This document is a synopsis of the planning and preparation the College has undertaken to handle emergencies in a professional, efficient, thoughtful and supportive way. The Emergency Response Plan (ERP) identifies the College personnel assigned for immediate response to and recovery from campus emergencies, as well as the scope of their responsibilities. Numerous departmental plans support the College’s ERP and, coupled with regular drills, ensure that College personnel are knowledgeable about their roles and prepared to respond appropriately.

LEVELS OF EMERGENCY RESPONSE

Level 1 – A minor department or building incident that can be resolved by the responding service unit. Examples: Facilities Services responds to a broken water pipe, Campus Safety responds to a minor student injury at the gym and transports student to Health Center and Environmental Health & Safety (EHS) cleans up a small chemical spill.

Level 2 – A department or building incident that can be resolved with College resources or limited outside help. A Level 2 incident is usually a one-dimensional event of limited duration and little impact on the campus community beyond those using the space/building in which it occurred. Examples: Oil spill requiring specialty contractor to clean it up, loss of power to a building for several hours, a minor fire and a workplace accident requiring ambulance transport to hospital.

Level 3 – Crisis affecting people primarily, rather than property or systems. Examples: Assault, sexual assault, hate crime, bomb threat, contagious-disease outbreak, suicide and homicide. In these situations specific operational department plans may be implemented but response is primarily from the Emergency Response Team.

Level 4 – A major emergency that affects a sizable portion of the campus and/or outside community. Level 4 emergencies may be single or multi-hazard situations, and often require considerable and timely coordination both within and outside the College. Level 4 emergencies include imminent events (or the threat of such events) on campus or in the general community that may develop into a major College crisis or disaster. Examples: Heating plant failure, extended power outage, severe storm, major fire, domestic water contamination. Level 4 emergencies may include personal injury, illness, trauma or death.

Level 5 – A catastrophe affecting the entire campus and surrounding community. Immediate resolution of the disaster, usually multi-hazard, is beyond the response capabilities of the College and local emergency response agencies (police, firefighters, etc.). State and federal assistance would be necessary for recovery. Examples: Major hurricane, act of war, large-scale terrorist action.

The College routinely deals with Level 1 and 2 emergencies, following internal procedures established by the departments that respond to such situations in the course of their normal duties. Level 3 and Level 4
emergencies benefit from formal emergency preparedness planning, and are the primary focus of this plan. In a Level 5 disaster, state and federal agencies take control. However, even in a Level 5 disaster, the College would endeavor to carry out crisis communications and to support affected members of its community and their families.

**EMERGENCY RESPONSE TEAM**

Level 3, 4, and 5 emergencies call for the deployment of the Emergency Response Team (ERT) consisting of a Policy Group and an Operations Group. The specific activities and responsibilities of the team are highly dynamic, changing with the circumstances of the emergency and diminishing as the recovery process takes hold. The Policy Group is the primary management team for a Level 3 emergency, supported by a limited Operations role. In a Level 4 or 5 situations, both groups are critical.

**Command Staff Group**

**Role**
- Approves overall priorities and strategies
- Communicates with the College’s constituencies
- Provides liaison with governmental and other external organizations

**Membership**
- President
- Provost
- Dean of the Undergraduate College
- Chief Administrative Officer
- Chief Financial Officers
- Chief Communications Officer
- College Counsel
- Chief Enrollment Officer
- Environmental Health and Safety Officer
- Executive Assistant to the President
- Dean of the Graduate School of Social Work and Research (as required)

Additional administrators of the College may be asked to join or support the Policy Group as the situation dictates.
**General Staff Group**

**Role**
Gathers, confirms and evaluates incident information
Defines and implements actions to resolve/mitigate situations
Identifies resource needs and shortfalls
Reassigns/deploy individuals and departments in support of critical needs
Links to outside emergency responders
Documents situation status and tracks resource use
Coordinates equipment and special installations
Serves as information resource to the Incident Commander

**Membership (Operations, Planning, Logistics and Finance)**
Chief Administrative Officer
Director of Campus Safety
Director of Operations, Campus Safety or their designee
Director of Transportation or their designee
Director of Facilities or their designee
Director of Residential Life or their designee
Chief Information Officer & Constance A. Jones Director of Libraries or their designee
Director of Human Resources or their designee
Director of Conferences and Events or their designee
Director of Purchasing
Director of Post Office
Medical Director or their designee

Other campus personnel may be asked to join or support the operations Group as the situation dictates. The departmental directors who make up the EMT will call upon their staffs as needed to implement actions within their area of responsibility.

**DECLARATION OF AN EMERGENCY**

**Notification**

**Predicted Emergency**
When a significant emergency is predicted (e.g., a major snowstorm, ice storm or hurricane), the Director of Campus Safety will notify the Emergency Response Team and establish a plan of action. When such a plan exceeds the scope of existing policies and procedures, such as the College’s bad-weather policy, the plan will be presented to the Senior Staff, as time permits.
Unpredicted Emergency
College students, faculty and staff are instructed to notify Campus Safety of all emergencies on campus by calling extension 7911.

When an emergency is reported to Campus Safety, the dispatcher responds in accordance with internal procedures to advise the caller, mobilize officers, and request outside assistance from police, fire, ambulance, or other external emergency services.

For all conditions appearing to exceed a Level 2 emergency, the dispatcher notifies the Director of Campus Safety, who declares the level of emergency. For Level 3, 4, or 5 emergencies, the Director of Campus Safety oversees contacting the Operations Group. The Director of Campus Safety or designee notifies the rest of the ERT and/or the Policy Group. Because circumstances and severity of emergencies vary enormously, notifications to individual team members and the order in which they are made will vary considerably.

For Level 4 and 5 emergencies, on-scene responders are authorized to make necessary operational decisions and to commit resources to mitigate and control the crisis prior to the assembly of the Policy Group. Campus Safety may also request help from other departments.

Emergency Communications
Campus Safety and the Emergency Team Members

The telephone is the primary means for contacting Emergency Team Members. Campus Safety is responsible for maintaining an up-to-date notification list for contacting administrators on and off campus, outside emergency services and agencies, specialty contractors, utilities, and other critical emergency response resources.

Once the Policy Group is assembled, communication between the Emergency Operations Center and field staff engaged in response will take place through use of the College’s portable radios, cellular phones, or other means, as conditions dictate. The “Housekeeping” channel will be the designated channel for use of College portable radios during an emergency.

Campus Community
Timely and accurate communication with the on-campus population during a Level 4 or 5 emergencies is critical. Depending on the nature and circumstances of the emergency, the campus will be alerted through the use of the broadcast capabilities of the Everbridge System, voice-mail and e-mail systems. Campus Safety maintains 24-hour broadcast capabilities through these media.
Campus Safety will also record a message on the 610-526-7310 line, which can handle many callers at once.

If the phone and data network is unavailable, or if the communication is urgent, Campus Safety and ERT staff will be dispatched to alert the occupants of affected buildings, using portable bullhorns, activating fire alarms, or by alerting key personnel in the building, who will be expected to inform others in the building.

Frequent updates will follow the initial alert. Updates and other emergency related communications with the community will be coordinated through the CIO (Campus Information Officer) or their designee.

**Outside Responders**

The College telephone system is the primary means for requesting outside assistance. Telephone lines independent of the College’s central telephone switch located at Campus Safety will be used if the central switch is inoperable. Cellular telephones will be used if all land lines are inoperable. Campus Safety or Emergency Operations staff will be dispatched by vehicle to reach emergency responders if all telephone service is inoperable.

**The Emergency Operations Center (EOC)**

In Level 4 and 5 emergencies, the Director of Campus Safety will activate an Emergency Operations Center that will serve as the work space/command center during the event.