

Basic Plan

This document is the Emergency Operation Plan for Hannibal-LaGrange University.



2015 - 2016

EMERGENCY OPERATION PLAN

Hannibal-LaGrange University

LETTER OF PROMULGATION



Dear Fellow Members of the HLGU Community:

Helping to keep members of the HLGU community safe and secure is a high priority. Doing so entails a commitment to emergency preparedness. This University Emergency Operations Plan is a critical part of our continuing effort to guide the University in planning for, responding to, and recovering from incidents that may affect the University.

These incidents can take many forms, including severe weather, utility failures, transportation accidents, public health emergencies, and violent or disruptive human actions. Preparing for them requires a comprehensive planning program. While it is impossible to guarantee that such events will never occur, such careful planning will better enable Hannibal-LaGrange to mitigate their destructive effects and respond to disruptions appropriately, effectively, and expeditiously.

Each member of the community is responsible for taking reasonable measures to prepare him or herself for an emergency. Individual preparedness is a fundamental step in meeting our commitment to students, employees, and guests. Furthermore, well thought out and implemented departmental emergency and continuity plans can significantly enhance the safety of our community as well as our ability to sustain operations during disruptive incidents.

I hope all of you will take the time to familiarize yourself with the responsibilities in this plan. Protecting the safety and security of our University community is a responsibility we can only fulfill by working together. I am committed to joining with you in our efforts to meet that shared responsibility.

Sincerely,

A handwritten signature in cursive script that reads "Anthony W. Allen".

Dr. Anthony Allen
President

APPROVAL AND IMPLEMENTATION

This supersedes and rescinds all previous versions of this document.

STATEMENT ON EMERGENCY PREPAREDNESS

To the HLGU Community:

Emergencies and disruptive incidents may affect University operations at any time. To protect the safety and security of our students, faculty and staff, while minimizing disruptions, the entire University community must take steps to prepare itself for such events. This Emergency Operations Plan addresses the University's response to emergencies by taking an all-hazards approach. While this plan is a fundamental component in the preparedness process, individuals and University units must make reasonable efforts to prepare for emergencies.

Divisions, departments, and offices should familiarize themselves with information in this plan. Individuals should familiarize themselves with the Emergency Response Handbook and other preparedness resources available from the department of public safety.

Working together, we can continue to make Hannibal-LaGrange University a safe and prepared community.

Kyle Brennemann
Director of Public Safety and Safety Compliance

Betty Anderson
Vice President for Business and Finance

Miles Mullin
Vice President for Academic Administration

Ray Summerlin
Vice President for Enrollment Management

Ray Carty
Vice President for Institutional Effectiveness

Jason Geiken
Vice President for Institutional Advancement

Dr. Jeffrey Brown
Dean of Students

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RECORD OF CHANGES

Date	Page/Section	Revision
06/01/2015	Entire Document	Revised to meet FEMA guidelines

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RECORD OF DISTRIBUTION

Name of Person receiving plan	Title of person receiving plan	Department	Date of delivery	Number of copies delivered
Anthony Allen	President	President		2
Betty Anderson	Vice President	Business		2
Miles Mullin	Vice President	Academic Administration		2
Ray Summerlin	Vice President	Admissions		2
Ray Carty	Vice President	Institutional Effectiveness		2
Jason Geiken	Vice President	Institutional Advancement		2
Jeff Brown	Dean of Students	Student Life		2
Josh Pierce	Associate Dean of Students	Student Life		1
Matt Brennan	Resident Director	Student Life		9
Katie Brandenburg	Resident Director	Student Life		9
Christina Carter	Resident Director	Student Life		9
Ty Williams	Resident Director	Student Life		9
Albert Higdon	Director	Public Safety		1
Phillip Martin	Officer	Public Safety		1
Lee Mc Bride	Officer	Public Safety		1
Jessica Schnerre	Officer	Public Safety		1

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Name of Person receiving plan	Title of person receiving plan	Department	Date of delivery	Number of copies delivered
Eddie Bogue	Officer	Public Safety		1
Eric Jones	Officer	Public Safety		1
Kevin Rushing	Director	Physical Plant		1
Lyndell Davis	Chief	Hannibal Police		1
Bill Madore	Chief	Hannibal Fire		1
John Hark	Director	Marion County		1

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HLGU served as a base camp for AMEREN following the major storm that hit Quincy, IL in June 2015.

Hannibal-LaGrange University Emergency Operation Plan

Purpose

The Hannibal-LaGrange University Emergency Operations Plan (EOP) describes how the University responds to emergencies, addresses all types of hazards, and establishes policies, methodology, responsibilities and operations designed to effectively and efficiently address the needs of HLGU during an incident. It is intended to be a living document that will reflect the continually evolving environment at HLGU with each update. The primary objectives of the EOP are to:

- Contribute to the protection of life, property, and the environment
- Contribute to the safety of students, faculty, staff, and visitors
- Minimize disruption of University operations and activities
- Effectively manage the response operations to an emergency affecting Hannibal-LaGrange University
- Effectively work with internal resources and external partners during emergency operations
- Restore the University to normal operations

Scope

These procedures apply to all personnel, as well as the buildings and grounds owned and operated by Hannibal-LaGrange University. Major emergencies and disasters may impact surrounding neighborhoods in addition to the campus. If this occurs, the University will make every effort to cooperate with local, state, and federal officials in their delivery of emergency services and disaster relief to the surrounding community.

This plan addresses coordination and management of emergency preparedness, response, recovery and mitigation operations and various emergency functions carried out by identified divisions, departments, offices and incident management teams.

Concepts in this plan apply to any incident when the health, safety or security of students, faculty, staff, or visitors is threatened. Since HLGU is vulnerable to a variety of natural and human-caused hazards, this plan takes an all-hazards approach. The concepts in this plan can be used for all incidents that may affect University operations.

Hannibal-LaGrange University embraces the individual differences of our students, employees, and guests. Some members of the community have access and functional needs which may require certain accommodations. Divisions, departments and offices will plan for People with Access and Functional Needs (PAFN) accommodations during emergency preparedness, response, recovery, and mitigation efforts.

The department of public safety (DPS) developed this Emergency Operations Plan in collaboration with University representatives and stakeholders. The roles and responsibilities of identified parties are included in this plan. Training and exercises will be conducted on a regular basis to ensure University capabilities. The department of public safety is responsible for conducting training and exercises to assist in HLGU's preparations for, responses to, and recovery from incidents that may affect the University.

Campuses and Other Locations

HLGU operates extension classes and education centers at a variety of locations in Missouri and South East Iowa. Please see the campus' security or public safety for specific emergency plans.

- Southeastern Community College, Keokuk, IA – Emeritus Hall
<https://www.scciowa.edu/life/safety.aspx>
- Three Rivers Community College, Poplar Bluff, MO – Administration Building
http://www.trcc.comnet.edu/President/Policies/college_policies.shtml#SexualMisconduct

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- Three Rivers Community College, Sikeston, MO – TRC Center
<http://www.trcc.comnet.edu/President/Policies>
- Moberly Area Community College, Mexico, MO – Advanced Technology Center
<http://www.macc.edu/locations/mexico>
- Lynwood Baptist Church, Cape Girardeau, MO – Church Hall
<http://www.lynwoodbc.org/>



Hannibal Fire Department's HazMat team conducted practice drills on the campus of HLGU.

CONCEPT OF OPERATIONS

University departments and offices respond to emergencies by using pre-established standard operating procedures. When incidents increase in magnitude, additional resources and coordination may be required to support emergency response and recovery efforts.

HLGU's operations are established by the Federal Emergency Management Agency (FEMA) as suggested in their 2014 publication.

Roles and Responsibilities

The University has identified various departments, offices, and individuals that have a role in emergency preparedness, response, and recovery operations and that have specific responsibilities to meet the needs of an incident. Responsible parties are listed below, along with a brief description of their respective roles and responsibilities for the University, and will coordinate emergency efforts through the HLGU established organizational structure. As needed, emergency support groups will be activated and become responsible for overseeing the University's strategic and tactical-level activities during emergency response and recovery efforts. HLGU departments, offices and individuals not listed in this plan may be requested to participate in these efforts as needed.

- Dr. Anthony Allen, president: The office of the president is responsible for the overall function of the University.
- Dr. Ray Carty, vice president for institutional effectiveness: Departments that will report to Dr. Carty are graduate studies, online, the concurrent programs, the ADVANCE programs, and computer services.
- Betty Anderson, vice president for business and finance: The vice president for business and finance has primary responsibility for the management of HLGU's finances, physical plant, and human resources. This office includes the areas of controller, student accounts, payroll, human resources, student financial services, public safety, the University Bookstore, the mailroom, facilities, and campus dining.
- Dr. Miles Mullin II, vice president for academic administration, dean of faculty: The vice president for academic administration's responsibilities include academic administration, academic programs, registrar, library, academic program review, student learning improvement, academic and career services, and in-service guidance.
- Jason Geiken, vice president for institutional advancement. The vice president for institutional advancement's responsibilities include public relations and development.
- Dr. Ray Summerlin, vice president for enrollment management. Departments that report to Dr. Ray Summerlin are admissions, the center for international students, and athletics.
- Department of Public Safety (DPS): The department of public safety works to ensure that the Hannibal-LaGrange University community works together to mitigate, prepare for, respond to and recover from all hazards. This includes, but is not limited to developing and implementing preparedness outreach programs; maintaining the Emergency Operations Plan; managing emergency communication systems, such as HLG Alert; participating in and conducting exercises; examining emergency and special event plans; and developing and managing internal resources, external partnerships, and occupational and environmental health issues on campus. The office oversees safety inspections, fire and life safety, building supervisors, and the Automated External Defibrillator (AED) program. The department of public safety also oversees campus safety and crime prevention and provides emergency response. Hannibal-LaGrange University has both sworn and non-sworn officers. The sworn officers have a commission from Hannibal Police Department.

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- Designated Employees: The department of public safety will provide guidance to departments and offices to assist in identifying and informing employees, prior to an emergency, that their job responsibilities include fulfilling a specific critical function within their area of responsibility during a University closure or emergency. The DPS will provide support during response and recovery operations as needed. This also may apply to contracted service providers.

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INCIDENT LIFE CYCLE

During an emergency affecting HLGU, the University will respond consistent with the incident life cycle. This cycle includes three phases that provide guidelines for emergency operations: initial actions, continuing actions, and recovery operations. Actions included in each incident life cycle phase may not necessarily be completed in sequential order and may sometimes be undertaken concurrently.

Initial Actions

Notification Public safety will likely be the first to receive notification of an incident. Some incidents can be resolved with normal response capabilities while others may require additional resources or coordination. Incidents escalate to emergencies when life, property, or environment of the HLGU community is threatened.

If emergency response efforts require more than the normal response capabilities of the University, public safety will notify the president and members of the executive cabinet. The executive cabinet will work with public relations to develop a unified message to be released to the HLGU community, and as needed, the media and external community.

Activation

Any individual member of the executive cabinet can activate the HLG Alert. The executive cabinet will determine the need for activation of the emergency support groups. However, individual executive cabinet members have the authority to activate the emergency support groups if the need arises. Emergency support group members will provide their respective departments and offices with information regarding the emergency and their role in response and recovery.

Continuing Actions

Situational Awareness Situational awareness is the ability to identify, evaluate and monitor activities and information throughout the incident. Those providing emergency operations support will provide information to members of the executive cabinet. Decisions regarding further actions will depend on available situational awareness information.

Response Response operations may differ depending on the nature of the incident. Actions listed may not necessarily be required and will occur based on incident needs. The executive cabinet makes necessary policy decisions and the department of public safety makes necessary tactical response decisions. Public relations communicates with members of the HLGU community and media.

Emergency support group members may require their department or office, emergency support functions, and designated employees to assist in emergency response operations. Those involved in emergency response operations will provide incident-related information to their emergency support group leader and support operations through the recovery phase. The executive cabinet will determine the need for continued response efforts and initiation of recovery efforts. Public relations will continue to communicate to the public and HLGU community as needed.

Damage Assessment Following the onset of an incident, the physical plant and its supporting units are responsible for carrying out damage assessments in accordance with

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the roles and responsibilities outlined in Emergency Support: Infrastructure, Utilities and Damage Assessment (page 16). Damage assessments will be used to quickly determine and report the location, severity and nature of damage. Emergency support groups will use damage assessment and utility disruption information to coordinate response and recovery efforts.

Documenting Damage, Time, Resources Used, Expenses, and Actions Taken Record keeping in real time is vital for effective emergency response and recovery efforts. During emergency response and recovery, each department and office involved in the response is responsible for keeping detailed records of all damage, employee time, payroll information, resources used, expenditures, procurement activities, contracts, actions taken, and other relevant information. Documentation should begin as soon as response efforts start, and continue until recovery operations are complete. Emergency support groups may request collected information at any time during response and recovery operations.

Records and reporting for financial tracking and reimbursement purposes will follow HLGU established protocols and procedures unless the vice president for business and finance approves an exception. The business office is responsible for providing financial services and managing the documentation and tracking of expenses related to University emergency response and recovery efforts.

For additional information, see Emergency Support Function: Resource Management and Procurement (page 16).

Recovery Operations

Returning to Normal Following an incident, it is the goal of the University to return to normal as quickly as possible. Recovery operations consist of both short-term and long-term activities. Short-term recovery includes damage assessment and the return of essential functions, such as utilities, emergency services, and essential business functions to minimum operating standards. Long-term recovery activities include repairs and reconstruction that may last for months or years. If long-term recovery efforts are needed, plans will be developed to address specific needs relating to the particular emergency and University priorities. Refer to Emergency Support Function: Continuity of Operations and Recovery (page 16) for additional information.

During recovery, the University will rely on University capabilities and resources to restore normal operations first. Service providers and suppliers used in recovery operations should be pre-identified, pre-approved and pre-contracted. Some recovery operations may require resources that HLGU has not pre-identified or pre-contracted. Resource procurement will be made in accordance with current HLGU procurement policies and procedures unless the vice president for business and finance approves an exception. The business office provides assistance in the procurement and management of needed resources. For additional information regarding service providers and suppliers, see Emergency Support Function: Resource Management and Procurement (page 16).

After Action Report Following an incident, the department of public safety may write an after action report to identify operational successes, areas for improvement, and other key issues affecting the management of the incident. Development of this report will include feedback from departments and offices that were involved in response and recovery efforts. This report will be used to improve plans and procedures for future response operations.

ORGANIZATION AND ASSIGNMENT OF RESPONSIBILITY

Emergency Management Structure The University Emergency Support Groups are responsible for overseeing the University's strategic and tactical-level activities during emergency response and recovery efforts. Emergency support groups include the executive cabinet, response management group, and public relations. Each member represents his or her department or office and may task his or her designated employees to assist in emergency response and recovery efforts. Emergency support groups may request assistance from external partners, service providers and suppliers for additional support.

Executive Cabinet The executive cabinet is responsible for policy and decision making that helps protect life, property, and the environment while limiting vulnerability and damage to the University during an incident. Executive cabinet members respond to concerns of the president's office and the board of trustees. Members of the executive cabinet are:

- President
- Vice President for Business and Finance
- Vice President for Institutional Effectiveness
- Vice President for Institutional Advancement
- Vice President for Academic Administration
- Vice President for Enrollment Management
- Chief of Public Safety (in emergency situations)

Emergency Support Groups Emergency support groups are the tactical-level groups responsible for tactical decision making and coordinating and implementing the University's response within its members' respective departments or offices. The group collects and disseminates information regarding the incident, provides advice to the executive cabinet and ensures the continuity of each member's areas of responsibility. Members of the emergency support groups optimize the overall University response by understanding each other's intentions and coordinating actions. Members of the emergency support group include representation from:

- Physical Plant
- Business Office
- Human Resources
- Information Technology
- Post Trauma Coordinator
- Director of Public Safety
- Academic Affairs
- Student Life

Public Relations The public relations group is responsible for working with media outlets with the objective of gathering, sorting, and disseminating relevant information to the executive cabinet to assist in their decision making process. The public relations group will provide a University spokesperson, arrange timely press conferences, and develop unified statements and press releases to communicate to the Hannibal-LaGrange community and the public at large.

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Reference Emergency Support Function: Public Information and External Affairs for additional information (page 16).

The public relations group assists with the dissemination of information utilizing a variety of tools and partners, including but not limited to the University's homepage (www.hlg.edu), HLG Alert, and social media.

Emergency Operations Support Emergency support groups will first rely on University capabilities and resources for response and recovery efforts by using emergency support functions and designated employees. Service providers and suppliers may be used to augment response capabilities and resources.

Emergency Support Functions (ESF) Emergency response and recovery operations are organized under emergency support functions (ESF). The emergency support groups will activate appropriate functions to support response and recovery efforts. There are 12 functions with identified HLGU departments and offices listed below.

Emergency Support Function Primary Department or Office

- Shelter-in-Place and Evacuation – Department of Public Safety
- Emergency Notification – Department of Public Safety, Public Relations, Executive Cabinet
- Infrastructure, Utilities, and Damage Assessment – Physical Plant
- Fire and Hazardous Material Response – Department of Public Safety
- University Emergency Operations Center and Coordination – Department of Public Safety
- Mass Care and Human Services – Department of Public Safety
- Resource Management and Procurement – Controller
- Health and Medical Services – Department of Student Life
- Information Technology and Telecommunications – Information Technology
- Law Enforcement and Security – Department of Public Safety
- Continuity of Operations and Recovery – Department of Public Safety
- Public Information and External Affairs – Department of Public Relations

Primary and support departments and offices assigned to ESFs have underlying responsibilities. Those underlying responsibilities are listed below.

Designated Employees: The department of public safety will provide guidance to departments and offices to assist in identifying and informing employees prior to an emergency that their job responsibilities include fulfilling a specific critical function within their area of responsibility during a University closure or emergency and will provide support during response and recovery operations as needed. This also may apply to contracted service providers.

Emergency Support Group Primary Players:

The primary person identified for an emergency support function serves as the coordinator of that function and is responsible for the following:

- Overseeing the emergency support function and those providing emergency operations support
- Notifying appropriate HLGU staff and external partners as needed

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- Establishing and maintain communication to and from the executive cabinet
- Organizing response actions, utilizing emergency support groups
- Coordinating tasks and manage assignments
- Determining the need for and obtain additional resources
- Communicating resource needs to others
- Collecting and disseminating incident information
- Coordinating efforts with district, local, state, federal, and external partners as appropriate
- Beginning and maintaining an activities log of incident-related information and actions
- Tracking all damage, time, resources used, expenses, and actions taken
- Gathering information from those providing emergency operations support
- Providing status updates, incident information, and resource requests to the executive cabinet

Designated Employees

Emergency support groups members will notify designated employees that their assistance is needed to support response and recovery operations. Designated employees will fulfill specific critical functions as needed.

Service Providers and Suppliers

Service providers and suppliers used in incident response and recovery operations should be pre-identified, pre-approved, and pre-contracted. Some incidents may require resources that HLGU has not pre-identified or pre-contracted. Resource procurement will be made in accordance with HLGU procurement policies and procedures unless the vice president for business and finance approves an exception. The business office provides assistance in the procurement and management of needed resources. For additional information, see Emergency Support Function: Resource Management and Procurement (page 16).

External Partners

During incident response efforts, Hannibal-LaGrange will respond using available University resources first. If the incident affects more than HLGU or exceeds the capabilities of the University, additional support and coordination may be requested from local, state, federal, and other partner entities. Strategic partners include, but are not limited to the Hannibal Police Department, Hannibal Fire Department, Marion County Department of Health, and Emergency Medical Service. HLGU may use mutual aid agreements to obtain additional assistance and/or resources when the needs of the incident have overwhelmed the capabilities of the University.

Assignment of Responsibilities

Building Supervisors: Building supervisors are responsible for the safety and safe evacuation of employees in their building in any type of emergency. In the event of an evacuation, the building supervisor will assist special needs individuals in getting to the evacuation station to be assisted in evacuation. In a shelter-in-place incident, the building supervisor is responsible to make sure that all individuals are aware of and abide by the shelter-in-place procedures. The building monitor should take a head count of individuals in their care.

Resident Directors: Resident directors are responsible for every resident in their building. An accurate survey should often be taken of the residence to know who is in the building and who is missing at various times. In any emergency the resident director is responsible for the well-being of the individuals in the building. Resident directors should be informed of what to do in any emergency and also practice emergency drills and how students respond to emergencies. The resident director is responsible for the supervision of residents located in his or her housing units

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and shall remain with the residents until directed otherwise. Resident director responsibilities include:

- Evacuating residents to inside or outside assembly areas according to instruction provided in Emergency Operation Plan
- Obtaining first aid services for injured students
- Reporting a head count to dean of students
- Additional responsibilities as directed by the president

Resident Advisors: Resident advisors are responsible for every resident on their wing. An accurate survey should be taken of the residence to know who is in the building and who is missing at various times. In any emergency the resident advisor is responsible for the well-being of the individuals on their wing. Resident advisors should be informed of what to do in any emergency and also practice emergency drills and how students should respond to emergencies. The resident advisor is responsible for the supervision of residents located in his or her housing units or wing and shall remain with the residents until directed otherwise. Resident advisor responsibilities include:

- Evacuating residents to inside or outside assembly areas according to instruction provided by Emergency Operation Plan
- Obtaining first aid services for injured students
- Reporting a head count to the resident director
- Additional responsibilities as directed by the president

Public Relations: Some duties for public relations include:

- Communicating with the media
- Releasing information to the public pertaining to the incident
- Drafting official statements in conjunction with the president
- Developing written, pictorial, and video documentation of events
- Additional responsibilities as directed by the president

Student Life: Some duties of student life include:

- Being present during the emergency to provide students and parents with information concerning the emergency.
- Assisting student population with appropriate response to the emergency
- Additional responsibilities as directed by the president

Computer Services: Some duties for information systems include:

- Keeping the campus network and phone system operational
- Setting up command post network access
- Additional responsibilities as directed by the president

Communication Coordinator: Some duties for the communication coordinator include:

- Answer phone calls and directing calls to appropriate people
- Working in conjunction with the director of public relations in handling incoming phone calls
- Additional responsibilities as directed by the president

Post Trauma Coordinator: some duties include:

- Assessing needs and organizing post trauma counseling
- Communicating with parents regarding student status

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- Additional responsibilities as directed by the president

Damage Control/Physical Plant: some duties include:

- Providing equipment and personnel to perform shut down procedures, hazardous area control, barricades, damage assessment, debris clearance, emergency repairs, and equipment protection
- Providing vehicles, equipment, and operation for movement of personnel and supplies, and assigning vehicles to emergency support groups as required for emergency use
- Obtaining the assistance of utility companies as required for emergency operations
- Furnishing emergency power and lighting systems as required
- Assisting public safety in closing streets or cordoned off buildings
- Additional responsibilities as directed by the president

Public Safety: some duties include:

- Maintaining the public safety office in a constant state of readiness
- Notifying the president of major emergencies
- Monitoring campus emergency warning and notification systems
- Assisting emergency support groups
- Additional responsibilities as directed by the president

THREAT ASSESSMENT AND BEHAVIOR INTERVENTION TEAM (TABIT)

TABIT is a group of individuals representing faculty, staff, residential life, public safety, Hannibal Police Department, and the regional mental health liaison who serve as a strategy development resource team for the University community to address situations involving students who are exhibiting some sort of aberrant or menacing behavior. In these situations the student is not necessarily violating an institutional rule, breaking a law, or exhibiting any sort of threatening behavior toward self, others or property. However, the behavior could be considered by a reasonable person to be abnormal, anti-social, problematic, menacing, and or aberrant. In many of the cases, the student exhibits behavior that rises to the level of a mental health concern. On occasion, an actual suicide threat or attempt has been made. The TABIT also meets with the purpose of providing guidance to mitigate and/or de-escalate risk factors on the path to violence. The team will investigate and make recommendation to the administration and/or judicial affairs regarding their reported concerns. The members of the TABIT include:

- Public Safety
- A representative from HPD
- Regional mental health liaison
- Faculty representative
- Staff representative
- Residential Life
- Student Life
- Athletics

DIRECTION, CONTROL, AND COORDINATION

Declaration of State of Emergency: The authority to declare a campus state of emergency rests with the President or his designee as follows:

During a time of campus emergency, the director of public safety and safety compliance or designee, under the direction of the president or designee shall immediately place into effect the appropriate procedures necessary to meet the emergency, safeguard persons and property, and maintain educational facilities. The director of public safety and safety compliance shall immediately assemble the president and executive cabinet who will then determine if a declaration of a state of emergency is needed.

When this declaration of state of emergency is made, only registered students, faculty, staff, and affiliates (i.e. persons required by employment) are authorized to be present on campus. Those who cannot present proper identification (registration, employee ID card, or other ID) showing their legitimate business on campus will be asked to leave the campus. Unauthorized persons remaining on campus may be subject to arrest in accordance with the penal code.

In addition, only those faculty and staff members who have been assigned to an emergency support group or designated employee, or issued an emergency pass by the department of public safety, will be allowed to enter the disaster area.

In the event of earthquakes, aftershocks, fires, storms, or major disasters occurring in or about the campus and involving property, public safety officers will be dispatched to determine the extent of any damage to University property.

Notification methods:

The HLG Alert Emergency Text System along with emails and e-panic will be utilized in the case of emergency. This system is intended for transmission of information regarding an emergency to all affected areas of campus; some emergencies may require the use of alternative methods of notification such as telephone, media, loud speakers, etc.

IMPORTANT: During an emergency, campus phones must be restricted to official business only.

Notification Chain:

The department of public safety is the focal point for two-way transmission of official emergency telephone communications to HLGU administrators. Each administrator, upon receiving notification of a campus emergency, is to pass the same information along to those departments/offices under his/her direction.

Director of Public Safety contacts: the president and executive cabinet as soon as possible, and sends out HLG Alert emergency notification or directs a designee to activate HLG Alert. The director of public safety and safety compliance or designee should issue HLG Alert text message and email campus. The HLG Alert text messaging system may be also be activated by the director of public relations, office manager for academic administration, administrative assistant to the president, director of public safety, and executive cabinet.

The Executive Cabinet contacts: The emergency support groups as soon as possible. Appropriate emergency support group member should contact off-campus resources.

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For example, the director of the physical plant would call Hannibal Board of Public Works if assistance is needed with utilities.

The President will make the determination as to the need for the emergency team being called out. In his absence, his designee and/or the executive cabinet may determine the need for an emergency.

Emergency Command

Emergency Command Post: When a major emergency occurs, or is imminent, it shall be the responsibility of the President to set up and staff an appropriate emergency command post as directed. The responsibilities and facilities of the department of public safety shall be kept fully operational at all times if possible.

General Emergency Command Post: If the emergency involves a large portion of the campus, a command post is to be set up. The President will select a location. A marshaling area for outside and local agency assistance shall be established by the department of public safety for operations of the combined on-site emergency support group. A conference room with facilities for emergency teams which is designed to accommodate multiple telephone and/or electrical appliances is desirable.

General Emergency Command Center – possible locations:

Student Center

Conner Board Room – Burt Administration Building

Burt Conference Room – Roland Fine Arts Center

Telephone Bank Center Admissions Conference Room – Burt Administration Building

Conference Room 129 – Roland Library

Lecture Room 129 – Administration Building

Lecture Room 200 or 208 – Carroll Missions Center

Gymnasium – Mabee Sports Complex

Page Dining Room – Partee Center

Field Emergency Command Post: If the emergency involves only one building or a small part of the campus, the president will designate a field command post. A small office with a desk, chairs and a telephone may also be required near the scene.

Equipment could include:

- Barricades and/or barriers, barrier tape, signs for the scene
- Portable hand-held radios
- Cellular telephone(s)
- Portable public address system or megaphone
- Laptop and internet access
- First aid kit
- Local telephone directory including the yellow pages
- Copy of the Emergency Operation Plan

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TRAINING AND EXERCISE

The department of public safety works to ensure that the Hannibal-LaGrange University community works together to mitigate, prepare for, respond to, and recover from all hazards. This includes, but is not limited to developing and implementing preparedness outreach programs, maintaining the Emergency Operations Plan, managing emergency communication systems such as HLG Alert, participating in and conducting exercises, examining emergency and special event plans, and developing and managing internal resources, external partnerships, and occupational and environmental health issues on campus.

Mitigation and Preparedness

Mitigation and preparedness actions are taken in advance of an emergency to prepare for and minimize the potential impacts caused by incidents at campus. Mitigation efforts include enforcing building codes, planning for land use, training and education of the University population on the need for mitigation and implementing infrastructure enhancement measures to reduce a hazard's impact.

Preparedness activities consist of almost any pre-emergency action that will improve the safety or effectiveness of emergency response. Preparedness activities have the potential to save lives, reduce property damage, and enhance individual and community control over the subsequent emergency response. These actions are taken to protect lives, property, and the environment of HLGU students, faculty, staff, and visitors. Preparedness actions include the development, participation and facilitation of trainings and exercises with emergency support groups and various HLGU departments and offices. Hannibal-LaGrange will coordinate mitigation and preparedness efforts with the local jurisdictions and external partners as necessary.

The department of public safety in addition to other University offices administers a variety of programs designed to help educate the HLGU community on emergency preparedness. Personal preparedness information is distributed to students and employees at a variety of events and orientations. Additional information is available in the office of public safety.

Preparedness is important at all levels of the University. Each department and office should take the following preparedness actions:

- Regularly review emergency preparedness information with staff and faculty
- Implement an emergency plan that includes evacuation, shelter-in-place, continuity of operations and emergency communications considerations
- Train employees on emergency plans
- Identify employees that have job responsibilities that include fulfilling a specific critical function within their area of responsibility during a University closure or emergency and inform them of this responsibility on an annual basis
- Routinely backup critical data and important documents
- Procure and maintain necessary emergency supplies and items
- Maintain a list of pre-identified, pre-approved, and pre-contracted service providers and suppliers
- Coordinate with other divisions, departments, and offices as needed
- Routinely test and exercise planning efforts

Training and Mock Disasters

Each building contact should have regular meetings with people in their building to be sure everyone knows what to do and what to expect, as much as possible. These meetings should be held often enough

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to keep everyone properly informed. Training sessions should be coordinated through the director of public safety and safety compliance.

Meetings and training sessions conducted by building supervisors should be documented by the building supervisors. This documentation should include the attendee's name, affiliation with the University, date of training, location training was held, and any other specific information in regards to what was covered in this session. These records should be forwarded to the director of public safety and safety compliance to be kept on file there.

Meetings and training sessions conducted by resident directors should be documented by the resident director. This documentation should include the attendee's name, building and floor, date of training, location training was held, and any other specific information in regards to what was covered in this session. These records should be forwarded to the director of public safety and safety compliance to be kept on file.

It is also recommended that HLGU execute a minimum of one mock disaster scenario each calendar year in order to evaluate the preparedness and effectiveness of this plan.

Plan Development and Maintenance

The department of public safety is responsible for the development and maintenance of this EOP. The EOP will be reviewed on an annual basis in June and updated as needed. Each department and office mentioned in the plan is responsible for informing the department of public safety with updated information as appropriate. Revisions may be made based on operational and regulatory changes, best practices and corrective actions identified through exercises, emergency activations and assessment processes.

Planning Assumptions

HLGU developed this Emergency Operation Plan to prepare for emergency response efforts with the following assumptions:

- HLGU will maintain a current and well-communicated EOP to manage emergency operations.
- An incident may occur at any time of the day or night, weekend or holiday and with little or no warning.
- The succession of events in an incident is not predictable. Published operational plans may require modifications in order to meet the requirements of the emergency.
- HLGU is exposed to a variety of natural and human-caused hazards that have the potential to disrupt the community and cause damage.
- Emergency support groups will be able to oversee and manage University emergency response and recovery efforts.
- Incidents affecting the University may also impact the surrounding community. It is necessary for the University to prepare for and carry out emergency response and recovery operations in conjunction with external partners.
- HLGU divisions, departments, and offices are responsible for their designated emergency support functions as outlined in this plan.

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EOP Plans

Functional Operations

EVACUATION

Building Evacuations

- Building evacuation instructions are posted in every building and on every floor. Locate the instructions and be familiar with what to do and where to go.
- Building evacuations will occur on notification by the president or designee or director of public safety and safety compliance or by an individual of choice when the emergency dictates.
- When notification occurs, leave by the nearest marked exit and alert others to do the same.
- Assist disabled persons leaving the building.
- Once outside, proceed to the designated area for each building. Keep streets, fire lanes, hydrant areas, and walkways clear for emergency vehicles and personnel.
- Do not use elevators in the event of a fire, earthquake, or other emergency.

List of gathering places inside and outside of buildings

The following is a list of gathering places for each building (or area, in some cases), which should be used in case of an emergency that requires evacuation, or the exchange of information. Each building or area has denoted two inside locations (one for exchange of information, one as a place of optimum safety) and an outside central gathering location for evacuation purposes (such as a fire alarm). Outside gathering places should be 300 ft. away from its building in case of explosions.

Administration Building	Inside Information Point: East Side Outside Gathering Point: West Side Outside Gathering Point: 1 st Floor Inside Safety Location: 2 nd Floor Inside Safety Location: 3 rd Floor Inside Safety Location: 4 th Floor Inside Safety Location:	Information Desk In front of Mary Wiehe building East side entrance of Nunn-Cook Dorm Lecture room/restrooms Restrooms Restrooms Restrooms
Athletic Training Facility	Outside Gathering Point: Inside Safety Location: Inside Information Point:	Partee parking lot Partee restrooms Wet area
Becky Thatcher	Outside Gathering Point Inside Safety Location:	East parking lot at Pulliam Restrooms
Carroll Missions Center	Outside Gathering Point: Inside Safety Location: Inside Information Point:	Lewis-Brown parking lot Restrooms Room 208
Carroll Science Center	Outside Gathering Point East side: West side: Inside Safety Location: Inside Information Point	Rock at sidewalk intersection Entrance to parking lot Rooms 110, 147, 157, 158, 174 Nursing reception area
Crouch Dorm	Outside Gathering Point: Inside Safety Location: Inside Information Point:	Sports Complex parking lot Restrooms Office

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Fletcher North	Outside Gathering Point: Inside Safety Location: Inside Information Point:	Parking lot Bathrooms RD Apartment
Fletcher South	Outside Gathering Point: Inside Safety Location: Inside Information Point:	Parking lot Bathrooms First floor lobby
Hagerman House	Outside Gathering Point: Inside Safety Location:	Hut Green Drive Restroom
Heimer Lane Annex	Outside Gathering Point: Inside Safety Location: Inside Information Point:	Mabee gravel parking lot Partee restrooms South classroom
Hut Green Center	Outside Gathering Point: Inside Safety Location: Inside Information Point:	Parking lot Basement Basement
Kleckner Hall	Outside Gathering Point: Inside Safety Location: Inside Information Point:	Prince House parking lot Downstairs lobby Director's apartment
L.A. Foster Student Center	Outside Gathering Point: Inside Safety Location: Inside Information Point:	South end of commuter parking lot Basement Department of Public Safety
Lewis-Brown Hall	Outside Gathering Point: Inside Safety Location: Inside Information Point:	Gravel parking lot by MSC Basement laundry rooms & hallways RD's apartment
Mabee Sports Complex	Outside Gathering Point: Inside Safety Location: Inside Information Point:	West parking lot JV Locker Rooms Athletic offices
Maintenance	Outside Gathering Point: Inside Safety Location: Inside Information Point:	Softball field Office Office
Mary Wiehe Building	Outside Gathering Point: Inside Safety Location: Inside Information Point:	Pulliam parking lot Bathrooms Kitchen
Nunn-Cook Dorm	Outside Gathering Point: Inside Safety Location: Inside Information Point:	1 st floor – CSC Rock 2 nd floor – Partee parking lot 3 rd floor – Administration Building sidewalk 1 st floor hallway and restrooms 1 st floor apartment
Partee Center	Outside Gathering Point: Inside Safety Location: Inside Information Point:	MSC parking lot Restrooms Cafeteria
Prince House	Outside Gathering Point:	Pulliam parking lot

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	Inside Safety Location: Inside Information Point:	Restroom Kitchen
Pulliam Apartments	Outside Gathering Point: Inside Safety Location: Inside Information Point:	Muir Street General laundry room or bathroom RA's apartment
Pulliam Hall	Outside Gathering Point: Inside Safety Location: Inside Information Point:	1 st floor meets out front door 2 nd floor meets out back door 3 rd floor meets at Prince House parking lot 1 st floor hallway/restrooms Director's apartment
Quads	Outside Gathering Point: Inside Safety Location: Inside Information Point:	Light post by softball field Bathroom/bathtubs RA's apartment
Roland Fine Arts Center	Inside Information Point: Outside Gathering Point: Inside Safety Location: Upper Level Inside Safety Location:	Lobby RFAC parking lot Lower level inside hall or bathroom Restrooms
Roland Library	Inside Information Point: Outside Gathering Point: Inside Safety Location:	Circulation Desk RFAC parking lot Restrooms
Secker Field House	Outside Gathering Point: Inside Safety Location: Inside Information Point:	MSC West parking lot Locker rooms Coach Hawes' office

Campus Evacuation

- The evacuation of all or part of the campus grounds will be announced by the president or designee.
- All persons are to vacate the area in question immediately and relocate to another part of the campus or location as directed.
- Identify available drivers and utilize campus vehicles to evacuate students without transportation.

Deny Entry or Closing (Lockdown)

When the president or designee determines the necessity to lock doors, an HLG ALERT text message will be sent along with email and phone calls if necessary. Locate red emergency backpack, if possible.

Shelter-in-Place

In some incidences it will be necessary to shelter in place. If you feel that your safety is in danger and need to shelter in place rather than evacuate the building, find a safe and secure place to secure yourself. Locate and take with you the red emergency backpack, if possible.

Accounting for All Persons

Floor building supervisors, resident directors, and resident advisors should always be aware of who is in their buildings or on their floor. In the event of an emergency, a head count should be taken to account for any and all individuals.

Residential life staff should have accurate and up-to-date rosters of residents in their buildings.

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Teachers and instructors may be asked to account for individuals in their classroom if the situation dictates it.

Communications and Notifications

The office of Public Relations will designate an official spokesperson for HLGU. They will be in constant communication with the president and executive cabinet as to what to communicate to students, staff, parents and the media.

Continuity of Operations

Continuity of operations plan should include contingencies to ensure essential office functions remain in place. The executive cabinet will coordinate with all departments to insure there is smoothness of operation. These areas include:

- Payroll
- Benefits (including insurance)
- Communication with students and parents
- IT systems

Recovery

If a disaster occurs, Hannibal-LaGrange University will carry out a recovery program that involves both short-term and long-term efforts. Short-term operations seek to restore vital services to the University community and provide for the basic needs of the public. Long-term recovery focuses on restoring the University to its normal state. HLGU will work with local agencies and organizations in aiding the recovery process. Examples of recovery programs include temporary housing, restoration of University services, debris removal, restoration of utilities, disaster mental health services, and reconstruction of damaged roads and facilities.

The department of residential life should have memorandum of understanding with local churches with facilities large enough to house students on a temporary basis.

Following an incident, it is the goal of the University to return to normal as quickly as possible. Recovery operations consist of both short-term and long-term activities. Short-term recovery includes damage assessment and the return of essential functions, such as utilities, emergency services and essential business functions, to minimum operating standards. Long-term recovery activities include repairs and reconstruction that may last for months or years. If long-term recovery efforts are needed, plans will be developed to address specific needs relating to the particular emergency and University priorities.

During recovery, the University will rely on University capabilities and resources to restore normal operations first. Service providers and suppliers used in recovery operations should be pre-identified, pre-approved and pre-contracted. Some recovery operations may require resources that HLGU has not pre-identified or pre-contracted. Resource procurement will be made in accordance with current HLGU procurement policies and procedures unless the vice president of business and finance approves an exception. The business office provides assistance in the procurement and management of needed resources.

After Action Report

Following an incident, the department of public safety may write an after action report to identify operational successes, areas for improvement, and other key issues affecting the management of the incident. Development of this report will include feedback from divisions, departments, and offices

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that were involved in response and recovery efforts. This report will be used to improve plans and procedures for future response operations.

PUBLIC HEALTH, MEDICAL AND MENTAL HEALTH

Primary responsibility for health and medical services functions is assigned to the director of residential life who will coordinate with local health officials to insure the health of students and employees is maintained.

Counseling and Mental Health Center

Primary responsibility for these functions is assigned to the director of residential life.

Emergency tasks to be performed include:

- Coordinating the provision of disaster mental health services to disaster victims, emergency workers, and/or others suffering trauma due to the emergency incident/disaster
- Coordinating mental health care and support during emergency situations
- Providing public mental health information and education

Security

Primary responsibility for these functions is assigned to the director of public safety and safety compliance in coordination with other enforcement agencies who will prepare and maintain the Emergency Operation Plan. Emergency tasks to be performed include:

- Maintaining law and order
- Controlling traffic
- Providing security for vital facilities, evacuated areas, and shelters
- Providing warning support
- Performing post-incident reconnaissance and damage assessment
- Preparing and maintaining public safety resource inventory

Rapid Assessment

Following the onset of an incident, the physical plant and its supporting units are responsible for carrying out damage assessments. Damage assessments will be used to quickly determine and report the location, severity and nature of damage. Incident management teams will use damage assessment and utility disruption information to coordinate response and recovery efforts.

Documenting Damage, Time, Resources Used, Expenses and Actions Taken

Record keeping in real time is vital for effective emergency response and recovery efforts. During emergency response and recovery, each division, department and office involved in the response is responsible for keeping detailed records of all damage, employee time, payroll information, resources used, expenditures, procurement activities, contracts, actions taken, and other relevant information. Documentation should begin as soon as response efforts start and continue until recovery operations are complete. Incident management teams may request collected information at any time during response and recovery operations.

EOP Operations

THREAT OR HAZARD-SPECIFIC ANNEXES

HLGU is vulnerable to both natural and human-caused hazards. The University has taken into consideration these risks in the development of this all-hazards based plan. Listed below are the some of the most likely hazards:

- Severe Weather
- Active Shooter
- Criminal on or Near Campus
- Fire
- Bomb Threat
- Death on Campus
- Earthquake
- Explosion
- Food Poisoning
- Hazardous Materials/Chemical Spill or Contamination
- Gas Leak or Noxious Fumes
- Hostage Situation
- Missing Person
- Pandemic Flu Outbreak
- Power Outage
- Protest
- Serious Injury or Illness
- Threats of Violence
- Travel Accident within the United States
- Unstable Person
- Water Loss or Contamination
- Post Trauma Outreach

SEVERE WEATHER

- In the event that a severe weather, flood, tornado, or winter storm WARNING is issued for our immediate area, enact the HLG Alert notification system.
- After business hours, those on campus (residential life staff and public safety personnel) should monitor weather conditions via radio, TV, internet, etc. During conditions favorable for a tornado, individuals should also listen for city warning sirens. When a city siren is heard seek shelter immediately. An all-clear siren will NOT be sounded, but conditions should be monitored.
- If a tornado warning is issued, an immediate place of optimum safety should be sought. Go to the appropriate inside gathering place as listed on pgs. 24 - 26. Individual building contacts should begin to facilitate moving everyone to the designated place of optimum safety within their respective buildings. If indoors, seek refuge in a doorway, interior hallway, or under a desk or table on the lowest floor of the building. Stay away from windows and exterior doors. Assist individuals with special needs, disabilities, etc. in seeking a place of safety.
- If outside and unable to get to shelter, seek a ditch or depression in the ground and lie flat on the ground.
- If in an automobile, stop as quickly as safety permits. Exit the vehicle and seek shelter in a ditch or depression in the ground, and lie flat on the ground.
- Cancel all outdoor activities.

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In the event a tornado does strike the HLGU campus, the president or designee will coordinate efforts with the proper city authorities.

- Establish a command post.
- Activate the emergency team.
- Take a head count.
- Check for injuries and structural damage.
- If serious injuries or structural damage have occurred, call 911.

Winter Storm:

- The president and vice president of academic administration will decide if classes are to be cancelled and offices closed. If classes are cancelled, a notification will be sent via the HLG Alert system as well as e-mail and local news outlets.
- In case of power loss, see the power outage section.
- Approved snow removal plan may be enacted

ACTIVE SHOOTER

Law Enforcement or public safety personnel may not be present when shooting begins. Quickly determine what the best way to save your life is and realize that what you do, others will follow. Not all situations are the same or work with each scenario. Know what your options are, then decide what to do. Once you have decided what you are going to do, DO IT! Don't second guess.

✓ Run

If it is safe to do so, the first course of action that should be taken is to run out of the building and move far away until you are in a safe location. Students and employees should:

- Leave personal belongings behind;
- Visualize possible escape routes, including physically accessible routes for students and employees with disabilities and others with access and functional needs;
- Avoid elevators;
- Take others with you but don't stay behind because others will not go;
- Call 911 when safe to do so; and
- Let a responsible adult know where you are.

✓ Hide

If running is not a safe option, hide in as safe a place as possible.

Students and employees should learn to look for hiding place options where the walls might be thicker and have fewer windows. In addition:

- Lock the doors;
- Barricade the doors with heavy furniture;
- Close and lock windows, and close blinds or cover windows;
- Turn off lights;
- Silence all electronic devices;
- Remain silent;
- Use strategies to silently communicate with first responders if possible, (e.g., in rooms with exterior windows, make signs to silently signal law enforcement and emergency responders to indicate the status of the room's occupants);
- Hide along the wall closest to the exit but out of the view from the hallway (allowing for an ambush of the shooter and for possible escape if the shooter enters the room); and

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- Remain in place until given an all clear by identifiable law enforcement.

✓ Fight

If neither running nor hiding is a safe option, as a last resort when confronted by the shooter, you should consider trying to disrupt or incapacitate the shooter by using aggressive force and items in your environment, such as fire extinguishers, chairs, etc. In a study of 41 active shooter events that ended before law enforcement arrived, the potential victims stopped the attacker themselves in 16 instances. In 13 of those cases, they physically subdued the attacker.

While preparing and exercising for confrontation of a shooter may be daunting and upsetting for some employees and students, they may be able to successfully take action to save lives. To be clear, confronting an active shooter should never be a requirement of any HLGU employee's job; how each individual chooses to respond if directly confronted by an active shooter is up to him or her. Further, the possibility of an active shooter situation is not justification for the presence of firearms on campus in the hands of any personnel other than law enforcement or those approved by the president to carry a weapon on campus.

Interacting with First Responders

Employees should be trained to understand and expect that law enforcement's first priority must be to locate and stop the person or persons believed to be the shooter(s); all other actions are secondary. One comprehensive study found that in more than half (57 percent) of active shooter incidents where a solo officer arrived on the scene, shooting was still underway when the officer arrived. In 75 percent of those instances, that solo officer had to confront the perpetrator to end the threat. In those cases, the officer was shot one-third of the time.

Students and employees should cooperate and not interfere with first responders. When law enforcement arrives, students and employees must display empty hands with open palms. Law enforcement may instruct everyone to place their hands on their heads, or they may search individuals.

Law enforcement's purpose is to stop the active shooter as soon as possible. Officers will proceed directly to the area in which the last shots were heard.

- Officers usually arrive in teams of four
- Officers may wear regular patrol uniforms or external bulletproof vests, Kevlar helmets, and other tactical equipment
- Officers may be armed with rifles, shotguns, handguns
- Officers may use pepper spray or tear gas to control the situation
- Officers may shout commands, and may push individuals to the ground for their safety

How to react when law enforcement arrives:

- Remain calm, and follow officers' instructions
- Put down any items in your hands (i.e., bags, jackets, cell phone)
- Immediately raise hands and spread fingers
- Keep hands visible at all times
- Avoid making quick movements toward officers such as holding on to them for safety
- Avoid pointing, screaming and/or yelling
- Do not stop to ask officers for help or direction when evacuating, just proceed in the direction from which officers are entering the premises

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Information to provide to law enforcement or 911 operators:

- Location of the active shooter
- Number of shooters, if more than one
- Physical description of shooter(s)
- Number and type of weapons held by the shooter(s)
- Number of potential victims at the location

The first officers to arrive to the scene will not stop to help injured persons. Expect rescue teams comprised of additional officers and emergency medical personnel to follow the initial officers. These rescue teams will treat and remove any injured persons. They may also call upon able-bodied individuals to assist in removing the wounded from the premises.

Once you have reached a safe location or an assembly point, you will likely be held in that area by law enforcement until the situation is under control and all witnesses have been identified and questioned. Do not leave until law enforcement authorities have instructed you to do so.

CRIMINAL ON OR NEAR CAMPUS

This category includes active shooters, thieves, rapists, terrorists, etc.

If a threat of violence is found, received, or perceived, notify public safety immediately. If the threat is imminent, call 911.

Treat all threats as credible until determined otherwise.

Identify the Emergency:

- An emergency exists when the campus has been notified, through whatever means, that a crime has been committed or a suspect is located on or near our campus. This is usually reserved for more serious crimes in which the criminal may resort to desperate measures. A timely notification will be sent out via HLG Alert by the director of public safety and safety compliance or designee.

Take Appropriate Action

- If a suspect is spotted, call 911, then 3911 (via campus phones only) or 573-248-6268.
- Activate the notification chain by the director of public safety and safety compliance or designee.
- The entire campus population should be notified through HLG Alert, e-panic, email, telephones, text messages, etc. to lockdown the campus.
- Instruct all persons to clear the hallways and common areas and to move to rooms with locking doors.
- Announce that the police have been notified and are on the way.

FIRE

An emergency exists when building fire alarms or sprinkler systems are activated, or when someone actually sees smoke or fire and sounds an alarm. The first person to observe a fire is to immediately call 911 and pull the nearest pull station alarm activation to sound the fire alarm. This call should be immediately followed by a call to 3911 (via campus phones only) or 573-248-6268.

Take Appropriate Action:

- When an alarm sounds, the building(s) affected must be evacuated immediately.

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- Building monitors will direct occupants of their assigned area to the proper exit routes and check area to be sure it is clear of people.
- Walk quickly to the nearest marked exit and alert others to do the same.
- Assist disabled persons in exiting the building. Wheelchair users should go to the stairwell which is furthest from the fire and wait for help. Fire departments should be notified that stairwells be checked first to assist disabled persons. Other handicapped persons should be assisted.
- Close all doors to help confine the fire and reduce oxygen.
- If you decide to fight a small fire by yourself (using a fire extinguisher), be sure to aim the charge of the extinguisher at the base of the flame.
- Never use a water extinguisher on an electrical fire.
- Do not lock doors.
- Do not use elevators during a fire.
- Do not re-enter an evacuated building unless directed to do so by a University official.
- Keep streets, fire lanes, hydrants, and walkways clear for emergency vehicles and crews.
- If requested, assist emergency crews as necessary.

If you become trapped in a building and a window is available, place an article of clothing outside the window as a marker to rescue crews, if no window is available, stay near the floor where the air will be less toxic. Shout periodically or bang an object to alert emergency crews of your location. Do not panic.

Once outside, move to a clear area away from the affected building (at least 300 feet from the structure). (See the list of gathering places in this manual on pages 24 - 26 regarding where to go from particular buildings in order to be counted as safe.)

Building monitors and residence hall personnel should have a list of the names of occupants from their area in order to make sure that everyone has been evacuated safely.

A campus emergency command post may be set up. Keep clear of command post unless you have official business. Any damage or injuries should be reported to the command post. Other action as may be necessary will be determined by the president or his designate.

A person has been designated as the contact/monitor for each building (or area) on campus. This person, or his/her designate, will be responsible for securing (as much as possible) sensitive documents or materials

A fire, or alarm, will be constantly monitored by the president and the executive cabinet to determine what action will be taken in regards to returning to the building or making other arrangements in case a building becomes untenable.

If injuries do occur, designated offices will deal with types of injuries and family contacts (i.e. the dean of students for student injuries/deaths). Designated offices will develop a follow-up plan for each type of crisis and hold a debriefing meeting to discuss problems or improve action plans. Written and video documentation of the particular crisis will be prepared for future use. No one should return to the building until the fire department officials declare the area safe.

BOMB THREAT

Identify the Emergency: If someone receives a bomb threat or observes a suspicious object or package on campus, call 911 immediately, then 3911 (via campus phones only) or 573-248-6268 for the department of public safety. The notification chain will be activated.

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Treat all threats as credible until determined otherwise.

If you receive a bomb threat, immediately fill out the bomb threat form that is found on page 36 of this manual. This will provide information to the investigators regarding the call. Obtain as much detailed information as possible about the bomb and its location. You will need to make yourself available to investigating officers. Do not discuss the call with other personnel.

If you are in a building where a bomb is suspected:

- Do not open drawers or cabinets!
- Do not turn lights or other switches on or off!
- Do not touch suspicious packages!
- Clear the area immediately.
- Because a bomb may be sound sensitive, building fire alarms should NOT be activated in order to prompt evacuation. This should be accomplished quickly and quietly by individuals charged with that responsibility.
- Above all else, remain calm. Do not panic!

The president or designee, along with local authorities, will determine the plan of action. A decision on evacuation will be based on all available information. If the decision is to evacuate a building (or buildings), occupants should take personal packages, lunches, briefcases, etc. so they will not be mistaken for explosives and should evacuate to a spot at least 300 feet away. Be aware that there are cases in the past where buildings have been evacuated in response to a bomb threat only to have a bomb actually go off in the parking area outside the building.

Should a bomb actually explode, the plan listed under Explosion (page 37) will be utilized.

BOMB THREAT REPORT FORM

Exact date and time of call: _____

Exact words of person placing call: _____

Questions to Ask:

When is the bomb going to explode? _____

Where is the bomb? _____

What does it look like? _____

What kind of bomb is it? _____

What will cause it to explode? _____

Did you place the bomb? _____

Why? _____

Where are you calling from? _____

What is your address? _____

What is your name? _____

Description of Caller's Voice

Check correct one(s) Male___ Female___ Young___ Middle-Age___ Old___

Calm___ Stutter___ Giggling___ Stressed___ Disguised___ Slow___ Deep___

Nasal___ Sincere___ Crying___ Loud___ Angry___ Lisp___ Squeaky___ Slurred___

Broken___ Rapid___ Excited___ Normal___

Tone of Voice:

Accent: _____

Background noise: _____

Is voice familiar to you? _____

If so, whom did it sound like? _____

Remarks: _____

Person receiving or monitoring call: _____

Department: _____ Phone #: _____

Report call immediately to 911, then call public safety at 3911 (via campus phones only),
or 573-248-6268

DEATH ON CAMPUS

Upon finding an unconscious body or bodies, call 911 to ask for assistance and follow their instructions. Next, call 3911 (via campus phones only) or 573-248-6268 to activate the notification chain. Keep others away from the area until public safety officers or police arrive. Assess if other dangers, such as violent persons, suspects, or dangerous situations exist. If so, follow the procedures for a criminal on campus. It is the responsibility of the president to notify next of kin in the event of a death on campus.

The director of public relations will be responsible for handling any media attention brought on by this event.

EARTHQUAKE

Things to keep in mind:

- Earthquakes happen with little or no direct warning. Predictions, even if accurate, are general, not specific.
- You cannot prevent an earthquake, and you definitely cannot avoid one. You can, however, make some preparations that will lessen the danger to you.
- Movement of the ground is seldom the actual cause of death or injury. Most casualties result when equipment and non-structural elements such as ceilings, partitions, windows and lighting fixtures shake loose. Death can sometimes result from human panic.
- Be sure to check surroundings for hazards such as heavy objects on high shelves or hanging on walls.
- During a tremor, persons should “DUCK, COVER, AND HOLD.”
- Stay away from windows, skylights, and items that could fall.
- Do not attempt to exit the building while the structure is shaking. Seek refuge in a doorway or under a desk or table. Stay away from glass windows, shelves, and heavy equipment. Protect your head and neck. If you are indoors, stay there, at least for a few minutes after the shaking subsides. (Exception: if there is a fire or a wall about to collapse, you obviously need to move away quickly yet cautiously.)
- It is important that everyone remain calm and that following the earthquake all buildings are evacuated to a place of safety outdoors.
- Once outdoors, quickly move away from buildings, utility poles, or other structures that could possibly fall.
- Always avoid power or utility lines as they may be energized.
- Do not use elevators to evacuate a building!
- Assist disabled individuals in evacuating buildings.
- Do not join a panicky crowd scrambling for doors or stairs.
- 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 as it offers shelter.
- Protect yourself at all times and be prepared for after-shocks.
- Do not return to an evacuated building unless directed to do so by an official.

A state of emergency will begin with an earthquake of enough magnitude to affect any structures on campus and possibly render them unsafe. The president must deem that a state of emergency is necessary.

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Take Appropriate Action:

- After the initial shock, an evaluation process will begin to determine the amount of damage and the necessity for outside emergency assistance. Part of the evaluation process will be to determine the possibility of people being trapped under building debris.
- Depending on the magnitude of the earthquake, emergency assistance may or may not be available. Office of residential life staff and others trained in emergency first aid may be utilized to assist with the injured. A command post will be established and its location communicated to the Emergency Team members. Keep clear of the command post unless you have official business.
- Give first aid if needed. Do not move seriously injured people. If medical aid is needed, send a messenger to command post.
- If you detect a gas leak, send someone to the command post who will contact physical plant and public safety. Physical plant will need to enact their emergency plan for shutting off gas, electric, and waterlines as necessary.
- All appropriate personnel are expected to be available as quickly as circumstances allow.

EXPLOSION

In the event of an explosion on campus, call 911 then 3911 (via campus phones only) or 573-248-6268. This will activate the HLG Alert as well as any outside agencies that will be involved. Most likely, there will be several injuries or fatalities involved and the possibility of additional explosions or fires will be high. There is also the probability of harmful fumes or chemicals.

Take Appropriate Action:

- Any buildings in the immediate area should be evacuated immediately. To evacuate the building, a fire alarm should be sounded.
- Do not use elevators in order to evacuate a building.
- Only stairs should be used. Any disabled persons in the building should be assisted in leaving. If unable to leave a building for some reason, take cover under a desk or table. Be aware of the potential for falling glass or debris.
- Do not return to evacuated building unless told to do so by public safety.

FOOD POISONING

An emergency exists when there is an outbreak of illness on campus that appears to be food poisoning or the result of possible contamination of food materials from the food service vendor.

Take Appropriate Action:

The president or designee and the director of food services should be contacted immediately and made aware of the situation. The dean of students should be notified to help spread the word among students and be aware if students in their facilities come down with the illness. The director of public relations should be contacted to deal with outside media coverage. The president or designee will decide what other notifications should be made.

If the source of the food poisoning is campus dining services or catering, all individuals who have come into contact with the contaminated food must be contacted and made aware of the situation. The director of public safety and safety compliance should also be notified so as to be aware of what is taking place. Emergency food suppliers should be designated by the vice president for business and finance or the director of food services.

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Efforts should be made to determine the source of contamination. Medical needs of those affected must be assessed by the director of public safety and safety compliance, who will call 911 if necessary. When investigation is complete, clean-up efforts should begin to rid campus of the source of the contamination.

HAZARDOUS MATERIALS/CHEMICAL SPILL OR CONTAMINATION:

- If possible, know beforehand any chemicals or hazardous materials which may be stored in the buildings you use. This information may be useful to Fire Department officials in case of spill.
- Identify the Emergency: Notify the director of public safety and safety compliance that a spill or contamination has taken place on campus and can possibly affect persons. Call 911 to notify fire and EMS services. Then call 3911 (via campus phones only) or 573-248-6268 immediately. The notification chain will be placed into motion. When calling public safety, be sure to give the following information:
 - Name and telephone extension of person calling
 - Substance and quantities involved
 - Location: building, floor, and room number

Take Appropriate Action:

- Personnel on site should be evacuated from the affected area at once. Any sources of ignition should be extinguished and the contaminated area sealed off to prevent further contamination.
- When the proper authorities have arrived, assessment should be made to determine any further measures including clean-up. Further assessment should also be made regarding medical attention.
- Buildings may need to be evacuated.
- Assist disabled persons in exiting the building.
- In case of fire, do not use elevators.

GAS LEAK OR NOXIOUS FUMES

- If you smell gas or noxious fumes on campus, call the director of the physical plant. If necessary, he may call 911 as well as contact utility companies to shut the gas off.
- Determine if an evacuation is necessary.
- If so, announce the evacuation and alternate gathering point if needed. Go up hill and up wind.
- Evacuate premises and discontinue use of phones, lights, or other electrical devices.
- Establish an exterior command post.
- Obtain a head count of individuals in your area.
- If hazardous materials are present outside but not inside, do not evacuate.
- Instruct personnel to limit air flow into their room.
- Close ALL windows in the area and if possible, cover doors and windows with plastic.
- Shut down HVAC. If you don't have HVAC shut off, shut down the electricity.
- Secure all doors.

HOSTAGE SITUATION

- Should a hostage situation develop on campus, call 911, then 3911 (via campus phones only) or 573-248-6268. This will allow for the notification chain to go into action as well as obtaining assistance from the police department. It is imperative that the police department becomes involved as quickly as possible. Activity from that point forward will need to be directed by HPD.
- It is possible that buildings may need to be evacuated in this case, but that should not take place unless directed by a member of the police department or a member of the leadership group. If this

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needs to be done, it should be accomplished as quickly and quietly as possible. Hostage situations are different from most crises in that the danger is ongoing until the problem is completely resolved. In most cases, the less movement there is the better.

- Assessment will need to be made as to what areas of campus may be threatened and if hostages are involved, etc.
- A command post will probably be set up.
- Keep clear of the command post unless you have official business.
- The director of public relations will be responsible for handling outside media (if necessary).

MISSING PERSON

Missing Student Notification Policy:

In compliance with the Missing Student Procedures 20 USC 1092 (j) (Section 488 of the Higher Education Opportunity Act of 2008), it is the policy of Hannibal-LaGrange University Department of public safety to investigate any report of a missing student who resides on campus at HLGU. This policy establishes a framework for cooperation among members of the University community aimed at locating and assisting students who are reported missing. A student shall be deemed missing when he or she is reported absent from the University for more than 24 hours without any known reason. All reports of missing students shall be directed to HLGU's Public Safety which shall investigate each report and make a determination whether a student is missing in accordance with this policy.

Each student living in an on-campus student housing facility has the option to identify an individual to be contacted by the University not later than 24 hours after the time that the student is determined missing in accordance with official notification procedures established by HLGU.

Each student living in an on campus student housing facility has the option to register confidential contact information. Only authorized campus officials and law enforcement officers in furtherance of a missing person investigation may have access to this information.

If a missing student is under 18 years of age, and not an emancipated individual, the University is required to notify a custodial parent or guardian of the missing student not later than 24 hours after the determination by public safety that the student is missing. HLGU's Public Safety will also notify the Hannibal Police Department no later than 24 hours after it determines that the student is missing, even if a student has not registered a contact person.

If public safety has been notified and makes a determination that a student who is the subject of a missing person report has been missing for more than 24 hours and has not returned to the campus, the institution will initiate the emergency contact procedures in accordance with the student's designation.

The dean of students shall have the responsibility to make the provisions of this policy and the procedures set forth below available to students.

Each student living in an on-campus student housing facility has the option to identify an individual to be contacted by the University no later than 24 hours after the time that the student is determined missing in accordance with official notification procedures established by HLGU.

Missing Student Notification Procedures

- Any report of a missing student, from whatever source, should immediately be reported to the department of public safety.
- When a student is reported missing, public safety shall:
 - Initiate an investigation to determine the validity of the missing person report,

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- Contact the dean of students,
- Make a determination as to the status of the missing student.
- Notify Hannibal Police Department or other appropriate law enforcement agencies within 24 hours after determining that the student is missing.
- When contacted by public safety, the dean of students shall:
 - Notify the president.
 - If, during an investigation of an official report, public safety determines that the identified student is missing, the dean of students will notify the individual's recognized emergency contact person within 24 hours of making the determination that the student is missing.
 - If the missing student is under the age of 18, and not an emancipated individual, attempts to notify will be made to the student's custodial parent or guardian as contained in the records of the University within 24 hours of the determination that the student is missing.
- The dean of students shall initiate whatever action he deems appropriate under the circumstances in the best interest of the missing student.
- If concern is raised about a missing student, contact the dean of students or the department of public safety. For employees, contact their immediate supervisor.
- Attempt to contact the individual. If necessary, perform a search or contact the police if foul play is suspected.
- If there has been an abduction, call 911, then 3911 (via campus phones only) or 573-248-6268. Do not confront the suspect. Instruct people to clear the hallways and common areas.
- Personnel should take a head count of individuals in their area.
- Obtain the name(s) of the missing person(s).
- Obtain as detailed a description as possible, including last known clothing and whereabouts.
- Assist law enforcement as necessary. Police may need:
 - Description of suspect
 - Keys to the facility
 - Floor plans
 - Utility shut down information
 - Student roster
- When instructed by the police or you are certain the danger is gone, announce "all clear."

PANDEMIC FLU OUTBREAK

The response to a pandemic event may not necessarily have a clear onset. As human-to-human transmission of the virus becomes more prevalent, response measures will need to be increased as the level of human-to-human transmission increases. Response measures, including training programs and procedures should be developed to the extent possible during the planning stage.

Hannibal-LaGrange University will serve as an immunization POD (point of distribution) for the Hannibal area. Flu shots and initial screening will be given via a drive up clinic at the Roland Fine Arts Center parking lot & lobby. HLGU staff and students are to receive first opportunity for the shots, and may be called upon to assist with the Hannibal response efforts. The director of public safety will work with the local and/or state health department and state education agencies to coordinate their pandemic plans.

Special Needs

Residential life staff should help to incorporate into the pandemic influenza plan the requirements of:

- Students with special needs (e.g., students with special dietary or medical needs)
- Those who do not speak English as their first language

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The executive cabinet should develop alternative procedures to assure continuity of instruction in the event the University closes. Specific areas may include:

- Online classes
- Telephones
- Instruction via local radio or television stations

Continuity of operations plan should include contingencies to ensure essential office functions remain in place. The Executive Cabinet will coordinate with all departments to insure there is smoothness of operation. These areas include:

- Payroll
- Benefits (including insurance)
- Communication with students and parents
- IT systems

Communication

The communications coordinator should assess readiness to meet communication needs in preparation for an influenza pandemic, including regular review, testing, and updating of communication plans. Specific measures include:

- Developing a dissemination plan for communication with staff, students, and families, including lead spokespersons and links to other communication networks.
- Ensuring language, culture and reading level appropriateness in communications by including community leaders representing different language and/or ethnic groups on the planning committee, asking for their participation both in document planning and the dissemination of public health messages within their communities.
- Working with the information system coordinator to test platforms (e.g., hotlines, telephone trees, dedicated websites, and local radio or TV stations) for communicating pandemic status and actions to University staff, students, and families.
- Developing and maintaining up-to-date communications contacts of key public health and education stakeholders and using the network to provide regular updates as the influenza pandemic unfolds.
- Assuring the provision of redundant communication systems/channels that allow for the expedited transmission and receipt of information.

POWER OUTAGE

An emergency exists when there is an obvious loss of power. This will probably become evident to everyone very quickly. If telephones are out of service as well, information may have to be passed by staff members going from point to point. If possible, the HLG Alert notification system will be enacted. If the outage is prolonged, the notification chain goes into effect by whatever means available.

- The source of the outage should be identified as quickly as possible. The director of the physical plant, should determine if the problem is on campus. If the outage is caused by factors off campus, electric, gas or any other outside agencies needed should be contacted for assistance.
- Determine whether classes need to be moved or cancelled, or if offices should be closed.
- Heat, air, and food service needs should be assessed and addressed by the director of public safety and safety compliance as needed. A command post may be set up if necessary. If this is done, keep clear of the command post unless you have official business.

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PROTEST

An emergency exists when there is a gathering, anywhere on campus, of students or other parties in protest fashion. When this is identified as such, the director of public safety and safety compliance should be notified. As long as the protest is non-violent, the director of public safety and safety compliance will monitor the situation to determine if other offices or agencies are needed and notify the president or designee. The director of public relations will be notified to handle any media inquiries. If the protest is disorderly, the police department will be notified.

SERIOUS INJURY OR ILLNESS

In case of serious injury or illness, the immediate concern is to aid the injured or sick individual. The following should be used as general guidelines:

- Call 911 and follow the dispatcher's instructions.
- Call 3911 (via campus phones only) or 573-248-6268.
- If an injury has occurred, do not move the individual. Wait until trained personnel arrive.
- If the emergency occurs in a residence hall, notify the dean of students.
- If broken glass is involved, notify the director of the physical plant so further injury can be avoided.
- File incident reports and hospital information with the department of public safety. For students, report to the office of student life. For employees, report to human resources and the person's immediate supervisor.
- Depending upon the illness, a diagnosis should be sought. If the illness is identified as a major, potential, contagious threat to others, the president or designee should determine the need for social distancing, disinfecting, lockdown, closings, etc.

THREATS OF VIOLENCE

- If a threat of violence is found, received, or perceived, notify the department of public safety immediately. If the threat is imminent, call 911 then call 3911 or 248-6268.
- Timely notification needs to be sent out by Public Safety to students via the HLGU ALERT system.
- Treat all threats as credible until determined otherwise.

TRAVEL ACCIDENT WITHIN THE UNITED STATES

- For vehicular accidents on campus, call public safety, at 3911 (via campus phones only) or 573-248-6268, and local police.
- For vehicle accidents with a University vehicle call 573-248-6268.
- For accidents off campus but in the United States involving University personnel or students, someone on the trip should call 911, then 573-248-6268 and provide the following information:
 - A list of students
 - Any serious injuries or deaths
 - Hospital location & phone number
 - Damage assessment to vehicles
 - Personnel should also obtain an accident report from the police, and arrange alternate transportation, if needed. Send a University representative to the hospital or accident scene if necessary.
 - Public safety will contact the vice president for business and finance

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UNSTABLE PERSON

A psychological crisis (unstable person) exists when an individual is threatening harm to himself/herself or to others, is out of touch with reality, exhibits an emotion disturbance, or exhibits inappropriate or uncontrollable behavior. Treat all threats as credible until determined otherwise.

Do not attempt to handle a situation you feel could be dangerous on your own. The person dealing with the unstable person should first call public safety who will enact appropriate individuals. If the situation is occurring in a residence hall or on-campus apartment, the office of student life will need to assist.

Once the call has been made to 3911 (via campus phones only) or 573-248-6268, do not attempt to detain or restrain the individual. Contact the police department for assistance. Help assure the individual that they will receive proper help or attention.

WATER LOSS OR CONTAMINATION

- An emergency exists when the campus loses water or the water supply becomes contaminated in some way. This may be determined by widespread sickness, a change in the color or odor of water, or by local authorities.
- In this emergency, the physical plant director should report the problem to Hannibal Board of Public Works and ask for assistance. Assessment would need to be made to determine the cause and location of the loss or contamination. Depending on the circumstances, the notification chain would be enacted. The director of public relations would handle any publicity. A boil order will be issued as needed.
- In this emergency, some other source of water will need to be sought until our normal water supply can be restored.

POST TRAUMA OUTREACH

- Before the emergency, the post trauma coordinator will maintain self-help materials, depression inventories, and the phone numbers of available community resources.
- Post-traumatic stress is a normal emotional and psychological reaction to trauma (a painful, shocking experience such as rape, war, natural disaster) that is outside of a person's normal life experiences.
- Survivors recover in stages. They may start with one stage, go to another, and go back. Each person processes the event his or her own way.
- Here are some stages a survivor may go through:
 - Denial
 - Fear that something tragic will happen again
 - Feeling sad because of a loss of their ability to trust in people, or places
 - Anger at what happened
 - Anxiety over the nightmares or flashbacks that may intrude on the life of the survivor
 - Experiencing emotional "shut-down"
- Within 24 hours after a major emergency, HLGU employees and/or students may experience post-traumatic stress.
- Symptoms may include
 - Insomnia
 - Irritability
 - Feeling numb
 - Survivor guilt
 - Nightmares
 - Restlessness

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- Overwhelming emotions
 - Fear something bad will happen
 - Avoiding anything that reminds the survivor of the incident
 - Recurrent memories or flashbacks of the trauma
 - Difficulty concentrating or focusing
 - Hyper vigilance (feeling on guard all the time)
 - Lack of interest in family, friends or hobbies
 - Jumpiness (especially at loud or sudden noises)
 - They may also suffer from depression, blame themselves, or become suicidal
 - Feeling as though they are going crazy
 - Difficulty sleeping
- Depending on the nature and magnitude of the trauma, the post trauma coordinator should be contacted immediately. The post trauma coordinator will provide guidance and support for staff and faculty providing care and comfort to the campus community.
 - If the Burt Administration Building is evacuated and closed, the post trauma coordinator will secure the Carroll Missions Center for on-campus counseling.
 - Student life staff may need to schedule a mandatory dorm meeting and address concerns and or questions students have pertaining to the emergency. Residents experiencing emotional distress should be referred to the post trauma coordinator.
 - The following area agencies provide counseling services:
 - ✓ Avenues (573) 221-4280
 - ✓ Anchor Counseling (660) 349-7395
 - ✓ Blessing Behavioral Center – Quincy, IL (217) 224-4453
 - ✓ Comprehensive Health Systems, Inc. (573) 248-1372
 - ✓ Family Resource Center (573) 221-7027
 - ✓ Laity Care Center (573) 221-1404
 - ✓ Mark Twain Behavioral Health (573) 629-1745
 - ✓ Preferred Family Healthcare (573) 248-3811