



North Idaho College

October 2016

An aerial photograph showing a campus with several buildings, parking lots, and green spaces, situated next to a large, calm blue lake. In the background, there are rolling hills under a clear sky. The image is framed with a dark red border.

**NIC
Emergency
Response
and
Crisis Protocol**

In the event of an **EMERGENCY**, call 911

and

Campus Security at 769-3310

**North Idaho College
Updated October 2016**

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INTRODUCTION – EMERGENCY RESPONSE PLAN AND CRISIS PROTOCOL

PURPOSE

The fundamental purpose of this plan is to establish procedures and an organizational hierarchy for the rapid and effective response to all categories of campus emergencies, ranging from individual departments or building incidents, to catastrophic events involving the entire campus or surrounding community. The college is committed to protecting its faculty, staff, students, visitors and property, while maintaining an environment suitable for the orderly conduct of its educational, cultural and mission functions. Thus the college must be prepared at all times to respond to situations that would adversely affect the ability to fulfill those responsibilities.

While the plan cannot cover every emergency situation, it does supply the basic guidelines necessary to cope with most campus emergencies. The organizational structure of the Emergency Response Plan is also intended to allow responsible college officials the flexibility to respond to an incident as it potentially escalates in severity, and to give them the control necessary to direct all campus operations in coordination with outside emergency responders or response agencies.

SCOPE

These emergency response and crisis protocol procedures apply to all personnel, buildings, and grounds which are owned, leased or operated by North Idaho College, including the Workforce Training Center in Post Falls, the Aerospace Center in Hayden, Career & Technical Education in Rathdrum, as well as all distance education centers in Kellogg, Sandpoint and Bonners Ferry.

Nothing in this plan shall be construed in a manner that limits the use of good judgment and common sense in matters not foreseen or covered by the elements of the plan or appendices hereto. In addition, in the case of extraordinary, widespread or catastrophic events, this plan and organization shall be subordinate to the applicable state or federal governmental authorities having legal or assigned responsibility for the type of incident occurring. Also, it is recognized that the college will plan for significant cooperation with and dependence on the State of Idaho Department of Homeland Security and various other local, state or federal emergency response entities.

The Emergency Response and Crisis Protocol plan fulfills North Idaho College's responsibilities to comply with applicable statutes and directives including the State of Idaho Disaster Preparedness Act and Executive Orders, dealing with Preparedness, Response and Recovery functions of state agencies in support of local and state government prior to and during emergencies and disasters.

AUTHORITY AND DUTY TO IMPLEMENT

The college's *Emergency Response Plan* is promulgated under the authority of the *President* of North Idaho College and only the *President or designee* is authorized to declare a state of emergency at NIC.

The *President's Cabinet* and *designated senior staff* will be responsible for all decisions, resource allocation, emergency response, and recovery actions during and following any emergency, crisis or disaster. They shall make and/or approve all emergency or crisis response decisions, priorities and strategies for the college as necessitated by the situation at hand and based on economic, political, legal or other implications of both the actual or potential threat. However, nothing in the duty checklists shall be construed in a manner that limits the use of good judgment and common sense on the part of an individual member in dealing with the details of the emergency, crisis or disaster at hand. The plan shall be subsequently deactivated by the *President or designee* when all phases of managing the emergency have concluded.

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TAB 1

Emergency Contact Numbers

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Section A
Primary Emergency Contact Numbers

CAMPUS SECURITY

769-3310 (24/7)

President

Vice President for Finance & Business Affairs

Vice President for Student Services

Vice President for Instruction

Vice President for Communications & Governmental Relations

Director of Student Development

Assistant Director of Facilities Operations

Campus Security Supervisor

SECTION B Emergency Contact Numbers – President’s Cabinet			
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<u>NAME</u>	<u>POSITION</u>	<u>DEPARTMENT</u>	<u>PHONE</u>
	President	President’s Office	
	Vice President	Finance & Business	
	Vice President	Student Services	
	Vice President	Instruction	
	Vice President	Communications & Governmental Relations	
	Chief Information Officer	Information Technology	
	Director	Athletics	
	Executive Director	Development & Foundation	
	Sr. Exec. Assistant	President’s Office	

Section C Emergency Contact Numbers – Off-Campus Resources

Central Dispatch (for Non-Emergency Reporting)		446-1854
Coeur d’Alene Police Department		769-2320
FBI (Local)		664-5128
FBI (Salt Lake City)		801-579-1400
Fire Department		769-2340
Idaho State Police	Emergency	209-8730
	Non-emergency	209-8620
Idaho Poison Control Center		800-860-0620
Kootenai County Office of Emergency Management		446-1775
Kootenai County Sheriff’s Office		446-1300
Kootenai Medical Center		666-2000
Mental Health Services		769-1406
Panhandle Health District		415-5100
Post Falls Police Department		773-3517
Rape Crisis Line		664-9303
The Women’s Center		664-9303

TAB 2

CRISIS RESPONSE TEAMS

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Tab 2
Section A
First Reporting Steps

Whenever a crisis occurs, the following steps represent when the college senior staff should be informed and a **Crisis Response Team (CRT)** formed.

1. Request emergency personnel by calling 911 and remove bystanders to a safe place.
2. As soon as possible, report the situation to a supervisor AND campus security. Depending on the crisis, the supervisor may want to be present to assist with decisions. All situations listed in Tab 4, Page 20, require that you inform your supervisor and campus security.
3. The staff member (if the supervisor is unavailable), the supervisor, and/or campus security inform a member of Senior Staff of the crisis in the order below. Phone numbers are listed in Tab 1, pages 5-6.

Vice President, Finance & Business Affairs
Vice President, Student Services
Vice President, Instruction
Vice President, Comm. & Governmental Relations
Director, Student Development
Chief Information Officer, IT
Athletics Director
Executive Director, Foundation
Assistant Director, Facilities
Supervisor, Security

4. The Senior Staff member will inform the President or designee.
5. The President or designee will determine a CRT leader as outlined in Tab 2, Section B, page 10.
6. The CRT Leader will put together the CRT team as outlined in Tab 2, Section B, page 10.
7. The CRT will implement responsibilities outlined in Tab 2, Section C, page 11.

TAB 2
Section B
Composition of Crisis Response Team (CRT)

A CRT will have the following components:

Crisis Team Leader
Instruction Officer
Administrative Officer
Public Information Officer
Student Services Officer
Ad Hoc Area-Specific Member
Crisis Recovery Unit Leader

In the event of a crisis, CRT leaders will be designated by the President or his designee. Generally, and if available, a Crisis Team will fall under the leadership of a Vice President or the Assistant Director of Facilities.

Officers in the team will be designated as indicated below. CRT leaders will hand pick their team members.

1. Instruction Officer
Will be staffed by a member from the Office of Instruction OR the Registrar's Office
2. Administrative Officer
Will be staffed by a member from the Office of Finance & Business Affairs
3. Public Information Officer
Will be staffed by a member from Community Relations and Marketing OR the President's Office
4. Student Services Officer
Will be staffed by a member from the Office of Student Services
5. Ad Hoc Area-Specific Member
Crises may happen within particular programs, such as Athletics, at a satellite location (e.g. Bonners Ferry), or on a field trip. The staff closest to the situation may be vital to the successful management of the crisis. As such, the CRT Leader will determine additional appropriate members of the CRT as needed.
6. Crisis Recovery Unit (CRU) Leader
As outlined in Tab 5, Appendix 3, Page 47, the CRU leader will be a member of the Crisis Response Team, take direction from the CRT leader, and activate the CRU based upon the plan developed by the Crisis Response Team.

TAB 2
Section C
CRT Responsibilities

After being formed, the CRT should:

1. Notify appropriate emergency services (e.g., police, fire, medical) and respond to their needs.
2. Gather information on the situation and persons involved.
3. Determine the impact of the incident on the persons involved. Each CRT Officer will be responsible for managing the impact as it relates to their area.
4. Maintain a calm and informed community. The Vice President for Communications and Governmental Relations or, in his/her absence, the Director of Communications & Marketing will be the official voice of the college to all media.
5. Notify appropriate entities on a need-to-know basis.
6. Provide support to the community in the aftermath of a crisis. The Crisis Recovery Unit will be activated for this purpose. See Tab 5, Appendix 3, page 47 for the structure and purpose of this team.

TAB 3

EMERGENCY OPERATIONS

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TAB 3

Section A

Introduction

When a disaster occurs on or near campus, the campus should be able to respond immediately to meet the needs of the affected community. NIC Emergency Operations begin when we face a major disaster. The President or designee, in consultation with the rest of the senior staff, makes the decision to begin emergency operations.

Emergency operations should be established as outlined in this chapter. Operations can be established anywhere, as long as it has enough room for the following four functions:

1. **EMERGENCY OPERATIONS COMMAND CENTER (EOC main campus)**
An office where official information and activities are coordinated.
 - Primary Facility:
 - Backup Facility:

2. **SHELTER**
Healthy individuals are relocated to the shelter for possible overnight accommodations.
 - Primary Facility:
 - Backup Facility:

3. **TRIAGE**
Injured individuals are relocated to Triage for assistance if transportation to a medical center is not possible.
 - Primary Facility: Meyer Health and Science Building
 - Backup Facility: River Building, 905 River Ave.

4. **FOOD-SUPPLY DISTRIBUTION (FSD)**
Food and supplies for shelter operations are coordinated here.
 - Primary Facility: Student Union Building, first floor
 - Backup Facility: Hedlund Building, Culinary Arts, second floor

TAB 3
Section B
The Black Box

A black box exists in multiple locations to help senior college officials with operations. It contains necessary supplies and information about operations and each box is identical. The black box can be found in:

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- √
- √
- √
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- √
- √
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- √
- √

TAB 3
Section C
Emergency Operations Leadership

Each of the four operations areas on page 13 requires an Area Leader. The senior college official on site is the *Incident Commander* and should designate a leader to coordinate and organize the Emergency Operations Command Center, Shelter, Triage, and Food/Supply Distribution.

TAB 3
Section D
Emergency Operations Command Center (EOC)

STAFFED BY: Members of Senior Leadership and Emergency Services

This is the hub of all information gathering and response coordination.

- STEP 1: Retrieve the BLACK BOX (Section B, this Tab). An extra set of crisis manuals, the command hierarchy outline, and instruction sheets for each functional area are in the box.
- STEP 2: Designate an EOC Area Leader. The Area Leader, in conjunction with the Incident Commander, should designate additional area leaders for the Shelter, Triage, and Food & Supply Distribution. Write these names on the command hierarchy sheet, located in the black box, and distribute the laminated instruction sheets to each Area Leader.
- STEP 3: Oversee the designation of people to fulfill the remaining positions on the Command Hierarchy Sheet.
- STEP 4: Designate someone to be responsible for gathering information on the crisis. What does the fire department say? What does the police department say? How soon will medical personnel be here?
- STEP 5: Designate someone to gather the names of injured and safe individuals. Triage and Shelter Area Leaders should be doing this in their area. A master list should be kept by the EOC and updated hourly.
- STEP 6: Designate a college spokesperson. This person will make official announcements, and deal with the press and incoming phone calls. A press room should be designated. Let the campus operator know where incoming calls should be directed.
- STEP 7: Designate someone to post hourly updates and make announcements to the Shelter. Keep track of who is responsible for what areas, what incidents are currently being handled, and contact information.
- STEP 8: Keep the EOC staffed to answer questions and make decisions about all areas of the operation.

TAB 3
Section E
Shelter

STAFFED BY: Members of the Division of Student Services

Non-injured individuals should be kept at the Shelter until alternative arrangements are made.

- STEP 1: Have a bull horn or sound system available. A portable sound system is located in the Student Union, Room 12. It requires electrical power.
- STEP 2: Develop entrance and exit checkpoints. All individuals entering the Shelter should Enter through one access point. All individuals leaving the Shelter should exit through a different access point. Use the "Accountability Sheets" in the Black Box to manage the traffic flow.
- STEP 3: Develop a list of all individuals who are present and safe by having them sign in at the entrance access point. Keep this list updated.
- STEP 4: Develop a list of all individuals who leave the shelter and their destinations. Are they coming back? When?
- STEP 5: Gather volunteers if needed. Triage and Food & Supply Distribution may need assistance as well.
- STEP 6: Keep an eye out for individuals who may be having a harder time than others and provide what support you can. Individuals cope in different ways to crises. Some may want to be by themselves, others may want to talk in small groups. Designate a group of peer counselors to work with survivors.
- STEP 7: Designate a Procurement Supervisor to work with Food & Supply Distribution to address overnight needs (e.g., pillows/blankets), food/water distribution schedules, and restroom facilities. Restrooms need to be restocked and cleaned. Refer to Appendix 6 for supply locations.
- STEP 8: Coordinate any space issues through the EOC.
- STEP 9: At such time that individuals have safe transport and a destination in mind, they may be released from the Shelter by informing the staff of their destination and route, and by signing the check-out sheet.

TAB 3
Section F
Triage

- STAFFED BY:** Members of the Division of Instruction/Nursing
Members of Health Services
Members of Athletics
- STEP 1:** Designate a First Aid Supervisor, a Morgue Supervisor, and a Procurement Supervisor.
- STEP 2:** Through Food & Supply Distribution, assist procurement supervisor in acquiring necessary supplies (i.e., first aid kits, blankets, pillows, water, towels, rubber gloves). See Tab 5, Appendix 6, Page 50.
- STEP 3:** As injured individuals arrive, have someone assign them to critical or non-critical care. Depending on the nature of the disaster, non-critical care usually involves minor bleeding, broken bones, sprains, or any other medical necessities that are not life-threatening. Critical care involves heavy bleeding, unconsciousness, and other life-threatening situations. When faced with a disaster, we may not have emergency personnel readily available to help us determine an individual's status. The first aid supervisor should (hopefully) have some experience with first aid.
- STEP 4:** Identify everyone in Triage and keep a master list of individuals and their injuries.
- STEP 5:** DO NOT remove bodies in the event of death, this can only be done under the direction of the Coroner. Designate a place to keep these individuals once directed to do so. Rope off the morgue area and keep curious individuals and animals away.
- STEP 6:** At such time that an injured individual can 1) be released into EMS care, or 2) manage without assistance, they may be released from triage. Individuals not directed to the hospital for further care should report to the Shelter.

TAB 3
Section G
Food & Supply Distribution (FSD)

STAFFED BY: Members of Facilities Operations
Members of Auxiliary Services

Tab 5, Appendix 6, page 50 of the crisis manual lists all the supplies that NIC has on hand and where they are located. It is a critical resource for this area and a copy of the manual can be found in the BLACK BOX.

- STEP 1: Designate someone to develop a master list of supplies that are needed for each area (e.g., for the Shelter, Triage, etc.). Each area should have a procurement supervisor to assist.
- STEP 2: Designate individuals to lead groups of runners to gather supplies. Gather food stuffs into FSD for later distribution.
- STEP 3: Develop a schedule of meal service and distribution of supplies.
- STEP 4: Attempt to anticipate needs. FSD is the work core of Emergency Operations.

NOTES ON SUPPLIES:

NOTE 1: The Student Union is the main source for food supplies. An emergency set of keys to all storage areas in the kitchen is located in the desk drawer in Room --- of the Student Union.

NOTE 2: There is enough food in storage to feed the campus for four days.

TAB 4

CRISIS PROTOCOL PROCEDURES

CRISIS SPECIFIC TIPS

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Introduction

Crises are managed in roughly the same manner. Emergency Operations begin for displacement crises and a CRT is formed for non-displacement crises. Attempting to utilize the same model over and over for different crises allows crisis response personnel to understand the basic operations and to function more efficiently. Emergencies not on the main campus would utilize area specific resources for response, EOC and recovery protocols.

Each individual crisis in this section should correspond either with the development of a Crisis Response Team (see Tab 2) or the beginning of Emergency Operations (see Tab 3). Note this at the top of each section.

- If the crisis corresponds to beginning **Emergency Operations**, you will find TIPS to help you manage the crisis.
- If the crisis corresponds to developing a **Crisis Response Team**, you will find a 30-minute, 3-hour, 3-day crisis management timeline. Consider alert messages.

TRAINING NOTE: A practical way to approach Crisis Management for either type of crisis is to think in terms of time and the number 3. There are necessary steps in the first 30 minutes of a crisis (the first 3), the first 3 hours of a crisis (the second 3), and the first 3 days of a crisis (the third 3). It is important to act within the first 30 minutes if you suspect a crisis situation.

This section is designed only to give general guidelines and tips. It is not an exhaustive description of how to manage each crisis. Below are the incidents covered in this section:

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SHOOTING PROTOCOL (Alert message may be warranted)

The Coeur d'Alene Police Department has reviewed and authorized this procedure.

When it becomes known that an individual with a gun has threatened the campus, please follow these steps immediately: Incidents not on campus but within the local geographic area may warrant safety protocols. The NIC SRO would be the primary resource for coordinating police and campus response.

1. Call 911 (Shelter in Place may be warranted, reference Emergency Handbook)
2. Call campus security (769-3310). Inform them of the location of the gunman.

Campus Security will:

1. Initiate phone calls to the NIC SRO and all President's Cabinet Members indicating:

Name of building where gunman is located and any other details that may be known.

2. Bring radios and available personnel to the command post.
 - For this event, the command post will be the _____. The secondary command post is the _____.

President's Cabinet members will:

1. Assemble at the command post.
2. Form and implement a Crisis Response Team (page 11).
3. Work with other Cabinet members to make the following immediate decisions:
 - Determine two police liaisons. One liaison will meet the police and stay with them. One will stay with the CRT Leader at the NIC command post. Call 911 to inform them of the name of college liaison.
 - Determine if the Children's Center should be evacuated.
 - Determine if incoming vehicular traffic should be diverted.
 - Determine if campus buildings should be locked down or evacuated.

At this point, the CRT leader and team will standby to react to information gathered from the police.

***Law Enforcement officers from the Coeur d'Alene, Post Falls & Rathdrum Police Departments have been provided electronic access entry cards as well as keys should the need for expedited entry be required to the main campus, Workforce Training or CTE facilities.

BOMB THREAT PROCEDURES (Alert message may be warranted)

The Coeur d'Alene Police Department has reviewed and authorized this procedure.

When it becomes known that NIC has received a bomb threat, please follow these steps immediately:

1. Call campus security (769-3310). Inform them of the location of the threat.
2. Complete the Bomb Threat Checklist on the next page.

Campus Security will:

1. Call 911 to ask for on-site Police assistance (SRO) at the _____. **The NIC SRO would be the primary information source for threats to the local off-campus geographical area.**
2. Initiate a phone call to all President's Cabinet Members indicating:

Name of location of alleged bomb and other details that may be known.

3. Bring radios and available personnel to the command post.
For this event, the command post will be the _____. The secondary command post is _____.

President's Cabinet members will:

1. Assemble at the command post.
2. Work with other Cabinet members to clarify:
 - a. Is this a credible threat?
 - b. Should the building or the campus be evacuated?
 - c. Has the bomb threat checklist been completed?
 - d. What is law enforcement's advice?
3. Form a CRT (Page 10) if necessary.

See next page for Bomb Threat Checklist

BOMB THREAT CHECKLIST

FIRST

During the phone call, ask the following questions in any order:

- Where is the bomb right now? _____
- What kind of bomb is it? _____
- What does the bomb look like? _____
- What will cause the bomb to explode? _____
- When will the bomb explode? _____
- Did you place the bomb yourself? _____
- Why are you doing this? _____
- What is your name? _____
- What is your address? _____
- How can someone contact you with more information? _____

SECOND

Write out the exact wording of the threat:

THIRD

Complete the following:

1. Sex of caller? _____
2. Length of call? _____
3. Number at which call was received? _____
4. Time? _____
5. Date? _____
6. Could you tell the origin of the call? (local, long distance, phone booth, cellular) _____
7. Describe the voice on the phone:
 - Man, woman, child _____
 - Intoxicated, accent _____
 - Speech impediment _____
 - Calm, excited _____
 - Interesting specific phrases used _____
8. Describe the background noise:
 - Music, children, TV, talking _____
 - Airplanes, horns, traffic, machines _____
 - Clanking (restaurant?) _____
 - Other _____

DEATH OF STUDENT (On-Campus)

Requires forming a Crisis Response Team. See Tab 2, page 10.

30-MINUTE RESPONSE

- Call 911 and campus security at 769-3310.
- Remove survivors away from victim to a safe place.
- Attempt to have someone who is emotionally stable stay with survivors.
- Call campus security or Dept. /Building Supervisor; form CRT.
- CRT should begin informing internal supervisory staff of the college.
- Attempt to obtain following information for emergency personnel:
 - Person's name
 - On-or off-campus resident and their address
 - Roommates' names
 - Next of kin's name
 - Witnesses
 - Age/year in school
- Manage crowds.

3-HOUR RESPONSE

- Do NOT contact next of kin. Coroner must do this.
- Set up a place where affected students can go to sit, be with friends, talk.
- Activate the Crisis Recovery Unit (Tab 5, Appendix 3, Page 47).
 - Formulate a campus response after Coroner has notified next of kin. This includes: condolences from college president to family.
 - Announcement to campus (usually via letter from president)
 - Announcement from Communications and Marketing
 - Notification of appropriate faculty/staff
 - Special attention to roommates and friends (one-on-one or group counseling/grief sessions)

3-DAY RESPONSE

- Hold memorial service.
- Secure belongings and pass to next of kin if Residence Hall resident.
- Continue counseling and observation of roommates.
- Finalize transcripts, accounts, and bills (outstanding fees waived).

EARTHQUAKE (Alert message may be warranted)

Requires beginning Emergency Operations. See Tab 3, page 15.

- TIP #1 Determine the magnitude of the damage to person and property.
- Complete a quick check, look for structural damage
 - Look/smell for gas leaks
 - Determine number and type of injuries
- TIP #2 Begin Emergency Operations if TIP #1 seems to be critical. Do not overreact to earthquakes. Emergency Operations should begin only when it seems there is imminent danger to building and lives.
- TIP #3 Turn off gas mains. Do NOT light candles or fires.
- TIP #4 Wear closed-toe shoes and carry a flashlight.
- TIP #5 Stay away from power lines, trees, and windows.
- TIP #6 Wait for structural engineers to determine integrity of building before allowing students/staff to return (if building seems critically damaged).
- TIP #7 Do not pull fire alarms if there is no fire. This creates a secondary diversion to the problem at hand.
- TIP #8 Make sure to look under desks and beds when searching for victims.
- TIP #9 Check water and boiler systems. Water may be contaminated.

FIRE & EXPLOSION (Alert message may be warranted)

Requires beginning Emergency Operations. See Tab 3, page 15.

- TIP #1 Pull fire alarm. Meyer Health & Sciences Building is equipped with an automated alarm system.
- TIP #2 Call 911 immediately and alert campus security.
- TIP #3 Evacuate the building.
- TIP #4 Close doors around the fire area to contain it.
- TIP #5 Use stairwells; do NOT use elevators.
- TIP #6 Ensure that AREA OF RESCUE points are checked for persons with disabilities, and coordinate evacuation of individuals.
- TIP #7 Secure the scene allowing no one into the area except emergency services personnel. If smoke or flames are visible, then only allow Fire Department personnel to enter.
- TIP #8 Campus security will meet with incoming emergency services to report on searches and accountability for checking remaining unsearched building areas.
- TIP #9 Secure a staging area for emergency responders to evacuate victims.
- TIP #10 DO NOT turn off electricity or gas services until requested to do so by emergency services, then render requested assistance.

GAS LEAK (Alert message may be warranted)

Requires beginning Emergency Operations. See Tab 3, page 15.

- TIP #1 Do NOT pull a fire alarm.
- TIP #2 Call 911 immediately and alert campus security.
- TIP #3 Evacuate the building, securing the scene until cleared by emergency services.
- TIP #4 LEAVE light switches and electricity exactly as they are. Coordinate turning off gas with incoming emergency services.
- TIP #5 Be careful of danger from possible explosion and being overcome by gas fumes.
- TIP #6 Check evacuees for dizziness and vomiting. Get medical attention for potential victims.
- TIP #7 Coordinate with the Fire Department for ventilating the building, if needed.
- TIP #8 Assist Fire Department, if requested, with a room-to-room search for unconscious individuals. Search teams should be in pairs if possible.

Hazardous Materials Protocol (Alert message may be warranted)

Spills of toxic substances involving any hazardous chemical should be resolved immediately and reported to the CHEMICAL HYGIENE OFFICER, CAMPUS SAFETY OFFICER, and CAMPUS SECURITY (769-3310) for documentation.

CHEMICAL HYGIENE OFFICER (CHO):

CAMPUS SAFETY OFFICER (CSO):

Briefly, the overall steps of handling an accident are outlined below:

1. Notify 911 and campus security immediately, and then evacuate the area. Do not attempt clean-up of a hazardous material without advice from emergency services.
2. Let emergency services evaluate the scene and apply appropriate hazmat measures.
3. If a person has been splashed with a chemical, call 911 immediately. **Follow the chemical's MSDS paperwork for the proper way to remove the chemical.** Do not remove clothing without advice from emergency personnel – clothing may adhere to the victim requiring special handling. Some chemicals have a negative reaction to water and will cause further harm or death.
4. If a victim has been over-exposed by inhalation, get victim to fresh air, apply artificial respiration if necessary and get medical attention.
5. In other cases of over-exposure, get medical attention and follow the instructions of the medical professional.
6. After securing proper medical attention for a chemical exposure victim, consult with emergency services to neutralize or absorb the spilled chemical with the proper spill cleanup material and dispose of it in accordance with hazardous waste procedures.

There are some fundamental actions which must NOT be used in handling emergencies. Some of them include:

- ◆ **DO NOT** attempt to clean up any spill if the chemical is unknown and/or you are not qualified to handle it.
- ◆ **DO NOT** force any liquids into the mouth of an unconscious person.
- ◆ **DO NOT** handle emergencies alone, especially without notifying someone that the accident has occurred.
- ◆ **DO NOT** apply medical aid procedures without some training. **Consult the Chemical MSDS paperwork before flushing chemicals with water as reactions can occur.**

HAZARDOUS MATERIALS (Alert message may be warranted)

Requires beginning Emergency Operations. See Tab 3, page 15.

- TIP #1 Contact Kootenai County Emergency Services, 446-1775.
- TIP #2 Be prepared for a total evacuation of the college upon direction of the Incident Commander.
- TIP #3 Attempt to organize evacuation by sections of the college if total evacuation is ordered. For example, announce that all occupants of Hedlund Building should evacuate first, allow time for occupants to leave building, get into cars, and drive to a designated disaster point. Then designate the next building to evacuate. The individuals in the building closest to the incident would be the first to be removed from potential harm.
- TIP #4 Remember that all city occupants may be using the same evacuation routes if a total evacuation is ordered. Use caution and do not panic.
- TIP #5 Shelter in place.

HEALTH HAZARD (Alert message may be warranted)

Requires forming a Crisis Response Team. See Tab 2, page 10.

Health Hazards are considered Infectious Diseases or Toxic Spills. At the onset of any such crisis please contact Public Health at 683-4771.

30-MINUTE RESPONSE

If toxic spill:

- Call 911 and campus security at 769-3310.
- Remove individuals to safe place.
- Consider beginning Emergency Operations (Tab 3) if crisis appears to warrant long-term displacement.
- Form CRT.

If infectious disease:

- Communicate with individual about medical precautions already taken.
- Isolate individual until verification of appropriate procedures received from medical personnel. Contact and advise Director of Student Health

3-HOUR RESPONSE

If toxic spill:

- Allow students back to building when ALL CLEAR is given.
- Have information available so students know where to report damaged property or subsequent health problems.

If infectious disease:

- Prepare educational information for campus.
- Review alternatives with infected student about remaining on campus or going home. Special considerations warranted for Residence Hall student or staff.
- Consider the advice of medical personnel.

SHELTER IN PLACE (Alert message may be warranted) Reference Emergency Handbook

If there is a major chemical emergency at/or near North Idaho College, you will be notified by authorities to either evacuate the area or to shelter in place.

If you are told to evacuate, do so immediately following the authorities' instructions. Take your immediate possessions with you (e.g. cell phone, purse, and jacket).

If you are told to Shelter in Place, this is a precaution aimed to keep you and others safe from harm.

- Go inside immediately.
- Close all doors and windows.
- Shut off all heating and air conditioning systems and close all vent fans as soon as possible.
- If possible, go to an interior room without windows, and in the **case of a chemical threat**, an above ground location is preferable because some chemicals are heavier than air, and may seep into basement, even if the windows are closed.
- If available, wet some towels and place them under doors.
- If you are told there is danger of explosion, close the window shades, blinds or curtains. To avoid injury, stay away from the windows.
- Stay in the room until you are told all is safe or you are told to evacuate.
- **Do NOT call 911** or the operator for information unless there is a possible life-threatening emergency.
- **DO NOT ATTEMPT TO EVACUATE THE AREA.** Stay inside until you are told that you can leave safely.

HOSTAGE SITUATION (Alert message may be warranted)

Requires forming a Crisis Response Team. See Tab 2, page 10.

30-MINUTE RESPONSE

- Call 911 and campus security at 769-3310, notify SRO.
- Remove any uninvolved individuals.
- Provide space where concerned individuals can wait.
- Form CRT.

3-HOUR RESPONSE

- Work with emergency personnel.
- Do not talk to press; allow police to do that.

3-DAY RESPONSE

Depending on outcome of situation:

- Refer to student death section, **OR**
- Use CRT to assess how situation formed and how to better respond next time.
- Send words of support from President to family and individual.
- Provide group and individual counseling.

KIDNAPPING

Requires forming a Crisis Response Team. See Tab 2, page 10.

30-MINUTE RESPONSE

- Notify police (SRO) and campus security at 769-3310.
- Form CRT.
- Take direction from the FBI.

3-HOUR RESPONSE

- Inform college community, if allowed to do so by law enforcement.
- Provide place where concerned individuals can wait.

3-DAY RESPONSE

- If situation unresolved, provide daily group counseling/information sessions.
- If situation resolved, refer to Student Death section if necessary.

SUSPICIOUS MAIL PROCEDURES (Alert message may be warranted)

Requires forming a Crisis Response Team. See Tab 2, page 10.

Recommended by U.S. Postal Service:

30-Minute Response

- Don't handle a letter or package that you suspect is contaminated.
- Don't shake it, bump it, or sniff it.
- Wash your hands thoroughly with soap and water.
- Notify police.
- Notify the Vice President of Finance and Business Affairs.
- Quarantine the area.

3-Hour and 3-Day Response

- As directed by law enforcement.

What should make you suspect a piece of mail?

- It's unexpected or from someone you don't know.
- It's addressed to someone no longer at your address.
- It's handwritten or has no return address.
- It's lopsided or lumpy in appearance.
- It's sealed with excessive amounts of tape.
- It's marked with restrictive endorsement, e.g., "Personal" or "Confidential."
- It has excessive postage.

MEDICAL/PHYSICAL INJURY (serious or suspicious nature)

May require forming a Crisis Response Team. See Tab 2, page 10.

30-MINUTE RESPONSE

- **Call 911** and Campus Security at 769-3310.
- Administer first aid.
- Ascertain if there was an aggressor or assailant. If so, inform Police.

3-HOUR RESPONSE

- Form CRT if injury serious/life-threatening.
- Have counseling available. Room or classmates, friends may be traumatized.

3-DAY RESPONSE

- If student returns, form plan to assist student with catching up on class work, providing reasonable access, etc.

PHYSICAL ASSUALT (Alert message may be warranted)

May require forming a Crisis Response Team. See Tab 2, page 10.

30-MINUTE RESPONSE, call Campus Security at 769-3310

- Ascertain victim's health. Use hospital if necessary.
- Determine if victim wants to pursue formal action (i.e., either campus or criminal).
If YES for criminal, call 911, Police-SRO. (If weapon used, must notify Police.)
If YES for campus process, inform the Vice President for Student Services.
- Obtain as much information from victim as possible.
- Make sure victim feels safe.
Arrange for friend to stay with victim.
Arrange somewhere for victim to spend night.
- Determine if victim and aggressor were in domestic relationship (Title IX)
- If YES, federal/state laws regarding domestic violence apply. Police can arrest aggressor if there are signs of physical abuse.

3-HOUR RESPONSE

- See above.
- Form CRT.
- Assure safety of victim and community if aggressor not arrested.
- Implement a temporary suspension of aggressor if proceeding with campus judicial process. See Vice President for Student Services for this.
- Report to supervisor, a means of dealing with aggressor.
- Determine best way to protect campus community if aggressor is at large.
- Contact Women's Center for assistance, if deemed appropriate.

3-DAY RESPONSE

- If student returns, form a plan to assist student with catching up on class work, providing reasonable access, Violence against Women Act (VAWA) measures if applicable, etc.

PLANE/BOAT CRASH (Alert message may be warranted)

Requires beginning Emergency Operations. See Tab 3, page 15.

- TIP #1 Evacuate the building/grounds/beach area (float plane/boat incident)
- TIP #2 Begin Emergency Operations if completion of the crisis response will take over 5-6 hours. Small plane/boat crashes may not need a longer response. If the SHELTER is *not* opened, create a CRT to respond to the deaths of individuals involved, repair of buildings, and counseling.
- TIP #3 Do not touch plane/boat parts.
- TIP #4 Be aware of spilled fuel.
- TIP #5 Remember that the FAA/Kootenai County Marine Division will be on scene and they will take total control over the crisis. Also, the military may be involved, in which case college personnel may only approach the scene if life safety is involved.

PROTESTS – Large Scale (Alert message may be warranted)

May require forming a Crisis Response Team. See Tab 2, page 10.

30-MINUTE RESPONSE, call Campus Security at 769-3310.

- Form CRT.
- Inform Police/SRO, Communications & Governmental Relations.
- Make decision to let continue or to disrupt.
(If no harm is being done, let protests continue to safeguard free speech.)
- Call on individuals familiar with specific issue of protest. Anticipate news & social media coverage.

3-HOUR RESPONSE

- Make sure normal campus operations continue.
- Monitor progress of protest.

3-DAY RESPONSE

- Provide education on best way to express discontent.

RAPE/SEXUAL ASSAULT – Title IX Protocol (Emergency Alert may be warranted)

Requires forming a Crisis Response Team. See Tab 2, page 10.

30-MINUTE RESPONSE, call Campus Security at 769-3310, Title IX Protocols initiated

- Allow survivor to make all decisions regarding her/his welfare unless physical injury is life-threatening.
- Provide survivor options. Empower survivor to take back control:
Options:
Contact Women's Center 664-9303 (first and most desired option).
Contact Police/SRO and report if warranted-desired.
Find a friend to help individual through process.
Arrange to have parents/family involved.
- Be certain survivor's physical safety is assured:
Will aggressor return?
Does survivor want to stay at friend's tonight?
- If survivor wants to report:
Call Women's Center 664-9303
Have someone stay with survivor through process.
Do NOT allow survivor to shower.
Do NOT allow survivor to change clothes.
Proceed with campus judicial process, including temporary suspension/
relocation from the Residence Hall for the alleged perpetrator if applicable.
Assist victim with housing & transportation needs if requested.
- Remember, student has been traumatized:
Be sensitive.
Do not blame, threaten, or intimidate.
Have female take lead in response with female survivors if possible.

3-HOUR RESPONSE -Violence Against Women (VAWA) protocols discussed

- See above.
- Form CRT.
- Report to Vice President for Student Services
- Determine how to best deal with aggressor, if still at large.

3-DAY RESPONSE

- Refer to counseling with consent of survivor.
- Follow-up with campus disciplinary system and remember to watch out for survivor's safety and psychological well-being (e.g., are survivor and aggressor in similar class? If so, what will be done?).

SEXUAL HARASSMENT – Title IX Protocols

May require forming a Crisis Response Team. See Tab 2, page 10.

30-MINUTE RESPONSE

- Determine if assault occurred. If YES, refer to RAPE/SEXUAL ASSAULT, Page 39.
- Ascertain if victim wants to proceed formally if no assault occurred (i.e., criminally or with campus judicial process).
 - If YES, contact police and/or begin campus process by filing incident report with Human Resources or the VPSS.
 - If NO, advise victim of rights:
 - 1) To work in a place free from harassment,
 - 2) To work in an unthreatening environment,
 - 3) To maintain a respectable/communicative atmosphere.
- Work with victim to assure that these rights are maintained. Provide strategies.
- If you are a supervisor and are aware of an incident involving sexual harassment, you must report this to Human Resources, the Vice President for Student Services, Title IX office.

3-HOUR RESPONSE

- See above.
- Make sure work environment is safe for victim.

3-DAY RESPONSE

- See above.

STORM (Loss of Electricity/Gas or Damage is possible)

May require beginning Emergency Operations. See Tab 3, page 15.

- TIP #1 Begin Emergency Operations in the best possible location if buildings are damaged such that individuals cannot remain inside (e.g., gas and electric power are suspended, structural integrity compromised).
- TIP #2 Acquire generators and blankets listed on supply list, Tab 5, Appendix 6, Page 50
- TIP #3 Determine if off-site shelters are more appropriate. Contact Kootenai County Office of Emergency Management at 446-1775.
- TIP#4 When winds in excess of 50MPH are predicted for the main campus, the relocation of occupants within the Children's Center, Lee Hall Annex and Seiter Hall will require determination. The proximity of these buildings to large trees that are susceptible to wind damage is a safety concern. Additional NIC buildings could also pose safety concerns if anticipated winds in excess of 50MPH are anticipated, this will be determined on specific weather reports. Outdoor events may need to be suspended, cancelled, or evacuation of the grounds be considered or conducted. Children's Center occupants will be relocated to the basement of the Student Union when practical.

SUICIDE - Successful

Requires forming a Crisis Response Team. See Tab 2, page 10.

30-MINUTE RESPONSE

- Call 911-SRO and Campus Security at 769-3310.
- Remove survivors to safe place.
- Keep individuals/crowds back from scene.
- Do not disturb body or room.
- Call Senior Staff as listed on pg. 9.
- Form CRT.
- Inform emergency personnel when they arrive.

3-HOUR RESPONSE

- Attempt to have someone who is emotionally stable stay with survivors.
- CRT should begin informing internal supervisory staff of the college.
- Attempt to obtain following information for emergency personnel:
 - Person's name
 - On-or off-campus resident, and address
 - Roommates' names
 - Next of kin's name
 - Witnesses
 - Age/year in school
- Have Coroner contact next of kin. Do NOT do this yourself.
- Set up a place where affected students can go to sit, be with friends, talk.
- Provide a counselor at the above-mentioned location.
- After Coroner notification to next of kin, a campus response must be formulated. This includes:
 - Condolences from President to family
 - Announcement to campus (usually via letter from President)
 - Announcement to Community from Communications & Marketing
 - Notification of appropriate faculty/staff
 - Special attention to roommates and friends (one-on-one or group counseling/grief sessions) Contact Student Health Office.

3-DAY RESPONSE

- Hold memorial service
- Secure belongings and pass to next of kin if Residence Hall resident.
- Continue counseling and observation of roommates; hold sessions on "Why suicide?"
- Finalize transcripts, accounts, and bills (outstanding fees waived).

SUICIDE – Unsuccessful

Requires forming a Crisis Response Team. See Tab 2, page 10.

30-MINUTE RESPONSE

- Call 911 and Campus Security/Police at 769-3310.
- Keep person talking, awake. Stop bleeding if appropriate.
- Obtain as much information as possible regarding method and individual.
- Inform emergency personnel when they arrive.

3-HOUR RESPONSE

- Monitor student's status at hospital.
- Determine if he/she is returning to campus.
If YES:
 - Arrange to meet with student upon return.
 - Complete COOPERATION AGREEMENT (see Student Services Office).
 - Work with student about re-integrating into campus community.
 - Determine if student is getting continued help.
- If NO:
 - Arrange to inform roommate.
 - Do NOT notify next of kin (hospital's responsibility).
 - CRT to determine if floor meeting should be held if the student lives in the Residence Hall.

3-DAY RESPONSE

- Confirm student is getting help.
- Consider possible education sessions (e.g., student and depression counselling).

TAB 5

APPENDICES

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APPENDIX 1: Children's Center Evacuation Protocol

In the event of an emergency, Children's Center staff will be notified by campus authorities to either **evacuate** the building or to **shelter in place**.

Shelter-in-Place Procedures: Reference Emergency Handbook

If it is required that children and staff are to **shelter in place** it is important to immediately:

- Take the children inside if outdoors.
- Close all doors and windows.
- Move to an interior space with the fewest windows and doors.
- Stay inside until instructed that it is safe to leave. Do not attempt to evacuate the area.

Evacuation Procedures:

If required to **evacuate**, the children and staff will be transported to the _____ **or alternate facility if designated** in order for the children to remain in a safe environment while waiting release to parent(s) or guardian(s).

- When instructed, the staff and children will proceed outside to a gathering area ___ of the building, next to the _____ and at the base of the stairs leading to _____. This could be altered due to location of emergency.
- Do not delay the evacuation by gathering personal items other than coats and shoes.
- Head counts of children should be taken immediately to ensure all are accounted for.
- Vans will be dispatched from NIC Departments of Fleet Services, Custodial and Mail Center. They will arrive and line up on _____ directly at or around the ____ where children are gathered. Security may be available for traffic control.
- As the vans arrive, staff will form orderly lines on the _____ and load children quickly and calmly. Facilities Operations staff will assist putting the children into vans. **Be aware of the traffic** around you.
- Vans will immediately depart to the _____ or designated safe facility.

NOTE: The service vans used for the evacuation may NOT have back seats or seatbelts installed for use by the children and staff. Sit tightly together and do not stand up.

APPENDIX 2: Crisis Command Hierarchy

The Security Office has been designated as the first point of contact for any emergency on campus. For reference, the phone number is: (911 should be called first if police, medical or other agency response is required.)

208-769-3310

If Security determines that a Crisis Team response is necessary, or that NIC Emergency Operations should begin, they will begin First Reporting Procedures as stated in Tab 2; Section A (page 9).

The process outlined in Tab 2, Section A determines that the following personnel, in the order listed below, will assume leadership and decision-making responsibilities as they affect the institution during the crisis.

- President
- Vice President, Finance & Business Affairs
- Vice President, Student Services
- Vice President, Instruction
- Vice President, Communications & Governmental Relations
- Chief Information Officer, IT
- Director, Student Development
- Director, Athletics
- Executive Director, Foundation
- Assist. Director, Facilities
- Supervisor, Security

APPENDIX 3: Crisis Recovery Unit

The Crisis Response Unit (CRU) is activated by a Crisis Response Team leader or a member of President's Cabinet when it is necessary to begin counseling, debriefing, or emotional support in the wake of a crisis.

The CRU's responsibilities include establishing counseling opportunities, working with survivors and victims, and assisting students and employees in dealing with the crisis.

The CRU can be activated at any point, but the sooner they are activated, the more effective they will be.

Steps for activating the CRU:

- The CRT leader will contact one of the co-leaders of the CRU to be on the Crisis Response Team.
- The CRU leader will meet with the CRT to understand the scope of the crisis, who is involved, and other operating logistics.
- The CRU leader will pull together a team of appropriate size to begin intervention strategies as outlined in their operations manual.
- The CRU leader will facilitate a planning session with CRU members to determine the type of intervention necessary.
- The CRU leader will be responsible to the CRT leader for reporting on how the recovery strategies will be implemented.

APPENDIX 4: Evacuation of Persons with Disabilities

Each building on campus has a designated “Area of Rescue Assistance.”

In preparation to evacuate a building:

- Become familiar with the Area of Rescue Assistance in the building.
- Train and inform persons with disabilities to reach this location during an evacuation, if at all possible.
- Train staff on how to handle a person with a disability to remove them from a dangerous situation.
- When working with persons with disabilities, talk to them to become familiar with their specific disability.
- Identify individuals who will be willing to help a mobility impaired individual during an evacuation. If evacuating a person in a wheelchair, three people will be needed. One person guides the head area to steer the chair while descending steps. The other two are at the foot to provide lift, and determine speed of descent.
- Assist mobility impaired individuals until safety is reached. Inform emergency first responders of the location of those requiring assistance if this was not accomplished or confirmed.

In the event of an emergency evacuation:

- The coordinator of the evacuation should send emergency personnel to the Area of Rescue Assistance to help anyone waiting there.
- All areas of each building should be searched by emergency personnel.

APPENDIX 5: Maps

There is a companion manual for this protocol (found in the “Black Box”) called:

NIC Emergency Operations: Campus Maps

Please obtain a copy of this manual for detailed maps of each building located on NIC Campus. Copies of this companion manual are located in the following locations:

-
-
-
-
-
-
-

A Campus Map & an Evacuation Map are located in front pocket of this binder.

APPENDIX 6: Supplies – Campus Map in front pocket of binder

<u>Building</u>	<u>Location on Map</u>	<u>Departments</u>
701 River Avenue	#26	Facilities Operations Office
Student Union Building	# 4	Dining, Auxiliary Services
724 Military Drive	#28	Physical Plant Shop
703 Military Drive	#30	Security
River Building	#15	Mail/Copy Center & Fleet Services

Supply	Location
Barricades, Barriers	Security
Batteries, Blankets	Facilities
Bull Horns	Security
Chain Saws	Landscape
Come-a-long	Facilities
Ear Protectors	Facilities
Extension Cords & Fans	Facilities
Fire Alarm Keys	Facilities
First Aid Kits	Facilities
Flashlights	Student Union
Gasoline	Facilities/Security
Glasses (Safety)	Fleet Services
Kitchen Supplies	Student Union-Kitchen
Ladders	Facilities
Matches	Facilities
Portable AM/FM Radios	Facilities
Portable Generator	Facilities
Portable Gas Heaters	Facilities
Portable Lights	Facilities
Radios (two-way)	Security/Facilities
Rope, Straps, Tarps	Facilities
Safety Vests	Security
Spill Containment, Sorbents	Facilities
Sound equipment	Student Union Building 012
Tools (shovels, pry bars, etc....)	Facilities
Tractors, Trucks	Facilities
Traffic Cones	Security
Trash Cans	Landscape
Vehicle Keys	River Building and Facilities
Bottled water	Student Union-Kitchen

Contact Numbers

Security 769-3310 24-hour contact

Note 1: Security or Facilities Operations staffs have keys to all buildings. Extra keys for all buildings are located at the Facilities Operations office at 701 River Avenue.

Note 2: See Emergency Personnel Contact Numbers for Facilities Operations staff.

APPENDIX 7: Telecommunications in an Emergency

If the college voice and data networks are still operable, the following communications options are available:

Global College Announcements:

- *NIC Alerts/Cardinal Contact:* In case of campus emergency or closure, the NIC Alerts system provides emergency messages to all subscribers via text message to cell phone and e-mail.
- *Systems-wide Email Message:* Message sent to the inbox of all active Group Wise email system users.
- *Alertus:* Message sent to active computer desktops, alert beacons also located in Boswell, Gym, Meyer Health & Sciences Building, Molstead Library, Residence Hall, Student Union, CTE, etc.

Switchboard Service:

The college switchboard operator is normally on duty at the console, Sherman Building. The number is (208) 769-3300.

Backup switchboard service may be made available in the Disaster Command location in the Siebert Information Technology Area.

Phone Bank Facility:

The North Idaho College phone bank is located in _____

Phones (12) and active phone ports are available at that location. The access code for entry into _____ resides with the Administrative Assistant in Information Technology or access may be granted by campus security with key.

Emergency Phones and Locations

Elevator Emergency Phones

#	Building	Extension
1	Boswell	1649
2	Hedlund	1650
3	Seiter	1651
4	SUB	1652
5	Lee/Kildow	3598
6	Molstead Library	3599
7	Residence Hall	5982
8	Siebert	1664
9	Meyer Health & Science	2792
10	Winton	665-5092

Exterior Blue Light Emergency Phones:

#	Building or Parking Lot	Extension
1	Molstead Library (<i>north side</i>)	7752
2	Fort Sherman Museum (<i>west side</i>)	7753
3	Lee Hall Annex / Seiter (<i>east side between buildings</i>)	7754
4	McLain (<i>west side</i>)	7755
5	Hedlund (<i>east side</i>)	7756
6	Sherman Building / Boswell (<i>north side</i>)	7757
7	River Building (<i>south side of Mail/Copy Center</i>)	7889
8	710 Military Dr. (<i>Human Resources</i>)	665-5094

APPENDIX 8: Acronyms

The following acronyms have been used in this document.

CRT	Crisis Response Team
CRU	Crisis Recovery Unit
EMS	Emergency Medical Services
EOC	Emergency Operations Center
FAA	Federal Aviation Administration
FSD	Food-Supply Distribution
HR	Human Resources
IT	Information Technology
NIC	North Idaho College
RA	Resident Assistant
SRO	School Resource Officer
SUB	Student Union Building
VP	Vice President

APPENDIX 9: Authorization of the Crisis Manual

I have reviewed this document and authorize its use when pertinent.

President
North Idaho College

Date

This document was last updated October 2016 and is scheduled for review and update every six months.

An electronic (redacted) copy can be found at

<http://www.nic.edu/security/>