

# ST. NORBERT COLLEGE EMERGENCY OPERATIONS PLAN



This Document Supersedes All Previous  
Emergency Operations Plan Documents.

# LETTER OF PROMULGATION

In the event of a natural, human-caused or technological disaster affecting St Norbert College or the surrounding area, we must be prepared to implement plans and procedures to protect lives and property.

The purpose of this plan is to provide direction and guidance to the faculty, staff, students of St. Norbert College and supporting agencies. It constitutes a directive for this organization to prepare for and execute assigned emergency tasks to ensure maximum survival of the population and protection of property in the event of a disaster or other overwhelming event.

In keeping with the Homeland Security Presidential Directive (issued by George W. Bush in February 2003), St. Norbert College has integrated the National Incident Management System (NIMS) into this plan to help ensure proper coordination with local, State and Federal agencies.

The value of having an effective Emergency Operations Plan includes;

- o Continuity of instruction and research
- o Maintaining control of the campus
- o Identifying training
- o Being prepared
- o Protecting the reputation of the College
- o Protecting lives and property
- o Reducing loss and damages

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## DEFINITIONS

**Emergency:** A situation arising with or without warning, causing or threatening death, injury or disruption to normal life for numbers of people in excess of those which can be dealt with under normal conditions, and which requires special mobilization and organization of those forces.

**Emergency Alert Group:** A group of directors, managers, technical experts, and professionals who receive notification of emergency and potential emergency situations or incidents. This group is responsible for disseminating information to the affected departments and staff members in a timely manner.

**Emergency Management Team:** A group of representatives who coordinate and provide recommendations regarding emergency management policies and procedures.

**Emergency Operations Center (EOC):** A central facility from which key officials can gather information, make decisions, and direct and coordinate response and recovery efforts.

**Emergency Operations Center Coordinator:** An individual charged with maintaining the Emergency Operations Center (EOC) in a condition to permit activation with minimal notice and, when activated, supervises activities of the emergency staff until an appropriate transfer of command can be completed upon the arrival and briefing of the Incident Commander. **(Campus Safety staff)**

**Emergency Operations Plan (EOP):** Having a comprehensive EOP assists us in protecting our students, faculty, staff and property. By reducing possible loss and damages, it also helps protect the College's reputation. The EOP assists us in the continuity of instruction and research and helps to maintain control of the campus by identifying what training needs to be completed. It also helps the campus community be more prepared for a variety of emergencies.

**Emergency Procurement:** The need for the immediate purchase of materials, services or construction that cannot be met through normal procurement methods, the lack of which seriously threaten public health or safety, the preservation of property or the functioning of the organization.

**Hazardous Materials:** Substances or materials which, because of their chemical, physical, or biological nature, pose a potential risk to life, health, or property if they are released. Explosive substances, flammable or combustible substances, poison, and radioactive materials are all classified as hazardous materials.

**Homeland Security:** Preparedness activities designed to minimize the effects on the population from an attack or peacetime disaster, to deal with the immediate emergency conditions which would be created, and to carry out emergency repairs to facilities that have been destroyed or damaged.

**Incident Commander (IC):** The President or Designee serves as the single highest authority in the EOC during times of operation. Incident Commander can also refer to an individual in the field in charge of an incident.

**Incident Command Group:** The Incident Command Group is responsible for directing the activities necessary to maintain and restore operations both during and after an emergency situation. The Incident Command Group is led by the Incident Commander.

**Local Emergency:** The existence of conditions of disaster or of extreme peril to the safety of persons or property, which conditions are, or are likely to be, beyond the control of the services, personnel, equipment and facilities of the organization and which requires the combined efforts of other entities.

**Major Disaster:** Any natural catastrophe, regardless of cause, any fire, flood, or explosion, which in the determination of the President of the United States causes damage of sufficient severity and magnitude to warrant major disaster assistance to supplement the efforts of State and Local governments and disaster relief organizations in alleviating damage, loss, and hardship.

**National Incident Management System (NIMS):** A comprehensive incident response system developed by the United States Dept. of Homeland Security. NIMS provides a consistent nationwide approach for Federal, State, and Local governments to work

effectively and efficiently together to prepare for, prevent, respond to, and recover from domestic incidents, regardless of cause, size, or complexity.

**Response:** The efforts to minimize the risks created in an emergency by protecting the people, the environment, and property, and the efforts to return the scene to normal pre-emergency conditions.

**Senior Staff:** This group consists of the highest echelon policy makers within the college. **(President's Cabinet)**

**Weather Related Definitions:**

**WATCH:** Severe weather or flash flood WATCH means that conditions are such that a storm or flood of significant magnitude is likely to occur. Persons within the area alerted should take precautionary steps.

**WARNING:** Announcement that threatening conditions (thunderstorm, high winds, tornado, flooding, dam or levee failure) are occurring or are imminent, and are expected to have a harmful effect upon the area alerted. Persons within the area must take immediate steps to protect themselves.

**SPECIAL WEATHER STATEMENT:** Used to pass along information on non-severe weather events and the status of watches. It may also include information on urban flooding and winter weather events, and to clear areas of severe weather watches.

**SEVERE WEATHER STATEMENT:** Used to report severe weather, to cancel all or part of a warning and to provide follow-up information on a warning in effect.

**REDEFINING STATEMENT:** Issued after a tornado/severe thunderstorm watch and which is expressed in terms of whole counties with cities and well-known landmarks included.

# ***Emergency Operations Plan; General Operational Concepts***

## ***Situation and Assumptions***

There is the possibility that an emergency requiring rapid mobilization and maximum coordination of all Federal, State and Local response agencies and College Departments could occur at any time. Conditions that could cause a major emergency are storms, earthquakes, acts of violence, conflagration, aircraft crashes, terrorism, national security emergencies, extreme pollution, hazardous materials incidents, public health threats, riots or any combination thereof.

### **Situation**

- o St. Norbert College is vulnerable to the adverse effects of natural disasters, intentional acts of violence and terrorist acts, which may result in loss of life, property damage and social disruption.
- o Transportation of extremely hazardous substances and other toxic chemical materials through the area near the College creates the potential for disaster. Commercial carrier accidents such as tractor-trailer accidents on I-41, STH 172, local roadways and air crashes involving large aircraft represent a hazard. Additionally, trains traveling ¼ mile from campus provide a potential for hazardous materials accidents. Storage and use of extremely hazardous substances and other toxic materials within the local community and on campus also provides a potential for disaster.
- o Localized flooding is a potential natural hazard. Flooded road crossings and localized flooding is possible.
- o Windstorms, to include those with wind speeds up to tornado strength, can occur in conjunction with seasonal storms. Straight-line winds also represent a significant hazard.
- o A nuclear event could occur through accident, miscalculation, irrational act, unplanned escalation of a conventional war, or as a deliberate act. Although, approximately 30 miles east of De Pere, St. Norbert College could be subjected to the direct effects of a nuclear attack and/or receive the effect of radiation fallout from nuclear bursts in other areas or area nuclear plants.

### **Assumptions**

St. Norbert College may be subject to a variety of natural or human-caused disasters in the future and has the primary responsibility for emergency action, and will commit all available resources to save lives, minimize injury to persons and minimize damage to property and the environment while working to maintain the good reputation of the College.

In most cases and depending on the type of disaster, outside assistance would likely be available in large-scale disasters and plans have been established to facilitate coordination of this assistance. In some instances, however, outside assistance may not be immediate, and it is essential to plan and be prepared to carry out disaster response and short-term recovery operations on an independent basis.

- o Disasters may occur at any time with little or no warning, or in some instances, allow for increased readiness measures and warning actions to be taken in advance.
- o St. Norbert College and local emergency management officials recognize their functions and responsibilities as they are outlined in this plan and will implement them as necessary. It must be understood, that due to the nature of some disasters, organizations may not be physically capable of handling all requests for assistance for everyone immediately. College operations need to be self-sufficient for the first 72 hours of any disaster.



## ***Mission***

The mission of the Emergency Operations Plan is to ensure the greatest possible survival of the population and protection of property and the environment through education, planning and coordination as well as to maintain continuity of operations in the event of a major emergency or disaster.

## ***Execution***

### **Concept of Operations**

- o The incident commander (IC) is responsible for directing and controlling all disaster operations whether or not the emergency operation center (EOC) is activated. The operations officer acts as chief advisor to the IC during disaster operations and is responsible for the direct conduct of activities necessary to the operation of the emergency preparedness program. On-campus forces supplemented by volunteer staffing and other contracted services will conduct emergency operations in cooperation with local emergency services organizations.
- o Heads of departments are responsible for emergency functions as specified in this plan. Existing departments will perform emergency activities closely related to those they perform routinely in some cases. The efforts that would normally be required for those functions will be expanded to accomplish the emergency functions needed in a large-scale emergency or disaster.
- o The St. Norbert College EOC Team/Incident Command Group will coordinate and provide recommendations regarding emergency management policies and procedures to their respective departments.
- o Incident Management operations will be conducted in accordance with the National Incident Management System (NIMS) standards and provide for natural and human-caused disaster planning, guidance, assistance during periods of increased international tension, post-event conservation, distribution and use of resources and maintenance of essential activities.
- o The preservation and protection of vital and official records, the implementation of measures to ensure continuity of services and civil order during or after emergencies, disasters or national security emergencies is vital.
- o The St. Norbert College Emergency Operations Center (EOC) will be activated when an emergency reaches such proportions that it requires a closely coordinated effort on the part of leading organization officials. With approval of the President or designee, the EOC can be activated through the EOC Coordinator. The EOC Team/Incident Command Group, Operations Section, Planning Section, Logistics Section, Finance/Administration Section and other personnel having duty assignments in the EOC, will report upon notification of the EOC activation to their assigned locations.
  - The EOC Setup Team (**SNC Campus Safety**) is responsible for setting up the EOC when activated for an event or incident.
  - The EOC Team/Incident Command Group, many of whom are Senior Staff, will provide policy and technical assistance to the IC, and will include officials with certain legal and policy-making responsibilities.
  - The EOC Team/Incident Command Group is responsible for directing the activities necessary to maintain and restore operations both during and after an emergency situation. The EOC Team/Incident Command Group is lead by the Incident Commander, and is supported by the Operations, Planning, Logistics, and Finance/Administration Sections, as well as Public Information, Safety/Risk Assessment, Liaison Teams and the Emergency Operations Coordinator.
- o This plan covers an all hazards approach to emergency management. The Basic Plan provides guidance for handling all types of emergencies and related topics. This plan will be reviewed bi-annually and updated as required.

## Phases of Emergency Management

- o This plan follows the Federal Emergency Management Agency's (FEMA) INTEGRATED EMERGENCY MANAGEMENT SYSTEM (IEMS) and utilizes both functional and a hazard specific approach and therefore includes the appropriate emergency functions. The organization shall function in accordance with NIMS standards. The plan accounts for activities before and after, as well as during emergency operations and deals with the five major phases of emergency management defined as follows:
  - Prevention: Actions that are taken to decrease the likelihood that an event or crisis will occur. Use of a vulnerability assessment is a useful tool.
  - Preparedness: Programs, systems or activities that exist prior to an emergency that enhance response and readiness. Planning, training and exercising (disaster drills) are examples of activities under this phase.
  - Response: Response actions taken immediately before, during, or directly after an emergency occurs, to save lives, minimize damage to property, and to enhance the effectiveness of recovery. This phase encompasses all aspects of the actual response during an emergency including warning, evacuation, rescue, direction and control, and other similar operations.
  - Recovery: Recovery is both a short-term and a long-term process. Short-term operations seek to restore vital services to the College community and provide for the basic needs by seeking restoration of vital services, such as food supply, temporary shelter, and utilities. Recovery planning should include a review of ways to avoid future emergencies and to improve preparedness and response.
  - Mitigation: Activities designed to prevent occurrence of an emergency, reduce vulnerability to a hazard, or lessen the severity of adverse impact upon the College community. Mitigation often takes the form of risk analysis, education, engineering and enforcement.

## Organization

- o All employees are included in the Emergency Management Structure. Departments will conduct operations under the control of their respective directors or supervisors.
- o The emergency response structure is made up of Emergency Staff and field forces from specified departments.
- o Volunteer organizations, duly registered with the College at the time of the crisis, are authorized to augment the emergency response organization.

## Tasks

- o The following tasks apply to all major emergencies.

### President or Designee

- The President or Designee has the authority and responsibility in an emergency to implement emergency powers. These functions include:
  - Making emergency policy decisions.
  - Declaring activation levels of the EOC when necessary.
  - Implementing emergency powers, which may include establishing curfews, blockades and limitations on utility usage in the affected area.

## **Incident Commander (IC)**

The Incident Commander will be responsible for the following functions:

- Serve as the Incident Commander in the EOC, supervise the incident and direct the Emergency Staff.
- Provide overall leadership and guidance to the EOC Team/Incident Command Group.
- Approve outside assistance when necessary.
- Authorize evacuation / closure orders and approve rules for ingress and egress to the affected area with the guidance and approval of police, fire and ems chiefs.
- Establish guidelines for the preservation of vital records.
- Coordinate requests for critical resources and mutual aid.
- Authorize information to be released to the news media in conjunction with police, fire, ems and county emergency management agencies (Unified PIO media release).

## **The Emergency Operations Center Coordinator will:**

- Activate the St. Norbert College EOC Team and the Emergency Operations Center (EOC) when approved by the President or designee.
- Maintain the Emergency Operations Center (EOC) in a condition to permit activation with minimal notice and, when activated, supervise activities of the EOC Team/Incident Command Group until an appropriate transfer of command can be completed upon the arrival and briefing of the Incident Commander.
- Assist the Incident Commander in supervising the activities of the EOC Team/Incident Command Group.
- Aid the Incident Commander in the mobilization and deployment of field forces.
- Effect liaison and coordination with other police, fire and ems response agencies and EOC's.
- Conduct an after-action review of the situation, response and overall effectiveness.
- Develop, coordinate and maintain the Emergency Operations Plan and other applicable emergency resource documents.
- Maintain a listing of resources available to respond to an emergency.
- Maintain the EOC overall readiness.

## **The St. Norbert College Campus Safety Department will:**

- Provide set-up and security for the Emergency Operations Center.
- Provide a representative for assignment to the EOC Team/Incident Command Group.
- Provide on-site agency specific direction and control of on campus emergencies until so relieved by city police or fire agencies.
- Receive and disseminate warning of imminent and actual hazardous conditions or campus community incidents or threats, with the assistance of the Communications Department.

- Direct and maintain control over evacuation of persons from affected areas until city police or fire arrive.
- Provide prompt and accurate information from field forces to the EOC Team/Incident Command Group.
- Arrange for and provide security for vital facilities.
- Provide traffic control at emergency sites until relieved by city police or fire agencies.
- Provide ingress and egress routes for emergency vehicles responding to the disaster.

**The St. Norbert College Logistics Officer will:**

- Provide a representative for assignment to the EOC Team/Incident Command Group.
- Provide current road information including maps, route planning and alternative response options.
- Assist campus safety in traffic and area control, arrange for road barricades from College or City Departments, assist in obtaining additional perimeter security services, and provide additional resources for rescue and evacuation missions.
- Maintain emergency facilities, to include backup power sources and lighting for night operations.
- Maintain current campus and building maps.
- Coordinate emergency minor repair of College roads.
- Coordinate debris clearance and removal on College roads and walks.
- Provide continued supplies of potable water.

**The St. Norbert College Operations Officer will:**

- Serve as liaison to the Red Cross for emergency lodging, feeding, clothing and other services.
- Serve as liaison with other social services groups.
- Provide support for shelter managers.
- Maintain a current student roster and current student housing records.
- Coordinate logistics for accountability of all students during the emergency.
- Develop contingency plans for student housing/support as needed after the emergency is over.

**The St. Norbert College Planning Officer will:**

- Prepare to mobilize staffing resources.
- Establish procedures for utilizing volunteers for disaster operations, who are not associated with outside volunteer organizations (e.g. Red Cross).
- Coordinate deployment of reserve personnel to departments requiring augmentation.

**The St. Norbert College Finance Officer will:**

- Establish emergency purchasing procedures and a disaster contingency fund.
- Maintain records of emergency-related expenditures for personnel, equipment, facilities and materials.
- Compile cost-estimates of damage for use by organization officials in requesting disaster assistance.
- Evaluate the financial effects of damage.

**The St. Norbert College Liaison Officer will:**

- Advise officials on emergency powers and necessary procedures for invocation of emergency measures and provide general legal guidance as needed for:
  - Reviews contracts and emergency agreements
  - General guidance to EOC staff on specific activities as related to the disaster.
  - Review and advise College officials on possible liabilities arising from disaster operations, including the exercising of any or all of the above powers.
  - Prepare and/or recommend rule changes for the implementation of emergency powers that may be required during an emergency.
  - Advise College officials and departments on record keeping requirements and other documentation necessary for the exercising of emergency powers.

***Support from Outside Organizations***

**Agencies such as The American Red Cross and Salvation Army may:**

- Provide care to disaster victims and displaced persons, to include shelter, feeding, clothing, medical care, registration, and inquiry. Additionally, the Red Cross will maintain a current list of shelter locations.
- Assist the campus in recovering from the disaster, to include medical and nursing care, occupational supplies, and equipment.
- Provide mental health assistance to disaster victims.
- Conduct private sector damage assessments.
- Feed emergency workers in the field.
- Provide training for volunteer agencies.

## ***St. Norbert College Emergency Operations Center Activation Levels***

From time to time advance notification may be available on hazardous events that could affect operations, health and safety of college personnel and students or degradation of quality of life. Maintaining 24-hour vigilance at full Emergency Operations Center (EOC) staffing level for potential events or for minor events is not feasible due to the impact of continued alert status of personnel and the impact of routine operations. To address this need, the EOC will operate in three modes to address a varying level of event probability and severity and maintain flexibility for the Incident Commander to address needs as they arise.

### **Level One**

A minor, localized department or building incident that is quickly resolved with existing resources or limited outside assistance.

A Level One emergency has little or no impact on personnel or normal operations outside the locally affected area.

Level One incidents do not require activation of the EOC team. Impacted personnel or departments coordinate directly with operational department personnel from Campus Safety, Facilities, Student Services, or other units to resolve Level One conditions.

### **Level Two**

A mid-level emergency that disrupts sizable portions of the campus community.

Level Two emergencies may require assistance from external organizations. These events may escalate quickly, and may have serious consequences for mission-critical functions, and/or life safety.

The Incident Commander (the President or his designee), receiving intelligence from responding operational departments, or from governmental agencies, determines whether it is necessary to activate all or part of the College's EOC team to address the incident. This is determined in part by the scope of the incident and by the extent of the coordination needed to respond to the incident.

### **Level Three**

A major incident that adversely affects the entire campus, and may affect the surrounding community.

During a Level Three emergency, normal College operations could be suspended. The effect of the emergency is wide-ranging and complex. A timely resolution of disaster conditions requires broad cooperation and extensive coordination.

The College's EOC and its command team are activated and those personnel report to campus as directed by the Incident Commander. Depending upon the scope of the incident, the City of DePere EOC may also be activated (at direction of the Mayor) to deal with the crisis.

## ***Administration and Logistics***

- Prescribed administrative, fiscal and procurement procedures will be followed.
- Extraordinary financial obligations will be assumed only with the prior approval of the V.P. of Finance or designee.
- Documentation to substantiate reimbursement for emergency expenditures, including both time and materials, will be maintained by each involved department. This will be coordinated by the Finance Department and will follow appropriate guidelines.

Priority for the use of resources will be given to activities essential for survival and welfare of people, protection of property and the assurance of the continuity of operations.

# ***ST. NORBERT COLLEGE INTEGRATED EMERGENCY RESPONSE PLAN***

## **Part One: Executive Summary**

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In February 2007, the College completed the implementation of *Blackboard ConnectEd*, a broadcast alert and notification system, as part of its Emergency Response Plan. The system was enhanced with the integration of *Alertus Technologies* in 2011. In case of an emergency, *Blackboard /Alertus* enables immediate communication with individual members of the College community by text message, email, recorded voice message to landline and cellular phones, outdoor speakers, computer interrupt, and electronic message boards. Currently, the College enrolls the vast majority of the campus community by an opt-out process.

St. Norbert College began placing wireless panic buttons in critical college offices and locations beginning in 2013. The panic buttons operate off the SNC Campus Safety radio frequency and are monitored on a 24/7/365 basis.

### **Emergency Types**

The St. Norbert College administration has identified nine (9) specific types of emergencies as those most likely to either threaten or disrupt the St. Norbert College community.

1. Power Outage
2. Tornado/Severe Weather
3. Explosions
4. Medical Emergencies
4. Infectious or Hazardous Materials Threat
5. Active Shooter / Intruder
6. Bomb Threats and Suspicious Objects
7. Fire
8. Workplace Violence
9. Chemical Spill

The St. Norbert College Plan, based upon the FEMA Incident Command System, requires the appointment of an Incident Commander, in St. Norbert College's case, the President or designee, who is expected to bear responsibility for the management of an emergency that would initiate the activation of the College's Emergency Operations Center (EOC).

As a general rule, activation of the College's EOC would only occur in the event an emergency reached Level Two or Three status (see status descriptions which follow) and would occur at the direction of the President, or his designee, after consultation with other members of the EOC Team/Incident Command Group. An order to activate the EOC will set into action the EOC Setup Plan and all members of the EOC Team/Incident Command Group will report to its location, the Fourth floor Tower Room in the Gehl Mulva Science Center to manage the emergency.

## **Emergency Levels**

Emergency incidents are classified according to their severity and potential impact on the campus community, so that appropriate emergency response operations can be implemented.

### **Level One**

A minor, localized department or building incident that is quickly resolved with existing resources or limited outside assistance.

A Level One emergency has little or no impact on personnel or normal operations outside the locally affected area.

A Level One incident does not require activation of the EOC team. Impacted personnel or departments coordinate directly with operational department personnel from Campus Safety, Facilities, Student Services, or other units to resolve Level One conditions.

### **Level Two**

A mid-level emergency that disrupts sizable portions of the campus community.

Level Two emergencies may require assistance from external organizations. These events may escalate quickly, and may have serious consequences for mission-critical functions, and/or life safety.

The Incident Commander (the President or his designee), receiving intelligence from responding operational departments, or from governmental agencies, determines whether it is necessary to activate all or part of the College's EOC team. This is determined in part by the scope of the incident and by the extent of the coordination needed to respond to the incident.

### **Level Three**

A major incident that adversely affects the entire campus, and may also affect the surrounding community.

During a Level Three emergency, normal college operations could be suspended. The effect of the emergency is wide-ranging and complex. A timely resolution of disaster conditions requires broad cooperation and extensive coordination.

The College EOC and its command team are activated and those personnel report to campus as directed by the Incident Commander. Depending upon the scope of the incident, the City of De Pere EOC and Brown County Emergency Management EOC may also be activated (at the direction of the Mayor and Brown County Executive) to deal with the crisis.



## Emergency Response Leadership Structure

### **Incident Commander**

President / Designee

### **Senior Staff**

President

Vice President for Enrollment Management and Student Success \*

Vice President of Business and Finance \*

Vice President and Chief Academic Officer\*

Vice President of College Advancement\*

Vice President for Information Technology and Chief Information Officer \*

Chief of Staff\*

In a state of emergency, and when the incident commander requests it, the College EOC Team/Incident Command Group functions as the college-wide decision-making body. This group may then also seek assistance from the following office/departments in managing the incident:

Security: Director of Campus Safety \*

Facilities: Director/Managers of Facilities Operations \*

Chemical Hygiene: Chemical Hygiene Officer

Student Services: Assistant Director of Student Inclusion, Success, and Belonging

Residential Life: Assistant V.P. for Student Affairs & Residential Education and Housing\*

Director of Dining and Hospitality\*

Communications staff\*

At the Incident Commander's discretion, he/she may choose to activate the College Emergency Operations Center (EOC). At that time, the EOC Team/Incident Command Group, under the command of the President or designee, will assemble and take control of the decision - making processes for managing the incident. Several members of the Senior Staff and of the support departments listed above are also members of the EOC team/Incident Command Group who would initially staff the EOC (**indicated by \***).

Beginning in 2001, the College, recognizing the need for an effective emergency response process, formed the St. Norbert College Emergency Management Committee. In 2012, the college adopted the National Incident Management System (NIMS) and trained eight staff members in the FEMA Emergency Planning for Higher Education course (L-363) The College developed and completed a new All Hazards Emergency Operations Plan fashioned from the NIMS model and the FEMA L363 information in April of 2013. The reasoning for this process is The College tentatively identifies The EOC location in Fourth floor Tower Room in the Gehl Mulva Science Center and will enhance that operational location as the program develops. Through ongoing training, secondary personnel have also been trained and drilled to allow for personnel relief and backup. In the event of a major level three emergency, it would be anticipated that incident control would rapidly revert from Senior Staff to the EOC team to fully utilize the training and knowledge they possess in incident management.

## The Emergency Operations Center

In cases of high-level emergency, the St. Norbert College Incident Commander may direct the activation of the College's Emergency Operations Center, which will serve as the central location for the EOC team members.

Once the decision to activate the EOC is made, the Campus Safety Department will prepare the EOC room on the Fourth floor of the Gehl Mulva Science Center for the EOC management team. Team members will report to the EOC when summoned prepared to manage the incident. Secondary team members will be contacted and put on stand-by for shift relief if it is projected that the incident will exceed reasonable shift times (6-8 hours).

Primary and Secondary EOC team personnel currently are comprised of:

<b>Position</b>	<b>Primary</b>	<b>Secondary</b>
Incident Commander	President	V.P. for Enrollment Management and Student Success
Public Information Officer	Director of Marketing Communications	Marketing Communications Manager - Institutional
Operations Officer	Assistant VP of Financial Services	Director of Dining and Hospitality
Planning Officer	V.P. of Enrollment Mngt. & Student Success	Assistant V.P. of Student Affairs and REH
Logistics Officer	Director of Facilities	Facilities Manager
Finance/Admin Officer	V.P. for Business and Finance	V.P. of College Advancement
Safety Officer/ EOC Coordinator	Director of Campus Safety	Campus Safety Officer
Liaison Officer	V.P. of IT and CIO IT Services	Chief of Staff
Administrative Assistant	Executive Secretary to the President	Executive Secretary for Enrollment Management and Student Success

Once the St. Norbert College EOC team has taken its place in the operations center, they will make policy decisions and coordinate the dissemination of information, as appropriate, to the media and the College community. Under the leadership of the Incident Commander, the team's responsibilities are to:

- Determine and update information regarding the scope and impact of the incident
- Prioritize emergency actions
- Deploy and coordinate resources and equipment
- Communicate critical information and instructions through the appropriate command chain
- Monitor and re-evaluate conditions
- Coordinate actions with outside emergency services and government agencies

## **Evacuation or Shelter in Place**

Since the residence halls are governed by their own evacuation procedures based on the nature of the emergency, other than automatic evacuation, the Incident Commander in conjunction with De Pere Police / Fire-EMS will decide whether or not the College community should evacuate one, several, or in extreme cases, all campus buildings. Note: with certain emergencies, the Incident Commander and the Police, Fire-EMs may decide that evacuation of a building or of the campus is not an appropriate course of action. Examples of such incidents are:

- o An armed hostage situation
- o Gunfire – an active shooter on or in the vicinity of the College campus (Follow Lockdown protocol)
- o A violent incident outside the campus perimeter
- o A local hazardous or toxic airborne plume or local hazardous waste spillage

In such a case, and upon direction of the Incident Commander, all people present within the College buildings will be instructed through the *Alertus* campus emergency notification system to shelter in place.

### **Shelter in Place Procedures:**

The College will broadcast a direction to shelter in place via the *Alertus campus* emergency notification system. The message will instruct students en route to the school to avoid seeking entry to the College campus or residence halls, depending upon the location of the incident.

Upon receipt of the shelter in place notification, and depending upon the affected building, students and faculty should report to assigned classrooms immediately. Staff and unassigned faculty should report to their respective offices immediately. Unassigned students should seek shelter in the nearest classroom, or other similarly protected area. Residence hall students should return to their respective rooms. Faculty, Staff and Students who are outdoors are advised to evacuate campus on foot using any means for concealment and cover to a safe area in the downtown of West DePere. When safe, send a message using the *Alertus* cell phone app. Stating, “I am OK” or call the College’s Accountability phone number 920-403-3555, state your name and, I am “OK”.

Faculty and staff on each floor should make a reasonable effort to ensure evacuation of all hallways and elevators, and that everyone in sight has gone to a classroom or similarly protected area. Resident Assistants (RA) should make a reasonable effort to ensure that all students return to their residence hall rooms.

- Close and lock all doors and windows.
- Close drapes and stay away from windows and exterior doors.
- Turn off lights, air conditioners and exhaust fans.
- Barricade doors with door wedges and heavy objects (desks, tables, chairs, file cabinets)
- Make a plan to counter and disable intruder if barricade is breached.
- Do not evacuate room if fire alarm sounds

Do not open windows or doors and remain in protected areas until receipt of an “**ALL CLEAR**” *Alertus* message indicates the danger has passed or an identified, uniformed law enforcement officer, campus safety officer or firefighter has advised the area is safe to evacuate.

**Evacuation:**

In the event of a high-level emergency, and if the Incident Commander decides that evacuation of the College's buildings is necessary, evacuation shall be initiated through the *Alertus* college emergency notification system. Upon receipt of this notification, everyone in the specified building(s) should evacuate the campus to a safe area. It is strongly advised for evacuees to call the campus accountability phone line (920-403-3555) or send an "OK" message via the Alertus cell phone application

**General Evacuation Procedures:**

When evacuating a building or work area:

- o Stay calm
- o Do not rush or panic
- o Gather personal belongings if it is safe to do so. Reminder: take prescription medications, keys, purse, glasses, etc. if at all possible, since it may be hours before you are allowed back in the building (during an Active Shooter event leave all personal belongings behind).
- o If safe, close and leave office doors and windows locked
- o Use the nearest fire stairways to proceed to an exit. Do not use the elevator
- o Proceed to a safe evacuation area as directed by Campus Safety Officers or Police
- o Wait for further instructions from emergency responders
- o Do not re-enter the building or work area until instructed to do so by Campus Safety or the Police who are acting under the instruction State Statute (the area may be deemed a crime scene)

## **Part Two: Emergency Procedures Guide**

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## **Physical Plant Emergencies**

### **Power Outage**

Power failures resulting in the loss of electricity to one or more St. Norbert College locations are disruptive and may pose a safety threat to the campus community.

If power is lost in your work area, immediately notify St. Norbert College Campus Safety Department. The Campus Safety Department will dispatch officers to the affected area and contact the Facilities Department to determine cause and possible duration. If the Campus Safety Department initiates an evacuation of your area, follow the instructions of the safety officers. They will attempt to keep evacuees informed of the status of the outage and the projected time, if known, to re-enter the building.

If a Power Outage occurs in your office or building:

1. Remain calm
2. Call St. Norbert College Campus Safety Department at 403-3260 or 403-3299
3. Provide assistance to others in your immediate area that may be unfamiliar with the area
4. If requested, accompany and assist persons with disabilities who appear to need assistance
5. If you are in an unlighted area, proceed cautiously to an area that has emergency lighting
6. If you are in an elevator, stay calm. Use the emergency button, telephone or cell phone to alert the Campus Safety Department (403-3260 / 403-3299).
7. If instructed to evacuate, proceed cautiously to the nearest clear exit as directed
8. Planning for such situations includes having a flashlight and emergency supplies available in your immediate work area

### **Flooding**

Flooding may include stormwater building infiltration, sewer backups, or plumbing sources. In all flooding situations, be aware of electrical equipment, appliances, cords, power strips, outlets, light/appliance switches, and other electrically connected items.

- o The initiating department calls Campus Safety (403-3260 / 403-3299)
- o Campus Safety notifies the Facilities Department

Do not touch or go near electrical objects in contact with water. If electrical circuits or items appear to be getting wet, leave the area immediately. Try to identify the source of water and turn it off if this can be done safely. Evacuate personnel to higher ground as needed, and attempt to protect property and records by removing items from floor level drawers or covering cabinets with water resistant file coverings. If the flooding is caused by torrential rain, attempt to close doors and windows to prevent water from entering.

## **Tornado/Severe Weather**

A tornado warning is announced via the sounding of the Brown County emergency sirens in the campus area for a period of three to five minutes. A warning indicates a tornado has been sighted by ground observers or has appeared on radar within Brown County. In addition to the siren warnings, an *Alertus* tornado warning message will be dispatched to the campus community.

If a tornado warning has been issued for your area:

1. Stay inside and be alert for flying debris
2. Stay away from windows, mirrors, glass, and unsecured objects such as filing cabinets or bookcases.
3. Proceed to a below-ground-level area or central hallway of the building if possible
4. Do not use elevators
5. If requested, accompany and assist persons with disabilities who appear to need assistance
6. Remain in the safe area until the tornado warning has expired
7. Monitor the SNC social media site, *Alertus* college emergency notification system, local radio, TV or weather radio for an “All Clear” announcement
8. Planning includes identifying the appropriate areas in your building to seek shelter should a tornado occur. It is also recommended that your office have and maintain a battery powered radio for monitoring weather conditions, flashlights and emergency supplies.

## *Explosions*

An explosion is caused by a rapid expansion of gas from a chemical reaction or an incendiary device. Signs of an explosion may be a very loud sound or a series of noises and vibrations, fire, heat, smoke, falling glass or debris. Chemicals, leaking gas, or falling aircraft could all be causes of life-endangering explosions.

If an explosion occurs:

1. Remain calm
2. Be prepared for possible further explosions
3. Stay away from windows, mirrors, overhead fixtures, filing cabinets, bookcases, and electrical equipment
4. Wait for instructions from Campus Safety, De Pere Police, or Fire-EMS evacuation personnel (unless you are in imminent danger). If evacuation is ordered, proceed to one of the designated exits.
5. DO NOT move seriously injured persons unless they are in obvious immediate danger (of fire, building collapse, exposure, etc.)
6. Open doors carefully. Watch for falling objects
7. Do not use elevators
8. If requested, accompany and assist persons with disabilities who appear to need direction or assistance
9. DO NOT use matches, lighters, or turn on light switches
10. Avoid using landline telephones and cell phones in the immediate area



## *Medical Emergencies*

Medical emergencies may be as severe as a death, or as common as a minor injury incurred by someone on campus during normal activities. Such an injury may occur to faculty, staff, students, and visitors to campus and as a rule all cases will be handled in the same manner. The St. Norbert College Campus Safety Department has officers trained in first aid, CPR, AED operation, and emergency responder techniques and also maintains professionals who are trained to communicate with 911 and emergency response agencies.

Should medical transport be necessary, it may be by ambulance services or private motor vehicle depending upon the severity of the illness or injury.

It is important to note that in all but the most severe medical emergencies it is best to call the Campus Safety Department rather than directly calling 911. If, however, someone does call 911 directly and they are responding, it is also extremely important that Campus Safety be notified immediately after that call so they may also respond to the scene to assist.

In most cases, Campus Safety will perform any needed notifications to supervisors, student services, and/or others who need to be informed of an illness or injury. In all cases, a detailed incident report will be filed on the incident.

If someone becomes ill or is injured and requires immediate assistance:

1. Unless trained, do not attempt to render any advanced first aid before trained assistance arrives
2. Before rendering any assistance, observe the individual and the surrounding area to insure the area is safe. Check for any dangers that may pose a hazard to you or anyone rendering aid (live electrical equipment, violent individuals, vicious animals, drugs, or infectious materials, etc.)
3. Call St. Norbert College Campus Safety (403-3299 or 403-3260) who will provide or arrange required services.
4. Do not attempt to move a person who has fallen and appears to be in pain
5. Do not allow the person to eat or drink anything
6. Limit your communication with the ill/injured person to quiet reassurances
7. After the person's immediate needs have been taken care of, remain to assist the investigating officer with pertinent information about the incident
8. Planning for such emergencies includes being trained in first aid and CPR

## **Infectious or Hazardous Material Threat/Chemical Spills**

Immediately upon discovering that a chemical or other hazardous material spill or threat has occurred, or has the potential to occur, faculty, staff and/or students should notify St. Norbert Campus Safety Department at 403-3260 or 403-3299 of the situation. The individual reporting the incident should provide as much information as possible regarding the type, nature, and location of the hazard/spill. Certain employees are trained to control small and incidental spills and leaks which are “non-emergencies” or “Level One” emergencies. Everyone present should evacuate the area containing the hazard/spill and should prevent others from entering until a Campus Safety officer or Facilities Department member arrives and accesses the situation.

Upon receiving a call about an incident, Campus Safety will dispatch an Officer to investigate. Campus Safety will notify the Facilities Manager and the Chemical Hygiene Officer (CHO). The Chemical Hygiene Officer will immediately assess the reported emergency and inform Campus Safety and Facilities staff of the exact nature of the incident. The assessment will evaluate the following:

- o Nature and scope of the problem
- o Steps necessary to protect life, health, environment, and facility operations
- o Whether outside emergency responders are needed

In the case of a particularly hazardous condition or spill, the CHO will act in conjunction with Campus Safety to contact Emergency Responders, who will immediately determine the need for an extent of evacuation (if not already accomplished). Small and incidental spills and leaks, which result in “non-emergencies” or “Level one” emergencies, will be handled in-house. Larger incidents, characterized as a “Level Two” or “Level Three” emergency, will necessitate the activation of this emergency plan. The CHO will alert Campus Safety and Facilities Manager to contact the DePere Fire Department and/or outside response contractors and ask them to respond to the incident. The Incident Commander, or his/her designee, will activate the College Emergency Operations Center if appropriate.

For this portion of the Emergency Operations Plan, as it relates to hazardous materials issues and emergency actions related to chemical spills, the coordinators of the plan are listed below.

Director of Campus Safety  
Director of Facilities  
V.P. of Enrollment Management and Student Success  
SNC Chemical Hygiene Officer

## **Infectious or Hazardous Material Threat/Chemical Spills (cont)**

If a chemical spill or hazardous material condition is suspected to exist:

1. If suspected toxic chemicals are exposed to your skin, immediately flush the affected area with clear water
2. Call St. Norbert Campus Safety at 403-3260 or 403-3299 and / or 911
3. If there is any possible danger, evacuate the area
4. If requested, accompany and assist persons with disabilities who appear to need assistance

If a chemical fire occurs:

1. Remain calm
2. Call St. Norbert College Campus Safety 403-3260 or 403-3299 and pull a fire alarm station
3. Never allow the fire to come between you and an exit
4. Evacuate the building. Close doors behind you to confine the fire if able
5. If requested, accompany and assist persons with disabilities who appear to need assistance
6. Do not break windows, oxygen feeds a fire
7. Do not attempt to save possessions at the risk of personal injury
8. Do not return to the emergency area until instructed to do so by police, or fire department personnel
9. All chemical spills and fires, no matter how small, should be reported to St. Norbert Campus Safety at 403-3260 or 403-3299

## **Bomb Threats and Suspicious Objects**

Bomb threats pose a serious danger to the safety and order of St. Norbert College and are always taken seriously. Most bomb threats are delivered by telephone. The caller usually calls when someone can receive the threat. Each threat **MUST BE HANDLED AS IF IT IS GENUINE**. Upon receiving a threat, contact the St. Norbert College Campus Safety Department immediately. Campus Safety officers will coordinate with De Pere first responders (if their assistance is deemed necessary) and render assistance as required.

The decision to evacuate a building is generally determined by specific information received regarding the bomb threat. Generally, a member of the Incident Command Group will be consulted and will make a decision as to whether or not evacuation is appropriate. Clearly, in cases where a clear and present danger is determined to exist, evacuation would be ordered.

If you receive a telephone threat:

1. Remain calm
2. Listen carefully. Be polite and show interest. Try to keep the caller talking so you can gather more information
3. Use the Explosive Device Data Record on the following page to question the caller in a polite and non-interrogative manner. Use any means to prolong the conversation. This will provide a better chance to identify the voice and hopefully obtain additional information about the device, the validity of the threat, or the identity of the caller.
4. Upon completion of the call, IMMEDIATELY notify St. Norbert College Campus Safety at 430-3260 / 403-3299 and complete the Explosive Device Data Record as soon as possible while the incident is fresh in your memory.
5. If a threat has been received by another individual and he/she is relaying the information to you, use the Explosive Device Data Record to get as much information from them as possible.

**EXPLOSIVE DEVICE DATA RECORD**

**QUESTIONS TO ASK:**

- 1. When is the explosive device set to explode?
- 2. Where is it right now?
- 3. What does it look like?
- 4. What will cause it to explode?
- 5. Did you place the explosive device?
- 6. Why?
- 7. What is your address?
- 8. What is your name?

- Calm
- Angry
- Excited
- Slow
- Rapid
- Soft
- Loud
- Laughter
- Crying
- Normal
- Distinct
- Slurred

**CALLER'S VOICE:**

- Nasal
- Stutter
- Lisp
- Raspy
- Deep
- Ragged
- Clearing Throat
- Deep Breathing
- Cracking voice
- Disguised
- Accent
- Familiar

**EXACT WORDING OF THREAT:**

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Sex of the caller: \_\_\_\_\_

Voice inflection (notable accents): \_\_\_\_\_

Age: \_\_\_\_\_

Length of call: \_\_\_\_\_

Number at which call was received: \_\_\_\_\_

Time: \_\_\_\_\_ Date: \_\_\_\_\_

**IDENTIFY NUMBER:**

Check your caller I.D. screen. Write down the caller's phone number if it is Available. \_\_\_\_\_

**BACKGROUND SOUNDS:**

- Street noises
- House noises
- PA system
- Music
- Office Machinery
- Factory or construction machinery
- Animal noises
- Voices
- Static
- Clear
- Phone booth
- Other: \_\_\_\_\_

**THREAT LANGUAGE:**

- Well spoken
- Educated
- Foul
- Message read by caller
- Incoherent
- Taped
- Irrational

Remarks: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

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**IMMEDIATELY CALL ST. NORBERT CAMPUS SAFETY AT 403-3260 or 403-3299**

Give responding officers this sheet.

Date: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Name: \_\_\_\_\_

Position/title: \_\_\_\_\_

## **Bomb Threats and Suspicious Objects (cont)**

It is possible that someone on campus may receive a suspicious letter or parcel, or discover a suspicious object somewhere on the campus grounds. A suspicious object is defined as anything that is out of place and cannot be accounted for, or any item suspected of being an explosive device.

If you receive a written threat or a suspicious parcel, or if you find a suspicious object anywhere on campus:

1. Keep anyone from handling it or going near it
2. Do not use portable radio equipment within 100 feet of the suspicious item. The signal from the device may activate any electronic detonating device.
3. Call St. Norbert College Campus Safety IMMEDIATELY (403-3260 or 403-3299)
4. Promptly write down anything you can remember about receiving the letter or parcel or finding the object. The information will be needed by the campus safety officer and/or police
5. Remain calm. Do not discuss the threat with others
6. Be guided by campus safety, administration, or other public safety personnel's instructions

### How to Identify Suspicious Packages, Letters, Vehicles, Activity, and Personnel

Some characteristics of suspicious packages and letters include;

- o packages with excessive postage
- o packages that are poorly addressed
- o packages with incorrect titles
- o packages with no name or misspelled words on them.
- o packages with oily stains, discolorations or odors
- o packages with missing or suspicious return addresses
- o packages with excessive weight for their size
- o packages that come in lopsided or uneven envelopes
- o packages with protruding wires or aluminum foil on them
- o packages with excessive wrapping material such as tape or string on them
- o packages marked with restrictive endorsements, such as "personal" or "confidential"
- o packages that show a city or state in the postmark that does not match the return address
- o packages that are unexpected
- o hand delivered packages or ones that are "dropped off for a friend"
- o packages arriving before or after a phone call from an unknown person asking if the item was received
- o packages where you hear any buzzing, ticking or sloshing sounds from inside of it

## ***Fire***

Fire presents a constant threat to institutions of higher learning. The Campus Safety and Facilities Departments monitors all fire alarm systems 24 hours per day. In addition, the Facilities Department also monitors and regularly inspects and maintains fire safety equipment such as sprinklers, fire extinguishers, and other fire alarm systems in all St. Norbert College buildings. Evacuation protocols have been developed and fire drills are conducted in the residence halls.

If you discover a fire or smoke (remember RACE):

1. **R**escue: Remove anyone from immediate danger; close the door to confine smoke and fire
2. **A**larm: Pull any available emergency pull station. ALSO, call Campus Safety at 403-3260 or 403-3299 and notify them of the situation. DO NOT assume that the alarm has gone through, always notify Campus Safety directly
3. **C**ontain: Take immediate action to control the fire with available fire fighting equipment, IF you are not in immediate danger AND you are properly trained in the use of the equipment
4. **E**vacuation: Proceed to a safe stairwell or hallway and begin to evacuate, unless told to do otherwise by emergency personnel
5. If leaving a room, feel the door with the back of your hand before opening it and do not open any door that appears hot
6. Do not return to your area for personal belongings
7. If you are in an elevator when the alarm sounds, do not push the “emergency stop” button
8. Return to the building only when instructed to do so by Fire or Police Department officials

If you catch on fire, DO NOT RUN!

1. **S**top where you are
2. **D**rop to the ground, and
3. **R**oll over and over to help smother the flames, remove hot or smoldering clothing and jewelry

## **Fire (cont)**

If you are trapped in your office/room:

1. Wedge wet towels or cloth materials along the bottom of the door to keep out smoke
2. Close as many doors as possible between you and the fire
3. Use the telephone, call 911 and alert them of your problem and location
4. If you are trapped in an area and need oxygen, only break a window as a last resort
5. Use caution when breaking the window to avoid possible serious injury

Response to audible fire alarms:

1. If the audible alarm sounds, evacuate the building immediately. DO NOT wait to determine whether or not the alarm is false
2. Do not use elevators
3. If requested, accompany and assist persons with disabilities who appear to need assistance
4. Leave all parcels and personal property inside
5. Remain approximately 100 feet from the exits to help facilitate clear access to the building for the fire department.
6. Return to the building only when instructed to do so by Campus Safety staff or fire department officials.



## **Workplace Violence**

Incidents of workplace violence can occur anywhere, at a residence hall, in the vicinity of campus or in an academic or general campus area, with little or no warning. Workplace violence often begins with inappropriate behavior or signs that, when detected and reported, may help prevent its occurrence. Upon being notified of a workplace violence incident, a determination of the level of the emergency will be made and the appropriate response initiated. Under very violent conditions, the police will be contacted immediately, and based on the severity of the situation; appropriate senior leadership will be notified.

The following information is a starting place for violence education and a safer, healthier workplace for everyone.

Examples of Workplace Violence:

- o Threats, direct or implied
- o Physical conduct that results in harm to people or property
- o Conduct which harasses, disrupts, or interferes with another individual's performance
- o Conduct that creates an intimidating or hostile environment

Potential warning signs:

- o Verbal, nonverbal, or written threats
- o Fascination with weapons or violence
- o New or increased stress at home or work
- o Expressions of hopelessness or anxiety
- o Insubordinate behavior
- o Dramatic change in work performance
- o Destruction of property
- o Drug or alcohol abuse
- o Externalization of blame

Risk factors that contribute to workplace violence:

- o Termination of employment
- o Disciplinary actions
- o Ongoing conflicts between faculty, students, support staff employees
- o Domestic or family violence
- o Financial problems

Workplace violence prevention:

- Be aware of what is going on around you at all times. Awareness is a proven method for increased personal safety
- Tell your supervisor when you notice unusual or suspicious behavior. Do not hesitate to call for help

## *Active Shooter (Gunfire)*

Gunfire from an active shooter can occur on or near campus with little or no warning. In all cases, the DePere Police Department will be contacted to respond to the incident and will assume total control of the incident upon arrival.

Upon notification of gunfire of an active shooter, the Incident Commander, or his designee, will decide whether it is necessary to activate the Emergency Operations Center. In all likelihood, due to the nature of this type of incident, media activity will be significant and the EOC may be activated to deal with the issues resulting from the media attention. The Public Information Officer (PIO) will be the primary contact with the media.

Upon reasonable suspicion of a present danger to the campus community, the Incident Commander, or designee:

Immediately notifies the Campus Safety Department (or consult with Campus Safety if they are already aware of the situation) to send an *Alertus* message that notifies the campus community to “Lockdown, Shelter in Place”. When classrooms, offices, or residence hall rooms are used to shelter in place, all persons must stay away from the windows and doors. Lock and barricade doors with desks, chairs, file cabinets, remain as quiet as possible, turn off lights and prepare a plan to counter and incapacitate the intruder if the door is breached. Contact 911 and advise the dispatcher of your location. Stay on the line and follow instructions.

If outdoors, evacuate campus (on foot) to the West De Pere downtown area immediately. Use vegetation and buildings as cover and concealment as much as possible. When safe, use the *Alertus* cell phone app. To text, I am “OK” or call the SNC accountability phone number (403-3555) and leave a message, I am “OK” and your name.

Once the incident has been resolved an “All Clear” message will be issued to the campus community via *the Alertus* system.