

**St. John's College, Santa Fe**

**Emergency Operations and  
Crisis Communications Plan**

Revised June 2015

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## Introduction

In an emergency or crisis, facts and reliable information may be difficult to obtain. When events escalate into a crisis, the campus community can feel a loss of control. An Emergency Operations and Crisis Communications Plan coupled with consistent awareness or practice exercises should enable St. John's College to take appropriate action, control key information, and maximize safety in difficult times.

The St. John's College Emergency Operations and Crisis Communications Plan provides a prepared response to possible emergencies as well as procedures for coordinating communication with the campus community, city of Santa Fe emergency services, and other agencies that might respond to a campus emergency. The plan is designed to ensure that college officers, faculty, and staff are familiar with their roles in the event of a crisis, including natural disasters, criminal threats/acts, facility shutdown, or human catastrophes.

The primary goals of this plan are to:

- Protect the life, health, and welfare of St. John's students, faculty, and staff
- Establish clear lines of authority and communication between offices and with external communities, including the media
- Coordinate emergency response services, decision-making, and use of resources
- Minimize disruption to the college's academic programs and business operations
- Preserve the condition of institutional and personal property

A copy of this plan should be maintained in the offices of all directors and officers, the offices they supervise, and by the Executive Council of the Student Polity.

## What is a Crisis?

A crisis is an event, usually sudden or unexpected, that disrupts the operations of the college and/or threatens the well-being of faculty, staff, and students, institutional and personal property, financial or institutional resources, and/or the reputation of the institution.

### Crisis Levels

- *Incident*: An incident is an event that causes disruption to a part of the campus, i.e. a building or office, or one that affects a specific individual, i.e. relationship violence or disappearance of a student
- *Critical Incident*: A critical incident is an unexpected event that disrupts a significant part of or the entire institution, i.e. a hostage or firearm situation or a hazardous material spill during which classes may be cancelled and buildings may be closed. This event is typically localized to the campus
- *Disaster*: A disaster is a crisis that disrupts campus operations as well as the community—as in the case of fires, floods, tornadoes, and other natural disasters

### Crisis Categories

- *Human*, i.e. contagious illness; serious injury; suicide; death of a student, faculty, or staff member; accidents
- *Acts of terrorism*, i.e. bomb detonations or threats; chemical or biological attack; incendiary or nuclear devices
- *Facility*, i.e. chemical spill; power outage; phone or computer interruption; gas leak
- *Natural*, i.e. fire; flood; tornado; earthquake
- *Active threat or criminal*, i.e. armed intruder; murder; sexual assault; workplace violence; hostage incidents
- *Cyber attack*, i.e. intrusion or disruption of internet and information systems

### Crisis Types

*Individual crises are categorized according to levels of severity, ranging from a minor incident to a catastrophic emergency. These definitions, provided for college administrators, are useful in communicating about the crisis with state and federal authorities.*

**Type 5:** A minor incident such as a broken water pipe or fender-bender in the parking lot.

**Type 4:** An incident of limited duration and impact that requires limited response from Security and has little impact on the campus community, i.e. a protest or demonstration; a traffic accident on campus; a small hazardous materials spill; loss of heat or electricity; a minor fire contained to a room that does not involve hazardous materials.

**Type 3:** An emergency involving people (not infrastructure) that could become complex or threaten the reputation of the institution, i.e. a missing student; physical assault; sexual assault; hate crimes. In some

Type 3 emergencies, the Emergency Operations Team may be activated at the discretion of the president or his/her designees.

**Type 2:** A major emergency that impacts a majority of the campus and/or local community. Type 2 emergencies may be single or multi-hazard situations and often require considerable coordination inside and outside of the college, including water supply interruption or contamination, extended power outage, severe storms, major fire, contagious disease outbreak, or bomb threat. At a Type 2 Emergency, the Emergency Operations Team should be activated.

**Type 1:** A catastrophic emergency involving the entire campus community and surrounding community, when an immediate resolution requires resources and coordination outside of the college, i.e. gunman on campus, nuclear disaster, or any emergency requiring state and federal assistance. At a Type 1 Emergency, the Emergency Operations Team should be activated.

## Crisis Management Overview

Crisis management begins before a crisis—with prevention, planning, and training—and moves into the response during an incident, then to the recovery stages after incident completion. In crises it is the purpose of St John's to respond to an emergency situation in a safe, effective, and timely manner.

St John's personnel and equipment should be employed to accomplish the following priorities:

- Priority I: Protection of human life
- Priority II: Support of Health, Safety and basic care services
- Priority III: Maintenance of College services
- Priority IV: Protection of College assets and reputation
- Priority V: Assessment and repair of damages
- Priority VI: Restoration of general campus operations

### *Assumptions*

This EOP is predicated on a realistic approach to problems likely to be encountered during an incident, emergency, or disaster. Hence, the following assumptions are made and should be used as general guidelines in such an event:

1. An emergency or disaster may occur at any time of the day or night, weekend, or holiday, with little or no warning
2. The succession of events in an emergency or disaster is not predictable; therefore, published operational plans such as this plan should serve only as a guide and checklist, and may require modifications in practice in order to meet the requirements of the emergency
3. An emergency or a disaster may be declared if information indicates that such conditions are either developing or probable
4. It may be necessary for the college to plan for and carry out disaster response and short term recovery operations in conjunction with local resources
5. Students/staff who reside on campus could be displaced
6. Utilities (gas, water, electricity) could be affected
7. Roads and highways to and from the college could be closed affecting travel
8. Communication could be compromised and the ability to return to homes may be temporarily interrupted
9. St John's could become a sheltering area for those evacuating other parts of the city or the region affected by a disaster, if so directed by state or local authorities

### *The Prevention and Planning Stage*

- Establish and train the Emergency Operations Team
- Schedule recurring emergency-response training and drills
- Implement and test notification systems (E2 campus and Live Safe are in place)
- Acquire and maintain health, safety, and fire equipment
- Establish and distribute a Plan with protocols addressing the most likely crises
- Distribute Emergency Response Plan to officers and directors of the college, and the executive Council of the Student Polity (with copies available to the public upon request)

### *The Response Stage*

- Announce emergency and evacuation in cases of a campus-wide or community crisis
- Establish the Emergency Operations Center when appropriate
- Coordinate emergency response services to victims or injured persons
- Restore campus communications to normal functioning capacity
- Identify constituencies that should be informed about the emergency; send notifications and updates
- Manage the emergency response operations, secure information, and communicate with the on-campus community and external constituencies, possibly including local media
- Coordinate with local, state, and federal emergency services to restore safety to the campus and normal operations of the college

### *The Recovery Stage*

- Complete a crisis audit documenting effectiveness of responses
- Identify shortcomings of the emergency response and discuss in a debriefing review
- Complete annual review of the crisis communications plan by July 1 of each year, including lists of specific equipment and facilities needs, budgets, and projections for acquisition
- Submit changes to the plan in writing to the Director of Safety and Security. Distribute updated version to all officers, directors, and the switchboard senior operator upon approval



# 1. Emergency Operations Team Members & Major Responsibilities

Look for your title and use this checklist to make sure you know your responsibilities in a crisis.

## **President**

- Serve as default Incident Commander and direct the Emergency Operations Team to assess emergency, facilitate response, notify the college faculty and staff, and designate alternate Incident Commander as necessary (In practice, this role is usually filled by the director of Security and/or the director of Housing & Residential Life)
- If appropriate, approve decision to evacuate the campus (or designate a representative to do so) and authorize college closure
- Communicate with the Board of Visitors & Governors
- Issue the final all-clear to resume normal operations

## **Vice President and Treasurer**

- Re-confirm that 911 and other appropriate public agencies have been contacted
- Employ Emergency Operations Plan in major emergencies by contacting the president and the dean and convening the Emergency Operations Team, if those parties are not already activated and on campus
- Notify the director of Communications, director of Advancement
- With the president, establish a center of operations for handling the incident and continuing college operations as is possible
- Notify Human Resources; authorize switchboard to carry out all call-ins of necessary staff (in the case of an after-hours emergency)
- Provide continuous updates to the president on the status of the college's response and provide assessment of the emergency's impact on the institution for the purposes of business continuity
- The vice president or treasurer serves as Incident Commander in the absence or by designation of the president

## **Director of Safety & Security**

- Coordinate with first responders to confirm initial assessment of the situation
- Alert local EMS, assistant dean, dean, treasurer, vice president, and/or president
- Announce initial community alert via E2 Campus, usually in coordination with assistant dean
- Determine immediate actions necessary—security response, EMS involvement, etc.—to ensure community safety and mitigate further risk to community and property
- Maintain communication with EMS and public safety agencies
- Communicate with the Emergency Operations Center (EOC) if established, and advise and update the Emergency Operations Team

- Oversee/assist in securing buildings with security team and available staff
- Coordinate post-emergency assessment and follow up with EOT after all-clear
- Determine reporting requirements and make the appropriate notifications to law enforcement or regulatory agencies

### **Director of Buildings & Grounds**

- Coordinate facility and grounds crew for damage control and restoration of basic services
- Assist Campus Security in creating a safety perimeter at the site of the emergency if needed
- Coordinate essential staffing and equipment to facilitate repairs and restore utilities
- Locate required resources to coordinate material response such as necessary external contractors or utilities companies
- Coordinate emergency power and lighting, portable water supplies, and sanitary needs
- Coordinate with the director of Residential Life to arrange for alternate temporary quarters for displaced residents and responders
- Oversee posting of approved signs and notices

### **Dean**

- Coordinate communications with faculty on and off campus
- Coordinate with registrar to cancel or reschedule classes if necessary
- The dean is the Incident Commander in the absence of the president, vice president, or treasurer

### **Assistant Dean**

- Coordinate with all directors in Student Life team, officers, and possibly with the Emergency Operations Center (EOC) to give authorizations for or assist in implementation of student evacuation
- Coordinate with Communications office and Security director to prepare and deliver announcements to community/students/families
- Coordinate business continuity efforts with the office of the Dean or the EOC
- The assistant dean is the Incident Commander in the absence or by designation of the president, vice president/treasurer, or dean

### **Controller**

- If instructed by the president, vice president, or treasurer, initiate contact with the Emergency Operations Team in an after-hours emergency to assist in business continuity planning
- If designated to do so, initiate staff call-back procedure
- In event follow-up, collaborate with the treasurer and the director of Buildings & Grounds to assess extent and cost of damages

- At treasurer's request, coordinate with director of Buildings & Grounds to meet emergency purchasing and rental needs
- Coordinate insurance response and claims with treasurer

### **Director of Communications**

- Provide media coordination for crisis response
- Develop brief press statement and necessary talking points in case of media inquiry
- If necessary, designate a spokesperson to the media; prep spokesperson
- Work with local newspapers, television, and radio for public announcements, keeping record of information released
- Coordinate production of emergency communication materials, as directed by college officials
- Assist in staffing and equipping the Emergency Operations Center
- Coordinate relocation of EOC equipment and supplies in the event of evacuation off campus

### **Director of Residential Life**

- Coordinate student emergency notification with the assistant dean and director of Safety & Security
- Perform initial command duties with director of Safety & Security in the absence of president or higher ranking officer of the college
- Communicate with concerned parents
- Coordinate with director of Buildings & Grounds to establish and implement long-term housing options in the event of longer-term evacuations
- Oversee and coordinate efforts of the Senior Resident and Resident Assistant teams

### **Director of Student Activities Center**

- Coordinate vehicle transport and loading areas for vehicles for student transport off campus
- Call in necessary SAC staff to organize the SAC as a triage area or temporary shelter, if necessary
- Work with the assistant dean and director of Residential Life to coordinate student relief and comfort options

### **Director of Information Technology**

- Coordinate and implement temporary computer, telephone, and fax connections if necessary
- In the event that phones are down, re-establish phone line and voice mail capabilities
- Establish and implement cyber-attack protocol and protective or recovery measures

### **Director of Student Health**

- Coordinate on-campus medical support as needed
- Staff triage and treatment locations if appropriate

- Coordinate with Student Mental Health staff to initiate and implement trauma support and counseling
- Track number, type, and severity of physical and mental health emergencies associated with the emergency
- Serve as a liaison to public health officials in coordination with the Communications office

### **Director of Human Resources**

- Relay appropriate and updated information to staff in coordination with the Emergency Operations Team or Communications office
- Coordinate with IT director and EOT to protect employee records and data in the event of a cyber attack
- In the event of an employee's injury or death, coordinate with Communications director as point of contact for family
- Coordinate follow-up response with appropriate agencies, such as the Emergency Assistance Program

### **Director of Conference Services**

- Coordinate and monitor the assignment of additional facilities for the Emergency Operations Team with director of Buildings & Grounds
- Work with director of Residential Life and director of Buildings & Grounds to coordinate emergency housing needs

### **Dining Services**

- Coordinate emergency food service for students, dislocated personnel, and emergency responders
- Facilitate and manage delivery of food and water to gathering areas
- Assess existing supplies and report to EOT
- Maintain 72-hour crisis support plan

### **Senior Switchboard Operator**

- Coordinate and record all incoming emergency communications and information throughout the event
- Coordinate communications and continuously updated information with director of Security and with the Emergency Operations Team; track progress on action items
- Oversee and initiate calls to emergency services, as directed
- Coordinate information and alert the EOC of incoming responders and resources
- Oversee and coordinate all internal dispatch activities
- Provide additional support as necessary to assure that all teams receive accurate and timely status updates

## **Senior Resident**

- Coordinate with the director of Security, the RA, and first responders to make accurate initial assessment of the situation
- Double-check that director of Residential Life and director of Safety & Security are informed and accurately apprised of the situation
- After declaration of any type of evacuation, assist RA in resident headcounts
- Oversee RA roster checks of residents present at an evacuation site
- Coordinate communication of updated roster information to the switchboard operator or appropriate parties
- Serve as model of calm composure to reassure residents and assist in maintaining optimal safety of residents and orderly evacuation
- Assist in implementation of student comfort and relief efforts as needed

## **Resident Assistant**

- Gather building roster and maintain count of residents for their building
- Serve as example of calm to maintain optimal student safety throughout the event
- Lead residents to appropriate gathering location or evacuation loading point
- Report to Senior Resident or Switchboard whether and when all residents are present
- Alert Senior Resident, Security, and Switchboard of residents not accounted for

## **2. Emergency and Crisis Management**

### **Internal Communication**

During an emergency, the Emergency Operations Team chair designates someone as a field contact who can monitor the situation close-up. The field contact should remain in constant communication with the EOC via telephone or two-way radio. (Staff in Security and in Buildings & Grounds have radios; Atalaya Search and Rescue also has a radio communication system.)

Critical information for the campus community will be sent out via text message using E2Campus mass notification and via the LiveSafe app. After-hours, faculty, staff, and students may also be notified of delayed openings and closures by local radio and television stations when appropriate.

During Type 1 and Type 2 emergencies or disasters, the following communication methods will also be used:

- Campus email
- St. John's College website alert bulletin
- E2 Campus Emergency Alert mass notification system
- LiveSafe app alert notice
- Fire alarms and the Weigle bell

Supervisors should ensure that all employees in their area are aware of the emergency and know where to go if evacuation procedures are activated. Faculty should notify students in classrooms of the emergency and to where they should proceed. The assistant dean and director of Residential Life are responsible for making sure students in the dormitories are notified of any emergency and evacuation orders.

In the case of a prolonged emergency or disaster, the directors of Information Technology and Communications will coordinate announcements about the status of the college via email and the college website. In the event of a technological outage, cell phones, verbal communication, bullhorns, and megaphones will be employed.

### **External Communication**

See Section 3: Crisis Communications

### **Staying on the Same Page**

During an emergency, the chair of the Emergency Operations Team designates a field contact or liaison responsible for monitoring the situation and reporting to the EOT. The field contact remains in constant contact with the EOC using landlines, cell phones, word-of-mouth, and radios, depending on the situation. (Buildings & Grounds and Security are equipped for radio contact; Atalaya Search & Rescue also has a radio communications system.)

The field contact will work closely with the director and/or assistant director of Communications, who will handle all media inquiries with a series of prepared responses and/or press conferences. The Communications office will utilize the website to notify the public about the emergency, when appropriate.

The director of Communications is responsible for preparing a written summary of the crisis that can be used to communicate with the media as well as other audiences, and for keeping the information updated. For more information see Section 3: Crisis Communications.

### **Crisis-Management Stages**

Responses to a Type 1, 2, or 3 Crisis should be managed in three stages:

#### *First Stage*

1. Campus Security provides initial assessment/triage and assistance, collects all basic information at the site of the emergency: type of emergency/crisis; time of incident; actions taken; number of people involved; fatalities and injuries; extent of the damage. If injuries are present, emergency services/law enforcement should be notified. (Note: Do not release names of injured or deceased parties to any media before notification has been made to family or next of kin.)
2. The Security director re-assesses the crisis and the level of community/organizational impact and initiates a multi-departmental response that includes the president, treasurer, and assistant dean.
3. EOT is activated by the president or treasurer and members assemble at the Emergency Operations Center in ESL. The director of Communications, director of Security, or another member of the EOT should document the start-time and log all other available information.
4. Alert law enforcement and emergency medical services if they are not already en route.
5. Dispatch a field liaison from EOC to the site of the emergency; prepare EOC for inter-agency function and cooperation with external agencies.
6. Inform internal campus community by e-mail, phone, E2 Emergency Alert System, and LiveSafe app.
7. Alert the Switchboard to direct all media calls to the director of Communications; the Switchboard should be provided with the director's cell phone number during a crisis. (The Switchboard operator should not comment on the situation. He/she should record the reporter's name, phone number, and media outlet the reporter represents before forwarding or ending the call.)
8. Updated contact information for incoming calls should be provided continuously to the Switchboard by the liaison or another member of the EOC.
9. This stage will conclude and the second stage should begin at the point when all active threats to safety are mitigated and critical victims are out of harm's way and rendered aid.

#### *Second Stage*

1. EOT reviews and evaluates the crisis thus far—the timeline, response, the effect of the crisis on the campus and how the campus is functioning, and then coordinates next steps.

2. In an extended crisis situation, the EOT plans, facilitates, and establishes refresh/recovery areas for responders and rescuers.
3. If necessary, director of Safety facilitates secondary triage of non-critical injuries and transportation to a medical facility.
4. The director of Communications should draft/provide information for a fact sheet, including a description of the emergency, injury and/or casualty numbers, property damage assessments, rescue and relief efforts, and law enforcement and emergency medical response.
5. Continue to communicate with responding agencies to get up-to-date information.

*Third Stage*

1. Continue to communicate with the college community, the city of Santa Fe, and the media using all available channels of communication.
2. The director of Communications and other key personnel should note how effective their responses have been, so that they can be discussed and evaluated after the crisis is over.
3. When all risks have been mitigated, declare the transition to recovery mode and implement recovery procedures, record event and all actions taken as appropriate.



### 3. Crisis Communications

Serious emergencies causing major disruptions require communication to external audiences, including parents, the Board of Visitors & Governors, alumni, and often, the media. Regardless of whether the college wants to involve the media, the media may contact the college, so a response should always be prepared. The same information collected for the media, whether or not it is used, can also be used or adapted for use in communicating with other external constituencies.

Providing the media with accurate, updated information is the responsibility of the Communications director. The Communications office also communicates with residents and businesses that are close to the campus and may be affected by the campus emergency.

Communication with the Board of Visitors & Governors is handled by the President's office, advised by the director of Communications and other officers.

#### **Communicating with the Media**

In a crisis, only designated employees speak to the media on behalf of the college, as appointed by the director of Communications. Requests for interviews are fielded by the director of Communications and approved by the president and members of the Emergency Operations Team.

**Note:** A crisis that requires a communication plan might exist independently of what is considered a campus crisis for which the EOT is assembled. The following plan can be used to develop a crisis communications strategy in the face of potentially embarrassing or damaging news related to the college, such as the arrest of a faculty member, criminal activity of students or alumni, or a controversial speaker who attracts negative attention or protests.

The director of Communications will identify the most appropriate interview subjects and coordinate any necessary press conferences; designated members of the EOT will participate in press conferences as needed/approved.

All media inquiries must be directed to the Communications director. The Communications director is responsible for escorting news media to the emergency site or interview location, and for providing updated information to the media upon request. During a crisis, the director of Communications is expected to be on-call and available at all times, 24 hours a day.

#### **Talking Points**

Written response to media inquiries should be developed as "statements" and "talking points." Statements are typically attributed to the president or the Communications director as spokesperson for the institution. They are generally one short paragraph in length and are developed by the Communications director in partnership with the EOT. To create talking points, evaluate the crisis from the point of view of an outsider, attempting to answer the following questions:

- What is the crisis?
- Who does the crisis affect? (One person? The campus? The city? The reputation of the college?)
- What is known?
- What is not known?
- Is there a plan for confirming unknown information?
- Is there a statement from the president or institution?

Consider what information is public and what information is not public, and why, to help determine tiered talking points. First-tier talking points include the basics of the situation that provide a simple explanation. Second-tier talking points are created in anticipation of specific questions from reporters, based on reporting of similar situations. Third- and fourth-tier talking points tend to include information you'd rather not reveal, but will if pushed by a reporter, or information you might be willing to give to a trusted reporter, off the record, for context. Note: Only experienced communications professionals should develop and offer third- and fourth-tier talking points.

Talking points can be adapted for members of the EOT so that they can answer questions from their constituencies; in some cases additional information will be needed for specific audiences. Talking points can also be given to members of the Board of Visitors & Governors or the leaders of the Alumni Association, if appropriate.

The following is a list of common crisis communications blunders to avoid:

- Do not give information to any one constituency that you are not providing to the media.
- Do not respond to a media inquiry with "No comment." Explain why you cannot answer a question, i.e., "The details have not been confirmed at this time."
- Do not guess or speculate. Stick to the facts.
- Never speak off the record.
- Don't give exclusive interviews during a crisis. Information must be available equally and at the same time to all news outlets.
- Do not release names or circumstances about the death of a student until next of kin has been notified.
- Do not discuss damage estimates until legal liability has been ascertained.
- Do not discuss the specifics of criminal activity. Refer all questions about illegal activity to law enforcement.
- Do not give the media access to the families of anyone injured or killed unless the family gives permission.
- Do not give out contact information for students without their permission. Doing so is a violation of FERPA.
- Do not answer hypothetical questions or questions that cannot be confirmed with accurate information.

## 4. Employing this Emergency Operations Plan

### Declaration of a Campus-Wide Emergency

The president of St. John's College has the authority to declare a campus state of emergency; in his/her absence, the treasurer declares the state of emergency. The treasurer (or his/her designee) activates the Emergency Operations Team and coordinates college resources as the leader of the Emergency Operations Team. Upon assessment of a crisis, the treasurer immediately consults with the president or dean to determine whether a campus-wide emergency should be declared.

The following circumstances should trigger activation of the Emergency Operations and Crisis Communications Plan:

- Declaration of a serious emergency as defined by city, county, statewide, regional, or federal authorities, including in response to heightened national alerts
- Declaration of a Type 1, Type 2, or Type 3 (as defined on pages 5–7 of this document) Emergency by college officials.

**Note:** Unless otherwise directed by the president of the college, management of minor emergencies with limited impact is the purview of the Safety & Security department.

### Emergency Response Protocol

Initial reporting of emergency incidents should be to the Safety & Security department. Appropriate officers, directors, and other members of the college community will be notified when they are needed in the event of a Type 4 or Type 5 situation.

For Type 1, Type 2, and Type 3 emergencies, the Safety & Security department notifies the Safety director, who notifies the assistant dean, who notifies the president, the vice president for Advancement, and if appropriate the New Mexico Emergency Management Center. For these types of emergencies, the vice president for Advancement (or his/her designee) and the Emergency Operations Team use the following basic protocol:

- Gather and document details of who, what, where, when, and how the incident occurred
- Categorize the level and magnitude of the emergency
- Inform college leadership and communicate status of emergency to faculty, students, and staff
- Contact the college's Safety & Security department, emergency services, and the New Mexico Emergency Management Center, if warranted
- Notify and assemble the Emergency Operations Team
- Assess situation and mobilize medical services, evacuation plans, and the Emergency Operations Center
- Identify constituencies that should be informed about the situation, i.e. local media, the Board of Visitors & Governors

The Emergency Operations Team and Crisis Communications Plan should be activated upon declaration of a Type 1 or Type 2 emergency. The president has the authority to recall college officials or their alternates to the campus during non-work hours, as well as other staff who may assist in the emergency response effort.

In a Type 1 or Type 2 emergency, only registered students, faculty, and staff are allowed to remain on campus (pending mandated evacuation), and will be required to present legal identification i.e. a driver's license or St. John's College I.D. Individuals who cannot provide proper identification will be escorted off campus by security personnel. If necessary the director of Safety & Security may contact Securitas Inc. to temporarily obtain additional security personnel to accomplish this.

In the event of a major disaster, or in response to a national terrorist threat, the college should ideally be able to sustain itself for at least 72 hours to allow for the resolution of the emergency; for additional supplies to arrive; or for the release of students, faculty, and staff and the closing of the facility.

In the event of a hostage situation on or around the campus, a violent attack, or an environmental disaster, emergency services will keep the college president informed of their actions or interventions.

### **Notification of Key Constituencies**

Key constituencies may need to be informed of a campus emergency in an effort to quell rumors, maintain morale, and assist in a safe return to normal college operations. Constituencies to consider for notification are:

- Administration, faculty, and staff
- Undergraduate and graduate students
- Visitors to campus, including guests of Conference Services
- Law enforcement and emergency services
- Local media
- Neighbors
- Parents of students
- Board of Visitors & Governors
- Alumni

### **Emergency Operations Center**

The Emergency Operations Center (EOC) for emergency-types 1, 2, and 3 will be located in the Faculty Computer Lab in the Evans Science Building. The Search and Rescue Center in the Student Activities Center is the back-up location. In the instance of a large-scale wildfire that requires evacuation of the campus, the Genoveva Chavez Center on Rodeo Road will serve as the evacuation point and EOC.

The Emergency Operations Team directs all college faculty, staff, and students in following correct response procedures. Only personnel assigned to Emergency Operations Team duties are permitted to enter the designated Emergency Operations Center. In the event of fires, storms, and other major disasters on or near the campus, or involving off-campus college property, campus security officers and

Buildings & Grounds staff will determine the extent of damage to college property (as long as they can do so without putting their own safety at risk) and report to Switchboard via phone or radio.

If a type 1, 2, or 3 emergency occurs during normal business hours, all designated management personnel should report to the EOC as soon as possible. If the event occurs after business hours, key EOC personnel will be called back to campus. (A list of key faculty and staff contact information should be maintained by Campus Security, the switchboard, and the treasurer.)

If the disaster is so large as to have an unquestionable impact on the campus, all EOT members will return to campus as soon as possible, provided reasonable safety has been restored. Otherwise, they will assemble at the designated off-campus site.

All Emergency Operation Center locations should ideally have available:

#### *Contact Information*

- Up-to-date contact information for all EOT members and designated substitutes
- List of key college offices with phone, email, and fax details
- Comprehensive list of all faculty, staff, and students with contact information, as well as details about those with special needs
- Directory of campus-wide email addresses
- List of home and cell phone numbers of all senior administrative staff
- Contact information for key neighborhood leaders

#### *Manuals and Documents*

- Three or more copies of the Emergency Operations Plan
- Individual emergency response protocols
- Copies of building evacuation plans
- Floor plans for all campus buildings
- Up-to-date campus directory

#### *Equipment*

- Four or more phones
- Computer with access to email, Internet, and college servers
- Spare data lines for two computers
- Two-way radios
- Photocopying equipment
- Television with cable and battery-powered radio
- Emergency power source, e.g. gasoline- or diesel-powered generator, with enough fuel to sustain power for 72 hours
- Seating for a minimum of 10 people
- Two fold-out cots, blankets, and pillows

- Bottled water and pre-packaged snacks, sufficient for 48 hours
- Basic hygiene supplies

**Note:** The Communications office and Buildings & Grounds department are responsible for ensuring that adequate supplies are available for the Emergency Operations Center. In the event of an alternate location for the EOC, these offices are responsible for the relocation of all equipment and supplies to that location.

### **Emergency Operations Team**

The Emergency Operations Team responsibilities are defined according to each member's position at the college. Respective college offices must establish their own succession plan in case the head of the department is unable to serve on the EOT. The members of the EOT are appointed to their emergency functions by the president. Where and when appropriate, the president will also appoint individual building emergency coordinators who are responsible for ensuring that building occupants are notified of an emergency and evacuated if necessary.

The Emergency Operations Team has the following responsibilities:

- Coordinate efforts of the President's office, Dean's and Assistant Dean's offices, Communications, Security, Buildings & Grounds, Residential Life and Housing, and other offices included in the crisis management team as needed
- Collaborate with local, county, state, and federal agencies when necessary
- Communicate with the St. John's campus community, local media outlets (as directed by the Communications office), and the city of Santa Fe
- Coordinate a formal debriefing after the crisis has been resolved and revise procedures as needed

**Note:** A laminated emergency card with contact information for essential personnel will be distributed. Essential personnel are encouraged to keep this with them at all times.

## 5. Evacuation Protocols

### Categories of Evacuation / Lockdown

There are three categories for evacuations, in increasing order of severity:

1. Building Evacuation
2. All-Campus Evacuation
3. Campus Lockdown

### What to Do in Evacuation Category 1: Building Evacuation

*A building is sometimes evacuated in the event of a localized, on-campus emergency that is limited in scale, such as a building power-outage or a small fire affecting only that building. Individual building evacuations occur when a building (fire) alarm sounds, or upon notification by Safety & Security, Housing, or the Assistant Dean's office.*

1. Upon hearing an alarm or announcement of evacuation, gather your essential items only, i.e.: phone, keys, a jacket, and bottle of water if possible. Remain calm and leave by the nearest marked exit and alert others to do the same. Elevators should be used for people with disabilities first. (Note: In the event of a fire or earthquake, do not use elevators.)
2. Once out of the building, proceed to the assembly area, which in most cases is the Junior Common Room in the Peterson Student Center. In the event that Peterson is threatened by fire or is adjacent to the affected building, the assembly area is the Student Activities Center (SAC). Keep streets, fire lanes, hydrant areas, and walkways clear for emergency vehicles and personnel.
3. Make yourself comfortable and help others if possible. Make sure you check in with the evacuation coordinator (usually the RA or department head).
4. Do not return to an evacuated building until told to do so by an authorized college official.

### What to Do in Evacuation Category 2: All-Campus Evacuation

*For large-scale emergencies that affect the entire campus or local community, such as flooding, wide-spread power outages, and severe storms, an all-campus evacuation may be announced by the president, the Santa Fe police and/or fire departments, or the director of Safety & Security via the E2 Campus Alert System, the LiveSafe app and voicemail.*

1. Upon hearing an alarm or announcement of evacuation, gather your essential items only, i.e.: phone, keys, a jacket, and bottle of water if possible. Remain calm and leave by the nearest marked exit and alert others to do the same. Elevators should be used by people with disabilities first. (Note: In the event of a fire or earthquake, do not use elevators.)
2. Once out of the building, gather at the Student Activities Center parking lot for transport to the evacuation site, which is the Santa Fe Preparatory High School gymnasium. (In the event of a

large wildfire or emergency that necessitates regional evacuation, the assembly point is the Genoveva Chavez Center at 3221 Rodeo Rd., 505-955-4001.)

3. Make yourself comfortable and help others if possible. Make sure you check in with the evacuation coordinator (usually the RA or department head).
4. Do not return to campus until told to do so by an authorized college official or via the E2 Alert System and/or LiveSafe app.

### **What to Do in Category 3: Campus Lockdown Event**

*In certain crisis situations, such as an active shooter on campus, Safety & Security personnel or local police will lock down our campus and ask the occupants to shelter in place.*

1. In the event of a lockdown, police will respond to campus and may have weapons drawn.
2. Lock and/or barricade doorways, turn off lights, silence cell phones, and follow police instructions.
3. Do not remain directly behind closed doors or in the line of sight from windows.

Note: As a preparatory measure, please familiarize yourself with the “Run, Hide, Fight” video in the *Safety & Security* section of the St. John’s College website for detailed information on how to proceed in an active-shooter situation.

### **Additional Information on Evacuation Procedures**

#### *Evacuation Coordinators*

An evacuation coordinator from each office/dormitory should be designated to ensure that all buildings are evacuated and all individuals are accounted for. Department directors and office managers are the default evacuation coordinators; in the dormitories the role is filled by the RA.

Once at the designated assembly point, coordinators should organize evacuees by group—dorm, office, etc.—and take a headcount or roster of those present and report it to the switchboard.

#### *Transportation During an Evacuation*

Santa Fe Prep has volunteered the use of its school busses to assist in an evacuation process (via phone notification). The Student Activities Center parking lot is the transportation staging area in most instances. In the absence of busses, the fleet vehicles kept at SAC should be used. Personal vehicles should be used only as a last resort, to avoid clogging roadways and exit routes.

#### *Communication during an Emergency*

Handheld radios, email, cell phones, and text messages should be used by appropriate personnel to communicate instructions and updates.

#### *Building Equipment*

All buildings are equipped with these safety features:

- Mapped routes out of buildings (clearly displayed in each building)
- Fire extinguishers



- Emergency exit lighting

#### *Essential Personnel*

Essential personnel are defined as those staff who may be required to stay on campus to assist with emergencies are listed in Section 1 of the Emergency Operations Plan. Essential support staff, including Safety & Security, Buildings & Grounds, and the Switchboard supervisor, should report to their supervisors for instructions. If no supervisor is present, they should report to Safety & Security.

If the personal safety of essential support staff is compromised, they should assist as many community members as possible while proceeding directly to the campus assembly or transport assembly location. Security officers will assist in evacuation; upon completion they should report to the Emergency Operations Center and await instructions.

### **Assisting Disabled Persons in an Emergency**

#### *Assisting Visually Impaired Persons*

Inform visually impaired persons about the emergency and offer to act as a sighted guide during the evacuation. Offer your arm and make sure to speak clearly and keep the person oriented to your location. Point out where any obstacles are located. When you reach the assembly location, ask if you can be of further assistance.

#### *Assisting Hearing-Impaired Persons*

Individuals with impaired hearing may not be able to hear the audible signal of a fire alarm or emergency announcement. To alert them to an emergency evacuation, use an alternative warning system, i.e. writing a note to the person or turning a light switch on and off to get their attention. (Do not turn the light switch off and on if you smell natural gas or suspect an explosive condition in the area.)

#### *Assisting Ambulatory Persons Using Walking Aids*

In evacuations, individuals with crutches, canes, or walkers may need assistance. If a person requires assistance—please ask; assistance will not be of use to everyone using a walking aid—they can be moved using a two-person, lock-arm position or by having the individual sit in a sturdy chair, preferably one with arms, to be lifted and carried.

#### *Assisting Non-Ambulatory Persons*

When assisting a non-ambulatory person ask to be certain that they want assistance. Be aware that lifting them might be dangerous, as some individuals have reduced upper-trunk and neck strength. If the person has respiratory problems, immediately remove them from areas with smoke or vapors; if they use an electrical respirator they should be given priority assistance.

Non-ambulatory people's needs and preferences for assistance vary. Always consult with the person regarding:

- Their preferred method of being moved and the number of people needed (If a person must be carried more than three flights of stairs, a relay team is needed)

- The extension and movement of their limbs and extremities when moving them
- Their preferred position for being carried, i.e. forward or backward on stairs
- The appropriate aftercare, if they've been removed from their wheelchair

Remember to check the intended evacuation route for obstructions before transporting the individual.

Delegate others to bring the wheelchair, removing it from the stairwell so it doesn't obstruct others.

Reunite the person with their wheelchair as soon as it is safe to do so.

## 6. Protocol for Variable Emergencies

### **Bomb Threat**

Gathering information is key to addressing a bomb threat. If you receive a bomb threat, follow the advice below so that you can assist emergency personnel and authorities.

#### *If a Threat is Made in Writing*

- Contact Security (Security will call 911)
- Avoid touching the paper or package any more than necessary
- Follow evacuation procedures if threat is imminent
- Follow instructions provided by the emergency dispatcher

Sometimes bombs are delivered in a package by a carrier or left in a package later discovered. The following characteristics may be indicators of a suspicious package:

- Rigid, bulky, or uneven package
- Misspelled words or poorly typed/written addresses, names, or labels (verify company's existence online; call to see if they sent a package or letter)
- Packages wrapped in string or excessive tape
- Strange odor
- No postage, non-canceled postage, or excessive postage
- Handwritten notes, such as, "To Be Opened in the Privacy of," "Confidential," "Your Lucky Day is Here," "Prize Enclosed"
- Improper spelling of common names, places, or titles
- Generic or incorrect titles; titles with no name attached
- Leaks, oily stains, protruding wires, discoloration, or crystallization on wrapper; powdery substance on or in the package/envelope
- Hand-delivered or "dropped off for a friend" packages or letters
- No return address or nonsensical return address
- Any letters or packages arriving before or after a phone call from an unknown person asking if the item was received

#### *If a Threat is Made by Phone*

- Do not hang up; remain calm
- Assume the threat is real and pay close attention to what the caller is saying
- If you have caller ID, write down the caller's phone number
- Ask for as much information as possible (see list of questions below)
- Notify others in the immediate area
- Contact Security (Security will contact the authorities)

- Look for anything out of place in your area and report it to responding units
- Do not use cell phones, two-way radios, or other wireless communications devices as there is a danger these devices could trigger the bomb
- Follow evacuation procedures if threat appears imminent

What to ask the caller:

- When is the bomb going to explode?
- Where is the bomb?
- What kind of bomb is it?
- What does the bomb look like? What kind?
- What will cause the bomb to explode?
- Did you place the bomb?
- Why was the bomb placed?
- What is your name?
- Where are you calling from?

Immediately after the call ends, record your impressions:

*Caller's Voice*

- Calm
- Angry
- Excited
- Slow
- Soft
- Loud
- Laughing
- Crying
- Distinct
- Average
- Slurred
- Nasal
- Stutter
- Lisp
- Raspy
- Deep
- Accent
- Ragged
- Clearing throat
- Deep breathing
- Cracked voice
- Disguised

- Familiar
- Other

#### *Background Sounds*

- Street noise
- Animal noise
- No sounds
- Static or bad cell reception
- Music
- Household noise
- Motor
- Office noise
- Factory noise
- Voices
- PA system
- Other

#### *Threat Language*

- Well-spoken
- Foul
- Irrational
- Incoherent
- Taped
- Message read by threat maker
- Other

#### **Medical Emergency**

If someone is in need of medical assistance, call security at “0” or 911. If untrained or uncertain, never guess whether a medical emergency is serious enough to warrant making the call. Always call.

#### ***Unconscious Adult***

- Check for response; ask if they are okay
- Remove any persistent threat to the victim, but do not move the victim unnecessarily; do not delay in obtaining trained medical assistance
- If you are trained in CPR, evaluate the unconscious person and administer CPR if warranted
- Call 911 and stay with the person until help arrives; if possible, call or have someone else call Campus Security to notify the dispatcher of the emergency and of your location
- Continue first aid until emergency personnel arrive

### ***Choking***

- If the person is coughing, speaking, or able to breathe, stay with the person and encourage them to cough, and be prepared to help if needed
- If the person is conscious but unable to cough, speak, or breathe, have someone call 911 and attempt to remove the obstruction by performing the Heimlich maneuver as follows, alternating sets of blows and thrusts until the obstruction is dislodged:
  - Perform back blows by bending the person forward slightly at the waist, and support them while, using the heel of your hand, delivering 5 sharp blows between the shoulder blades
  - Perform abdominal thrusts by standing behind the person and wrapping your arms around them so that your hands are located near the top of their stomach, below the ribcage; place your fist over their upper stomach below the ribs and grasp your fist with the other hand, and then thrust inward and upward

### ***Bleeding***

- Protect yourself. Wear gloves if available. Using a clean cloth or paper towels, apply firm, steady pressure to the bleeding wound for 5–10 minutes; assist in applying pressure if the person is unable to do this for him or herself
- If bleeding is pulsatile—spurting in time with the heart beat—very heavy, or persists despite pressure, call 911 immediately
- Instruct the person to lie down; if the person is bleeding heavily from a limb, elevate the limb above heart level
- Do not remove any object that is still inside a wound; bandage around objects as best as possible until medical responders arrive
- Stay with the person until help arrives

### ***Seizures/Convulsions***

- Move objects away that could injure the person; do not leave the person
- Attempt to roll the person onto their side and support them; do not restrain the seizure or place anything in the person's mouth
- Call security at "0" or call 911

### ***Chemical Burns***

- Flush the chemical away from the skin or eyes with cool water for 15 minutes
- Remove any contaminated clothing or jewelry
- Seek immediate medical attention if the chemical burns involve the eyes, hands, feet, face, groin, or buttocks, or if there is continued burning or pain after flushing

### ***Thermal Burns***

Thermal burns are caused by heat, such as from a hot stove, grease, or the sun.

- First-degree burns cause skin redness and pain; treat with cool compresses
- Second-degree burns cause redness, blistering of the skin, and increased pain; if second-degree burns involve hands, feet, groin, or buttocks, are larger than two inches, or cause severe pain, seek immediate medical attention
- Third-degree burns are full-thickness burns that involve all layers of the skin: the burned area may appear charred, black, or dry; typically they do not cause pain due to destruction of nerves and tissue. Third-degree burns require immediate professional medical attention, call 911.

### **Health/Infectious Disease**

Threats to the general health of a campus community and an outbreak of an infectious disease can range from a virulent strain of the flu to a larger pandemic. When possible, contingency systems for maintaining operations will be activated. The Emergency Operations Center may be activated depending on the severity of the situation.

- Assess health threat or infectious disease outbreak to determine degree of response
- Implement the Crisis Communication Plan to advise community of situation and provide instruction on further steps to take
- Report outbreak to proper authorities
- Activate the Emergency Operations Center when necessary
- Close campus if necessary

### **Fire**

Prepare in advance. Familiarize yourself with the nearest exits and the safest route to get there. Locate the manual fire alarm and fire extinguisher in your area. Fires can grow quickly, so abandon efforts to extinguish in favor of escape if the fire is several feet or more in size (above your knees).

### ***In the Event of a Fire***

- Activate the nearest fire alarm and alert others nearby
- If the fire is contained, i.e. in a wastebasket, determine if it is safe to use a fire extinguisher; if uncertain, immediately evacuate the building
- Call 911 and notify fire personnel; give the location and size of the fire. Notify security or have someone else notify them; call from a safe location
- Implement Campus Communications Plan using email, phones, and person-to-person measures to notify people of situation
- Evacuate the building by the stairs, closing doors behind you. Go to your designated evacuation assembly point

- Do not re-enter the building; local police and fire department personnel will be in command of the event

### ***Using a Fire Extinguisher***

If you have been trained and it is safe to do so, you may choose to extinguish a small contained fire. Never turn your back on a fire. Follow the PASS system to activate a fire extinguisher:

**PULL** safety pin from handle

**AIM** at base of fire

**SQUEEZE** the trigger handle

**SWEEP** extinguisher from side to side at base of fire

### ***If Trapped in a Room***

- Wet and place cloth material around or under the door to prevent smoke from entering room
- Close as many doors as possible between you and the fire
- Signal someone outside the nearest window

### ***If Caught in Smoke***

- Drop to hands and knees and crawl toward nearest exit; stay low—smoke rises to ceiling level
- Count the doors you pass, so you know when you reach the nearest exit door
- Use the back of your hand to feel the upper, lower, and middle parts of closed doors. If the door is not hot, brace yourself against it and open slowly. If the door is hot, do not open it; look for another way out.

### ***If Forced to Advance through the Flames***

- Cover your head and hair
- Keep your head down and your eyes closed as much as possible
- Hold your breath
- Move quickly
- If you catch fire, do not run; Stop/Drop/Roll to put out the fire

## **Explosion**

In the event of explosion in a building, take the following actions:

- Take cover under a sturdy table, desk, or other object that can provide protection against flying glass and debris
- When safe to come out from under cover, activate the building fire alarm system
- Evacuate the immediate area of the explosion or the building
- Assist injured and disabled persons in evacuating the building
- Assemble at your designated building evacuation assembly area; remain in your building evacuation assembly area and wait for further instructions from emergency personnel



- Do not re-enter the building until cleared to do so by security or emergency personnel
- The Emergency Operations Center may be activated

### **Severe Weather**

Severe weather conditions may be predicted or occur suddenly without warning. Severe weather events likely to occur in this area include snow storms, ice storms, heavy rains and flooding, high winds, and, on occasion, earthquakes. The Emergency Operations Center may be activated depending upon the severity of the situation. The Crisis Communications Plan may also be activated to advise the campus of the situation and provide instruction on further steps to take. Typical responses include Closures and Event Cancellation by HR or Security, as appropriate for community safety.

### ***Snow and Ice***

- Walk only on paths that have been cleared or sanded
- Stay clear of sagging or downed power lines
- Avoid areas with concentrations of trees, as heavy snow and ice may cause tree limbs to fall
- Exercise extreme caution when driving
- Buildings & Grounds will clear critical areas as quickly as possible in the following order of priority: dining areas, dorms, classrooms, administrative, gym, driveways, parking area

### ***Heavy Rains and Flooding***

- Unplug electrical devices and secure all equipment by moving or covering it with plastic sheeting
- Alert people to move to the highest floor available in the building
- Select the safest and most structurally sound parts of the building for safety (interior hallways or interior stairwells), which are away from glass if possible
- Stay away from all windows and glass cases
- Give special assistance to disabled students and staff
- Follow established evacuation procedures

### ***High Winds***

- Remain inside a building, away from windows
- Avoid areas with the heaviest concentration of trees
- Stay clear of sagging or downed power lines

### ***Tornados***

- Move from your classroom, office, or residence hall to inner hallways, stairwells, or restrooms, away from exterior windows and glass
- Alert people to move to lowest floor available in the building
- Remain calm, be ready to shelter and protect vital areas of the body by kneeling down and covering your head if possible
- Do not leave buildings until all-clear has been announced

- Stay away from all windows and glass cases
- Give special assistance to disabled students and staff
- If you are outside during a tornado warning, find a low spot below grade level
- Stay away from trees and downed power lines

### ***Earthquake***

- Identify what equipment you should shut down if time permits
- Locate safe spots, i.e. under sturdy tables, desks, or against inside walls
- Determine where the danger areas are: near windows, hanging objects, tall unsecured furniture (bookcases, cabinets, appliances), chemical sites
- Store flammable and hazardous chemicals in proper cabinets
- Keep breakables and heavy objects on lower shelves whenever possible
- Secure latches on cabinets, process tanks, storage tanks, and closets
- Stay indoors if already there
- If you are outdoors, stay in the open, away from buildings, trees, and power lines
- Check for injuries and follow first-aid procedures
- Be prepared for aftershocks
- Do not re-enter damaged buildings
- In the event of a fire or personal injury, go to the nearest safe telephone to call for help
- Be alert for gas and water leaks, broken electrical wiring, downed electrical lines, or ruptured sewer lines. Whenever possible, turn the utility off at the source
- Know your shutdown procedures

### **Chemical Spills or Release of Hazardous Materials**

A hazardous materials, biological, or chemical threat emergency exists when one or more of the following occurs:

- Spill of hazardous materials creates a situation that is immediately dangerous to the life and health of persons in the spill area or facility
- Deliberate release of germs or other biological substances occurs
- Deliberate release of a toxic gas, liquid, or solid that can poison people and the environment occurs
- Cleanup of a spill of a hazardous material is beyond the level of knowledge, training, or ability of the staff in the immediate area

Planning and training are critical to containing a spill or release of hazardous materials:

- Identify and label all hazardous materials; store, handle, and dispose of chemicals according to established regulations
- Ensure persons are trained in the handling of hazardous materials and proper response to an incident
- Appoint evacuation coordinator(s) for each building

- Train select persons for the confinement and control of incidents as appropriate
- Be prepared to respond to incidents at near-by facilities and transportation routes (road, rail, water) that could affect the college
- Drill for proper response
- Obtain spill containment kits; determine which types of kits are necessary, in what quantity, and appropriate locations to keep them

In the case of a chemical spill or release of hazardous materials:

- Alert people in the immediate area and evacuate the room or area; if an explosion hazard is present, do not turn electrical equipment off or on, as this could create sparks
- Confine the hazard by closing doors and windows as you leave the room; do not lock them
- Use eyewash or safety showers as needed to rinse spilled chemicals off people; cover mouth and nose with layers of fabric that can filter the air but still allow breathing
- Evacuate any nearby rooms/areas that may be affected; if the hazard will affect the entire building, evacuate the entire building
- If there is a chance of explosion from the chemical spill, do not activate the building fire alarm. Evacuate the building manually by alerting others by voice; take care not to turn electrical equipment on or off or otherwise cause sparks
- If there is no chance of explosion, activate the building fire alarm system by pulling the handle on a local fire alarm box
- Move away from the area to a safe location; do not walk in or touch any of the spilled substance. Try not to inhale gases, fumes, and smoke; if possible, hold your breath or cover your mouth with a cloth while quickly leaving the area
- Contact hazardous materials response by calling Campus Security (ext 0) to notify them of the location and size of the spill. Security will call 911 and notify Buildings & Grounds. Always call from a safe location; be prepared to spell chemical names, if known
- If building evacuation is required, evacuate the building using the emergency Evacuation Plan. Once outside, notify emergency responders of the location, nature, and size of the spill
- Isolate contaminated persons; avoid contamination or chemical exposure
- If possible, remove clothing from contaminated persons and wash exposed areas with soap and water; seek medical attention
- Implement Campus Communications Plan to advise community of situation and provide instruction on further steps to take
- Emergency Operations Center may be activated depending on severity of the situation; hazardous materials and/or fire department will be in control of managing the situation with assistance from the college as needed

## **Power Outage**

Utility disruptions include interruption and/or loss of service for electric power, natural gas, heat, or domestic water. In the case of loss of any of these utilities, SJC will work with the appropriate utility provider to find out the cause of the problem and the expected length of the outage. Always keep flashlights and batteries in key locations throughout your work areas.

In the case of a major, campus-wide power outage:

- Assess the extent of the outage
- Report the outage to Switchboard or Buildings & Grounds
- Assist other building occupants to move to safe locations; loss of power to fume hoods may require the evacuation of laboratories and surrounding areas
- Evaluate work areas for hazards created by power outage; secure hazardous materials; take actions to preserve safety and health; take actions to preserve research
- If in doubt, evacuate the building; while evacuating watch for persons with special needs and provide assistance if possible
- Unplug all electrical equipment including computers if possible to do so safely
- Release of faculty, staff, and students and activation of the Emergency Operations Center during an extended power outage is a decision of the president

## **Gas Leak**

In the event you detect natural gas (an odor that smells like rotten eggs), EVACUATE THE BUILDING IMMEDIATELY.

- Contact Campus Security at “0,” give location and description of event
- **DO NOT** turn on or turn off any lights
- **DO NOT** turn on or turn off any appliance
- **DO NOT** use any telephone or cell phone in the building
- **DO NOT** SOUND THE FIRE ALARM
- Emergency Operations Center may be activated depending upon the severity of the situation

## **Suspicious Person or possible Criminal Behavior**

Virtually everyone has seen someone who was unfamiliar or who was engaged in an activity that did not make sense. When an intruder is planning on committing a crime, they are looking for an opportunity or “testing” an environment to see what they could get away with on-campus. Taking photos of an area, i.e. site lines, camera locations, alarms, or windows, or sitting and watching the habits and patterns of people may be an indication of suspicious behavior.

Reporting suspicious behavior or person is always appropriate.

- Call campus security at “0” or 911 from a safe location, or submit a security tip via the LiveSafe app.

- Stay on line if possible, and provide information about the intruder to security officer or emergency services dispatcher
- Keep your distance and do not attempt to diffuse situation
- Take a photo with a cell phone and submit to LiveSafe app, if possible
- Notify supervisors or others you encounter of the possible danger
- If possible, provide the following information:
  - Location of crime
  - Nature of crime and specifics (number of people involved, any weapons)
  - Any injuries
  - Description of suspect(s) (height, weight, sex, race, clothing, hair color)
  - Direction of travel of suspects
- Description of any vehicles involved in the crime
- DO NOT pursue or attempt to detain suspects

If someone is threatening you with a gun, knife, or other weapon:

- Attempt to remove yourself from any danger
- Stay calm
- Signal for help, if possible
- Maintain eye contact
- Stall for time
- Keep talking—but follow instructions from the person who has the weapon

### **Active Shooter**

Active shooter incidents are extremely dangerous and should always be considered life threatening. Shooters are often familiar with an area where a planned attack takes place. Due to a number of high-profile incidents on college campuses, large-scale shooting incidents will continue to be a threat.

During an active shooter incident, time is critical. If gunshots are heard, it is critical to move away from the area where the sounds emanate, avoiding all open and easily accessible community spaces. Warning others to escape the area as quickly as possible is paramount.

If Able to Escape:

- Call 911
- Stay on line if possible, and provide information to emergency dispatcher
- Escape from area immediately, keeping to covered or sheltered areas
- Notify others you encounter of the danger
- Alert Security / Switchboard so they can send a mass notification to alert the community

If Unable to Escape:

- Lock and block doors
- Turn out the lights

- Cover windows
- CALL 911 to notify authorities about what is happening and that you are trapped
- DO NOT answer the door
- Stay quiet, silence phone
- Look for means of possible escape

If shooter enters the room where you are and life-threatening danger is imminent, it may become necessary to initiate a group attack with any weapon-capable objects that may be available—such as chairs, desks, or books—to disarm and subdue the assailant, but only as last resort to preserve life.

When the police arrive, keep in mind that their first priority is to aggressively engage the shooter and bring an immediate end to the threat; if they are near your position DO NOT impede their progress, run toward them, or make any loud or sudden movements by which police could mistake you for a threat. Remain calm, remain where you are, and quietly indicate your presence and any pertinent information which may help them (i.e.: direction of gunfire, number of assailants, building name).

### **Suicide Prevention Protocol**

The College recognizes that times arise when students experience extreme distress. As a means to ensuring the safety of all members of the college community at such times, St. John’s College has adopted the following policy. A student may be involuntarily withdrawn from the college if, as a result of a medical or psychological condition, the student:

- significantly disrupts or interferes with the academic environment;
- is not qualified to participate in the college’s academic program;
- poses a significant danger to health or safety; or
- refuses to cooperate with the assistant dean’s efforts to address the student’s behavior in accordance with this policy.

If the college is considering the involuntary withdrawal of a student, the assistant dean will notify the student and arrange for a conference with the student to discuss the student’s condition and status at the college. The assistant dean may then require that the student undergo an evaluation by an appropriate licensed medical or mental health provider approved by the college within a time period specified by the assistant dean. The student may be asked to sign an authorization form authorizing that the results of this evaluation be forwarded to the assistant dean.

A student is presumed at risk if a credible report is filed by an authorized reporter (e.g. resident assistant, faculty member, dean or assistant dean, security officer, senior resident, full-time staff member) documenting that the student has made a suicide threat or attempt. The threat may be either verbal or in written form. A threat is defined as a statement of intent to take actions that could lead to one’s death. The threat includes a reference to the specific means to carry out these actions and the underlying determination to do so. An attempt is defined as any observable action, small or large, that carries out or rehearses the actions needed to take one’s own life.

The college cannot assume an obligation to provide counseling beyond the limited services provided for in the Student Handbook.

### **Nuclear Blast or Radiation Threat**

A nuclear blast is an explosion with intense light and heat, a damaging pressure wave, and widespread radioactive material that can contaminate the air, water, and ground surfaces for miles around. A radiation threat, or “dirty bomb,” is the use of common explosives to spread radioactive materials over a targeted area. It is not a nuclear blast. The force of the explosion and radioactive contamination will be more localized. In either event, the Emergency Operations Center will be activated.

If there is a nuclear blast or radiation threat:

- Limit the amount of radiation you are exposed to by the following steps:
- Take cover immediately, below ground if possible, though any shield or shelter will help protect you from the immediate effects of the blast and the pressure wave
- Quickly consider if you can get out of the area or if it would be better to “shelter-in-place,” which is the use of any classroom, office, or building for the purpose of providing temporary shelter.
- If you receive a shelter-in-place announcement:
- Immediately move indoors. Go into an interior room with few windows, if possible
- Close all windows and doors to shelter and seal as best you can. Turn off fans, air conditioning, and forced air heating systems
- If there appears to be air contamination within the shelter, place a paper mask, wet handkerchief, or wet paper towel over the nose and mouth for temporary respiratory protection
- Continue to follow the instructions given by the response authorities

### **National Threat/ Terrorism**

- Alert Switchboard so that a mass notification can be sent out to advise the campus and the immediate community on further steps to take, and follow Evacuation Plan procedures
- Monitor the alert status of the National Security Advisory System
- For all such Active Threats local police will be in command with assistance from the college as needed

### **Special Events**

- In the event of an emergency during special events where the public is in attendance (such as Music on the Hill) Security will coordinate all responses with Santa Fe Police and appropriate SJC staff to most appropriately ensure public safety. This may include coordinating event cancellation due to weather and clearing the area of all attendees. Each specific special event should have an event security plan designating cancellation causes and persons having authority to cancel or close the event. Plans should also address weather, safety hazards, use of EMS, evacuation routes, and security response to typical event hazards





## **7. Accident Investigation Procedures**

When an accident resulting in major injury or major loss of property occurs on the campus, the initial emergency response is often the responsibility of the city police and fire departments, and for lesser incidents that of campus security. Once it is determined that there is no criminal activity associated with the accident, the director of Human Resources or assistant dean may appoint an accident investigation team to conduct a follow-up investigation.

The accident investigation determines the causes leading up to the event so that the college, its employees, and the public can be protected and future incidents can be prevented.

The Accident Investigation Team will be chaired by Human Resources or the assistant dean, or the dean's designee, and may consist of representatives from various departments and the director of Safety & Security, in consultation with campus legal counsel. Depending upon the nature of the accident, representatives from other units, such as Human Resources and the department where the accident took place, may be asked to join the team.

## **8. Crisis Recovery and Assessment**

Immediately following a crisis requiring activation of the Emergency Operations Team, the needs of faculty, staff, and students personally affected should be met with all available counseling resources.

If appropriate, a public forum can be called or announcements made through which details of the emergency can be relayed. In the wake of a crisis, rumors can linger and feed an already anxious atmosphere. Public forums, mass announcements, and other kinds of communication can help soothe the community.

The Emergency Operations Team should meet within 10 days following a crisis to review all actions taken, and to ascertain their effectiveness, and the efficacy of the college's response, including lessons learned and recommendations for modifications to the Emergency Operations Plan. The Communications office will prepare a report about media coverage and public perception. The EOT will prepare a final report for the Board of Visitors & Governors and senior management, to be distributed to other key audiences as appropriate and/or as edited.

The Communications office will work with the President's office when appropriate to follow-up on and forward any communication, including thank-you letters, with any law enforcement, emergency services, or outside agencies and personnel who assisted during a crisis at the college.

The Emergency Operations and Crisis Communications Plan should be reviewed annually, by July 1. The director of Safety & Security may conduct regular review meetings with the Santa Fe Police and Fire departments, Christus St. Vincent Regional Medical Center, and the City of Santa Fe Emergency Preparedness Coordinator in preparation for or as part of this review.

Recommendations for changes to the plan may be submitted to the director of Safety & Security at any time.

Drills and exercises are recommended to test the plan and familiar staff with their roles.