



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

OR

Campus Safety at 769-3310

**North Idaho College
Updated February 10, 2012**

**Campus Emergency
Response And
Crisis Protocol**

In the event of an EMERGENCY, call 911

-OR-

Call Campus Security at 769-3310

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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 protect 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 ABE/GED Center in Coeur d'Alene, as well as all distance education centers in Kellogg, Ponderay 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 statues and directives including the State of Idaho Disaster Preparedness Act and Executive Orders 2001-13 and 2004-04, 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

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Section A
Primary Emergency Contact Numbers

(o) = Office (h) = Home (c) = Cell

CAMPUS SECURITY

769-3310

MIKE HALPERN
Director of Facilities Operations

RON DORN
Vice President for Resource Management

SHELDON NORD
Vice President for Student Services

(Vacant)
Vice President for Planning & Instruction

MARK BROWNING
Vice President for Community Relations & Marketing

GARRY STARK
Assistant Director of Facilities Operations

BOB THOMSON
Lieutenant of Security

PAT MURRAY
Sergeant of Security

SECTION B
Emergency Contact Numbers – President’s Cabinet

(o) = Office (h) = Home (c) = Cell

<u>NAME</u>	<u>POSITION</u>	<u>DEPT</u>	<u>PHONE</u>
Priscilla Bell	President	President’s Office	
Ron Dorn	Vice President	Resource Management	
Sheldon Nord	Vice President	Student Services	
(Vacant)	Vice President	Office of Instruction	
Mark Browning	Vice President	Community Relations & Marketing	
Steve Ruppel	Director	Information Technology	
Wade Larson	Director	Human Resources	
Al Williams	Director	Athletics	
Rayelle Anderson	Director	Development & Foundation	
Shannon Goodrich	Sr. Exec. Assistant	President’s Office	

Section C Emergency Contact Numbers – by Department

Athletics College
Relations eLearning &
Outreach Facilities
Operations Human
Resources Information
Technology
Lakeside Center/Children’s Center
Library Student Services
Workforce Training Center

(c) = Cell (h) = Home (o) = Office

ATHLETICS:

Al Williams	Director	Athletics
Patty Stewart	Coordinator	Athletics
Randy Boswell	Athletic Trainer	Athletics

COMMUNICATIONS & MARKETING:

Erna Rhinehart	Director	Communications & Marketing
Stacy Hudson	Public Information Coordinator	Communications & Marketing

eLearning and Outreach:

Jamie Green	Director	eLearning and Outreach
Christine Callison	Coordinator/Bonner’s Ferry Center	eLearning and Outreach
Mary Gustafik	Coordinator/Ponderay Center	eLearning and Outreach

Becky Powers	Coordinator/Silver Valley Center	eLearning and Outreach
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FACILITIES OPERATIONS:

Physical Plant On-Call Phone Number

Mike Halpern	Director	Facilities Operations
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Garry Stark	Assistant Director	Facilities Operations
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Bill McElver	Manager	Physical Plant
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Bob Thomson	Lieutenant	Security
-------------	------------	----------

Pat Murray	Sergeant	Security
------------	----------	----------

George Myers	Supervisor	Transportation
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Diane Rininger	Coordinator	Parking
----------------	-------------	---------

Duffy Taylor	Supervisor	Landscape Services
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Charlotte Warren	Sr. Admin. Assistant	Facilities Operations
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Toni Kirsch	Admin. Assistant	Facilities Operations
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Rebecca Goodwin	Switchboard Operator	Facilities Operations
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HUMAN RESOURCES:

Wade Larson	Director	Human Resources
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Karen Hubbard	Generalist	Human Resources
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Erin Norvell	Sr. Admin. Assistant	Human Resources
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INFORMATION TECHNOLOGY:

Steve Ruppel	Director	Information Technology
Paul Swaim	Manager of Networking Technology	Information Technology
Steve Smith	Manager of User Services	Information Technology
Melissa Jessen	Sr. Admin. Assistant	Information Technology

LAKESIDE CENTER/CHILDREN'S CENTER:

Jolie Wenglikowski	Director	Children's Center
Keira Yetter	Sr. Admin. Assistant	Children's Center

LIBRARY:

Ann Johnston	Technical Services Librarian	Library
Andy Finney	Coordinator of Learning Technology	Library
Nancy Edwards	Sr. Admin. Assistant	Library

STUDENT SERVICES:

Linda Michal	Dean of Students	Student Services
Alex Harris	Assistant Dean of Students	Student Services
Dean Bennett	Director	Student Activities
Janet Pedersen	Manager Dining Services	Auxiliary Services
Paula Czirr	Coordinator Residence Life	Auxiliary Services

Sally Hinders	Director	Student Support Services Academic Advising Services
Lynn Covey	Executive Asst. to the V.P	Student Services
Sharon Bullock	Director	Center for Educational Access
Tami Haft	Director Registrar	Admissions Registrar's Office
Merilyn Hardy	Coordinator	Testing Center
Matt Sebby	Student Union Manager	Auxiliary Services
Bill Semmler	Manager/Bookstore	Auxiliary Services
Lanny Stein	Director	Auxiliary Services
Evanlene Melting Tallow	American Indian Student Advisor	Student Services
Justin VanEaton	Director	Auditorium

WORKFORCE TRAINING and COMMUNITY EDUCATION:

Mike Mires	Dean of Professional, Technical & Workforce Education	
Beverly Hawker	Workforce & Community Education Coordinator	Workforce Training
Bill Jhung	ISBDC Regional Director	Workforce Training
Marie Price	Workforce & Community Education Director	Workforce Training

Colleen Hoffman	Customized Training Coordinator	Workforce Training
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Heidi Schrader	Account Technician	Workforce Training
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Lewis-Clark Complex Coeurd' Alene :

Cyndie Hammond	Executive Director	Lewis-Clark, CDA
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Rocky W. Owens	Associate Director-Student Services	Lewis-Clark, CDA
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Section D
Building Leaders See Responsibilities Tab 2 Section D Page 19

<u>Building</u>	<u>Leaders</u>	<u>Office Phone</u>
ABE-GED Center	Rex Fairfield Vicki Morgan	
Bonner's Ferry Center	Christina Callison	
Boswell Hall	Max Mendez Justin VanEaton	
Christianson Gym	Patty Stewart Al Williams	
Fort Sherman Officers' Quarters	Bill McElver Dave Stewart	
Facilities-Operations	Charlotte Warren Sharon Malone	
Hedlund Building	Doug Anderson Gayne Clifford	
Industrial Arts	Bill McElver Dave Stewart	
Kildow Hall	Dalona Lee Michele Jerde	
Lakeside Center	Jolie Wenglikowski Kiera Yetter	
Landscape Services	Duffy Taylor Alan Wetsch	
Lee Hall	Sarah Garcia Kecia Siegel	
Lee Hall Annex	Bill McElver Dave Stewart	
Maintenance Shop	Tom Wuest Toni Kirsch	
McLain Hall	Bill McElver Dave Stewart	
Meyer Health & Science Building	Lita Burns David Abshere	
Molstead Library	Ann Johnston Nancy Edwards	
Ponderay Center	Mary Gustafik Annette Gardiner	

<u>Building</u>	<u>Leaders</u>	<u>Office Phone</u>
Post/Winton Hall	Patty Stewart Paul Manzardo	
Ramsey Technical Building	Brian Coons	
Residence Hall	Paula Czirr Lanny Stein	
River Building	Steve Tudor George Myer	
Seiter Hall	Sharon Daniels-Bullock Marlene Spencer	
Sherman Building	Wade Larson Chris Pfeiffer	
Siebert Hall	Steve Baum Paul Swaim	
Silver Valley Center	Becky Powers	
Student Union	Lanny Stein Matt Seby	
Timber Hall	Merilyn Hardy Michele Jerde	
Workforce Training Center	Heidi Schrader Marie Price	

<p>Section E Emergency Contact Numbers – Off-Campus Resources</p>
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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 Department		446-1300
Kootenai Medical Center		666-2000
Mental Health Services		769-1406
Panhandle Health District		415-5100
Post Falls Police		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 by-standers 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 27, *require* that you inform your supervisor.
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 5-13.

Vice President, Resource Management	Ron Dorn
Vice President, Student Services	Sheldon Nord
Vice President, Planning & Instruction	(Vacant)
Vice President, Community Relations & Marketing	Mark Browning
Director, IT	Steve Ruppel
Director, HR	Wade Larson
Director, Athletics	Al Williams
Director, Foundation	Rayelle Anderson
Director, Facilities	Mike Halpern
Assist. Director, Facilities	Gary Stark
Lieutenant, Security	Bob Thomson
Sergeant, Security	Pat Murray

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 17.
6. The CRT Leader will put together the CRTeam as outlined in Tab 2, Section B, page 17.
7. The CRT will implement responsibilities outlined in Tab 2, Section C, Page 18.

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 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 Division of Instruction OR the Registrar's Office
2. **Administrative Officer**
Will be staffed by a member from the Division of Resource Management
3. **Public Information**
Will be staffed by a member from Community Relation & Marketing OR the President's Office
4. **Student Services**
Will be staffed by a member from the Division of Student Services
5. **Ad Hoc Area-Specific Member**
Crises may happen within particular programs such as Athletics, at a satellite location (e.g. Bonner's 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 55, 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 Community Relations & Marketing or, in his/her absence, the Director of Communications & Marketing, is the official voice of the college to all media.
5. Notify appropriate entities on a need-to-know basis.
6. Engage 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 55 for the structure and purpose of this team.

TAB 2
Section D
Building Leaders

Each building will have a designated Building Leader(s). These persons will be trained in and are responsible for:

1. Disseminating information about crisis training
2. Developing a system for informing occupants of their building during a crisis
3. Disseminating information ***DURING*** a crisis
4. Coordinating a building evacuation
5. Performing yearly inspections of crisis-related building issues

Building Leaders, their phone numbers and areas of responsibility can be found in Tab 1, pages 12-13:

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)**
An office where official information and activity are coordinated
 - Primary Facility: Facilities-Operations (701 River Ave.)
 - Backup Facility: Student Union, 2nd Floor

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

3. **TRIAGE**
Injured individuals are relocated to Triage for assistance if transportation to a medical center is not possible.
 - Primary Facility: Meyer Health & Sciences Bldg
 - 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, 1st Floor
 - Backup Facility: Hedlund, 2nd Floor, Culinary Arts Kitchen

TAB 3
Section B The
Black Box

A black box exists in eight locations to help the senior college official with Operations. It contains necessary supplies and information about Operations and each box is identical. The black box can be found in:

- ✓ The President's Office (Sherman 101)
- ✓ The Vice President for Resource Management Office (LKH 111B)
- ✓ The Vice President for Community Relations & Marketing Office (Sherman 102)
- ✓ The Vice President for Instruction Office (Molstead 252D)
- ✓ The Vice President for Student Services Office (SUB 200A)
- ✓ Facilities Operations Office , (104)
- ✓ Security Lieutenant Office (Facilities-Operations, 004)
- ✓ Security Sergeant Office (Security/Parking Bldg, 104)
- ✓ Information Technology Office (Siebert 153)

TAB 3
Section C
Emergency Operations Leadership

Each of the four Operations areas on page 21 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 the Division of Resource Management

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 in-coming phone calls. A press room should be designated. Let the campus operator know where in-coming 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 so as 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 012. It needs electrical power.
- STEP 2:** Develop entrance and exit checkpoints. All individuals entering the Shelter should come in 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 this 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 destination. 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 think about over-night needs (e.g., pillows/blankets), food/water distribution schedules, and restroom facilities. Restrooms need to be restocked and cleaned. Supplies are located....
- 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 58.
- 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 somewhere 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 58 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 121 of the Student Union. Otherwise, security/facilities will have key access to all areas.

NOTE 2: There is enough food in storage to feed the campus for 4 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.

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 for helping 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.

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

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:

1. Call 911
2. Call campus security (769-3310). Inform them of the location of the gunman.

Campus Security will:

1. Initiate a phone call to 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 Facilities-Operations Conference Rm 103 located at 701 River Avenue, unless Facilities-Operations is the effected building. The secondary command post is Sherman Building.

President's Cabinet members will:

1. Assemble at the command post.
2. Form and implement a Crisis Response Team (page 16).
3. Work with other Cabinet members to make the following immediate decisions:
 - Determine 2 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 police dispatch @ 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 department.

BOMB THREAT PROCEDURES

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 at the Facilities-Operations Bldg , 701 River Avenue.
2. Initiate a phone call to all President's Cabinet Members indicating:

Name of Location of Alleged Bomb and any 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 Facilities-Operations Conference Room, 701 River Avenue, unless Facilities-Operations is the effected building. The secondary command post is Sherman Building.

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 16) 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

Requires forming a Crisis Response Team. See Tab 2, page 16.

30-MINUTE RESPONSE

- Call 911.
- 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 55).
- Formulate a campus response after coroner has notified next of kin. This includes:
 - condolences from President to family
 - announcement to campus (usually via letter from President)
 - announcement to Community & College Relations
 - notification of appropriate faculty/staff
 - special attention to roommates and friends (1:1 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

Requires beginning Emergency Operations. See Tab 3, page 21.

- 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 over-react 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

Requires beginning Emergency Operations. See Tab 3, page 21.

- TIP #1** Pull Fire Alarm.
- TIP #2** Call 911 immediately & 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.
- 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

Requires beginning Emergency Operations. See Tab 3, page 21.

- TIP #1 Do NOT pull a Fire Alarm
- TIP #2 Call 911 immediately & 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

Spills of toxic substances or accidents 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): DAVID F. ABSHERE

Office
Cell
Home

CAMPUS SAFETY OFFICER (CSO): GARRY STARK

Office
Cell
Home

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 medical 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

Requires beginning Emergency Operations. See Tab 3, page 21.

- 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 Bldg. 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 Use Building Leaders for each building to coordinate evacuation (Instructions see page 19. Leaders & phone numbers are found in Tab 1, pages 12-13).
- TIP #6 Shelter in Place

HEALTH HAZARD

Requires forming a Crisis Response Team. See Tab 2, page 16.

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.
 - 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.

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.
 - consider medical personnel's advice.

SHELTER IN PLACE

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 – cell phone, purse, jacket, etc.

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 jam them in the crack 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

Requires forming a Crisis Response Team. See Tab 2, page 16.

30-MINUTE RESPONSE

- Call 911.
- 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 16.

30-MINUTE RESPONSE

- Notify Police.
- Form CRT.
- Take direction from the FBI.

3-HOUR RESPONSE

- Inform College community if allowed to do so by Police.
- 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.

MAIL PROCEDURES

Requires forming a Crisis Response Team. See Tab 2, page 16.

Recommended by US 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 for Resource Management
- Quarantine the area.

3-Hour & 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

Requires forming a Crisis Response Team. See Tab 2, page 16.

30-MINUTE RESPONSE

- Call 911.
- 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. Roommate or friends may be traumatized.

3-DAY RESPONSE

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

PHYSICAL ASSUALT

Requires forming a Crisis Response Team. See Tab 2, page 16.

30-MINUTE RESPONSE

- 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. (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.
- If YES, federal/state laws regarding domestic violence apply. Police can arrest aggressor if 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 means of dealing with aggressor.
- Determine best way to protect campus community if aggressor at-large.
- Contact Women's Center for assistance, if deemed appropriate.

3-DAY RESPONSE

- See above.

PLANE CRASH

Requires beginning Emergency Operations. See Tab 3, page 21.

- TIP #1 Evacuate the building.
- TIP #2 Begin Emergency Operations if completion of the crisis response will take over 5-6 hours. Small plane 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 parts.
- TIP #4 Be aware of spilled fuel.
- TIP #5 Remember that the FAA will be on scene and they will take total control over the crises. Also, the military may be involved, in which case College personnel may only approach the scene if life safety is involved.

PROTESTS – Large Scale

Requires forming a Crisis Response Team. See Tab 2, page 16.

30-MINUTE RESPONSE

- Form CRT.
- Inform Police.
- Make decision to let continue or to disrupt.
(If no harm is being done, let protests continue...free speech issue.)
- Bring together players who deal directly with specific issue of protest.

3-HOUR RESPONSE

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

3-DAY RESPONSE

- Provide education on best way to express discontent.

RAPE/SEXUAL ASSAULT

Requires forming a Crisis Response Team. See Tab 2, page 16.

30-MINUTE RESPONSE

- 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 and report
 Find a friend to help individual through process
 Arrange to have parents/family involved
- Be certain survivor's physical safety is assured.
 Will aggressor be back?
 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 from the Residence Hall.
- 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

- 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

Requires forming a Crisis Response Team. See Tab 2, page 16.

30-MINUTE RESPONSE

- Determine if assault occurred. If YES, refer to RAPE/SEXUAL ASSAULT, Page 47.
- 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 assault, *you must report this to Human Resources or the Vice President for Student Services.*

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 to Heating Plant)

Requires beginning Emergency Operations. See Tab 3, page 21.

- 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).

- TIP #2 Acquire generators and blankets listed on supply list, Tab 5, Appendix 6, Page 58.

- TIP #3 Determine if off-site shelters are more appropriate. Contact Kootenai County Office of Emergency Management at 446-1775.

SUICIDE - Successful

Requires forming a Crisis Response Team. See Tab 2, page 16.

30-MINUTE RESPONSE

- Call 911.
- Remove survivors to safe place.
- Keep individuals/crowds back from scene.
- Do not disturb body or room.
- Call appropriate campus staff for assistance.
- 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 their 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 effected 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 & College Relations
 - notification of appropriate faculty/staff
 - special attention to roommates and friends (1:1 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; hold sessions on "Why suicide?"
- Finalize transcripts, accounts, and bills (outstanding fees usually waived).

SUICIDE – Unsuccessful

Requires forming a Crisis Response Team. See Tab 2, page 16.

30-MINUTE RESPONSE

- Call 911.
- 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).
 - Work with CRT to determine if floor meeting should be held (if student is a resident on-campus).

3-DAY RESPONSE

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

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:

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 **Harding Family Center 411 N. 15th Street** (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 west of the building, next to the outdoor restrooms and at the base of the stairs leading up to the dike road.
- 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 in route from NIC departments of transportation, custodial and mail center. They will arrive in a line up on the dike road directly about the stairs where children are gathered.
- As the vans arrive, staffs are to form orderly lines on the stairs 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 Harding Family Center 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 at anytime.

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:

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 16).

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	Priscilla Bell
Vice President, Resource Management	Ron Dorn
Vice President, Student Services	Sheldon Nord
Vice President, Instruction	(Vacant)
Vice President, Community Relations & Marketing	Mark Browning
Director, IT	Steve Ruppel
Director, HR	Wade Larson
Director, Athletics	Al Williams
Director, Foundation	Rayelle Anderson
Director, Facilities	Mike Halpern
Assist. Director, Facilities	Garry Stark
Lieutenant, Security	Bob Thomson
Sergeant, Security	Pat Murray

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 co-leaders are:

Linda Michal
Katie Kelso

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 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, 3 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.

In the event of an emergency evacuation:

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

APPENDIX 5: Maps

There is a companion manual for this protocol (found in their “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:

- President’s Office (*Sherman 101*)
- Vice President for Resource Management (*Lee 111B*)
- Vice President for Community Relations & Marketing’s Office (*Sherman 102*)
- Vice President for Instruction’s Office (*Molstead 252*)
- Vice President for Students Services’ Office (*Student Union 213*)
- Facilities’ Office (*Facilities-Operations 104*)
- Information Technologies Office (*Siebert Office 153*)
- Security Office (*Security/Parking 104*)

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 Ave	#26	Facilities Operation Office
Student Union Building	#4	Dining, Auxiliary Services
724 Military Dr.	#1	Physical Plant Shop
710 Military	#27	Security
River Bldg	#15	Mail/Copy Center & Fleet Services

<u>Supply</u>	<u>Location</u>
Barricades	Warehouse #1
Barrier Tape	Warehouse #1
Batteries	Maintenance
Blankets	Warehouse #1
Bull Horns	Facilities-Operations
Chain Saws	Landscape
Come-a-long	Maint
Ear Protectors	Warehouse #1
Extension Cords	Maint.
Fans	Warehouse #1
Fire Alarm Keys	Facilities
First Aid Kits	Facilitie River Building
Flares	Warehouse #1 River Building
Flashlights	Security
Gasoline	River Building
Glasses	Maint Warehouse #1
(safety)	Warehouse #1 Warehouse #1
Gloves	Maint Landscape

Kitchen Supplies	Student Union Building-Kitchen
Ladders	Maint
Matches	Warehouse #1
Portable AM/FM Radios	Facilities Warehouse #1
Portable Generator	Maint
Portable Gas Heaters	Maint
Portable Lights	Maint
Radios (Two-Way)	Security River Building
Rope, Straps, Tarps	Maint Warehouse #1
Safety Vests	Security
Spill Containment, Sorbents	Maint Warehouse #1
Sound Equipment	Student Union Building 012
Tools (shovels, pry bars, etc...)	Maint
Tractors, Trucks	Maint
Traffic Cones	Warehouse #1
Trash Cans	Landscape
Vehicle Keys	River Building and Facilities
Water –Bottled	Student Union Building-Kitchen

Contact Numbers

Security	769-3310	24 hour phone
Facilities		Main Office On Call Cell (Physical Plant)

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:

All options initiated by Information Technology personnel:

- *NIC Alerts:* 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.

Switchboard Service:

The college switchboard operator is normally on duty at the console at (Security/Parking). Its number is (208) 769-3300.

Back up 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 the basement of Siebert Bldg., room 009 in the Employee Learning Facility (ELF).

Phones (12) and active phone ports are available at that location. The access code for entry into ELF resides with the Administrative Assistant in Information Technology.

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 by Garden Ave.)</i>	7757
7	River Building <i>(South side of Mail/Copy Center)</i>	7889
8	Overflow Parking Lot <i>(By small storage bldg.)</i>	2754
9	710 Military Dr. <i>(Parking/Security bldg.)</i>	665-5094

APPENDIX 8: Building Leaders Checklist

Building Leaders are responsible for the following crisis protocols:

Persons with Disabilities

Building Leaders should be familiar with Appendix 4, Page 56, Evacuation of Persons with Disabilities.

Building Leaders should know where their building's Areas of Rescue Assistance are. In the event of an evacuation, Building Leaders should first check the Areas of Rescue Assistance to assure that no one needs help.

Evacuations & Lock Downs

- Building Leaders, upon hearing a fire alarm or receiving instructions to evacuate their building, should be familiar with the layout of the building and make sure that each room is clear.
- Upon hearing instructions to Lock Down, Building Leaders will assign a staff member to each entrance of the building until informed otherwise. The staff will ask occupants to stay in the building for safety reasons until further notice.

Training

- Building Leaders should be familiar with emergency procedures and be the building's resource for questions.
- Building Leaders should be available to give a brief introduction to campus crisis/emergency protocols for new staff permanently assigned to the building.
- Building Leaders should attend available trainings in the event that they are called upon to serve on a Crisis/Emergency Response Team.

Routine Checks

- Building Leaders, minimally once per year, will make sure that all doors open and close properly.
- Building Leaders, minimally once per year, will assure that all posted evacuation routes are in place.
- Building Leaders, minimally once per year, will assure that the Areas of Rescue Assistance are clearly marked.

APPENDIX 9: Acronyms

The following acronyms have been used in this document.

VP	Vice President
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
MHS	Meyer Health & Science
IT	Information Technology
NIC	North Idaho College
RA	Resident Assistant
SUB	Student Union Building

APPENDIX 10: Authorization of the Crisis Manual

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

Priscilla Bell, President
North Idaho College

Date

This document was last updated on November 10, 2012 and is scheduled for review and update every 6 months.

An electronic copy can be found at:

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