victim a sense of safety and security. S/he may be overwhelmed with a sense of dread thinking the assailant will return.



RESPONSE PROTOCOL FOR A CAMPUS

- If the encounter has the suggestion of sexual harassment and occurs on University property or during a University activity on or off campus, report the incident to:
 - Human Resources, ext. 1092
 - Executive Director of Campus Safety, ext. 1219
 - VP Academic Affairs, ext. 1221
 - VP SSE, ext. 1056

b. Physical assault

- Any physical assault should be reported to **Campus Safety immediately (503) 250-1730.**
- If a physical injury has occurred, **call 9-1-1.**
- Attend to any injuries of the victim and render comfort and security.
- Activate EMERGENCY RESPONSE TEAM by contacting a primary team member for further actions and follow-up as deemed necessary.

c. Vehicular, residential or office break-in and/or theft

- Report all break-ins and theft of property to **Campus Safety immediately (503) 250-1730.**
- Begin an inventory of what appears to be missing.
- Campus Safety may request police assistance in the ensuing investigation.

6. Campus Safety will activate Emergency Response Team by contacting a primary team member



DEATH OF A STUDENT, STAFF, FACULTY OR VISITOR TO CAMPUS

- natural death
- accidental death
- suicide

Response Procedures

1. Natural death (of a student, staff or faculty member, or visitor to campus)

- In the event that an individual collapses in the presence of others:
 - a. **Call 9-1-1 immediately.** Know the location from which you are making the call!
 - b. The 9-1-1 operator will ask questions about the victim's condition.
 - c. If life-saving procedures are suggested (e.g. CPR), the operator will assist those rendering aid.
 - d. Have someone else **notify Campus Safety (503) 250-1730.**
 - e. **Send someone out to direct responding emergency units** to the location of the victim.
 - f. **Notify the Director of Student Life or Dean of ADP (depending on campus) and activate EMERGENCY RESPONSE TEAM by contacting a primary team member.**
 - g. If the victim is alive, the ambulance company will transport her/him to the nearest trauma center.
 - h. In the event the victim is deceased, the police will be called by Fire and Rescue, along with the Multnomah County Medical Examiner's Office.
 - i. Fire and Rescue or the police will request the presence of Trauma Intervention Personnel (TIP) on the scene to assist with any family survivors, witnesses, and individuals who provided assistance to the victim at the scene. They will also assist the Emergency Response Team with any of its tasks if requested.
 - j. The authorities will want the victim's full name, date of birth, home address, telephone number, Social Security number and the name(s) of any next of kin. This information can be obtained from the Office of Human Resources, at ext. 1092 (for faculty/staff members) or from the Registrar, at ext. 1012 (for students).
 - k. The Medical Examiner's Office may transport the victim back to its facilities until the family can make funeral home arrangements and pick the victim up from the Medical Examiner.
 - l. The Medical Examiner will notify the family of the death. If the University intends to notify the family, an effort should be made to coordinate the notification with the Multnomah County Medical Examiner, who can be reached at 503-657-6831.



RESPONSE PROTOCOL FOR A CAMPUS

2. Accidental death

- In the event of an accident which causes injury to the victim, **call 9-1-1**. Know the location of the victim.
- The 9-1-1 operator will request information about the victim's condition and may recommend further actions on your part. **DO NOT move** the victim unless s/he is in danger of further injury in her/his present location.
- **Notify Campus Safety (503) 250-1730.**
- Activate EMERGENCY RESPONSE TEAM by contacting a primary team member.
- Send someone to meet and direct emergency response units to the victim.
- If the accident causes the death of the victim, stay clear of the accident scene itself.
- Fire and Rescue, the police, TIP, the Medical Examiner, and OSHA will respond to the scene and conduct an investigation into the circumstances of the accident and death.
- The Medical Examiner will need the same biographical information on the victim (as noted above in section 1-j).
- Again, death notification will be done by the Medical Examiner, as well as the University if Emergency Response Team desires to do so.

3. Suicide on campus

- The person(s) finding the suicide victim will need to **call 9-1-1 immediately.**
- **Call Campus Safety (503) 250-1730.**
 - a. Secure the scene. If the suicide occurred inside a building, secure the room and prevent anyone from entering the room until the authorities arrive.
 - b. If the scene of the suicide is outside, do your best to keep people away from the scene.
 - c. Do not attempt to cut down the victim if s/he hanged her/himself, unless s/he is still alive.
 - d. Do not attempt to clean up anything in the room of the suicide.
 - e. Notify the Director of Student Life or the Dean of ADP, depending upon campus.
 - f. **Activate Emergency Response Team by contacting a primary team member.**
 - g. The responding authorities (Fire and Rescue, police, Medical Examiner) will conduct an investigation into the death to determine if it is indeed a suicide.
 - h. The Trauma Intervention Team will be requested by Fire and Rescue or the police to respond to the scene to assist anyone needing immediate non-medical intervention.
 - i. The University may also call TIP directly at 503-940-7997.



NATURAL EVENTS

- severe weather
- geological events

Response Procedures

1. Severe weather

- During severe weather events (high winds, ice, electrical storms, hail), encourage people to seek shelter inside a building.
- Be aware of the threat of falling trees and tree limbs. Block sidewalks and other pedestrian routes which pass under or near dangerous trees and power lines.
- In the event of property damage, call the **Facilities Supervisor at ext. 1217**.
- In the event of personal injury to anyone on campus, **call 9-1-1**.
- If the campus is not safe for passage from one building to another, notify **Facilities** who will notify the **Emergency Response Coordinator** with regard to the holding of classes and other scheduled events.

2. Geological events (earthquakes, landslides, effects of volcanic eruptions)

- The magnitude of any geological event in the Portland area will determine your response.
 - a. As quickly as possible, determine the most significant damage and threat to life.
 - b. If there are injured people and a building collapses, call **9-1-1**. If this is a city wide emergency, the University may be on its own for some time before response units can be of assistance. Therefore the following procedures should be carried out:

3. Follow all the procedures outlined for Medical Emergencies and Mass Casualty Events.

- Keep people from entering collapsed buildings.
- Secure a safe place for the evacuation of all injured people. This should be a place that emergency vehicles can easily access when they do arrive.
- Have survivors organize into teams which will be given specific tasks:
 - a. Movement of the injured;
 - b. Care for the injured;
 - c. Identification of the injured;
 - d. Interviewing the injured in order to identify their medical histories, prescriptions currently being taken, and any allergies;
 - e. Role call to account for persons known or suspected of being on campus;
 - f. Security around damaged buildings;
 - g. Protective shelter from the elements for the injured and survivors; and



RESPONSE PROTOCOL FOR A CAMPUS

- h. Teams to listen for any indication of people trapped in collapsed structures and to mark the location for trained rescue personnel.

4. Notify the Emergency Response Team Coordinator

- **Activate Emergency Response Team by contacting a primary team member**

POTENTIAL FOR WIDESPREAD ILLNESS ON CAMPUS Response Procedures

1. In the event of an illness outbreak that seems to have affected several people on campus with the potential of affecting more individuals:

- Seek appropriate medical service from Portland Adventist Hospital or a local physician.
- Call Residence Life at ext. 1098.
- Activate Emergency Response Team by contacting a primary team member.

2. In the event that it is determined there is an infectious outbreak on campus, the following procedures apply:

- The Campus Medical Staff will be in contact with the attending physician(s) treating campus personnel to determine the potential or extent of concern.
- If appropriate and so directed by attending medical personnel, isolate the primary residence of the affected parties.
- Notify the Multnomah County Health Department's Communicable Disease and Occupational Health Office at 503-988-3406. This is a 24 hour automated service with punch button options to follow.
- Activate Emergency Response Team by contacting a primary team member.



CAMPUS RESPONSE TO A CITY-WIDE DISASTER

Response Procedures

The University and its personnel could be called upon in a city wide disaster to assist the city in its response.

- The University may be in a position to render temporary shelter to local residents from the surrounding neighborhood.
- The University could be asked to provide its green space and parking lots for staging areas for various response activities.
- The University's student body and available faculty and staff could be asked to assist at medical centers, nursing homes, and other care facilities that require staffing and support.

CAMPUS EVACUATION

Response Procedures

Any situation calling for the evacuation of a building, area of campus, or the entire campus.

1. Immediate Evacuations

Those responding to the event need to determine if evacuation of the scene should be carried out. If the potential for injury seems to exist, begin an evacuation.

a. Activate the building's fire alarm.

b. Call 9-1-1 and Campus Safety (503) 250-1730.

- c. Shout a warning and proceed to each area that may house people if doing so is safe.
- d. Assist those who may be physically challenged.
- e. Direct people to a designated safe area.
- f. **DO NOT** allow anyone except the Fire/Rescue personnel to re-enter the building or area once it has been evacuated.
- g. Begin a head count.
- h. Activate EMERGENCY RESPONSE TEAM by contacting a primary team member.

2. Secondary Stage of Evacuation

Move evacuees to the nearest safe shelter.

- a. This shelter can be any safe shelter available to house people.
- b. Support services need to be made available to the evacuees.
- c. Support services include food, water, warmth, clothing (if needed), and first aid assessment.
- d. Evacuees should inform persons in charge of their new location if they've spread across campus or have sought shelter off campus.



RESPONSE PROTOCOL FOR A CAMPUS EMERGENCY

- e. All exits off campus should be manned so that those leaving campus by car, bus, foot, or other means must inform campus authorities of who is leaving, their intended destination, and their contact information.

3. Third Stage of an Evacuation

In the event of a long term evacuation relocation effort, EMERGENCY RESPONSE TEAM will notify outside agencies and request assistance. Those agencies could include the Red Cross, Salvation Army Disaster Response, neighboring universities, private schools, and area churches.



CRITICAL INCIDENT RESPONSE TEAM

WPU-CRITICAL INCIDENT RESPONSE TEAM MISSION

The CIRT Team under the direction of the Critical Incident Coordinator will determine the manner in which the University will respond to a critical incident on campus, or involving any University employee, student, visitor or physical property. The CIRT Team will utilize and follow the stated policies and procedures of the University's Critical Incident Response Plan in any response of the University to a critical incident.

WPU-CRITICAL INCIDENT RESPONSE TEAM ORGANIZATION

Positions underlined in **bold type** are the *primary CIRT TEAM* with secondary backup positions and personnel in the event the primary CIRT Team member is not able to respond to the critical incident or backup presence is required by the CIRT Team member to form a team. Members of the Emergency Response Team are determined by their positions at the University. Members of the Campus Communications Response Team (CCRT) are determined by their positions at the University and their ability to write, copy, record the chronology of the incident response, and speak publicly if required. Please reference the complete list of CIRT Team contacts in Appendix 1. (Where both a home and cell number are listed, the preferred number is listed in darker font.)

POSITION	NAME	OFFICE
CRITICAL INCIDENT RESPONSE Coordinator	Daniel Robles	503-517-1219
EVP & CFO	Doug Wade	503-517-1043
<u>Business Response Support Team</u>		
Controller	Cheryl Anderson	503-517-1206
Dir. of SFS & Financial Aid	Bryan Cook	503-517-1208
Senior Accountant	Carol Landers	503-517-1116
Disbursements Accountant	Sarah Oancea	503-517-1031
Facilities	Aramark	503-517-1093
VP for AA & Dean of Faculty	Miriam Chitiga	503-517-1221
VP of Enrollment & Recruiting	Dwight Sanchez	503-517-1582
VP of Student Success & Engagement	Ashlee Spearman	503-517-1056
Information Technology	Max Sigander	503-517-1397



CRITICAL INCIDENT RESPONSE TEAM



CRITICAL INCIDENT RESPONSE

POSITION	NAME	OFFICE
Campus Communications VP for University Advancement	Wendy Marsh	503-517-1020
Human Resources	Rachel Lea	503-517-1092

CRITICAL INCIDENT RESPONSE TEAM RESPONSIBILITIES

CRITICAL INCIDENT Response Coordinator

- Coordinates the CRITICAL INCIDENT Response Team
 - a. Acts as a liaison to the University President
 - b. Activates Crisis Response communication procedures
 - c. Activates the Emergency Response Team and the Campus Communications Response Team
 - d. Reviews and approves all communications with various publications
 - e. Contacts Senior Leadership (cabinet members) for briefing
- Determines the manner in which University personnel and equipment will be utilized
- Gathers information pertaining to the critical incident
- Assesses the overall incident
- Assesses the need for additional resources, including external assistance
- Provides complete documentation of the full nature of the crisis and its handling by the University
- Liaison to all official jurisdictions that may be investigating the incident
- Liaison to the University’s legal counsel

Business Response Support Team (BRST)

- As directed by the Critical Incident Coordinator, establishes communications with business contacts, including insurance carriers, financial institutions, and regulatory agencies
- Collects financial information and records as requested by the CIC
- Provides Human Resources information to members of the Primary Response Team, as directed by the CIC
- Provides student records information to members of the Primary Response Team, as directed by the CIC
- Develops financial analysis and reports, as requested by the CIC

Facilities

- Assists any jurisdictional investigator assigned to investigate an incident on campus
- Assesses and contains damage to any campus facility
- Establishes a Crisis Response Room



CRITICAL INCIDENT RESPONSE

- Establishes a Media Services Room
- Contacts appropriate utilities companies; terminates utilities as needed
- Estimates timeline for repairs
- Assists claims adjuster in damage inspection
- Determines whether extra staffing is needed for facilities or to assist with security
- Supervises evacuation of campus facilities as necessary
- Supervises Campus Safety personnel to maintain calm on campus and to control access of unauthorized persons to the campus
- Assists emergency response agencies in communicating instructions to the campus community

Dean of the Faculty/Chief Academic Officer

- In the event of an injury to or death of a member of the WPC community or visitor, serves as liaison to the police, Medical Examiner, hospital, family of the victim, and entire faculty
- Liaison to the Director of Information Services to assure that phone and e-mail communications are functioning
- Is available as a backup resource to take calls from the general public, the media, students, faculty, family of students, or campus employees
- Will arrange for any interruption in the campus class schedule and will determine whether a faculty meeting is to be called for the purpose of disseminating necessary information to classes
- Will ensure that instructors directly impacted by an event receive timely notification and emotional support if requested

VP of SSE

- In the event of an injury or death of a traditional student, serves as liaison to police, Medical Examiner, hospital, and family
- Coordinates with the Director of Campus Ministries to meet any pastoral counseling needs
- Provides health and counseling services and referrals to local health care provides for members of the University community in need of such services
- Is a visible presence on campus to help maintain calm and order

- Assists any members of the University community needing emergency housing or relocation services
- Works with the Safety Committee to develop an Emergency Response Training Program for members of the campus community
- Is available to take phone calls from students and their families as well as initiate phone calls when appropriate
- If called upon by the Critical Incident Coordinator, serves as the University's Public Information Officer or spokesperson for the University



CRITICAL INCIDENT RESPONSE

Dean of PGS

- In the event of an injury or death of an ADP student, serves as liaison to police, Medical Examiner, hospital, and family
- Provides health and counseling services and referrals to local health care providers for members of the ADP community in need of such services
- Is a visible presence on the affected ADP campus to help maintain calm and order
- Works with the Safety Committee to develop an Emergency Response Training Program for members of the ADP community
- Is available to take phone calls from ADP students and their families as well as initiate phone calls when appropriate

Information Technology

- Using available resources, establishes an Emergency Communications Network for use by the CRITICAL INCIDENT RESPONSE TEAM in its designated location for the duration of the incident
- The network will include at least the following:
 - a. Departmental phone trees (each department head will be instructed to notify its staff as directed by the Critical Incident Coordinator);
 - b. Campus e-mail;
 - c. Telephone access - landline, cellular, or both;
 - d. Phone banks that are available as needed; and
 - e. An emergency info phone line.
- Establishes and maintains the integrity of the campus computer network
- Establishes a volunteer force of message runners for the duration of the incident

Campus Communications Response Team Leader

- Spokesperson for the University (media outlets, various University constituencies)
- Lead of the communications team
- Liaison to legal counsel along with the Critical Incident Coordinator
- Makes official requests for third party support and assistance
- Determines time and content of any all-campus meetings
- Determines the appropriateness of securing a public relations firm to manage all outgoing information for the University related to the incident
- If called upon by the Critical Incident Coordinator, serves as the University's Public Information Officer or spokesperson for the University

Campus Communications Response Support Team (CCRT)

The Campus Communications Response Support Team will function as an ancillary support team to the Emergency Response Team, reporting to the Campus Communications Response Team Leader. The membership of this team is determined on the basis of professional communication skills **(written, broadcast media, coordination of communication releases, gathering of sensitive campus records and documents, and the ability to document the response actions of the Emergency Response Team to the incident)**. To this end the Campus



CRITICAL INCIDENT RESPONSE

Communications Response Support Team will:

- As directed by the Campus Communications Response Team Leader, establish a media services location, which will serve as the location for media personnel to meet with appropriate University representatives for the dissemination of corresponding information, and which will serve as the headquarters for the Campus Communications Response Team for the duration of the incident.
- In consultation with the Critical Incident Coordinator, draft communication instruments which will be used with family members, the campus community, and for outside media releases to disseminate necessary information about the incident.
- Maintain overall responsibility for the handling of phone calls (staffing the phone bank on an ongoing basis during the incident).
- Provide written updates as directed by the Critical Incident Coordinator.
- Screen and log all calls from the media or any source and relay the report to the Critical Incident Coordinator.
- If necessary, organize a press conference.
- Gather information for a potential media release as directed by the Critical Incident Coordinator.

Only information that has been cleared by the Critical Incident Coordinator or designee can be released to the general public.

Safety Committee Chairperson

- Supervises the Emergency Preparation section of the Emergency Response Plan and assures that all elements of such preparation are in place
- Works with the Critical Incident Coordinator to develop an Emergency Response Training Program for members of the EMERGENCY RESPONSE TEAM and campus at large
- Works with the Facilities Supervisor to train Campus Safety personnel in the Emergency Response Plan
- Serves as the Campus Safety Officer during all campus incidents requiring Emergency Response Team activation
- Is available to take phone calls from students and their families and initiate phone calls when requested by the Critical Incident Coordinator
- Ensures that members of the Campus Communications Response Team keep a detailed record of all actions taken during the emergency response



CRITICAL INCIDENT RESPONSE

ACTIVATION OF THE EMERGENCY RESPONSE TEAM

In the event of an incident involving a member of the University community or visitor to campus, the Emergency Response Team may be activated by any member of the Emergency Response Team or by any employee. This can be done by contacting Campus Safety or the employee's immediate supervisor. The Critical Incident Coordinator will convene the Emergency Response Team to discuss the appropriate response action to be taken.

DECLARATION OF A CAMPUS STATE OF EMERGENCY

The only authority to declare a campus state of emergency rests with the President, or in the absence of the President, the Critical Incident Coordinator of the University. A declaration of a campus state of emergency would result in the following actions:

- Follow the appropriate procedures during the emergency,
- Safeguard persons and property in so far as it is possible,
- Formalize the activation of the Emergency Response Team to implement its respective policies and procedures in response to the incident, and
- Identify a safe place to establish the Incident Command Operations Center which will house the Emergency Response Team.

When a declaration of a campus state of emergency is made, only registered students, members of the administration, faculty and staff are authorized to be on campus.

- Emergency response personnel have the authority to limit access to the campus of anyone they have not directly requested to be on campus. Those who cannot provide proper identification and prove their legitimate business on campus will be asked to vacate the premises.
- Only those members of the administration, faculty and staff who are assigned Emergency Response Team responsibilities will be allowed to enter the designated emergency area, including the Incident Command Operations Center.
- Assessment of property damage will be completed as soon as the area is cleared by emergency response personnel. This assessment is to determine the level and extent of damage and any risk of injury the damage may present.

DECLARATION OF A CAMPUS STATE OF EMERGENCY PRIORITY OBJECTIVES

Priority 1

- Medical aid:** evaluate medical services available and direct rescue forces regarding the location of the injured and treatment facilities for the injured.
- Fire suppression:** evaluate fires or fire hazards and use resources to control and evacuate.



CRITICAL INCIDENT RESPONSE

- c. **Search and rescue:** appoint search and rescue teams responsible for finding missing students, individuals trapped in structures, etc.
- d. **Communications Network:** establish a communications network to serve the Emergency Response Team for the duration of the incident response.
- e. **Utilities survey:** evaluate conditions of utilities and shut down or restore appropriately.
- f. **Response to off-site incidents** such as athletic road trips, choir tours, Science Department outings, student life activities, and mission trips involving vehicular accidents and other incidents which could injure or kill students, faculty or staff.

Priority 2

- a. **Facility survey:** evaluate facilities for occupancy suitability.
- b. **Shelter:** identify the extent of need for temporary housing and organize moves as needed.
- c. **Food and water:** identify extent of need; establish provider(s) and distribution system.
- d. **Sanitation system:** evaluate immediate need and identify resources that can be used.
- e. **Communications:** establish a means of communicating with various parts of the campus.
- f. **Psychological assistance:** implement procedures for caring for the emotionally distressed.

Priority 3

- a. **Valuable materials survey:** identify, survey, and secure valuable materials on campus.
- b. **Records survey:** identify, survey, and secure all WPC records.
- c. **Academic survey:** survey academic departments and determine suitability for resumption of the academic program.



CLEANUP, SALVAGE AND RECOVERY

Following an emergency, maintenance, risk management and other University personnel should act quickly to initiate cleanup and salvage operations as directed by the insurance providers.

Once the physical safety of community members has been assured and power has been restored, the restoration of communications and institutional records, usable facility space and access to finances will be top priorities as the University restores business operations.

Like the initial response, the recovery process will be directed by the *Critical Incident Coordinator* and the Critical Incident Response Team.

The *Facilities Supervisor* will coordinate the restoration of University facilities.

- initial evaluation of the structural integrity of University facilities
- coordinating expert evaluation of the structural integrity of University facilities
- performing physical repairs to University facilities
- coordinating contractor repairs of University facilities

The *Director of Information Technology* will coordinate the restoration of the information and communication networks.

- initial evaluation of the information and communication networks
- coordinating expert evaluation of the information and communication networks
- performing repairs to network equipment
- coordinating contractor repairs of network equipment

The *Campus Communications Response Team Leader* will coordinate all external communications throughout the recovery process.

- communication with media (TV, radio, newspaper, etc.)
- communication with parents
- communication with local associated churches and other University stakeholders

The *Vice President of Student Life* will coordinate all communication to students in the Traditional Program throughout the recovery process.

- updates on the recovery process
- timelines for return to normal business operations
- available resources for both residential and commuter students

The *Dean of the PGS* will coordinate all communications to the students in the Adult Degree Program throughout the recovery process.

- updates on the recovery process
- timelines for return to normal business operations
- available resources for PGS students



RECOVERY PROCEDURES

⋮
The *Dean of the Faculty* will coordinate all communications to faculty and staff throughout the recovery process.

- updates on the recovery process
- timelines for return to normal business operations
- available resources for University employees

⋮
The *Director of Accounting* will coordinate the restoration of access to University finances.

- communication with the insurance company regarding business interruption coverage
- communication with the University's bank as necessary



INFORMATION & COMMUNICATION SERVICES

- *Assess the safety and structure of the server room and Otto F. Linn Library.*
The Department of Information Technology, along with the Department of Facilities Services will assess the server room and the Otto F. Linn Library to determine the safety and continued viability of operating in that location. Facilities Services will consult structural engineers and outside contractors as needed in the assessment work.
- *Assess the network servers and infrastructure.*
The Department of Information Technology will assess the health of the network servers and data center infrastructure to determine the best course of action in moving toward the restoration electronic communication, instructional technology systems and institutional records.
- *Replace and/or relocate servers.*
Information Technology will acquire replacements for damaged equipment and move equipment to a safer location if necessary.
- *Re-establish internet connections.*
Information Technology will work with the internet communication vendors to restore connectivity between facilities and to the internet.
- *Repair network infrastructure.*
Information Technology will assess the safety and continued viability of all ancillary network facilities including intermediate distribution closets (IDF's) and wireless access points. Information Technology will facilitate the repair of damaged portions of the network infrastructure.
- *Restore information and institutional records.*
Once servers and at least minimal network infrastructure have been re-established, Information Technology will restore institutional records as necessary.
- *Assess telephone network and infrastructure.*
Information Technology, along with the help of outside contractors, will assess the health of the telephone network.
- *Repair telephone network infrastructure.*
Information Technology will facilitate the repair of damaged portions of the telephone network infrastructure.

FACILITIES

- *Assess facilities at all campuses for safety and structural integrity.*
The Department of Facilities Services has developed relationships with structural engineers and contractors and will coordinate the assessment of all academic and housing facilities at all campuses.
- *Secure alternate housing facilities.*
If housing facilities have been damaged and are unusable, alternate housing facilities will be secured. Residents may be moved from unsafe to safe facilities on the Mount Tabor Campus. Temporary housing may also be secured in safe facilities not typically used for housing on the Mt. Tabor, Cascade, or Centre 205 Campuses.



RECOVERY PROCEDURES

- *Ensure food service operation for residential students.*
The kitchen in Egtvedt Hall will be assessed and utilized if usable. If it is not usable, other kitchens on the Mt. Tabor Campus will be utilized. Food supplies stored in the kitchen in Egtvedt Hall will be used as necessary until regular services are restored.
- *Secure alternate office space.*
If academic buildings have been damaged and are unusable, alternate office space will be secured in safe facilities on the Mt. Tabor, Cascade or Centre 205 Campuses.
- *Secure alternate classroom facilities.*
If there is inadequate usable classroom space at the Mt. Tabor Campus, classroom space will be secured at the Centre 205 and/or Cascade Campuses.

FINANCE

- *Contact insurance company regarding business interruption coverage.*
- *Ensure ability to pay employees and contractors.*
Before the network servers and infrastructure are assessed and restored, Business and Finance will access supplies for hand written checks from emergency storage. These may be needed for purchases related to repairing the network servers and infrastructure or other immediate expenses. Once the network servers, infrastructure and Datatel software are restored, Business and Finance will access standard supplies for cutting checks from emergency storage.

COMMUNICATION

Many different methods might be used in order to communicate in a timely manner and as clearly and thoroughly as possible. All methods of communication require certain systems to be back in operation following the incident (information and telephone networks, cellular networks, postal service).

The e2Campus Emergency Notification System, which utilizes text messages and e-mail, can be used for short, simple messages regarding immediate threats to safety and security, office closures and class cancellations.

For messages that are longer and contain more information, but must still be communicated relatively quickly, email can be used. This could include updates on campus facility repairs and the recovery process, or important information regarding classes and target dates for resuming operations. The University website can also be used as a link to messages like this.

For updates during a long term recovery process and for communication that does not require immediate delivery, standard mail might be used.

The local media may also be used to supplement texts, emails and telephone or as a substitution for temporarily nonfunctioning methods of communication.

Students, staff, faculty, and the community will also be able to call the University by telephone and receive updates on the recovery process from designated staff members. In the event that the telephone network is not yet operational, the Director of Information Technology will coordinate the



RECOVERY PROCEDURES

installation of temporary emergency phone lines until telephone network has been restored. Telephone numbers for information lines will be communicated by text, email, standard mail and/or local media.

Throughout the recovery process the Dean of the Faculty will coordinate communication with both faculty and staff, the Vice President of Community Life and the Dean of the ADP will coordinate communication with the students in their respective programs, and the Campus Communications Response Team Leader will coordinate all external communications. Each of these people will determine the best method to be used for each communication. All contact with media personnel will be approved by the Campus Communications Response Team Leader or any person he or she designates.

CAMPUS SAFETY

From the time of the incident and throughout the recovery process, the Department of Campus Safety will work all hours to maintain the safety of the Warner Pacific community and the security of University property and facilities.

- Monitor facilities and grounds for developing or ongoing safety and security hazards (chemical exposure, downed power lines, aftershocks, structurally compromised facilities, etc.).
- Manage foot and vehicle traffic based on existing safety hazards.
- Maintain facility access control with support from maintenance personnel.
- Work with and support local police, fire and emergency services personnel as necessary.

TARGET TIMEFRAMES FOR RESTORATION

Facilities

Initial evaluation of structural integrity	3 days
Establishment of temporary residential facilities	3 days
Coordinating expert evaluation if needed	7 days
Creation of temporary facilities for instruction	14 days
Creation of temporary administrative facilities	28 days
Overall repairs	Ongoing

Information Services

Establishment of preliminary initial communication systems	2 days
Establishment of communication networks for students, faculty/staff and other stakeholders	4 days
Initial evaluation of information and communication networks	2 days
Performing repairs or establishing off site network capability	5 days
Reestablishing permanent network and system capability	28 days



RECOVERY PROCEDURES

Finance

Establish communication to insurance providers	1
day Establish method for payment, manual if needed, to ensure payment is available for contractors, responders, other service providers	3 days
Restore business systems sufficient to ensure payroll and benefits continue	21 days

Residence Life

Establish temporary housing in campus or off site facilities	1
day Food service temporary systems if needed	2 days
Set up longer term temporary housing as needed	3 days

Instruction, Traditional

Evaluation of instructional spaces for possible use	3 days
Assessment of spaces vs. instructional needs	5 days
Establishment of instructional spaces, on campus or off	10 days
Review of class scheduling and adjustments if needed to work with available instruction space	10 days
Install needed classroom technology to allow instruction	14 days

Instruction, Adult Degree Program

Evaluation of instructional spaces for possible use	3 days
Assessment of spaces vs. instructional needs	5 days
Establishment of instructional spaces by campus	10 days
Review of class scheduling and adjustments if needed to work with available instruction space	10 days
Install needed classroom technology to allow instruction	14 days

Co-curricular Activities

Assessment of capabilities of facilities	4 days
Coordination with conference regarding ongoing activities	5 days
Establishment of temporary locations where possible	14 days

INITIAL INCIDENT REPORT CAMPUS COMMUNICATIONS RESPONSE TEAM

- Narrative (what happened)
- Time of incident
- Location of incident
- Estimate of casualties
- Extent of damage and loss
- Estimate of relocated persons
- Type and extent of assistance required and received
- Additional remarks pertinent to the incident

AFTER ACTION REPORT

- The after action report is to be completed by all EMERGENCY RESPONSE TEAM members and departments responding to the incident.
- The after action report is a necessary document as it relates to any responsible parties in relation to the incident. This report also serves other supporting agencies with substantiating documentation.
- The following are the primary items to be addressed in an After Action Report:

A. General

1. Description of the incident
2. Time your department received the initial call
3. Location of the incident
4. Date of the incident

B. Strengths

1. Number of personnel committed to the incident from your department
2. Hours spent (for insurance purposes)
3. Management
4. Clerical
5. Administrative
6. Other

C. Operations summary – include all significant events on a time-line basis

1. Planning – preparation
2. Alerting
3. Operations
4. Post operations

5. Communications
6. Training of campus community on the Emergency Response Plan

D. Administration

1. Information and educational activities
2. Special affairs
3. Internal – morale and discipline problems
4. Human cost(s)
5. Property cost(s)

E. Supplies and equipment

1. Special supplies and equipment used
2. Needed supplies and equipment

F. Problems

1. Personnel
2. Information – planning, etc.
3. Operations
4. Organization
5. Training
6. Supplies and equipment
7. Communications

G. Overall assessment of incident response (in your own words)

EMERGENCY PREPARATION

The materials, training, and system maintenance needed for dealing with emergencies are to be maintained by the chair of the Safety Committee.

Preparation for Managing a Disaster

Preparation for managing a disaster includes the following:

Training

All primary and secondary members of the EMERGENCY RESPONSE TEAM, as well as security, must be formally trained on the Emergency Response Plan, with regular refresher training.

Supplies

Supplies must be identified and maintained to enable the University to manage an incident. These supplies should include:

- Potable water
- Non-perishable food
- Emergency lighting
- Face masks
- Rubber gloves
- Methods for providing heat
- First Aid supplies
- Temporary shelter

Several days' worth of these supplies must be maintained.

Communications

Establishment of an Emergency Communications Network (departmental phone trees, campus e-mail, media announcements) including provisions to set up an off campus information response center to respond to questions and disseminate information, in conjunction with the Campus Communications Response Team.

System Maintenance

Ensure that routine testing of emergency lighting and building fire alarms are completed.