



**Emergency  
Preparedness/Response  
Plan 2017/2018**

# Indiana State University

## Emergency Preparedness/Response Plan

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## 100.00 POLICY STATEMENT

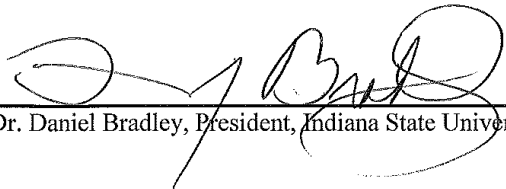
The Indiana State University Emergency Preparedness/Response Plan has been designed as a contingency plan for Indiana State University administrators in order to plan for campus emergencies. While this guide does not cover every conceivable situation, it does supply the basic administrative guidelines necessary to cope with most campus emergencies.

The University policies and procedures herein will be followed by all administrators whose responsibilities and authority cover the operational procedures found in the Plan. Campus emergency operations will be conducted within the framework of University guidelines. Any exception to these crisis management procedures will be conducted by, or with the approval of those University administrators directing and/or coordinating the emergency operations.

All requests for procedural changes, suggestions, or recommendations will be submitted in writing to the Director of Public Safety for technical review. All changes recommended by the Director of Public Safety will be submitted in writing to the President and Vice Presidents for evaluation and adoption.

The ISU Emergency Preparedness/Response Plan shall be the primary source for guiding University administration when confronting emergency situations at Indiana State University. It is recognized that in addition to the procedures outlined in this Plan, there are areas of campus that have specific procedures to be followed in the event of an emergency. These additional emergency procedures shall continue to remain in place as long as they do not conflict with the basic procedures and policies contained within this document.

The Indiana State University Emergency Preparedness/Response Plan, as adopted below, supersedes any previously developed and/or implemented policy and procedures which reference campus wide emergency situations that have been in effect. This Plan will be reviewed and updated as needed.

  
\_\_\_\_\_  
Dr. Daniel Bradley, President, Indiana State University

9/18/2017  
\_\_\_\_\_  
Date

## Policy Directors

Name	Title	Alternate Contact	Title
Dr. Dan Bradley	President	Dr. Mike Licari	Vice President and Provost
Dr. Mike Licari	Vice President and Provost	Dr. Susan Powers	Associate Vice President of Academic Affairs
Dr. Willie Banks	Vice President for Student Affairs	Brooks Moore	Associate Vice President, Student Affairs
		Andy Morgan	Dean of Students
Diann McKee	Sr. Vice President for Finance and Administration/University Treasurer	Jeff Jacso	Associate Vice President and University Controller
John Beacon	Sr. Vice President for Enrollment Management, Marketing and Communications	Santhana Naidu	Associate Vice President Communications and Marketing
Katie Butwin	General Counsel		Assistant to General Counsel
Teresa Exline	Chief of Staff	Greg Goode	Government Relations Executive Director
Dr. Lisa Spence	Associate Vice President of Academic Affairs and CIO	Yancy Phillips	Academic Services Director
Dr. Nancy Rogers	Vice President of University Engagement	Donna Isbell	Executive Assistant

## Emergency Response Team

Joe Newport	Chief of Police	Michele Barrett	Assistant Chief of Police
Sarah Kearns	Assistant Director of Business Development	Marybeth Dye	RN
David Ellis	Environmental Health and Safety Director	Lori Vancza	Safety Specialist
		Bill Fairbanks	Safety Specialist
Kevin Runion	Associate Vice President Facilities Management	Jim Jensen	Facilities Operations Maintenance Director
Wil Downs	Associate Vice President Human Resources	Candy Barton	Employee Benefits Director
Robert Barley	Tech Infrastructure Services Director	David Pifer	Network Engineering Services Assistant Director
Libby Roerig	Communications Director	Santhana Naidu	Associate Vice President Communications and Marketing
Amanda Knerr	Executive Director for Residential Life and Housing	Greg Luken	Director ResLife of Facilities and Custodial Operations
Sherry O'Neal	Risk Manager	Chip Rogers	Budget, Payroll and Risk Management Director
Amy Bouman	Web and New Media Director	Santhana Naidu	Associate Vice President Communications and Marketing
Al Perone	Associate Dean of Students	Craig Enyeart	Assistant Dean & Student Conduct & Integrity Director
Brian Bunnett	Associate Librarian and	Greg Youngen	Associate Dean, Library

	Chair, Public Services Department		
Chris McGrew	Center for Global Engagement Director	Zachariah Mathew	Center for Global Engagement Associate Director

## **101.00 GENERAL EMERGENCY GUIDELINES**

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### **101.01 PURPOSE**

The basic emergency procedures outlined in this Plan are to enhance the protection of lives and property through effective use of University and campus community resources. Whenever an emergency affecting the campus reaches proportions **THAT CANNOT BE HANDLED BY ROUTINE MEASURES**, the President, or his/her designee may declare a state of emergency, and these contingency guidelines may be implemented. There are two general types of emergencies that may result in the implementation of this Plan. These are: (1) large-scale disorder, and (2) large-scale natural/man-made disaster. Since an emergency may be sudden and without warning, these procedures are designed to be flexible in order to accommodate contingencies of various type and magnitude.

This plan shall be reviewed annually by the University Emergency Response Team to ensure that it remains current and addresses campus needs. Any suggested updates or changes to the plan shall be approved by the President's Cabinet.

### **101.02 SCOPE**

These procedures apply to all personnel, buildings and grounds, owned, operated or under the supervision and control of Indiana State University. This policy also includes those peripheral areas adjoining the University.

### **101.03 ASSUMPTIONS**

The Indiana State University Emergency Preparedness/Response Plan is a realistic approach to the problems likely to be encountered on campus during a major emergency or disaster. For planning purposes, the following assumptions have been made:

- A. An emergency or a disaster may occur at any time of the day or night, weekend or holiday, with little or no warning.
- B. The succession of events in an emergency is not predictable; therefore, published support and operational plans will serve only as a guide, and may require field modification in order to meet the requirements of the emergency.
- C. Disasters may affect residents within geographical proximity to Indiana State University, therefore, City of Terre Haute, Vigo County Emergency Management Agency, state, and federal emergency services may not be immediately available. A delay in off-campus emergency services may be expected (up to 48 - 72 hours).

## **102.00 DECLARATION OF CAMPUS STATE OF EMERGENCY**

The authority to declare a campus **STATE OF EMERGENCY** rests with the Indiana State University President or designee as follows:

When conditions are present that meet the definition of a campus Level 2 or Level 3 emergency, Public Safety, as required, shall immediately contact the President/designee after activating the appropriate procedures necessary in order to meet the emergency, safeguard persons and property, and maintain educational facilities. Public Safety staff shall immediately consult with the Director of Public



Safety, or his designee, regarding the emergency and follow all directions as set forth in this Plan.

When declaration of a campus STATE OF EMERGENCY is made, only registered students, faculty, staff and affiliates (i.e., persons required by employment) and emergency personnel are authorized to be present on campus. Those who cannot present proper identification (registration or employee identification card, or other I.D.) showing their legitimate business on campus will be asked to leave the campus. Unauthorized persons remaining on campus may be subject to arrest in accordance with applicable Indiana codes.

In addition, only those faculty and staff members who have been assigned Emergency Response Team duties or issued an emergency pass by Public Safety will be allowed to enter the immediate disaster site.

Declaration of a campus STATE OF EMERGENCY rests solely with the ISU President or designee. Consultation will be made with area emergency services.

## **103.00 EMERGENCY CLASSIFICATIONS**

### **103.01 TYPES OF EMERGENCIES**

Types of emergencies covered by this plan are:

1. Fire
2. Earthquake
3. Chemical or radiation leak or spill
4. Severe weather/tornado
5. Winter weather
6. Civil disturbances or demonstrations
7. Utility failure
8. Violent or criminal behavior
9. Bomb threat
10. Medical and first aid (epidemic poisoning)
11. Psychological crises
12. Train Derailments with Hazardous Material Spills
13. Flood Emergency
14. Emergency while students are studying abroad

In addition there are sections on how to report all emergencies and building evacuation.

### **103.02 DEFINITIONS OF AN EMERGENCY**

The University President or his/her designee shall have overall responsibility to respond to any major emergency or disaster. The following definitions of an emergency are provided as guidelines to assist Emergency Response Team personnel, building supervisors and building safety officers in determining the appropriate response:

- A. NORMAL CAMPUS CONDITION – No Emergency:  
Normal campus conditions exist.
- B. LEVEL 1

Small scale, localized incident contained to a single space such as a laboratory, loading dock, etc., and easily contained utilizing existing campus resources. Includes types of problems (chemical spills, power outages, etc.) occurring during typical day-to-day operations. Major response procedures incorporated in the Plan typically would not be activated for a

Level 1 event. Many events occur on daily basis that are dealt with using standard operating procedures by ISU Public Safety, Facilities Management, and Environmental Safety. Each event is closely monitored and the response is dictated by the level of risk. Additional resources may be requested if there is any indication that a higher level of response is needed or required. Examples: Personal injuries, medical problems, thefts, protests, fire alarms, building power failures, broken pipes, minor chemical spills, etc.

C. LEVEL 2

Larger in scope and size. A more serious event involving an entire floor or building. Affects many people. May involve large-scale evacuation and include the need to access off-campus emergency response resources (fire department, etc.) to effectively control the situation. Major components of the Plan could be fully or partially activated, as required. These situations are normally handled by the existing Incident Command System. Facilities Management, Environmental Safety, and ISU Public Safety all have roles in these events and are responsible for contributing to the coordination of the overall response (see Initial Response). The intent of this response is to reduce the impact of the emergency on the people and facilities of the University. Examples: Fire, bomb threat, building evacuation, hostage situation, natural gas or propane leak, chemical spill, power failure in multiple buildings, entrapment in building or equipment, winter storm or tornado warning.

D. LEVEL 3

Campus-wide disastrous event causing widespread damage and injuries that overwhelms available resources and personnel. Such disasters pose a major threat to life and property and can impact the well being of large numbers of people. They have the potential to interrupt the normal activities of the University for an extended period of time. They could also include external community-based situations that disrupt the operations of the University. Outside emergency response resources from state and local agencies and the private sector would be used in addition to full activation of all procedures contained within the Plan.

## **104.00 COMMAND AND CONTROL**

### **104.01 POLICY DIRECTORS**

The University Policy Directors are the decision making body for the University community on issues related to an emergency. The Policy Directors will not respond to the scene nor will they manage the initial response to an incident. The Policy Directors are responsible for:

- Determining the scope and impact of an incident and prioritizing emergency actions
- Identifying impacts to operations requiring continuity actions to be undertaken
- Managing and directing the activities of departments that will be involved in response and recovery
- Disseminating timely, accurate and appropriate information through the Sr. Vice President for Enrollment Management, Marketing and Communications to University faculty, staff, students, and news media

- Coordinating with federal, state, and local officials, military, private businesses and other institutions as appropriate

The Policy Directors shall be comprised of the following individuals:

- President
- Provost and Vice President for Academic Affairs
- Sr. Vice President for Finance and Administration/ University Treasurer
- Sr. Vice President for Enrollment Management, Marketing and Communications
- Vice President for Student Affairs
- VP of University Engagement
- President's Chief of Staff
- Associate Vice President/Chief Information Officer-Office of Information Technology
- General Counsel

#### **104.02 EMERGENCY RESPONSE TEAM (ERT)**

The Emergency Response Team shall serve in a direct support capacity to the Policy Directors. The ERT shall include, but is not necessarily limited to, the following individuals:

- Director, Public Safety (Chief Liaison to Policy Directors)
- Medical Director, UAP-ISU Health Center
- Environmental Safety Director
- Associate Vice President, Facilities Management
- Associate Vice President, Human Resources
- Director, Technology Infrastructure Services
- Director, Communications (PIO Officer)
- Executive Director, Residential Life
- Risk Manager
- Associate Dean of Students/Ombudsperson
- Other support personnel as required
- Associate Vice President of Communications and Marketing
- Director/Associate Director Center for Global Engagement
- Associate Librarian and Chair, Public Services Department

\*It is anticipated that in most cases Police, Fire, and Ambulance Personnel will be included as part of the ERT.

### **104.03 OPERATIONS SUPPORT GROUP (OSG)**

In addition to the ERT, the Operations Support Group shall serve in a direct operational support capacity. The OSG personnel shall include, but not necessarily be limited to the following individuals:

- Human Resources representative
- Finance representative
- Purchasing representative
- Student Counseling Center representative
- Student Health Center representative
- Office of Information Technology representative
- Any additional staff as needed

### **104.04 INCIDENT COMMANDER (IC)**

The direct operational control of major campus emergencies or disasters is the sole responsibility of the Incident Commander who shall normally be the Director of Public Safety or designee. The IC is responsible for the coordination of all on-campus emergency functions and campus emergency response teams. The IC may elect to appoint one of the ERT members to act as liaison between the ERT and the Policy Directors.

### **200.00 COMMAND POSTS**

When an emergency occurs, or is imminent, it shall be the responsibility of Public Safety to set up and staff an appropriate command post as directed. In addition to the appropriate command posts, regular Public Safety facilities are to be kept fully operational at all times. Should the Public Safety facility be uninhabitable an alternate site will be designated.

### **201.00 FIELD COMMAND POST (FCP)**

If the emergency involves only one building or a small part of the campus, a Public Safety vehicle or other suitable vehicle may be utilized as a Field Command Post and is to be located as near to emergency scene as is reasonably possible. At least one uniformed officer or Public Safety Dispatcher is to staff the FCP at all times or until the emergency ends. A small office with a desk, chairs, and a telephone may also be required near the scene as deemed necessary by the IC and the Policy Directors.

Field Command Post equipment shall include:

- A. Barricades, barrier tape, and signs for the scene
- B. Portable hand radios (minimum of two with extra batteries)
- C. Portable public address system
- D. First aid kit
- E. IN State Government Telephone Directory and local telephone directory including Yellow Pages
- F. Copy of the ISU Emergency Preparedness/Response Plan
- G. Flashlights (minimum of two and replacement batteries)

- H. Cellular telephone
- I. High visibility vests
- J. Command Post location marker or other suitable means of FCP identification

## **202.00 GENERAL COMMAND POST (GCP)**

If the emergency involves a large part of the campus, the General Command Post is to be set up in the Public Safety Department. If this site is unavailable, The Emergency Response Team will utilize Federal Hall room 007 as the GCP. At least one uniformed officer or Public Safety Dispatcher is to staff the command post at all times until the emergency situation ends.

If Policy Directors are called to campus their primary meeting location will be Parsons 210. If the site is unavailable they will meet in Federal Hall 005.

A staging area for outside and local agency assistance shall be established by the IC for operations of the combined on-site ERT. A designated conference room with facilities for emergency teams, which is designed to accommodate multiple telephone and electrical equipment, shall be established in the Public Safety Department.

General Command Post equipment shall include:

- A. Emergency power source
- B. Tables, desks and chairs to accommodate Emergency Response Team personnel and support staff
- C. Two-way radio base station
- D. Telephone communications equipment consisting of the following:
  1. Dedicated lines for Policy Directors use (minimum of 2)
  2. Dedicated lines for Incident Commanders use (minimum of 2)
  3. Cellular telephone (minimum of 1)
- E. First aid kit
- F. Sanitary facilities
- G. ISU Emergency Preparedness/Response Plan (inc. section 500 complete)
- H. Campus maps and drawings
- I. IN State Govt. Telephone Directory, local telephone directory, and major IN cities' telephone directories
- J. Computer work station, printer, NETWORK capable
- K. Paper, envelopes, writing implements and other office supplies
- L. Fax machine
- M. Satellite Telephone

## **203.00 MEDIA CENTER**

A Media Center will be established adjacent to the command post in the case of a widespread campus incident/disaster. A contact point for the media may be located at the scene, if the disaster is localized and when possible. The Media Center will include space for a media pool, electricity, telephones, campus and area directories, maps, and Internet connections.

Emergency communications equipment and other materials necessary for the operation of a General Command Post and a Field Command Post shall be maintained in a state of readiness by the Director of Public Safety.

### **300.00 EMERGENCY PREPAREDNESS AND TRAINING**

The Director of Public Safety shall conduct annual training to sufficiently prepare the campus community to deal with emergency situations. This training will include work such as a tabletop exercise or other appropriate training. Preparedness and training for emergency media communications procedures will be conducted under the direction of the Office of Communications and Marketing.

Documentation of the most recent training exercises will be maintained 7 years.

### **400.00 INCIDENT MANAGEMENT**

All emergencies will be managed in accordance with the National Incident Management System's (NIMS) **Incident Command System (ICS)**.

The ICS should be used on every Level 2 or Level 3 incident. It provides a common framework under which different agencies can function effectively during an emergency. The ICS is a management tool to maximize the efforts of available resources. ICS operates under the direction of one Incident Commander.

#### **401.00 COMMAND PERSONNEL**

In some circumstances the functional responsibilities of several command officers may be vested in single individuals performing multiple roles.

Roles develop as the emergency progresses. The assignments are based on personnel, size scope of the incident. An effort will be made to have a list of persons assigned at the command post.

##### **401.01 INCIDENT COMMANDER (IC)**

Manages the incident and develops strategic decisions. There must be an IC at every incident.

##### **401.02 SAFETY OFFICER**

Ensures safe working conditions for personnel.  
Notifies the IC of unsafe conditions.

##### **401.03 COMMUNICATIONS OFFICER**

Makes provision for equipment and support for telephone, e-mail, two-way radio, pager, cellular phone, messenger services and any other means of communications during the major emergency or disaster situation. Coordinates provision of communications services during a disaster situation including appropriate links with off-campus responders.

#### **401.04 PUBLIC INFORMATION OFFICER**

Releases accurate and timely information concerning the incident to the media.  
Controls the location of media personnel.  
Helps the public understand the incident and provides estimates for incident duration.

#### **401.05 LIAISON OFFICER**

Coordinates the involvement of multiple agencies.  
Identifies representatives of each agency and notifies the agency of their assigned task.

#### **401.06 STAGING OFFICER**

Maintains the staging area for incoming resources until directed to release them to a given assignment.

#### **401.07 OPERATIONS OFFICER**

Directs the prime tactical activities. In small incidents the IC may manage the operations section. In larger incidents, the IC will appoint an operations chief to oversee the operations section.

#### **401.08 PLANNING OFFICER**

Responsible for the collection, evaluation, dissemination, and use of information about the incident, and also monitors the status of resources used or needed.

#### **401.09 LOGISTICS OFFICER**

Provides services, facilities and materials for the incident.

#### **401.10 FINANCE OFFICER**

Responsible for tracking all incident costs and evaluating financial considerations of the incident.

#### **402.00 EMERGENCY RESPONSE TEAM (ERT) DUTIES AND RESPONSIBILITIES**

The ERT, as requested by the Policy Directors, shall assist in the implementation of strategies developed to mitigate the effects of the emergency or disaster.  
All policy directors, members of the ERT and their alternates shall be issued a red "Emergency Response Team" ID card upon the successful completion of appropriate National Incident Management System (NIMS) Training.

#### **402.01 DIRECTOR OF PUBLIC SAFETY**

The Director of Public Safety shall normally serve as IC and is responsible for the overall coordination of the University's emergency response:

- A. Determines the type and magnitude of the emergency.
- B. Establishes the appropriate emergency command post.
- C. Initiates immediate contact with the ISU President or designee.
- D. Notifies and utilizes University Public Safety personnel, outside law enforcement agency assistance if necessary, student aides, and/or other available resources in order to maintain safety and order.
- E. Notifies the members of the ERT and advises them of the nature of the emergency.
- F. Notifies and conducts liaison activities with outside organizations such as law enforcement, fire department, and disaster and emergency services personnel.
- G. Ensures that appropriate notification is made to off-campus staff when necessary.
- H. Performs other related duties as may be directed by the nature of the emergency.
- I. In conjunction with the Environmental Safety Coordinator and Risk Manager, prepares and submits a report to the President appraising the final outcome of the emergency.

#### **402.02 ASSOCIATE VICE PRESIDENT, FACILITIES MANAGEMENT**

Provides equipment and personnel to perform shutdown procedures, hazardous area control, barricades, damage assessment, debris clearance, emergency repairs and equipment protection.

- A. Provides vehicles, equipment and operators for movement of personnel and supplies, assigns vehicles.
- B. Obtains the assistance of utility companies as required for emergency operations.
- C. Furnishes emergency power and lighting systems as required.
- D. Surveys habitable space using the Damage Assessment Form (Appendix A) to document the extent of building damage and relocates essential services and functions.
- E. Provides portable emergency generators and fuel supply during actual emergency or disaster periods.
- F. Provides for storage of vital records at an alternate site and coordinates with building and area supervisors as liaison and for necessary support.
- G. Monitors campus emergency warning and evacuation systems.
- H. Maintains a list of current local and regional engineering companies as well as other resources that may be needed as part of the recovery process following a disaster.

#### **402.03 MEDICAL DIRECTOR LIAISON**

The Medical Director Liaison is responsible for coordination of healthcare and delivery of emergency medical services on the Indiana State University campus and associated properties. His/her duties shall include:

- A. Coordinates treatment and triage of casualties with responding Emergency Medical Services agencies.
- B. Provides and coordinates care of delayed and Non-Urgent tagged casualties on campus grounds.
- C. Directs and coordinates care provided by healthcare providers and allied health providers during a campus emergency. This would include nursing instructors, nursing students, athletic trainers, athletic training students, and recreational sports personnel trained in first aid.
- D. Acts as a resource for medical and health concerns on campus.



#### **402.04 DIRECTOR, TECHNOLOGY INFRASTRUCTURE SERVICES**

- A. Provides the personnel and expertise necessary to maintain or establish telephone and/or emergency communications services.
- B. Provides for the security and protection of computer and information systems.
- C. Provides for temporary computer and information services which may be necessary to facilitate business procedures necessary and related to emergency purchases, personnel services and accounting.
- D. Maintains liaison with Vigo County Emergency Management Agency for telecommunications support if necessary.

#### **402.05 EXECUTIVE DIRECTOR, RESIDENTIAL LIFE & HOUSING**

- A. Will assist in the dissemination of all emergency information and directives intended for the on-campus student population.
- B. May provide temporary or alternate housing and food service facilities for on-campus student population affected by the disaster or emergency.
- C. May provide temporary housing and food service for off-campus students who have been directed to remain on campus or who are unable to leave campus.
- D. May provide for temporary housing and food service for emergency response personnel and University staff directed to remain on campus for extended periods of time.
- E. May provide for temporary housing, food, water or other resources necessary as indicated by the disaster or emergency.
- F. Executive Director will work closely with the Dean of Students to provide housing for students.

#### **402.06 ENVIRONMENTAL SAFETY DIRECTOR**

- A. Coordinates with other ERT members as necessary.
- B. Ensures that rescue and clean-up operations are conducted in as safe a manner as possible to minimize the potential for injury to rescue and clean-up personnel. In addition, these efforts will lessen the opportunity for further injury to possible victims.
- C. Coordinates rescue and clean-up operations to conform to applicable safety, health and environmental regulations.
- D. Coordinates with applicable ISU Faculty/Staff regarding chemical, biological, radiological or other hazardous materials to ensure a safe and successful clean up and disposal.
- E. Coordinate training for CPR/AED and Initial First Responders.

#### **402.07 RISK MANAGER**

- A. Provides an accounting summary of financial impact of emergency response, clean up, and recovery.
- B. Coordinates and supervises the activities of outside regulatory, investigative or insurance-related agencies.
- C. Initiates the request for spending authority necessary for emergency operations.
- D. Obtains all available funding provided for clean up and recovery expenses.

#### **402.08 DIRECTOR, COMMUNICATIONS**

The responsibility of the Executive Director of Communications is to ensure all departments and appropriate staffs are informed of the proper media procedures. This will be critical to successful implementation of the Plan in the event of an emergency. Effective response will also depend on the following:

- A. Timely response to media requests
- B. Effective utilization of the available resources, both internal and external
- C. Clear definition of the roles and responsibilities of individual staff members and departments
- D. Carefully planned communications with all interested parties

#### **402.09 ASSOCIATE DEAN OF STUDENTS/OMBUDSPERSON**

- A. Will assist in the dissemination of all emergency information and directives intended for the off-campus student population.
- B. Will coordinate emergency communication between students and family members who are trying to contact one another.
- C. May coordinate with Residential Life temporary housing and food service for off-campus students who have been directed to remain on campus or who are unable to leave campus or who have no alternative housing.
- D. Assist in the support needs of students as needed.

#### **402.10 ASSOCIATE VICE PRESIDENT OF COMMUNICATIONS AND MARKETING**

- A. Posts emergency messages corresponding with Communications and Marketing staff on official ISU appropriate social media channels.
- B. Monitors and responds timely to questions or comments on official ISU social media platforms regarding emergency situation.
- C. Coordinates emergency messages through ISU Connect if applicable.
- D. Assists with coordination and updating of ISU website updates as necessary.
- E. Distributes and updates emergency messaging in official ISU Mobile Applications, such as ISU Mobile and ISU Facebook App if necessary.

#### **403.00 DUTIES AND RESPONSIBILITIES OF OPERATIONS SUPPORT GROUP (OSG)**

All individuals identified as having OSG responsibilities in section 104.03 shall have the duty to assist the ERT to provide the resources necessary to mitigate the effects that an emergency or disaster has had upon the ISU campus community.

In the event an emergency or disaster has been declared on the ISU campus, the OSG shall assemble, and maintain in a state of readiness, the resources under their direction and control until called upon by the ERT or other University authority to assist in emergency response operations.

## **404.00 OTHER CAMPUS DUTIES AND RESPONSIBILITIES**

### **404.01 BUILDING COORDINATOR**

Each Building Coordinator shall act as, or appoint a Building/Facility Safety Officer for every campus building/location within their supervision or control, and has the following general responsibilities prior to and during any emergency shall include:

#### **A. Emergency Preparedness**

1. An Emergency Response Plan for each building shall be developed which will include, but not necessarily be limited to, the following:
  - a. Building Evacuation Plan to include:
    - i. Persons with disabilities evacuation procedures
    - i. Designation of evacuation assembly area
    - ii. Posting of exit locations and evacuation routes
    - iii. 1 page emergency document posted in each building
  - b. Emergency reporting procedures
  - c. Hazardous conditions reporting and correction procedures
  - d. Emergency first aid information
  - e. Emergency equipment location(s)
    - i. First aid kits
    - ii. Fire extinguishers
    - iii. AED's
    - iv. Flashlights
    - v. Other emergency equipment
  - f. Listing of building/facility permanent personnel
2. Building evacuation information shall be distributed to all employees with follow-up discussions, on-the-job training or additional explanation as required. Contact Public Safety for assistance.
3. \*\*Time shall be allowed for training employees in evacuation procedures. Contact Environmental Safety for assistance.
4. Report all recognized building safety hazards to the Environmental Safety Office.

The Emergency Response Plan for each building should be as concise as possible. Each department/division within a specific building shall have a copy of their Building Emergency Response Plan. The building coordinator will periodically check that the 1 page emergency document posted at the main entrance of each building is maintained.

#### **B. Emergency Situations**

1. REPORT ALL EMERGENCIES TO PUBLIC SAFETY AT 911 or 812-237-5555.
2. Inform all employees under their direction of the emergency condition.
3. Evaluate impact the emergency has on their activity and take appropriate action. This may include ceasing operations and initiating building evacuation.
4. Maintain emergency telephone communications with officials from their own building/facility (or from an alternate site if necessary).

## **404.02 FACULTY AND SUPERVISORS**

Each faculty and/or staff supervisor, as directed by the Building Coordinator, has the responsibility to:

- A. Educate their students and/or employees concerning ISU's emergency procedures as well as evacuation procedures for their building and/or activity.
- B. Inform their students and/or staff of an emergency and initiate emergency procedures as prescribed in their respective Building/Facility Emergency Plan and the ISU Emergency Preparedness/Response Plan.
- C. Evaluate their assigned building facility or activity for any safety hazards or potential hazards which may be amplified in a disaster situation (fire, earthquake, etc). Report these safety concerns to the appropriate Building Coordinator or Safety Officer.
- D. **IMPORTANT:** Inform all students, staff and faculty to conform to building evacuation guidelines during any emergency and to report to their appropriate evacuation assembly area outside the building where a head count can be taken.

## **500.00 EMERGENCY RESPONSE TEAM NOTIFICATION PROCEDURES (ERTNP)**

The telephone is the primary means of emergency notification at Indiana State University. This system is intended for the immediate transmission of specific information regarding an emergency to all affected areas of the campus. The ISU ERTNP will rely primarily upon the University telephone system to contact all ERT. The ERT will then contact appropriate Support Staff as needed. In the event the University telephone system is out of service due to the emergency or disaster, the cellular phone, radio and/or messenger system be utilized by the IC as a means of notifying the ERT personnel.

## **501.00 INITIAL RESPONSE – DESIGNATION OF EMERGENCY CONDITION STATUS**

All emergencies on the ISU campus shall be reported immediately to Public Safety at 911 or 812-237-5555. Immediately upon receiving notification of a reported campus emergency, Public Safety shall have the responsibility to initiate the following chronology of events:

### **501.01 DISPATCH OF OFFICER**

Police officer shall be dispatched to the scene to confirm the emergency or disaster conditions.

### **501.02 EMERGENCY MEDICAL AND FIRE DEPARTMENT DISPATCHED**

Public Safety dispatch shall request the appropriate assistance from fire department or emergency services personnel.

### **501.03 PUBLIC SAFETY DIRECTOR OR DESIGNEE CONTACTED**

The Public Safety dispatch will immediately contact the Public Safety Director or the next highest-ranking Public Safety official.

#### **501.04 POLICY TEAM MEMBER CONTACTED**

The Director of Public Safety or highest-ranking Public Safety official shall immediately contact at least one of the Policy Directors in the following order:

1. President
2. Provost and Vice President for Academic Affairs
3. Vice President for Student Affairs
4. Sr. Vice President for Finance and Administration/ University Treasurer
5. Sr. Vice President for Enrollment Management, Marketing, and Communications
6. Associate Vice President/Chief Information Officer-Office of Information Technology
7. University Counsel
8. President's Chief of Staff
9. Vice President of University Engagement
- 10.

#### **501.05 ASSIGNMENT OF EMERGENCY STATUS**

In consultation with the Policy Directors and ERT members contacted, the IC will assign one of the following Emergency Status with respect to the campus conditions and status of the University and in turn shall activate the ERTNP:

- A. NORMAL CAMPUS CONDITION  
Normal Campus Conditions: ERTNP activation not required. (See section 103.02).
- B. LEVEL 1  
Level 1 Emergency: ERTNP may be activated. ERT members may not meet as a group but will be apprised of conditions. Field Command Post (FCP) may be established. (See section 201.00)
- C. LEVEL 2  
Level 2 Emergency: ERTNP will be activated. ERT members will report as directed by the IC. General Command Post (GCP) may be activated in the Public Safety Building. Field Command Post (FCP) will be established. (See section 201.00)
- D. LEVEL 3  
Level 3 Disaster: ERTNP will be activated. All ERT members will report to GCP in the Public Safety Department. If Public Safety is not available, an alternate GCP will be established. All ERT members shall report as requested and bring the following items with them:
  1. All ISU keys checked out to them
  2. Pagers
  3. Cellular phones and extra batteries

For more information about emergency status see section 103.02.

## **502.00 ACTIVATION OF EMERGENCY RESPONSE TEAM NOTIFICATION PROCEDURES**

The ISU Emergency Notification System is activated upon the direct order of the Public Safety Director or other highest-ranking Public Safety official available. Once the ENS has been activated, the Public Safety dispatch will contact all ERT members and provide them with the appropriate instructions for reporting to either the FCP or GCP, as directed by the IC. Campus telephone, FAX, home and cellular telephone numbers for all ERT personnel are listed in Appendix B.

### **502.01 ISU EMERGENCY RESPONSE TEAM NOTIFICATION PROCEDURES**

Appendix B lists all available telephone numbers for Policy Directors and ERT personnel as well as their alternates. To ensure the privacy of these personnel this appendix B will not appear in the ISU Emergency Preparedness/Response Plan for public or campus wide distribution but will be available to all Policy Directors and ERT personnel, However the names and titles of the Policy directors and ERT personnel will be published for public or campus wide distribution.**600.00 ON/OFF-CAMPUS SOURCES OF ASSISTANCE DURING EMERGENCIES**

This section of the ISU Emergency Preparedness/Response Plan identifies the on and off-campus resources available to provide assistance to the Emergency Response Team in dealing with campus emergencies. Although a wide range of services and resources have been identified, the listing should not be considered all-inclusive. Emergencies and disasters can affect the University in numerous ways and resources may not always be available from traditional sources. In the event of a Level 2 or Level 3 emergency on campus, flexibility to seek resources utilizing extraordinary measures may be pursued by the Emergency Response Team and/or other ISU administrative personnel.

## **600.00 STUDY ABROAD/FACULTY LED PROTOCOLS**

**Reference addendum page 63**

### **600.01 FAMILY ASSISTANCE CALL CENTER**

In the event of a major emergency or disaster at Indiana State University, it may be necessary to establish a Family Assistance Call Center (FACC). The purpose of the FACC is to assist with the sharing of available information to persons inquiring about their friends and family during an event. It is also designed to divert calls made to the ISU 911 Emergency Dispatch.

The Director of Public Safety (or designee) will be responsible for establishing and activating the FACC.

The Family Assistance Call Center Coordinator will be the Associate Dean of Students (or designee). The Coordinator will be responsible for staffing the FACC with volunteers from the ISU

community. The Coordinator and the Associate Director of Public Safety (or designee) will be responsible for designing a brief training document to assist in handling the types of calls that are received.

In the event of incidents or troublesome behavior involving members of the campus community while abroad, members(s) of the ICAT will be included in operations of the Family Assistance Call Center.

The Family Assistance Call Center will be housed in the Academic Enrichment Center of the ISU Athletic Advisement Department. In the event this area is unavailable, the alternate site will be the lower level of the Scott College of Business, Room 001.

The equipment necessary to promptly activate the FACC will be stored in the storage area of the Training Room of the ISU Public Safety Department. This equipment will be inspected and tested the 1<sup>st</sup> Tuesday of each month during the monthly emergency notification systems test. The equipment will include a network switch and four telephone sets.

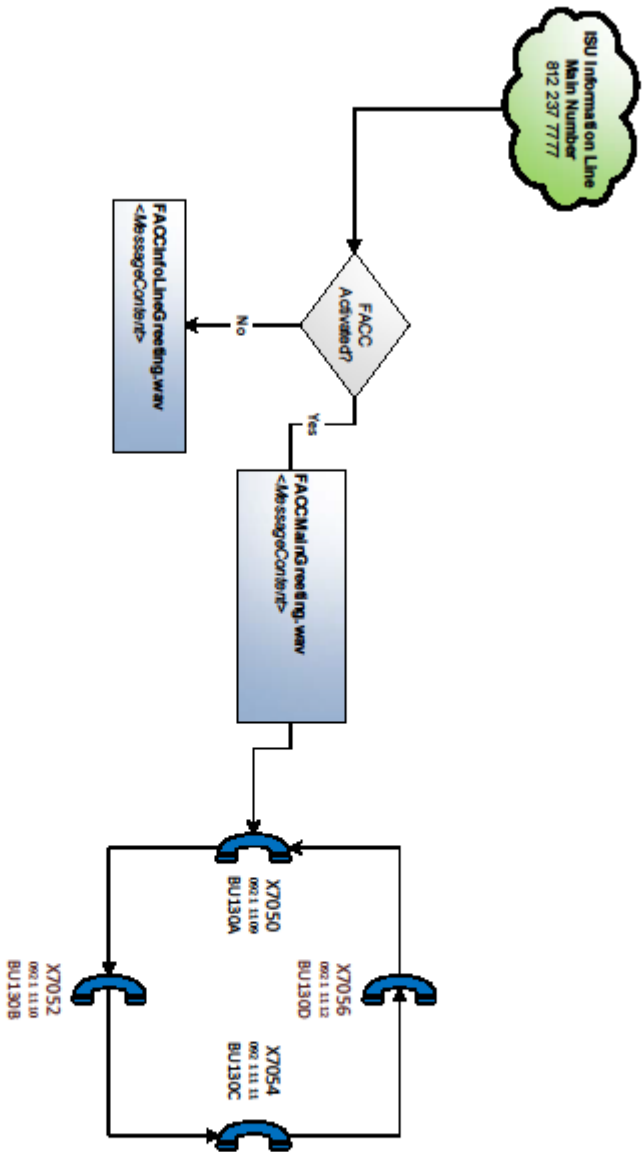
#### ACTIVATION

Once the Public Safety Director (or designee) has determined a FACC will be established, the Associate Dean of Students/Coordinator will be contacted. The Coordinator will then contact FACC volunteers and they will be instructed to report to the Coordinator at the ISU Public Safety Lobby. Once all have arrived, the group will be directed to the Training Room and the FACC will begin operations.

Prior to the activation of the FACC, the University's Communications Director (or designee) will be contacted and advised that the FACC is set to begin operations. At this time, the Communications Director will capture the ISU Information Line, 812- 237- 7777, and record a message that will link the caller to the FACC extensions. Public announcements will be made through local media advising of the availability of the ISU Information Line, 812- 237- 7777, for those needing assistance.

#### DEACTIVATION

The FACC will remain operational until the Public Safety Director and the FACC Coordinator decide to cease operations based on the status of the emergency and the volume of calls.



This map shows the call flow for the Family Assistance Call Center. This call flow utilizes a rotary hunt group for the agents, if one agent doesn't answer the call flows to the next agent!



**601.00 ON-CAMPUS ASSISTANCE**

<p><b>PUBLIC SAFETY - FOR <u>ALL</u> EMERGENCIES</b></p>		<p><b>911 or 812-237-5555</b></p>
<p><b>Facilities Management</b></p> <ul style="list-style-type: none"> <li>• Administration</li> <li>• Repairs/Maintenance</li> </ul> <p>Skilled workers are available from Facilities Management all times during normal working hours and on short notice at other times. They are capable of providing the following emergency services:</p> <p>E. Utilities: Repairs to water, gas, electric and sewage systems.</p> <p>F. Structures: Repairs to structures and mechanical equipment therein, including heating and cooling systems.</p> <p>G. Equipment: Portable pumps, generators, floodlights, welders, air compressors, tractors, backhoes, forklift, etc.</p> <p>H. Transportation: Sedans, light trucks, dump trucks and loaders.</p>	<p>951 Sycamore St.</p>	<p><b>812- 237-8192</b></p> <p><b>812- 237-8100</b></p>
<p><b>ISU Purchasing Department</b></p> <p>ISU Purchasing Department can assist you with emergency procurement of materials and supplies in direct support of any contingency.</p>	<p>951 Sycamore St.</p>	<p><b>812-237-3600</b></p>
<p><b>Office of Environmental Safety/<u>Radiation Safety Officer</u></b></p> <p>ISU Office of Environmental Safety provides coordination and management of chemical spills/leaks, clean up and shipping of all hazardous chemicals or controlled wastes and biohazards. ISU Radiation Safety Officer can provide radiation leakage detection, clean up and disposal services.</p>	<p>951 Sycamore St.</p>	<p><b>812-237-4022</b></p>
<p><b>Residential Life</b></p> <p>ISU Residential Life can provide such items as temporary housing, bedding, and sanitary facilities to support a wide range of emergency situations.</p>	<p>Erickson Hall</p>	<p><b>812-237-3993</b></p>

<p><b>Food Service/Dining Service</b></p> <p>Food Service/Dining Service can provide food services to support a wide range of emergency situations.</p>	<p>Erickson Hall</p>	<p><b>812-237-4138</b></p>
<p><b>ISU Hulman Center</b></p> <p>The ISU Hulman Center and other facilities may be utilized as temporary housing, dining, or storage facilities in response to emergencies.</p>		<p><b>812-237-3770</b></p>
<p><b>Office of Information Technology Help Desk</b></p> <p>Report all computer and networking related problems to the IT Help Desk. Normal Service Hours, Academic Year, 7:30 a.m. to 7 p.m. Monday thru Thursday, 7:30 a.m. to 4:30 p.m on Fridays, 9:00 a.m. to 3:00 p.m. Sunday. Closed Saturday Summer Hours, 7:30a.m. to 4:30 p.m. After hours and weekends call Computer Operations at 812-237-4037. If no answer, contact the Director, Technology Infrastructure Services</p>	<p>Stalker 009</p>	<p><b>812-237-2910</b></p>
<p><b>Telephone Services Repair and Help Line</b></p> <p>Report all telephone system problems to IT Telecommunications. Normal Service Hours 8-4:30pm. After hours and weekends call Computer Operations at 812-237-4037. If no answer, contact the Director, Technology Infrastructure Services.</p>	<p>Gillum Hall 103</p>	<p><b>812-237-2910</b></p>
<p><b>Emergency Medical Resources – UAP Clinic-ISU Health Center</b></p> <p>The Health Center can provide medical and first aid assistance and coordinate activities with other appropriate departments.</p> <p>Normal Hours, Academic Year Monday thru Friday 8:00 a.m. to 5:00 p.m.</p> <p>Summer Hours Monday thru Friday 9:00 a.m. to 4:30 p.m. Closed weekends</p>	<p>567 N. 5<sup>th</sup> St.</p>	<p><b>812-237-3883</b></p>

<p><b>Communications and Marketing</b></p> <p>Communications staff can disseminate appropriate information to media, general public and, when necessary, to the campus community via E-mail.</p>	<p>Gillum Hall 102</p>	<p><b>812-237-3773</b></p>
<p><b>Human Resources</b></p> <p>Human Resources can answer questions about overtime or mandatory call-ins.</p>	<p>Rankin Hall 307</p>	<p><b>812-237-4114</b></p>
<p><b>Vice President of Student Affairs</b></p>	<p>Parsons Hall 203</p>	<p><b>812-237-4575</b></p>
<p><b>Office of Risk Management</b></p> <p>The Office of Risk Management can answer questions regarding insurance coverage and notify the appropriate agents to assist in loss reduction, control, and indemnification.</p>	<p>Rankin Hall 200</p>	<p><b>812-237-7946</b></p>
<p><b>Dean of Students (Dean on Call)</b></p>	<p>HMSU 808</p>	<p><b>812-237-3810</b></p>
<p><b>Family Assistance Call Center</b></p>	<p>Public Safety training room</p>	<p><b>812-237-7777</b></p>

**602.00 EMERGENCY CALL-OUT DIRECTORY – OFF-CAMPUS RESOURCES**

<b>LAW ENFORCEMENT</b>		
<b>Terre Haute Police Department</b>	<b>Emergencies</b> Business Dispatch	<b>911</b> 812-244-2200 812-232-1311
<b>Vigo County Sheriff</b>	<b>Emergencies</b> Business Dispatch	<b>911</b> 812-462-3226 812-232-3801
<b>Indiana State Police</b>	<b>Emergencies</b> Administration (Putnamville, IN)	<b>911</b> <b>1-800-225-8576</b>
<b>EMERGENCY SERVICES</b>		
<b>Terre Haute Fire Department</b>	<b>Emergencies</b> Business	<b>911</b> <b>812-234-8653</b>
<b>Vigo County Emergency Management Agency</b>	Office	<b>812-462-3217</b>
<b>Indiana Army National Guard</b>		<b>812-232-6110</b>
<b>Indiana Department of Homeland Security</b>		<b>800-669-7362</b>
<b>Indiana Air National Guard 181<sup>st</sup> Intelligence Wing</b>		<b>812-877-5210</b> <b>812-877-5200</b>
<b>American Red Cross</b>		<b>812-232-3393</b>

<b>Salvation Army</b>		<b>812-232-4081</b>
<b>INDOT</b>		<b>812-232-7921</b>
<b>HEALTH AND ENVIRONMENTAL SERVICES</b>		
<b>Vigo County Health Department Environmental Health Division  Indiana Dept. of Environmental Management Office of Land Quality Emergency Response Section</b>	24-hour number for Reporting Envir. Emg.	<b>812-462-3428 812-462-3429 812-462-3281  1-888-233-7745</b>
<b>Indiana State Board of Health</b>		<b>317-233-1325</b>
<b>Union Hospital</b>	Business Emergency Room	<b>812-238-7000 812-238-7523</b>
<b>Terre Haute Regional Hospital</b>	Business Emergency Room	<b>812-232-0021 812-237-1622</b>
<b>Transcare</b>	Business	<b>812-462-1720</b>
<b>Care+</b>	Business	<b>812-232-7900</b>

## **700.00 EMERGENCY PROCEDURES GUIDE**

The following sections contain the recommended procedures to be followed during specific types of emergencies. The procedures should always be followed in sequence, unless conditions dictate otherwise.

### **700.01 REPORTING EMERGENCIES**

Information on reporting emergencies shall be made available at each office/location at Indiana State University. The specific emergency information provided at each office/location should be part of the information and procedures included in each Building Emergency Response Plan.

Information on "Reporting Emergencies" shall be readily accessible to all personnel in each building/location. When calling stay calm and carefully explain the problem and location to the Public Safety Dispatcher. DO NOT HANG UP UNTIL TOLD TO DO SO.

#### **CAMPUS EMERGENCY SERVICE**

**911** (from campus telephones), 812-237-5555 (from all other telephones)

It is required that evacuation and assembly point information be posted on each building floor. Building Coordinator information is posted on the Public Safety website.

All building/location personnel must proceed to the assembly point upon evacuation. Personnel must remain at that location and assist in accounting for all building occupants until released by the Building Coordinator, Building Safety Officer or designee.

### **700.02 ACTIVATION OF EMERGENCY RESPONSE TEAM NOTIFICATION PROCEDURES (ERTNP)**

Indiana State University may use any one or all of the methods of alerting the campus community in the event of an emergency. The Emergency Notifications System (ENS) includes;

1. All Hazards Siren
2. Rave Text Messaging
3. Alertus Pop up Message on campus computers
4. Campus Emails
5. ISU live Television (scrolling messages)
6. ISU Information Line 812-237-7777
7. VOIP Telephones
8. Voice recorded Tornado Systems

When it has been established that a threat to campus exists, the Chief of Police/Director of Public Safety (or designate) will determine the methods of notifying the campus of the threat.

It should be noted in this plan that there are employee groups who may be limited in their ability to receive notification of a campus emergency (Sodexo, Facilities Management Grounds Maintenance). Campus groups are instructed to safely secure in place or to escape harm's way until further instructions can be given. The Public Safety Department will attempt to identify affected groups and, based on the circumstances, warn them of potential

danger. All members of management are strongly recommended to subscribe to the RAVE Text Messaging System allowing additional options to notify all members of the campus community.

If the result of the threat was real and an event occurred, a determination of the size and scope will be made. This may trigger the activation of the Emergency Response Team Notification Procedures (ERTNP).

## **701.00 EVACUATION PROCEDURES**

**IN AN EMERGENCY -----POLICE/FIRE/AMBULANCE-----dial 911 or 812-237-5555**

### **A. Building Evacuation**

1. All building evacuations will occur when an alarm sounds and/or upon notification by Public Safety, Building Coordinator, Building Safety Officer, or designee.
2. When the fire alarm is activated during an emergency, leave by the nearest marked exit and alert others to do the same.
3. Handicap evacuation will be preplanned for each building at Indiana State University. Contingencies for handicapped evacuation shall be included in each building Emergency Response Plan.

**DO NOT USE THE ELEVATORS IN CASES OF FIRE AND/OR EARTHQUAKE.**

1. Once outside proceed to a clear area that is at least 200 feet away from the affected building. Keep streets, fire lanes, hydrant areas and walkways clear for emergency vehicles and personnel. Know your evacuation assembly points.
2. DO NOT return to an evacuated building unless told to do so by a designated University official.

**IMPORTANT:** After any evacuation, report to your pre-designated assembly point. Stay there until an accurate headcount is taken. The Building Safety Officer will take attendance and assist in accounting for all building occupants.

### **B. Campus Evacuation**

1. Evacuation of all or part of the campus will be announced by Public Safety.
2. All persons (student and staff) are to immediately vacate the site in question and relocate to another part of the campus as directed.

## **701.01 PERSONS WITH DISABILITIES DURING BUILDING EVACUATIONS INCLUDING ACTIVE FIRE ALARMS**

Residential Life personnel will advise persons with mobility disabilities who are mobility impaired or use wheelchairs or scooters and are unable to use stairs, who live in the residence halls to, if possible, shelter in place in their rooms, unlock their doors and immediately call Public Safety (PS) dispatch (911 and ext 812-237-5555) advising of their location. The 911 call will go directly to the Vigo County Central Dispatch Office. If the call is routed directly to PS dispatch, the PS dispatcher will advise the fire department responders of the location of this person.

Additionally, in mid-August and mid-January, the University Police Captain will contact the Offices of Residential Life and obtain a list of persons with disabilities who are housed in each of their buildings. A mid semester check, one in mid-October and one in mid-April, will be made to update the information. This information will be kept in the emergency dispatch section of the Public Safety Department.

For other multi story, non-residence hall buildings, persons with disabilities who are mobility impaired or use wheelchairs or scooters and are unable to use stairs, are to be advised that in the event of a building evacuation including active fire alarms, they are to go the nearest/safest stair well area, call PS dispatch (911 or ext 812-237-5555) and advise of their location and wait for assistance. PS dispatch will in turn advise fire department responders of the location of this person.**702.00 FIRE**

**IN ALL CASES OF FIRE, PUBLIC SAFETY MUST BE NOTIFIED IMMEDIATELY**

- A. Know the location of fire extinguishers, fire exits, and alarm systems in your area and know how to use them. Training and information are available through ISU Environmental Safety.
- B. If a minor fire appears controllable, and **ONLY IF YOU HAVE BEEN TRAINED IN THE USE OF A FIRE EXTINGUISHER**, promptly direct the discharge of the fire extinguisher toward the base of the fire. **IMMEDIATELY** contact Public Safety.
- C. If a fire exists, activate the fire alarm and evacuate all rooms, closing all doors to confine the fire and reduce oxygen. You must also report the fire to Public Safety at 911 or 812-237-5555. When the fire alarm is sounded an emergency exists. Walk quickly to the nearest marked EXIT and alert others to do the same.
- D. Elevators are reserved for emergency services personnel **ONLY**. Smoke is the greatest danger in a fire, so stay near the floor where the air will be less toxic.
- E. Once outside move to the building's designated evacuation assembly point at least 200 feet away from the affected building. Keep streets, fire lanes, hydrants and walkways clear for emergency vehicles and crews.
- F. If requested, assist emergency crews as necessary.
- G. A Field Command Post may be set up near the emergency site. Keep clear of the Command Post unless you have official business.
- H. **DO NOT RETURN TO AN EVACUATED BUILDING** unless told to do so by a designated official.

NOTE: If you become trapped in a building during a fire and a window is available, place an article of clothing (shirt, coat, etc.) outside the window as a marker for rescue crews. If there is no window, stay near the floor where the air will be less toxic. Shout at regular intervals to alert emergency crews of your location. **DO NOT PANIC!**

IMPORTANT: After any evacuation, report to your designated building evacuation assembly point. Stay there until an accurate **HEADCOUNT** is taken. The Building Safety Officer will take attendance and assist in accounting for all building occupants.



## 703.00 EARTHQUAKE

During an earthquake remain calm and quickly follow the steps outlined below.

- A. IF INDOORS, seek refuge under a desk or table. Stay away from glass windows, shelves and heavy equipment. Avoid large open spaces, such as auditoriums.
- B. IF OUTDOORS, move quickly away from buildings, utility poles and other structures. Caution: Always avoid power or utility lines as they may be energized. Know your building's evacuation points.
- C. If in an automobile, stop in the safest place available, preferably away from power lines and trees. Stop as quickly as safety permits, but stay in the vehicle for shelter.
- D. After the initial shock, evaluate the situation and if emergency help is necessary, call Public Safety at 911 or 812-237-5555. Protect yourself at all times and be prepared for after-shocks.
- E. Damaged facilities should be reported to Public Safety and Facilities Management. NOTE: Gas leaks and power failures create special hazards. Please refer to the section on Utility Failures.
- F. If an emergency exists, activate the fire alarm. You must also report the emergency by phone to Public Safety at 911 or 812-237-5555.
- G. When the fire alarm is sounded, walk to the nearest marked exit and ask others to do the same.
- H. Remember that elevators are reserved for emergency services personnel ONLY. DO NOT PANIC.
- I. Once outside move to your building's evacuation assembly point at least 200 feet away from the affected building(s). Keep streets, fire lanes, hydrants and walkways clear for emergency vehicles and crews. **IMPORTANT:** Due to damage to other buildings caused by an earthquake, your building's evacuation assembly point may not be available. If such a situation occurs, move to an open, safe location as near as possible to your designated evacuation assembly point.
- J. If requested, assist emergency crews as necessary.
- K. A Field Command Post may be set up near the emergency site. Keep clear of command post unless you have official business.
- L. DO NOT RETURN TO AN EVACUATED BUILDING unless told to do so by a designated official.

**IMPORTANT:** After an evacuation, report to your designated evacuation assembly point. Stay there until an accurate HEADCOUNT has been taken. The Building Safety Officer will take attendance and assist in the accounting of all building occupants.

## 704.00 CHEMICAL, RADIATION LEAK OR SPILL

- A. Any unscheduled release (spill) of a hazardous chemical or radioactive material is reported immediately to Public Safety at 911 or 812-237-5555.
- B. When reporting be specific about the nature of the involved material, quantity, and exact location. Public Safety will contact the necessary specialized authorities and medical personnel. NOTE: Laboratory personnel should consult the ISU Laboratory Chemical Safety Plan to determine appropriate response for laboratory chemical spills.

- C. The responsible person on site should vacate the affected area at once and seal it off to prevent further contamination of other areas until the arrival of ISU Environmental Safety personnel.
- D. Anyone who may be contaminated by the spill is to avoid contact with others as much as possible, remain in the immediate vicinity, and give their name(s) to Public Safety. Required first aid and cleanup by specialized authorities should be started at once.
- E. If an emergency exists, evacuate the building. You must also report the emergency by phone to Public Safety *at 911 or 812-237-5555*.
- F. When the fire alarm is sounded, an emergency exists. Walk quickly to the nearest marked EXIT and alert other to do the same.
- G. Remember that elevators are reserved for emergency response personnel ONLY. DO NOT PANIC.
- H. Once outside, move to the building's evacuation assembly point at least 200 feet away from the affected building(s). Keep streets, fire lanes, hydrants and walkways clear for emergency vehicles and crews.
- I. If requested, assist emergency crews as necessary.
- J. A Field Command Post may be set up near the emergency site. Keep clear of the Command Post unless you have official business.
- K. DO NOT RETURN TO AN EVACUATED BUILDING unless told to do so by a designated official.

**IMPORTANT:** After any evacuation report to your designated building evacuation assembly point. Stay there until an accurate **HEADCOUNT** is taken. The Building Safety Officer will take attendance and assist in accounting for all building occupants.

## **705.00 SEVERE WEATHER/TORNADO**

### **IN CASE OF SEVERE WEATHER**

When the emergency warning sirens sound, it is YOUR responsibility to get to shelter. In addition to emergency sirens, recorded message alarms, RAVE text messages, Alertus Pop Ups, ISU Live, and ENS Telephone System, Public Safety may also announce the warning via car loudspeakers. When the emergency sirens are sounded, all persons should immediately seek shelter in the nearest strong building. When practical go to the designated areas of building basements or lower floors. In all other situations go to building internal hallways. Auditoriums, gymnasiums and similar large rooms with wide roofs should be avoided. Stay away from all windows and exterior doors.

Note: ISU emergency sirens are tested at 11:00 a.m. on the first Tuesday of each month.

### **TORNADO WATCH**

A watch is an indication of where and when the possibilities are highest that severe weather or a tornado could occur. A watch is a statement that severe weather/tornado conditions are present and could occur. The National Weather Service will issue a watch bulletin to authorities as well as to the local radio and TV stations.

### **TORNADO WARNING**

When a tornado sighting occurs, the National Weather Service will immediately notify Public Safety, and they will activate the on-campus emergency warning sirens. The warning

will be signaled by a continuous sounding of emergency sirens. Additionally, recorded message alarms will be activated at various campus locations.

## **706.00 WINTER WEATHER**

Winter storms can range from moderate snow over a few hours to blizzard conditions with blinding, wind-driven snow or freezing rain that lasts several days. When listening to winter weather reports, it is important to be familiar with the terms used by the broadcasters. A “winter storm watch” indicates that severe winter weather may affect your area. A “blizzard warning” means that large amounts of falling or blowing snow and sustained winds of at least 35 miles per hour are expected for several hours.

If it is necessary to suspend operations due to winter weather, that announcement may be made via:

- A. Local media outlets
- B. ISU E-mail
- C. Campus Emergency Notification Line at 812-237-7777
- D. ISU Live
- E. ISU Website
- F. Facebook and Twitter

For road condition information call 1-800-261-7623.

## **706.01 SEVERE WEATHER POLICY**

The closure of the Indiana State University campus is expected to be a rare event. It is the intent to base the decision primarily on the conditions in the immediate vicinity of campus. Faculty and staff at a distance must make individual decisions regarding the wisdom of commuting under severe weather conditions.

Faculty members are expected to provide reasonable accommodations to students who are unable to attend class due to severe weather conditions.

Recommendations regarding possible campus closure will be based on:

- The amount of snow/ice both on ground and predicted.
- The wind conditions that accompany the precipitation.
- The time of day the weather event occurs.
- The road conditions on campus as well as throughout the city and county.
- The ability of the ISU Grounds crew as well as the city and county departments to keep roads and walkways passable.
- Whether a state of emergency has been declared in Vigo County closing all roads.

If the decision is made to close campus, closure will occur for a twelve hour period. At hour eight of the closure or no later than 8:00 PM, the decision will be made whether to extend the closure for an additional twelve hours.

## **707.00 CIVIL DISTURBANCE OR DEMONSTRATION**

Most campus demonstrations such as marches, meetings, picketing and rallies will be peaceful and non-obstructive. A student demonstration should not be disrupted unless one or more of the following conditions exists as a result of the demonstration:

1. INTERFERENCE with the normal operations of the university.
2. PREVENTION of access to office, buildings or other university facilities.
3. THREAT of physical harm to persons or damage to university facilities.

If any of these conditions exist, Public Safety should be notified and will be responsible for contacting and informing the President and Vice Presidents. Depending on the nature of the demonstration the appropriate procedures listed below should be followed:

### **A. PEACEFUL, NON-OBSTRUCTIVE DEMONSTRATIONS**

1. Generally, demonstrations of this kind should not be interrupted. Demonstrations should not be obstructed or provoked, and efforts should be made to conduct University business as normally as possible.
2. If demonstrators are asked to leave but refuse to leave by regular facility closing time:
  - a. Arrangements will be made by the Director of Public Safety to monitor the situation during non-business hours, or
  - b. Determination will be made to treat the violation of regular closing hours as a disruptive demonstration. (See Section B.)

### **B. NON-VIOLENT, DISRUPTIVE DEMONSTRATIONS**

1. In the event that a demonstration blocks access to university facilities or interferes with the operation of the University in violation of the University Standards, Code of Student Conduct.
  - a. The Vice President for Student Affairs or designee will go to the area and ask the demonstrators to disperse, or to discontinue the disruptive activities.
  - b. The Vice President for Student Affairs may ask key university personnel and student leaders to go to the area and assist in persuading the demonstrators to desist and disperse.
  - c. If the demonstrators persist in the disruptive activity, they will be apprised that failure to discontinue the specified action within a determined length of time may result in disciplinary action including suspension or expulsion or possible intervention by civil authorities (Section 707.01).
  - d. The Vice President for Student Affairs, after consultation with the President and Director of Public Safety, will determine the need for intervention by Public Safety.
  - e. If a determination is made to seek an intervention by Public Safety, the demonstrators should be so informed. Upon arrival of Public Safety and/or other law enforcement personnel under the direction and supervision of the Director of Public Safety, demonstrators remaining in the area will be warned of the intention to arrest. To facilitate any action by Public Safety, assistance may be obtained from City of Terre Haute, Vigo County or other State of Indiana authorities. All personnel acting in any such facilitative capacity shall be under the direction of the Director of Public Safety. (Section 707.02).
  - f. Efforts should be made to obtain positive identification of demonstrators in violation in order to facilitate later testimony, including photographs and/or videotaping if deemed advisable.

## C. VIOLENT, DISRUPTIVE DEMONSTRATIONS

In the event that a violent demonstration in which injury to persons or destruction of property occurs or appears imminent, the Director of Public Safety will notify the President, the Provost/Vice President for Academic Affairs, and the Vice President for Student Affairs. After this initial notification, the ISU Emergency Notification System may be activated at the direction of the President.

### 1. During Business Hours

- a. In coordination with the President or Vice President for Student Affairs, Public Safety will contact outside law enforcement for assistance if necessary.
- b. The President, in consultation with the Provost/Vice President for Academic Affairs, Vice President for Student Affairs, and the Director of Public Safety, will determine the possible need for intervention.
- c. Public Safety will maintain communications with the President and Vice President for Student Affairs or designee(s) and Office of Communications and Marketing throughout the demonstration.

### 2. After Business Hours

- a. Public Safety will investigate the disruption and notify the President, Provost/Vice President for Academic Affairs, and the Vice President for Student Affairs.
- b. The Vice President for Student Affairs will:
  - i. Report the circumstances to the President.
  - ii. Notify key administrators and, if appropriate, the Building Coordinator responsible for the building/location.
  - iii. Notify the Executive Director of Media Relations.
  - iv. Arrange for a photographer.
- c. The Director of Public Safety, after consultation with the President or Vice President for Student Affairs will request additional assistance as necessary.

NOTE: The Director of Public Safety will call for additional law enforcement assistance without counsel from others if it is deemed to be critical to the safety of persons involved.

## **707.01 DIRECTIVE TO IMMEDIATELY TERMINATE DEMONSTRATION**

(University President or designee)

“This assembly and the conduct of each participant are seriously disrupting the operations of the University and are in clear violation of the rules of Indiana State. You have previously been called upon to disperse and terminate this demonstration. (You have been given the opportunity to discuss your grievances in the manner appropriate to the University.) (In no event will the Administration of Indiana State accede to demands backed by force.) Accordingly, you are directed to terminate this demonstration. If you have not done so within 15 minutes I will, under the authority of the Board of Trustees, take whatever measures are necessary to restore order - including calling for police assistance. Any student who continues to participate in this demonstration is subject to possible arrest and will also be subject to suspension.”

## **707.02 DIRECTIVE TO IMMEDIATELY TERMINATE DEMONSTRATION WITH ASSISTANCE OF POLICE**

(University President or designee)

“You have previously been directed to terminate this demonstration and you have been put on notice as to the consequences of your failures to do so. Since you have chosen to remain in violation of the rules and regulations of Indiana State University each of you is hereby suspended, subject to later review.

Public Safety will now be called to assist in dispersing this assembly. Those who fail to leave immediately will be subject to arrest.”

## **708.0 UTILITY FAILURE**

- A. In the event of a major utility failure occurring during regular working hours (8:00 a.m. through 4:30 p.m., Monday through Friday), immediately notify Public Safety at 911 or 812-237-5555.
- B. If there is potential danger to building occupants, or if the utility failure occurs after hours, weekends or holidays, notify Public Safety at 911 or 812-237-5555.
- C. If an emergency exists, you must immediately report the emergency by phone to Public Safety at 911 or 812-237-5555. They will advise further actions.
- D. All building evacuations will occur when an alarm sounds continuously and/or when an emergency exists.
- E. Remember that the elevators are reserved for emergency services personnel ONLY.
- F. Once outside move to the building's designated evacuation assembly point at least 200 feet away from the affected building(s). Keep the walkway, fire lanes and hydrants clear for emergency personnel.
- G. If requested, assist the emergency personnel as necessary.
- H. A Field Command Post may be set up near the emergency site. Keep clear of the command post unless you have official business.
- I. **DO NOT RETURN TO AN EVACUATED BUILDING** unless told to do so by a designated official.

**IMPORTANT:** After any evacuation, report to your designated building evacuation assembly point. Stay there until an accurate **HEADCOUNT** is taken. The Building Safety Officer will take attendance and assist in accounting for all building occupants.

### **J. ADDITIONAL INFORMATION AND PROCEDURES**

Always observe steps "A" and "B" above whenever the following utility emergencies arise.

#### **1. ELECTRICAL/LIGHT FAILURE**

During an emergency, campus building lighting may not provide sufficient illumination in corridors and stairs for safe exiting. It is therefore advisable to have a flashlight and portable radios available for emergencies.

#### **2. ELEVATOR FAILURE**

If you are trapped in the elevator use the emergency phone to notify Public Safety. If the elevator does not have an emergency phone, turn on the emergency alarm (located on the front panel) which will signal for help.

#### **3. PLUMBING FAILURE/FLOODING**

Cease using all electrical equipment. Notify Public Safety at 911 or 812-237-5555. If necessary, vacate the area.

#### **4. SERIOUS GAS LEAK**

Cease all operations. **DO NOT SWITCH ON LIGHTS OR ANY ELECTRICAL EQUIPMENT. VACATE THE AREA. DO NOT ACTIVATE FIRE ALARM UNLESS A FIRE IS PRESENT. REMEMBER** that electrical arcing can trigger an explosion! Notify Public Safety at 911 or (812) 237-5555 from outside that building.

## 5. STEAM LINE FAILURE

Immediately notify Public Safety at 911 or 812-237-5555 and if necessary vacate the area.

## 6. VENTILATION PROBLEM

If smoke odors come from the ventilation systems immediately notify Public Safety at 911 or 812-237-5555, and if necessary cease all operations and vacate the area.

# 709.00 VIOLENT OR CRIMINAL BEHAVIOR

IN AN EMERGENCY CALL 911 or 812-237-5555 FROM A NON-CAMPUS PHONE

Public Safety provides you with 24-hour help and protection. This service is provided seven days a week on a year around basis.

- A. Everyone is asked to assist in making the campus a safe place by being alert to suspicious situations and promptly reporting them.
- B. Promptly notify Public Safety at 911 or 812-237-5555 as soon as possible and report the incident, include the following information:
  - 1. Nature of the incident.
  - 2. Location of the incident.
  - 3. Description of person(s) involved.
  - 4. Description of property involved.
- C. In observance of a criminal act or whenever you observe a suspicious person on campus, immediately notify Public Safety at 911 or 812-237-5555 and report the incident.
- D. Assist the officers when they arrive by supplying them with all additional information, and ask others to cooperate.
- E. Should gunfire or an explosive discharge occur, you should take cover immediately using all available concealment. After the disturbance seek emergency aid if necessary.
- F. WHAT TO DO IF TAKEN HOSTAGE:
  - 1. Be patient. Time is on your side. Avoid drastic action.
  - 2. The initial 45 minutes are the most dangerous. Be alert and follow instructions. The captor is emotionally imbalanced. Don't make mistakes that could endanger your well being.
  - 3. Don't speak unless spoken to and then only when necessary. Don't talk down to the captor who may be in an agitated state. Avoid appearing hostile. Maintain eye contact with the captor at all times if possible, but do not stare. Treat the captor with respect.
  - 4. Try to rest. Avoid speculating. Comply with instructions as best you can. Avoid arguments. Expect the unexpected.
  - 5. Be observant. You may be released or escape. The personal safety of others may depend on your memory.
  - 6. Be prepared to speak with law enforcement personnel on the phone. Be patient, wait. Attempt to establish rapport with the captor. If medications, first aid, or restroom privileges are needed by anyone, say so. The captors in all probability do not want to harm persons held by them.

**IMPORTANT:** After any evacuation, report to your designated campus area assembly point. Stay there until an accurate HEADCOUNT is taken. The Building Safety Officer will take attendance and assist in accounting for all building occupants.

## 709.01 SAFETY GUIDELINES FOR ARMED SUBJECTS, ACTIVE SHOOTER SITUATIONS

### A. Introduction

An active shooter is a person who appears to be actively engaged in killing or attempting to kill people in a populated area; in most cases active shooters use firearm(s) and there is no pattern or method to their selection of victims. These situations are dynamic and evolve rapidly, demanding immediate deployment of law enforcement resources to stop the shooting and mitigate harm to innocent victims. This document provides guidance to faculty, staff, and students who may be caught in an active shooter situation and describes what to expect from responding police officers.

### B. Guidance to faculty, staff, and students

In general, how you respond to an active shooter will be dictated by the specific circumstances of the encounter, bearing in mind there could be more than one shooter involved in the same situation. If you find yourself involved in an active shooter situation, try to remain calm and use these guidelines to help you plan a strategy for survival.

**1. If an active shooter is in the same building, RUN!** Determine if the room you are in can be locked and if so, follow the same procedure described in the paragraph below. If your room can't be locked, determine if there is a nearby location that can be safely secured or if you can, safely exit the building. If you decide to move from your current location, be sure to follow the instructions outlined below.

**2. If an active shooter is outside your building, HIDE!** Proceed to a room that can be locked, close and lock all the windows and doors, and turn off all the lights; if possible, get everyone down on the floor and ensure that no one is visible from outside the room. One person in the room should call 911 or 812-237-5555, advise the dispatcher of what is taking place, and inform him/her of your location; remain in place until the police, or a campus administrator known to you, gives the "all clear." Unfamiliar voices may be the shooter attempting to lure victims from their safe space; do not respond to any voice commands until you can verify with certainty that they are being issued by a police officer.

**3. If an active shooter enters your office or classroom, your only option may be to FIGHT!** Try to remain calm, dial 911 or 812-237-5555, if possible, and alert police to the shooter's location; if you can't speak, leave the line open so the dispatcher can listen to what's taking place. Normally the location of a 911 or 812-237-5555 call can be determined without speaking. If there is absolutely no opportunity for escape or hiding, it might be possible to negotiate with the shooter; attempting to overpower the shooter with force should be considered a very last resort, after all other options have been exhausted. If the shooter leaves the area, proceed immediately to a safer place and do not touch anything that was in the vicinity of the shooter. No matter what the circumstances, if you decide to flee during an active shooting situation, make sure you have an escape route and plan in mind. Do not attempt to carry anything while fleeing; move quickly, keep your hands visible, and follow the instructions of any police officers you may encounter. Do not attempt to remove injured people; instead, leave wounded victims where they are and notify authorities of their location as soon as possible. Do not try to drive off campus until advised it is safe to do so by police or campus administrators.



### **C. What to expect from responding police officers**

Police officers responding to an active shooter are trained to proceed immediately to the area in which shots were last heard; their purpose is to stop the shooting as quickly as possible. The first responding officers will normally be in teams of four (4); they may be dressed in regular patrol uniforms, or they may be wearing external bulletproof vests, Kevlar helmets, and other tactical equipment. The officers may be armed with rifles, shotguns or handguns, and might be using pepper spray or tear gas to control the situation. Regardless of how they appear, remain calm, do as the officers tell you, and do not be afraid of them. Put down any bags or packages you may be carrying and keep your hands visible at all times; if you know where the shooter is, tell the officers. The first officers to arrive will not stop to aid injured people; rescue teams composed of other officers and emergency medical personnel will follow the first officers into secured areas to treat and remove injured persons. Keep in mind that even once you have escaped to a safer location, the entire area is still a crime scene; police will usually not let anyone leave until the situation is fully under control and all witnesses have been identified and questioned. Until you are released, remain at whatever assembly point authorities designate.

## **710.0 BOMB THREAT**

- A. If you observe a suspicious object or potential bomb on the ISU campus, **DO NOT HANDLE THE OBJECT!** Clear the area immediately and **CALL PUBLIC SAFETY AT 911. CAUTION: DO NOT USE CELL PHONE OR 2-WAY RADIO.** These devices may trigger an explosive device.
- B. Any person receiving a phone call bomb threat should ask the caller:
  - 1. When is the bomb going to explode?
  - 2. How many are there?
  - 3. Where is the bomb located?
  - 4. What kind of bomb is it?
  - 5. What does it look like?
  - 6. How will it be set off?
  - 7. How will it be defused?
  - 8. Why did you place the bomb?
- C. Keep talking to the caller as long as possible and record the following:
  - 1. Time of call.
  - 2. Age and sex of caller.
  - 3. Speech pattern, accent, ethnicity, etc.
  - 4. Emotional state of the caller.
  - 5. Background noise.
- D. Public Safety Officers will conduct a detailed bomb search. Employees are requested to make a cursory inspection of their area for suspicious objects as they evacuate and should report the location of any such suspicious objects to Public Safety. **DO NOT TOUCH THE OBJECT!** Do not open drawers, cabinets, or turn lights on or off.
- E. Remember that elevators are reserved for emergency services personnel ONLY. **DO NOT PANIC.**
- F. Once outside, move to the buildings designated evacuation assembly point at least 200 feet away from the affected building. Keep streets, fire lanes, hydrants, and walkways clear for emergency vehicles and crews.
- G. If requested, assist emergency crews as necessary.

- H. DO NOT RETURN TO AN EVACUATED BUILDING unless told to do so by a designated official.

IMPORTANT: After any evacuation, report to your designated evacuation assembly point. Stay there until an accurate HEADCOUNT is taken. The Building Safety Officer will take attendance and assist in accounting for all building occupants.

## **711.00 FLOODS**

The following plan has been developed to establish appropriate procedures for responding to a flood emergency resulting from either building system failures or natural causes that affects University operations.

### **A. DEFINITION**

Flood Emergency – A flood emergency exists if floodwater is uncontrolled and flowing beyond the area where the source of water is normally contained or controlled.

### **B. AUTHORITY AND RESPONSIBILITY**

1. ENVIRONMENTAL SAFETY – The Director of Environmental Safety shall provide University Police Dispatch with an “On Call” list for a designated Safety Officer available twenty-four hours a day, seven days a week. In the event of a flood emergency this person shall:
  - a. Respond in a timely manner with appropriate action to control, ensure the safety of respondents, and recover from the flood;
  - b. Act as Incident Commander on the flood emergency;
  - c. Notify Risk Management and any departments affected by the flood emergency or potential flood emergency;
  - d. Contact remediation contractors if damaged building materials need to be removed or dried and disinfected or when the water is hazardous or bio-hazardous;
  - e. Coordinate with Facilities Management, Risk Management and the remediation contractor to determine appropriate remediation procedures and ensure the remediation procedures are followed;
  - f. In consultation with Facilities Management, Risk Management remediation contractors and appropriate State and/or local officials declare affected areas safe for re-occupancy.
2. UNIVERSITY POLICE
  - a. DISPATCH – At the direction of the Director of Public Safety, University Police Dispatch shall:
    - Notify the Emergency Response Team of the flood emergency;
    - Notify the On Call Safety Officer of the flood emergency, providing him/her with contact information for the Facilities Management personnel already on scene;
    - Notify additional resources to request assistance as determined by the On Call Safety Officer
    - Activate the University Emergency Notification System.
  - b. RESPONDING OFFICERS – Officers responding to a flood emergency shall:
    - Provide Dispatch with current, relevant information of the flood conditions;
    - Initiate an evacuation of an affected building or area upon the direction of the On Call Safety Officer;
    - Secure the area to prevent access by unauthorized personnel.

- c. PUBLIC SAFETY DIRECTOR – The Director of Public Safety or his/her designee shall serve as liaison with all responding Police and Fire Departments as well as other emergency response personnel.

### 3. FACILITIES MANAGEMENT

- a. OPERATIONAL SERVICES – Residential Life Facilities– Operational Services shall:

- Contain the flood and initiate clean up;
- Initiate flood prevention measures during naturally occurring floods such as placing sandbags or transporting and setting up generators and submersible pumps;
- De-energize and lock out all electrical equipment in the area if it can be done safely;
- Regularly check outside drainage systems for at-risk buildings;
- Provide access to mechanical rooms for remediation and installation contractors.

- b. CONSTRUCTION/IMPROVEMENTS – Facilities Management – Construction/Improvements shall:

- Assign a Project Manager to any flood damaged building(s);
- Coordinate with Risk Management, Environmental Safety, and the remediation contractor to determine appropriate remediation procedures and ensure the remediation procedures are followed;
- Manage outside contractors for remediation;
- Contact outside contractors/suppliers for replacement of damaged building materials;
- Communicate and coordinate remediation and installation costs with Risk Management;
- Coordinate work schedules for contractors with Risk Management, Environmental Safety and building occupants;
- Coordinate with University Police to provide access to affected areas during the remediation and installation;
- Coordinate with Environmental Safety to declare affected areas ready for re-occupancy.

### 4. RISK MANAGEMENT – Risk Management shall:

- a. Respond with appropriate action to control and recover from the flood;
- b. Coordinate with Residential Life Facilities, Environmental Safety, and the remediation contractor to determine appropriate remediation procedures and ensure the remediation procedures are followed;
- c. Contact and coordinate with the University’s insurance carrier;
- d. Coordinate with Environmental Safety to declare the areas affected are ready for re-occupancy.

## C. RESPONSE – NATURALLY OCCURRING FLOODS

The Indiana State University Police Department receives flood warnings from the National Weather Service. When the Police Department receives a flood warning covering Terre Haute Police Dispatch will notify the On Call Safety Officer and Director of Public Safety. They, in turn, will contact the Director of Environmental Safety and Associate Vice President for Facilities Management who shall together evaluate the potential to flood. The following areas on campus have been deemed to be at the highest risk of flood and will be carefully monitored by University Police during any flood warning: In an effort to minimize risk exposure to buildings that have been identified as potential flood sites, the following additional procedures will occur for the following buildings;

*Cunningham Memorial Library – Loading dock doors*  
*Hulman Center – North ramp, air intakes on the West side*  
*Fairbanks Hall – Ramped entrance to lower level East side*  
*Career Center – South side of the building*  
*Nursing Building – West side with concentration on the ramp leading to the west entrance*

If it is determined that it is very likely that any building will flood or if flooding is actually occurring the following preventive action shall be taken:

1. University Police, after having been advised of significant rainfall in a short period of time (in excess of 1 inch in 1 hour or less, or, more than 2 inches in less than 3 hours, or, a prolonged rainfall where significant totals have occurred), the Shift Commander will have officers visually check the above listed buildings, with emphasis on stated problem areas. If the officer believes the rainfall has the potential to seep into the building, Facilities Management personnel will be contacted.
2. University Police Dispatch will notify the Emergency Response Team and, depending on specific circumstances, may advise them to meet at a designated Incident Command Post;
3. Facilities Management will check drainage around affected buildings to ensure it is functioning properly;
4. Supplies such as sand bags, flash lights, submersible pumps, hoses, and emergency generators shall be obtained by Facilities Management in sufficient quantities to provide coverage for those buildings listed above as being most at risk and shall be deployed at the flood site(s) as needed;
5. Flood response personnel shall obtain and don such personnel protective equipment as may be determined necessary by the On Call Safety Officer;
6. If flooding occurs and water begins accumulating within the building, Environmental Safety shall conduct a hazard assessment of flooded areas prior to entry by response personnel. Environmental Safety shall assess both health hazards (e.g. contaminated water either hazardous or bio-hazardous) and physical hazards (e.g. building design, existence of submerged office or lab furniture, energized water, rushing water);
7. If necessary and safe to do so, Facilities Management shall de-energize any electrical equipment and outlets in the affected areas;
8. If flooding occurs, Facilities Management shall maintain all safe and reasonable efforts to protect the building;
9. Where possible, designated personnel shall move any equipment or supplies to higher floors in the building;
10. All personnel not involved in flood response efforts shall be evacuated by University Police;
11. University Police shall restrict access to the affected areas only to persons involved in the flood response efforts.

#### **D. RESPONSE – FLOODS DUE TO BUILDING SYSTEM FAILURES**

Flood caused by building system failures shall be handled as follows;

1. Facilities Management shall determine the cause of the flood;
2. If water is accumulating within the building, Environmental Safety shall conduct a hazard assessment of flooded areas prior to entry by response personnel. Environmental Safety shall assess both health hazards (e.g. contaminated water either hazardous or bio-hazardous) and physical

hazards (e.g. building design, existence of submerged office or lab furniture, energized water, rushing water);

3. Where possible, designated personnel shall move any equipment or supplies to higher floors in the building;
4. All personnel not involved in flood response efforts shall be evacuated by University Police;
5. University Police shall restrict access to the affected areas only to persons involved in the flood response.

#### E. RECOVERY

Recovery efforts for flood emergencies shall be handled as follows:

1. Facilities Management shall determine if any building systems (e.g. fire alarms, fire suppression), building equipment (e.g. elevator, heating, ventilating and air conditioning equipment), or building materials have been affected and the extent of the damage;
2. If the water is not considered hazardous or bio-hazardous, Facilities Management shall initiate water removal activities;
3. Risk Management or Environmental Safety shall contact remediation professionals if damaged building materials need to be removed or dried and disinfected or when water in hazardous or bio-hazardous.
4. Risk Management, Environmental Safety and Facilities Management shall coordinate with the remediation contractor to determine the proper remediation procedures and ensure these procedures are followed;
5. Risk Management shall contact outside contractors if any office or lab equipment needs to be tested;
6. Facilities Management shall contact, coordinate, and manage outside contractors for installation of new building materials;
7. The affected areas shall be evaluated for safety hazards (e.g. open walls, building materials, tools left out in the area) or any health concerns (e.g. mold/fungal growth due to the flood or contaminated materials).

#### F. RE-OCCUPANCY

Environmental Safety, Risk Management, and Facilities Management shall be responsible for assessing areas affected by a flood for re-occupancy. The affected areas shall be declared ready for re-occupancy when the construction work is complete or near complete and no longer poses a hazard to the occupants. The area shall be assessed to ensure that any health concerns (e.g. mold/fungal growth) has been addressed, all wall and floor openings are closed up, tools and equipment have been removed from the area, and building systems (e.g. ventilation, fire alarm, fire suppression) have been restored.

#### G. INFECTION CONTROL

When there is a possibility that water from flooding is hazardous or bio-hazardous, a remediation contractor shall complete the entire clean-up. The remediation contractor shall coordinate with Environmental Safety, Risk Management and Facilities Management to determine appropriate remediation procedures, including infection control. Environmental Safety, Risk Management and Facilities Management shall ensure that those remediation procedures are followed. The remediation contractor shall use appropriate disinfecting agents to clean affected areas when drying of, or removal

of building materials is complete. The remediation contractor shall decontaminate any equipment that is in the affected area during flooding from hazardous or bio-hazardous water.

## **712.00 MEDICAL EMERGENCY**

### **CALL PUBLIC SAFETY AT 911 or 812-237-5555 IF YOU NEED ASSISTANCE.**

- A. In case of serious injury or illness on the ISU campus, immediately dial 911 or 812-237-5555. Give your name; describe the nature and severity of the medical problem, and the location of the victim.
- B. In case of minor injury or illness provide first aid care.\*
- C. In case of serious injury or illness, trained personnel\* should quickly perform the following steps:
  - 1. Keep the victim still and comfortable. **DO NOT MOVE THE VICTIM.**
  - 2. Ask victim, "Are you okay?" and "What is wrong?"
  - 3. Check breathing and give artificial respiration if necessary.
  - 4. Control serious bleeding by direct pressure on the wound.
  - 5. Continue to assist the victim until help arrives.
  - 6. Look for emergency medical I.D., question witnesses and give all information to the emergency medical services providers.

\*Only trained personnel should provide first aid treatment (i.e. first aid, CPR)

In addition, all ISU employees trained as emergency first aid responders should utilize the appropriate personal protective equipment to protect themselves against the spread of infectious diseases such as the Hepatitis B Virus (HBV) and Human Immunodeficiency Virus (HIV) and/or other potential blood borne pathogens.

All ISU employees trained as emergency first aid responders should be included in the ISU Bloodborne Pathogens program and shall receive the appropriate training. Contact the ISU Office of Environmental Safety or Health Center for assistance.

**IMPORTANT:** After any evacuation, report to your designated building assembly point. Stay there until an accurate **HEADCOUNT** is taken. The Building Safety Officer will take attendance and assist in the accounting for all building occupants.

## **713.00 PSYCHOLOGICAL CRISES**

A psychological crisis exists when an individual is threatening harm to himself/herself or to others, or is out of touch with reality due to severe drug reactions or a psychotic episode. A psychotic episode may be manifested by hallucinations, uncontrollable or unusual behavior.

If a psychological crisis occurs:

- 1. Never try to handle a situation on your own.
- 2. Call 911 or 812-237-5555 to notify Public Safety of the situation. Clearly state that you need immediate assistance, give your name, your location and the area involved.

## **714.00 TRAIN DERAILMENTS WITH HAZARDOUS MATERIAL SPILLS**

Train derailments can result in chemical spills and releases. These incidents can vary considerably in significance. While the chance of being involved in such an incident is slight, the danger is significant. Train

rail cars go through towns daily carrying everything from explosives to extremely hazardous chemicals, including the highly volatile Bakken crude oil that has seen increased productivity this past year. Any cleanup of such a spill would be conducted by trained public and/or private professionals but members of the public should be aware of certain steps they can take to protect themselves.

#### Procedures

If a chemical or other hazardous material release occurs near you:

1. Try to remain calm and **DO NOT ENTER AN AREA THAT MAY BE DANGEROUS**. Leave the area if at all possible.
2. Once you have left the area of the hazardous material incident, call 911 or 812-237-5555.
3. If the incident is a traffic accident involving a semi-tanker or a train derailment involving tanker cars, look for chemical placards on the tanks from a safe distance. Observe the scene for obvious leaks and/or gas vapor clouds as well as discolored vegetation or dead animals nearby. **DO NOT APPROACH THE SCENE** if any of these conditions are present and stay upwind. Call 911 or 812-237-5555 and relay your observations to the dispatcher. Provide the dispatcher with as much information as possible including placard information.
4. If you become aware of a potential hazardous material incident near your location listen to local radio or television for further information.

Information will also be sent to the campus community via RAVE text messaging, Alertus pop-up messaging, the ISU portal and ISU Today as well as the 7777 information line, ISU LIVE, and ENS Telephone Systems. Follow all instructions.

5. Stay away from the incident site to minimize the risk of contamination.
6. If caught outside, stay upstream, uphill or upwind. Try to go a half mile from the danger area.
7. If you are in a car, close the windows and shut off the ventilation system.
8. Evacuate if told to do so.
9. If told to remain in place, close and seal all windows and doors, shut vents, and turn off attic fans and other ventilation systems to minimize contamination.
10. If an explosion is imminent, close drapes, curtains, and shades.
11. If you suspect gas or vapor contamination, take shallow breaths through a cloth or towel.
12. Avoid contact with any spilled liquid materials, aerosols, gases, vapors or condensed solid chemical materials.
13. Do not eat or drink any food or water that may have been contaminated.

## **800.00 CONTINUITY OF OPERATIONS PLAN**

Indiana State University is committed to the safety and protection of its employees, students, operations, and facilities. In support of this commitment, the University has critical operations that must be performed, or rapidly and efficiently resumed in an emergency. The changing threat environment involving both natural and man-made disasters has raised awareness to the need for continuity of operations capabilities that will enable us to continue the performance of essential functions across a broad spectrum of emergencies. By planning for operations under such conditions, we hope to mitigate the impact of the incident on our people, our facilities and our mission.

### **800.01 PURPOSE**

Indiana State University will continue the following essential functions during an emergency requiring the continuity of operations:

- a) Sustain the safety and welfare of University employees, students, and visitors
- b) Deliver academic programs to students
- c) Preserve critical research
- d) Maintain critical business, finance and infrastructure operations

This plan provides a framework to continue these essential functions in the event that an emergency at the University or in the region threatens operations or requires the relocation of select personnel and functions. The Continuity of Operations Plan (COOP) plan presents our approach to begin continuity operations within 12 hours of activation; continue essential functions within the identified recovery time objectives; and maintain essential functions for up to 30 days.

### **800.02 APPLICABILITY AND SCOPE**

This plan is applicable to all Indiana State University departments, divisions, units, personnel and contractors. The COOP covers all facilities, systems, buildings and vehicles operated or maintained by Indiana State University. The COOP supports the performance of essential functions from alternate locations and also provides for continuity of management and decision-making in the event that senior management or technical personnel are unavailable.

### **800.03 PLANNING ASSUMPTIONS**

Assumptions used to develop this COOP include the following elements:

1. Emergencies or threatened emergencies can adversely impact the University's ability to continue essential functions and provide support to the day-to-day operations.
2. There will be a sufficient number of surviving and available senior managers with adequate supporting personnel to continue the essential functions of the University.
3. When an emergency incident occurs that impacts essential University functions, the University will implement COOP.
4. Communications capabilities, transportation, and other infrastructures will be sufficiently intact to allow implementation of this plan.
5. University personnel and federal, state, local and military resources will be available as necessary to continue essential functions.
6. Recovery of a critical subset of the University's functions and application systems will occur and allow essential operations to continue.



7. A disaster may require student, faculty, staff and the public to function with limited support services and some degradation of service, until a full recovery is made.

## **801.00 CONCEPT OF OPERATIONS**

COOP provides a flexible, scalable strategy to manage and recover from situations or events that have a direct adverse impact on University operations. If an incident results in serious injury or loss of life of University leadership, reconstitution of the leadership position will be considered and appropriate personnel reassigned in accordance with the Orders of Succession section below.

Following initial crisis response and life safety efforts, focus will shift to continuity of operations, including the functions, systems, and facilities, in an effort to fully restore operations of the University. When necessary, reconstitution may require use of alternate locations, acquisition and installation of equipment and communications, and placement of personnel.

### **801.01 IMPLEMENTATION CONDITIONS**

COOP is implemented in response to an emergent situation or any other situation that disrupts normal University operations. The plan can be implemented fully or partially. The decision to implement COOP is tailored to the specific situation and is based on the event's projected or actual impact and severity.

Activation of COOP can occur under either of the following conditions:

- A. WITH WARNING – It is expected that in many cases Indiana State University will receive at least some warning prior to an incident. This will enable full execution of COOP with the complete and orderly alert, notification, and deployment of key personnel to assembly sites or pre-identified deployment locations before the incident takes place. Notifications will occur through e-mail, telephonic and other mass notification methods.
- B. WITHOUT WARNING – Execution of COOP following an incident that occurs with little or no warning will depend on the severity of the event and the number of personnel affected. COOP team personnel should expect to be alerted at all hours, depending on the nature of the emergency. Notifications will include a specified report time and location. This communication may occur through e-mail, telephone, and other mass notification methods. Under certain circumstances, in-person notification may be necessary.

During activation of COOP Indiana State University's operating hours for essential functions will remain 24 hours a day, seven days a week. As additional services become available, regular operating hours for each of these will be determined and announced. Regardless of the warning condition, the University will deploy the most critical resources first and other resources will follow as needed.

### **801.02 ORGANIZATION AND ASSIGNMENT RESPONSIBILITIES**

Depending on the nature of the emergency, designated teams will be established by the University to manage COOP operations and perform essential functions. These teams will be comprised of management, functional experts and technical specialists needed to establish essential functions within 12 hours of activation. Additional personnel will augment the initial COOP team to sustain essential functions for a period of up to 30 days. COOP responsibilities of leadership positions and key teams tasked to implement these plans follow.

- A. COOP COORDINATOR – The commander designated by the president notifies the various Department COOP teams once an emergency situation has evolved from the initial response to recovery stage. At that point the COOP will initiate activities to support actions taken by the Departmental Teams and serve as the Institution’s point person to facilitate communication between the Policy Directors and the Departmental COOP Team leads.
- B. DEPARTMENTAL COOP TEAMS – When the departmental COOP teams are formed, they are comprised of personnel from departments, units, and Colleges from across the University. Any organizational element that has a role in continuing or restoring essential functions is considered part of this team. Specific responsibilities are assigned by the Department Director or his/her designated COOP Coordinator. Overall, Departmental COOP Teams are responsible for:
  - 1. Determining the scope and impact of the incident on their operations
  - 2. Prioritizing and implementing continuity and recovery actions
  - 3. Managing and directing the activities of departmental personnel involved in continuity and recovery
  - 4. Deploying requested resources and equipment for continuity operations
  - 5. Providing status reports to the Policy Directors
  - 6. Requesting any additional resources and equipment needed to continue essential functions
  - 7. Implementing their departmental reconstitution plan
  - 8. Planning and conducting the demobilization process
  - 9. Providing facts to support the dissemination of timely, accurate and appropriate information

**801.03 ESSENTIAL FUNCTIONS**

Indiana State University will continue the following essential functions during an emergency requiring continuity of operations:

- 1. Sustain the safety and welfare of University employees, students, and visitors
- 2. Deliver academic programs to students
- 3. Preserve critical research
- 4. Maintain critical business, finance and infrastructure operations

These essential functions guide the continuity planning efforts of all departments across the University. The supporting departmental COOP capture unit-specific actions that will allow continuing functions.

**801.04 ESSENTIAL PERSONNEL AND HUMAN CAPITAL MANAGEMENT**

Essential personnel must be prepared to sustain essential functions remotely or from a relocation site for a period of up to 30 days. If a relocation site is used, staff will receive an orientation briefing from site staff upon arrival at the site regarding administrative issues. Supplies and equipment needed to perform essential functions will be pre-positioned, but individuals are responsible for their personal items.

The University relies on human capital resources and their flexibility to assist COOP team members and the rest of the University population in an emergency. University leadership is expected to:

- a) Be fully informed and understand human capital tools, flexibilities and strategies

- b) Regularly review and update personnel contact information and notification protocols to assure that information remains current
- c) Ensure employees have a clear understanding of their role in an emergency
- d) Develop, review, and update emergency guidelines as needed.

### **801.05 ALTERNATE FACILITIES**

Primary and alternate facilities for the University Policy Directors and Emergency Response Team are covered in Section 202.00 of this plan.

Individual departments will identify their COOP primary and secondary operating locations for their COOP teams. Additionally, the University also has access to additional facilities outside the area that could support the essential functions of the institution.

### **801.06 ORDERS OF SUCCESSION**

In the absence of, or in the event that the President is unable to perform the duties as the leader of the University, the duties of the President will be assumed by administration staff in the following order:

1. Provost and Vice President for Academic Affairs
2. Sr. Vice President for Finance and Administration/University Treasurer

### **802.00 ESSENTIAL EQUIPMENT AND INFORMATION**

The entire University community relies heavily on the Information Technology and Communications Department for communication and technological infrastructure, networking, data management, information security, and help-desk support. As such, the Information Technology and Communications COOP is intimately connected to effective continuity operations.

### **802.01 VITAL RECORDS, SYSTEMS AND EQUIPMENT**

The COOP provides for the protection, accessibility, and recovery of Indiana State University's vital records, systems, and equipment. These are records, systems, and equipment that if irretrievable, lost, or damaged would materially impair the University's ability to carry out essential functions and to continue to conduct business.

Indiana State University, through Departmental COOP, has identified those vital records and databases which must be available to support performance of the designated essential functions. This information is captured in the Information Technology COOP, as well as individual departmental plans.

## 802.02 COMMUNICATIONS

Interoperable and resilient communications form a critical component for a successful University COOP capability. Internal communications systems must support connectivity to other departments, students, faculty, staff, and visitors under all circumstances.

### A. COMMUNICATIONS SYSTEMS

To ensure the provision of critical emergency communications, Indiana State University relies on layers of technological tools with the expectation that different tools may work at different times during continuity operations. Some or all of the following communication tools may be used:

- Voice lines
- Fax lines
- Data lines
- Cellular phones
- Satellite telephone
- E-mail
- ISU Website
- Instant messenger services
- Radio communications systems

### B. PUBLIC INFORMATION

The Media Relations Director serves as the authorized Public Information Officer (PIO) for the University. All public information must be coordinated and disseminated by Office of Communications and Marketing with assistance from other University departments and personnel.

In the event that regular telecommunications on University property are not available, Communications and Marketing will concentrate media relations at a designated location. Information will be available there for the news media and, where possible, for faculty, staff, and students.

During critical incidents, the Office of Communications and Marketing will work with each organizational unit to gather accurate and substantial information regarding the situation and details of the University response. The University PIO, working with the Policy Directors, ERT, and City and County PIO's, as appropriate, will provide notification to faculty, staff, students, and the general public on progress toward recovery, utilizing one or more of the following emergency notification system methods:

- RAVE Text Alert system
- Recorded telephone messages on the University's Information Line (ext. 7777)
- Special announcements sent to University community
- ISU Website ([www.indstate.edu](http://www.indstate.edu))
- Radio, television and newspaper information releases
- Text messages via ISU-Live Television

### 802.03 IMPLEMENTING THE EMERGENCY NOTIFICATION SYSTEM

Regardless of the event, whenever the emergency notification system is activated the entire campus of the University will be notified. There will be no segments of the main campus that will be omitted.

### 803.00 PLAN IMPLEMENTATION

Indiana State University uses a three-phased approach to the activation, management, and eventual de-escalation of COOP. These phases are:

- Activation and Relocation
- Continuity Operations
- Reconstitution

COOP is activated based on known or anticipated threats and emergencies that may occur with or without warning. Once a disruption to business processes exists, the period of COOP implementation begins.

### 803.01 ACTIVATION AND RELOCATION

The President or his/her designee may activate COOP. The decision to activate the plan will be based upon the best available information, previous experience, and upon the advice of University leadership, University Police, and local emergency services agencies.

Once information on an incident is received, Indiana State University uses an executive decision-making process to review the situation and determine the best course of action for response and recovery. The University uses a matrix guide to the activation decision to avoid premature or inappropriate activation of the COOP. Potential disruptions resulting from emergency events are classified as either an:

- Alert
- Stand-by
- Partial Activation
- Full Activation

Using these classifications the President or his/her designee will activate or partially activate COOP as indicated in the matrix below:

CLASSIFICATION	IMPACT ON INSTITUTION	ACTIONS
Alert	An actual or anticipated event may have an adverse impact of up to 12 hours on any portion the department but does not require any specific response beyond what is normally available.	Impacted department alerts appropriate personnel of situation and requests needed assistance. No COOP activation required.
Stand-by	An actual or anticipated event estimated to have minimal impact on operations for 12-72 hours that may require assistance beyond what is normally available.	Impacted department alerts appropriate personnel. Members of the COOP Team are notified and placed on stand-by. Limited COOP activation depending on individual department requirements.
Partial Activation	An event estimated to disrupt the	Impacted department alerts

	operations of one or more essential functions or impact vital systems for more than three days.	University leadership and consults on COOP Plan activation decision. COOP Team members alerted and instructed on the full or partial activation of COOP. May require the mobilization of all resources. May also require the activation of orders of succession. May require the movement of some personnel to an alternate location for a period of more than three days.
Full Activation	An event that significantly disrupts the operations of three or more essential functions or the full department impacts multiple vital systems for more than seven calendar days.	Impacted department alerts University leadership and consults on the COOP activation decision. COOP Team members alerted and instructed on the full activation of COOP. May require activation of orders of succession. May require the movement of significant number of personnel to an alternate location for a period of more than 14 calendar days. Event may require the complete mobilization of all resources.

The above matrix focuses on the way in which the emergency event may impact the capabilities of Indiana State University to provide its mission critical and essential functions. To remain flexible in the variety of situations that could trigger an activation or partial activation of COOP, this matrix provides guidance. Recommended impacts and decisions may be modified based on actual events. Once the decision is made to activate the plan, the following actions may be required:

- Notify Building Coordinators of impending activation and relocation requirements
- Notify affected local, regional and state agencies
- Activate plans to transfer to alternate facilities
- Instruct advance team to ready alternate facilities
- Notify University COOP personnel regarding activation of COOP and their status
- Prepare non-prepositioned documents and equipment required for essential functions for transport to the alternate facilities
- Secure original facilities
- Relocate to the designated alternate facilities

## COOP TEAM NOTIFICATION

Once the decision to activate COOP is made, COOP Teams will be notified using the following procedures:

- The President or his/her designee will direct the University COOP Coordinator to notify relevant departmental COOP Coordinators. This is currently the director of Public Safety.
- The COOP Coordinator notifies relevant departmental COOP Coordinators of the activation and provides an update on the situation and initial priorities and instructions (e.g., “arrive at designated meeting location within two hours for initial assessment”).
- Departmental COOP Coordinators notify respective team members of their roles and responsibilities, as well as where and when to report.

Notification of departmental COOP teams may occur through text message, e-mail, telephone call, in-person notification or by using departmental call down procedures and other mass notification methods. The full extent of the University’s communications tools will be used to contact COOP personnel, and existing procedures for broadcasting emergency notifications will be followed.

## **803.02 CONTINUITY OPERATIONS**

Indiana State University will perform any essential functions determined to be critical to University operations from designated alternate facilities using temporary procedures as required. Responsibilities will be assigned to personnel in order to maintain essential functions and additional staff will be activated as required to provide other services and functions as necessary. The Policy Directors will provide additional guidance to all personnel regarding the duration of alternate operations and include pertinent information on payroll, time and attendance, duty assignments, etc. Normal lines of communications will be reestablished within the University to external agencies, and to the public as soon as possible. Activities during the continuity operations phase include, but are not limited to:

- Reviewing message traffic, situation reports, or other reports related to the event
- Coordinating with other appropriate ISU departments/organizations to gather information
- Assessing the impact, damage or potential damage, or response requirements of the incident (in coordination with Risk Management)
- Coordinating and acquiring any necessary assistance
- Coordinating with COOP members on response activities
- Executing activities that continue essential function operations
- Compiling updates and briefings on the status of the event, actions completed, actions in progress, and potential impact to specific departments
- Evaluating and determining changes in COOP team staffing requirements based on essential function support needs
- Providing additional guidance as required by the situation to non-designated employees through available means
- Reprioritizing and recommending future response actions
- Initiating reconstitution planning
- Providing or requesting assistance to (or from) the University’s Policy Directors as necessary
- Conducting information sharing activities with relevant University entities to assist in planning and conducting response operations
- Ensuring the Policy Directors are apprised of departmental activities
- Tracking reports and associated attachments (e.g., situation reports) received or distributed since the first notice of the event
- Keeping a record of actions taken and financial commitments
- Ensuring timely and accurate reports are prepared and disseminated as they relate to event response operations

## **RELOCATION**

If relocation to an alternate site is required, departmental COOP team members will gather personal effects and assemble at the designated alternate site as indicated in the notification message.

- The University COOP Coordinator will initiate activities to support actions taken by the departments, this may include guidance to non-COOP personnel as well as the public regarding such issues as reduction of service or operational hours
- The departmental COOP Coordinators will ensure their alternate facility is ready to receive the departmental COOP team members
- Within two hours, activated staff will assemble at the alternate site location
- Within each affected department, leadership will confirm the safe evacuation of staff from facilities, if applicable, and account for personnel throughout the duration of the COOP event
- Supervisors and managers will make contact with staff under their span of control using staff contact lists

### **803.03 RECONSTITUTION**

Reconstitution involves actions needed to help the University return to full, normal operations. As soon as feasible, planning and preparation for demobilization and the transfer of communication, vital records, databases, and other essential activities back to the primary facilities will begin. The options for reconstituting normal operations include:

- Return to the normal department facilities
- Transfer operations to a long-term temporary site
- Transfer operations to a new, permanent location

Reconstitution procedures will be put into action when the President and Policy Directors confirm that the emergency situation has ended and is unlikely to reoccur in the foreseeable future. Circumstances may dictate that a new primary facility has to be designated and subsequently occupied. The University COOP Coordinator is the central coordinator for this phase. S/he will work with the Department COOP coordinators and the Policy Directors to facilitate a smooth transition to normal operations.

As soon as possible following the resumption of normal operations, the University COOP Coordinator will convene the Department COOP coordinators involved in the emergency to collect information on critical issues requiring leadership attention, lessons learned, and best practices associated with the response. The information gathering effort will focus on identifying what did and did not facilitate response efforts and on developing recommendations to improve procedures for future event response operations. The COOP Coordinator will then prepare a report based on this information to be submitted to the Policy Directors.

### **803.04 SCENARIO SPECIFIC CONSIDERATIONS**

While a majority of actions taken to continue essential functions following an emergency are the same, there are unique characteristics to every situation that will impact how response actions are carried out. The scenario specific considerations for three of the most likely situations are provided below.

#### **SCENARIO 1 – LOSS OF ACCESS TO A FACILITY**

##### **A. ASSUMPTIONS**

- If facility is an academic building, the Office of the Provost will be heavily involved in identifying alternate classroom space
- Research buildings will present long term recovery issues due to potential hazardous materials challenges
- Risk Management personnel will be available to support damage assessment activities



## B. IMPLEMENTATION PHASES

### 1. ACTIVATION AND RELOCATION

- The COOP Plan will be activated during the transition from initial emergency response to recovery management actions

### 2. CONTINUITY OPERATIONS

- The affected department will implement its COOP Plan and engage the Policy Directors to assist in identifying alternate space
- During an event that leaves resident students without shelter for a significant period of time, those affected will be relocated according to the strategy in the Residential Life COOP
- If a housing facility or portion of a facility is deemed uninhabitable, displaced residents will be assigned new permanent housing

### 3. RECONSTITUTION

- Full assets of the University will be leveraged to facilitate the return to normal operations

## SCENARIO 2 – LOSS OF SERVICES (REDUCTION IN WORKFORCE)

### A. ASSUMPTIONS

- The reduction in workforce will be widespread, making redistribution of resources across communities unreliable
- The impact of the event is a continuously evolving process, rather than a discrete event, with ongoing adverse effects that can increase exponentially
- While additional training is needed, employees have been cross-trained to provide backup coverage focusing on services identified as critical to the mission of the University
- Vital systems are available and accessible to staff via telecommuting
- Some employees responsible for supporting critical systems may work from locations other than their offices (telecommuting), and extended telecommuting operations will be supported if necessary
- Departments have identified alternate work arrangements such as alternate work schedules, and remote support to deal with emergencies that create a reduction in workforce
- Should the reduction in workforce be significant, it may be necessary for services to be prioritized and those deemed non-essential be reduced in some manner
- If the reduction of workforce is due to a pandemic, the University will follow recommendations from the Centers for Disease Control and Prevention and the World Health Organization

## B. IMPLEMENTATION PHASES

### 1. ACTIVATION AND RELOCATION

- Due to the slow evolution of the event, the University will monitor the situation closely and keep COOP team members on alert and advised of changes
- The COOP teams will not physically meet to manage the response; necessary meetings will be held telephonically or electronically

### 2. CONTINITY OPERATIONS

- During the lifespan of the reduction of workforce, activities at the University will slowly be minimized in response to the situation. The reduction may unfold as follows:
  - Normal operations will continue with the exception of increased surveillance for potential local impacts
  - There will be restrictions on ISU related travel
  - If applicable, there will be a quarantine of incoming personnel from involved regions
  - Throughout the event, there will be continued development, refinement, and deployment of the incident specific action plan

- As the event unfolds, there will be a potential closure of classroom instruction, which will move to the closure of all classroom instruction
  - Only essential function personnel will be allowed at their work sites
  - Communication internally and externally will be maintained
3. RECONSTITUTION
- Since facilities are intact, as the reduction in workforce wanes employees will be able to return to their regular work locations

### SCENARIO 3 – LOSS OF SERVICES (EQUIPMENT OR SYSTEM FAILURE)

#### A. ASSUMPTIONS

- The University will rely heavily on OIT to execute detailed disaster recovery plans for essential systems and databases as documented in the OIT COOP
- The availability of vendor support will affect how quickly affected systems can be restored
- Relocation may not be necessary, as long as systems or equipment loss does not affect safety issues
- If relocation is required, users of OIT applications must be prepared to function on their own while relocation is underway

#### B. IMPLEMENTATION PHASES

##### 1. ACTIVATION AND RELOCATION

- If internal communications systems are affected, notification efforts will rely on cell phones, radio communications, and personal contact, as necessary

##### 2. CONTINUITY OPERATIONS

- Should OIT's computer rooms or equipment become unusable, OIT is prepared to install temporary floor space – or procure such space from external sources – and replacement equipment to recover operations. Depending on the availability of on campus space to accommodate temporary floor space, this plan takes from five to eight days to execute, and it calls for all enterprise applications to be restored.
- Critical services (tier 0) – Recovery time estimates for these services vary depending on the severity of the outage. If a small number of these systems were lost, the OIT Recovery Team could reasonably reallocate and reconfigure systems within eight hours. If large numbers of systems were lost, replacement space and/or hardware would need to be procured, and the recovery task could take from three to five days.
- Network/Communications – OIT supports the University's data and video network infrastructure as well as centrally maintained network servers. Unlike the centrally maintained servers, networking is distributed with switching equipment located in small areas in many buildings and in centralized distribution points. Widespread equipment distribution and the number of components (along with the severity of the event) make network recovery projections vary substantially. The OIT disaster recovery plan estimates as few as four hours for recovery from a minor event, to several days or weeks depending on the severity of a major event (where switching equipment and structured cabling connecting the equipment are destroyed).
- Ancillary services (tier 2 and 3) – A minor event, such as a single server failure, can be repaired within twenty-four hours. Recovering from a more severe, but isolated event is estimated to take between forty eight to seventy two hours after the acquisition of replacement hardware. Extensive disasters requiring acquisition of new hardware would take from seventy two to one hundred twenty eight hours.
- Telecommunications Services – In the event the University's central telephone switch is rendered completely inoperative due to a natural or other disaster, Voice Data Systems

(VDS), the providing support for the Avaya telecommunications switch, estimates that limited, basic telephone service can be restored to most locations within seventy two hours.

- Application recovery (tier 1) – In the event of disruption to enterprise applications identified as tier 1 in the OIT disaster recovery action plan, OIT will restore applications, software and production files. Recovery of applications is directly dependent upon network and system infrastructure being available, thus efforts to restore infrastructure precede application recovery activities.

### 3. RECONSTITUTION

- OIT will work with affected departments to restore services that were deferred.

## 804.00 TESTING AND TRAINING

Testing and training of COOP capabilities are necessary to demonstrate and improve ability to execute emergency procedures. The University COOP Coordinator will work with the Policy Directors and individual departments to conduct testing and training. The overall objective of these efforts is to improve the University's ability to effectively manage and execute this plan and any additional activities associated with emergency response and recovery. Tests and training will be conducted as indicated below:

### A. TEST EMERGENCY NOTIFICATION SYSTEM MONTHLY

- Send test message to the University community via RAVE messaging, e-mail, All Hazards Siren, and ISU Live Television
- Evaluate timeliness of message distribution
- Evaluate effectiveness of All Hazards Siren

### B. WHEN FULLY FUNCTIONAL, TRAIN NEW COOP TEAM MEMBERS WITHIN 30 DAYS OF APPOINTMENT

- Provide an orientation and training class
- Schedule participation in all training events

### C. PLAN AND CONDUCT TRAINING EXERCISES ANNUALLY

- Conduct internal exercises
- Support and participate in interdepartmental exercises

### D. THE SATELLITE PHONE IS TESTED ON A MONTHLY BASIS

- This testing will be conducted by ISU Police Dispatch Staff

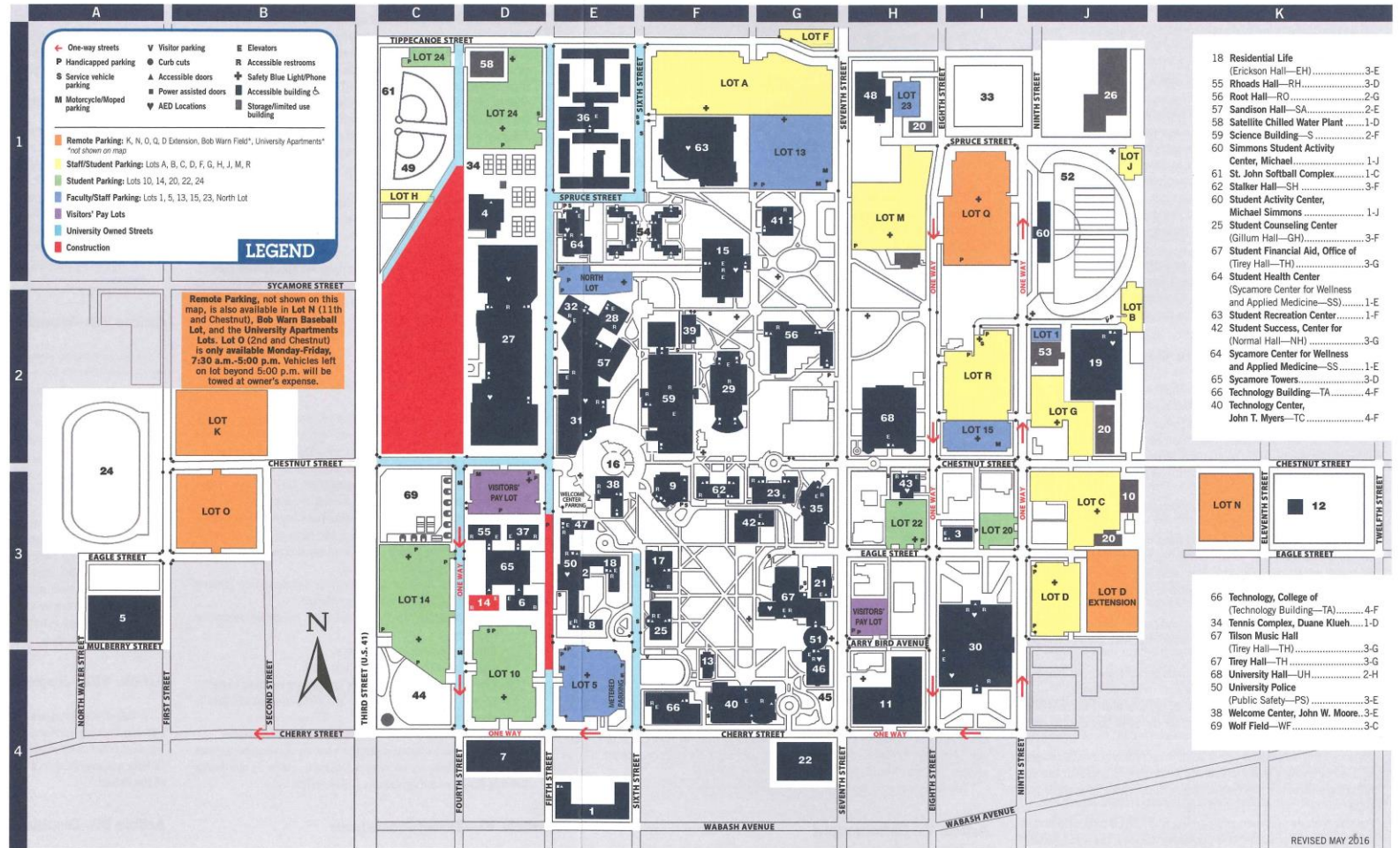
### E. GENERAL COMMAND POST ALTERNATE SITE FEDERAL HALL ROOM 007

- a. Backup telephones connected to auxiliary lines in the backup location of the General Command Post in Federal Hall Room 001 will be tested annually in December during winter break
- b. The testing will be under the direction of the Office of Information Technology

# INDIANA STATE UNIVERSITY MAIN CAMPUS

## BUILDING LIST

- 1 500 Wabash .....4-E
- 2 Academic Enrichment Center.....3-E
- 28 Admissions, Office of (John W. Moore Welcome Center).....3-E
- 3 African American Cultural Center—AF.....3-I
- 27 Arena (Health and Human Services Building—A).....2-D
- 4 Art Annex—AA.....1-D
- 62 Arts and Sciences, College of (Stalker Hall—SH).....3-F
- 5 Athletics Annex West.....3-A
- 6 Blumberg Hall—BL.....3-D
- 7 Bookstore (Barnes and Noble Booksellers) and Indiana State University Foundation.....4-D
- 8 Burford Hall—BU.....3-E
- 22 Business, Scott College of (Federal Hall—FD).....4-G
- 9 Career Center.....3-F
- 10 Central Chilled Water Plant.....3-J
- 11 Cherry Street Parking Garage.....4-H
- 31 Commons (Hulman Memorial Student Union—HU).....2-E
- 12 Community Garden.....3-K
- 13 Condit House—CH.....4-F
- 25 Counseling Center, Student (Gillum Hall—GH).....3-F
- 14 Cromwell Hall—CR.....3-D
- 15 Cunningham Memorial Library—LC.....1-F
- 31 Dede Activity Center (Hulman Memorial Student Union—HU).....2-E
- 16 Dede Plaza.....2-E
- 17 Dreiser Hall—DH.....3-F
- 68 Education, Bayh College of (University Hall—UH).....2-H
- 18 Erickson Hall—EH.....3-E
- 19 Facilities Management and Purchasing—FM.....2-J
- 20 Facilities Management Storage Buildings.....1-H, 2-J, 3-J
- 21 Fairbanks Hall—FH.....3-G
- 22 Federal Hall—FD.....3-G
- 23 Fine Arts Building—FA.....4-G
- 7 Foundation, Indiana State University and Bookstore (Barnes and Noble Booksellers).....4-D
- 24 Gibson Track and Field.....2-A
- 25 Gillum Hall—GH.....3-F
- 29 Global Engagement, Center for (Gillum Hall—GH).....3-F
- 25 Graduate and Professional Studies, College of (Gillum Hall—GH).....3-F
- 26 Grounds Maintenance Building.....1-J
- 43 Health and Human Services, College of (Nursing Building—CN).....3-H
- 27 Health and Human Services Building—A.....2-D
- 29 Hines Hall—HI.....2-E
- 28 Holmstedt Hall—HH.....2-F
- 30 Hulman Center—HC.....3-I
- 31 Hulman Memorial Student Union—HU.....2-E
- 29 IU School of Medicine—Terre Haute (Holmstedt Hall—HH).....2-F
- 32 Jones Hall—JO.....2-E
- 33 Kennedy Field.....1-I
- 34 Klueh Tennis Complex, Duane.....1-D
- 35 Landini Center for Performing and Fine Arts, Richard G.—PA.....3-G
- 15 Library, Cunningham Memorial—LC.....1-F
- 36 Lincoln Quadrangles—LQ.....1-E
- 37 Mills Hall—MI.....3-D
- 38 Moore Welcome Center, John W. ....3-E
- 39 Multimedia Services, Center for.....2-F
- 40 Myers Technology Center, John T.—TC.....4-F
- 41 New Theater—NT.....1-G
- 42 Normal Hall—NH.....3-G
- 43 Nursing Building—CN.....3-H
- 44 Oakley Place.....4-C
- 45 Oakley Plaza.....4-G
- 11 Parking Garage, Cherry Street.....4-H
- 46 Parsons Hall—PH.....4-G
- 35 Performing and Fine Arts, Richard G. Landini Center for—PA.....3-G
- 47 Pickerl Hall—PI.....3-E
- 48 Power Plant—PO.....1-H
- 49 Price Field.....1-C
- 50 Public Safety—PS.....3-E
- 51 Rankin Hall—RA.....3-G
- 52 Recreation East.....1-J
- 53 Recycle Center.....2-J
- 54 Reeve Hall.....1-E
- 18 Residential Life (Erickson Hall—EH).....3-E
- 55 Rhoads Hall—RH.....3-D
- 56 Root Hall—RO.....2-G
- 57 Sandifson Hall—SA.....2-E
- 58 Satellite Chilled Water Plant.....1-D
- 59 Science Building—S.....2-F
- 60 Simmons Student Activity Center, Michael.....1-J
- 61 St. John Softball Complex.....1-C
- 62 Stalker Hall—SH.....3-F
- 60 Student Activity Center, Michael Simmons.....1-J
- 25 Student Counseling Center (Gillum Hall—GH).....3-F
- 67 Student Financial Aid, Office of (Trey Hall—TH).....3-G
- 64 Student Health Center (Sycamore Center for Wellness and Applied Medicine—SS).....1-E
- 63 Student Recreation Center.....1-F
- 42 Student Success Center for (Normal Hall—NH).....3-G
- 64 Sycamore Center for Wellness and Applied Medicine—SS.....1-E
- 65 Sycamore Towers.....3-D
- 66 Technology Building—TA.....4-F
- 40 Technology Center, John T. Myers—TC.....4-F
- 66 Technology, College of (Technology Building—TA).....4-F
- 34 Tennis Complex, Duane Klueh.....1-D
- 67 Tilson Music Hall (Trey Hall—TH).....3-G
- 68 University Hall—UH.....2-H
- 50 University Police (Public Safety—PS).....3-E
- 38 Welcome Center, John W. Moore.....3-E
- 69 Wolf Field—WF.....3-C



REVISED MAY 2016



Appendix A

**INDIANA STATE UNIVERSITY  
DEPARTMENT OF FACILITIES MANAGEMENT  
DAMAGE ASSESSMENT OF FACILITIES**

**APRIL, 2013**

Following a major campus event, an assessment shall be made of each affected facility utilizing the following checklist as a foundation for all such evaluations. Evaluations shall be made with qualified licensed professional architects, engineers, and other specific professionals as required.

**TYPE OF DISASTER:** \_\_\_\_\_

**DATE OF DISASTER:** \_\_\_\_\_

**BUILDING NAME:** \_\_\_\_\_

**BUILDING NUMBER:** \_\_\_\_\_

**BUILDING ADDRESS:** \_\_\_\_\_

**DATE OF INSPECTION:** \_\_\_\_\_

**NAME(S) OF INSPECTOR(S):** \_\_\_\_\_

**No. of STORIES ABOVE GRADE:** \_\_\_\_\_

**FLOOR NUMBER BEING ASSESSED:** \_\_\_\_\_

**(NOTE: ATTACH MARKED UP FLOOR PLANS AND ELEVATIONS WITH INSPECTION NOTATIONS AS APPLICABLE TO THIS REPORT)**

**CONDITION ASSESSMENT-**

**Overall Hazards** (building leaning, partial collapse) Minor/None \_\_\_ Moderate \_\_\_ Severe \_\_\_

Structural Hazards Foundations Minor/None \_\_\_ Moderate \_\_\_ Severe \_\_\_

Roof, Floors (vertical loads) Minor/None \_\_\_ Moderate \_\_\_ Severe \_\_\_

**Non-structural Hazards** Minor/None \_\_\_ Moderate \_\_\_ Severe \_\_\_

Windows, Glazing Minor/None \_\_\_ Moderate \_\_\_ Severe \_\_\_

Fire Alarm Systems Minor/None \_\_\_ Moderate \_\_\_ Severe \_\_\_

Light Fixtures Minor/None \_\_\_ Moderate \_\_\_ Severe \_\_\_

Sprinkler Systems Minor/None \_\_\_ Moderate \_\_\_ Severe \_\_\_

Suspended Ceilings Minor/None \_\_\_ Moderate \_\_\_ Severe \_\_\_

Stairs and Exits Minor/None \_\_\_ Moderate \_\_\_ Severe \_\_\_

**Mechanical Hazards**

Minor/None \_\_\_ Moderate \_\_\_ Severe \_\_\_

Electrical Systems Minor/None \_\_\_ Moderate \_\_\_ Severe \_\_\_

Emergency Generator Minor/None \_\_\_ Moderate \_\_\_ Severe \_\_\_

HVAC Systems Minor/None \_\_\_ Moderate \_\_\_ Severe \_\_\_

Water/Sewer Systems Minor/None \_\_\_ Moderate \_\_\_ Severe \_\_\_

Fuel Systems Minor/None \_\_\_ Moderate \_\_\_ Severe \_\_\_

**(NOTE: Responses to the checklist items above may be either a 'X' on a line showing Minor/None, Moderate, or Severe, OR may be a number which refers to a footnote detailing additional information from the inspector on the property assessment, thus providing greater detail for further study and action!)**

## Addendum

### Study Abroad/Faculty led student travel communication procedures

#### 600.00 Study Abroad/Faculty Led Protocols

Indiana State University has an extensive set of protocols for health and safety.

1. **Registration with Embassy:** Prior to departure, (U.S.) students are required to enroll via the U.S. Department of State's online system in The Smart Traveler Enrollment Program (STEP). STEP is a free service to allow U.S. citizens and nationals traveling abroad to enroll their trip with the nearest U.S. Embassy or Consulate. That way, in the unlikely event of a crisis or emergency evacuation, the Embassy or Consulate will already be aware of our students' presence in the country.
2. **Mandatory Orientation:** Prior to departure, our staff, faculty and students participate in a comprehensive mandatory orientation program that focuses on various topics including health, safety, and security risks while abroad.
3. **Means for Communication:** All program participants must have the means to communicate with the education abroad office during their time abroad while on study abroad of faculty led program. This will assist our office to stay in touch with the participants during an emergency or crisis.
4. **Emergency Contact:** During pre-departure orientation, the Education Abroad office will provide all participants with a dedicated Indiana State University Education Abroad emergency cell phone number that is available to them 24/7 for any type of crisis or emergency.
5. **Travel Tracking:** Students going on independent travel are required to inform the host university on-site staff and the ISU Education Abroad Office regarding their specific travel plans before leaving the host institution abroad. This system is designed to help on-site abroad staff locate traveling students swiftly in a crisis or emergency.
6. **Prompt Communication:** When a crisis occurs in a city or region where the ISU Education Abroad has a program, we promptly notify our students and faculty studying or travelling in that location in order to make them aware of the situation. Once the participants are located and their safety is accounted for, Office of Education Abroad will promptly communicates with the campus officials. In case of an emergency, the emergency contact provided by the participant will be notified
7. **Global Security Partner:** In case of an emergency, ISU Education Abroad partners with a global security firm to assist with evacuating education abroad participants from the city or region.
8. **Monitor Global Communication:** Every day, members of the ISU Abroad Staff monitors multiple governmental, private security, and intelligence websites and sources to keep abreast of risks, incidents, and dangers in the countries where our programs are located. ISU Abroad Staff promptly follows up with ISU Crisis Assessment Team (ICAT) when threats appear, in case they might adversely impact our students. In these communications, the Study Abroad Staff often suggests proactive steps designed to keep our students well-informed and help them reduce the risk of harm to themselves (e.g., by instructing them to avoid planned protests or demonstrations as they can turn violent).
9. **Medical Reports:** Study Abroad students are required to complete and submit medical forms signed by the student and their physician. These forms provide opportunities students to self-report any medical conditions they have, as well as medications they are using or treatments they may require while

abroad. This helps facilitate reasonable accommodations and open communication about expectations and preparation while abroad.

## **International Crisis Assessment Team Mission**

The mission of the International Crisis Assessment Team (ICAT) is responsible for monitoring world events and will work with university administrative units to communicate risks and mitigation of strategies. ICAT is charged with offering proactive behavioral and mental health interventions by employing a collaborative, objective, and coordinated approach to identifying, assessing, and providing intervention or management of situations that may be of substantial disruption to ISU students, faculty, or staff while abroad.

### **Function and Goals**

The ICAT is comprised of campus-wide members whose goal is to consult, advise, and make recommendations on reports of incidents or troublesome behaviors involving participants of the ISU Education Abroad program. All reasonable actions will be taken to manage risks and respond to emergencies with the acknowledgement that no single plan can address all contingencies. The protocols established here are to be followed by the ISU Education Abroad program, as well as university administration, to prepare and quickly respond to international emergencies involving study abroad and faculty-led participants.

### **What is an Emergency?**

Examples of such instances include, but are not limited to:

- Disappearance or kidnapping of participant
- Criminal assaults against program participants
- Sexual assault or rape
- Serious illness – physical or emotional, injury, or death
- Hospitalization for any reason
- Arrest, incarceration, or deportation
- Hate crimes by or against participant
- Terrorist threat or attack
- Local political crisis or unrest
- Natural disasters
- Behaviors that appears to be dangerous or threatening to oneself or others
  - Angry, hostile, assaultive, or abusive behaviors of participant
  - Bizarre, strange, or other uncommon behaviors that are significantly inappropriate or worrisome
- High risk substance abuse

A “perceived emergency” can result from events that are not immediately threatening to the health or safety of participants. If there is a perceived emergency, the Education Abroad Office is in communication with specific



international contacts within the various programs to gauge the seriousness of the situation. In many instances, these contacts are able to verify if the situation should be perceived as a real emergency.

The **ICAT** discussions may include but are not limited to:

- (a) Current and past host country events;
- (b) Current and past participant behaviors;
- (c) Understanding how the event is impacting the international program;
- (d) Identifying existing points of communication and support; and
- (e) Developing an plan of action to respond to the situation.

Work of the ICAT is intended to be proactive, but depending on the case, it may need to react quickly to a particular situation.

The ICAT does not enact sanctions or administer policy regarding referrals; *however* the team can coordinate and share information with units that may take administrative actions such as:

- emergency evacuations;
- evaluation for immediate detention;
- conduct/disciplinary action (student, staff or faculty);
- emergency notification of others;
- parental/guardian notification; and
- recommend medical and/or psychological evaluation and/or permission to receive such records.

In some cases, there may be no violation of campus rules or policies, but the behavior may evoke alarm or concern among involved participants. The ICAT provides consultation and recommendations to the appropriate parties.

Please note that consideration is given to all confidentiality laws and standards.

## **Members**

ICAT is comprised of individuals who are in place to move more quickly in dealing with higher risk situations that need immediate attention. Standing members would include the Director of Center for Global Engagement, Associate Director of Center for Global Engagement, Director of Education Abroad, and Assistant Director of Education Abroad. Based on the type of incident, location, and who is involved, additional members may be added. The ICAT members may include:

- The Provost
- Representative from Office of Title IX
- Representative from the Office of Student Conduct and Integrity
- Representative from Public Safety
- Representative from Student Counseling Center
- Representative from UAP Medical clinic

Examples of additional members who may be added include:

- Associate VP for Academic Affairs
- The Director of Housing
- A designated Dean, Chair, or faculty member
- The University's Legal Counsel

Membership may change according to the nature of the situation and the individuals involved.

### **Referrals to the International Crisis Assessment Team**

Host schools and or affiliate partners have a duty to report any situation that involves the well-being of any ISU participant abroad. Any member of the university community that may become aware of such a situation where an imminent threat or risk to others could occur, the matter should be immediately reported to the International Crisis Assessment Team by contacting Public Safety or the Associate Director of the Center for Global Engagement.

It is important to emphasize that reports to the formal ICAT may not be made anonymously because of the limitations to investigating and ability to take action without complete information. Please include, at a minimum, your name, phone number and email address.

**As noted, ALL concerns requiring immediate attention (criminal, violent, threatening, or imminent suicidal behavior) should be directed to ISU Public Safety.**

Add to current 600.01 Family Assistance Call Center

After third paragraph – In the event of incidents or troublesome behavior involving members of the campus community while abroad, member(s) of the ICAT will be included in operations of the Family Assistance Call Center.

**EMERGENCY RESPONSE PROCEDURES**

**MAJOR EMERGENCY OCCURS-  
911 or 812-237-5555 CALLED**

**PUBLIC SAFETY DISPATCH WILL:**  
Send Officer  
Send additional resources as required  
(Fire Department, Ambulance, Etc.)  
Notify Director of Public Safety

**DIRECTOR OF PUBLIC SAFETY WILL:**  
Cause Policy Directors to be notified  
In consultation with Policy Directors and  
appropriate Team assign Emergency status as  
Indicated below

**EMERGENCY IS:**  
Small scale  
Localized  
Easily contained  
Not requiring large scale  
evacuation  
Classified as Level 1

**EMERGENCY IS:**  
Involving entire floor or  
building  
Affecting many  
people  
Possibly requiring large  
scale evacuation  
Requiring Off-campus  
resources  
Classified as Level 2

**EMERGENCY IS:**  
Campus wide  
disastrous event  
Causing widespread  
damage and injuries  
Overwhelming available  
resources  
Potentially disrupting  
normal activities of  
University for  
extended period  
Classified as Level 3

**LEVEL 1 RESPONSE:**  
Emergency  
Notification System  
may be activated  
Emergency Response  
Team apprised of  
conditions  
Field Command Post  
may be established

**LEVEL 2 RESPONSE:**  
Emergency  
Notification System  
activated  
Emergency Response  
Team will report as  
directed  
General Command Post  
may be  
established  
Field Command Post  
will be established  
President may  
declare State of  
Emergency

**LEVEL 3 RESPONSE:**  
Emergency  
Notification System  
activated  
Emergency  
Response Team  
respond to General  
Command Post  
Field Command Post  
established  
President will  
declare State of  
Emergency