

# EMERGENCY PREPAREDNESS

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## AND MANAGEMENT PLAN



COLLEGE *of*  
CHARLESTON

REVIEWED and UPDATED  
July 2016

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# ADMINISTRATION

## PREAMBLE AND PURPOSE

The College of Charleston is a learning and living environment comprised of faculty, staff and students, brought together for study and work in a setting designed to fulfill the College's mission. Part of accomplishing the College's mission requires a healthy and safe campus. However, crisis situations can and do occur. To ensure that it is prepared, the College formed a standing Emergency Management Team (EMT) which developed an Emergency Preparedness and Management Plan.

The College of Charleston recognizes that not every scenario can be predicted. However, an emergency response and recovery policy must be able to quickly adapt to unfolding events. The purpose of this policy is to establish a consistent, coordinated approach for assessing and responding with the necessary management, coordination and control for all unusual situations. The Emergency Preparedness and Management Plan also designates areas of responsibility and defines and describes actions to be taken by the College community to effectively mitigate, prepare for, respond to and recover from various crises, emergencies or disasters that may affect lives, property and the institution. This plan designates pre-event preparation and the first 72 hours following the event. The EMT will be convened to modify or adjust the plan or add incidents as necessary. This campus-wide plan is not intended to replace the plans of different units (departments, schools, programs, divisions, etc.)

The Emergency Preparedness and Management Plan draws upon a nationally-recognized standard of the Incident Command System (ICS) developed by the Federal Emergency Management Agency (FEMA). The system is widely used at federal, state, local community levels and higher education communities. The Incident Command System uses an integrated approach to ensure applicability and adaptability to all crisis situations. This inclusive, systematic approach uses common terminology, modular organization, integrated communications, a unified command structure, consolidated action plans, manageable span of control, designated incident facilities and comprehensive resource management. The Emergency Preparedness and Management Plan developed by the Emergency Management Team is authorized and promulgated by the President of the College of Charleston and Chief of Police/Director of Public Safety.

## SCOPE

The College of Charleston Emergency Preparedness and Management Plan is not intended to serve as an exhaustive compilation of all crises and emergency situations. Deviations from the contents of this plan can and will occur due to the unique nature of crises and emergencies. Reasonable and prudent deviations are both authorized and encouraged to adapt to individual incidents. However, with this flexibility, individuals and organizations with Emergency Preparedness and Management Plan tasks or functions are ultimately accountable and responsible for their actions. All College of Charleston units (Departments, Divisions, Schools, Programs, etc.) must develop emergency plans compatible with this Emergency Preparedness and Management Plan. Where a department has no emergency plan in place for a particular emergency, or when their plan is in conflict with the campus-wide plan, this campus-wide plan shall be used as guidance for the response to and recovery from a critical event.

## ORGANIZATIONAL ROLE

Each organizational entity that has a role in this plan or its elements will develop procedures that provide step-by-step instructions for accomplishing assigned tasks or functions.

## OBJECTIVES

The management of crisis operations requires planning for and responding to crisis events. Objectives to be accomplished include, but are not limited to:

- Ensuring appropriate preparation is accomplished to reduce the duration, extent of impact and severity of trauma on the College community
- Managing any necessary care and movement of persons
- Identification by individual departments of essential personnel, as defined in Appendix A, and forwarding the information to the EMT
- Collecting and evaluating damage, casualty and other essential data
- Preparing and disseminating public information
- Maintaining institutional image and integrity
- Establishing priorities and resolve conflicting demands for support
- Requesting and allocating resources and other support
- Coordinating or maintaining liaison with appropriate internal, county, state, federal, and private sector agencies and organizations
- Managing and coordinating overall College crisis operations, to include appropriate on-scene incident management
- Re-establishing normal College operations.

## COLLEGE OF CHARLESTON COMMUNITY

The **College of Charleston campus** in downtown Charleston covers 11 square blocks within the City of Charleston from Meeting Street on the east side to Pitt Street on the west side. The College extends northward to Warren Street and as far south as Beaufain Street. The College is comprised of buildings ranging from historic residential houses to large five and six story buildings. Historic houses are also used for offices and larger classrooms. There are 131 buildings, including 11 major residence halls and 18 residential historic houses that range from two- to three-story houses. The campus has three parking garages. Two parking facilities are owned by the College and one is owned by the City of Charleston, where the College leases 200 spaces. Approximately one mile east of campus is a second City-owned garage where the College leases approximately 750 parking spaces.

Transportation routes that feed the College's main campus are Interstate 26, Meeting Street, King Street, St. Philip Street, Calhoun Street, Wentworth Street and Coming Street.

The College's **Avery Research Center**, 125 Bull St., is located near the downtown campus.

The **N.E. Miles Early Childhood and Development Center**, 91 Wentworth St., is a preschool for research, observation and practicum purposes, as well as a childcare and early education center for children ages two to five.

The **Grice Marine Laboratory** is the College's marine lab and houses academic programs in Marine Biology. It is located at Fort Johnson on James Island across the Charleston harbor.

The **North Campus**, 5300 International Boulevard, Building B, is also home to the Lowcountry Graduate Center, a joint effort of The Citadel, the College of Charleston and the Medical University of South Carolina. The North Campus is on the first and second floors of Building B.

**Patriots Point Athletic Complex** in Mt. Pleasant is a 35-acre complex operated jointly by Mt. Pleasant and the College of Charleston. It includes the College's baseball, softball and soccer stadiums, the College's Tennis Center and the J. Stewart Walker, Jr. Sailing Complex. The main building is equipped with locker rooms, a meeting area and press areas for all teams. There are also concessions and a laundry facility.

**Dixie Plantation**, owned by the College of Charleston Foundation, is located 17 miles south of Charleston along the Stono River and Atlantic Intracoastal Waterway. The property is 5.9 nautical miles from the Atlantic Ocean and 10.4 nautical miles from South Carolina's famed Ace Basin. It is an 862-acre tract on the Stono River and serves as a natural biological sciences laboratory, an outdoor art studio and a wooded trail for hard-training athletes. There is also a salt marsh and estuarine habitat, maritime forest and longleaf pine habitat that students use in research and field classes such as botany, ecology and marine biology.

The total enrollment of the College of Charleston is about 11,400 students ~ 10,000 undergraduates and 1,400 graduate students. There are approximately 1,680 faculty and staff.

The College is a corporate entity with a vested interest in maintaining the health, safety and well-being of students, staff, faculty and visitors. The College must preserve and enhance its image and that of the higher education system of the State of South Carolina.

Major medical facilities located adjoining or nearby the downtown campus and Grice Marine Laboratory are the Medical University of South Carolina Hospital, Roper Hospital, Charleston Memorial Hospital and Veterans Administration Hospital. East Cooper Medical Center is the hospital closest to the College's Patriots Point Athletic Facility in Mount Pleasant. Bon Secours St. Francis Hospital, located in West Ashley, is the closest medical center to the North Campus.

The campus and region are vulnerable to effects of natural disasters such as hurricanes, tornadoes, storms and earthquakes, as well as to a variety of man-made hazards such as HAZMAT accidents, major transportation accidents, building fires, civil disorders, terrorism, etc.

## ASSUMPTIONS

The College of Charleston is supported by, and will cooperate with, private and volunteer organizations in addition to county, state and federal agencies with staffing, equipment and logistical capabilities for emergency and disaster mitigation, preparation, response and recovery.

Each individual and organizational entity having a role in this plan or its elements will respond as required to fulfill their responsibilities of supporting the institution and providing for public safety.

## CONCEPT OF OPERATIONS

This Emergency Preparedness and Management Plan (EPMP), based on the Incident Command System, provides an organizational structure capable of responding to various levels and types of crises and emergencies ranging in complexity. It also provides the flexibility needed to respond to incidents as they escalate in severity. The purpose of the Incident Command System is to:

- Provide an organizational structure that can grow rapidly in response to the requirements
- Provide College management with the control necessary to direct and coordinate all operations and all departments responding to crisis or emergency incidents
- Assign employees with reasonable expertise and training to critical functions without loss of precious time
- Allow the activation of only those positions needed to manage particular incidents
- Promote proper span of control and unity of command.

Title 25, Chapter 25, and Title 8, Chapter 11, Section 57 (K) of the *South Carolina Code of Laws* and the *South Carolina Emergency Operations Plan* have been enacted to insure that the State will be adequately prepared to deal with emergencies and disasters which are beyond the capabilities of local authorities and to provide for the common defense; to protect the public peace, health and safety; and to preserve the lives and property of the people of the State of South Carolina.

The *Charleston County Emergency Operations Plan* is established and promulgated to fulfill certain statutory requirements of Title 25 of the *South Carolina Code* and the *South Carolina Emergency Operations Plan*. This Emergency Preparedness and Management Plan for the College of Charleston incorporates by reference the *Charleston County Emergency Operations Plan*. This Emergency Preparedness and Management Plan is consistent with the *Charleston County Emergency Operations Plan* and the *State of South Carolina Emergency Management Plan*.

If the capabilities of the College are exceeded, the College will request assistance from the City of Charleston, Charleston County or the State of South Carolina as appropriate and consistent with established protocols.

All personnel involved in crisis response and recovery activities will use a continuously implemented process consisting of actions that include, but are not limited to:

- Acquiring accurate information
- Determining and reviewing options
- Making decisions
- Coordinating and implementing decisions
- Monitoring results
- Assessing results and making any necessary or prudent adjustments to decisions.

**Mitigation activities** are any actions taken to prevent or reduce the occurrence of a crisis or risk to life and property. Examples of mitigation efforts include, but are not limited to:

- Building codes and design standards
- Community education and training
- Procurement and integration of equipment
- Resource identification

**Preparedness activities** are actions taken prior to crises that facilitate the implementation of coordinated responses. Examples of preparedness efforts include, but are not limited to:

- Ensuring continuity of institutional decisions
- Testing and maintaining equipment and supplies
- Establishing, equipping and maintaining the EMT and Emergency Operations Center
- Development of crisis plans and procedures
- Participation in training programs, drills and exercises
- Coordination of emergency communications systems
- Identification of hazards

**Response activities** are actions taken immediately during or directly after crises to save or protect lives, minimize damage to property, and increase the effectiveness of recovery efforts. Examples of departments responsible for primary response activities include, but are not limited to:

- Public Safety, including Fire & Emergency Medical Services (EMS)
- Physical Plant
- Student Health Services Environmental
- Health and Safety Counseling and
- Psychological Services.

**Recovery actions** involve restoring systems and operations to normal. Short-term recovery actions are taken to assess damage and reestablish vital life-support systems; long-term recovery actions may continue for months or years. Examples of recovery actions include, but are not limited to:

- Maintenance of civil order

- Assessment of damages

- Clearance of debris

- Decontamination

- Provision of counseling and mental health services

- Provision of health and medical services

- Provision of temporary housing

- Reconstruction and renovation

- Mitigation

- Planning for resumption of classes or salvaging the academic mission for the students

## CRISIS CLASSIFICATIONS

<b>Isolated Incidents Level 1</b>	<b>Minor Incidents Level 2</b>	<b>Critical Incidents Level 3</b>	<b>Major Incidents Level 4</b>	<b>Disasters Level 5</b>
Affect only a small part of the College community or physical property.	May disrupt one class or up to one entire building.	Primarily related to people, rather than services, infrastructure, or property.	Impact sizable portions of College of Charleston.	Extensive in scope of disruption, damage, and/or injuries.
Injuries are generally non-existent or limited to first aid cases.	Damage is limited to either one room or one small area of a building. Can be resolved with existing College resources or limited external assistance.	Incident dynamics can become highly complex. May necessitate the cancellation of classes or closure of the College. Major policy decisions and considerations may be required.	May be significant emotional and psychological trauma. Damages could include several buildings, large portions of buildings or building systems. May require closing of the College.	Injuries are generally numerous and require extensive medical aid on the scene and in nearby medical facilities. The College may be closed for a long time.
Can be resolved by the College's initial or secondary responding units.	May not require activation of the Executive Policy Group (EPG), Emergency Management Team (EMT) or Emergency Operations Center (EOC).	May require the activation of the EPG and the EMT.	The EPG, EMT and EOC will be activated.	The EPG, EMT and EOC will be activated. The Charleston County Emergency Operations Plan may be activated. A State of Emergency may be implemented.
<i>Examples:</i> Isolated, short-term utility outages; water leaks; accidental, non-life threatening injuries to community members; persons stuck in elevator; motor vehicle accidents with no or few non-life threatening injuries; non-specific bomb threats; minor criminal activities.	<i>Examples:</i> Minor HAZMAT incidents or spills; small natural gas leaks, loss of utility services to a single building for several hours; fires contained to single rooms or contents; disruptive behavior by a few individuals or small groups; specific bomb threats with accompanying evacuations; sexual assault, hate crime, anticipated short-term building occupation or other forms of civil disobedience or demonstration.	<i>Examples:</i> Death or near death resulting from criminal, traumatic, pathogenic, suicidal, or unexplained activities; life threatening or multiple victims of illnesses (outbreaks) or injuries; severe weather; multiple felonious crimes against persons; localized acts of civil disobedience such as building occupations or sit-ins involving groups or organizations; terrorist activities not directly targeted at the College, but having impact on College.	<i>Examples:</i> Hurricanes or other extremely severe weather incidents; earthquakes; power plant failure or extended compromise of utility systems; major natural gas leaks; fires, explosions or HAZMAT incidents resulting in significant injuries or property damage; civil disorder or riots; clear and eminent danger from acts of terrorism; epidemic or pandemic illness(es).	<i>Examples:</i> Explosions, fires, civil disturbances, acts of terrorism, chemical or nuclear releases that require mobilization of governmental elements other than those primarily involved, enemy attacks, hurricanes, tornados, storms, floods, high water, wind-driven water, tidal waves, earthquakes, landslides, mudslides.

## **TRAINING AND PLAN REVIEW**

The Chair of the Emergency Management Team is responsible for developing the Emergency Preparedness and Management Plan, coordinating crisis and emergency management training and ensuring this plan is reviewed and updated as necessary by appropriate personnel at least annually. The Chair is also responsible for ensuring the post-event evaluation process is performed within 72 hours of an incident, implementing lessons learned and updating the plan accordingly, as well as coordinating both tabletop and practical crisis/emergency exercises.

Recommended changes to the Administration or Operations sections of this plan must be made through the Chair of the Emergency Management Team.

Training should include simulation exercises that allow personnel to become thoroughly familiar with the procedures, facilities and systems that will actually be used in crisis and emergency exercises. (Examples of training activities can be found in APPENDIX C - TRAINING AND EXERCISES.)

## **CAMPUS EDUCATION**

The College of Charleston will periodically send messages and reminders to the campus community concerning this plan. These messages, in the form of e-mails, will be released at least three times per year. These reminders will be sent at least once a semester and at the start of hurricane season. Other messages may be sent, if warranted, informing the campus community of changes.

The Director of Emergency Management will conduct a test of the CougarAlert Emergency Notification System at least once a semester. The Director will follow each test with an e-mail to remind those who didn't receive the alerts to update their Cougar Alert information in the electronic database (My Charleston).

A web site with the Emergency Preparedness and Management Plan will be posted on a continuing basis. Educational information will be posted when appropriate to [emergency.cofc.edu](http://emergency.cofc.edu).

# OPERATIONS

## EXECUTIVE POLICY GROUP (EPG)

The EPG is comprised of:

- 1) President, Chair
- 2) Vice President for Administration and Planning
- 2) Executive Vice President for Academic Affairs/ Provost
- 3) Executive Vice President for Business Affairs
- 4) Executive Director of Marketing and Communications
- 5) Executive Vice President for Institutional Advancement
- 6) Executive Vice President for Student Affairs
- 7) Senior Vice President for Information Technology/CIO
- 8) General Counsel
- 9) Senior Executive Administrator for the President

### EPG Chain of Command

The Executive Policy Group (EPG) is activated and chaired by the President at his/her calling or upon advice of the Chair of the Emergency Management Team. In the absence or unavailability of the President, the chain of command is:

1. Executive Vice President for Business Affairs
2. Executive Vice President for Academic Affairs/Provost
3. Most immediately available Executive Vice President

### Chair of Executive Policy Group Responsibilities

Establish policies for emergency response as required  
Act as the highest level of College authority during crisis incidents  
Activate the Executive Policy Group based on the seriousness and extent of incident  
Establish communications with the Governor of the State of South Carolina, the State Emergency Management Division, the Mayor of the City of Charleston, Charleston County Executives, and other external groups and organizations  
Authorize protective/precautionary actions as warranted by situations, including cancellation of classes or closure of the College  
Assess situations and obtain information and updates from the Emergency Operations Center  
Ensure support staffing and continuity of operations for the Executive Policy Group  
Based on input from the Director of the Emergency Management, order de-activation of College crisis activities when all phases of the related crisis have been concluded

## **EPG Responsibilities**

Advise the President in policy matters related to crisis response

Recommend protective actions, e.g., cancellation of classes, cancellation of events, closing the College, evacuation and sheltering, etc.

Serve as the focal point for leadership, policy decision making and coordination of the College's internal and external policy and media responses to critical incidents involving students, staff, faculty and visitors

Ensure appropriate senior executive support is available to Emergency Operations Center personnel

Make appropriate uses of crisis incidents as teachable experiences to enhance the quality of life for those touched by critical incidents

Approve emergency fiscal and logistical actions such as emergency procurements or the utilization of alternative classrooms, housing and other necessary resources

Look into the future beyond crisis incidents to assess incidents' impact on the College, determining means to reduce or alleviate that impact, courses of action to recover from incidents and personnel to carry out those courses of action

The Executive Policy Group is convened in the Randolph Hall Board Room, unless otherwise indicated by the convener, and is the senior advisory and policy-making group for crisis management at the College of Charleston.

## **EMERGENCY MANAGEMENT TEAM (EMT)**

The Emergency Management Team (EMT) is the operational group for crisis management at the College. The composition of the EMT is:

- 1) Director of Emergency Management, Chair
- 2) Director of Physical Plant, Vice Chair
- 3) An Associate Provost, or designee of the Provost
- 4) Vice President for Fiscal Services
- 5) Dean of Students
- 6) Director of Residence Life and Housing
- 7) Senior Director of Media Relations
- 8) Director of Business and Auxiliary Services
- 9) Director of Environmental Health and Safety
- 10) Director of Public Safety and Fire & EMS
- 11) Director of Human Resources
- 12) Director of IT Programming and Network Services
- 13) Director of Procurement and Supply Services
- 14) Director of Student Health Services

### **Responsibilities**

Advise the Executive Policy Group regarding crisis operation and response  
Oversee pre-event planning functions  
Coordinate and manage the College's activities for the duration of the crisis  
Gather, confirm and evaluate incident information  
Define and implement tactics/actions to address priority situations  
Identify available College resources and equipment  
Direct, document and manage the deployment of College personnel, resources and equipment  
Maintain link and coordination with external emergency response agencies  
Maintain consultation and communication with the Executive Policy Group throughout the crisis  
Determine courses of action for initiating and implementing recovery processes  
Perform post-event critique and debriefing of Level 3 incidents or above within 72 hours  
Review and approve overall crisis management planning priorities and strategies  
Conduct periodic reviews of the College's Emergency Preparedness and Management Plan  
Test and validate the Emergency Preparedness and Management Plan through tabletop exercises and/or simulation drills

## EMT Leadership Responsibilities

<p><b>Chairperson Of EMT</b></p> <p><i>Director of Emergency Management</i></p>	<p>Activate the Emergency Management Team</p> <p>Preside over all meetings</p> <p>Ensure the College of Charleston’s preparedness for emergencies and natural/manmade disasters</p> <p>Coordinate short or long-term planning and preparedness activities that eliminate or reduce the number and/or severity of emergencies and disasters</p> <p>Oversee and coordinate prevention activities, including the periodic risk assessments of potential hazards</p> <p>Lead the development of an all-encompassing, strategic College of Charleston response plan, as well as an assessment of College department capabilities to meet the needs of the plan</p> <p>Ensure the College plan also includes contingency planning for critical services and incident recovery, including cleanup</p> <p>Maintain a liaison with the President and the Executive Policy Group</p> <p>Meet periodically with the President and the Executive Policy Group to keep them apprised of all emergency preparedness activities by the EMT</p> <p>Ensure, either directly or through the Liaison to the EPG, that the President and the Executive Policy Group are apprised of the response and recovery activities of the EMT during an emergency/crisis situation</p> <p>Arrange for periodic tabletop exercises and practical exercises to test the College’s emergency preparedness</p> <p>Arrange for periodic training sessions for both the EMT and the EPG</p> <p>Act as the Emergency Manager for Level 3 and Level 4 emergencies</p>
<p><b>Vice Chairperson</b></p> <p><i>Director of Physical Plant</i></p>	<p>Activate the EMT in the absence or immediate unavailability of the Chairperson</p> <p>Preside at all meetings of the EMT in the absence or immediate unavailability of the Chairperson</p> <p>Act as the Deputy Emergency Manager for Level 3 and Level 4 emergencies</p>
<p><b>Liaison to the Executive Policy Group</b></p> <p><i>EMT Chair or other assigned EMT member appropriate to the incident</i></p>	<p>Ensure the President and the Executive Policy Group are apprised of the response and recovery activities of the EMT during an emergency/crisis situation</p> <p>Relay policy decisions and other such instructions from the EPG to the Emergency Manager related to the College’s response and recovery activities</p> <p>Perform other such liaison activities as may be determined necessary by the President, the EPG or the EMT</p>

## **EMERGENCY OPERATIONS CENTER (EOC)**

The Emergency Operations Center (EOC) serves as the centralized location in which staff members check in and assume their roles during an emergency. The collection and dissemination of information as well as maintenance of communications with field personnel, departmental managers and others as appropriate occurs in the EOC. The Emergency Management Team (EMT) is the operational group for crisis management at the EOC. Response activities and work assignments will be planned, coordinated and delegated from the EOC. The EOC will be activated by the Chair of the EMT, or in the absence or immediate unavailability of the Chair, by the Vice Chairperson, and staffed by select EMT members. Most incidents (Level 1 and 2) will not necessitate EOC activation. However, in keeping with the principles of Incident Command Management (ICM), almost every incident will require the identification of an incident commander and the establishment of a Field Command Post in close proximity to the incident.

The primary location of the EOC is the Cougar Calling Center located on the second floor of the Bell Building, 81 St. Philip St. The first alternate location is the Low Country Hazards Center located on the second floor of the New Sciences Building, 202 Calhoun Street. The second alternate location is the Physical Plant Conference Room located on the 2nd Floor of the Physical Plant, 133 Calhoun St. EOC members will be directed where to report when asked to respond if it is not the primary location.

### **Responsibilities of EOC Section Chiefs (except Emergency Manager) – See table on next page**

- Report to or maintain contact with the Emergency Operations Center as assigned
- Activate and brief personnel under their direction
- Participate in the preparation of action plans
- Execute action plans
- Initiate and maintain a record-keeping system for the documentation of their activities and for the personnel under their direction
- Ensure all necessary reports, documents and logs are submitted to the Emergency Operations Center Director for retention

### **EOC Manuals and Documents**

- Emergency Preparedness and Management Plan
- List of Emergency Operations Center Section Chiefs and designated substitutes with telephone and other contact numbers
- List of key College personnel by school, department, and unit with corresponding telephone, email, fax and other communication information
- Comprehensive list of all College faculty, employees and staff with pertinent information, including individuals with special needs
- Emergency Operations Center Logistics Manual
- Floor plans of all College-owned or occupied buildings
- Current College telephone and email directory, as well as white and yellow page phone books
- List of College 2-way radio resources
- List of personnel and contact information for individuals with particular expertise by virtue of their academic discipline or as a result of extensive work experience
- Necessary supplies (as designated in the EMT Logistics Manual)
- Copies of the emergency planning documents for individual units across campus

## Emergency Operations Center Responsibilities

<p><b>Emergency Manager (EM)</b></p> <p><i>Director of Emergency Management or other such member of the EMT as the emergency may dictate</i></p>	<p>Provide overall direction of the College emergency response, for aspects including, but not limited to: scene support, incident consequences, continuity of operations, and recovery</p> <p>Ensure field operations are activated</p> <p>Notify President of activation and deactivation of EOC</p> <p>Ensure selected personnel are notified to report to EOC, make assignments and brief personnel</p> <p>Direct Logistics Section Chief to equip EOC with additional supplies not already in place</p> <p>Ensure all emergency notifications have been made</p> <p>Assess the emergency and prepare specific response</p> <p>Develop incident objectives and prepare Initial Action Plan</p> <p>Present policy options and recommendations to EPG</p> <p>Conduct periodic briefings of EPG</p> <p>Ensure personnel are observed for signs of stress and/or fatigue</p> <p>Maintain contact with Public Information Officer (PIO) for media updates</p> <p>Revise action plan as necessary</p> <p>Direct Planning Section to develop continuity of operations and recovery plan for the incident</p> <p>Establish relief for EOC personnel if incident will exceed 8 to 10 hours</p> <p>Establish a date and time for after-action meeting, and produce After-Action Report</p>
<p><b>Deputy Emergency Manager (DEM)</b></p> <p><i>Director of the Physical Plant or such member of the EMT as the emergency may dictate</i></p>	<p>Obtain incident update from EM</p> <p>Collaborate with EM and Section Chiefs on execution of action plan</p> <p>Provide direction to EOC Staff</p> <p>Receive safety reports from the Safety Section Chief (SSC) and advise EM as necessary</p> <p>Re-assign personnel within EOC, as needed</p> <p>Serve as EM in his/her absence</p> <p>Establish process for dissemination of incident status for EOC personnel</p> <p>Receive periodic updates for EM and Section Chiefs</p> <p>Resolve inconsistencies and conflicting information within EOC ranks</p> <p>Direct rest period for EOC staff and provide staffing relief</p> <p>Assist EM in production of After-Action Report</p>

## Emergency Operations Center Responsibilities *(continued)*

<p><b>Operations Section Chief (OPS)</b></p> <p><i>Director of Public Safety and Fire &amp; EMS or other member of the EMT as the emergency may dictate</i></p>	<p>Provide overall coordination for the College Emergency Preparedness and Management Plan</p> <p>Manage tactical operations, directed toward the coordination of all on-campus emergency functions and campus-provided emergency response teams</p> <p>Establish situational control, and restore normal campus conditions</p> <p>Assess the condition of the College</p> <p>Initiate liaison with the President of the College of Charleston and the Executive Policy Group to begin an assessment of the College's condition</p> <p>Advise all parties of the nature of the emergency</p> <p>Notify and use College personnel and/or other available resources to maintain safety and order and work toward recovery</p> <p>Liaise with outside organizations such as police, fire, EMS, South Carolina Emergency Preparedness Operations Center and other emergency response personnel</p> <p>Perform other related duties as warranted by the circumstances of the emergency</p>
<p><b>Planning and Analysis Section Chief (PAAS)</b></p> <p><i>Dean of Students, Director of Human Resources or member of the EMT as the emergency may dictate</i></p>	<p>Prepare an EOC-based Initial Action Plan and additional Action Plans for each operational period. Include obvious risks and sensitive areas, incident needs and “what ifs” based upon the initial goals as set forth by the Emergency Manager</p> <p>Contact planning and analysis sections of outside agencies, offer assistance, coordinate information and reconcile any conflicting planned actions</p> <p>Oversee incident consequence-related data gathering and analysis Assess safety issues that could impact the community (not incident personnel safety) and share with the EM, DEM, OPS and PIO for possible public notification</p> <p>Provide periodic planning updates to the EM and Section Chiefs</p>

## Emergency Operations Center Responsibilities *(continued)*

<p><b>Logistics Section Chief (LOG)</b></p> <p><i>Director of Auxiliary Services, Director of Procurement, or such member of the EMT as the emergency may dictate</i></p>	<p>Ensure equipment and personnel are provided to perform shutdown and recovery procedures</p> <p>Provide vehicles, equipment and operators for movement of personnel and supplies, and assign vehicles as required to College emergency response personnel/workers for emergency use</p> <p>Obtain the assistance of utility companies as required during emergency operations, as well as furnish and maintain emergency power and lighting as required</p> <p>Provide facilities for emergency generator fuel</p> <p>Assist in the dissemination of all information and directives intended for the on-campus student population</p> <p>Provide temporary or alternate housing and food service facilities for the on-campus student population affected by the disaster or emergency</p> <p>Provide temporary housing and food services for off campus students who have been directed to remain on campus or who are unable to leave the campus</p> <p>Provide temporary housing and food services for emergency response personnel and College staff directed to remain on campus for extended periods</p> <p>Provide temporary beds, food, water or other resources as required</p> <p>Ensure that adequate supplies are available in the Emergency Operations Center</p> <p>Ensure EOC supplies are checked monthly for operational readiness, with supplies being replaced or updated as necessary</p>
<p><b>Finance Coordination Section Chief (FCS)</b></p> <p><i>Vice President for Fiscal Services, or such member of the EMT as the emergency may dictate</i></p>	<p>Coordinate procurement activities</p> <p>Coordinate with Logistics Section Chief (LOG) for information on personnel involved in incident management/recovery, as well as emergency purchases and activation of MOU's</p> <p>Ensure collection of information for insurance purposes, including but not limited to cost estimates of damage to facilities, pre- and post-incident photographs, videotapes, etc.; ensure proper completion and submission of paperwork for insurance purposes</p> <p>Provide funding for the secure temporary storage of records in the event of campus evacuation or closure</p> <p>Make provisions for security and availability of on-campus funds.</p> <p>Coordinate with appropriate personnel on procedures for handling emergency expenditures</p> <p>Ensure that all services utilizing private vendors or contractors are documented with accurate records of equipment and personnel time</p> <p>Provide EM with input on cost-related information</p> <p>Develop periodic incident-related cost reports</p> <p>Ensure that all time and cost records are kept current and are posted on a timely basis</p>

<p><b>Safety Section Chief (SSC)</b></p> <p><i>Director of Environmental Health and Safety, Director of Public Safety and Fire &amp; EMS, or such member of the EMT as the emergency may dictate</i></p>	<p>Monitor incident operations and advise the DEM on all matters related to operational safety, including the health and safety of emergency response personnel</p> <p>Appoint safety officers as the emergency may dictate</p> <p>Ensure proper establishment of hazardous control areas</p> <p>Ensure the setup of systems and procedures necessary for ongoing assessment of hazardous environments, coordination of multiple agency safety efforts and implementation of measures to promote emergency responder safety, as well as the general safety of incident operations in coordination with the DEM</p> <p>Utilize emergency authority to stop and/or prevent unsafe acts during incident operations, as necessary</p> <p>Ensure safety officers and supervisors observe personnel for signs of stress and/or fatigue</p> <p>Provide information and guidance on human resource and personnel</p>
<p><b>Public Information Officer (PIO)</b></p> <p><i>Senior Director of Media Relations, or such member of the EMT as the emergency may dictate</i></p>	<p>Coordinate all communications functions during incident</p> <p>Provide timely information on the status of the College and emergency measures being taken</p> <p>Act as the College PIO for the duration of the incident</p> <p>Develop communications to be disseminated to internal and external audiences</p> <p>Establish the media center and provide news releases for approval and release to media</p> <p>Establish liaison with the news media for dissemination of information as directed by the President or Executive Director of Marketing and Communications</p> <p>Arrange for photographic and audio-visual services as required by the particular situation in support of the emergency situations outlined in this plan</p> <p>Advise the President or EM of all news concerning the extent of the disaster affecting the campus</p> <p>Seek to control rumors</p> <p>Establish an emergency telephone center (Call Center) to respond to inquiries from parents, family and other relatives of students, and to staff and faculty; advise Call Center staff on what to tell callers. Details are in the Crisis Communication Plan of the Division of Marketing and Communications</p>

**Emergency Operations Center Responsibilities (continued)**

<p><b>Scribe</b></p> <p><i>An Associate Provost or other member of the EMT as the emergency may dictate</i></p>	<p>Seek guidance from the EM about role expectations</p> <p>Identify and establish frequent communication with the EOC Command Staff and Section Chiefs</p> <p>Attend all briefings with the EOC Command Staff and Section Chiefs and record pertinent information</p> <p>Review Action Plans to gain a knowledge base about the incident</p> <p>Communicate frequently with the EM, OPS, PAAS, LOG, FCS and the PIO to gather pertinent information to be recorded</p> <p>Alert the Emergency Manager of any conflicts or concerns</p> <p>Attend all update meetings and record pertinent information</p> <p>Maintain contact with the PIO for media updates</p> <p>Execute a transfer of the EOC Scribe position if the incident will exceed 8 to 10 hours</p> <p>Upon termination of the incident, gather all charts and notes for documentation of the incident and for use at the after-action meeting</p> <p>Provide information to the EM to assist in the production of the After-Action Report; Participate in the after-action meeting</p>
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## FIELD COMMAND POSTS

A Field Command Post will be established as operationally necessitated by each incident, crisis or situation depending on event complexities. The Field Command Post will be headed by an Incident Commander and organized using a Field Command structure as specified in the Public Safety Internal Operations Manual. The Incident Commander is responsible for coordinating crisis management and ensuring operational goals are fulfilled as necessary.

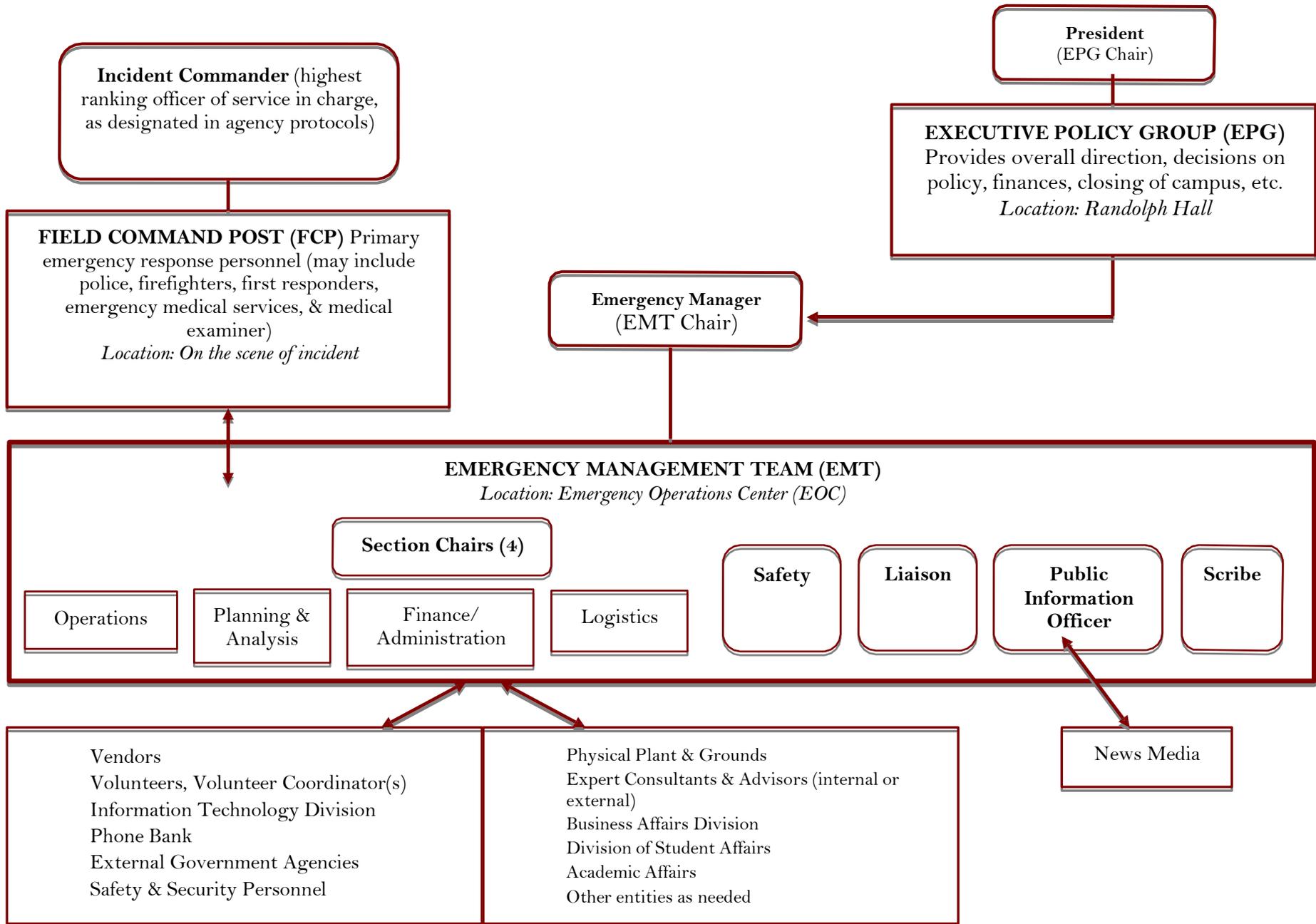
When Field Command Posts are activated without the Emergency Operations Center being activated, operational goals or activities may include, but are not limited to doing the following:

- 1) Activating and briefing personnel under their direction
- 2) Participating in the preparation of action plans
- 3) Executing action plans
- 4) Initiating and maintaining a record-keeping system for the documentation of their activities and personnel under their direction
- 5) Ensuring radio and telephone communications are conducted efficiently and effectively
- 6) Ensuring evacuation efforts are conducted to protect the public
- 7) Ensuring incident scene perimeters and security, maintaining public order, screening individuals so that only authorized persons access incident areas and safeguarding personal and real property within incident perimeters
- 8) Ensuring investigative and intelligence functions are coordinated and/or conducted
- 9) Coordinating activities with Emergency Medical Services, Medical Examiner and other such personnel for treatment and/or care of victims, and notifications of next of kin
- 10) Ensuring operational and strategic decisions are implemented
- 11) Ensuring that personnel, food, supplies and equipment are available to appropriately support the operation
- 12) Ensuring all necessary reports, documents and logs are prepared for submission through the Emergency Operations Center Emergency Manager to the President, as necessary and appropriate.

When both Field Command Posts and the Emergency Operations Center are activated, additional operational goals of Field Command Posts may include, but are not limited to doing the following:

- 1) Establishing and maintaining contact with the Emergency Manager
- 2) Coordinating efforts with other appropriate agencies and departments such as Physical Plant, Environmental Health and Safety, Housing and Residence Life, Counseling Center and Auxiliary Services
- 3) Ensuring that personnel, food, supplies and equipment are available to appropriately support the operation
- 4) Ensuring essential College services continue to be provided in areas not affected by the incidents.

# INCIDENT COMMAND SYSTEM STRUCTURE.



## **EMERGENCY COMMUNICATIONS**

### **CougarAlert Emergency Notification System**

The College of Charleston's CougarAlert mass notification system is to be used to immediately notify the campus community upon confirmation of a significant emergency or dangerous situation involving an immediate threat to the health or safety of students or employees occurring on or near campus. This confirmation will be based on the judgement of, and verification by, the Emergency Manager, and/or the Assistant Vice-President of Public Safety (or designee) for information received from Charleston County Emergency Management, mutual aid incident command, College incident command, or Federal or State agencies. As defined by the Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act, 34 CFR 668.46 (g) an "immediate" threat includes imminent or impending threat such as:. These threats may include, but are not limited to:

- 1) Bomb threats or explosion, or other threats of imminent violence
- 2) Fires, hazardous chemical or waste spills or gas leaks affecting major portions of or the campus
- 3) Building evacuations and/or lock down affecting major portions of or the campus
- 4) Terrorism incident or threat, including biological threats or infectious disease incident
- 5) Natural disasters including hurricanes, tornadoes, floods
- 6) Power outages or utility failures resulting in an imminent safety or security threat
- 7) Campus closure due to weather or declared civil emergency.

#### **Use of the CougarAlert System**

The CougarAlert campus emergency notification system operates under the supervision of the Director of Emergency Management, by cooperation with the Department of Public Safety and the Office of the President. If these offices jointly decide that there is a need to send an alert from the CougarAlert system, representatives of these offices will consult on content and the Emergency Management Director or Department of Public Safety will be responsible for sending critical messages to the campus community.

In exceptional emergency circumstances, the Department of Public Safety will, in the sole judgment of the Chief of Police or highest ranking officer on duty, take responsibility for unilaterally activating the CougarAlert System. In such cases, the Department of Public Safety will operate the CougarAlert system for as long as it deems necessary to effectively notify the campus of emergent situations, while at the same time contacting the Emergency Manager and the Office of the President of such action. When these offices consider it safe to do so, the operation of the system will be returned to the Emergency Manager.

Situations in which the Department of Public Safety will unilaterally activate and operate the CougarAlert System include, but are not limited to:

- murder on campus, where the suspect [whether known or unknown] is still at large;
- a violent on-campus sexual assault, where the suspect [whether known or unknown] is still at large;
- a violent on-campus assault, where the suspect [whether known or unknown] is still at large;
- a fire in a residence hall with suspected injuries and/or substantial damage;
- a serious chemical leak where the immediate need is to have people keep clear of the area;
- any other emergency where it is imperative the community receive immediate notification.

The Emergency Manager/EHS Director will work with the Department of Public Safety on an ongoing basis to ensure appropriate officers are trained in the use of the CougarAlert system.

## Process for Activation of Cougar Alert

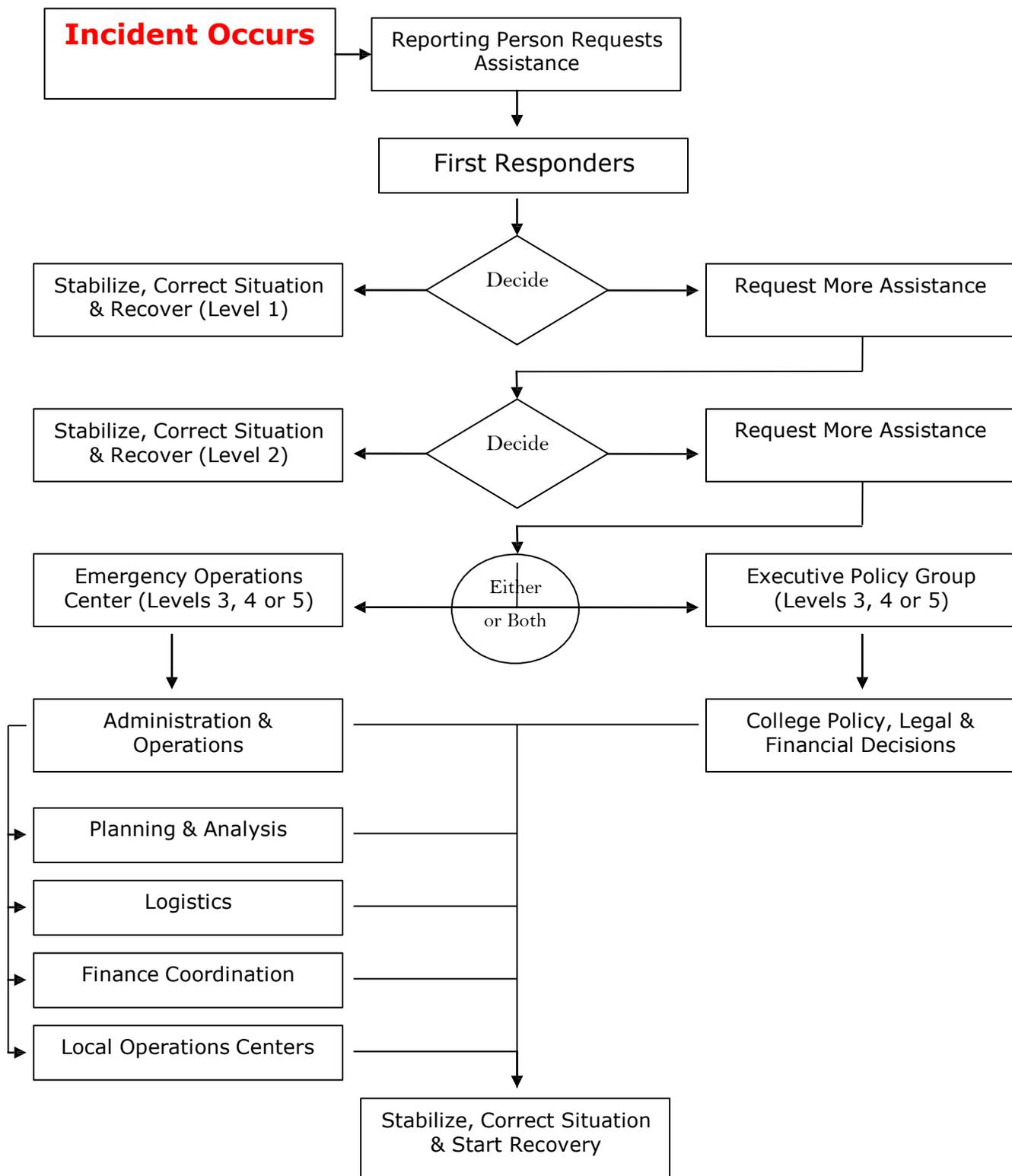
- a. Confirmation that there is a significant emergency or dangerous situation
- b. Determination of all or part of campus notification
- c. Determination of content of message
- d. Initiation/activation of an alert.

## EMERGENCY RECOVERY ACTIVITIES AND RELATED MITIGATION ACTIVITIES

<b>Recovery Activity</b> (alphabetical)	<b>Responsible Party</b>	<b>Actions</b>
Academic Survey	Senior Vice Provost or an Associate Provost	Survey academic departments and determine requirements to begin academic operations
Animal Control	Public Safety; College's Veterinary Service; Director of Animal Facilities; and, for animals not held in the animal facilities, the person with primary responsibility for those animals	Contain, control and care for experimental animals on campus
Communications Networks	Director of IT Programming and Networking and Senior Director of Media Relations	Establish communications networks using available resources that include, but are not limited to: telephones, cell phones, NEXTEL, voice mails, emails, text messages, Internet, list servers, faxes, radios (handheld), radio and television stations, messengers, signage and operations from remote sites.
Criminal Activity Control	Public Safety	Establish regular police patrols and response activities
Facility Survey	Director of Physical Plant and Director of Housing Facility Services	Evaluate facilities for occupancy and identify and seal off all unsafe areas (residence halls have priority)
Food and Drinking Water	Director of Auxiliary Services and Food Service Director	Identify supplies and establish a distribution system
Hazardous Substance Control	Director of Environmental Health and Safety and Director of Fire & EMS	Survey critical areas and secure and clean up as necessary
Personnel Survey	Academic Affairs (for their division); Human Resources (for all other employees);	Oversee maintenance of up-to-date files for personnel, including contact information for reaching employees following an emergency that disperses people
Potable Drinking Water Supply Disruption	Director of Environmental Health & Safety	Verify safety of potable water with DHEC before use.
Psychological	Dean of Students and	Establish systems to provide mental health

<b>Assistance</b>	Director of Counseling and Substance Abuse Services	services to students, staff, faculty and rescue personnel
<b>Records Survey</b>	Vice President for Fiscal Services  Registrar  Human Resources	Identify, survey and secure all College records not covered below  Identify, survey and secure all student academic records  Identify, survey and secure all College personnel records
<b>Sewer System</b>	Physical Plant and City of Charleston Public Works Department	Evaluate the sewer system Identify resources that can be used Obtain portable toilets as necessary
<b>Shelter</b>	Dean of Residence Life and Director of Residence Life Facilities	Identify and procure usable housing structures Organize student relocations as needed
<b>Supplies and Equipment</b>	Director of Auxiliary Services, Vice President for Fiscal Services, and Director of Procurement	Develop a system to renew the flow of supplies and equipment from outside sources
<b>Utility Survey</b>	Physical Plant	Evaluate conditions of utilities and shut down or restore as able  Evaluate streets leading to and from campus facilities
<b>Valuable Materials Survey</b>	Physical Plant & Director of Auxiliary Services	Identify, survey and secure valuable materials on campus (artwork, archival collections, equipment, facilities, etc.)
<b>Victim Assistance</b>	Dean of Students and Dean of Residence Life (for students); Human Resources (for employees)	Evaluate and identify resources that can be used

## RESPONSE AND RECOVERY PROTOCOL DIAGRAM



# SITUATIONAL PROTOCOLS

## EMERGENCY CLOSING PROCEDURES

The President of the College of Charleston has the authority to cancel or otherwise modify class and work schedules due to emergency conditions that may arise because of inclement weather, fire, power failure, civil disorder or other unusual circumstances that may endanger students or employees.

Situations that may lead to class or work schedule modifications include, but are not limited to:

- 1) Weather emergencies
- 2) Natural disasters
- 3) Treacherous driving conditions
- 4) Fires
- 5) Widespread, multiple-hour utility failure
- 6) College, state or national tragedies
- 7) Riot
- 8) Health emergencies

In the absence or unavailability of the President, the decision to cancel or otherwise modify class and work schedules because of emergency conditions may be made by the Executive Vice President for Academic Affairs/Provost. Should the Executive Vice President for Academic Affairs/Provost not be available, the Executive Vice President for Business Affairs, in consultation with the Vice Provost or an Associate Provost, shall have the authority to cancel or otherwise modify class and work schedules.

### Closing Procedures

Decisions to cancel or otherwise modify class and work schedules as the result of weather or events occurring overnight or during early morning hours should ideally be made before 6 a.m. In the case of hurricanes or tropical storms with sufficient warning time, every reasonable effort will be made to announce decisions to cancel classes, close the campus or evacuate the campus no later than 4 p.m. on the night prior to such action(s) being taken. Decisions to cancel or otherwise modify class and work schedules as the result of weather or events occurring during the day without prior warning should ideally be made by 1 p.m.

The President will ensure the Executive Director of Marketing and Communications is informed of all College closings. The Director will ensure that necessary notifications are made to appropriate individuals and entities.

Notifications include, but are not limited to:

- 1) College Public Safety Communications
- 2) College of Charleston students, faculty and staff via e-mail
- 3) The College's web page ([www.cofc.edu](http://www.cofc.edu))
- 4) Emergency hotline at 843.725.7246
- 5) Media
- 6) If necessary, State officials (e.g. Governor's Office), City Officials (the Mayor of Charleston) and/or the Chair of the Board of Trustees

Essential personnel (as designated by individual departments and offices) may be expected to report to work when the College is closed due to emergencies. [Refer to Appendix A for explanation of Essential Personnel.]

## **BOMB THREATS**

Bomb threats will be evaluated by responding Public Safety personnel consistent with Public Safety bomb threat protocols. Non-specific bomb threats are Level 1 incidents. Specific bomb threats and evacuations are Level 2 incidents. Bomb explosions are Level 4 or Level 5 incidents depending on the severity of damage or injuries.

### **Campus Community Responsibilities**

- 1) Remain calm
- 2) Obtain as much information as possible
- 3) Keep callers on the line as long as possible
- 4) Do not anger callers
- 5) Ensure Public Safety is notified at 843.953.5611
- 6) Do not erase threats if they are left on voice mail
- 7) Notify immediate supervisory personnel
- 8) Meet with responding College police personnel
- 9) Attempt to obtain information that includes, but is not limited to:
  - Time devices are set to detonate
  - Device locations
  - Descriptions of devices
  - Types of explosives utilized
  - What will cause devices to detonate
  - If callers are responsible for placing the devices
  - Why devices were placed
  - Names, addresses and phone numbers of callers
  - Organizations represented by callers
  - Exact wording of threats
  - Time and length of calls and numbers to which calls were made
  - Age, gender and voice characteristics of callers
  - Background noises in calls.
- 10) Faculty should document absences if their class is meeting in the building which the bomb threat targets

## SUSPICIOUS MAIL AND PACKAGES

Suspicious mail and packages will be evaluated by responding Public Safety personnel consistent with Public Safety's bomb threat protocols. Mail and packages posing non-specific threats are Level 1 incidents. Mail and packages that pose specific or confirmed threats require evacuations and are Level 2 incidents. Mail or package explosions are Level 4 or Level 5 incidents depending on the severity of damage or injuries.

Protocols in this section pertain to letters and packages that are suspected of containing explosives or incendiary devices. Protocols for letters and packages that are suspected of containing biohazards or pathogens are contained in the Hazardous Materials Section.

### Campus Community Responsibilities

- 1) Regularly, reasonably and prudently examine materials before opening them. Indicators or characteristics that should cause the materials to be treated as suspect, especially if the materials are not expected, include, but are not limited to:

- Letters and packages delivered by someone other than regular carriers
- Packages wrapped in string because modern packaging materials have eliminated the need for twine and string
- Excess use of securing material, i.e., tape
- Packages that are lopsided, heavy sided, or have lumps, bulges or protrusions
- No postage, non-cancelled postage or excessive postage
- Handwritten notes such as: "To Be Opened in the Privacy Of ...", "Confidential", "This is Your Lucky Day"
- Packages or letters that have no return addresses or nonsensical return addresses
- Letters or packages arriving before or after phone calls asking if the items were received
- Improper spelling of common names, places or titles
- Leaks, stains or protruding wires, foil, string, tape, etc.
- Packages which appear unexpectedly and with no identifiable delivery person

- 2) If unable to verify the contents:

- Stop immediately
- Do not open items any further
- Do not move items or put them in water or confined spaces such as desk drawers or filing cabinets
- Ensure Public Safety is notified at 843.953.5611.

- 3) Isolate the mailing and get people out of the immediate area.
- 4) Notify their supervisory personnel.
- 5) Meet with responding campus police officers.

## Personnel Responsibilities for Bomb Threats, Suspicious Mail and Packages

<p><b>Public Safety Communications Personnel</b></p>	<ul style="list-style-type: none"> <li>Utilize bomb threat information obtained by the agency to notify the on-duty patrol squad commander</li> <li>Notify Senior Director of Media Relations and/or Executive Director of Marketing and Communications</li> <li>Make notifications as directed by the on-duty supervisor</li> <li>Attempt to identify numbers from which anonymously placed bomb threat calls were placed to the College</li> <li>Coordinate communications and complete necessary data entry during the incidents as specified by Public Safety policy</li> <li>Preserve for investigators any audio recordings containing bomb threats anonymously placed to Public Safety</li> <li>Ensure Fire &amp; EMS is notified of all bomb threats</li> <li>Attempt to notify and establish contact with departmental representatives or building managers of affected buildings or facilities</li> <li>Make other notifications as required or requested</li> </ul>
<p><b>Incident Commander</b></p> <p><i>On-duty Public Safety supervisor until relieved by a higher ranking officer</i></p> <p><i>(continued)</i></p>	<ul style="list-style-type: none"> <li>Respond to scenes</li> <li>Establish command posts</li> <li>Ensure necessary notifications are made</li> <li>Ensure any third parties who receive bomb threats, or discover suspicious devices or packages are interviewed</li> <li>Establish hard-wired, not cellular, telephone links with Communications on recorded lines to serve as communications relay links</li> <li>Evaluate situations and available information in order to determine and ensure additional notifications or response requests are made if needed</li> <li>Ensure Communications relays instructions to other responding agency personnel</li> <li>Ensure that Public Safety personnel do not make any radio transmissions within at least 500 feet of bomb threat scenes</li> <li>Ensure perimeters are established</li> <li>Coordinate activities with any personnel responding from other units, agencies or departments</li> <li>Make evacuation decisions consistent with Public Safety protocol</li> <li>Ensure evacuations and/or searches are conducted</li> <li>Relinquish command and control of incident scenes to other personnel, units, agencies or departments as established by Public Safety protocol</li> <li>Coordinate activities with investigators and evidence collection personnel</li> <li>Ensure necessary reports are completed and approved</li> <li>Ensure attempts are made to notify and establish contact with departmental representatives or building managers of affected buildings or facilities</li> <li>Ensure Charleston Police Department is notified and bomb squads are requested if suspicious devices or packages are found</li> </ul>

<p><b>Incident Commander</b></p> <p><i>On-duty Public Safety supervisor until relieved by a higher ranking officer</i></p> <p><i>(continued)</i></p>	<p>Safety notification protocols</p> <p>Ensure appropriate state and federal agencies are notified if confirmed devices are found or explosions occur when the Charleston Police Department bomb squad is on the scene</p> <p>Ensure appropriate College departments and organizations with radio transmission networks are notified to have their units cease transmissions within at least 500 feet of bomb threat scenes. Those departments and organizations may include, but are not limited to:</p> <ul style="list-style-type: none"> <li>Public Safety personnel, including CofC EMS personnel</li> <li>Environmental Health and Safety</li> <li>Physical Plant - trade shops, maintenance, central energy, etc.</li> <li>Residence Life and Housing</li> <li>Information Technology personnel</li> <li>Construction contractors</li> </ul>
<p><b>Public Safety Personnel</b></p>	<p>Conduct, support and assist in building evacuations only when bomb threats involve confirmed or suspected explosive devices or packages; or specific information is present indicating the probable presence of explosive devices</p> <p>Ensure notifications are made to have any sounding alarms reset or silenced and ensure facility administrative or management personnel are located when building evacuations have been initiated as a result of non-specific bomb threats</p> <p>Request the assistance of the Charleston Police Department bomb squad to conduct bomb searches in evacuated buildings or facilities as time permits</p> <p>Support or assist in optional, limited building searches for explosive devices with the assistance of building staff only when bomb threats do not involve confirmed or suspected explosive devices or packages; and specific information is insufficient to indicate the probable presence of explosive devices</p>
<p><b>Academic Affairs</b></p>	<p>Make and communicate decisions regarding classes disrupted by an incident, possibly including relocation to other areas, scheduling of make-up sessions or cancelling the session</p>

## HAZARDOUS MATERIALS

Fire & EMS coordinates responses to incidents involving hazardous materials. These incidents pose genuine risks to the health, safety and well-being of the College community. These procedures outline emergency action steps to be taken in the event of any incident involving hazardous materials (HAZMAT).

Types of incidents include, but are not limited to:

- 1) Indoor and outdoor fuel spills
- 2) Solvent or other chemical spills in shops
- 3) Chemical or biological spills in building and laboratories
- 4) Chemical odors in buildings
- 5) Natural gas smells and leaks
- 6) Spills of radioactive materials
- 7) Fires in laboratories or other facilities involving highly toxic chemicals, infectious substances or radioactive materials.

### Campus Community Responsibilities

Many HAZMAT incidents do not require additional notifications or resources because of the extremely minor nature of the incidents, i.e., spills can be handled by persons causing the spills because they are knowledgeable of the risks involving material use and are prepared to react appropriately. For any spill that exceeds that level:

- 1) Notify Campus Police immediately at 843.953.5611 and provide as many of the details as possible concerning the nature of the spill:

The nature of the incident, and name of the HAZMAT, if known

The exact location

Whether or not there are any injuries

What symptoms are being exhibited by exposed individuals

Any other details that would assist officials in preparing their response.

- 2) Alert all individuals who might be harmed or have potentially been exposed by the material to evacuate the immediate area and to withdraw to a location that will not impede emergency personnel.
- 3) If safe to do so, limit the spread of the material by applying absorbent and shutting doors.
- 4) Notify immediate supervisor of spill or other Hazmat incident

## Personnel Responsibilities for HAZMAT Incidents

<p><b>Public Safety Communications</b></p>	<p>Dispatch appropriate police personnel          Request other appropriate assistance and emergency units          Notify Physical Plant          Notify Public Safety Command Staff as per department protocol and procedures          Notify Director of Environmental Health and Safety          Notify Senior Director of Media Relations and/or Executive Vice President for External Relations          Notify Provost if incident occurs in an academic unit or if there will be any impact on or access to academic facilities</p>
<p><b>Responding Campus Police Personnel</b></p>	<p>Take appropriate actions to secure the area, deny entry and establish initial incident command at a safe distance from the scene; however, <b>DO NOT ENTER THE BUILDING</b>          Assist with evacuations</p>
<p><b>Fire &amp; EMS Personnel in collaboration with Director of Environmental Health and Safety</b></p>	<p>Form appropriate response teams and proceed to sites          Collaborate with the on-scene Incident Commander to request the assistance of other agencies, as appropriate, such as City of Charleston Fire Department, SCDHEC, private contractors, etc.          Assume incident command and execute site management and control if strictly a HAZMAT operation          Identify an incident safety officer          Identify materials involved          Complete the Site Safety Plan and perform hazard risk analysis          Ensure responding personnel are equipped with appropriate level of personal protective equipment          Ensure personnel and equipment are properly decontaminated during and at the conclusion of the incident          Terminate the incident          Conduct critique and follow-up          As part of mitigation efforts, investigate on-campus fires, occupational accidents, chemical and hazardous material accidents, radiation accidents and other incidents that result in personal injury or College property damage on campus          Assist off-campus emergency agencies, upon request, at similar incidents</p>
<p><b>Physical Plant</b></p>	<p>Provide needed support to Fire &amp; EMS and responding agencies for mechanical systems control, equipment and supplies</p>
<p><b>Academic Affairs</b></p>	<p>Make and communicate decisions regarding classes disrupted by an incident, possibly including relocation to other areas, scheduling of make-up sessions or cancelling the session</p>

## Hazardous Materials Notification Chart

Incident	Notify	Primary Back-Up Or Assistance
Natural Gas Leaks, Explosions, Bomb Threats	Public Safety	Local Fire Dept.
Hazardous Materials / Chemicals	Public Safety	Environmental Health and Safety  Local Fire Dept.
Hazardous Waste Storage Facility	Public Safety	Environmental Health and Safety
Injuries - Serious personal injuries or those resulting from Explosions or HAZMAT exposures	Public Safety	Charleston County EMS
Laboratory Accidents and Emergencies	Public Safety	Charleston County EMS  Environmental Health and Safety
Petroleum Products In/Around Underground/Above Ground Storage Tanks	Public Safety	Environmental Health and Safety
Radioactive Materials, Wastes, Radiation, Isotopes, Lasers, Microwaves, X-rays	Public Safety	Environmental Health and Safety
Infectious Agents	Environmental Health and Safety	SC Department of Health and Environmental Control

## **PROTESTS, DEMONSTRATIONS AND CIVIL DISTURBANCES**

The College supports the rights of persons to practice self-expression, to dissent and to demonstrate, provided such demonstrations are lawful, and neither disrupt normal campus activities nor infringe upon the rights of others. It is the illegal and/or disruptive acts which sometimes arise from these activities about which the College is concerned. As necessary, reasonable and prudent, the College will, monitor and control demonstrations in order to preserve the peace and protect persons and property.

The College has established guidelines that apply to all demonstrations. (See *Student Handbook* ([http://www.cofc.edu/studentaffairs/general\\_info/studenthandbook.html](http://www.cofc.edu/studentaffairs/general_info/studenthandbook.html)), Administrative Regulations: Demonstrations, Speakers on Campus and Amplified Sound Policy.)

Protests will be evaluated by responding Public Safety command, the Executive Vice President for Student Affairs, the Executive Vice President for Academic Affairs and Deans (if faculty and staff are participants or if academic facilities are involved), the Executive Vice President for Business Affairs (if non-faculty employees are participants) and other appropriate administrative personnel consistent with law and College directives.

Protests that become disruptive, regardless of initial College approval, are Level 2 or Level 3 incidents. Protests that become violent and disruptive regardless of initial College approval are Level 4 or Level 5 incidents, depending on the severity and extent of riots.

### **Campus Community Responsibilities**

- 1) Remain calm
- 2) Obtain information necessary to accurately report the incident to Public Safety
- 3) Notify Public Safety at 843.953.5611
- 4) Do not obstruct or provoke protesters
- 5) Continue normal College activities so long as it is safe to do so
- 6) Alert all persons in the area of the situation
- 7) If prudent, lock doors and windows and close blinds to prevent flying glass
- 8) Evacuate if necessary
- 9) Meet with responding Public Safety and administrative personnel

## Personnel Responsibilities for Protests, Demonstrations and Civil Disturbances

<p><b>Public Safety Communications Personnel</b></p>	<p>Utilize information obtained by the agency to notify the on-duty supervisor            Notify Senior Director of Media Relations and/or Executive Director of Marketing and Communications            Attempt to locate and record protests using the Public Safety cameras and closed circuit television system            Make notifications as directed by the on-duty supervisor            Coordinate communications and complete necessary data entry during the incidents as specified by the Public Safety Communications Manual            Make notifications as required or requested</p>
<p><b>Incident Commander</b>  <i>Public Safety Supervisor</i></p>	<p>Respond to scenes            Establish command posts            Determine if protesters have College approval for their activities            Determine if protesters are violating laws or College directives            Attempt to separate protesters and those antagonistic towards protesters            Ensure any complainants are interviewed            Evaluate situations and available information in order to determine and ensure additional notifications or response requests are made if needed            Notify building managers/department chairs if their facility is involved in the incident            Ensure Public Safety Communications Personnel relay instructions to other responding agency personnel            Coordinate activities with any personnel responding from other units, agencies or departments            Ensure actions are taken to stabilize, correct and recover from protest activities            Ensure College departments and organizations are notified as appropriate for Level 2 and above            Ensure local law enforcement is notified and requested to provide immediate assistance if protests, be they planned or unplanned, outstrip immediate Public Safety resources for Level 2 or greater incidents            Ensure local law enforcement is notified and requested to provide assistance, if time permits preplanning police responses to demonstrations that have the potential to outstrip Public Safety resources            Ensure necessary reports are completed and approved</p>

<p><b>Executive Vice President for Student Affairs or his/her designee (for demonstrations involving primarily students);</b></p> <p><b>other Executive Vice Presidents (for demonstrations involving primarily non-students)</b></p>	<p>In the event that a demonstration blocks access to College facilities or interferes with the normal operations, will:</p> <ul style="list-style-type: none"> <li>Ask demonstrators to terminate the disruptive activity</li> <li>Consider having a photographer or videographer available and coordinate efforts with the Executive Director of Marketing and Communications</li> <li>Ask key College personnel and student leaders to go to the area and persuade the demonstrators to discontinue their activities</li> <li>Go to the area and request that the demonstrators leave or discontinue disruptive activities</li> <li>If the demonstrators persist in engagement of disruptive activity, inform them that failure to discontinue the specified action within a determined time frame may result in disciplinary action including suspension or expulsion and/or possible intervention by law enforcement personnel</li> <li>Except in extreme cases, the President will be consulted before such disciplinary actions are taken</li> <li>College policies and procedures for disciplinary action will be adhered to if the activity involves employees</li> <li>Make an effort to secure positive identification of violating demonstrators to facilitate later testimony, including photographs if deemed advisable</li> <li>If the decision is made to seek the intervention of Public Safety and other law enforcement authorities, inform demonstrator of Directive to Immediately Terminate Demonstration with the Assistance of Law Enforcement in the Public Safety Emergency Plan.</li> </ul> <p>In the event of a violent demonstration in which injury to persons or property occurs or appears imminent:</p> <ul style="list-style-type: none"> <li>Alert the Executive Director of Marketing and Communications who will contact a photographer or videographer to report to an advantageous location for photographing or videotaping of the demonstration.</li> <li>Summon Emergency Medical Services to stand by.</li> </ul>
<p><b>Public Safety Personnel</b></p>	<p>In the event of a violent demonstration in which injury to persons or property occurs or appears imminent:</p> <ul style="list-style-type: none"> <li>Contact the local police department and arrange for necessary assistance</li> <li>Inform demonstrators of the Directive to Immediately Terminate Demonstration with the Assistance of Law Enforcement in the Public Safety Emergency Plan</li> <li>Warn the remaining demonstrators of the intention to arrest.</li> </ul>
<p><b>Chief of Police/Director of Public Safety</b></p>	<p>Reserve the right to call for law enforcement assistance without counsel from others if it is deemed to be of paramount importance to the safety of persons involved</p>

<b>President</b>	Determine whether there is need for intervention of civil authorities or the possible need for a court injunction after consultation with the Executive Policy Group
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## **INTERNATIONAL PROGRAM CRISIS MANAGEMENT**

The Center for International Education (CIE) is responsible for coordinating the management of emergencies affecting participants in academic study abroad programs sponsored by the College of Charleston. Student Affairs is responsible for non-academic programs. Emergencies are those situations that pose a genuine and sometimes immediate risk to the health, safety and well-being of program participants and may range from irritating but benign occurrences to dangerous or lethal situations. Emergencies include those situations involving a single program participant, multiple program participants or all program participants.

Emergencies include, but are not limited to:

- Accident/injury
- Medical emergency (physical or mental)
- Physical or sexual assault
- Missing person
- Death
- Incarceration
- Political/civil unrest
- Terrorist activity or threat
- Natural or human disaster (earthquake, flood, hurricane, fire, nuclear incident).

### **Campus Community Responsibilities**

- 1) Remain calm
- 2) Obtain information necessary to appropriately brief College officials on incidents
- 3) Notify the Director of International Education for academic study abroad programs
- 4) Notify Student Affairs for non-academic programs
- 5) Obtain the following information if possible:
  - Current status of each student and faculty or staff member
  - Who was involved
  - What happened
  - What pertinent events occurred after incident
  - Where incidents occurred
  - When incidents occurred
  - How incidents occurred
  - Who else has been contacted
  - Who else needs to be contacted

## Personnel Responsibilities for International Program Crisis Management

<p><b>Program Director on Location/ Site</b></p>	<p>Contact the Director of the Center for International Education (CIE) for academic study abroad programs          Contact Student Affairs for non-academic programs          If the Director cannot be reached immediately, contact the Associate or Assistant Director, or the main office line          If none of the staff of CIE is available, contact Public Safety to request assistance          Provide for the immediate safety and security of all participants          Serve as the first line of contact during an emergency and be accessible by telephone 24 hours a day for the duration of the program</p>
<p><b>CIE Staff Member for Academic Study Abroad Programs <u>or</u> Student Affairs for Non-Academic Programs</b></p>	<p>Begin management of a reported incident by gathering as much information as is necessary to determine what risks, if any, are facing study abroad participants          In assessing these risks, contact appropriate people and organizations</p>
<p><b>Director of CIE for Academic Study Abroad Programs <u>or</u> Student Affairs Staff Member for Non-Academic Programs</b></p>	<p>Assess situations, including how host programs or institutions are responding to incidents          Make preliminary assessments on the College's response to incidents          Ensure notifications are made to appropriate College officials          If deemed desirable, convene members of an advisory group, to include selected members of the EMT plus others who may have specific expertise to contribute (e.g. Director of Counseling, department chair, translator)          Because of the often sensitive and personal nature of the situation, the primary members from EMT will be: Director of Student Health Services, Dean of Students, an Associate Provost and Director of Public Safety.          Coordinate with the to: Executive Director of Marketing and Communications:              determine how and by whom the families of victimized program members are to be notified              conduct and maintain necessary external and foreign communications              maintain on-campus communication to control misinformation              ensure questions posed by families are answered to the best of the institution's ability              determine information that will be released to the media and College community              inform affected families of their institutional liaisons who can be called upon at any hour.</p>

<p><b>Director of CIE for Academic Study Abroad Programs or Student Affairs Staff Member for Non-Academic Programs</b></p> <p><i>Continued</i></p>	<p>Cooperate with government officials who are managing the repatriation of students evacuated from a foreign location to a site in the United States</p> <p>Serve as a member of the Executive Policy Group in an advisory capacity if the EPG is activated</p> <p>Collaborate with the Executive Vice President for Business Affairs to provide any necessary fiscal assistance or financial reconciliation</p> <p>Work with Dean of Students and Director of Counseling to assess the need for counseling, particularly within any related residence facility</p> <p>If the emergency affects all participants:</p> <ul style="list-style-type: none"> <li>Consult with on-site personnel, and other contacts as appropriate, to decide what action will be taken in response to the emergency</li> <li>Communicate with the on-site director or staff, including a description of the course of action to be followed in responding to the program emergency</li> <li>Provide participants with verbal or written instructions appropriate to the situation</li> <li>May request that the on-site director or staff have all program participants acknowledge receipt of any written instructions</li> <li>Communicate the incident and response strategy to the following: <ul style="list-style-type: none"> <li>Office of Academic Affairs</li> <li>Dean of Students</li> <li>Executive Director of Marketing and Communications .</li> </ul> </li> <li>Refer all media inquiries to the Office of Marketing and Communications.</li> </ul> <p>If the emergency is particular to an individual participant:</p> <ul style="list-style-type: none"> <li>Discuss with on-site personnel how the situation will be handled</li> <li>Make participant aware that the family/emergency contact provided will be notified</li> <li>Notify the family/emergency contact</li> <li>Provide information and advice to the family as the family decides how the individual emergency will be handled</li> <li>Facilitate the family's plan to the extent possible.</li> </ul> <p>Response in case of the death of a participant:</p> <ul style="list-style-type: none"> <li>Notify the Office of Academic Affairs, the Dean of Students and the Office of Marketing and Communications</li> <li>Communicate with on-site personnel regarding how the situation will be handled.</li> </ul>
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<p><b>Dean of Students</b></p>	<p>Response in case of the death of a participant:</p> <ul style="list-style-type: none"> <li>Notify the participant’s family/emergency contact</li> <li>Coordinate any necessary responses from the Division of Student Affairs</li> <li>Coordinate the delivery of support services, treatments and interventions to affected victims, individuals and groups</li> <li>Arrange for necessary assistance from Student Health Services and Counseling and Substance Abuse Services</li> <li>Work with the CIE Director to ensure any foreign travel arrangements are made for counseling and support personnel</li> <li>Notify appropriate faculty if the incident will affect class attendance of any student(s) involved</li> <li>Provide assistance, including travel arrangements, for repatriated students.</li> </ul>
<p><b>Executive Vice President for External Relations</b></p>	<ul style="list-style-type: none"> <li>Administer the institution’s public information program in response to these incidents</li> <li>Collaborate with the CIE Director and other entities to prepare information releases for the media and College community</li> <li>Ensure messages are crafted to reach the primary segments of the community</li> <li>Serve as the institution’s primary public information contact</li> <li>Ensure all media inquiries, requests for interviews, etc. are responded to and coordinated</li> </ul>
<p><b>Chief of Police/ Director of Public Safety</b></p>	<p>For incidents involving law enforcement:</p> <ul style="list-style-type: none"> <li>Participate in an on-going dialogue and the decision making process with other College administrators as the incident evolves</li> <li>Assist with preparing information releases to the media and College community</li> <li>To the extent possible depending on their location, serve as the College’s liaison with involved external agencies, such as allied law enforcement agencies or the Coroner’s Office/Medical Examiner’s Office.</li> </ul>

## **INFECTIOUS DISEASES**

The Director of Student Health Services is responsible for ensuring that College-wide, disease specific management guidelines are established and updated as necessary to address infectious disease occurrences within the College. All efforts for managing outbreaks of infectious disease on the College campus will be closely coordinated with the South Carolina Department of Health and Environmental Control (DHEC), the Centers for Disease Control (CDC) and the World Health Organization (WHO). The American College Health Association (ACHA) also publishes guidelines, which are integrated into the College plan when appropriate, for managing a response to a variety of specific health emergencies. An infectious disease incident may be Level 2 or Level 3, depending on the specific infectious agent, its nature and the severity. Infectious disease occurrences may be a secondary effect of Level 4 major incidents and Level 5 disasters (such as floods or earthquakes).

Since Student Health Services normally limits its services to students only (with the exception of vaccination campaigns) Human Resources and Academic Affairs will be engaged to deal with personnel issues and with class management.

### **Campus Community Responsibilities**

#### **Students**

Report to Student Health Services or their personal, primary care facility to assess the nature and severity of any disease, unless instructed otherwise

Students presenting with serious contagious diseases that also place others at immediate risk will receive any necessary initial treatments and be isolated within Student Health Services prior to being transported to an appropriate health care facility

#### **Non-Students**

Notify the Director of Student Health Services upon learning that any College community member, including one's self, has an infectious disease which poses a significant threat to others on campus

### **Diseases Which May Trigger An Emergency Response**

Below are examples of diseases which may trigger an emergency response beyond the normal medical management. This list includes diseases which may require exclusion of a person from food handling, may require escalation of sanitary procedures, may be highly transmissible and may pose a threat of serious illness. Many of these diseases must be reported to CDC and/or can be bioweapons. The list is not exhaustive.

Anthrax  
Arboviral diseases (viral hemorrhagic fevers, viral encephalitis, etc.)  
Botulism  
Cholera  
*Clostridium perfringens* Epsilon toxin  
Cyclosporiasis

Diphtheria  
*E. coli* (O157:H7; shiga toxin producing, hemorrhagic, enteroinvasive)  
Food safety threats (viral, bacterial, parasitic)  
Giardiasis  
*Haemophilus influenzae*, invasive disease  
Hepatitis A  
Legionellosis  
Measles  
Meningococcal disease  
MRSA (methicillin-resistant *Staphylococcus aureus*; community acquired)  
Mumps  
Novel Influenza A virus infections  
Pandemic flu  
Pertussis (whooping cough)  
Plague  
Poliomyelitis, paralytic or nonparalytic  
Rabies, Animal or Human  
Salmonellosis  
SARS-CoV (Severe Acute Respiratory Syndrome-associated Coronavirus)  
Shigellosis  
Smallpox  
Streptococcal disease, invasive, Group A  
Staphylococcal food poisoning  
Tuberculosis  
Typhoid fever  
Typhus  
Vancomycin-resistant or intermediate *Staphylococcus aureus* (VRSA, VISA)  
Vibriosis  
Water safety threats (e.g. cholera, cryptosporidiosis)

*The list specifically excludes such comparatively mild infectious diseases as the common cold.*

## Personnel Responsibilities for Infectious Diseases

<p><b>Director of Student Health Services</b></p>	<p>Notify the Chair of the Emergency Management Team (EMT) . Include advisement regarding social distancing, isolation, quarantine and school suspension</p> <p>Notify Executive Director of Marketing and Communications or Senior Director of Media Relations</p> <p>Notify Executive Vice President for Student Affairs, Provost/Executive Vice President for Academic Affairs, Director of Counseling and Substance Abuse Services, Dean of Residence Life and Chief of Police/Director of Public Safety</p> <p>Ensure the local health department and the South Carolina Department of Health and Environmental Control (DHEC) are notified</p> <p>Assist DHEC with investigations that identify victims and those who may have come in contact with victims</p> <p>Ensure any appropriate chemoprophylaxis or vaccination is offered to contacts</p> <p>Collaborate with the Executive Vice President for Student Affairs to inform and educate student target populations</p> <p>Collaborate with the Provost and Executive Vice President for Academic Affairs and with the Director of Human Resources to inform and educate faculty, staff, and contract employee target populations</p> <p>Assist DHEC in ensuring suspected cases and case contacts are monitored</p> <p>Assist DHEC with its epidemiological investigation</p> <p>Assist in the containment of any outbreaks</p> <p>Send information for Absence Notices to the office which manages the process</p> <p>Analyze situations and make treatment program decisions</p> <p>Assist Residence Life, Physical Plant and Housekeeping staff to identify contaminated on-campus living spaces for decontamination as needed</p> <p>Coordinate the delivery of medical health support services, treatments and interventions to affected victims, individuals and groups</p> <p>Obtain updates on victim's medical conditions</p>
<p><b>Director of Human Resources</b></p>	<p>Work with Director of Student Health Services to insure that employees (faculty, staff, contract) are fully informed and are directed to appropriate medical care or disease prevention, if needed</p>
<p><b>Provost &amp; Executive Vice President for Academic Affairs</b></p>	<p>Provide guidance to faculty on management of classes, absence policies, alternate modes of course delivery and other academic issues in consultation with the Director of Student Health Services and the Director of Human Resources</p>
<p><b>Office managing Student Absence Notifications</b></p>	<p>Work with Academic Affairs, Student Health Services and, if necessary, IT to adapt the student class absence notification process for the circumstances.</p>

## **FACULTY, STAFF AND STUDENT DEATHS**

The College coordinates responses to deaths of students, faculty and staff members in order to provide a sensitive, caring, cohesive and professional response. This protocol assumes that death has occurred and does not address mitigation needed to prevent deaths.

### **Campus Community Responsibilities**

- 1) Remain calm
- 2) Notify Public Safety
- 3) Provide the following information if possible:

Who was involved

What happened

What pertinent events occurred after incident

Where incidents occurred

When incidents occurred

How incidents occurred

Who else has been contacted

Who else needs to be contacted.

### **Charts (Beginning on Next Page)**

- 1) Personnel Responsibilities for On-Campus Deaths of Faculty and Staff
- 2) Personnel Responsibilities for Off-Campus Deaths of Faculty and Staff
- 3) Personnel Responsibilities in the Event of a Student Death

## Personnel Responsibilities for *On-Campus Deaths of Faculty or Staff*

<p><b>Public Safety Communications</b></p>	<p>Obtain sufficient information to dispatch appropriate Public Safety personnel</p> <p>Notify Executive Director of Marketing and Communications, or Senior Director of Media Relations</p> <p>Notify SLED</p> <p>Notify Chief of Police/Director of Public Safety</p> <p>For deaths of faculty members, notify the Provost/Executive Vice President for Academic Affairs who will notify the President and the appropriate dean, or the department Chair in the absence of the dean, and the Speaker of the Faculty</p> <p>For deaths of staff members, notify the vice president of that staff member's division</p>
<p><b>Public Safety Personnel</b></p>	<p>Maintain the integrity of death scenes until the arrival of members of the lead investigating agency, who will assume the primary investigative responsibility</p> <p>Conduct joint investigations with the lead investigating agency personnel for deaths that occur on campus as assigned</p> <p>Ensure that people are moved out of immediate scene areas, but asked to remain nearby and available to speak with investigating police personnel</p> <p>Ensure people do not touch victims, conduct searches, move or disturb anything at the scene</p> <p>Identify people who inadvertently enter incident scene</p> <p>Deny incident scene access to all non-police individuals, e.g. family, friends, College officials and administrators</p>
<p><b>South Carolina Law Enforcement Division (SLED) as Lead Investigating Agency</b></p>	<p>Assume primary law enforcement and media relations authority Continue the actions instigated by Campus Public Safety</p>
<p><b>Appropriate Vice President</b></p>	<p>Notify:</p> <ul style="list-style-type: none"> <li>Director of Human Resources</li> <li>Executive Director of Marketing and Communications, or Senior Director of Media Relations</li> <li>Appropriate dean or the department Chair in the absence of the dean</li> <li>Executive Vice President for Student Affairs</li> <li>Director, Counseling and Substance Abuse Services</li> <li>Executive Vice President for Business Affairs</li> <li>Senior Vice President for Legal Affairs who will decide the methodology and standards for reviewing electronic records in order to determine what, if any, records should be maintained by the College.</li> </ul> <p>Others as appropriate for incident circumstances, possibly including but not limited to the Speaker of the Faculty.</p>

<p><b>Appropriate Vice President</b></p> <p><i>Continued</i></p>	<p>Notify the Chief Information Officer and Director of Administrative Computing Services of actions required</p> <p>In the case of a faculty member death, authorize the transfer of course(s) to the deceased faculty member’s Chair or program director as the instructor of record</p>
<p><b>Chief of Police/Director of Public Safety or his/her designee</b></p>	<p>Ensure the incident-related efforts and activities of the Department of Public Safety are managed and controlled efficiently and effectively</p> <p>Serve as the institution’s liaison with allied law enforcement agencies, coroner, etc.</p> <p>Collaborate with the Executive Director of Marketing and Communications, or the Senior Director of Media Relations, and the Director of Human Resources on the preparation of information that is to be released by the College to the College community, noting however, that the lead investigating agency is responsible for primary investigational media relations. Keep appropriate College officials informed.</p> <p>Participate as a collaborative partner in the College’s decision making process as incidents evolve</p>
<p><b>Director for Counseling and Substance Abuse Services</b></p>	<p>Activate a trauma response team as needed</p> <p>Coordinate the delivery of support services, treatments and interventions to affected individuals and groups</p> <p>Collaborate with the Dean of Residence Life and Housing to assess and ensure the delivery of support services within residential facilities</p>
<p><b>Executive Director of Marketing and Communications and the Senior Director of Media Relations</b></p>	<p>Administer the College’s public information program in response to incidents</p> <p>Collaborate with the Chief of Police/Director of Public Safety, the Director of Human Resources and the lead investigating agency in order to prepare information releases for the media and College community</p> <p>Ensure messages are prepared to reach primary segments</p> <p>Serve as the College’s primary public information contacts</p> <p>Ensure all media inquiries, requests for interviews, etc. are referred or responded to as appropriate</p> <p>Maintain on-campus rumor control</p>
<p><b>Director of Human Resources</b></p>	<p>Verify staff or faculty members’ identities, addresses and departmental affiliations</p> <p>Verify with police the status of notifications to next-of-kin noting, however, that the lead investigating agency is, unless otherwise agreed upon because of circumstances at hand, the lead agency in making next-of-kin notifications</p> <p>Monitor events and coordinate actions that help the community to return to normalcy</p> <p>Provide families with names and contact information of institutional liaison personnel who can be called upon at any hour</p>

<p><b>Director of Human Resources</b></p> <p><i>Continued</i></p>	<p>Ensure questions posed by families are answered to the best ability</p> <p>Ensure employees' payroll and benefits matters are appropriately managed and resolved</p> <p>Ensure any necessary travel arrangements are made relating to family members' intentions to come to campus</p> <p>Assign institutional liaisons to accompany families while are on campus.</p> <p>Provide information to appropriate College units</p> <p>Coordinate arrangements for any on-campus memorial services in close consultation with the appropriate dean or vice president</p> <p>Collaborate with the Executive Director of Marketing and Communications and the Chief of Police/Director of Public Safety on the preparation of information that is to be released by the College to the College community, noting however, that the lead investigating agency is responsible for primary investigational media relations</p> <p>Collaborate with the Executive Vice President for Business Affairs to provide any necessary fiscal assistance or financial reconciliation</p> <p>After conferring with the Chief of Police/Director of Public Safety to ensure investigations will not be compromised, ensure personal property and effects are secured for disposition to employees' estates</p> <p>Provide information to the lead agency to aid in identifying next of kin, if needed</p>
<p><b>Director of Physical Plant</b></p>	<p>Collaborate with appropriate College officials to ensure incident scenes, except for cases involving Residence Life facilities, are initially protected and subsequently restored to use by the community</p>
<p><b>Dean of Residence Life and Housing and/or Director of Housing Facilities Services</b></p>	<p>Collaborate with the Director of Counseling and the Dean of Students to assess and ensure the delivery of support services within residential facilities</p> <p>Collaborate with appropriate College officials to ensure incident scenes are initially protected and subsequently restored for use for cases involving Residence Life facilities</p>
<p><b>Department Chair</b></p> <p><i>(Upon notification by the Dean or Provost's Office)</i></p> <p><b>Department Chair</b></p>	<p>Notify the members of the department</p> <p>Assess the teaching obligations of the faculty member</p> <p>Arrange for immediate management of each course, including the notification the students in the class, until something longer-term can be arranged</p> <p>Make suitable arrangements for the remainder of the semester or academic year in consultation with the Dean</p> <p>Develop an appropriate, fair and reasonable method of assigning grades so that the grades do not penalize the students, if necessary</p> <p>Work with the graduate program director to find a suitable arrangement for graduate students working with the faculty member</p> <p>Find a suitable alternative for undergraduate students doing projects with the faculty member</p>

<p>(Upon notification by the Dean or Provost's Office)</p> <p>Continued</p>	<p>Dean, Provost, Vice President, President, to do so if appropriate and after consultation with family members and the Senior Director of Media Relations</p> <p>Arrange for proper transfer of College property and personal belongings from the deceased member's office at an appropriate time</p> <p>Assign an instructor-of-record to each course and follow procedure for making the changes in Banner</p> <p>Provide current <u>Curriculum Vitae</u> to family members or others as appropriate</p> <p>Provide information to lead agency to assist in identification of next of kin, if needed</p>
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## Personnel Responsibilities for Off-Campus Deaths of Faculty or Staff

<p><b>Public Safety Communications</b></p>	<p>Notify Chief of Police/Director of Public Safety Notify Executive Director of Marketing and Communications, or Senior Director of Media Relations</p> <p>For deaths of faculty members, notify the Provost/Executive Vice President for Academic Affairs who will notify the President and the appropriate dean, or the department Chair in the absence of the dean, and the Speaker of the Faculty</p> <p>For deaths of staff members, notify the vice president of that staff member's division</p>
<p><b>Appropriate Vice President</b></p>	<p>Notify:</p> <ul style="list-style-type: none"> <li>Director of Human Resources</li> <li>Executive Director of Marketing and Communications , or Senior Director of Media Relations</li> <li>Appropriate dean or the department Chair in the absence of the dean</li> <li>Director, Counseling and Substance Abuse Services</li> <li>Executive Vice President for Business Affairs</li> <li>Senior Vice President for Legal Affairs who will decide the methodology and standards for reviewing electronic records in order to determine what, if any, records should be maintained by the College.</li> <li>Others as appropriate for incident circumstances, possibly including but not limited to the Speaker of the Faculty</li> </ul> <p>Notify the Chief Information Officer and Director of Administrative Computing Services of actions required</p> <p>In the case of a faculty member death, authorize the transfer of course(s) to the deceased faculty member's Chair or program director as the instructor of record</p>
<p><b>Chief of Police/Director of Public Safety or his/her designee (if appropriate depending on nature of death)</b></p>	<p>Ensure the incident-related efforts and activities of the Department of Public Safety are managed and controlled efficiently and effectively</p> <p>Serve as the institution's liaison with allied law enforcement agencies, coroner, etc.</p> <p>Collaborate with the Executive Director of Marketing and Communications, or the Senior Director of Media Relations, and the Director of Human Resources on the preparation of information that is to be released by the College to the College community noting, however, that the lead investigating agency is responsible for primary investigational media relations</p> <p>Keep appropriate College officials informed Participate as a collaborative partner in the College's decision-making process as incidents evolve</p>

<p><b>Executive Director of Marketing and Communications and the Senior Director of Media Relations</b></p>	<p>Administer the College’s public information program in response to incidents</p> <p>Collaborate with the Chief of Police/Director of Public Safety, the Director of Human Resources and the lead investigating agency in order to prepare information releases for the media and College community</p> <p>Ensure messages are prepared to reach primary segments</p> <p>Serve as the College’s primary public information contacts</p> <p>Ensure all media inquiries, requests for interviews, etc. are referred or responded to as appropriate</p> <p>Maintain on-campus rumor control</p>
<p><b>Director of Human Resources</b></p>	<p>Verify staff or faculty members’ identities, addresses and departmental affiliations</p> <p>Verify with police the status of notifications to next-of-kin noting, however, that the lead investigating agency is, unless otherwise agreed upon because of circumstances at hand, the lead agency in making next-of-kin notifications</p> <p>Monitor events and coordinate actions that help the community to return to normalcy</p> <p>Provide families with names and contact information of institutional liaison personnel who can be called upon at any hour</p> <p>Ensure questions posed by families are answered to the best of the institution’s abilities</p> <p>Ensure employees’ payroll and benefits matters are appropriately managed and resolved</p> <p>Ensure any necessary travel arrangements have been made relating to family members’ intentions to come to campus</p> <p>Assign institutional liaisons to accompany families while they are on campus</p> <p>Provide information to appropriate College units</p> <p>Coordinate arrangements for any on-campus memorial services in close consultation with the appropriate dean or vice president</p> <p>Collaborate with the Executive Director of Marketing and Communications and the Chief of Police/Director of Public Safety on preparation of information that is to be released by the College to the College community, noting however, that the lead investigating agency is responsible for primary investigational media relations</p> <p>Collaborate with the Executive Vice President for Business Affairs to provide any necessary fiscal assistance or financial reconciliation</p> <p>After conferring with the Chief of Police/Director of Public Safety to ensure investigations will not be compromised, ensure personal property and effects are secured for disposition to employees’ estates</p> <p>Provide information to the lead agency to aid in identifying next of kin, if needed</p>

<p><b>Department Chair</b></p> <p><i>(Upon notification by the Dean or Provost's Office)</i></p>	<p>Notify the members of the department</p> <p>Assess the teaching obligations of the faculty member</p> <p>Arrange for immediate management of each course, including the notification the students in the class, until something longer-term can be arranged</p> <p>Make suitable arrangements for the remainder of the semester or academic year in consultation with the Dean</p> <p>Develop an appropriate, fair and reasonable method of assigning grades so that the grades do not penalize the students, if necessary</p> <p>Work with the graduate program director to find a suitable arrangement for graduate students working with the faculty member</p> <p>Find a suitable alternative for undergraduate students doing projects with the faculty member</p> <p>Send a campus announcement or arrange for the appropriate office, e.g. Dean, Provost, Vice President, President, to do so if appropriate and after consultation with family members and the Senior Director of Media Relations</p> <p>Arrange for proper transfer of College property and personal belongings from the deceased member's office at an appropriate time</p> <p>Assign an instructor-of-record to each course and follow procedure for making the changes in Banner</p> <p>Provide current <i>Curriculum Vitae</i> to family members or others as appropriate</p> <p>Provide information to lead agency to assist in identification of next of kin, if needed</p>
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## Personnel Responsibilities in the Event of a Student Death

<p><b>Executive Vice President for Student Affairs and, for academic matters, an Associate Provost</b></p>	<p>Notify the President</p> <p>Notify Executive Director of Marketing and Communications or Senior Director of Media Relations</p> <p>Verify students' identities, addresses and academic program affiliation</p> <p>Verify with lead investigating agency the status of notifications to next-of-kin and offer collaboration with the Student Affairs Division if necessary (The lead investigating agency is, unless otherwise agreed upon because of circumstances at hand, the lead agency in notification of next-of-kin.)</p> <p>Monitor events and coordinate actions that help the community to return to normalcy</p> <p>Provide families with names and contact information of College liaison personnel who can be called upon at any hour</p> <p>Ensure questions posed by families are answered to the best of the College's abilities</p> <p>Obtain any details relating to family members' intentions to come to campus</p> <p>Assign College liaisons to accompany families while they are on campus</p> <p>Collaborate with the Senior Director for Media Relations and the Chief of Police/Director of Public Safety on the preparation of information to be released to the media and College community</p> <p>Collaborate with the Executive Vice President for Business Affairs to provide any necessary fiscal assistance or financial reconciliation</p> <p>Notify other appropriate Division of Student Affairs officials, and the Religious Life Council</p> <p>Notify the Registrar to update institutional records</p> <p>Confer with the Chief of Police/Director of Public Safety to ensure investigations will not be compromised, and secure personal property for later disposition to students' estates</p> <p>Notify appropriate faculty members</p> <p>Make any necessary travel arrangements for victims' families Coordinate arrangements for any on-campus memorial services, posthumous degrees, <i>In Memoriam</i> statement in Commencement printed program, and fundraising</p> <p>Maintain on-campus rumor control</p> <p>Collaborate with the Senior Director of Media Relations to ensure that information released to the student population is consistent with information released to the media and rest of the College community</p> <p>Coordinate any necessary responses from the Division of Student Affairs</p> <p>Engage an Associate Provost to assist with academic matters, such as posthumous degrees, memorial recognitions in the print commencement program, academic withdrawal and determination if awarding of a degree is appropriate. [The Registrar maintains these guidelines.]</p>
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# WEATHER EMERGENCIES

## Campus Community Responsibilities

- 1) Refer to the College's Weather Emergency Plan, which includes a Hurricane Plan, online at [emergency.cofc.edu](http://emergency.cofc.edu) for procedures
- 2) Keep contact information up-to-date and monitor [your telephone, voice mail, internet address, text address] for emergency messages sent to those locations
- 3) Call the Emergency Information Hotline at 843.725.7246 [725-RAIN]

For updates, monitor local television and radio stations for announcements

- 4) Continue to check the Emergency Website at [emergency.cofc.edu](http://emergency.cofc.edu) throughout the event and for after-incident actions

## Hurricanes and Tropical Storms

College of Charleston coordinates responses to severe weather incidents such as hurricanes and tropical storms, because these incidents pose genuine risks to the health, safety and well-being of the College community. Depending on incident complexity and severity, hurricanes may be Level 2, Level 3 or Level 4 emergencies, as defined in The College's Emergency Management Plan. Every reasonable effort will be made for decisions to cancel classes, close the campus or evacuate the campus to be announced no later than 4:00 PM on the day prior to such action(s) being taken. See also Title 8, Chapter 11, Section 57 of the South Carolina Code of Laws: *Declaration of state of emergency order to close state offices due to hazardous weather*.

### Definitions:

*Hurricane Season:* June 1 through November 30

*Tropical Storm:* A storm with sustained wind speeds of 34 - 73 mph

*Hurricane:* A storm in which sustained winds of  $\geq 74$  mph exist.

### Categories of Hurricanes:

- Category 1 - Minimal winds 74 - 95 mph
- Category 2 - Moderate winds 96 - 110 mph
- Category 3 - Extensive winds 111 - 130 mph
- Category 4 - Extreme winds 131 - 155 mph
- Category 5 - Catastrophic winds  $> 155$  mph

A separate "**Hurricane and Tropical Storm Preparedness Plan**" APPENDIX B has been developed to work in conjunction with the College's Emergency Management Plan. All individual department plans must be developed to work in conjunction with the hurricane plan and the Emergency Management Plan. Individual unit plans have further details about actions and responsibilities.

When a tropical storm or hurricane is approaching:

The Emergency Management Team and Executive Policy Group will meet to aid preparations and make key decisions.

Physical Plant and other responsible units will work to secure the campus and be prepared for post-storm cleanup

Marketing & Communication will put their emergency communication plan into action.

Heightened education will include personal advice as well as work-related instructions

All campus units will implement their Business Continuity Plan to enable continued functioning and to minimize their downtime after a storm

Student Affairs will implement evacuation or shelter-in-place for residential students

EPG will determine whether there is a campus closure or an evacuation and when it will occur

IT will lead educate campus personnel on securing computers and files, and will secure their own computers and data files

All units which will provide services during and/or after the storm (e.g. Student Health, ARAMARK) will insure preparedness

All units will use their own Emergency Plan and the campus Hurricane and Tropical Storm Preparedness Plan to get ready for the storm

**See Appendix B for further details.**

The advance preparation timeline provided in the appendix is for guidance only, and may be adjusted as appropriate

## **Tornados and Thunderstorms**

Tornados are violent, local storms with whirling winds that can reach 200-400 MPH. Tornados are often spun off from hurricanes and tropical storms. Thunderstorms can also be severe.

The widths of tornado paths generally range from 200 yards to one mile

The southeast region has been known to experience tornadoes either in single storms or associated with tropical storms and hurricanes

A **tornado watch** means that tornadoes could develop in the designated area

A **tornado warning** means that a tornado has actually been sighted in the area or is indicated by radar

A **severe thunderstorm watch** indicates the possibility of thunderstorms, frequent lightning and/or damaging winds, hail and heavy rain

A **severe thunderstorm warning** means that a severe thunderstorm has actually been sighted in the area or is indicated by radar

Tornados are categorized from F0 (least severe) to F5 (most severe) on the Fujita scale

Community members must pay attention to weather conditions, listen to radio and television for weather alert information and seek shelter before severe weather arrives. If warnings are issued, or if threatening weather approaches, do the following:

- Move to the nearest point of shelter.

- If underground shelters are not available, move to interior rooms or hallways on the lowest floors and get under sturdy pieces of furniture

- Stay away from windows

- Get out of automobiles; Do not try to outrun a tornado in a vehicle.

## **Winter Storms**

Severe winter storms can paralyze an entire region, bringing heavy snow, ice, strong winds, extreme cold temperatures and freezing rain. Windblown objects, downed electrical wires, fallen trees and branches, and frostbite and hypothermia are possible. Ice and snow storms can cause slippery roads and poor visibility making driving conditions hazardous. Winter storms can prevent employees and students from reaching the facility, leading to a temporary shutdown until roads are cleared. Heavy snow and ice can also cause structural damage and power outages. The weight of ice or heavy snow can down power lines and cause roofs to collapse.

**Winter Weather Advisory:** Cold, ice and snow are expected to cause significant inconvenience and may be hazardous but probably not life threatening

**Winter Storm Warning:** Severe winter weather is imminent or very likely within 12 hours

**Winter Storm Watch:** At least four inches of snow in 12 hours, or six inches in 24 hours or significant ice accumulations are possible within 24 to 48 hours

## PERSONNEL RESPONSIBILITIES FOR WEATHER EMERGENCIES

(Also, see Appendix B – Hurricane and Tropical Storm Preparedness Plan)

<p><b>Public Safety</b></p>	<p><b>Operational Readiness:</b></p> <ul style="list-style-type: none"> <li>Receive information from National Weather Service</li> <li>Notify Executive Director of Marketing and Communications, or Senior Director of Media Relations</li> <li>Initiate notifications and announcements to the College community</li> <li>Notify personnel</li> <li>Review traffic plans</li> <li>Conduct operational readiness inspections of vehicles, barricades, traffic cones, barrier tape, equipment and supplies</li> </ul> <p><b>Weather Emergency Recovery Efforts:</b></p> <ul style="list-style-type: none"> <li>Evaluate potential hazards and the need for emergency personnel</li> <li>Dispatch police, fire and rescue units as required and assist in rescue efforts</li> <li>Provide security for closed buildings</li> <li>Check buildings for injured and trapped people</li> <li>Barricade damaged areas to keep people out</li> <li>Assist with the photo documentation of damages</li> <li>Ensure that fire watches are posted as necessary</li> <li>Provide traffic control to limit movement into affected areas</li> <li>Notify owners of damaged automobiles with direction on actions to take.</li> </ul>
<p><b>Physical Plant</b></p>	<p><b>Operational Readiness:</b></p> <ul style="list-style-type: none"> <li>Protect equipment from freeze-up during winter storms by covering or bringing inside</li> <li>Ensure all roof drains, gutters and scuppers are checked and cleaned as necessary</li> <li>Ensure roofs are cleared of debris (chairs, bottles, trash, etc.)</li> <li>Conduct operational readiness inspections of vehicles, emergency generators, portable pumps and sump pumps</li> <li>Ensure sufficient inventory of critical supplies, including sand, tarpaulins and custodial equipment and supplies</li> <li>Ensure fuel storage reserves are maximized</li> <li>Prepare for possible power outages and water shortages</li> <li>Prevent drafts and water intrusion by ensuring all windows are closed and tightly secured</li> <li>Implement the Physical Plant weather plan as necessary.</li> </ul>

<p><b>Physical Plant</b></p> <p><i>Continued</i></p>	<p><b>Weather Emergency Recovery Efforts:</b></p> <p>Survey damages; look for broken and leaking gas lines, live wires, flooded electrical circuits, submerged electrical appliances, flammable liquids, structural damage, etc.</p> <p>Shut off utilities to affected buildings as necessary</p> <p>Repair electrical, plumbing, heating, ventilation systems, mechanical, and structural components or notify appropriate contractors to make repairs</p> <p>Provide equipment, supplies and staff to prevent further damage</p> <p>Obtain any needed assistance from utility companies</p> <p>Rope off dangerous areas if unable to clean up immediately</p> <p>Provide debris removal</p> <p>Monitor on-line boilers</p> <p>Begin salvage operations as soon as possible</p> <p>Assist in rescue efforts</p> <p>Clean up flooded or dangerous areas</p> <p>Cover broken windows or torn roof coverings</p> <p>Clean roof drains and move debris from roofs</p>
<p><b>Environmental Health and Safety &amp; Director of Fire &amp; EMS</b></p>	<p>Act as a resource on issues of safety, environment, chemical, fire, radiological and public health</p> <p>Assist with the photo documentation of damages</p> <p>Assess chemical, radiological, biological and asbestos releases and take appropriate actions</p>
<p><b>Business and Auxiliary Services</b></p>	<p>Manage Insurance Issues including (but not limited to) seeing that policies are in place, pre-storm conditions are documented, forms and paperwork are properly completed, and claims are filed,</p>
<p><b>Student Affairs</b></p>	<p>Manage sheltering of resident students or, if necessary, the evacuation of resident students [details are in Residence Life emergency plan]</p> <p>Provide counseling services for students if the nature of the incident warrants</p> <p>Provide medical services for students through Student Health if appropriate</p>
<p><b>Office of Media Relations</b></p>	<p>Communicate directions to all personnel, including students, regarding actions to take prior to the weather event and during the recovery period</p>
<p><b>Information Technology</b></p>	<p>Manage computer physical infrastructure and electronic data/information preservation in preparation for, emergency access during (as appropriate), and recovery from weather emergency [Details are in IT emergency plan]</p>
<p><b>All offices (Divisions, Schools, Departments, Services, etc.)</b></p>	<p>Follow business continuity plan of the unit to maintain normal function to the extent possible and formulate specific plans depending on instructions from the EPG and EMT and the nature of the situation.</p>

## **INFRASTRUCTURE FAILURES**

Physical Plant, Public Safety and Information Technology respond to and coordinate incidents involving infrastructure and information technology infrastructure failures. These incidents may pose genuine risks to the health, safety and well-being of the College community, as well as disruptions of routine activities. The President of the College of Charleston, upon the advice of the Executive Policy Group, determines if buildings are to be closed because of infrastructure failures. Infrastructure failures are usually Level 1 or Level 2 incidents. Level 3, Level 4 or Level 5 incidents may contain components related to infrastructure failures.

All College Community members should make appropriate notifications following infrastructure failures that include, but are not limited to:

- 1) Electrical outages
- 2) Plumbing failures/pipe ruptures
- 3) Natural gas leaks
- 4) Elevator failures with persons trapped inside
- 5) Fire detection and suppression system impairments
- 6) Heating, ventilation and air conditioning (HVAC) outages
- 7) Steam line ruptures
- 8) Flooding
- 9) Internet and computer network outages
- 10) Administrative applications system outages (i.e., CougarTrail, Student Information System, Financial System, Human Resource System, etc.)
- 11) Server outages
- 12) Email outages
- 13) Classroom technology outages
- 14) Desktop computer outages
- 15) Telephone outages
- 16) Web page outages

### **Campus Community Responsibilities**

- 1) For most infrastructure failures, *except* Information Technology: Call Physical Plant at 843.953.5550, Monday through Friday during operational hours; or call Central Energy at 843.953.5598 during Physical Plant non-operational hours, weekends and holidays.
- 2) Call Public Safety at 843.953.5609 or, if urgent, 843.953-5611, as the situation requires (see chart on next page).
- 3) Notify Executive Director of Marketing and Communications or Senior Director of Media Relations
- 4) Notify supervisor of facts and of others who were also notified

For all Information Technology Infrastructure Failures:

- 5) Check <http://www.cofc.edu/it/status/>, if accessible, to see if the failure has already been reported to Information Technology and if so, the status of the recovery from the failure.
- 6) Call Helpdesk at 843.953.3375 (843.953.DESK) or email [helpdesk@cofc.edu](mailto:helpdesk@cofc.edu). Voicemail messages left on Helpdesk telephone will automatically page technician during non-business hours (7:30 am - 5:30 pm).
- 7) Call Information Technology Main Office at 843.953.5595 during business hours (8 am - 5 pm) if Helpdesk cannot be reached.
- 8) Contact Public Safety at 843.953.5609 (Public Safety will use contact information on file to contact appropriate IT personnel) if no one has responded within 30 minutes to the after-hours voicemail message left at Helpdesk.

## INFRASTRUCTURE FAILURE INCIDENT NOTIFICATION

INCIDENT	NOTIFY	CAMPUS COMMUNITY RESPONSIBILITIES
Electrical Failure	Physical Plant	Turn off equipment to reduce the potential for power surges
Elevator Failures	Public Safety	Use the emergency telephones in the elevator when trapped
Fire Detection and Suppression System Impairments	Public Safety	Report all impairments of fire detection and suppression systems
Flooding	Physical Plant	Report any flooding issues
HVAC (Heating, Ventilation and Air Conditioning) System Problems	Physical Plant	<p>Report strange odors or minor smoke odors coming from HVAC systems to Physical Plant for initial investigation</p> <p>Report large amounts of smoke coming from HVAC systems to Public Safety</p>
Natural Gas Leaks	Public Safety and Physical Plant	<p>Open windows, if possible, to increase ventilation and let gas escape</p> <p>Turn off all possible ignition sources</p> <p>To avoid the possibility of explosion or fire:</p> <ul style="list-style-type: none"> <li>DO NOT activate building alarms if it is believed that doing so poses a potential danger to building occupants.</li> <li>DO NOT switch on lights or any electrical equipment</li> <li>DO NOT use any phone</li> <li>DO NOT start vehicles within areas of gas leaks.</li> </ul> <p>Call Public Safety and Physical Plant from phones in areas removed from gas leaks</p> <p>Evacuate the area. Heed evacuation instructions given by Emergency Response Personnel once they are on the scene.</p>
Plumbing Failures and Pipe Ruptures	Physical Plant	<p>Turn off electrical equipment to minimize the potential for electrocutions and equipment damage</p> <p>If possible and safe to do so, place containers to catch the water and contain water damage</p>
Steam Line Failures	Central Energy	Report steam line failures
Telephone outages	Information Technology HelpDesk	Report technical outages

Administrative applications system outages (e.g., Banner, My Charleston, Recruitment Plus, Luminus, BDMS, Human Resource System, Financial System, etc.)	Information Technology HelpDesk	Report technical outages
Classroom technology outages	Information Technology HelpDesk	Report technical outages
Internet and computer network outages	Information Technology HelpDesk	Report technical outages
Server, desktop computer, Web page and email outages	Information Technology HelpDesk	Report technical outages

**NON-WEATHER RELATED FLOOD EMERGENCIES**

Should a flood emergency be created by the failure of the Pinopolis Dam, the College of Charleston will receive notification from the Charleston County Emergency Preparedness Division. The College will monitor the situation and follow procedures as set forth in the Charleston County Emergency Preparedness Flood Plan.

## EARTHQUAKES

An earthquake can have the elements of several types of emergencies, including:

- Infrastructure failure
- HAZMAT incident
- Non-weather flood emergency
- Infectious disease (especially in the longer term)
- Deaths of faculty, staff or students, including mass casualties

An earthquake can be measured by different scales. A magnitude scale (such as the Richter Magnitude Scale) measures the size of an earthquake at its origin. It is considered more scientifically valid because it is based on objective measurements. The Charleston earthquake of 1886 was estimated to be within 6.9 to 7.3 on the Richter scale.

Description	Richter Magnitude	Typical Maximum Modified Mercalli Intensity Scale <i>(see interpretation below)</i>
Great	greater than 8	
Major	7-7.9	VIII or higher
Strong	6-6.9	VII-IX
Moderate	5-5.9	VI-VII
Light	4-4.9	IV-V
Minor	3-3.9	II-III
Micro	less than 3	I

More useful for emergency management purposes though more subjective, is a scale such as the Modified Mercalli Intensity Scale, which measures observable damage. The following from USGS is an abbreviated description of the levels of the Intensity Scale:

- I.** Not felt except by a very few under especially favorable conditions.
- II.** Felt only by a few persons at rest, especially on upper floors of buildings.
- III.** Felt quite noticeably by persons indoors, especially on upper floors of buildings. Many people do not recognize it as an earthquake. Standing motor cars may rock slightly. Vibrations similar to the passing of a truck. Duration estimated.
- IV.** Felt indoors by many, outdoors by few during the day. At night, some awakened. Dishes, windows, doors disturbed; walls make cracking sound. Sensation like heavy truck striking building. Standing motor cars rocked noticeably.
- V.** Felt by nearly everyone; many awakened. Some dishes, windows broken. Unstable objects overturned. Pendulum clocks may stop.
- VI.** Felt by all, many frightened. Some heavy furniture moved; a few instances of fallen plaster. Damage slight.
- VII.** Damage negligible in buildings of good design and construction; slight to moderate in well-built ordinary structures; considerable damage in poorly built or badly designed structures; some chimneys broken.

**VIII.** Damage slight in specially designed structures; considerable damage in ordinary substantial buildings with partial collapse. Damage great in poorly built structures. Fall of chimneys, factory stacks, columns, monuments, walls. Heavy furniture overturned.

**IX.** Damage considerable in specially designed structures; well-designed frame structures thrown out of plumb. Damage great in substantial buildings, with partial collapse. Buildings shifted off foundations.

**X.** Some well-built wooden structures destroyed; most masonry and frame structures destroyed with foundations. Rails bent.

**XI.** Few, if any (masonry) structures remain standing. Bridges destroyed. Rails bent greatly.

**XII.** Damage total. Lines of sight and level are distorted. Objects thrown into the air.

The response to an earthquake will combine the actions described for other emergencies and will be contingent upon the nature and extent of the damage.

### **Campus Community Responsibilities in an Earthquake**

- 1) Remain calm.
- 2) During shaking, if you are indoors, get under a sturdy structure (such as a desk or table); hold onto the legs of the desk or table; duck your head
- 3) When the shaking stops, remain where you are for a moment
- 4) Exit buildings and move to a location away from buildings and possible falling debris. Remain outdoors
- 5) Heed instructions from responding emergency personnel
- 6) Anticipate the likelihood of loss of power, loss of telephone service, absence of potable water, damage to or blockage of roads and bridges, disruption of transportation and distribution systems and react in a manner consistent with the severity
- 7) Report minor infrastructure damage to Physical Plant if it is limited
- 8) Remain patient, since emergency responders may be overwhelmed by the magnitude of the damage
- 9) Notify family members outside of the area of your condition if you can reach them; if not, the American Red Cross can provide assistance
- 10) In advance, engineering mitigation efforts, retrofits, and simple practices such as anchoring bookcases and cabinets to a wall, should be used to reduce structural damage and injuries.

# **VIOLENT OR CRIMINAL BEHAVIOR**

## **Campus Community Responsibilities for Violent and Aggressive Behavior**

- 1) Remain calm
- 2) Contact Public Safety at 843.953.5611
- 3) Do not try to restrain the person
- 4) Move away if the person is violent
- 5) Try to talk to the person in a calming way if they are agitated
- 6) Do not block person's access to an exit

## **Campus Community Responsibilities for Active Shooter Incidents**

- 1) Try to remain as calm as possible
- 2) If possible, get away from the immediate area of danger. Summon help and warn others
- 3) Contact Public Safety at 843.953.5611 from a campus phone or call 911 from a cell phone
- 4) Provide the dispatcher exact location
- 5) Take shelter if possible and consider the area in which shelter has been chosen:
  - o Can it be locked from the inside?
  - o Can a person be found by the shooter?
  - o If unable to run or hide, consider playing dead, if other victims are around
  - o Remember fighting back is dangerous and is only an option as a last resort
  - o Once the police arrive, obey all commands. Be aware all persons may be handcuffed or treated as suspects. This is done for safety reasons. Once circumstances are evaluated by police, they will give further directions to follow.

If active shooter is in an academic or administrative building:

- o Everyone should be kept together
- o Faculty should immediately lock students and themselves in the classroom if possible and lock the suspect out
- o Cover any windows or openings that have a direct line of sight into the hallway
- o Do NOT sound the fire alarm (A fire alarm would signal the occupants to evacuate the building and thus place them in potential harm as they attempted to exit)
- o Stay away from the windows. Turn off lights and audio equipment
- o Keep classrooms secure until police arrive and give directions
- o If not in a classroom, try to get to a classroom or an office
- o Stay out of open areas and be as quiet as possible

If active shooter is in a residence hall:

- o Lock the room and lock the suspect out
- o Barricade the room with desks, beds or anything that can be push against the door
- o Stay away from the window
- o Turn off all lights and audio equipment
- o If away from one's room, join others in a room that can be locked

(continued)

Active shooter in residence hall (continued)

- Do not stay in the open hall
- Do NOT sound the fire alarm (A fire alarm would signal the occupants in the rooms to evacuate the building and thus place them in potential harm as they attempted to exit)
- If near an exit, leave the building immediately, call Public Safety at 843.953.5611 or 911, and seek shelter in another building
- If one cannot exit, clear the hallway immediately and/or remain behind closed doors in a locked or barricaded room, if possible, and stay away from windows
- Remain calm and quietly call Public Safety at 843.953.5611 or 911
- Evacuate the room only when authorities have arrived and instructions are given to do so
- DO NOT leave or unlock the door to see “what is happening”
- DO NOT attempt to confront or apprehend the shooter, unless as a last resort
- DO NOT assume someone else has called police or emergency personnel.

**Personnel Responsibilities for Active Shooter Incidents**

<p><b>Public Safety</b></p>	<p>Stop the active shooter before he can take the life of any others          Notify , or Executive Director of Marketing and Communications Senior Director of Media Relations          Use all legal means to stop the active shooter with these priorities:              Stop the active shooter              Rescue victims              Provide medical assistance              Preserve the crime scene</p>
<p><b>Dispatcher</b></p>	<p>Notify the local police department and initiate the department emergency notification procedure          Notify Executive Director of Marketing and Communications or Senior Director of Media Relations          Coordinate radio communications with officers at the active shooter scene          Request assistance from any available staff in the Public Safety headquarters to answer the telephones and assist with radio traffic          Contact the local police and request assistance for our officers          Contact the Charleston County Sheriff's Office and/or other law enforcement agencies for additional assistance at the direction of the incident commander          Provide detailed directions to the scene and other necessary information to responding law enforcement agencies, and advise the responding agencies that College officers are engaging the shooter          Direct all officers to utilize the appropriate mutual aid radio frequency or frequencies for communications once local police officers arrive on the scene          Inform and direct Emergency Medical Service personnel to appropriate staging areas</p>

<b>Contact Team</b>	Pursue the active shooter immediately and in accordance with Public Safety policy
<b>Incident Commander</b>  <i>First Supervisor on the Scene</i>	<p>Establish a command post at a safe location</p> <p>Choose a safe staging area for arriving personnel</p> <p>Ensure that dispatch has initiated the emergency notification procedure</p> <p>Coordinate with arriving CPD officers as they arrive and form additional contact and rescue teams as needed</p> <p>Assign an officer to assist media to be in a safe location for briefings. News media will not be allowed at the initial scene</p> <p>Arrange safe staging area for medical units and treatment of the injured</p> <p>Post additional officers to guard crime scene</p> <p>Ensure that all personnel are utilizing the appropriate radio frequencies</p> <p>Follow all procedures in accordance with Public Safety guidelines</p>
<b>Fire &amp; EMS</b>	<p>Provide immediate medical support</p> <p>Report to the rear command post and wait for direction from the Incident Commander</p>
<b>Media Relations Personnel</b>	Respond to all media inquiries and act as liaison to the media
<b>Rescue Team</b>	Locate and remove injured victims and direct uninjured victims out of the building
<b>Academic Affairs, Human Resources, Student Affairs</b>	Following the incident, assess, plan and carry out plans in order to resume normal operations at an appropriate time. This may include but is not limited to: arranging for counseling services, adjusting the academic calendar, modifying academic programs, and/or relocating offices or classrooms

NOTE: If a College of Charleston Public Safety supervisor is the Incident Commander, he/she shall remain in that role until a determination has been made by the Chief/Director or Deputy Chief/Deputy Director to transfer the duties to the County or City Police Department. Once Incident Command responsibilities have been transferred, the College of Charleston supervisor shall assume a liaison role as per Unified Command procedures.

### Counseling

All enforcement personnel involved in a deadly force encounter will attend a Critical Incident Debriefing session with a qualified counseling professional of the Department of Public Safety's choosing. Employees may be referred for further counseling sessions if deemed necessary by either the employee or the department. See *Critical Incident Stress Management on the next page.*

## **VICTIM ASSISTANCE**

### **Critical Incident Stress Management**

The College responds to and assists the community in recovering from all emergency or crisis situations that are likely to have adverse emotional effects on students, faculty and staff members.

In the advent of a crisis incident with adverse emotional impact on students, faculty and staff, Counseling and Substance Abuse Services Office (CASAS) will coordinate, conduct and facilitate critical incident stress management for students, departments and organizations affected by the emergency.

Units with primary emergency responsibilities will:

- 1) Contact the EMT Chair and Director of CASAS and explain emergency situations at the earliest feasible stage of emergencies
- 2) Consult with the EMT Chair and Director of CASAS to identify affected persons and groups that would benefit from critical incident stress debriefing or support and the appropriate timing of the phases of the debriefing initiative
- 3) Assist in identifying physical locations where critical incident stress debriefings can take place if debriefing or support begins while emergencies are still in progress.

The Director of CASAS will ensure:

- 1) Appropriate counseling personnel are available on-site and off-site as necessary
- 2) Debriefing sessions and other supportive efforts are arranged as appropriate for victims of emergency situations and those affected in responding to situations:
  - During emergency stabilization periods
  - Later in the progress and resolution of emergencies
  - In days following emergencies
- 3) Faculty and staff are made aware of the services provided by the Employee Assistance Program (EAP)
- 4) Follow-up services are provided to all affected individuals
- 5) Summary and feedback reports are provided to responsible units and parties.

### **Victim Assistance Measures**

Identifying the special measures needed to meet the needs of victims, especially those responses effective in meeting the victims' short-term and long-term emotional and psychological needs, is an integral part of the College's emergency response plan.

Victims' needs during the immediate crisis and its aftermath for incidents at Levels 1 and 2 will be addressed by the departments directly involved in the incident in consultation with the Office of Victim Services.

Creating and maintaining contacts:

- 1) The Director of Counseling and Substance Abuse Services will maintain a list of institutions and community contacts with counselors trained in working with victims.
- 2) The Director of Victim Services will maintain a list of certified victim assistants in the state and region that can be called upon in the case of an emergency.
- 3) The Associate Dean of Students will maintain a list of local and regional religious personnel that can be called upon in the case of an emergency.

**Responsibilities for Victims' Needs *During the Immediate Crisis (Level 3 and above)***

<p><b>Public Safety, Student Affairs and Marketing and Communications</b></p>	<p>Work together to provide information to families about loved ones and to provide families and friends comfort and protection from the media</p>
<p><b>Public Safety Personnel</b></p>	<p>Maintain contact with local law enforcement agencies and the County Coroner's office Relay information collected about the incident and victims to the established Emergency Operations Center</p>
<p><b>Dean of Students and Associate Dean of Students</b>  <b>Human Resources assists if employees are impacted</b></p>	<p>Establish a Family Assistance Center in consultation with the Executive Vice Presidents for Student Affairs and Director of Marketing and Communications Assign campus liaisons to assist families of students Establish a screening and registration system for campus and community volunteers Contact representatives from the Religious Life Council to be available to assist families Find appropriate (relatively secluded and private) spaces for the representatives to meet with families as needed</p>
<p><b>Executive Director of Marketing and Communications and Senior Director of Media Relations</b></p>	<p>Establish an Information Center on campus Develop system to relay critical information to families, liaisons and victim assistants Serve as the Public Information Officer and become the focal point for all information distribution Schedule regular briefings (The briefings for the families will be separate from the briefings for the media.) Establish call-in center so families can speak to a College representative</p>

<p><b>Director of Counseling and Substance Abuse Services (CASAS)</b></p>	<p>Coordinate, if necessary, mental health care service providers with experience and training in working with victims, their families, first responders and others impacted by serious crises          Extend hours of operation of CASAS if necessary          Oversee that special attention is given to those groups most affected, e.g., roommates, organization members, team members, first responders, etc.</p>
<p><b>Director of Victim Services</b></p>	<p>Coordinate, if necessary, victim assistants familiar with working in the context of medium to large-scale crises          Coordinate a victim assistance team composed of screened victim assistants          Coordinate, if necessary, contact with the Red Cross          Investigate and distribute to relevant parties information about federal and state victims' compensation funds (South Carolina and the home state(s) of the families)          Work with others (e.g., Executive Director of Marketing and Communications , Senior Director of Media Relations, Dean of Students) to train campus liaisons</p>
<p><b>Director of Student Health Services</b></p>	<p>Send personnel to local hospitals, if needed, to check on the well-being of injured individuals and relay the information back to the Emergency Operations Center          Assist with psychological screenings of students and others with injuries</p>

## Responsibilities for Victims' Needs After Immediate Crisis

<b>Director of Business &amp; Auxiliary Services</b>	Coordinate streamlining service requests for the families of victims, e.g., international calling privileges for any international students who may need to contact family, meal privileges for families, parking privileges for families
<b>Director of Human Resources</b>	Coordinate streamlining service requests for the families of employee victims, e.g., crisis counselors through the EAP, benefits questions
<b>Director of Victim Services</b>	Coordinate, if relevant, assistance to families with regard to information about the phases of any criminal judicial processes
<b>Director of Counseling</b>	Assist with, if necessary, post-incident counseling for the campus liaisons, Public Safety personnel and other campus first-responders
<b>Director of Advising and Academic Planning</b>	Coordinate, if necessary, the research into finding flexible options for completing the semester for affected students
<b>Director of the Center for Disability Services</b>	Begin, if necessary, investigation of appropriate accommodations that might be needed for injured students and for students with psychological difficulties
<b>Directors of the Multi-Cultural Center and the Center for Cultural Diversity</b>	Confer, if relevant to crisis, about programming that can be offered in the short-term and the long-term about issues of retaliation against minorities or other particular group

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## APPENDIX A-1 - GLOSSARY OF TERMS

**Active Shooter:** One or more subjects who participate in a random or systematic action, demonstrating intent to harm others. The shooter's objective may appear to be that of mass murder rather than other criminal contact. Weapons may be firearms, explosives, knives, bows and arrows, etc.

**Campus Closure:** A decision by the President or his/her designee to close the campus to for all classes, events, unauthorized visitors, etc. A campus closure *may* include non-essential staff still being required to report for work, following instructions. Campus closure does not include closing the residence halls and as such, staff responsible for student services will be required to report to the campus, ex: Dining Services, Residence Life, Student Health Services, Physical Plant, etc.

**Campus Evacuation:** A decision by the President or his/her designee to completely close the campus and evacuate all residential students to a pre-determined location. All campus building would be secured and no faculty and staff would be allowed on the campus, with the exception of the on-duty Public Safety shift personnel. Depending on the nature of the emergency, on-duty Public Safety personnel may be required to report to the city police staging area or the county sheriff's office staging area.

**Class Cancellation:** A decision of the President or his/her designee to suspend all classes for a period of time, i.e.: remainder of the day, a full day, week, etc. When a class cancellation occurs, all other College of Charleston functions and/or events may not be affected unless specifically stated by the President or his/her designee.

**Essential Personnel:** Faculty and/or staff who have been identified through their department emergency plans as critical to the continued operation of the College of Charleston or the College's response to a critical event.

Members of the Executive Policy Group and the Emergency Management Team can fall into any of the categories of essential personnel, depending on the circumstances of the emergency, their specific role, and conversations determining what will be most effective.

Employees identified as “**essential personnel**” will be classified into one of the following groups:

Group 1(Red): Employees who have been issued advance instructions that they are required to report to campus or remain on campus during a storm or whenever the college is officially closed due to an emergency event. This category is the most restrictive and includes only those personnel whose daily presence on campus is necessary for life safety and security. Examples: campus police, fire & EMS, and physical plant personnel who maintain utilities. Food service workers fall into this category only when students remain on campus.

**“essential personnel” groups (continued)**

Group 2 (Maroon): Employees who have been issued advance instructions that they are required to remain on, or respond to campus whenever the college is officially closed due to an emergency event. This category includes personnel needed to maintain critical infrastructure and safety with intermittent on-campus presence.

Group 3 (Blue): Employees who have been issued advance instructions that they are required to report to an off-site or satellite location to provide essential services to the College. This category includes personnel whose support or critical business operations can be performed from remote off-site or satellite locations or with brief, occasional visits to campus. Examples: Information Technology personnel, Marketing and Communications personnel, payroll personnel. [Should Group 3 essential personnel not be required to report to an off-site or satellite location, they may then fall into the category of Group 2 essential personnel in order to make brief, occasional visits to campus.]

Group 4 (Green): Employees who have been issued advance instructions that they are required to report to campus immediately after an emergency event has been contained. This category also includes all personnel who are necessary to the recovery and restoration efforts of the College. Examples: physical plant trades personnel, custodial personnel, personnel needed to resume teaching and research operations, laboratory managers.

**Non-Essential Personnel:** Any employee who does not fall into one of the categories of essential personnel. [Note: An individual who needs to work on authorized activities, and who can reach the campus safely, may report to work with supervisory permission. The supervisor must notify the Emergency Management Team prior to the employee reporting to work and the person must check in at a designated location before proceeding to their work location.]

**Seek Shelter:** Emergency situations, i.e.: tornado warnings, or the threat of imminent danger, where members of the campus community are directed to seek shelter in the nearest building for their safety.

**Shelter in Place:** Emergency situations, particularly chemical, biological or radioactive material releases, some weather emergencies, or the threat of imminent danger, where members of the campus community are directed to remain indoors rather than evacuate a building or buildings.

**Storm Arrival:** The time when the leading edge of a hurricane or tropical storm moves into the area, e.g. steady winds pick up, gusts of wind increase, heavy rain starts following, coastal flooding increases. This can significantly precede the arrival of the eye of a hurricane.

**Winter Weather Advisory:** Cold, ice and snow are expected to cause significant inconvenience and may be hazardous but probably not life threatening

**Winter Storm Warning:** Severe winter weather is imminent or very likely within 12 hours

**Winter Storm Watch:** At least four inches of snow in 12 hours, or six inches in 24 hours or significant ice accumulations are possible within 24 to 48 hours

## APPENDIX A-2 – ACRONYMS & ABBREVIATIONS

ACHA	American College Health Association
AED	Automatic External Defibrillator
ARC	American Red Cross
CARTA	Charleston Area Regional Transportation Authority
CASAS	Counseling and Substance Services (Student Affairs)
CB	Citizens Band
CB	Citizen's Band (Radio)
CDC	Centers for Disease Control & Prevention
CIE	Center for International Education (Academic Affairs)
CIO	Chief Information Officer
CPD	Charleston Police Department
DEM	Deputy Emergency Manager
DHEC	Department of Health & Environmental Control
DMAT	Disaster Medical Assistance Team
DOD	Department of Defense (Federal)
DOE	Department of Energy (Federal)
DOT	Department of Transportation (Federal)
EAP	Employee Assistance Program
EAS	Emergency Alert System (aka Cougar Alert)
EDT	Eastern Daylight Time
EH&S	Environmental Health & Safety
EM	Emergency Manager
EMS	Emergency Medical Service
EMT	Emergency Management Team
EOC	Emergency Operations Center
EOP	Emergency Operating Plan
EPA	Environmental Protection Agency (Federal)
EPG	Executive Policy Group
EPMP	Emergency Preparedness & Management Plan
EST	Eastern Standard Time
EST	Emergency Support Team (used by FEMA)
FAST	Field Assessment Team
FCS	Finance Coordination Section

FEMA	Federal Emergency Management Agency
GIS	Geographic Information System
GMBL	Grice Marine Biological Laboratory at Fort Johnson
GPS	Global Positioning Satellite
HAZMAT	Hazardous Materials
HR	Human Resources
HVAC	Heating, Ventilation & Air Conditioning
IAP	Incident Action Plan
IC	Incident Commander
ICP	Incident Command Post
ICS	Incident Command System
IRF	Insurance Reserve Fund (State of SC)
IS	same as ICS; used for designating revised training modules in place of ICS
IT	Information Technology
JIC	Joint Information Center
LOG	Logistics Section
ME	Medical Examiner
MERS	Mobile Emergency Response Support (used by FEMA)
MOU	Memorandum of Understanding
MPH	Miles per hour
MPPD	Mount Pleasant Police Department
MSDS	Material Safety Data Sheet
MT	Mitigation Directorate (used by FEMA)
NASA	National Aeronautic & Space Administration
NFIP	National Flood Insurance Program
NIMS	National Incident Management System
NOAA	National Oceanic & Atmospheric Administration
NWS	National Weather Service
OPS	Operations Section
OSHA	Occupational Safety & Health Administration (Federal)
PA	Public Address
PAAS	Planning & Analysis Section
PDA	Preliminary Damage Assessment
PDM	Pre-Disaster Mitigation
PIO	Public Information Officer
PPE	Personal Protective Equipment
SCDHEC	SC Dept. of Health & Environmental Control
SCEMD	SC Emergency Management Division

SCO	State Coordinating Officer
SLED	SC Law Enforcement Division
SLOSH	Sea, Lake and Overland Surges for Hurricanes
SOP	Standard Operating Procedure
SSC	Safety Section Chief
TD	Tropical Depression
TS	Tropical Storm
US&R	Urban Search & Rescue
USDA	U.S. Department of Agriculture
USGS	U.S. Geological Survey
WHO	World Health Organization

## APPENDIX B - HURRICANE AND TROPICAL STORM PREPAREDNESS PLAN

Each unit should have its own plan for Hurricanes and Tropical Storms, customized to its unique needs, facilities and responsibilities. **Keep in mind:**

Preparation is a shared effort for all members of the campus community. A person who completes their own tasks should assist others.

These plans should assign responsibility for specific tasks to specific people (by name or title) so that it is clear who is responsible and the task can't "fall through the cracks." There should be an assigned alternate for each person.

Plans should be reviewed annually and following each event.

Ongoing preparation should be up-to-date and designated planning should be completed by June 1<sup>st</sup>

If something isn't covered in a unit plan, then direction should be taken from the campus-wide plan. In the absence of specific guidance or direction, use common sense and make the most sensible decision.

Plan for worst-case scenarios, since it is easier to scale back than to scale up in an emergency.

Take into account:

- Possible physical damage (roof leak, blown-out window, storm surge, rising water)
- Personnel disruption (challenges to making contact afterward, inability to reach campus afterward, evacuation, disordered personal life, child care problems, etc.)
- Scheduling disruptions
- Power disruptions; telephone (especially cell phone) disruptions

Remind individuals that they must tend to their personal and family preparation in addition to what is expected at the College.

### **When a storm approaches:**

Each person reviews their unit emergency plan, monitors the announcements, and prepares to take actions

Area Managers obtain personal plans from direct reports and verify up-to-date land-line telephone numbers for evacuation and/or emergency contacts.

Each unit and individual secures their computers, their data files, their office records, special supplies and equipment, physical facilities for which they are responsible,

Each person makes personal preparations in addition to securing the College

Each area follows its own plan to prepare for the storm. This applies to all areas within Academic Affairs, including Schools and Departments; Student Affairs; Business Affairs; Development; Legal Affairs; Marketing & Communication; President's Office; Auxiliary Services; Athletics; and contractors.

The following timeline is meant to serve as a guide, but the timing of activities should be adjusted as appropriate, depending on the forecast for the storm and the tasks to be performed.

<b>HURRICANE AND TROPICAL STORM PREPAREDNESS PLAN</b>	
<b>Day-to-Day Operations</b>	<p>EMT routinely monitors weather related media sources including but not limited to the National Weather Service, NOAA, FEMA, and SCEMD for severe weather reports, including hurricanes and tropical storms.</p> <p>EMT maintains up-to-date Hurricane and Tropical Storm Preparedness Plan. Each division (department, program, office) also maintains its own plan with further instruction tailored to that division.</p> <p>Any time a unit emergency plan receives substantial updates, it is provided to the EMT by the unit head.</p> <p><b>Auxiliary Services</b> ensures all property is properly insured.</p>
<b>June 1<sup>st</sup></b>	<p>EMT monitors all Atlantic tropical depressions and named storms for potential threat to South Carolina. Official hurricane season is from June 1 until November 30. Individuals are encouraged to do the same.</p> <p>Individual departments insure sufficient supplies will be available to secure all offices, laboratories, and other work areas within their purview.</p> <p>Each director, chair, senior executive, etc., of all departments or units review departmental and campus storm procedures with key staff and all other employees in their division.</p> <p>Telecommunications Office plans for alternate telephone lines</p> <p>Procurement secures satellite phones for EMT, EPG and other essential departments as determined by the EMT.</p> <p>ARAMARK maintains inventory of available supplies of food, water and fuel should shelter-in-place procedures be implemented. Physical Plant maintains inventory of fuel and other supplies (such as polyurethane, flashlights, batteries, plywood, nails, blue tarps, plastic bags, ropes) for vehicles, generators and preparation and clean-up activities. Residence Life maintains inventory of their similar supplies. Office of Environmental Health &amp; Safety maintains inventory of special personal protective equipment (PPE) potentially needed for clean-up (such as gloves, respirator masks). Student Health maintains supplies.</p> <p>Emergency call lists are updated.</p> <p>Essential departments conduct inventory of emergency equipment</p> <p>Physical Plant or EMT ensures all emergency equipment assigned to them is in a state of operational readiness (e.g. generators, vehicles, chain saws, satellite phones)</p> <p>Responsible administrative units review backup procedures and schedules for student records, library catalogs, alumni records, employment records and other essential data</p> <p>Contracts with external agencies or businesses for services or supplies needed for a weather event are reviewed, updated and confirmed by responsible unit (e.g. <b>Physical Plant, Procurement, Auxiliary Services, Residence Life &amp; Housing</b>)</p>

<p><b>June 1<sup>st</sup></b> (continued)</p>	<p>Each individual assures address on Driver’s License is current since access to home may be restricted without proof of residence</p> <p>IT sends regular memo regarding backing up of computers and care of computer equipment as a reminder for the season.</p> <p>EMT reviews “orphan spaces” which don’t have an obvious unit in charge of them and assigns responsibility</p>
<p><b>96 Hours Prior to Estimated Time of Arrival of Storm</b>  (may be done sooner or later depending on specific circumstances)</p>	<p>The Chair of the Emergency Management Team (EMT) notifies College President that the Team is being convened.</p> <p><b>EMT</b> Chairperson notifies President of meeting results and President advises Executive Policy Group (<b>EPG</b>)</p> <p>All emergency call lists are verified to be correct.</p> <p><b>Dining Services</b> confirms inventory and ensures it can provide food and water for all students and staff remaining on campus for at least a 72-hour duration. Even if the campus is evacuated, there must be arrangements for all of the recovery crew.</p> <p><b>Libraries and Museums</b> activate plans for priority collections and exhibits (can begin sooner if own plan calls for it)</p> <p>All of the items scheduled to be completed by June 1 must be reviewed to confirm readiness. Items should be moved into location for use.</p> <p><b>Physical Plant</b> ceases routine non-emergency activities to focus on storm preparations.</p> <p><b>Business and Auxiliary Services</b> meets with Physical Plant, Public Safety and other personnel who will perform initial assessment of damages and first steps toward recovery.</p> <p><b>Business and Auxiliary Services</b> contacts contractors such as Republic Parking, CARTA, Aramark and Barnes &amp; Noble for their storm preparedness plans and their plans for during the storm.</p>

<p><b>72 Hours Prior to Storm Arrival</b></p> <p>(may be done sooner or later depending on specific circumstances)</p>	<p><b>EMT</b> meets</p> <p>President convenes the <b>EPG</b>. <b>EMT</b> Chair briefs the President and <b>EPG</b></p> <p>Essential departments verify inventory and condition of emergency equipment</p> <p>Essential departments arrange delivery of cots and rental vehicles or heavy equipment for post-storm use</p> <p><b>Every unit</b> verifies its emergency call list and distributes electronic <i>and</i> print copies to appropriate personnel. Area Managers obtain personal plans from direct reports and verify up-to-date land-line telephone numbers for evacuation and/or emergency contacts.</p> <p><b>Student Health</b> reviews its preparations, pending decision on where they will be located during a storm</p> <p><b>Physical Plant</b> and others insure that athletic equipment, outdoor research equipment, trash and recycling receptacles, benches and all other loose items that may become projectiles are appropriately secured. Responsibility falls to the entire college staff to take care of their own things. <b>Physical Plant and Grounds</b> secure campus benches, trash or recycling containers, etc. <b>Parking Services</b> secures their signs, trash cans and other objects that could cause damage during storm.</p> <p><b>IT</b> sends routine memo regarding care of computer equipment and backing up of files</p> <p><b>Physical Plant or Residence Life</b> insure that contractors working on campus secure all equipment and materials from their site that may become projectiles in high winds</p> <p><b>Each administrative unit</b> begins <i>final</i> backup of student records, library catalogs, alumni records, employment records and other essential information</p> <p>Individual departments report updated status of storm preparations to supervisor at next level. The information gathered is summarized into one report by that supervisor and <b>provided to the EMT</b>.</p> <p>Director of Fire &amp; EMS reports to Charleston County EOC (Time varies depending on speed and severity of storm.)</p> <p><b>Student Affairs and Residence Life</b> remind all students that they must have their own flashlight and batteries and that candles may not be used because of fire hazard.</p> <p><b>Directors and Deans</b> provide documentation of employment (in addition to employee I.D.) and verification of responsibilities to those employees who may need to return to campus before the peninsula is open to the public.</p> <p>Each unit or individual with likely need of a campus phone directory prints a hard-copy from the campus web site.</p>
<p><b>48 Hours Prior to Storm Arrival</b></p> <p>(may be done sooner or later depending on specific circumstances)</p>	<p><b>EMT</b> meets. Emergency Operations Center (EOC) is activated if deemed necessary</p> <p><b>EMT</b> Chair briefs the President and <b>EPG</b></p> <p>Departments verify location for securing College-owned vehicles during storm</p> <p>Essential departments verify sleeping quarters for personnel for <i>post-storm use</i> (e.g. <b>EMT</b>, <b>Physical Plant</b>, <b>Public Safety</b>)</p> <p><b>Telecommunications</b> activates alternative telephone lines for the President, EOC, <b>Public Safety</b>, <b>Physical Plant</b> and <b>Information Technology</b></p> <p><b>Procurement</b> ensures delivery of satellite phones for <b>EMT</b>, <b>EPG</b> and other essential</p>

<p><b>48 Hours Prior to Storm Arrival</b> (may be done sooner or later depending on specific circumstances)</p> <p><i>(continued)</i></p>	<p>departments as previously arranged</p> <p><b>Fiscal Services</b> prepares for College’s business continuity</p> <p>The <b>Office of Media Relations</b> notifies appropriate media of College’s hurricane preparedness plan and status, if deemed appropriate by President through the EPG</p> <p><b>Individual departments</b> report updated status of storm preparations to supervisor at next level. The information gathered is summarized into one report by that supervisor and provided to the EMT.</p> <p>Each individual prints useful information (e.g. contact list, hurricane plan) in anticipation of electronic records being unavailable for a significant period of time during and after the storm.</p> <p>Departments with vehicles work with <b>Parking Services</b> to identify locations for securing College-owned vehicles.</p>
<p><b>24 Hours Prior to Storm Arrival</b></p> <p>(may be done sooner or later depending on specific circumstances)</p>	<p>The <b>EMT</b> assumes control of the College’s operational responses during the remainder of the emergency</p> <p><b>EOC</b> is activated, if it has not already occurred.</p> <p>EMT Chair briefs the President and <b>EPG</b></p> <p><b>President and EPG</b> make decision to close the College, cancel classes and/or evacuate or initiate Shelter-in-Place if there is sufficient information to do so at this time</p> <p>All leaves and days off for essential personnel are cancelled</p> <p><b>Each unit</b> fills assigned campus vehicles with gasoline and moves them into garage parking. Essential personnel may move their vehicles to that location if they will be remaining on campus.</p> <p>Personnel evacuate all College buildings located in flood plains (Physical Plant decides if shut-down of utilities is appropriate)</p> <p><b>Student Health</b> suspends routine appointments and sets up on location if they won’t be in their own clinic</p> <p><b>Individual departments</b> report status of storm preparations to supervisor at next level. The information gathered is summarized into one report and provided to the EMT.</p> <p><b>President and EPG</b> make decision to close the College, cancel classes and/or order evacuation or institute shelter-in-place. Notice should reach staff no later than 4:00 pm if the campus will be closed or evacuated the next day.</p> <p><b>Auxiliary Services</b> notifies CARTA if there is an early shut-down to see if the express bus service to outlying areas can run early.</p> <p><b>Food Services</b> provides “care packages” for those who will be on campus during the storm.</p> <p><b>Parking Services</b> removes gate arms from WA Lot, and works with garage managers to secure garage gate arms, trash cans, etc.</p> <p><b>Business and Auxiliary Services</b> contacts the SC Insurance Reserve Fund (IRF) to notify them of College’s plan for storm.</p> <p><b>EMT</b> finalizes post-storm <u>Damage Assessment Plan</u></p>

<p><b>12 Hours Prior to Storm Arrival</b></p> <p>(may be done sooner or later depending on specific circumstances)</p>	<p>EMT Chair briefs the President and <b>EPG</b></p> <p>President and <b>EPG</b> make decision to close the College, cancel classes and/or evacuate or initiate shelter-in-place if not done previously</p> <p><b>EMT</b> directs fueling of all vehicles necessary for emergency management</p> <p><b>Public Safety</b> secures all unoccupied campus facilities</p> <p><b>All departments</b> complete back up of all computers</p> <p><b>Individual departments</b> report updated status of storm preparations to supervisor at next level. The information gathered is summarized into one report by that supervisor and provided to the EMT.</p> <p><b>EPG and EMT chair</b> give final instructions to EMT members regarding anticipated response following storm</p>
<p><b>During Storm</b></p> <p>(for Shelter-in-Place)</p>	<p>If we use Shelter-in-place, all persons stay indoors throughout the entire storm. For maximum protection, persons remain in the hallways and do not attempt to open windows or doors to see what is happening outside.</p> <p>All persons on campus should follow the instructions of College officials, including Public Safety, Student Affairs, Residence Life and Housing and/or Physical Plant.</p> <p>All persons avoid use of elevators to travel between floors, due to the possibility of a power failure</p> <p>Individuals, including students, who remain on campus if there is no evacuation provides their own flashlight and batteries in event of a power failure. <b>Candles are banned due to the increased fire hazard. Fire can be uncontrollable during a hurricane due to high winds and limited access to emergency vehicles.</b></p> <p>All individuals restrict telephone calls to emergencies only, since non-emergency calls can overload the phone systems</p>
<p><b>After Storm</b></p>	<p>At first light, <b>Public Safety, Physical Plant</b> personnel and <b>Environmental Health &amp; Safety</b> personnel assess damage to the campus and report conditions to the EMT. Damages are documented and photographed</p> <p><b>EMT</b> informs utility companies of damage or outages</p> <p><b>EMT Liaison to EPG</b> reports damage assessments to EPG</p> <p>Group 1 (<b>Red Group</b>) essential personnel report to campus if not already present</p> <p>All Group 2 (<b>Maroon Group</b>) essential personnel report to campus</p> <p>The President, with assistance of EPG, determines if it is necessary for Group 3 (<b>Blue Group</b>) essential personnel to report to an off-site or satellite location or if they should return to campus.</p> <p>All Group 4 (<b>Green Group</b>) personnel report to campus as instructed by their supervisors or by official announcement issued by the Public Information Officer</p> <p><b>Physical Plant</b> mobilizes cleaning crews, removes plywood, installs tarps and coverings until permanent repair, clears standing water, replaces broken glass and checks and turns on elevators</p> <p><b>Public Safety</b> assigns two-person teams to all patrol areas to maintain maximum presence and exercise. <i>Zero tolerance for looters</i></p>

<p><b>After Storm</b> <i>(continued)</i></p>	<p><b>Public Safety</b> posts officers for security of severely damaged buildings  <b>All employees</b> check the College emergency webpage or call 843.725.7246 for updates and status of campus. (If necessary, any-and-all employees will be requested to report to campus to assist with clean- up activities.)</p> <p>The President, with the assistance of the <b>EPG</b>, makes the determination regarding students returning to campus housing and resumption of classes</p> <p><b>EOC</b> remains operational until campus activity has been restored to a sufficient level that EPG and EMT Liaison to EPG determine a fully-staffed on-site EOC is no longer necessary</p> <p><b>Business and Auxiliary Services</b> contact state Insurance Reserve Fund (IRF) with report of initial assessment of damages, and begin completing insurance forms and gathering documentation, including photographs.</p>
<p><b>Within one week of stand-down from Emergency Status</b></p>	<p><b>EMT</b> evaluates campus plan efficiency and success and note areas needing improvement  <b>EMT</b> asks other divisions to do the same and to report to the EMT</p>
<p><b>Within three weeks of stand-down from Emergency Status</b></p>	<p><b>EMT</b> updates plan based on lessons learned from their own experience and input from other divisions.  <b>EMT</b> asks individual units to update their plans, if needed.  <b>EMT</b> furnishes updated campus plan to EPG. <b>EPG</b> approves revisions to plan.</p>

# **APPENDIX C – TRAINING AND EXERCISES**

## **TRAINING**

The following training will be required for College of Charleston personnel having responsibilities in emergencies. Responsibility for maintaining the training records is with the Chair of the EMT/Director of Public Safety.

### **First Responder, Awareness Level**

Required of all public safety officers, supervisors, Fire & EMS personnel, all Environmental Health and Safety staff and Physical Plant maintenance personnel on stand-by or callback status. The Environmental Health and Safety Office will coordinate training at this level. The regulations do not specify a minimum number of hours of training.

### **First Responder, Operations Level**

Required of Environmental Health and Safety, and Fire & EMS personnel entering hazard zone to assist in monitoring and/or assessment. A minimum of eight hours of documented training is required.

### **Hazardous Materials Technician**

Required of Environmental Health and Safety personnel who assist in containment of releases of hazardous materials or perform decontamination procedures. A minimum of 24 hours of documented training is required.

### **Hazardous Materials Specialist**

Required of Environmental Health and Safety personnel who supervise containment of releases of hazardous materials, specify personnel protection equipment or develop site safety and control plans. A minimum of 24 hours of documented training plus competency in hazardous material control is required.

### **Hazardous Materials Incident Commander**

Required of Environmental Health and Safety personnel who may assume control of an incident scene involving hazardous materials. A minimum of 24 hours of documented training plus competency in managing hazardous material incidents and knowledge of the State emergency response plan is required.

### **First Responder, Incident Command**

Required of all Public Safety patrol officers, supervisors, command level personnel, Fire & EMS personnel, Minimum training shall be IS 100 for Public Safety Officers, up to IS 200 for Public Safety supervisors and fire safety officers, and up to IS 800 for Public Safety command level personnel, Director of Fire & EMS.

### **Executive Policy Group & Emergency Management Team, Operations Level**

Required training for the Executive Policy Group shall be IS100, IS200 and IS600. Required training for Emergency Management Team members shall be up through IS 300 and, additionally, IS 800.

## EXERCISES

Tabletop exercises provide convenient and low-cost methods of introducing personnel to scenario-related problem situations for discussion and problem solving.

Functional exercises simulate actual crises or emergencies and involve the complete crisis management staff. These drills are designed to exercise procedures, test the readiness of personnel and systems and ensure the plan is correct and functional.

Drills will be conducted at least once every year to ensure that written procedures are appropriate, understood and that the plan is operational.

Drills should have written objectives.

Drills must be clearly identified as such during all communications as well as at the site.

Drills will be coordinated and announced throughout the College.

Training and orientation sessions will be held prior to drills.

Drill formats will be realistic.

Participants' safety always comes before exercise objectives.

All participants need to be easily identified.

Appropriate equipment, personnel, and supplies must be present.

One person must be assigned responsibility for each drill, clearly identified, and have the authority to stop drills as necessary.

Debriefings will be conducted after drills.

## APPENDIX D - SAFE DISTANCES AND PLACES OF REFUGE

Safe distances will be determined by the Field Incident Commander in coordination with the Safety Officer. Each incident will be evaluated as to its location and circumstances. The Incident Command System (ICS) will be used to organize and assign functions.

Places of refuge will also be determined by the location, magnitude and nature of the incident and whether classes are in session, and *may* include such facilities as the following, as well as others not on the list:

Building/Facility	Interior/Exterior Location
Jewish Studies	Arnold Lounge (less than 100 people)
Carolina First Arena	Main Arena and McAlister Hospitality Suite
Johnson Center	Practice Gym
Physicians	Auditorium (seating only)
Silcox Gym	Gym
Sottile Theater	Theater (seating only)
Stern Center	Ballroom
Berry Hall	Activity Lounge (First Floor)
Berry Hall	Study Lounges, Kitchens, TV Lounges (All Floors)
Buist Hall	Study Lounges (All Floors)
Buist-Rivers Hall	Hawkins Lounge (First Floor)
Buist-Rivers Hall	Custodial Office
College Lodge	Study Lounge (First Floor)
Craig Hall	Game Room
McConnell Hall	Study Lounges (All Floors)
Beatty Center	Wachovia Auditorium (less than 100 people)
New Science Building	Auditorium
School of Education	Education Alumni Center

Last Change Made: November 15, 2014; Last Full Review: July 1, 2016

# APPENDIX F – EMERGENCY PROCEDURES QUICK REFERENCE

## COLLEGE of CHARLESTON EMERGENCY PROCEDURES

### ..... QUICK REFERENCE .....

#### PHONE NUMBERS

##### **PUBLIC SAFETY**

Emergencies: 843.953.5611

Non-Emergencies: 843.953.5609

**PHYSICAL PLANT:** 843.953.5550

**WEATHER LINE:** 843.725.RAIN (843.725.7246)

**WEBSITE:** [www.cofc.edu/emergency](http://www.cofc.edu/emergency)

## WHAT TO DO...

#### **FIRES**

- Activate the nearest fire alarm pull station.
- Call Public Safety at 843.953.5611.
- Notify occupants and help those needing assistance in the immediate area.
- Confine the fire by closing doors as you exit.
- Evacuate the building at the nearest exit.
- Do not re-enter the building until authorized to do so by emergency personnel.

#### **BUILDING EVACUATION PROCEDURES**

- When the fire alarm is activated, evacuation is mandatory.
- Do not use elevators.
- Take personal belongings (ID, keys, purses, wallets) and dress appropriately for the weather.
- Close doors as you exit.
- Move all personnel to a safe area, away from the building in danger.

#### **SUSPICIOUS PACKAGES**

- Do not touch or disturb the object or package.
- Evacuate the immediate area.
- Call Public Safety at 843.953.5611.
- Notify your building administrator, residence hall director or RA.

#### **BOMB THREATS**

- Remain calm.
- Get as much information as possible from the threatening caller.
- Call Public Safety at 843.953.5611.
- Follow instructions from emergency personnel.

#### **SUSPICIOUS BEHAVIOR/ PERSONS OF CONCERN**

- Do not physically confront the person exhibiting the behavior.
- Do not let anyone into a locked room/building.
- Do not block a person's access to an exit.
- Call Public Safety at 843.953.5611.

#### **ACTIVE SHOOTERS**

- If possible, exit the building immediately and call Public Safety at 843.953.5611.
- If you cannot exit: Clear the hallway immediately and/or remain behind closed doors in a locked or barricaded room, if possible. Stay away from windows. Remain calm and quietly call Public Safety at 843.953.5611.
- Evacuate the room only when authorities have arrived and instructed you to do so.
- Do not leave or unlock the door to see "what is happening."
- Do not attempt to confront or apprehend the shooter, unless as a last resort.
- Do not assume someone else has called police or emergency personnel.

#### **WEATHER EMERGENCIES**

- Call the Emergency Weather Hotline at 843.725.7246 (843.725.RAIN).
- For procedures, refer to the College's Hurricane Plan online at [www.cofc.edu/emergency](http://www.cofc.edu/emergency).
- Throughout the event, continue to check the Emergency Website at [www.cofc.edu/emergency](http://www.cofc.edu/emergency).
- For updates, monitor local television and radio stations for announcements.

**IN AN EMERGENCY, CALL PUBLIC SAFETY AT 843.953.5611**