



**INDIANA STATE  
UNIVERSITY**

**Emergency  
Preparedness/Response  
Plan 2021/22**

## **|100.00 POLICY STATEMENT**

The Indiana State University Emergency Preparedness/Response Plan has been designed as a contingency plan for Indiana State University administrators in order to plan for campus emergencies. While this guide does not cover every conceivable situation, it does supply the basic administrative guidelines necessary to cope with most campus emergencies.

The University policies and procedures herein will be followed by all administrators whose responsibilities and authority cover the operational procedures found in the Plan. Campus emergency operations will be conducted within the framework of University guidelines. Any exception to these crisis management procedures will be conducted by, or with the approval of those University administrators directing and/or coordinating the emergency operations.

All requests for procedural changes, suggestions, or recommendations will be submitted in writing to the Director of Public Safety for technical review. All changes recommended by the Director of Public Safety will be submitted in writing to the President and Vice Presidents for evaluation and adoption.

The ISU Emergency Preparedness/Response Plan shall be the primary source for guiding University administration when confronting emergency situations at Indiana State University. It is recognized that in addition to the procedures outlined in this Plan, there are areas of campus that have specific procedures to be followed in the event of an emergency. These additional emergency procedures shall continue to remain in place as long as they do not conflict with the basic procedures and policies contained within this document.

The Indiana State University Emergency Preparedness/Response Plan, as adopted below, supersedes any previously developed and/or implemented policy and procedures which reference campus wide emergency situations that have been in effect. This Plan will be reviewed and updated as needed.



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Dr. Deborah Curtis  
President,  
Indiana State University



Date

# **Indiana State University**

## **Emergency Preparedness/Response Plan**

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## Policy Directors

Name	Title	Alternate Contact	Title
Dr. Deborah Curtis	President	Chris Olsen	Interim Provost
Chirs Olsen	Interim Provost	Susan Power	Associate Vice President of Academic Affairs
		Carrie Lutz	Client Services Director
Michele Soliz	Vice President Student Affairs	Andy Morgan	Associate Dean of Students
Diann McKee	Sr. Vice President for Finance and Administration/University Treasurer	Jeff Jacso	Associate Vice President and University Controller
Katie Butwin	General Counsel	Jolyn Osborne	Legal Project Manager
Greg Goode	Executive Director of Government Relations and University Communication	Mark Alesia	Director of Communications
Nancy Rogers	Vice President of University Engagement	Stefanie Knott	Executive Assistant
Teresa Exline	Chief of Staff	Greg Goode	Executive Director of Government Relations and University Communication
Tami Weinzapfel-Smith	Executive Director of Human Resources	Margaret Mary Welch	Compensation and Records Manager

## Emergency Response Team

Name	Title	Alternate Contact	Title
Michele Barrett	Chief of Police	Ian Loomis	Police Captain
		Dan Parmer	
Rachel Spencer	Union Medical Group	Lynn Kellett	NP
David Ellis	Environmental Health and Safety Director	Lori Vancza	Safety Specialist
		Bill Fairbanks	Safety Specialist
Jim Jensen	Executive Director, Campus Facilities Operations and Maintenance Facilities Management	Bryan Duncan	Capital Planning and Construction Executive Director
David Pifer	Network Engineering Services Assistant Director	Justin Hart	Unified Communications Services Assist Director
Mark Alesia	Director of University Communications	Dianne Frances Powell	Associate Director of Univeristy Communications
Amanda Knerr	Executive Director for Residential Life and Housing	Greg Luken	Director ResLife of Facilities and Custodial Operations
		Ardell Sanders	Residential Education Director
Carrie Lutz	Client Services Director	Chris Sheid	Brand Writing and New Media Director
Sherry O'Neal	Risk Manager	Chip Rogers	Executive Director of Administrative Services
Craig Enyeart	Assistant Dean of Students	Amanda Hobson	Assc Dean Student/Director Sycamore Cares
Chris McGrew	Center for Global Engagement Director	Zachariah Mathew	Center for Global Engagement Associate Director
Robert Barley	Chief Information Officer	Kevin Smith	Director, Institutional Computing Services



## **101.00 GENERAL EMERGENCY GUIDELINES**

### **101.01 PURPOSE**

In order to protect lives and property, the emergency procedures outlined in this Plan are designed to make effective use of University and campus community resources. Emergencies, such as large-scale disorder or natural and man-made disasters, often occur with little or no warning. These procedures are designed to be flexible in order to accommodate a variety of contingencies. Should an emergency arise on campus that cannot be handled by routine measures, the President, or his/her designee, may declare a State of Emergency.

This plan shall be reviewed annually by the University Emergency Response Team to ensure that it addresses current campus needs. Any suggested updates or changes to the plan shall be approved by the President's Cabinet.

### **101.02 SCOPE**

These procedures apply to all personnel and to all buildings and grounds, owned, operated or under the supervision and control of Indiana State University. This policy also includes those peripheral areas adjoining the University.

### **101.03 ASSUMPTIONS**

The Indiana State University Emergency Preparedness/Response Plan is a realistic approach to the problems likely to be encountered on campus during a major emergency or disaster. For planning purposes, the following assumptions have been made:

1. An emergency or disaster may occur at any time of the day or night, weekend or holiday, with little or no warning.
2. The succession of events in an emergency is not predictable; therefore, published support and operational plans will serve only as a guide and may require field modification in order to meet the requirements of the emergency.
3. Disasters may affect residents within the geographical proximity of the University. Therefore, emergency services provided by the City of Terre Haute, Vigo County Emergency Management Agency, and state and federal agencies may not be immediately available. A delay in off-campus emergency services of up to 72 hours may be expected.

## **102.00 DECLARATION OF CAMPUS STATE OF EMERGENCY**

The authority to declare a campus State of Emergency rests solely with the University President or the President's designee.

1. If conditions are present that meet the definition of a campus Level 2 or Level 3 emergency (Section 103.02), Public Safety shall immediately contact the President/designee after activating the appropriate procedures necessary in order to meet the emergency, safeguard persons and property, and maintain educational facilities.
2. Public Safety staff shall immediately consult with the Director of Public Safety or designee, regarding the emergency and follow all directions as set forth in this plan.
3. If a State of Emergency is declared, only registered students, faculty, staff and affiliates (i.e., persons required by employment) and emergency personnel are authorized to be present on campus.

4. Those who cannot present proper identification (student or employee identification card, or other I.D.) 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 applicable Indiana codes.
5. Only those faculty and staff members who have been assigned Emergency Response Team duties or have been issued an emergency pass by Public Safety will be allowed to enter the immediate disaster site.

## **103.00 EMERGENCY CLASSIFICATIONS**

### **103.01 TYPES OF EMERGENCIES**

1. Types of emergencies covered by this plan:
  - a. Fire (Section 702.00)
  - b. Earthquake (Section 703.00)
  - c. Chemical or radiation leak or spill (Section 704.00)
  - d. Severe weather/tornado (Section 705.00)
  - e. Winter weather (Section 706.00)
  - f. Civil disturbances or demonstrations (Section 707.00)
  - g. Utility failure (Section 708.00)
  - h. Violent or criminal behavior (Section 709.00)
  - i. Bomb threat (Section 710.00)
  - j. Flood emergency (Section 711.00)
  - k. Medical emergency (Section 712.00)
  - l. Psychological crisis (Section 713.00)
  - m. Train Derailments with Hazardous Material Spills (Section 714.00)
  - n. Emergency while students are studying abroad (Section 600.00)
2. In addition, sections included are:
  - a. How to report emergencies
  - b. Building evacuation procedures

### **103.02 DEFINITIONS OF EMERGENCY STATUS**

The University President or designee shall have overall responsibility to respond to any major emergency or disaster. The following classifications are guidelines to assist Emergency Response Team personnel, building supervisors and building safety officers in determining the appropriate response:

1. NORMAL CAMPUS CONDITION - Normal campus conditions exist.
2. LEVEL 3 - A small-scale incident contained to a single area (e.g., laboratory, loading dock, etc.) and easily contained utilizing existing campus resources. Examples include:
  - a. Personal injuries
  - b. Medical problems
  - c. Thefts
  - d. Protests
  - e. Fire alarms
  - f. Building power failures
  - g. Broken pipes

- h. Minor chemical spills

These types of problems normally occur during day-to-day operations. Major response procedures incorporated in the Plan are not normally activated for a Level 1 event.

Events such as these are dealt with by Public Safety, Facilities Management and Environmental Safety on a daily basis using standard operating procedures. Each event is closely monitored and the response is dictated by the level of risk. Additional resources may be required if there is an indication that a higher level of response is needed.

- 3. LEVEL 2 - An incident larger in scope and size, affecting many people or involving an entire floor or building. Examples include:
  - a. Fire
  - b. Bomb threat
  - c. Building evacuation
  - d. Hostage situation
  - e. Natural gas or propane leak
  - f. Chemical spill
  - g. Power failure in multiple buildings
  - h. Entrapment in building or equipment
  - i. Winter storm
  - j. Tornado warning

Situations such as these are normally handled by the existing Incident Command Systems. Public Safety, Facilities Management, and Environmental Safety all have roles in these events and are responsible for the coordination of the overall response (Section 501.00 Initial Response). However, off-campus emergency response sources such as the fire department may be required.

- 4. LEVEL 1 - A campus-wide event that results in widespread damage or injuries and that overwhelms available resources and personnel. Such events may also involve external community-based situations that disrupt the operations of the University. In addition to full activation of all procedures contained within the Plan, outside emergency resources from local and state agencies would be utilized.

## **104.00 COMMAND AND CONTROL**

### **104.01 POLICY DIRECTORS**

The University Policy Directors are the decision-making body on issues relating to an emergency. The Policy Directors will not respond to the scene nor will they manage the initial response to an incident. The Policy Directors are responsible for:

- 1. Determining the scope and impact of an incident and prioritizing emergency actions
- 2. Identifying impact to operations requiring continuity actions to be undertaken
- 3. Managing and directing the activities of departments that are involved in response and recovery
- 4. Disseminating timely, accurate and appropriate information through Public Information Officer (PIO) to University faculty, staff, students and news media
- 5. Coordinating with federal, state and local officials, military, private businesses and other institutions as appropriate

The Policy Directors are as follows:

1. President
2. Provost and Vice President of Academic Affairs
3. Sr. Vice President for Finance and Administration/University Treasurer
4. Executive Director of Human Resources
5. Vice President for Student Affairs
6. Vice President of University Engagement
7. President's Chief of Staff
8. Associate Vice President/Chief Information Officer – Office of Information Technology
9. General Counsel

## **104.02 EMERGENCY RESPONSE TEAM (ERT)**

The Emergency Response Team shall serve in a direct support capacity to the Policy Directors. The ERT shall include, but is not necessarily limited to, the following individuals:

1. Director, Public Safety (Chief Liaison to Policy Directors)
2. Medical Director, UAP-ISU Health Center
3. Environmental Safety Director
4. Associate Vice President, Facilities Management
5. OIT, Technology Infrastructure Services Representative
6. Director, Communications (PIO Officer)
7. Executive Director, Residential Life
8. Risk Manager
9. Associate Dean of Students
10. Client Services Director/Associate Director Center for Global Engagement
11. Associate Librarian and Chair, Public Services Department
12. Other support personnel as needed

It is anticipated that in most cases police, fire and ambulance personnel will be included as part of the ERT.

## **104.03 OPERATIONS SUPPORT GROUP (OSG)**

In addition to the ERT, the Operations Support Group shall serve in a direct operational support capacity. The OSG personnel shall include, but is not necessarily limited to, the following individuals:

1. Human Resources representative
2. Finance representative
3. Purchasing representative
4. Student Counseling Center representative
5. Student Health Center representative
6. Office of Information Technology representative
7. Other additional staff as needed

## **104.04 INCIDENT COMMANDER (IC)**

The Incident Commander, who shall normally be the Director of Public Safety or designee, has the sole responsibility and direct operational control of major campus emergencies. The IC is responsible for the coordination of all on-campus emergency functions and the campus ERT. The IC may elect to appoint one of the ERT members to act as liaison between the ERT and the Policy Directors.

## **200.00 COMMAND POSTS**

When an emergency occurs or is imminent, it shall be the responsibility of Public Safety to set up and staff an appropriate command post. In addition, regular Public Safety facilities are to be kept fully operational at all times. Should the Public Safety facility be uninhabitable an alternate site will be designated.

### **201.00 FIELD COMMAND POST (FCP)**

If an emergency involves only one building or a small part of the campus, a Public Safety vehicle or other suitable vehicle may be utilized as a Field Command Post and is to be located as near to the emergency scene as is reasonably possible. At least one uniformed officer or Public Safety dispatcher is to staff the FCP at all times until the emergency has ended. A small office with desk, chairs, and a telephone may also be required near the scene as deemed necessary by the IC and the Policy Directors.

Field Command Post shall include:

1. Barricades, barrier tape, and signs for the scene
2. Portable hand radios (minimum of two with extra batteries)
3. Portable public address system
4. First aid kit
5. Local telephone directory
6. Copy of the ISU Emergency Preparedness/Response Plan
7. Flashlights (minimum of two with extra batteries)
8. Cellular telephone
9. High visibility vests
10. Command Post location marker or other suitable means of FCP identification

### **202.00 GENERAL COMMAND POST (GCP)**

If an emergency involves a large part of campus, a General Command Post for the operations of the ERT and outside agencies shall be established by the Incident Commander. The GCP will be located in the Public Safety Department. Should that site be unavailable, the GCP will be located in Federal Hall room 007. At least one uniformed officer or Public Safety dispatcher is to staff the GCP at all times until the emergency has ended.

If Policy Directors are called to campus, their primary meeting location will be Parsons room 210. Should this site be unavailable, they are to meet in Federal Hall 005.

General Command Post shall include:

1. Emergency power source
2. Tables, desk and chairs to accommodate ERT personnel and support staff
3. Two-way radio base station
4. Telephone communications equipment consisting of the following:

- a. Dedicated lines for Policy Directors' use (minimum of 2)
  - b. Dedicated lines for IC's use (minimum of 2)
  - c. Cellular telephone (minimum of 1)
- 5. First aid kit
- 6. Sanitary facilities
- 7. ISU Emergency Preparedness/Response Plan
- 8. Campus maps and drawings
- 9. Local telephone directory
- 10. Computer work station, printer, network capable
- 11. Paper, envelopes, writing implements and other office supplies
- 12. Fax machine
- 13. Satellite telephone

## **203.00 MEDIA CENTER**

A Media Center will be established adjacent to the command post in the case of a widespread campus incident or disaster. When possible, a contact point for the media may be located at the scene if the disaster is localized. The Media Center shall include:

- 1. Space sufficient for a media pool
- 2. Electricity
- 3. Telephones
- 4. Campus and area directories and maps
- 5. Internet connections

Emergency communications equipment and other materials necessary for the operation of a GCP and FCP shall be maintained in a state of readiness by the Director of Public Safety.

## **300.00 EMERGENCY PREPAREDNESS AND TRAINING**

The Director of Public Safety shall conduct annual training to sufficiently prepare the campus community to deal with emergency situations. This training will include work such as a tabletop exercise or other appropriate training.

Preparedness and training for emergency media communications procedures will be conducted under the direction of the Office of the President's Office .

Documentation of the most recent training exercises will be maintained for 7 years.

## **400.00 INCIDENT MANAGEMENT**

All emergencies will be managed in accordance with the National Incident Management System's (NIMS) Incident Command System (ICS).

The ICS should be used on every Level 2 and Level 3 incident. The ICS is a management tool which maximizes the efforts of available resources and provides a common framework under which different agencies can function effectively.

ICS operates under the direction of one Incident Commander.

## **401.00 COMMAND PERSONNEL**

In some circumstances, the functional responsibilities of several command officers may be vested in single individuals performing multiple roles. Roles develop as the emergency progresses. The assignments are based on personnel and the size and scope of the incident.

An effort will be made to have a list of persons assigned at the Command Post.

### **401.01 INCIDENT COMMANDER (IC)**

The Incident Commander manages the incident and develops strategic decisions. There must be an IC at every incident.

### **401.02 SAFETY OFFICER**

The Safety Officer ensures safe working conditions for personnel and notifies the IC of unsafe conditions.

### **401.03 COMMUNICATIONS OFFICER**

The Communications Officer is responsible for providing the equipment and support for telephones, email, two-way radios, pagers, cellular phones, and messenger services, as well as any other means of communications needed. The Communications Officer also provides communications services with off-campus responders.

### **401.04 PUBLIC INFORMATION OFFICER**

The Public Information Officer is responsible for controlling the location of media personnel to the extent possible and for the release of timely and accurate information to the media.

### **401.05 LIAISON OFFICER**

The Liaison Officer coordinates the involvement of multiple agencies by identifying representatives of each agency and notifying them of their assigned tasks.

### **401.06 STAGING OFFICER**

The Staging Officer maintains the staging area for incoming resources until directed to release them to a given assignment.

### **401.07 OPERATIONS OFFICER**

The Operations Officer directs the prime tactical activities. In small incidents, the IC may manage the operations section. In larger incidents, the IC will appoint an Operations Officer to oversee the operations section.

### **401.08 PLANNING OFFICER**

The Planning Officer is responsible for the collection, evaluation, dissemination and use of information about the incident, and monitors the status of resources used or needed.

## **401.09 LOGISTICS OFFICER**

The Logistics Officer provides services, facilities and materials for the incident.

## **401.10 FINANCE OFFICER**

The Finance Officer is responsible for tracking all incident costs and evaluating financial considerations of the incident.

## **402.00 EMERGENCY RESPONSE TEAM (ERT) DUTIES**

The ERT, as requested by the Policy Directors, shall assist in the implementation of strategies developed to mitigate the effects of the emergency of disaster.

All Policy Directors, members of the ERT and their alternates shall be issued a red "Emergency Response Team" ID card upon the successful completion of appropriate National Incident Management System (NIMS) training.

### **402.01 DIRECTOR OF PUBLIC SAFETY**

The Director of Public Safety shall normally serve as Incident Commander and is responsible for the overall coordination of the University's emergency response.

1. Determines the type and magnitude of the emergency
2. Establishes the appropriate emergency command post
3. Initiates immediate contact with the President or designee
4. Notifies and utilizes Public Safety personnel, outside law enforcement agency assistance if necessary, student aides, and/or other available resources in order to maintain safety and order
5. Notifies the members of the ERT and advises them of the nature of the emergency
6. Notifies and conducts liaison activities with outside organizations such as law enforcement, fire department, and disaster and emergency services personnel
7. Ensures that appropriate notification is made to off-campus staff if necessary
8. Performs other related duties as required by the nature of the emergency
9. In conjunction with the Environmental Safety Coordinator and Risk Manager, prepares and submits a report to the President appraising the final outcome of the emergency

### **402.02 EXECUTIVE DIRECTOR, CAMPUS FACILITIES OPERATIONS AND MAINTENANCE**

The Executive Director of Campus Facilities Operations and Maintenance is responsible for providing equipment and personnel in order to perform shutdown procedures, hazardous area control, barricades, damage assessment, debris clearance, emergency repairs and equipment protection.

1. Provides vehicles, equipment, and operators for movement of personnel and supplies
2. Assigns vehicles
3. Obtains the assistance of utility companies as required for emergency operations
4. Furnishes emergency power and lighting systems as required
5. Surveys habitable space using the Damage Assessment Form (Appendix A) to document the extent of building damage and relocates essential services and functions
6. Provides portable emergency generators and fuel supply during actual emergency or disaster periods



7. Provides for storage of vital records at an alternate site and coordinates with building and area supervisors as liaison and for necessary support
8. Monitors campus emergency warning and evacuation systems
9. Maintains a list of current local and regional engineering companies as well as other resources that may be needed as part of the recovery process following a disaster

### **402.03 MEDICAL DIRECTOR LIAISON**

The Medical Director Liaison is responsible for coordination of healthcare and delivery of emergency medical services on the University campus and associated properties.

1. Coordinates treatment and triage of casualties with responding Emergency Medical Services agencies
2. Provides and coordinates care of delayed and non-urgent tagged casualties on campus grounds
3. Directs and coordinates care provided by healthcare providers and allied health providers, including nursing instructors, nursing students, athletic trainers, athletic training students, and recreational sports personnel trained in first aid
4. Acts as a resource for medical and health concerns on campus

### **402.04 OIT, TECHNOLOGY INFRASTRUCTURE SERVICES REPRESENTATIVE**

1. Provides the expertise and personnel necessary to maintain or establish telephone and/or emergency communications services
2. Provides for the security and protection of computer and information systems
3. Provides for temporary computer and information services which may be necessary to facilitate business procedures related to emergency purchases, personnel services and accounting
4. Maintains liaison with Vigo County Emergency Management Agency for telecommunications support if necessary
5. Distributes and updates emergency messaging in official ISU Mobile Applications, such as ISU Mobile if necessary

### **402.05 EXECUTIVE DIRECTOR, RESIDENTIAL LIFE & HOUSING**

1. Will assist in the dissemination of all emergency information and directives intended for on-campus students
2. May provide temporary or alternate housing and food service facilities for on-campus students affected by the disaster or emergency
3. May provide temporary housing and food service for off-campus students who have been directed to remain on campus or who are unable to leave campus
4. May provide for temporary housing and food service for emergency response personnel and University staff directed to remain on campus for extended periods of time
5. May provide for temporary housing, food, water or other resources necessary as indicated by the disaster or emergency
6. Executive Director will work closely with the Dean of Students to provide housing for students

### **402.06 ENVIRONMENTAL SAFETY DIRECTOR**

1. Coordinates with other ERT members as necessary
2. Ensures that rescue and cleanup operations are conducted as safely as possible to minimize the risk of injury to rescue and cleanup personnel, as well as to prevent further injury to victims

3. Coordinates rescue and cleanup operations to conform to applicable safety, health and environmental regulations
4. Coordinates with applicable faculty and staff regarding chemical biological, radiological or other hazardous materials to ensure a safe and successful cleanup and disposal
5. Coordinates training for CPR/AED and Initial First Responders

#### **402.07 RISK MANAGER**

1. Coordinates and supervises the activities of outside regulatory, investigative or insurance-related agencies
2. Initiates the request for spending authority necessary for emergency operations
3. Obtains all available funding provided for cleanup and recovery expenses
4. Provides an accounting summary of financial impact of emergency response, cleanup and recovery

#### **402.08 DIRECTOR OF COMMUNICATIONS**

The responsibility of the Director of Communications is to ensure that all departments and appropriate staff are informed of the proper media procedures. This is critical to successful implementation of the Plan in the event of an emergency. Effective response will also depend on the following:

1. Posting emergency messages on the university's official Twitter and Facebook accounts in consultation with law enforcement and the Policy Directors. University Marketing reposts the message verbatim on its social media channels. Administrators of other official university social media accounts repost verbatim. There should be no deviation from the approved messaging
2. Coordinates emergency messages through ISU Connect if applicable
3. Clear definition of the roles and responsibilities of individual staff members and departments
4. Effective utilization of available resources, both internal and external
5. Carefully planned communications with all interested parties
6. Timely response to media requests

#### **402.09 ASSOCIATE DEAN OF STUDENTS** Assists in the dissemination of all emergency information and directives intended for off-campus students

1. Coordinates emergency communication between students and family members who are trying to contact one another
2. May coordinate with Residential Life temporary housing and food service for off-campus students who have been directed to remain on campus or who are unable to leave campus or who have no alternative housing
3. Assists in the support needs of students as needed

#### **402.10 CLIENT SERVICES DIRECTOR OF UNIVERSITY MARKETING**

1. Reposts messages verbatim from University Communications, which consults with law enforcement and the Policy Directors. Monitors official University social media platforms
2. Assists with coordination and updating of University website as needed

## **403.00 DUTIES AND RESPONSIBILITIES OF OPERATIONS SUPPORT GROUP (OSG)**

All individuals identified as having OSG responsibilities (see Section 104.03) shall have the duty to assist the ERT in providing the resources necessary to mitigate the effects of an emergency or disaster on the University campus.

In the event of a State of Emergency, the OSG shall assemble, and maintain in a state of readiness, the resources under their direction and control until called upon by the ERT and other University authority to assist in emergency response operations.

## **404.00 OTHER CAMPUS DUTIES AND RESPONSIBILITIES**

### **404.01 BUILDING COORDINATOR**

The Emergency Response Plan for each building should be as concise as possible. Each department/division within a specific building shall have a copy of their respective Building Emergency Response Plan.

Each Building Coordinator shall act as, or appoint, a Building/Facility Safety Officer for every campus building/location within their supervision or control, and has the following general responsibilities prior to and during any emergency:

#### Emergency Preparedness

1. Building Evacuation - Information is to be distributed to all employees with follow-up discussions, on-the-job training or additional explanation as required. (Contact Public Safety for assistance.)
2. Employee Training -Time is to be allowed for training employees in evacuation procedures. (Contact Environmental Safety for assistance.)
3. Safety Hazards – Report all recognized building safety hazards to the Office of Environmental Safety.
4. An Emergency Response Plan for each building shall be developed which will include, but not necessarily be limited to, the following:
  - a. Building Evacuation Plan to include:
    - Persons with disabilities evacuation procedures
    - Designation of evacuation assembly area
    - Posting of exit locations and evacuation routes
    - One-page emergency document posted in the main entrance of each building
  - b. Emergency reporting procedures
  - c. Hazardous conditions reporting and correction procedures
  - d. Emergency first aid information
  - e. Emergency equipment location(s)
    - First aid kits
    - Fire extinguishers
    - AED's
    - Flashlights
    - Other emergency equipment
  - f. Listing of building/facility permanent personnel

## Emergency Response

1. REPORT ALL EMERGENCIES TO PUBLIC SAFETY AT 911 or 812-237-5555.
2. Inform all employees under his/her direction of the emergency situation.
3. Evaluate the impact the emergency and take appropriate action. This may include ceasing operations and initiating building evacuation (Section 701.00).
4. Maintain emergency telephone communications with officials from within the building/facility affected or from an alternate site if necessary.

### **404.02 FACULTY AND SUPERVISORS**

Each faculty and/or staff supervisor, as directed by the Building Coordinator, has the responsibility to:

1. Educate their students and/or employees concerning the University's emergency procedures as well as evacuation procedures for their building and/or activity
2. Inform their students and/or staff of an emergency and initiate emergency procedures as prescribed in their respective Building/Facility Emergency Plan and the Emergency Preparedness/Response Plan
3. Evaluate their assigned building facility or activity for any safety hazards or potential hazards which may be amplified in a disaster situation (fire, earthquake, etc.), and report these safety concerns to the appropriate Building Coordinator or Safety Officer
4. IMPORTANT – Inform all students, staff and faculty to conform to building evacuation guidelines during any emergency and to report to their appropriate evacuation assembly area outside the building where a head count can be taken.

### **500.00 EMERGENCY RESPONSE TEAM NOTIFICATION PROCEDURES (ERTNP)**

The telephone is the primary means of emergency notification at Indiana State University. This system is intended for the immediate transmission of specific information regarding an emergency to all affected areas of campus. The ERTNP will rely primarily upon the University telephone system to contact all members of the ERT. The ERT will then contact appropriate support staff as needed. In the event the University telephone system is out of service, cell phones, radio, and messenger systems will be utilized by the Incident Commander as the means of notifying ERT personnel.

### **501.00 INITIAL RESPONSE – DESIGNATION OF EMERGENCY CONDITION STATUS**

All emergencies on the University campus shall be reported immediately to Public Safety at 911 or 812-237-5555. Immediately upon receiving notification of a reported campus emergency, Public Safety shall have the responsibility of initiating the following chronology of events.

#### **501.01 DISPATCH OF OFFICER**

A police officer shall be dispatched to the scene to confirm the emergency or disaster conditions.

#### **501.02 EMERGENCY MEDICAL AND FIRE DEPARTMENT DISPATCHED**

Public Safety dispatch shall request the appropriate assistance from fire department or emergency services personnel.

### **501.03 PUBLIC SAFETY DIRECTOR OR DESIGNEE CONTACTED**

Public Safety dispatch will immediately contact the Public Safety Director or the next highest-ranking Public Safety official.

### **501.04 POLICY TEAM MEMBER CONTACTED**

The Director of Public Safety or highest-ranking Public Safety official shall immediately contact at least one of the Policy Directors in the following order:

1. President
2. Provost and Vice President for Academic Affairs
3. Vice President for Student Affairs
4. Sr. Vice President for Finance and Administration/University Treasurer
5. Client Services Director Associate Vice President/Chief Information Officer – Office of Information Technology
6. University Counsel

Executive Director of Government Relations and University Communication

- 7.
8. Vice President of University Engagement

### **501.05 ASSIGNMENT OF EMERGENCY STATUS**

In consultation with the Policy Directors and ERT members, the Incident Commander will assign one of the following Emergency Status levels (Section 103.02) with respect to the conditions and status of the University and in turn shall activate the ERTNP.

1. NORMAL CAMPUS CONDITION – ERTNP (Section 502.00) activation not required.
2. LEVEL 3 – ERTNP may be activated. ERT members may not meet as a group but will be apprised of conditions. Field Command Post (FCP) may be established (Section 201.00).
3. LEVEL 2 – ERTNP will be activated. ERT members will report as directed by the IC. General Command Post (GCP) may be activated in the Public Safety Building. Field Command Post (FCP) will be established (Sections 201.00 and 202.00).
4. LEVEL 1 – ERTNP will be activated. All ERT members will report to GCP in the Public Safety Department. If Public Safety is not available, an alternate GCP will be established. All ERT members shall report as requested and bring the following items with them:
  - a. All ISU keys checked out to them
  - b. Pagers
  - c. Cellular phones and extra batteries

### **502.00 ACTIVATION OF EMERGENCY RESPONSE TEAM NOTIFICATION PROCEDURES**

The University Emergency Notification System (Section 700.02) is activated upon the direct order of the Public Safety Director or other highest-ranking Public Safety official available. Once the ENS has been activated, the Public Safety dispatch will contact all ERT members and provide them with the appropriate instructions for reporting to either the FCP or GCP (Sections 201.00 and 202.00), as directed by the Incident Commander. Campus telephone, fax, home and cellular telephone numbers for all ERT personnel are listed in Appendix B.

## **502.01 EMERGENCY RESPONSE TEAM NOTIFICATION PROCEDURES**

Appendix B lists all available telephone numbers for Policy Directors and ERT personnel as well as their alternates. To ensure the privacy of these personnel Appendix B will not appear in the ISU Emergency Preparedness/Response Plan for public or campus-wide distribution but will be available to all Policy Directors and ERT personnel. Only the names and titles of the Policy Directors and ERT personnel will be published for public or campus-wide distribution.

## **600.00 ON/OFF-CAMPUS SOURCES OF ASSISTANCE DURING EMERGENCIES**

This section of the ISU Emergency Preparedness/Response Plan identifies the on and off-campus resources available to provide assistance to the ERT. Although a wide range of services and resources have been identified, the list should not be considered all-inclusive. Emergencies and disasters can affect the University in numerous ways and resources may not always be available from traditional sources. In the event of a Level 2 or Level 3 emergency (Section 103.02), flexibility to seek resources utilizing extraordinary measures may be pursued by the ERT and/or other University administrative personnel.

### **600.01 FAMILY ASSISTANCE CALL CENTER**

In the event of a major emergency or disaster, it may be necessary to establish a Family Assistance Call Center (FACC). The purpose of the FACC is to assist with the sharing of available information to persons inquiring about family and friends during an event. It is also designed to divert calls made to the University 911 Emergency Dispatch.

The Director of Public Safety or designee will be responsible for establishing and activating the FACC.

The FACC Coordinator will be the Assistant Dean of Students or designee. The Coordinator will be responsible for staffing the FACC with volunteers from the University community. The Coordinator and the Director of Public Safety or designee will be responsible for designing a brief training document to assist in handling the types of calls that are received.

In the event of incidents or troublesome behavior involving members of the campus community while abroad, member(s) of the International Crisis Assessment Team (ICAT) will be included in the operations of the FACC.

The FACC will be housed in the Academic Enrichment Center of the ISU Athletic Advisement Department. In the event this area is unavailable, the alternate site will be the lower level of the Scott College of Business, room 001.

The equipment necessary to promptly activate the FACC will be stored in the storage area of the Public Safety Department. This equipment will be inspected and tested the first Tuesday of each month during the monthly Emergency Notification Systems test. The equipment will include a network switch and four telephone sets.

- Activation – Once the Public Safety Director or designee has determined an FACC will be established, the Assistant Dean of Students/Coordinator will be contacted. The Coordinator will then contact FACC volunteers and they will be instructed to report to the Coordinator at the Public Safety lobby. Once all have arrived, the group will be directed to the Academic Enrichment Center (adjacent to the Seminar Room) and the FACC will begin operations.

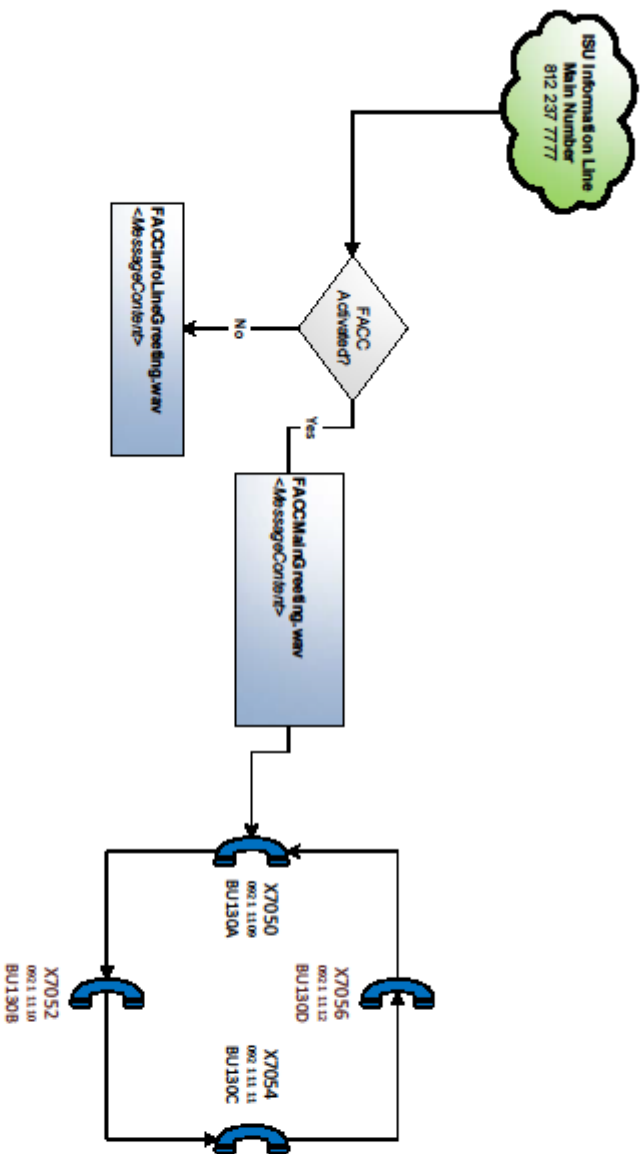
Prior to the activation of the FACC, the University's Communications Director or designee will be contacted and advised that the FACC is set to begin operations. At this time, the Assistant Dean of

Students will capture the ISU Information Line, **812-237-7777**, and record a message that will link the caller to the FACC extensions. Public announcements will be made through local media advising of the availability of the ISU Information Line, **812-237-7777**, for those needing assistance.

- Deactivation – The FACC will remain operational until the Public Safety Director and the FACC Coordinator decide to cease operations based on the status of the emergency and the volume of calls.

## **600.02 STUDY ABROAD/FACULTY-LED PROTOCOLS**

Reference addendum page 62



This map shows the call flow for the Family Assistance Call Center. This call flow utilizes a rotary hunt group for the agents. If one agent doesn't answer the call flows to the next agent.



## 601.00 ON-CAMPUS ASSISTANCE

<b>PUBLIC SAFETY - FOR <u>ALL</u> EMERGENCIES</b>	210 N 6 <sup>th</sup> St	<b>911 or 812-237-5555</b>
<b>Facilities Management</b> <ul style="list-style-type: none"> <li>• Administration</li> <li>• Repairs/Maintenance</li> </ul> <p>Skilled workers are available from Facilities Management during normal working hours and on short notice at other times. They are capable of providing the following emergency services:</p> <ol style="list-style-type: none"> <li>1. <u>Utilities</u>: Repairs to water, gas, electric and sewage systems</li> <li>2. <u>Structures</u>: Repairs to structures and mechanical equipment therein, including heating and cooling systems</li> <li>3. <u>Equipment</u>: Portable pumps, generators, floodlights, welders, air compressors, tractors, backhoes, forklifts, etc.</li> <li>4. <u>Transportation</u>: Sedans, light trucks, dump trucks and loaders</li> </ol>	951 Sycamore St.	<b>812- 237-8100</b>  <b>812- 237-8192</b>
<b>ISU Purchasing Department</b> <p>ISU Purchasing Department can assist with emergency procurement of materials and supplies in direct support of any contingency.</p>	951 Sycamore St.	<b>812-237-3600</b>
<b>Office of Environmental Safety/Radiation Safety Officer</b> <p>The Office of Environmental Safety provides coordination and management of chemical spills/leaks, cleanup and shipping of all hazardous chemicals or controlled wastes and biohazards. The Radiation Safety Officer can provide radiation leakage detection, cleanup, and disposal services.</p>	951 Sycamore St.	<b>812-237-4022</b>
<b>Residential Life</b> <p>Residential Life can provide such items as temporary housing, bedding, and sanitary facilities to support a wide range of emergency situations.</p>	Erickson Hall  218 N 6 <sup>th</sup> St	<b>812-237-3993</b>

<p><b>Food Service/Dining Service</b></p> <p>Food Service/Dining Service can provide food services to support a wide range of emergency situations.</p>	<p>Erickson Hall</p> <p>218 N 6<sup>th</sup> St</p>	<p><b>812-237-4138</b></p>
<p><b>ISU Hulman Center</b></p> <p>The ISU Hulman Center and other facilities may be utilized as temporary housing, dining, or storage facilities in response to emergencies.</p>	<p>200 N 8<sup>th</sup> St</p>	<p><b>812-237-3770</b></p>
<p><b>Office of Information Technology Help Desk</b></p> <p>Report all computer and networking related problems to the OIT Help Desk.</p> <p><u>During the Academic Year:</u></p> <p>Sunday – 1200 p.m. to 7:00 p.m.</p> <p>Monday thru Thursday - 7:30 a.m. to 7 p.m.</p> <p>Friday 7:30 a.m. to 5:00 p.m.</p> <p>Closed Saturday</p> <p><u>Summer/Breaks Hours:</u></p> <p>Monday thru Friday – 8:00 a.m. to 4:30 p.m.</p> <p>Closed when the University is closed</p> <p>After hours and weekends call Computer Operations at 812-237-4037. If no answer, contact the OIT, Technology Infrastructure Services Representative</p>	<p>Stalker 009</p> <p>621 Chestnut</p>	<p><b>812-237-2910</b></p>
<p><b>Telephone Services Repair and Help Line</b></p> <p>Report all telephone system problems to IT Telecommunications.</p> <p>Normal Service Hours - 8:00 a.m. to 4:30 p.m.</p>	<p>Gillum Hall 103</p> <p>217 N 6<sup>th</sup> St</p>	<p><b>812-237-2910</b></p>

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<p><b>Emergency Medical Resources – UAP Clinic-ISU Health Center</b></p> <p>The Health Center can provide medical and first aid assistance and coordinate activities with other appropriate departments.</p> <p><u>During the Academic Year:</u></p> <p>Monday thru Thursday - 9:00 a.m. to 4:00 p.m. and Friday 9:00am to 1:00pm</p> <p><u>Summer Hours</u></p> <p>Monday thru Friday - 9:00 a.m. to 4:30 p.m.</p> <p>Closed weekends</p>	567 N. 5 <sup>th</sup> St.	<b>812-237-3883</b>
<p><b>University Communications</b></p> <p>Updates University website as needed.</p>	<p>Parsons Hall 2<sup>nd</sup> floor</p> <p>200 N 7<sup>th</sup> St</p>	<b>812-229-8020</b>
<p><b>University Marketing</b></p> <p>University Marketing staff will disseminate appropriate information on social media channels and website to communicate to the general public and campus community based on approved language from University Communications.</p>	<p>Gillum Hall 102</p> <p>217 N 6<sup>th</sup> St</p>	<b>812-237-3773</b>
<p><b>Human Resources</b></p> <p>Human Resources can answer questions about overtime or mandatory call-ins.</p>	<p>Rankin Hall 307</p> <p>210 N 7<sup>th</sup> St</p>	<b>812-237-4114</b>
<b>Vice President of Student Affairs</b>	Parsons Hall 203	<b>812-237-4575</b>

	200 N 7 <sup>th</sup> St	<b>812-237-3888</b>
<b>Office of Risk Management</b>  The Office of Risk Management can answer questions regarding insurance coverage and notify the appropriate agents to assist in loss reduction, control, and indemnification.	Rankin Hall 200  210 N 7 <sup>th</sup> St.	<b>812-237-7946</b>
<b>Dean of Students (Dean on Call)</b>	HMSU 808	<b>812-230-9690</b>
<b>Family Assistance Call Center</b>	Academic Enrichment Center  218 N 6 <sup>th</sup> St.	<b>812-237-7777</b>

## 602.00 EMERGENCY CALL-OUT DIRECTORY - OFF-CAMPUS RESOURCES

LAW ENFORCEMENT		
Terre Haute Police Department	<b>Emergencies</b>  Business  Dispatch  1211 Wabash Ave  Terre Haute, In. 47807	<b>911</b>  812-244-2200  812-232- 1311/812-232- 3801

Vigo County Sheriff	<b>Emergencies</b>  Business  After hours Public Health Emergency  201 Cherry St.  Terre Haute, In. 47807	<b>911</b>  812-462-3226  812-232-3801
Indiana State Police	<b>Emergencies</b>  Administration  (Putnamville, IN)	<b>911</b>  <b>1-800-742-0717</b>  <b>Option 1 for dispatch</b>
<b>EMERGENCY SERVICES</b>		
Terre Haute Fire Department	<b>Emergencies</b>  Headquarters	<b>911</b>  <b>812-244-2803</b>
Vigo County Emergency Management Agency	934 S 4 <sup>th</sup> St  Terre Haute, In. 47807	<b>812-462-3217</b>
Indiana Army National Guard	Career Center	<b>317-247-3300</b>

Indiana Department of Homeland Security	302 W. Washington St. Rm E208 Indianapolis, IN 46204	<b>800-669-7362</b>
Indiana Air National Guard 181 <sup>st</sup> Intelligence Wing	800 S. Petercheff St. Terre Haute, IN 47803	<b>812-877-5210</b> <b>812-877-5200</b>
American Red Cross	700 S. 3 <sup>rd</sup> St. Terre Haute, IN 47807	<b>812-232-3393</b>
Salvation Army	234 S. 8 <sup>th</sup> St. Terre Haute, IN 47807	<b>812-232-4081</b>
INDOT	41 W. 300 N. Crawfordsville, IN 47933	<b>812-232-7921</b>
<b>HEALTH AND ENVIRONMENTAL SERVICES</b>		
Vigo County Health Department  Environmental Health Division  Indiana Dept. of Environmental Management Office of Land Quality Emergency Response Section	147 Oak St. Terre Haute, IN 47807  <b>Rollover line</b>  24-hour number for Reporting Envir. Emergency Spill Line	<b>812-462-3429</b>  <b>812-462-3428</b> <b>812-462-3281</b>  <b>1-888-233-7745</b>
Indiana State Dept of Health	2 N. Meridian St. Indianapolis, IN 46204	<b>317-233-1325</b>

Union Hospital	1606 N 7 <sup>th</sup> St Terre Haute, In. 47804 Emergency Room	<b>812-238-7000</b>  <b>812-238-7523</b>
Terre Haute Regional Hospital	3901 S 7 <sup>th</sup> St Terre Haute, In. 47802 Emergency Room	<b>812-232-0021</b>  <b>812-237-1622</b>
Transcare	1299 E Voorhees St. Terre Haute, IN 47802	<b>812-462-1720</b>

## **700.00 EMERGENCY PROCEDURES GUIDE**

The following sections contain the recommended procedures to be followed during specific types of emergencies. Always follow the procedures in sequence unless conditions dictate otherwise.

### **700.01 REPORTING EMERGENCIES**

Information on reporting emergencies shall be made available at each office/location at the University as part of the information and procedures included in each Building Emergency Response Plan, and shall be readily accessible to all personnel in each building/location.

**CAMPUS EMERGENCY SERVICE 911** (from campus telephones), 812-237-5555 (from all other telephones)

When calling, stay calm and carefully explain the problem and location to the Public Safety Dispatcher. **DO NOT HANG UP UNTIL TOLD TO DO SO.**

It is required that evacuation and assembly point information be posted on each building floor. Building Coordinator information is posted on the Public Safety website.

All building/location personnel must proceed to the assembly point upon evacuation. Personnel must remain at that location and assist in accounting for all building occupants until released by the Building Coordinator, Building Safety Officer or designee.

### **700.02 ACTIVATION OF EMERGENCY NOTIFICATION PROCEDURES (ENP)**

1. If it is established that a threat to campus safety exists, an evaluation of the size and scope of the situation will be made which may activate Emergency Notification Procedures (ENP).
2. The Director of Public Safety or designee will determine the methods of notifying the campus.
3. Any one, or all, of the following methods may be used to alert the campus community of an emergency. The Emergency Notifications System (ENS) includes:
  - a. All Hazards siren
  - b. Rave text messaging
  - c. Alertus pop-up message on campus computers
  - d. Campus emails
  - e. ISU Information Line 812-237-7777
  - f. VOIP telephones
  - g. Voice recorded Tornado Systems
4. The Public Safety Department will attempt to identify affected groups and, based on the circumstances, warn them of potential danger.
5. Campus groups will be instructed to safely secure in place or to escape harm's way until further instructions can be given.
6. It should be noted that there are employee groups who may be limited in their ability to receive emergency information (e.g., Sodexo, Facilities Management, Grounds Maintenance).
7. It is strongly recommended that all members of management subscribe to the RAVE Text Messaging System allowing additional options to notify all members of the campus community.



## **701.00 EVACUATION PROCEDURES**

### **IN AN EMERGENCY - DIAL 911 OR 812-237-5555**

1. Campus Evacuation
  - a. Evacuation of all or part of the campus will be announced by Public Safety.
  - b. All persons (student and staff) are to immediately vacate the site in question and relocate to another part of the campus as directed.
2. Building Evacuation
  - a. All building evacuations will occur when an alarm sounds and/or upon notification by Public Safety, Building Coordinator, Building Safety Officer, or designees.
  - b. When a fire alarm is activated during an emergency, leave by the nearest marked exit and alert others to do the same.
  - c. DO NOT USE THE ELEVATORS IN CASES OF FIRE AND/OR EARTHQUAKE.
  - d. Handicap evacuation will be pre-planned for each building. Contingencies for handicapped evacuation shall be included in each building Emergency Response Plan.
  - e. Once outside, proceed to the building's designated evacuation assembly point at least 200 feet away from the affected building.
  - f. Keep streets, fire lanes, hydrant areas and walkways clear for emergency vehicles and personnel.
  - g. Do not return to an evacuated building unless told to do so by a designated University official. Report to your pre-designated assembly point. Stay there until an accurate headcount has been taken. The Building Safety Officer will take attendance and assist in accounting of all building occupants.

### **701.01 PERSONS WITH DISABILITIES DURING BUILDING EVACUATIONS INCLUDING ACTIVE FIRE ALARMS**

Residential Life personnel will advise persons with mobility disabilities (e.g., use wheelchairs, scooters, or are unable to use stairs) who live in the residence halls to, if possible, shelter in place in their rooms, unlock their doors and immediately call Public Safety dispatch (911 and 812-237-5555) advising of their location. The 911 call will go directly to the Vigo County Central Dispatch Office. If the call is routed directly to Public Safety dispatch, the dispatcher will advise fire department responders of the location of the person.

For other multi-story, non-residence hall buildings, persons with disabilities (e.g., use wheelchairs, scooters, or are unable to use stairs) are to be advised that in the event of a building evacuation including active fire alarms, to go to the nearest/safest stairwell area, call Public Safety dispatch (911 or 812-237-5555), advise of their location, and wait for assistance. The dispatcher will in turn advise fire department responders of the person's location.

Additionally, in mid-August and mid-January, the University Police Captain will contact the Offices of Residential Life and obtain a list of persons with disabilities who are housed in each of their buildings. A mid-semester check, one in mid-October and one in mid-April, will be made to update the information. This information will be kept in the emergency dispatch section of the Public Safety Department.

## **702.00 FIRE**

### **IN ALL CASES OF FIRE, PUBLIC SAFETY MUST BE NOTIFIED IMMEDIATELY**

1. Know the location of fire extinguishers, fire exits, and alarm systems in your area and know how to use them. Training and information are available through ISU Environmental Safety.
2. If a minor fire appears controllable, and ONLY IF YOU HAVE BEEN TRAINED IN THE USE OF A FIRE EXTINGUISHER, promptly direct the discharge of the fire extinguisher toward the base of the fire.
3. If a fire exists, activate the fire alarm and evacuate all rooms, closing all doors to confine the fire and reduce oxygen.
4. Call Public Safety at 911 or 812-237-5555.
5. DO NOT USE THE ELEVATORS IN CASES OF FIRE AND/OR EARTHQUAKE.
6. Walk quickly to the nearest exit and alert others to do the same.
7. In case of heavy smoke, stay near the floor where the air will be less toxic.
8. Once outside, move to the building's designated evacuation assembly point at least 200 feet away from the affected building.
9. Keep streets, fire lanes, hydrants and walkways clear for emergency vehicles and crews.
10. If requested, assist emergency crews as necessary.
11. A Field Command Post may be set up near the emergency site. Keep clear of the Command Post unless you have official business.
12. Do not return to an evacuated building unless told to do so by a designated University official. Report to your designated building evacuation assembly point. Stay there until an accurate headcount has been taken. The Building Safety Officer will take attendance and assist in accounting for all building occupants.

NOTE: If you become trapped in a building during a fire and a window is available, place an article of clothing (shirt, coat, etc.) outside the window as a marker for rescue crews. If there is no window, stay near the floor where the air is less toxic. Shout at regular intervals to alert emergency crews of your location. DO NOT PANIC!

## **703.00 EARTHQUAKE**

During an earthquake remain calm and quickly follow the steps outlined below.

1. IF INDOORS, seek refuge under a desk or table. Stay away from glass windows, shelves and heavy equipment. Avoid large open spaces, such as auditoriums.
2. IF OUTDOORS, move quickly away from buildings, utility poles and other structures. Caution: Always avoid power and utility lines as they may be energized. Know your building's evacuation points.
3. If in an automobile, stop in the safest place available, preferably away from power lines and trees. Stop as quickly as safety permits, but stay in the vehicle for shelter.
4. After the initial shock, evaluate the situation and if emergency help is necessary, call Public Safety at 911 or 812-237-5555. Protect yourself at all times and be prepared for after-shocks.
5. Damaged facilities should be reported to Public Safety and Facilities Management. NOTE: Gas leaks and power failures create special hazards. Please refer to the section on Utility Failures.
6. If an emergency exists, activate the fire alarm. Call Public Safety at 911 or 812-237-5555.
7. DO NOT USE THE ELEVATORS IN CASES OF FIRE AND/OR EARTHQUAKE.
8. Walk quickly to the nearest exit and alert others to do the same.
9. Once outside, move to the building's designated assembly point at least 200 feet away from the affected building(s).

10. IMPORTANT: If the building's evacuation assembly point is not available due to damage caused by the earthquake, move to an open, safe location as near as possible to the designated assembly point.
11. Keep streets, fire lanes, hydrants and walkways clear for emergency vehicles and crews.
12. If requested, assist emergency crews as necessary.
13. A Field Command Post may be set up near the emergency site. Keep clear of the command post unless you have official business.
14. Do not return to an evacuated building unless told to do so by a designated University official. Report to your designated evacuation assembly point. Stay there until an accurate headcount has been taken. The Building Safety Officer will take attendance and assist in the accounting of all building occupants.

## **704.00 CHEMICAL, RADIATION LEAK OR SPILL**

1. Immediately report any unscheduled release (spill) of a hazardous chemical or radioactive material to Public Safety at 911 or 812-237-5555.
2. Be specific about the nature of the involved material, quantity, and exact location. Public Safety will contact the necessary specialized authorities and medical personnel. NOTE: Laboratory personnel should consult the ISU Laboratory Chemical Safety Plan to determine appropriate response for laboratory chemical spills.
3. The responsible person on site should vacate the affected area at once and seal it off to prevent further contamination of other areas until the arrival of ISU Environmental Safety personnel.
4. Anyone who may be contaminated by the spill is to avoid contact with others as much as possible, remain in the immediate vicinity, and give their name(s) to Public Safety.
5. Required first aid and cleanup by specialized authorities should be started at once.
6. If an emergency exists, activate the fire alarm. Call Public Safety at 911 or 812-237-5555.
7. When a fire alarm is sounded, walk quickly to the nearest marked exit and alert others to do the same.
8. Remember that elevators are reserved for emergency response personnel ONLY. DO NOT PANIC.
9. Once outside, move to the building's designated evacuation assembly point at least 200 feet away from the affected building.
10. Keep streets, fire lanes, hydrants and walkways clear for emergency vehicles and crews.
11. If requested, assist emergency crews as necessary
12. A Field Command Post may be set up near the emergency site. Keep clear of the Command Post unless you have official business.
13. Do not return to an evacuated building unless told to do so by a designated official. Report to your designated evacuation assembly point. Stay there until an accurate headcount has been taken. The Building Safety Officer will take attendance and assist in the accounting of all building occupants.

## **705.00 SEVERE WEATHER/TORNADO**

IN CASE OF SEVERE WEATHER – When emergency warning sirens sound, it is YOUR responsibility to get to shelter. In addition to emergency sirens, recorded message alarms, RAVE text messages, Alertus Pop Ups, , and ENS Telephone System, Public Safety may also announce the warning via car loudspeakers.

When emergency sirens are sounded, all persons should immediately seek shelter in the nearest strong building. When practical, go to the designated areas of building basements or lower floors. In all other situations, go to building internal hallways. Auditoriums, gymnasiums and similar large rooms with wide roofs should be avoided. Stay away from all windows and exterior doors.

NOTE: ISU emergency sirens are tested at 11:00 a.m. on the first Tuesday of each month.

- TORNADO WATCH – A watch is issued when the potential exists for the development of severe thunderstorms or tornadoes. The National Weather Service will issue a watch bulletin to authorities as well as to local radio and TV stations.
- TORNADO WARNING – A warning is issued when a severe thunderstorm has developed and has either produced a tornado or conditions are conducive to tornado development. Should a tornado sighting occur, the National Weather Service will immediately notify Public Safety and on-campus emergency warning sirens will be activated. The warning will be signaled by a continuous sounding of emergency sirens. In addition, recorded message alarms will be activated at various campus locations.

## **706.00 WINTER WEATHER**

Winter storms can range from freezing rain and/or moderate snow over the course of a few hours to blizzard conditions. When listening to winter weather reports, it is important to be familiar with the terms used.

- WINTER STORM WATCH – A watch is issued by the National Weather Service when there is a potential for heavy snow or significant ice accumulations and is usually issued 12 to 48 hours before the storm's arrival in the area.
- WINTER STORM WARNING – A warning is issued when a hazardous winter weather event is occurring, is imminent, or has a very high probability of occurrence. A warning is given for conditions posing a threat to life or property.

If it is necessary to suspend University operations due to winter weather, the announcement may be made via:

1. Local media outlets
2. ISU email
3. Campus Emergency Notification Line at 812-237-7777
4. ISU Live
5. ISU website
6. Facebook and Twitter

For information regarding road conditions, call 1-800-261-7623.

## **706.01 SEVERE WEATHER POLICY**

The closure of the University campus is expected to be a rare event, with the decision based primarily on the conditions of the immediate vicinity of campus. If such a decision is made, closure will occur for a twelve-hour period. At hour eight of the closure, or no later than 8:00 p.m., the decision will be made to extend the closure for an additional twelve hours. The decision will be based on:

1. The amount of snow and ice on the ground and predicted
2. Wind conditions
3. The time of day the weather event occurs
4. Road conditions on campus as well as throughout the city and county
5. The ability of the ISU Grounds crew as well as city and county departments to keep roads and walkways passable
6. A declared state of emergency closing all roads in Vigo County

Faculty and staff must make individual decisions regarding the wisdom of commuting under severe weather conditions. Faculty members are expected to provide reasonable accommodations to students who are unable to attend class due to severe weather conditions.

## 707.00 CIVIL DISTURBANCE OR DEMONSTRATION

Peaceful, Non-Obstructive Demonstrations - Most campus demonstrations, such as meetings, marches, picketing, and rallies, are peaceful and non-obstructive and should not be obstructed or provoked. Efforts should be made to conduct University business as normally as possible. A student demonstration should not be disrupted unless one or more of the following conditions exists:

1. Interference with the normal operations of the University
2. Prevention of access to offices, buildings, or other University facilities
3. Threat of physical harm to persons or damage to University facilities
4. If demonstrators are asked to leave but refuse to do so by the regular facility closing time:
  - a. Arrangements will be made by the Director of Public Safety to monitor the situation during non-business hours, or
  - b. Determination will be made to treat the violation of regular closing hours as a disruptive demonstration (see below).

If any of these conditions exist, Public Safety should be notified and will be responsible for contacting and informing the President and Vice Presidents.

Non-Violent, Disruptive Demonstrations – In the event a demonstration blocks access to university facilities or interferes with the operation of the University in violation of the University Standards, Code of Student Conduct:

1. The Vice President for Student Affairs or designee will go to the area and ask the demonstrators to disperse, or to discontinue the disruptive activities.
2. The Vice President for Student Affairs may ask key university personnel and student leaders to go to the area and assist in persuading the demonstrators to desist and disperse.
3. If the demonstrators persist in the disruptive activity, they will be apprised that failure to discontinue the specified action within a determined length of time may result in disciplinary action including suspension or expulsion or possible intervention by civil authorities (Section 707.01).
4. The Vice President for Student Affairs, after consultation with the President and Director of Public Safety, will determine the need for intervention by Public Safety.
5. If a determination is made to seek an intervention by Public Safety, the demonstrators should be so informed. Upon arrival of Public Safety and/or other law enforcement personnel under the direction and supervision of the Director of Public Safety, demonstrators remaining in the area will be warned of the intention to arrest. To facilitate any action by Public Safety, assistance may be obtained from City of Terre Haute, Vigo County or other State of Indiana authorities. All personnel acting in any such facilitative capacity shall be under the direction of the Director of Public Safety (Section 707.02).
6. Efforts should be made to obtain positive identification of demonstrators in violation in order to facilitate later testimony, including photographs and/or videotaping if deemed advisable.

Violent, Disruptive Demonstrations – In the event that a violent demonstration in which injury to persons or destruction of property occurs or appears imminent, the Director of Public Safety will notify the President, the Provost/Vice-President for Academic Affairs, and the Vice President of Student Affairs. After this initial notification, the ISU Emergency Notification System may be activated at the direction of the President.

1. During Business Hours:
  - a. In coordination with the President or Vice President for Student Affairs, Public Safety will contact outside law enforcement for assistance if necessary.

- b. The President, in consultation with the Provost/Vice President for Academic Affairs, Vice President for Student Affairs, and the Director of Public Safety, will determine the possible need for intervention.
  - c. Public Safety will maintain communications with the President and Vice President for Student Affairs or designee and Office of University Communication throughout the demonstration.
- 2. After Business Hours:
  - a. Public Safety will investigate the disruption and notify the President, Provost/Vice President for Academic Affairs, and the Vice President for Student Affairs.
  - b. The Vice President for Student Affairs will:
    - i. Report the circumstances to the President
    - ii. Notify key administrators and, if appropriate, the Building Coordinator responsible for the building/location
    - iii. Notify the Executive Director of Media Relations
    - iv. Arrange for a photographer
  - c. The Director of Public Safety, after consultation with the President or Vice President of Student Affairs will request additional assistance as necessary.

NOTE: The Director of Public Safety will call for additional law enforcement assistance without counsel from others if it is deemed to be critical to the safety of the persons involved.

## **707.01 DIRECTIVE TO IMMEDIATELY TERMINATE DEMONSTRATION**

(University President or designee)

“This assembly and the conduct of each participant are seriously disrupting the operations of the University and are in clear violation of the rules of Indiana State. You have previously been called upon to disperse and terminate this demonstration. (You have been given the opportunity to discuss your grievances in the manner appropriate to the University.) (In no event will the Administration of Indiana State accede to demands backed by force.) Accordingly, you are directed to terminate this demonstration. If you have not done so within 15 minutes I will, under the authority of the Board of Trustees, take whatever measures are necessary to restore order – including calling for police assistance. Any student who continues to participate in this demonstration is subject to possible arrest and will also be subject to suspension.”

## **707.02 DIRECTIVE TO IMMEDIATELY TERMINATE DEMONSTRATION WITH ASSISTANCE OF POLICE**

(University President or designee)

“You have previously been directed to terminate this demonstration and you have been put on notice as to the consequences of your failures to do so. Public Safety will now be called to assist in dispersing this assembly. Those who fail to leave immediately will be subject to arrest.”

## **708.00 UTILITY FAILURE**

In the event of a major utility failure occurring during regular working hours, after hours, weekends, or holidays, immediately notify Public Safety at 911 or 812-237-5555. They will advise of further actions.

### **1. BUILDING EVACUATION PROCEDURES**

- a. All building evacuations will occur when an alarm sounds continuously and/or upon notification by Public Safety, Building Coordinator, Building Safety Officer, or designees.
  - b. Remember that the elevators are reserved for emergency services personnel ONLY.
  - c. Once outside, move to the building's designated evacuation assembly point at least 200 feet away from the affected building(s).
  - d. Keep the walkway, fire lanes and hydrants clear for emergency personnel.
  - e. If requested, assist the emergency personnel as necessary.
  - f. A Field Command Post may be set up near the emergency site. Keep clear of the command post unless you have official business.
  - g. Do not return to an evacuated building unless told to do so by a designated University official. Report to your designated evacuation assembly point. Stay there until an accurate headcount has been taken. The Building Safety Officer will take attendance and assist in the accounting of all building occupants.
2. ELECTRICAL/LIGHT FAILURE  
During an emergency, campus building lighting may not provide sufficient illumination in corridors and stairways for safe exiting. It is therefore advisable to have flashlights and portable radios available.
3. ELEVATOR FAILURE  
If trapped in an elevator, use the emergency phone to notify Public Safety. If an emergency phone is not available, activate the emergency alarm located on the front panel.
4. PLUMBING FAILURE/FLOODING  
Cease using all electrical equipment. Notify Public Safety at 911 or 812-237-5555. If necessary, vacate the area.
5. SERIOUS GAS LEAK
  - a. Cease all operations.
  - b. DO NOT SWITCH ON LIGHTS OR ANY ELECTRICAL EQUIPMENT.
  - c. DO NOT ACTIVATE FIRE ALARM UNLESS A FIRE IS PRESENT.
  - d. Vacate the area.
  - e. Notify Public Safety at 911 or 812-237-5555 from outside the building.
6. STEAM LINE FAILURE
  - a. Immediately notify Public Safety at 911 or 812-237-5555.
  - b. If necessary, vacate the area.
7. VENTILATION PROBLEM
  - a. If the odor of smoke is coming from the ventilation systems, immediately notify Public Safety at 911 or 812-237-5555.
  - b. If necessary, cease all operations and vacate the area.

## **709.00 VIOLENT OR CRIMINAL BEHAVIOR**

In an emergency, call 911 or 812-237-5555. Public Safety provides help and protection year round, 24 hours a day, 7 days a week. Everyone is asked to assist in making the University campus a safe place by being alert to suspicious activity and promptly reporting incidents.

1. IF A SUSPICIOUS PERSON OR CRIMINAL ACT IS OBSERVED
  - a. Contact Public Safety as soon as possible and report the incident. Include the following information:
    - Nature of the incident
    - Location of the incident
    - Description of the person(s) involved
    - Description of property involved
  - b. Assist officers when they arrive by supplying additional information, and ask others to cooperate.
2. IN CASE OF GUNFIRE OR EXPLOSIVE DISCHARGE
  - a. Take cover immediately, using all available concealment.
  - b. When possible, seek emergency aid if needed.
3. IF TAKEN HOSTAGE
  - a. Be patient. Time is on your side. Avoid drastic action.
  - b. The initial 45 minutes are the most dangerous. Be alert and follow instructions.
  - c. The captor may be emotionally imbalanced or in an agitated state. Treat the captor with respect. Avoid appearing hostile. Don't speak unless spoken to. Don't talk down to him/her. If possible, maintain eye contact with the captor, but do not stare.
  - d. Try to relax and avoid speculating. Comply with instructions as best you can. Avoid arguments. Expect the unexpected.
  - e. Be observant. You may be released or escape. The personal safety of others may depend on your memory.
  - f. Be prepared to speak with law enforcement personnel on the phone. Be patient. Attempt to establish rapport with the captor.
  - g. If medications, first aid, or restroom privileges are needed by anyone, say so. The captor(s) in all probability does not want to harm persons being held.

**IMPORTANT:** After an evacuation, report to your designated building evacuation assembly point. Stay there until an accurate headcount has been taken. The Building Safety Officer will take attendance and assist in the accounting of all building occupants.

## **709.01 SAFETY GUIDELINES FOR ARMED SUBJECTS, ACTIVE SHOOTER SITUATIONS**

An active shooter is a person who appears to be actively engaged in killing or attempting to kill people in a populated area. In most cases, active shooters use firearms and there is no pattern or method to their selection of victims. These situations are dynamic and evolve rapidly, demanding immediate deployment of law enforcement resources to stop the shooting and mitigate harm to innocent victims. This document provides guidance to faculty, staff, and students who may be caught in an active shooter situation and describes what to expect from responding police officers.

In general, your response to an active shooter will be dictated by the specific circumstances of the encounter, bearing in mind there could be more than one shooter involved in the same situation. If caught in an active shooter situation, try to remain calm and use the following guidelines to help plan a strategy for survival.



1. IF AN ACTIVE SHOOTER IS IN THE BUILDING

- a. If possible, run out of the building.
- b. If you cannot leave the building, determine if the room you are in can be locked.
  - Close and lock all windows and doors.
  - Turn off all lights.
  - Get everyone down on the floor.
  - Ensure no one is visible from outside the room.
  - Have one person call 911 or 812-237-5555 and advise the dispatcher of what is happening and the location.
  - Remain in place until the police, or a known campus administrator, gives the all clear. Do not respond to any voice commands until you can verify with certainty that they are being issued by a police officer.
- c. If your room cannot be locked, determine if there is a nearby room that you can move to safely and that can be locked (see instructions above). If this is not an option, hide.

2. IF AN ACTIVE SHOOTER ENTERS YOUR OFFICE OR CLASSROOM

- a. Try to remain calm.
- b. If possible, call 911 or 812-237-5555 and report your location.
- c. If you can't speak, leave the line open so the dispatcher can hear what is taking place. Normally, the location of the call can be determined.
- d. If there is no opportunity to escape or hide, it might be possible to negotiate with the shooter.
- e. Attempting to overpower the shooter should be considered as a very last resort.

3. IF AN ACTIVE SHOOTER LEAVES THE AREA

- a. If you decide to flee, make sure you have an escape route in mind.
- b. Do not touch anything that was in the vicinity of the shooter.
- c. Do not attempt to carry anything while fleeing.
- d. Do not attempt to remove injured people. Leave victims in place and notify authorities of their location as soon as possible.
- e. Move quickly. Keep your hands visible. Follow the instructions of any police officers encountered.
- f. Do not leave campus until advised it is safe to do so by police or campus administrators.

4. WHAT TO EXPECT FROM RESPONDING POLICE OFFICERS – Police officers responding to an active shooter are trained to proceed immediately to the area in which shots were last heard. Their purpose is to stop the shooting as quickly as possible.

- a. The first responding officers will normally be in teams of four.
- b. The officers may be dressed in regular patrol uniforms, or they may be wearing external bulletproof vests, Kevlar helmets, and other tactical equipment.
- c. The officers may be armed with rifles, shotguns or handguns, and might be using pepper spray or tear gas to control the situation.
- d. Remain calm and do as the officers tell you.
- e. Put down any bags or packages you may be carrying and keep your hands visible at all times.
- f. If you know the location of the shooter, tell the officers.
- g. The first officers to arrive will not stop to aid injured people. Rescue teams will follow the first officers into secured areas to treat and remove injured persons.
- h. Remember that the entire area is still a crime scene. Police will usually not let anyone leave until the situation is fully under control and all witnesses have been identified and questioned.
- i. Remain at whatever assembly point authorities have designated until you are released.

## 710.00 BOMB THREAT

### 1. IF YOU OBSERVE A SUSPICIOUS OBJECT OR POTENTIAL BOMB

- a. DO NOT HANDLE THE OBJECT.
- b. Clear the area immediately.
- c. DO NOT USE CELL PHONE OR TWO-WAY RADIO. These devices may trigger an explosive device.
- d. Call Public Safety at 911 The use of all cellular devices, data transmitting devices, or radio communication should not be utilized within 500 feet of a suspected device until deemed safe by emergency personnel

### 2. IF YOU RECEIVE A BOMB THREAT OVER THE PHONE – Keep talking to the caller as long as possible. Ask the caller the following questions:

- a. When is the bomb going to explode?
- b. How many bombs are there?
- c. Where is the bomb located?
- d. What does it look like?
- e. How will it be set off?
- f. How will it be defused?
- g. Why did you place the bomb?

Record the following information:

- h. Time of call
- i. Age and sex of caller
- j. Speech pattern, accent, ethnicity, etc.
- k. Emotional state of caller
- l. Background noise

### 3. EVACUATE THE AREA

- a. Make a cursory inspection of the area for suspicious objects, and report the location to Public Safety. Officers will conduct a detailed bomb search.
  - b. DO NOT TOUCH THE OBJECT.
  - c. DO NOT OPEN DRAWERS, CABINETS.
  - d. DO NOT TURN LIGHTS OFF AND ON.
  - e. Remember that elevators are for emergency services personnel only.
4. Once outside, move to the building's designated evacuation assembly point at least 200 feet away from the affected building(s).
  5. Keep streets, fire lanes, hydrants and walkways clear for emergency vehicles and crews.
  6. If requested, assist emergency crews as necessary.
  7. Do not return to an evacuated building unless told to do so by a designated University official. Report to your designated evacuation assembly point. Stay there until an accurate headcount has been taken. The Building Safety Officer will take attendance and assist in the accounting of all building occupants.

## 711.00 FLOODS

A flood emergency exists if floodwater is uncontrolled and flowing beyond the area where water is normally contained or controlled, affecting University operations. This can result from either natural causes or building system failures.

NATURALLY OCCURRING FLOODS – The National Weather Service will issue a flood warning if flooding is imminent or occurring. Upon receiving a flood warning for Terre Haute, University Police Dispatch will notify the On-Call Safety Officer and the Director of Public Safety. They, in turn, will contact the Director of Environmental Safety and the Assoc. Vice President for Facilities Management in order to evaluate the potential of flooding on campus.

The following areas on campus have been deemed to be at the highest risk for flooding and will be carefully monitored by University Police during any flood warning:

- Cunningham Memorial Library – Loading dock doors
- Hulman Center – North ramp, air intakes on the West side
- Fairbanks Hall – Ramped entrance to lower level East side
- Career Center – South side of building
- Nursing Building – West side with focus on the ramp leading to West entrance
- Normal Hall – Northeast corner (new addition)
- Science Building – Mechanical room

If it is determined that any building is likely to flood, or if flooding is actually occurring, the following actions are to be taken:

1. The University Police Shift Commander will have officers visually check the above listed buildings. If the officer believes there is potential for water to seep into a building, Facilities Management will be contacted.
2. University Police Dispatch will notify the Emergency Response Team and, depending on the circumstances, may advise them to meet at a designated Incident Command Post.
3. All personnel not involved in flood response efforts shall be evacuated from the affected areas by University Police.
4. University Police shall restrict access to the affected areas only to persons involved in the flood response efforts.
5. Facilities Management will check affected buildings to ensure drainage is functioning properly.
6. Supplies (e.g., sand bags, flashlights, submersible pumps, hoses, emergency generators, etc.) shall be obtained by Facilities Management in sufficient quantities to provide coverage for the buildings listed above, and shall be deployed at the flood site(s) as needed.
7. Flood response personnel shall obtain and employ such personnel protective equipment as may be determined necessary by the On-Call Safety Officer.
8. If flooding occurs and water begins to accumulate in a building, Environmental Safety shall conduct a hazard assessment of flooded areas prior to entry by response personnel. Environmental Safety shall assess both health hazards (e.g., contaminated water either hazardous or bio-hazardous) and physical hazards (e.g., building design, existence of submerged office or lab furniture, energized water, rushing water).
9. If necessary and safe to do so, Facilities Management shall de-energize any electrical equipment and outlets in the affected areas.

10. Where possible, designated personnel shall move any equipment or supplies to higher floors in the building.

#### FLOODS DUE TO BUILDING SYSTEM FAILURES

1. Facilities Management shall determine the cause of the flood.
2. All personnel not involved in flood response efforts shall be evacuated by University Police.
3. University Police shall restrict access to the affected areas only to persons involved in the flood response efforts.
4. If flooding occurs and water begins to accumulate in a building, Environmental Safety shall conduct a hazard assessment of flooded areas prior to entry by response personnel. Environmental Safety shall assess both health hazards (e.g., contaminated water either hazardous or bio-hazardous) and physical hazards (e.g., building design, existence of submerged office or lab furniture, energized water, rushing water).
5. If necessary and safe to do so, Facilities Management shall de-energize any electrical equipment and outlets in the affected areas.
6. Where possible, designated personnel shall move any equipment or supplies to higher floors in the building.

#### RECOVERY

1. Facilities Management shall determine if any building systems (e.g., fire alarms, fire suppression), building equipment (e.g., elevators, heating, ventilating and air conditioning equipment), or building materials have been affected and the extent of the damage.
2. If the water is not considered hazardous or bio-hazardous, Facilities Management shall initiate water removal activities.
3. Risk Management or Environmental Safety shall contact remediation professionals if damaged building materials need to be removed, dried, and/or disinfected.
4. Risk Management, Environmental Safety and Facilities Management shall coordinate with the remediation contractor to determine the proper remediation procedures and ensure these procedures are followed.
5. Risk Management shall contact outside contractors if any office or lab equipment needs to be tested.
6. The affected areas shall be evaluated for safety hazards (e.g., open walls, building materials, tools left out in the area) or any health concerns (e.g., mold/fungal growth).
7. Facilities Management shall contact, coordinate, and manage outside contractors for installation of new building materials.

RE-OCCUPANCY – Environmental Safety, Risk Management, and Facilities Management shall be responsible for assessing areas affected by a flood for re-occupancy. The affected areas shall be declared ready for re-occupancy when construction work is complete, or nearly complete, and no longer poses a hazard to the occupants. The area shall be assessed to ensure that any health concerns (e.g., mold/fungal growth) has been addressed, all wall and floor openings have been closed, building systems (e.g., ventilation, fire alarm, fire suppression) have been restored, and tools and equipment have been removed.

INFECTION CONTROL – If there is a possibility that floodwater is hazardous or bio-hazardous, Environmental Safety, Risk Management and Facilities Management shall coordinate with a remediation contractor to determine appropriate remediation procedures, including infection control, and ensure that those procedures are followed. The remediation contractor shall use appropriate disinfecting agents when the drying of, or

removal of, building materials is complete and shall decontaminate any equipment that is affected by hazardous or bio-hazardous water.

## **712.00 MEDICAL EMERGENCY**

1. In case of injury or illness, immediately call 911 or 812-237-5555.
  - a. Give your name.
  - b. Describe the nature and severity of the medical problem.
  - c. Give the location of the victim.
2. In case of serious injury or illness, TRAINED PERSONNEL ONLY should perform the following:
  - a. Keep the victim still and comfortable. DO NOT MOVE THE VICTIM.
  - b. Ask the victim, "Are you OK?" and "What is wrong?"
  - c. Check breathing and give artificial respiration if necessary.
  - d. Control serious bleeding by direct pressure on the wound.
  - e. Continue to assist the victim until help arrives.
  - f. Look for emergency medical I.D., question witnesses, and give all information to emergency medical responders.

All ISU employees trained as emergency first aid responders should be included in the ISU Blood Borne Pathogens Program and shall utilize the appropriate personal protective equipment to protect themselves against the spread of infectious diseases (e.g., Hepatitis B Virus and HIV) and/or other blood borne pathogens. Contact the Office of Environmental Safety or Health Center for assistance.

Do not return to an evacuated building unless told to do so by a designated University official. Report to your designated evacuation assembly point. Stay there until an accurate headcount has been taken. The Building Safety Officer will take attendance and assist in the accounting of all building occupants.

## **713.00 PSYCHOLOGICAL CRISIS**

A psychological crisis exists when an individual is threatening to harm himself/herself or others, or is out of touch with reality due to a severe drug reaction or psychotic episode. A psychotic episode may be manifested by hallucinations or uncontrollable and/or unusual behavior.

### **IF A PSYCHOLOGICAL CRISIS OCCURS**

1. Never try to handle the situation on your own.
2. Call 911 or 812-237-5555 to notify Public Safety of the situation.
  - a. Give your name.
  - b. Describe the nature and severity of the problem.
  - c. Give the location of the victim.

## **714.00 TRAIN DERAILMENTS WITH HAZARDOUS MATERIAL SPILLS**

Train derailments can result in chemical spills and releases and can vary significantly in severity. While the chance of being affected by such an incident is slight, the danger is significant. Trains transport everything from explosives to highly hazardous chemicals, including highly volatile Bakken crude oil that has seen increased productivity as of the first half of 2018. The cleanup of such a spill is conducted by trained professionals, but members of the public should be aware of steps they can take to protect themselves.

### **IF YOU WITNESS A CHEMICAL OR HAZARDOUS MATERIAL RELEASE**

1. Remain calm. DO NOT ENTER AN AREA THAT MAY BE DANGEROUS.
2. Leave the area if at all possible.
3. If outside, stay upwind, uphill, or upstream if possible.
4. If in a car, close the windows and shut off the ventilation system.
5. Once you have left the area, call 911 or 812-237-5555.
  - a. Give your name.
  - b. Describe the nature and severity of the problem.
  - c. Give the location of the incident.
  - d. From a safe distance, look for and relay information regarding chemical placards on the rail cars/tanks.
  - e. From a safe distance, look for and relay information regarding obvious leaks and/or vapor clouds, as well as discolored vegetation or dead animals nearby.
6. If you suspect gas or vapor contamination, take shallow breaths through a cloth or towel.
7. Avoid contact with any spilled liquid materials, aerosols, gases, vapors or condensed solid chemical materials.

**IF YOU BECOME AWARE OF A HAZARDOUS MATERIAL INCIDENT** - Information will be sent to the University community via Rave text messaging, Alertus Pop-up messaging, the ISU portal, ISU Live, and ISU Today, as well as the 7777 information line and ENS Telephone Systems.

1. Follow all instructions.
2. If told to evacuate:
  - a. Stay away from the incident site.
  - b. If outside, stay upwind, uphill, or upstream if possible.
  - c. If in a car, close the windows and shut off the ventilation system.
3. If told to remain in place:
  - a. Close and seal all windows and doors.
  - b. Shut vents.
  - c. Turn off ventilation systems.
  - d. If told an explosion is imminent, close curtains and shades.
4. Do not eat or drink any food or water that may have been contaminated.

## **800.00 CONTINUITY OF OPERATIONS**

Indiana State University is committed to the safety and protection of its employees, students, operations, and facilities. In support of this commitment, the University has critical operations that must be performed and resumed rapidly and efficiently in an emergency. The changing threat environment involving both natural and man-made disasters has raised awareness of the need for continuity of operations capabilities that will enable us to continue the performance of essential functions across a broad spectrum of emergencies. By planning for

operations under such conditions, we hope to mitigate the impact of the incident on our people, our facilities and our mission.

## **800.01 PURPOSE**

In the event of an emergency, the continuity of operations ensures that the University will provide the essential functions needed to:

1. Sustain the safety and welfare of University employees, students, and visitors
2. Deliver academic programs to students
3. Preserve critical research
4. Maintain critical business, finance and infrastructure operations

This plan provides a framework to continue these essential functions in the event of an emergency, whether at the University or in the region, that threatens operations or requires the relocation of select personnel and functions.

The Continuity of Operations Plan (COOP) presents our approach to:

1. Begin continuity operations within 12 hours of activation
2. Continue essential functions within the identified recovery time objectives
3. Maintain essential functions for up to 30 days

## **800.02 APPLICABILITY AND SCOPE**

The Continuity of Operations Plan (COOP) is applicable to all University departments, divisions, units, personnel and contractors. The COOP covers all facilities, systems, buildings and vehicles operated or maintained by Indiana State University. The COOP supports the performance of essential functions from alternate locations and also provides for continuity of management and decision-making in the event that senior management or technical personnel are unavailable.

## **800.03 PLANNING ASSUMPTIONS**

Assumptions used to develop the Continuity of Operations Plan (COOP) include the following:

1. Emergencies or threatened emergencies can adversely impact the University's ability to continue essential functions and to provide support to the day-to-day operations.
2. There will be a sufficient number of surviving and available senior managers with adequate supporting personnel to continue the essential functions of the University.
3. When an emergency occurs that impacts essential University functions, the University will implement the COOP.
4. Communications capabilities, transportation, and other infrastructures will be sufficiently intact to allow implementation of this plan.
5. University personnel and federal, state, local and military resources will be available as necessary to continue essential functions.
6. Recovery of a critical subset of the University's functions and application systems will occur and allow essential operations to continue.
7. A disaster may require student, faculty, staff and the public to function with limited support services and some degradation of service until a full recovery is made.

## **801.00 CONCEPT OF OPERATIONS**

The Continuity of Operations Plan (COOP) provides a flexible, scalable strategy to manage and recover from situations or events that have a direct adverse impact on University operations. If an incident results in serious injury or loss of life of University leadership, reconstitution of the leadership position will be considered and appropriate personnel reassigned in accordance with the Orders of Succession section below.

Following initial crisis response and life safety efforts, focus will shift to continuity of operations, including the functions, systems, and facilities, in an effort to fully restore operations of the University. When necessary, reconstitution may require use of alternate locations, acquisition and installation of equipment and communications, and placement of personnel.

### **801.01 IMPLEMENTATION CONDITIONS**

The Continuity of Operations Plan (COOP) is implemented in response to an emergent situation or any other situation that disrupts normal University operations. The Plan can be implemented fully or partially. The decision to implement COOP is tailored to the specific situation and is based on the event's projected or actual impact and severity. Activation of COOP can occur under either of the following conditions:

WITH WARNING – It is expected that in many cases the University will receive at least some warning prior to an incident. This will enable full execution of COOP with the complete and orderly alert, notification, and deployment of key personnel to assembly sites or pre-identified deployment locations before the incident takes place. Notifications will occur through email, telephonic or other mass notification methods.

WITHOUT WARNING – Execution of COOP following an incident that occurs with little or no warning will depend on the severity of the event and the number of personnel affected. COOP team personnel should expect to be alerted at all hours, depending on the nature of the emergency. Notifications will include a specified report time and location. This communication may occur through email, telephone, and other mass notification methods. Under certain circumstances, in-person notification may be necessary.

During activation of COOP, the University's operating hours for essential functions will remain 24 hours a day, seven days a week. As additional services become available, regular operating hours for each of these will be determined and announced. Regardless of the warning condition, the University will deploy the most critical resources first and other resources will follow as needed.



## **801.02 ORGANIZATION AND ASSIGNMENT RESPONSIBILITIES**

Depending on the nature of the emergency, designated teams will be established by the University to manage COOP operations and perform essential functions. These teams will be comprised of management, functional experts, and technical specialists needed to establish essential functions within 12 hours of activation. Additional personnel will augment the initial COOP team to sustain essential functions for a period of up to 30 days. COOP responsibilities of leadership positions and key teams tasked to implement these plans are as follows:

COOP COORDINATOR – The commander designated by the president notifies the various department COOP teams once an emergency situation has evolved from the initial response to recovery stage. At that point, the COOP will initiate activities to support actions taken by the departmental teams and serve as the Institution’s point person to facilitate communication between the Policy Directors and the departmental COOP team leads.

DEPARTMENTAL COOP TEAMS – When the departmental COOP teams are formed, they are comprised of personnel from departments, units, and colleges from across the University. Any organizational element that has a role in continuing or restoring essential functions is considered part of this team. Specific responsibilities are assigned by the Department Director or his/her designated COOP Coordinator. Overall, departmental COOP teams are responsible for:

1. Determining the scope and impact of the incident on their operations
2. Prioritizing and implementing continuity and recovery actions
3. Managing and directing the activities of departmental personnel involved in continuity and recovery
4. Deploying requested resources and equipment for continuity operations
5. Providing status reports to the Policy Directors
6. Requesting any additional resources and equipment needed to continue essential functions
7. Implementing their departmental reconstitution plan
8. Planning and conducting the demobilization process
9. Providing facts to support the dissemination of timely, accurate and appropriate information

## **801.03 ESSENTIAL FUNCTIONS**

Indiana State University will continue the following essential functions during an emergency requiring continuity of operations:

1. Sustain the safety and welfare of University employees, students and visitors
2. Deliver academic programs to students
3. Preserve critical research
4. Maintain critical business, finance and infrastructure operations

These essential functions guide the continuity planning efforts of all departments across the University. The supporting departmental COOP capture unit-specific actions that will allow continuing functions.

## **801.04 ESSENTIAL PERSONNEL AND HUMAN CAPITAL MANAGEMENT**

Essential personnel must be prepared to sustain essential functions remotely or from a relocation site for a period of up to 30 days. If a relocation site is used, staff will receive an orientation briefing from site staff upon arrival at the site regarding administrative issues. Supplies and equipment needed to perform essential functions will be pre-positioned, but individuals are responsible for their personal items.

The University relies on the flexibility of its personnel to assist COOP team members and the rest of the University population in an emergency. University leadership is expected to:

1. Be fully informed and understand human capital tools, flexibilities, and strategies
2. Regularly review and update personnel contact information and notification protocols to assure that information remains current
3. Ensure employees have a clear understanding of their role in an emergency
4. Develop, review, and update emergency guidelines as needed

## **801.05 ALTERNATE FACILITIES**

Primary and alternate facilities for the University Policy Directors and Emergency Response Team are covered in Section 202.00 of this plan.

Individual departments will identify their COOP primary and secondary operating locations for their COOP teams. Additionally, the University also has access to additional facilities outside the area that could support the essential functions of the institution.

## **801.06 ORDERS OF SUCCESSION**

In the absence of, or in the event that the President is unable to perform the duties as the leader of the University, the duties of the President will be assumed by administration staff in the following order:

1. Provost and Vice President for Academic Affairs
2. Sr. Vice President for Finance and Administration/University Treasurer

## **802.00 ESSENTIAL EQUIPMENT AND INFORMATION**

The entire University community relies heavily on the Information Technology and Communications Department for communication and technological infrastructure, networking, data management, information security, and help-desk support. As such, the Information Technology and Communications COOP is intimately connected to effective continuity operations.

### **802.01 VITAL RECORDS, SYSTEMS AND EQUIPMENT**

The COOP provides for the protection, accessibility, and recovery of Indiana State University's vital records, systems, and equipment. These are records, systems, and equipment that if irretrievable, lost, or damaged would materially impair the University's ability to carry out essential functions and to continue to conduct business.

The University, through Departmental COOP, has identified those vital records and databases which must be available to support performance of the designated essential functions. This information is captured in the Information Technology COOP, as well as individual departmental plans.

## 802.02 COMMUNICATIONS

Interoperable and resilient communications form a critical component for successful University COOP capability. Internal communications systems must support connectivity to other departments, students, faculty, staff, and visitors under all circumstances.

COMMUNICATIONS SYSTEMS - To ensure the provision of critical emergency communications, the University relies on layers of technological tools with the expectation that different tools may work at different times during continuity operations. Some or all of the following communication tools may be used:

1. Voice lines
2. Fax lines
3. Data lines
4. Cellular phones
5. Satellite telephone
6. Email
7. ISU Website
8. Instant messenger services
9. Radio communications systems

PUBLIC INFORMATION - The Media Relations Director serves as the authorized Public Information Officer (PIO) for the University. All public information must be coordinated and disseminated by through the President's Office with assistance from other University departments and personnel.

In the event that regular telecommunications on University property are not available, PIO will concentrate media relations at a designated location. Information will be available there for the news media and, when possible, for faculty, staff, and students.

During critical incidents, the PIO will work with each organizational unit to gather accurate and substantial information regarding the situation and details of the University response. The University PIO, working with the Policy Directors, ERT, and City and County PIO's, as appropriate, will provide notification to faculty, staff, students, and the general public on progress toward recovery, utilizing one or more of the following emergency notification system methods:

1. RAVE Text Alert system
2. Recorded telephone messages on the University's Information Line (ext. 7777)
3. Special announcements sent to the University community
4. ISU Website ([www.indstate.edu](http://www.indstate.edu))
5. Radio, television and newspaper information releases
6. Text messages via ISU Live Television

## **802.03 IMPLEMENTING THE EMERGENCY NOTIFICATION SYSTEM**

Regardless of the event, whenever the emergency notification system is activated, the entire campus of the University will be notified. No segment of the main campus will be omitted.

## **803.00 PLAN IMPLEMENTATION**

Indiana State University uses a three-phased approach to the activation, management, and eventual de-escalation of COOP.

1. Activation and Relocation
2. Continuity Operations
3. Reconstitution

COOP is activated based on known or anticipated threats and emergencies that may occur with or without warning. Once a disruption to business processes exists, the period of COOP implementation begins.

### **803.01 ACTIVATION AND RELOCATION**

The President and his/her designee may activate COOP. The decision to activate the plan will be based upon:

1. Available information
2. Previous experience
3. Advice of University leadership
4. University Police
5. Local emergency service agencies

Once information on an incident is received, the University uses an executive decision-making process to review the situation and determine the best course of action for response and recovery. The University uses a matrix guide to the activation decision to avoid premature or inappropriate activation of the COOP. Potential disruptions resulting from emergency events are classified as either an:

1. Alert
2. Stand-by
3. Partial Activation
4. Full Activation

Using these classifications, the President or his/her designee will activate or partially activate COOP as indicated in the matrix below.

CLASSIFICATION	IMPACT ON INSTITUTION	ACTIONS
Alert	An actual or anticipated event may have an adverse impact of up to 12 hours on any portion the department but does not	Impacted department alerts appropriate personnel of situation and requests needed assistance. No COOP activation required.

	require any specific response beyond what is normally available.	
Stand-by	An actual or anticipated event estimated to have minimal impact on operations for 12-72 hours that may require assistance beyond what is normally available.	Impacted department alerts appropriate personnel. Members of the COOP Team are notified and placed on stand-by. Limited COOP activation depending on individual department requirements.
Partial Activation	An event estimated to disrupt the operations of one or more essential functions or impact vital systems for more than three days.	Impacted department alerts University leadership and consults on COOP Plan activation decision. COOP Team members alerted and instructed on the full or partial activation of COOP. May require the mobilization of all resources. May also require the activation of orders of succession. May require the movement of some personnel to an alternate location for a period of more than three days.
Full Activation	An event that significantly disrupts the operations of three or more essential functions or the full department impacts multiple vital systems for more than seven calendar days.	Impacted department alerts University leadership and consults on the COOP activation decision. COOP Team members alerted and instructed on the full activation of COOP. May require activation of orders of succession. May require the movement of significant number of personnel to an alternate location for a period of more than 14 calendar days. Event may require the complete mobilization of all resources.

The above matrix focuses on the way in which the emergency event may impact the capabilities of the University to provide its mission critical and essential functions. To remain flexible in the variety of situations that could trigger an activation or partial activation of COOP, this matrix provides guidance. Recommended impacts and decisions may be modified based on actual events. Once the decision is made to activate the plan, the following actions may be required:

1. Notify Building Coordinators of impending activation and relocation requirements

2. Notify affected local, regional and state agencies
3. Activate plans to transfer to alternate facilities
4. Instruct advance team to ready alternate facilities
5. Notify University COOP personnel regarding activation of COOP and their status
6. Prepare non-prepositioned documents and equipment required for essential functions for transport to the alternate facilities
7. Secure original facilities
8. Relocate to the designated alternate facilities

**COOP TEAM NOTIFICATION** - Once the decision to activate COOP is made, COOP Teams will be notified using the following procedures:

1. The President or his/her designee will direct the University COOP Coordinator to notify relevant departmental COOP Coordinators. This is currently the Director of Public Safety.
2. The COOP Coordinator notifies relevant departmental COOP Coordinators of the activation and provides an update on the situation and initial priorities and instructions (e.g., “arrive at designated meeting location within two hours for initial assessment”).
3. Departmental COOP Coordinators notify respective team members of their roles and responsibilities, as well as where and when to report.

Notification of departmental COOP teams may occur through text message, email, telephone call, in-person notification or by using departmental call down procedures and other mass notification methods. The full extent of the University’s communications tools will be used to contact COOP personnel, and existing procedures for broadcasting emergency notifications will be followed.

## **803.02 CONTINUITY OPERATIONS**

Indiana State University will perform any essential functions determined to be critical to University operations from designated alternate facilities using temporary procedures as required. Responsibilities will be assigned to personnel in order to maintain essential functions and additional staff will be activated as required to provide other services and functions as necessary. The Policy Directors will provide additional guidance to all personnel regarding the duration of alternate operations and include pertinent information on payroll, time and attendance, duty assignments, etc. Normal lines of communications will be reestablished within the University to external agencies, and to the public as soon as possible. Activities during the continuity operations phase include, but are not limited to:

1. Reviewing message traffic, situation reports, or other reports related to the event
2. Coordinating with other appropriate ISU departments/organizations to gather information
3. Assessing the impact, damage or potential damage, or response requirements of the incident (in coordination with Risk Management)
4. Coordinating and acquiring any necessary assistance
5. Coordinating with COOP members on response activities
6. Executing activities that continue essential function operations
7. Compiling updates and briefings on the status of the event, actions completed, actions in progress, and potential impact to specific departments

8. Evaluating and determining changes in COOP team staffing requirements based on essential function support needs
9. Providing additional guidance as required by the situation to non-designated employees through available means
10. Reprioritizing and recommending future response actions
11. Initiating reconstitution planning
12. Providing or requesting assistance to (or from) the University's Policy Directors as necessary
13. Conducting information sharing activities with relevant University entities to assist in planning and conducting response operations
14. Ensuring the Policy Directors are apprised of departmental activities
15. Tracking reports and associated attachments (e.g., situation reports) received or distributed since the first notice of the event
16. Keeping a record of actions taken and financial commitments
17. Ensuring timely and accurate reports are prepared and disseminated as they relate to event response operations

**RELOCATION** - If relocation to an alternate site is required, departmental COOP team members will gather personal effects and assemble at the designated alternate site as indicated in the notification message.

1. The University COOP Coordinator will initiate activities to support actions taken by the departments, which may include guidance to non-COOP personnel as well as the public regarding such issues as reduction of service or operational hours.
2. The departmental COOP Coordinators will ensure their alternate facility is ready to receive the departmental COOP team members.
3. Within two hours, activated staff will assemble at the alternate site location.
4. Within each affected department, leadership will confirm the safe evacuation of staff from facilities, if applicable, and account for personnel throughout the duration of the COOP event.
5. Supervisors and managers will make contact with staff under their span of control using staff contact lists.

### **803.03 RECONSTITUTION**

Reconstitution involves actions needed to help the University return to full, normal operations. As soon as feasible, planning and preparation for demobilization and the transfer of communication, vital records, databases, and other essential activities back to the primary facilities will begin. The options for reconstituting normal operations include:

1. Return to the normal department facilities
2. Transfer operations to a long-term temporary site
3. Transfer operations to a new, permanent location

Reconstitution procedures will be put into action when the President and Policy Directors confirm that the emergency situation has ended and is unlikely to reoccur in the foreseeable future. Circumstances may dictate that a new primary facility has to be designated and subsequently occupied. The University COOP Coordinator is

the central coordinator for this phase and will work with the Department COOP coordinators and the Policy Directors to facilitate a smooth transition to normal operations.

As soon as possible following the resumption of normal operations, the University COOP Coordinator will convene the Department COOP coordinators involved in the emergency to collect information on critical issues requiring leadership attention, lessons learned, and best practices associated with the response. The information gathering effort will focus on identifying what did and did not facilitate response efforts and on developing recommendations to improve procedures for future event response operations. The COOP Coordinator will then prepare a report based on this information to be submitted to the Policy Directors.

## **803.04 SCENARIO SPECIFIC CONSIDERATIONS**

While a majority of actions taken to continue essential functions following an emergency are the same, there are unique characteristics to every situation that will impact how response actions are carried out. The scenario specific considerations for three of the most likely situations are provided below.

### **SCENARIO 1 – LOSS OF ACCESS TO A FACILITY**

1. Assumptions
  - a. If facility is an academic building, the Office of the Provost will be heavily involved in identifying alternate classroom space.
  - b. Research buildings will present long-term recovery issues due to potential hazardous materials challenges.
  - c. Risk Management personnel will be available to support damage assessment activities.
2. Implementation Phases
  - a. Activation and Relocation
    - The COOP Plan will be activated during the transition from initial emergency response to recovery management actions.
  - b. Continuity Operations
    - The affected department will implement its COOP Plan and engage the Policy Directors to assist in identifying alternate space.
    - During an event that leaves resident students without shelter for a significant period of time, those affected will be relocated according to the strategy in the Residential Life COOP.
    - If a housing facility of portion of a facility is deemed uninhabitable, displaced residents will be assigned new permanent housing.
3. Reconstitution
  - Full assets of the University will be leveraged to facilitate the return to normal operations.

### **SCENARIO 2 – LOSS OF SERVICES (REDUCTION IN WORKFORCE)**

1. Assumptions
  - a. The reduction in workforce will be widespread, making redistribution of resources across communities unreliable.
  - b. The impact of the event is a continuously evolving process, rather than a discrete event, with ongoing adverse effects that can increase exponentially.



- c. While additional training is needed, employees have been cross-trained to provide backup coverage focusing on services identified as critical to the mission of the University.
  - d. Vital systems are available and accessible to staff via telecommuting.
  - e. Some employees responsible for supporting critical systems may work from locations other than their offices (telecommuting), and extended telecommuting operations will be supported if necessary.
  - f. Departments have identified alternate work arrangements such as alternate work schedules and remote support to deal with emergencies that create a reduction in workforce.
  - g. Should the reduction in workforce be significant, it may be necessary for services to be prioritized and those deemed non-essential be reduced in some manner.
  - h. If the reduction of workforce is due to a pandemic, the University will follow recommendations from the Centers for Disease Control and Prevention and the World Health Organization.
2. Implementation Phases
- a. Activation and Relocation
    - Due to the slow evolution of the event, the University will monitor the situation closely and keep COOP team members on alert and advised of changes.
    - The COOP teams will not physically meet to manage the response; necessary meetings will be held telephonically or electronically.
  - b. Continuity of Operations
    - During the lifespan of the reduction of workforce, activities at the University will slowly be minimized in response to the situation. The reduction may unfold as follows:
      - Normal operations will continue with the exception of increased surveillance for potential local impacts.
      - There will be restrictions on ISU related travel.
      - If applicable, there will be a quarantine of incoming personnel from involved regions.
      - Throughout the event, there will be continued development, refinement, and deployment of the incident specific action plan.
      - As the event unfolds, there will be a potential closure of classroom instruction, which will move to the closure of all classroom instruction.
    - Only essential function personnel will be allowed at their work sites.
    - Communication internally and externally will be maintained.
3. Reconstitution
- a. Since facilities are intact, as the reduction in workforce wanes, employees will be able to return to their regular work locations

### SCENARIO 3 – LOSS OF SERVICES (EQUIPMENT OR SYSTEM FAILURE)

- 1. Assumptions
  - a. The University shall rely heavily on OIT to execute detailed disaster recovery plans for essential systems and databases as documented in the OIT COOP.
  - b. The availability of vendor support will affect how quickly affected systems can be restored.
  - c. Relocation may not be necessary as long as systems or equipment loss do not affect safety issues.
  - d. If relocation is required, users of OIT applications must be prepared to function on their own while relocation is underway.
- 2. Implementation Phases
  - a. Activation and Relocation

- If internal communications systems are affected, notification efforts will rely on cell phones, radio communications, and personal contact as necessary

### 3. Continuity Operations

- a. Should OIT's computer rooms or equipment become unusable, OIT is prepared to install temporary floor space (or procure such space from external sources) and replacement equipment to recover operations. Depending on the availability of on-campus space to accommodate temporary floor space, this plan takes from 5 to 8 days to execute, and it calls for all enterprise applications to be restored.
- b. Critical services (tier 0) – Recovery time estimates for these services vary depending on the severity of the outage. If a small number of these systems are lost, the OIT Recovery Team could reasonably reallocate and reconfigure systems within 8 hours. If large numbers of systems are lost, replacement space and/or hardware would need to be procured and the recovery task could take from 3 to 5 days.
- c. Network/Communications – OIT supports the University's data and video network infrastructure as well as centrally maintained network servers. Unlike the centrally maintained servers, networking is distributed with switching equipment located in small areas in many buildings and in centralized distribution points. Widespread equipment distribution and the number of components (along with the severity of the event) make network recovery projections vary substantially. The OIT disaster recovery plan estimates as few as 4 hours for recovery from a minor event, to several days or weeks depending on the severity of a major event (in which switching equipment and structured cabling connecting the equipment are destroyed).
- d. Ancillary services (tier 2 and 3) – A minor event, such as a single server failure, can be repaired within 24 hours. Recovering from a more severe, but isolated event, is estimated to take between 48 to 72 hours after the acquisition of replacement hardware. Extensive disasters requiring acquisition of new hardware would take from 72 to 128 hours.
- e. Telecommunications Services – In the event the University's central telephone switch is rendered completely inoperative due to a natural or other disaster, Voice Data Systems (VDS), the providing support for the Avaya telecommunications switch, estimates that limited, basic telephone service can be restored to most locations within 72 hours.
- f. Application recovery (tier 1) – In the event of disruption to enterprise applications identified as tier 1 in the OIT disaster recovery action plan, OIT will restore applications, software and production files. Recovery of applications is directly dependent upon network and system infrastructure being available, thus efforts to restore infrastructure precede application recovery activities.

### 4. Reconstitution

OIT will work with affected departments to restore services that were deferred.

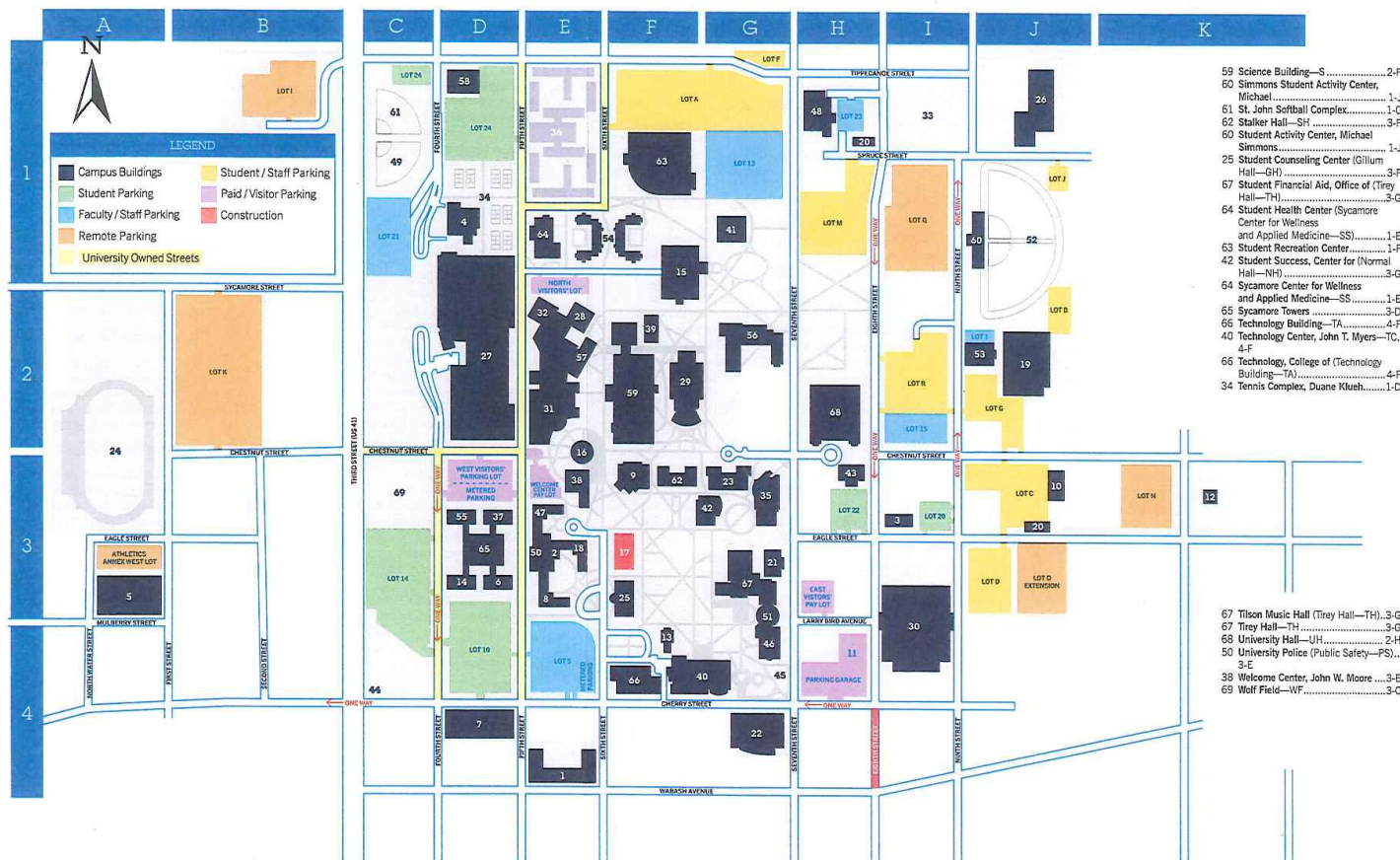
## **804.00 TESTING AND TRAINING**

Testing and training of COOP capabilities are necessary to demonstrate and improve ability to execute emergency procedures. The University COOP Coordinator will work with the Policy Directors and individual departments to conduct testing and training. The overall objective of these efforts is to improve the University's ability to effectively manage and execute this plan and any additional activities associated with emergency response and recovery. Tests and training will be conducted as described below.

1. Test Emergency Notification System Monthly
  - a. Send test message to the University community via RAVE messaging, email, All Hazards Siren, and ISU Live Television
  - b. Evaluate timeliness of message distribution
  - c. Evaluate effectiveness of All Hazards Siren
2. When Fully Functional, Train New COOP Team Members Within 30 Days of Appointment
  - a. Provide an orientation and training class
  - b. Schedule participation in all training events
3. Plan and Conduct Training Exercises Annually
  - a. Conduct internal exercises
  - b. Support and participate in interdepartmental exercises
4. Test Satellite Phone Monthly
  - a. Testing will be conducted by ISU Police Dispatch.
5. General Command Post Alternate Site Federal Hall Room 007
  - a. Backup telephones connected to auxiliary lines in the backup location of the General Command Post in Federal Hall Room 001 will be tested annually in December during winter break.
  - b. The testing will be under the direction of the Office of Information Technology.

## BUILDING LIST

- |    |   |     |
|----|---|-----|
| 25 | Academic Enrichment Center  | —E  |
| 26 | Admissions, Office of (John W. Moore Welcome Center)                              | —E  |
| 27 | African American Cultural Center—   | —E  |
| 27 | Art and Human Services Building—A   | —3J |
| 4  | Art Annex—AA  | —2D |
| 62 | Arts and Sciences, College of (Staller Auditorium)                                | —3F |
| 5  | Athletics Annex West—F5   | —3F |
| 6  | Blumberg Hall—BL  | —3J |
| 7  | Bookstore (Barnes and Noble Bookstores) and Indiana State University Foundation—  | —4D |
| 8  | Burford Hall—BU   | —3J |
| 22 | Business, Scott College of (Halter Hall—FD)                                       | —4G |
| 9  | Career Center—  | —3F |
| 10 | Central Cold Water Plant—   | —3F |
| 11 | Cherry Street Parking Garage—   | —3F |
| 43 | Chemistry Building—CN   | —3H |
| 13 | Comenius (Hulman Memorial Student Union—HU)                                       | —2E |
| 12 | Community Garden—   | —3K |
| 14 | Condit House—CH   | —3F |
| 25 | Counseling Center (Strotz Hall—GH)  | —3F |
| 15 | Cunningham Memorial Library—LC  | —1F |
| 31 | Dede Activity Center (Hulman Memorial Student Union—HU)                           | —2E |
| 16 | Dede Plaza—   | —2E |
| 17 | Dietrich Hall—DH  | —3H |
| 68 | Education, Bayh College of (University Hall—UH)                                   | —2H |
| 18 | Erickson Hall—EH  | —3H |
| 19 | Facilities Management and Maintenance—  | —2J |
| 20 | Facilities Management Storage Buildings—1-H, 2-J, 3-J                             | —3J |
| 21 | Fairbanks Hall—FH   | —3J |
| 22 | Federal Hall—FD   | —4G |
| 23 | Ginsler Hall—GI   | —3F |
| 7  | Foundation, Indiana State University and Bookstore (Barnes and Noble Bookstores)— | —4D |
| 24 | Gibson Track and Field—   | —2F |
| 25 | Gilman Hall—GI  | —3F |
| 26 | Global Engagement Center (Gilman Hall—GH)   | —3F |
| 27 | Graduate and Professional Studies, College of (Gilman Hall—GH)                    | —3F |
| 28 | Health and Human Services, College of (Nursing Building—CN)                       | —3F |
| 27 | Health and Human Services Building—A  | —3J |
| 28 | Ginsler Hall—GI   | —3F |
| 29 | Holmstead Hall—HH   | —2F |
| 30 | Hulman Center—HC  | —3J |
| 31 | Hulman Memorial Student Union—HU  | —2E |
| 32 | Indiana State Medicine—Tate Hall (Holmstead Hall—HH)                              | —2F |
| 33 | Jones Hall—JO   | —2E |
| 34 | Kennedy Field—  | —1F |
| 35 | Kloth Tennis Complex, O'Quinn—  | —1F |
| 36 | Laurel Hall—LA  | —3F |
| 37 | Arts, Richard G—PA  | —3G |



- 15 Library, Cunningham Memorial—LC1-F  
36 Lincoln Quadrangles—LQ ..... 1-E  
37 Mills Hall—MI ..... 3-D  
38 Moore Welcome Center, John W. .... 3-E  
39 Multimedia Services, Center for ..... 2-F

- 40 Myers Technology Center,  
John T.—TC.....  
41 New Theater—NT.....  
42 Normal Hall—NH.....  
44 Oakley Place.....  
45 Oakley Plaza.....

- |    |   |     |
|----|---|-----|
| 11 | Parking Garage, Cherry Street .....                                 | 4-H |
| 46 | Parsons Hall—PH .....   | 4-G |
| 35 | Performing and Fine Arts,<br>Richard G. Landini Center for—PA ..... | 3-G |
| 47 | Pickel Hall—PI .....  | 3-E |
| 48 | Power Plant—PO .....  | 1-H |

- |    |                       |     |
|----|-----------------------|-----|
| 49 | Price Field.....      | 1-C |
| 50 | Public Safety—PS..... | 3-E |
| 51 | Rankin Hall—RA.....   | 3-G |
| 52 | Recreation East.....  | 1-J |
| 53 | Recycle Center.....   | 2-J |
| 54 | Reeve Hall.....       | 1-F |

- |                                  |     |
|----------------------------------|-----|
| 18 Residential Life              |     |
| (Erickson Hall)—EH.....          | 3-E |
| 55 Rhoads Hall—RH.....           | 3-D |
| 56 Root Hall—RO.....             | 2-G |
| 57 Sandison Hall—SA.....         | 2-E |
| 58 Satellite Chilled Water Plant | 1-D |

- |    |   |     |
|----|---|-----|
| 59 | Simsone Building—S.....   | 2-F |
| 60 | Simmons Student Activity Center,<br>Michael .....                                       | 1-J |
| 61 | St. John Sorthall Complex.....  | 1-C |
| 62 | Stalker Hall—SH.....  | 3-F |
| 63 | Student Activity Center, Michael .....  | 3-F |
| 64 | Simmons .....   | 1-J |
| 25 | Student Counseling Center (Gillum<br>Hall—GH).....                                      | 3-F |
| 37 | Student Financial Aid, Office of.....   | 1-F |
| 38 | Hall—TH.....  | 3-G |
| 64 | Student Health Center (Sycomore<br>Center for Wellness<br>and Applied Medicine—SS)..... | 1-E |
| 63 | Student Recreation Center.....  | 1-F |
| 42 | Student Success, Center for (Normal<br>Hall—NH).....                                    | 3-G |
| 64 | Sycamore Center for Wellness<br>and Applied Medicine—SS.....                            | 1-E |
| 65 | Sycamore Towers .....   | 3-D |
| 66 | Technology Building—TA.....   | 4-F |
| 40 | Technology Center, John T. Myers—TC,<br>T.F.....  | 3-C |
| 66 | Technology, College of (Technology<br>Building—TA).....                                 | 4-F |
| 34 | Tennis Complex, Duane Klueh.....  | 1-D |
| 67 | Tison Music Hall (Trey Hall—TH)—G.....  | 3-G |
| 67 | Trey Hall—TH.....   | 3-G |
| 68 | University Hall—UH.....   | 2-H |
| 50 | University Police (Public Safety)—PS,<br>S.E.....                                       | 3-E |
| 38 | Welcome Center, John W. Moore .....   | 3-E |
| 68 | Work Field—WF.....  | 3-C |



INDIANA STATE  
UNIVERSITY

## Appendix A

### INDIANA STATE UNIVERSITY DEPARTMENT OF FACILITIES MANAGEMENT DAMAGE ASSESSMENT OF FACILITIES

**APRIL, 2013**

Following a major campus event, an assessment shall be made of each affected facility utilizing the following checklist as a foundation for all such evaluations. Evaluations shall be made with qualified licensed professional architects, engineers, and other specific professionals as required.

**TYPE OF DISASTER:** \_\_\_\_\_

**DATE OF DISASTER:** \_\_\_\_\_

**BUILDING NAME:** \_\_\_\_\_

**BUILDING NUMBER:** \_\_\_\_\_

**BUILDING ADDRESS:** \_\_\_\_\_

**DATE OF INSPECTION:** \_\_\_\_\_

**NAME(S) OF INSPECTOR(S):** \_\_\_\_\_

**No. of STORIES ABOVE GRADE:** \_\_\_\_\_

**FLOOR NUMBER BEING ASSESSED:** \_\_\_\_\_

**(NOTE: ATTACH MARKED UP FLOOR PLANS AND ELEVATIONS WITH INSPECTION NOTATIONS AS APPLICABLE TO THIS REPORT)**

#### **CONDITION ASSESSMENT-**

**Overall Hazards** (building leaning, partial collapse) Minor/None \_\_\_ Moderate \_\_\_ Severe \_\_\_

Structural Hazards Foundations Minor/None \_\_\_ Moderate \_\_\_ Severe \_\_\_

Roof, Floors (vertical loads) Minor/None \_\_\_ Moderate \_\_\_ Severe \_\_\_

**Non-structural Hazards** Minor/None \_\_\_ Moderate \_\_\_ Severe \_\_\_

Windows, Glazing Minor/None \_\_\_ Moderate \_\_\_ Severe \_\_\_

Fire Alarm Systems Minor/None \_\_\_ Moderate \_\_\_ Severe \_\_\_

Light Fixtures Minor/None \_\_\_ Moderate \_\_\_ Severe \_\_\_

Sprinkler Systems Minor/None \_\_\_ Moderate \_\_\_ Severe \_\_\_

Suspended Ceilings Minor/None \_\_\_ Moderate \_\_\_ Severe \_\_\_

Stairs and Exits Minor/None \_\_\_ Moderate \_\_\_ Severe \_\_\_

**Mechanical Hazards**

	Minor/None ____ Moderate ____ Severe ____
Electrical Systems	Minor/None ____ Moderate ____ Severe ____
Emergency Generator	Minor/None ____ Moderate ____ Severe ____
HVAC Systems	Minor/None ____ Moderate ____ Severe ____
Water/Sewer Systems	Minor/None ____ Moderate ____ Severe ____
Fuel Systems	Minor/None ____ Moderate ____ Severe ____

**(NOTE: Responses to the checklist items above may be either a ‘X’ on a line showing Minor/None, Moderate, or Severe, OR may be a number which refers to a footnote detailing additional information from the inspector on the property assessment, thus providing greater detail for further study and action!)**

# Addendum

## Study Abroad/Faculty led student travel communication procedures

### 600.00 Study Abroad/Faculty Led Protocols

Indiana State University has an extensive set of protocols for health and safety.

1. **Registration with Embassy:** Prior to departure, (U.S.) students are required to enroll via the U.S. Department of State's online system in The Smart Traveler Enrollment Program (STEP). STEP is a free service to allow U.S. citizens and nationals traveling abroad to enroll their trip with the nearest U.S. Embassy or Consulate. That way, in the unlikely event of a crisis or emergency evacuation, the Embassy or Consulate will already be aware of our students' presence in the country.
2. **Mandatory Orientation:** Prior to departure, our staff, faculty and students participate in a comprehensive mandatory Pre-Departure Orientation program that focuses on various topics including health, safety, and security risks while abroad.
3. **Means for Communication:** All program participants must have the means to communicate with the Education Abroad Office during their Study Abroad or Faculty-Led. This will assist the Education Abroad Office to stay in touch with the participants during an emergency or crisis.
4. **Emergency Contact:** During Pre-Departure Orientation, the Education Abroad Office will provide all participants with a dedicated Indiana State University Education Abroad emergency cell phone number that is available to them 24/7 for any type of crisis or emergency.
5. **Travel Tracking:** Students going on independent travel are required to inform the host university on-site staff and the ISU Education Abroad Office regarding their specific travel plans before leaving the host institution abroad. This system is designed to help on-site abroad staff locate traveling students swiftly in a crisis or emergency.
6. **Prompt Communication:** When a crisis occurs in a city or region where the ISU Education Abroad has a program, we promptly notify our students and faculty studying or travelling in that location in order to make them aware of the situation. Once the participants are located and their safety is accounted for, The Education Abroad Office will promptly communicate with the campus officials. In case of an emergency, the emergency contact provided by the participant will be notified
7. **Global Security Partner:** In case of an emergency, ISU Education AbroadOffice partners with a global security firm to assist with evacuating education abroad(Study Abroad and/or Faculty-Led) participants from the city or region.

8. **Monitor Global Communication:** Staff of the ISU Education Abroad Office monitor on a daily basis multiple governmental, private security, and intelligence website sources to keep abreast of risks, incidents, and dangers in the countries where our education abroad programs are located.

ISU Education Abroad Staff promptly follows up with ISU Crisis Assessment Team (ICAT) when threats appear, in case they might adversely impact our students. In these communications, the ISU Education Abroad Staff often suggests proactive steps designed to keep our students, faculty, and staff well-informed and help them reduce the risk of harm to themselves (e.g., by instructing them to avoid planned protests or demonstrations as they can turn violent).

**Medical Reports:** Study Abroad students are required to complete and submit medical forms signed by the student and their physician. These forms provide opportunities for students to self-report any medical conditions they have, as well as medications they are using or treatments they may require while abroad. This helps facilitate reasonable accommodations and open communication about expectations and preparation while abroad. Faculty conducting an ISU faculty-led program are highly encouraged to have student participants complete health forms as part of the faculty's student participant application. **International Crisis Assessment Team Mission**

The mission of the International Crisis Assessment Team (ICAT) is responsible for monitoring world events and will work with university administrative units to communicate risks and mitigation of strategies. ICAT is charged with offering proactive behavioral and mental health interventions by employing a collaborative, objective, and coordinated approach to identifying, assessing, and providing intervention or management of situations that may be of substantial disruption to ISU students, faculty, or staff while abroad.

### **Function and Goals**

The ICAT is comprised of campus-wide members whose goal is to consult, advise, and make recommendations on reports of incidents or troublesome behaviors involving participants of the ISU Education Abroad program. All reasonable actions will be taken to manage risks and respond to emergencies with the acknowledgement that no single plan can address all contingencies. The protocols established here are to be followed by the ISU Education Abroad program, as well as university administration, to prepare and quickly respond to international emergencies involving study abroad and faculty-led participants.

### **What is an Emergency?**

Examples of such instances include, but are not limited to:

- Disappearance or kidnapping of participant
- Criminal assaults against program participants
- Sexual assault or rape



- Serious illness – physical or emotional, injury, or death
- Hospitalization for any reason
- Arrest, incarceration, or deportation
- Hate crimes by or against participant
- Terrorist threat or attack
- Local political crisis or unrest
- Natural disasters
- Behaviors that appears to be dangerous or threatening to oneself or others
  - Angry, hostile, assaultive, or abusive behaviors of participant
  - Bizarre, strange, or other uncommon behaviors that are significantly inappropriate or worrisome
- High risk substance abuse

A “perceived emergency” can result from events that are not immediately threatening to the health or safety of participants. If there is a perceived emergency, the Education Abroad Office is in communication with specific international contacts within the various programs to gauge the seriousness of the situation. In many instances, these contacts are able to verify if the situation should be perceived as a real emergency.

The **ICAT** discussions may include but are not limited to:

- (a) Current and past host country events;
- (b) Current and past participant behaviors;
- (c) Understanding how the event is impacting the international program;
- (d) Identifying existing points of communication and support; and
- (e) Developing an plan of action to respond to the situation.

Work of the ICAT is intended to be proactive, but depending on the case, it may need to react quickly to a particular situation.

The ICAT does not enact sanctions or administer policy regarding referrals; *however* the team can coordinate and share information with units that may take administrative actions such as:

- emergency evacuations;
- evaluation for immediate detention;
- conduct/disciplinary action (student, staff or faculty);
- emergency notification of others;
- parental/guardian notification; and
- recommend medical and/or psychological evaluation and/or permission to receive such records.

In some cases, there may be no violation of campus rules or policies, but the behavior may evoke alarm or concern among involved participants. The ICAT provides consultation and recommendations to the appropriate parties.

Please note that consideration is given to all confidentiality laws and standards.

## **Members**

ICAT is comprised of individuals who are in place to move more quickly in dealing with higher risk situations that need immediate attention. Standing members would include the Director of Center for Global Engagement, Associate Director of Center for Global Engagement, Director of Education Abroad, and Assistant Director of Education Abroad. Based on the type of incident, location, and who is involved, additional members may be added. The ICAT members may include:

- The Provost
- Representative from Office of Title IX
- Representative from the Office of Student Conduct and Integrity
- Representative from Public Safety
- Representative from Student Counseling Center
- Representative from UAP Medical clinic

Examples of additional members who may be added include:

- Associate VP for Academic Affairs
- The Director of Housing
- A designated Dean, Chair, or faculty member
- The University's Legal Counsel

Membership may change according to the nature of the situation and the individuals involved.

## **Referrals to the International Crisis Assessment Team**

Host schools and or affiliate partners have a duty to report any situation that involves the well-being of any ISU participant abroad. Any member of the university community that may become aware of such a situation where an imminent threat or risk to others could occur, the matter should be immediately reported to the International Crisis Assessment Team by contacting Public Safety or the Associate Director of the Center for Global Engagement.

It is important to emphasize that reports to the formal ICAT may not be made anonymously because of the limitations to investigating and ability to take action without complete information. Please include, at a minimum, your name, phone number and email address.

**As noted, ALL concerns requiring immediate attention (criminal, violent, threatening, or imminent suicidal behavior) should be directed to ISU Public Safety.**

Add to current 600.01 Family Assistance Call Center

After third paragraph – In the event of incidents or troublesome behavior involving members of the campus community while abroad, member(s) of the ICAT will be included in operations of the Family Assistance Call Center.

## EMERGENCY RESPONSE PROCEDURES

**MAJOR EMERGENCY OCCURS-  
911 or 812-237-5555 CALLED**

**PUBLIC SAFETY DISPATCH WILL:**  
Send Officer  
Send additional resources as required  
(Fire Department, Ambulance, Etc.)  
Notify Director of Public Safety

**DIRECTOR OF PUBLIC SAFETY WILL:**  
Cause Policy Directors to be notified  
Be in consultation with Policy Directors and appropriate  
team  
Assign Emergency status as Indicated below

**EMERGENCY IS:**  
Small scale  
Localized  
Easily contained  
Not requiring large scale  
evacuation  
Classified as Level 1

**EMERGENCY IS:**  
Involving entire floor or  
building  
Affecting many  
people  
Possibly requiring large  
scale evacuation  
Requiring Off-campus  
resources  
Classified as Level 2

**EMERGENCY IS:**  
Campus wide  
disastrous event  
Causing widespread  
damage and injuries  
Overwhelming available  
resources  
Potentially disrupting  
normal activities of  
University for  
extended period  
Classified as Level 3

**LEVEL 3 RESPONSE:**  
Emergency  
Notification System  
may be activated  
Emergency Response  
Team apprised of  
conditions  
Field Command Post may  
be established

**LEVEL 2 RESPONSE:**  
Emergency  
Notification System  
activated  
Emergency Response  
Team will report as  
directed  
General Command Post  
may be  
established  
Field Command Post will  
be established  
President may  
declare State of  
Emergency

**LEVEL 1 RESPONSE:**  
Emergency  
Notification System  
activated  
Emergency  
Response Team  
respond to General  
Command Post  
Field Command Post  
established  
President will  
declare State of  
Emergency