

INDIANA**TECH**

**CRISIS/
EMERGENCY/
SAFETY
MANAGEMENT PLAN**

**Elkhart Campus and Locations
(Munster, Mishawaka, Warsaw)**

September 29,2017

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INTRODUCTION & PURPOSE OF PLAN

This plan outlines the procedures to be used on campus in a crisis situation. It defines a number of crisis response teams, responsibilities of the various teams, communication channels, guidelines for a variety of emergency situations, and vital contact information for internal and external resources.

The plan does not encompass all types of crisis situations; however, the advanced planning done in its preparation and related training should help facilitate calm, quick, and thorough responses should a crisis situation arise.

OBJECTIVES

The objectives of the crisis management plan:

- Minimizing loss of life or injury
- Minimizing damage to property
- Meeting the vital human service needs of students and employees
- Protecting documents and records
- Communication accurate facts to constituents and the public

FIRST POINT OF CONTACT

The first point of contact in a crisis situation should normally be to the Operations Coordinator Casey Hunsucker x2353 (317-258-1185 after hours) AND 911 (if appropriate), (Alternate: Lisa Kindred 574-309-0965)

The Operations Coordinator will immediately contact emergency personnel if appropriate, Crisis/Emergency/Safety Team personnel and the Vice President of Enrollment Management at 260-414-8021.

The exception to the above is Computer Emergencies. The first point of contact should be a high priority stat ticket or dial 317-466-2121, x 2769.

DEFINITION OF A CRISIS

A crisis is any situation or event that has a real or potential major impact on, or significant disruption to, the operations of the campus as a whole. Examples of such situations may include: environmental crises such as severe damaging storms, tornado touchdown, extreme snow and ice conditions, or earthquake; accidental crises such as campus-wide utility failure, large-scale building fire or behavioral crises such as bomb threats, threatening criminal actions, violent demonstration, or hostage situations.

Generally a crisis does not include student or employee disciplinary incidents, an individual accidental injury, or isolated damages to facilities. Such situations will be handled through normal operating procedures unless there is some unusual aspect to the situation that would affect the entire campus and need to be handled as a crisis.

CRISIS GOVERNANCE

The president has designated a Crisis Management Team and individuals in key roles for helping the university respond to a crisis.

It is understood that if it is necessary to utilize off-campus emergency agencies to control the crisis, the university will request immediate assistance from local police and fire departments.

MAINTAINING THE PLAN

The Crisis Management Plan will be reviewed and revised on a periodic basis – or any time deemed necessary by a significant change in university operations or structure.

Training sessions for appropriate employees, staff, and students will be conducted periodically to ensure the awareness of the plan and to test readiness and functionality of the plan.

All individuals assigned responsibility with the Crisis Management Team are to keep at their disposal current detailed procedures to carry out their responsibilities.

CRISIS MANAGEMENT TEAMS & LEADERSHIP

Crisis Management Director: VP of Finance & Administration – **Judy Roy**

First Alternate: President – Dr. Karl Einolf

Second Alternate: VP of Academic Affairs – TBD

Business Office: Controller – **Shelly Musolf**

Alternate: AR Manager- Frank Kahn

Local: Operations Coordinator– **Casey Hunsucker**

Alternate: Academic Coordinator-Lisa Kindred

Information Technology: Director of Information Technology – **Jeff Leichty**

Alternate: Server Administrator – Jason Mutzfield

MEDICAL AND FIRST AID SERVICES

Emergency Telephone Numbers: 911

Medical Emergencies

1. If serious injury or illness occurs on campus, quickly assess the scene for safety and immediately dial 911. Give your name and describe the nature and severity of the medical problem and the campus location of the victim. Whenever possible and available, a faculty or staff member should remain with the victim and send a second person for help.
2. Call Casey Hunsucker 260-422-5561, x 2353 or 317-258-1185 to report situation.
(Alternate: Lisa Kindred 574-309-0965)
The Operations Coordinator will contact the Vice President of Enrollment Management at 260-414-8021.

3. In case of minor injury or illness, first aid/CPR trained and certified personnel should quickly perform the following steps:
 - a. Keep the victim still and comfortable. DO NOT MOVE THE VICTIM except if the scene is no longer safe.
 - b. Ask victim, "Are you okay?" and "What is wrong?"
 - c. Check breathing and give artificial respiration if necessary
 - d. Control serious bleeding by direct pressure on the wound
 - e. Continue to assist the victim until help arrives
 - f. Look for emergency medical I.D., question witness(es) and give all information to the paramedics

*Only trained and certified personnel should provide first aid treatment (i.e. first aid, CPR). Whoever provides first aid treatment should document their steps.

4. In cases involving loss of bodily fluids, appropriately trained staff should be contacted for cleaning and proper disposal of materials.

SPECIFIC EMERGENCY PROCEDURES

SECTION 1

WEATHER EMERGENCIES

Tornado

Severe Thunderstorm—characterized by high winds and dangerous lightning and thunder.

Tornado Watch—Means conditions are favorable to the development of tornadoes. Be alert to worsening conditions and be prepared to take shelter.

Tornado Warning—Means a tornado has actually been sighted or indicated on radar. The local signal is being sounded. **Take shelter immediately** and keep in mind:

1. Go to an interior hallway or room on the lowest floor of the building or to a designated shelter area
2. Stay away from windows, to avoid flying debris
3. AVOID auditoriums, gymnasiums and other large rooms, if possible

Building Coordinators or instructors will be responsible for directing people to safe areas.

Designated safe areas by building:

Elkhart:

Hallway by restrooms
Men's & Women's restrooms
ARC computer area and ARC Office room 165

Munster:

Women's Restroom

Warsaw:

Men's & Women's restrooms
Hallway by restrooms

Mishawaka:

1st Floor Restrooms
Storage Rooms

Snow and/or Ice Emergency

Winter weather in Indiana is very unpredictable, and occasionally severe weather will create an unsafe condition, which requires the university to cancel classes. The decision to cancel classes is determined by individual campuses throughout the state. In Fort Wayne, where classes are conducted during the day and evening, a situation could arise where classes could be canceled in the morning, but could be conducted on schedule in the evening or vice versa. Students should read and/or listen to cancellation reports carefully.

Students need to understand that classes are likely to be held even during times when driving conditions are not ideal. We encourage you to slow down and use caution even if that means arriving late for class. If conditions in your area are severe, use your own discretion when deciding whether to attend class.

In the event that classes are canceled employees are still expected to report to work. However, the university does not expect employees to take unnecessary risks to report or remain at work. See the Indiana Tech Policies and Procedures Manual section 8.06 for more details regarding this.

Cancellation information for CPS

Whenever possible, the **Indiana Tech College of Professional Studies** will decide whether to cancel classes no later than:

Monday through Thursday – 3:00 pm
Saturday – 7:00 am

Where do I check for this information?

1. Log on to our Website (www.indianatech.edu)
2. Check your Indiana Tech e-mail. We will send broadcast e-mail messages to students when there are weather cancellations. Please note that you must have activated your Indiana Tech e-mail to have access to these messages, but all active students have been assigned an account. (You can set your account to automatically forward messages to your preferred e-mail provider.)
3. Watch TV stations WNDU , WSBT, WYIN, WLS
4. **Elkhart** FM stations: Sunny 101.5, Oldies 94.3, Cat Country 99.9 or AM station WSBT 960. **during the week only you can also tune to U93 – 92.9 FM
Warsaw FM stations: Cow Country 102.7, Q101 101.1, WAWC 103.5, WRSW 107.3
Munster FM stations: 105.5 AM stations: 720 and 560
Mishawaka FM stations: 100.7 and 95.3
5. Check your cell phone for a text message. We now offer our students the ability to receive text messages when cancelling classes due to weather. To sign up for this option Visit www.IndianaTech.edu/Textcaster

SECTION 2

NATURAL DISASTERS

Earthquake

1. IF INDOORS, seek refuge in a doorway or under a desk or table. Stay away from glass windows, shelves, and heavy equipment.
2. IF OUTDOORS, move quickly away from buildings, utility poles and other structures. Caution: Always avoid power or utility lines as they may be energized. Know your assembly points.
3. If in an automobile, stop in the safest place available, preferably away from power lines and trees. Stop as quickly as safety permits, but stay in the vehicle for the shelter it offers.
4. If an emergency exists, activate the building alarm. If the alarm fails to go off in the building, report the emergency by telephone.
5. When the building evacuation alarm is sounded, walk to the nearest marked exit and ask others to do the same.
6. After the initial shock, evaluate the situation, and if emergency help is necessary, call 911. Protect yourself at all times and be prepared for after-shocks.
7. Once outside, move to a clear area at least 500 feet away from the affected building(s). Keep streets, fire lanes, hydrants, and walkways clear for emergency vehicles and crews.
8. DO NOT RETURN TO AN EVACUATED BUILDING unless told to do so by local police, building coordinator, maintenance staff or senior leader.

9. Following the evacuation, report to your designated assembly point and remain there until attendance can be taken by the building coordinator to account for all building occupants.

Fire

Upon receiving a call or noticing a fire or smoke, the following guidelines should be followed:

1. Evacuate the facility by asking all instructors/student to leave the building.

Call 911 and report the fire. Call Casey Hunsucker 260-422-5561, x 2353 or 317-258-1185 to report the fire. (Alternate: Lisa Kindred 574-309-0965)

The Operations Coordinator will contact the Vice President of Enrollment Management at 260-414-8021.

2. Local fire and police, in conjunction with other management personnel, will inform students/faculty/staff when they may return to the buildings.

Explosion / Air Craft Crash On Campus

In the event a mishap occurs such as an explosion or a downed aircraft (crash) on campus, take the following action:

1. Immediately take cover under tables, desks, and other objects, which will give protection against falling glass or debris.
2. If necessary, or when directed to do so, activate the building alarm. CAUTION: If the alarm fails to go off, report the emergency by phone to the security office.

3. After the effects of the explosion and/or fire have subsided, call 911 and notify the Security office (ext. 2230 or direct line 260-399-2805 or cell 260-740-6642). Give your name and describe the location and nature of the emergency.
4. When the building evacuation alarm is sounded or when told to leave by university officials, walk quickly to the nearest marked exit and ask others to do the same.
5. Assist the handicapped in exiting the building. DO NOT USE ELEVATORS IN CASE OF FIRE.
6. Once outside, move to a clear area that is at least 500 feet away from the affected building. Keep streets and walkways clear for emergency vehicles and crews. Know your area assembly points.
7. DO NOT RETURN TO AN EVACUATED BUILDING unless told to do so by Campus security, crisis management team member or senior leader.
8. Following the evacuation, report to your designated assembly point and remain there until attendance can be taken by the building coordinator to account for all building occupants.

SECTION 3

TERRORISM/ THREATENING DISASTERS

Bomb Threat

It is important to mention that all bomb threats should be taken seriously and they are prohibited by law. If violators are identified, they will be criminally prosecuted.

The average bomb threat lasts only eight (8) seconds. Therefore the following four questions are extremely important.

Indiana Tech employee procedure

For bomb threat reported directly to you.

- 1. Where is the bomb located?**
- 2. What time will it go off?**
- 3. What does it look like?**
- 4. What is your name?**

5. Immediately after the caller hangs up and if the bomb is located in your facility, you should immediately exit the building and activate the manual fire pull station as you exit. **DO NOT HANG UP YOUR PHONE.** Leave it off the cradle on the desk.
6. It is important **not** to mention the bomb threat to other employees as this may create a panic situation.

Go immediately to the nearest facility and dial 911 and have someone else in the facility contact Casey Hunsucker 260-422-5561, x 2353 or 317-258-1185.

(Alternate: Lisa Kindred 574-309-0965)

The Operations Coordinator will contact the Vice President of Enrollment Management at 260-414-8021.

7. Be prepared to provide as much detail as possible.
8. Do not re-enter the facility until it has been determined to be safe by local police or the facilities manager.

How To Identify Suspicious Packages & Letters

Some characteristics of suspicious packages and letters include the following; however, these must be taken in the context of the mail processing setting.

- Package or letter may contain materials other than a letter, such as powder or liquid.
- Package or letter may bear restricted endorsements such as “Personal” or “Private”
- Package or letter may not have a return address, or one that is not legible.
- Addressee’s name or title may be inaccurate or it may be addressed to someone who is no longer at designated address.
- Letter may have excessive postage.
- Package or letter may feel rigid or appear uneven or lopsided.
- Package or letter may be sealed with excessive amounts of tape.

Suspicious letter or package emergency response procedure:

1. Do not handle any package that appears suspicious.
2. If the package is leaking liquid, powder or any other suspicious materials do not touch. Cover the suspected package with anything quickly available to minimize further contamination. Examples: cloth, jacket, trash can.”
3. Immediately notify nearby workers, leave the area, close and lock the doors, and keep others out of the area.
4. Go to the nearest sink and wash your hands with soap and water.
5. Contact emergency personnel by calling 911.

Contact Casey Hunsucker 260-422-5561, x 2353 or 317-258-1185. (Alternate: Lisa Kindred 574-309-0965)

The Operations Coordinator will contact the Vice President of Enrollment Management at 260-414-8021.

6. Turn off the air handling system.

7. Restrict movement of potentially contaminated workers to minimize additional contamination to other people and or equipment.
8. Wait for emergency personnel to arrive for further instructions and possible decontamination procedures.

SECTION 4

HUMAN THREATS/ CRISES

Hostage Situation

1. Call the police: 911

Notify Casey Hunsucker 260-422-5561, x 2353 or 317-258-1185. (Alternate: Lisa Kindred 574-309-0965)

The Operations Coordinator will contact the Vice President of Enrollment Management at 260-414-8021.

2. Stay calm and avoid taking risks that would endanger your safety and well-being or that of others.
3. Keep track of the following along with any other noteworthy information that may be of help to the police:
 - a. Nature of the incident
 - b. Location of the incident
 - c. Description of person(s) involved
 - d. Description of property involved
4. Assist police officers as requested when they arrive on site.
5. Should gunfire or discharged explosives hazard the campus, take cover immediately using all available concealment.

Violent or Criminal Behavior

1. Call the police: 911

Notify Casey Hunsucker 260-422-5561, x 2353 or 317-258-1185. (Alternate: Lisa Kindred 574-309-0965)

The Operations Coordinator will contact the Vice President of Enrollment Management at 260-414-8021.

2. Stay calm and avoid taking risks that would endanger your safety and well-being or that of others
3. Keep track of the following along with any other noteworthy information that may be of help to the police:
 - a. Nature of the incident
 - b. Location of the incident
 - c. Description of person(s) involved
 - d. Description of property involved
4. Assist police officers as requested when they arrive on site
5. Should gunfire or discharged explosives hazard the campus/area, take cover immediately using all available concealment

Violent Crime Involving a Student

I. Violent Crimes Involving Students – Initial Response

In the instance that a student is involved in or victim of a violent crime, the appropriate officials from the university will respond to the situation. Contact Casey Hunsucker 260-422-5561, x 2353 or 317-258-1185. (Alternate: Lisa Kindred 574-309-0965)

He will notify the following individuals as appropriate:

- In every instance, the appropriate law enforcement officials will be notified immediately (i.e. police & ambulance).
- In every instance, Casey Hunsucker will notify the Operations Director. They in turn will alert any further members of the crisis management team as appropriate.
- The director of Creative Services will serve as the contact person for responding to the media. If at all possible, the name of the student(s) involved should be protected out of respect of the victim(s).
- Safety for the victim/campus community will serve as a primary focus for the initial response. If a situation should occur in a public atmosphere (i.e. in hallways, or other common areas of campus), law

enforcement and staff will be responsible for diffusing the situation and clearing the area of persons not actually involved with the incident. University officials may also be asked to assist law enforcement officials in clearing any areas.

- The Operations Coordinator will contact the Vice President of Enrollment Management at 260-414-8021.

III. Violent Crimes Involving Student – Response of the University (Media)

- The VP of University Relations and Director of Marketing & Communications will develop a plan for providing information to the media. Considerations to keep in mind include:
 - Contacting university legal counsel
 - Who will be the contact person for the media
 - What information to provide – keeping the respect of the family in regards to confidentiality issues.

IV. Violent Crimes Involving Student – Response of the University

In the instance of a violent crime committed by or against a student, the Operations Coordinator will coordinate a campus response for the campus. In these instances, the campus director should initiate the following:

- Initiate disciplinary procedures for student, who following the collection of pertinent information is deemed a danger to the campus community. This could include the suspension of the student following non-academic disciplinary procedures as outlined in the Student Handbook. If a student is asked to leave the university, the following procedures will be followed:

The operations coordinator or Vice President of Enrollment Management will immediately make the following call to university personnel who would most likely be involved with a student who may be a threat. (A probable list of personnel is provided. Others involved with specific students would be added.) This message will also go out in e-mail form to the same group.

(Student) has been dismissed from campus. He/she is not allowed to return to campus. I believe that there is a chance of danger to campus individuals so, if you see this student, you must call 911, Casey Hunsucker 260-422-5561, x 2353 or 317-258-1185.

(Alternate: Lisa Kindred 574-309-0965)

An e-mail is being sent to you to say what should be said and done if you see the student on campus.

The exact message for the police is this: a student, who was banned from the university, has returned to campus. We have been warned by the director of student life that he/she poses a significant risk of harm to staff and students. Can you send someone immediately?

Give location. Give other information requested—student’s name, director of student life’s name, etc.

Police can reach Casey Hunsucker 260-422-5561, x 2353 or 317-258-1185.
(Alternate: Lisa Kindred 574-309-0965)

The director of operations will then continue with the following procedures:

- Continue to follow up on the condition of victims involved
- Coordinate a report and investigation with cooperation of staff and others present at the incident
- Follow up to make sure that all instructors, classmates, staff at the university are informed of any necessary information.

**SECTION 5 –
COMPUTER
EMERGENCIES**

Virus Disruption

Faculty/Staff Responsibilities

Indiana Tech has anti-virus software on all computers; however, there are times when a new virus makes it past this protection. Please review the following actions to deal with a virus infection on your computer.

1. If you are notified that you have a virus WHICH HAS BEEN “CLEANED,” please close the window and continue to work normally. The anti-virus package has dealt with the issue appropriately.

2. If you are notified that a virus CANNOT BE “CLEANED,” please submit a High Priority ST@T Help Desk request or call the ST@T Help Desk line at ext. 2369 and follow the High Priority selection.

3. Information Technology staff will review the situation and take the following actions appropriate to the virus threat:

- a. **Minimal Risk:** *Machine infection rate is small/data damage does not exist*
 - i. Ensure virus updates are as current as possible and distributed quickly
 - ii. Clean infected machine(s)
- b. **Moderate Risk:** *Machine infection rate is moderate and/or data damage exists*
 - i. Contact Director of Information Technology
 - ii. Ensure virus updates are as current as possible and distributed quickly
 - iii. Clean infected machine(s)
- c. **High Risk:** *Machine infection rate is moderate/high and/or data damage exists*
 - i. Contact Director of Information Technology
 - ii. Director of Information Technology initiates contact with Crisis Management Team Lead
 - iii. Ensure virus updates are as current as possible and distributed quickly
 - iv. Clean infected machine(s)

Network Intrusion

Faculty/Staff Responsibilities

Indiana Tech has network Campus security measures in place; however, any computer connected to a network entails some level of risk. We take very seriously any attempt to bypass our Campus security measures.

Please take the following actions if you are made aware of any of the following:

- Unauthorized individuals having access to University confidential information
 - Students/non-employees “boasting” about a network Campus security lapse being exploited
 - Student data being stolen or misused
1. Immediately submit a High Priority ST@T Help Desk request or call the ST@T Help Desk line at ext. 2369 and follow the High Priority selection.
 2. In order to maintain confidentiality while researching the issue, do NOT discuss the incident with anyone else at the university.
 3. Information Technology staff will follow-up and review the situation. The following actions will be taken appropriate to the level of intrusion.
 - a. Minimal Risk:
DEF: Intruder may have been on the network; however, they were blocked to only public information. No appearance of attempts to get to confidential data
 - i. Technicians prepare short report and deliver to the director of information technology with as much information as is available.
 - ii. Notify individual reporting the incident that research indicates that the breadth of intrusion was limited.
 - b. High Risk:
DEF: Intruder gained access to the administrative network and personal student information.
 - i. Technicians prepare short report and deliver to the director of information technology with as much information as is available.
 - ii. Director of information technology initiates contact with Crisis Management Team Lead.

Section 6

Communication Tools

Communication Tools

A variety of tools are available for sharing information with various internal and external audiences.

Indiana Tech web site

- **Use:** The Indiana Tech web site will be the primary repository for detailed information throughout a crisis situation. An Emergency Announcements page exists within the website, however, in normal circumstances it is not public. During crisis situations, a large graphic is placed near the top of the home page giving a brief statement of the situation and linking visitors to the announcement page for more details.
- **Authorized users:** Marketing
- **Responsible for maintenance:** Marketing

Blackboard Connect

- **Use:** Used for communication via phone, email, text, PA, and social media to various groups
- **Authorized users:** Security, Marketing, IT, Director of Security & Facilities Operations, AVP-Student Life
- **Responsible for maintenance:** IT/Marketing

Facebook/Twitter

- **Use:** Social media will be used to share messages and direct users to university website for more information. These tools also can be used to answer questions regarding the situation.
- **Authorized users:** Marketing
- **Responsible for maintenance:** Marketing

Email

- **Use:** Email notifications will be used to communicate with staff, faculty and students. Depending on the situation, the message can be tailored to the recipient group.
- **Authorized users:** Security, EVP for Finance & Administration, Marketing, IT
- **Responsible for maintenance:** IT maintains the email distribution lists for various groups based on their role in the university community.

News Media

- **Use:** Local TV and radio stations will be notified when a campus is closed in order to notify the general public. Additional communication with broadcast and

print news outlets will be used when appropriate (for example, in the case of a fire it may be necessary to announce information regarding injuries and damages after the crisis has been resolved).

- **Authorized users:** Marketing
- **Responsible for maintenance:** Marketing

Use of Communication Tools

Multiple communication tools will be used to reach as many people as possible in crisis/emergency situations. The appropriate tools for various situations are indicated by an X in the chart below.

| Situation | Method of Communication by Indiana Tech | | | | | | | |
|---------------------------|-----------------------------------------|----------|-------|------|----------|---------|------------|----|
| | Phone | Web site | Email | Text | Facebook | Twitter | News Media | PA |
| Tornado Warning | | | X | X | | | | X |
| Campus closed | X | X | X | X | X | X | X | |
| Avoid Area | X | X | X | X | X | X | * | X |
| Campus Fire | X | X | X | X | X | X | | X |
| Evacuation | X | X | X | X | X | X | * | X |
| Hazardous Materials Spill | X | X | X | X | X | X | * | X |
| Shooting/Police Emergency | X | X | X | X | X | X | | X |
| All Clear | X | X | X | X | X | X | | X |

Blackboard Connect enables most communication methods to be used simultaneously. If for some reason Blackboard Connect is not available, the list below notes the order in which the communication tools will be used. When multiple people are available to assist, some steps in the communication flow may occur simultaneously or slightly out of order. For example, the Director of Marketing & Communications may send a text while security or the Director of Security & Facilities Operations issues a PA announcement.

- Campus closed
 1. Email
 2. Text
 3. Website
 4. News media
 5. Twitter

6. Facebook
- Avoid Area
 1. Email
 2. Text
 3. Website
 4. News media*
 5. Twitter
 6. Facebook
 - Campus Fire
 1. Email
 2. Text
 3. Website
 4. Twitter
 5. Facebook
 - Evacuation
 1. Email
 2. Text
 3. Website
 4. News media*
 5. Twitter
 6. Facebook
 - Shooting/Police Emergency
 1. Email
 2. Text
 3. Website
 4. Twitter
 5. Facebook
 - All Clear
 1. Email
 2. Text
 3. Website
 4. Twitter
 5. Facebook

CPS OPERATIONS RESPONSE TEAM

| <u>HOME</u> | <u>OFFICE</u> | <u>CELL PHONE</u> |
|---------------------------------------------------------------------|--------------------------------------------------|----------------------------------|
| FW/Hunt/Kend Sharon Lokuta Casey Hunsucker | ext. 2278 ext. 2353 | (260) 515-3823 (317) 258-1185 |
| Elk/Mun/War/Mish Casey Hunsucker Lisa Kindred | 260-422-5561 ext. 2353 574-296-7075 ext. 4435 | (317) 258-1185 (574) 309-0965 |
| Indy/Plain/Green/Fish/Lou/NKen/Jeff Eric Shearer Lisa Moeller | 260-422-5561 ext. 2232 859-916-5884 ext. 5120 | (260) 267-8331 (859) 816-0010 |