



Emergency
Response
Manual

Not Public Safety Sensitive

Revised July 2014

EMERGENCY RESPONSE MANUAL

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I. MAJOR EMERGENCY GUIDELINES

A. Purpose

The basic emergency guidelines outlined in this manual are intended to protect 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 designee, may declare a state of emergency, and these contingency guidelines may be implemented. In event of a lockdown, Campus Police will notify first responders that the campus is in lockdown.

This manual addresses two types of emergency situations:

1. Large-scale disorder, and
2. Large-scale natural/ man-made disaster

Since an emergency may occur suddenly and without warning, these guidelines are designed to be flexible in order to accommodate contingencies of various types or magnitudes.

B. Scope

These guidelines apply to all personnel, buildings, and grounds owned and operated by West Liberty University including those peripheral areas adjoining the University.

C. Types of Emergencies

Specific types of emergencies that may be covered by this manual:

1. Fire
2. Natural disaster
3. Hazardous waste spill
4. Explosion, downed aircraft (crash) on campus
5. Bomb
6. Civil disturbance or demonstrations
7. Utility failure
8. Violent or criminal behavior
9. Medical and first aid (epidemic poisoning)
10. Psychological crises
11. Terrorist attacks

D. Definitions

The President or designee serves as the overall Emergency Director during any major emergency or disaster. The following definitions of an emergency are provided as guidelines to assist building and area coordinators in determining the appropriate response:

1. Minor Emergency: Any incident, potential or actual, which will not seriously affect the overall functional capacity of the University. Report these immediately to Campus Police at extension 8021.

2. Major Emergency: Any incident, potential or actual, which affects an entire building or buildings and which disrupt the overall operations of the University. Outside emergency services probably will be required, as well as major efforts from campus support services. Major policy decisions usually will be required from the administration during times of crisis. Report such emergencies to Campus Police, at ext. 8021.
3. Disaster: Any event or occurrence, which has taken place and has seriously impaired or halted University operations. In some cases mass personnel casualties and severe property damage may be sustained. A coordinated effort of all campus wide resources is required to control the situation effectively. Outside emergency services will be essential. In all cases of disaster, an Emergency Command Post (see III, below) will be activated, and the appropriate support and operational plans will be executed. In addition, any incident which has the potential for adverse publicity concerning campus resources, and/or officials of the University should be promptly reported to the Campus Police at ext. 8021.

E. Assumptions

This manual is predicated on a realistic approach to the problems likely to be encountered on campus during a major emergency or disaster. Hence, the following general guidelines are presumed:

1. An emergency or a disaster may occur at any time of the day or night, weekend or holiday, with little or no warning.
2. The succession of events in an emergency is not predictable, hence, published support and operations plans will serve only as checklists. They may require field modification in order to meet the requirements of the situation.
3. Disasters may affect residents in areas surrounding the University; therefore city, county, and federal emergency services may not be available immediately to address problems on campus. A delay in off-campus emergency services may be expected (up to 48 – 72 hours).

F. Declaration of State of Emergency

The authority to declare a campus state of emergency rests with the President or designee as follows:

During the period of any campus major emergency (including disasters), the Campus Police department shall place into effect the procedures necessary to address the emergency, safeguard persons and property, and maintain educational facilities. Campus Police shall consult with the President or designee regarding the nature of the emergency and the propriety of declaring state of emergency.

If such declaration is made, only registered students, faculty, staff, and essential contractors shall be authorized to be on campus. Unauthorized persons will be asked to leave. Any who refuse to leave will be deemed trespassers and treated as such by Campus Police and other law enforcement personnel. Only those faculty and staff who have emergency response duties will

be allowed to enter the immediate emergency or disaster area. In the event of earthquakes, aftershocks, fires, storms, or other major disasters occurring on or about the campus, Campus Police officers and Facilities Management personnel will be dispatched to determine the extent of any damage to University property.

II. DIRECTION AND COORDINATION

A. Emergency Director

All emergency operations shall be directed by the President or designee and the Emergency Coordinator. In the absence of the President, an on-duty Campus Police officer shall assume operational control of the emergency until relieved and shall consult with whichever senior administrator is available (reference Board of Governors Policy 27 – Order of Responsibility).

B. Emergency Coordinator

The direct operational control of efforts to address a major emergency or disaster shall be the sole responsibility of the Emergency Coordinator or designee.

III. EMERGENCY COMMAND POST

When a major emergency (or disaster) occurs or is imminent, it shall be the responsibility of Campus Police to set up and staff an Emergency Command Post. The regular department facilities in the Myers Maintenance building are also to be kept fully operational.

A. Field Emergency Command Post

If the emergency involves only one building or a small part of the campus, a Campus Police vehicle is to be placed as near the emergency scene as is reasonably possible. At least one Campus Police officer or other law enforcement officer is to staff the command post at all times. A small office with a desk, chairs, and a telephone may also be required near the scene.

Field Emergency Command Post equipment shall include:

1. Barricades, barrier tape, and signs.
2. Portable hand radios and cell phone.
3. Portable public address system.
4. First aid kit.
5. Campus telephone directory and local telephone directory including yellow pages.
6. Laptop computer for text alert, accessing social media, etc.

IV. CRITICAL INCIDENT RESPONSE TEAM

In addition to establishing an Emergency Command Post as necessary, Campus Police shall immediately begin contacting members of the Critical Incident Response Team (CIRT):

Emergency Director:	President or designee
Emergency Coordinator:	Executive Vice President and General Counsel
Damage Control:	Chief Operations Officer

Campus Police Department:	Chief or Lead officer
Dean of Students	
Residence Life Operations:	Director of Housing and Residence Life
Health Service:	Nurse
Campus Safety Office:	Safety Specialist
Public Information:	Director of Media Relations

CIRT members should have the capability to be in constant communication with each other and with the Emergency Command Post.

V. RESPONSIBILITIES

A. President

The President or designee serves as Emergency Director.

B. Administrators, Deans, and Department Heads

Every administrator, dean, and department head may appoint a specific person as Building/Facility Coordinator for activities under their control. Such persons may have the following general responsibilities prior to and during any emergency:

1. Emergency Preparedness
 - a. Building evacuation information may be distributed to all employees with follow-up discussions and on-the-job training or explanation.
 - b. Time may be allowed for training employees in emergency techniques such as fire extinguisher usage, first aid, CPR, and building evacuation procedures.
2. Emergency Situations
 - a. Inform all employees under their direction of the emergency condition.
 - b. Evaluate impact the emergency has on their activity and take appropriate action. This may include ceasing operations and initiating building evacuation.
 - c. Maintain emergency telephone communications with CIRT from their own locations (or from an alternate site if necessary).

C. Faculty and Supervisors

Each faculty member and staff supervisor may have the responsibility to:

1. Inform students and/or employees concerning emergency procedures, e.g. evacuation procedures for their building and/or activity.
2. Survey and evaluate their assigned building facility or activity and determine the impact an emergency may have on their facility. Report all safety hazards to the Chief Operations Officer. Submit work orders to reduce hazards and to minimize the risk of accidents.
3. Important: Advise all students, staff, and faculty to follow building evacuation procedures, e.g. reporting to a designated campus assembly area outside the building where a head count can be taken.

VI. UNIVERSITY NOTIFICATION SYSTEM

The telephone is the primary means of emergency notification, i.e. for timely dissemination of information regarding an emergency.

A. Campus Police Officer On-Duty:

The Campus Police department is the focal point for transmission of official emergency telephone communication to and from administrators. Each administrator, upon receiving notification of a campus emergency, is to pass the same information along to those departments/offices under their direction. The officer on duty will notify the Chief Operations Officer of any campus emergency.

The officer on-duty will initiate the notification system by calling the following administrators:

1. President
2. Provost
3. Executive Vice President/Chief Financial Officer
4. Executive Vice President and General Counsel
5. Dean of Students
6. Vice President for Community Engagement
7. Vice President for Institutional Advancement

Important: During an emergency, use of campus phones must be limited to emergency response matters. In the absence of phone services, the Campus Police may provide runners for emergency notification (contingent on available personnel).

VII. ON/OFF CAMPUS SOURCES OF ASSISTANCE DURING EMERGENCIES

A. On Campus Assistance

1. Campus Police may be reached at ext. 8021. Uniformed Campus Police officers are on duty 24 hours a day. During normal business hours, the Campus Police cell is (304) 639-6049. At other times, an officer may be reached at (304) 639-6507. Additionally, law enforcement help is available from the Ohio County Sheriff's Office at (304) 234-3607 and the WV State Police at (304) 238-1100.
2. Maintenance personnel are available during normal business hours at ext. 8009. At other times, Maintenance may be reached through the Campus Police department as noted above. The following emergency services may be provided:
 - a. Utilities: Repairs to water, gas, electric, and sewage systems.
 - b. Structures: Repairs to structures and mechanical equipment therein, including heating and cooling systems.
 - c. Equipment: Portable pumps, generators, floodlights, welders, air compressors, tractors, backhoes, forklifts, etc.
 - d. Transportation: Sedans, light trucks, dumps trucks, and tractors.
3. Purchasing Agent: Emergency procurement of materials and services can be arranged in direct support of any contingency.
4. Receiving: Emergency procurement if items needed for campus support.
5. Emergency Shutdown Procedures:

Note: in the event of a natural disaster in which major structural damage is sustained it is advisable to turn off hazardous utilities: Electricity and natural gas are of primary concern. For specific details refer to relevant section.

B. Disaster Resources

Emergency Contact

- | | |
|---|---------------------|
| 1. Ambulance, fire, and law enforcement | 9 – 911 |
| 2. Emergency Alert System Radio | WWVA-AM 1170 |

Other Important Phone Numbers

Law Enforcement

- | | |
|---|----------------|
| 1. Ohio County Sheriff's Office | 9-911 |
| 2. West Liberty Police Department..... | 9-911 |
| 3. West Virginia State Police – Wheeling | 238-1100 |
| 4. Bureau of Alcohol, Tobacco, & Firearms..... | 232-4170 |
| 5. Department of Environmental Protection | 232-1075 |
| 6. F.B.I. – Wheeling..... | 232-4464 |
| 7. F.B.I..... | 1-877-999-5372 |
| 8. U.S. Marshal Service – Wheeling..... | 232-2980 |
| 9. U.S. Secret Service | 1-304-347-5188 |
| 10. U.S. Postal Service..... | 232-4850 |

Miscellaneous

- | | |
|---|--------------------|
| 1. Ohio County Emergency Management Agency | 234-3756 |
| 2. National Response Center | |
| a. Chemical, Oil Spills, and Chemical/Biological Terrorism..... | 1-800-424-8802 |
| b. State Emergency Spill Notification | 1-800-642-3074 |
| 3. American Red Cross, Ohio Valley Chapter | 232-0711 |
| 4. Salvation Army – Wheeling Corps | 233-4400; 233-4401 |
| 5. West Virginia Department of Highways – Ohio County..... | 238-1202 |
| 6. West Virginia Department of Highways – Interstate..... | 238-1065 |
| 7. Family Services..... | 233-2350 |

Health

- | | |
|--|-------------------------------|
| 1. Ohio County Health Department | 234-3682; 233-1000 (24 hours) |
| 2. Wheeling Hospital | 243-3000 |
| 3. Ohio Valley Medical Center | 234-0123 |

Fire and Rescue

- | | |
|--|----------------|
| 1. Hazardous Materials Response | 234-3695 |
| 2. West Liberty Volunteer Fire Department | 336-7500 |
| 3. Wheeling Fire Department..... | 234-3711 |
| 4. West Virginia Fire Marshals (Arson Hotline) | 1-800-233-3473 |

Important: The Learning and Student Development Center in Main Hall may be designated as the central office parents may call for update information, to leave messages for students, etc.

C. Reporting Emergencies

This may be posted in an appropriate location

1. Campus Emergency Service ext. **8021**
2. In an emergency when Campus Police cannot be reached, **911**
(Dial 9 to get an outside line)
3. When calling, stay calm and carefully explain the problem and location to the emergency personnel. Do not hang up until told to do so.

Important

After any evacuation, report to your designated assembly area. Stay there until an accurate headcount is taken. The Building/Facility Coordinator will take attendance, if feasible, and assist in accounting for all building occupants.

Building/Facility Coordinator: _____

Building Location: _____

Telephone: _____

Building Emergency Team Members: _____

VIII. EVACUATION PROCEDURES

In an emergency where Campus Safety cannot be reached, please dial 9 – 911

A. Building Evacuation

1. When an alarm sounds and/or upon notification by Campus Police or Building/Facility Coordinator, a building must be evacuated.
2. When the building evacuation alarm is activated, occupants shall leave by the nearest marked exit and alert others to do likewise.
3. Assist the handicapped in exiting the building.
4. Once outside, proceed to a clear area that is at least 500 feet away from the affected building. Keep streets, fire lanes, hydrant areas, and walkways clear for emergency vehicles and personnel. Know where your assembly area(s) is(are).
5. Do not return to an evacuated building unless told to do so by a Building/Facility Coordinator, member of law enforcement, or similar authority.

IMPORTANT: After any evacuation, report to your designated assembly area. Stay there until an accurate headcount is taken. The Building/Facility Coordinator will take attendance and assist in accounting for all building occupants.

B. Campus Evacuation

1. Campus Police will make announcements regarding evacuation of all part of the campus.
2. All persons shall leave the premises immediately and relocate as directed.

Administrative Procedure 18 – Media Coordination in Emergency Situations

Introduction

The President is the official spokesperson for West Liberty University. He/she may designate other individuals such as the Director of Media Relations or senior administrators to serve in this capacity.

Emergency or Crisis Situation

The Emergency Response Manual prescribes criteria used to identify emergency or crisis (terms used interchangeably) situations. Campus violence, explosions, chemical spills, an active shooter, hostage-taking, fires, extreme and/or sudden weather events are examples of emergency situations.

The term “crisis” often refers to the period immediately following a situation which has generated interest from the local, state, and/or national media.

I. Purpose

This procedure describes the role of the Media Relations office in collecting and conveying information to the public during or immediately following a crisis or emergency situation.

II. Situation

- A. Each emergency or crisis will require a unique public information response. The extent of the response will depend on the nature of the situation.
- B. Media Relations contacts include the print and broadcast media as well as social media. The function exists to maintain the flow of accurate information from the University to the public and to public officials.

III. Operations

A. General

1. To ensure that the University’s public information response to an emergency is quick, accurate, sensitive, and responsible, Media Relations will coordinate communications with all media. The director will be available until the emergency situation abates, working extended hours as needed. In consultation with the CIRT, the director may designate an office or other space for the media’s use.
2. If the President is unavailable, the hierarchy prescribed in Board of Governors Policy 27 (Order of Responsibility) will determine which administrator has ultimate authority for media management decisions.

B. Phases of Response

1. Immediate

- a. The President or designee will determine when an official statement should be prepared and released to the media. He/she also will consult with the CIRT and develop answers to specific questions that may be asked by the media. The official statement should ease public concerns and yet help contain the flow of information.
- b. The spokesperson will brief administrators and staff who may be assigned to answer media questions. In the event of a national-scale event, each individual will be assigned a national TV network and/or print publication (CBS, NBC, ABC, CNN, Fox News, Associated Press). These administrators and staff may not release any information other than the official statement. Only the President or other spokesperson may offer additional information.
- c. The telephone line 336-8400 will be designated as a crisis hot line with recorded messages offering information on the situation. This number will be made available to the media and the public at the beginning of a crisis. Recorded messages will be updated. Email and the webpage also will be used for campus-wide advisories.
- d. The spokesperson will gather basic information (type of emergency/disaster; time of event; actions taken, areas, and number of people involved; fatalities, injuries, and extent of damage) and prepare an official news release. Staff members will be kept apprised of breaking news, but they should not answer any media questions. Only the University President or designated spokesperson should answer questions, or be the source of answers to questions.
- e. The spokesperson will verify all sources of information.
- f. The spokesperson will clear any press release with the President before releasing it to the media.
- g. In cases involving employee or student injuries or deaths, the spokesperson will notify families before that information is released to the public.
- h. The spokesperson will coordinate the release of information with local hospitals and disaster agencies, providing as prompt, accurate, and complete information as possible.

2. Ongoing Period

In a crisis, the Director of Media Relations will (as applicable)

- a. Provide basic information about an emergency or threatened emergency to the public and campus community via the news media.

- b. Keep the public, media, and community informed of the situation and provide advice on what they should not do to prevent further damage or loss of life, panic, or interference with emergency response efforts.
- c. Keep the public, media, and community informed of where to seek temporary housing, food, relief, etc.
- d. Instruct the public on how to obtain further advice or information.

3. Recovery Period

Media Relations will issue media updates as long as necessary. After the crisis has passed, the director will participate in a meeting with the CIRT to review all actions taken and “lessons learned.” The director will compile an “after action” report for the President and the Emergency Coordinator.

IV. Assignment of Responsibilities

A. Responsibilities

1. The Director of Media Relations will prepare official statements to print and broadcast media.
2. The Director of Media Relations will be responsible for organizing press conferences. The director will present the conference. The President and/or other administrators may make announcements concerning the emergency and the University’s response to it.
 - a. Site: Small conferences (expecting up to the 8 media outlets): Board Room in Shaw Hall (provides easiest access to off-campus media). Large conferences (more than 8 outlets): R. Emmett Boyle Conference Room at ASRC. Other alternatives: Main Hall conference room, Elbin Library conference room, Fine Arts F111, or Arnett 202.
 - b. Time: Must be convenient to University personnel but also, if possible, early enough for media to make their evening news deadlines.
 - c. Parking: A Campus Police officer should be posted at the main entrance to campus, directing media to press conference site. Time permitting, media advisories can be sent that direct media representatives to designated parking areas.
 - d. Access: For sensitivity/ safety reasons, media representatives should be escorted by a designated University representative to any location other than the press conference site. The media ought not be allowed unfettered access to campus.

B. Media Relations

1. Interviews: Before any University employee submits to an interview, he/she should be briefed on the “official statement” and advised as to potential questions/answers. Media Relations shall be notified in advance of any interview.
2. General conduct: Interaction with the media should always be honest, courteous, and otherwise professional to encourage the media’s confidence in and respect for University personnel.