

Bluefield State University Comprehensive Campus Safety and Crisis Management Plan



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* See also “Emergency Response Procedures for Study Abroad”.....Appendix A

** See also “Bluefield State University Chemical Hygiene Plan”.....Appendix B

*** See also “Occupational Safety and Health Administration Standards”.....Appendix C

**** See also “IST Disaster Recovery Plan”.....Appendix D

Purpose Statement

The following Crisis Management Plan has been developed by the Office of Media Relations to give all concerned the appropriate tools and guidelines to react properly and professionally when a crisis occurs at Bluefield State University. Preventing the occurrence of crises on campus is virtually impossible but responding with proper perception and recovery are two areas that can be controlled. The purpose of this plan is to provide guidance and confidence in dealing with the crises that might occur on campus.

Essential Elements of a Good Crisis Management Plan

(Media Ink Communications)

1. Leadership that understands the damage that can be done by a poor Media Relations effort.
2. Leadership that understands the importance of trusting in and delegating to professionals.
3. Leadership that understands that an organization can actually emerge from a crisis with its reputation enhanced, if it responds well.
4. Leadership that understands that honesty is the best policy.
5. A plan that provides for both internal and external communications.
6. A plan that defines the proper role for the president and other key leaders.
7. A plan that contains a clear chain of command so decisions can be made in the absence of the president.
8. A plan that communicates to all employees what is expected of them in terms of media contact.
9. A plan that contains a good summary of common sense media relations guidelines.
10. A plan that includes a list of key people and phone numbers (including media phone numbers) that may be needed during a crisis.
11. A plan that is updated and reviewed periodically by the leadership of the organization.

Crisis Management Principles

1. **Be honest and forthright.** Truth establishes and maintains credibility, and truth prevents the need to “cover your tracks” (Conn, Ferrum Institution). If you are “honest and forthright about what is happening on campus, there will be no perception that the administration is covering something up. The notion that you can postpone the truth or that someone won’t find out is seductive, but wrong” (Reichley, Brown University).
2. **Be confident.** Make good decisions and stand behind them. If you make good decisions, they will be easy to explain. If you are confident and explain yourself well, you can overcome any crisis. “The question is how credible do you want to be and how confident are you as an institution. If you are confident in your decisions and explain yourself, you can overcome any crisis” (Reichley, Brown University).

3. **Be proactive.** Do not react to crises. “Waiting for the news to come to you or for the story to develop on its own makes you a participant in a preconceived account. By being proactive, you shape the story toward a desired angle” (Conn, Ferrum Institution). You also move the entire process forward to a quicker resolution. Being proactive does not mean you are “the first out of the gate with bad news,” but that you develop and communicate your strategy and your statements and you “do not hide the truth” (Barbalich, Council for the Advancement & Support of Education).
4. **Get the facts straight.** Always find out the “who, what, where, when, why, how and what next” before making a statement to the public. If you don’t know the facts, don’t speculate. Your objective in providing a statement about the crisis should be to provide details that are so accurate, so complete and so up to date that no questions need to be asked. If circumstances require you to comment before you have all the facts, then pledge to get back to the media, the public, etc. with the details. And, assure them that any delays in providing information are a function of circumstance and not the result of evasion (Media Relations Society of America).
5. **Do the right thing.** Always protect people first. Your first responsibility is to the safety and well-being of the people involved. Once safety has been restored, face the public and face the facts. Put the public interest ahead of the organization’s interest, and never try to minimize a serious problem or “smooth it over” in the hopes that no one will notice (Media Relations Society of America).
6. **Limit the damage.** Accept the crisis and its potential consequences (Conn, Ferrum Institution), but use all available resources to reach the desired result and limit the damage. Gather and sort the facts to provide an open flow of communication, and keep constituents informed of all developments during a crisis.
7. **Recover and fortify.** Assess the damage and determine what is necessary to resume normal activity. Make amends to those affected. Perform an act of goodwill, if necessary and appropriate, and then do whatever necessary to restore your organization’s reputation. Take the necessary precautions to prevent (if possible) the crisis from reoccurring. Evaluate the effectiveness of the crisis management plan, and schedule follow-up steps according to assessments.

General Procedures for Crisis Management

1. Before doing anything, first ensure the safety and well-being of those involved. Call 911, if necessary, and bring the situation under control.
2. Alert campus safety at 304-327-4180 and, if an issue in Residence Life, call 304.327.4088.
3. The Director of Campus Safety will notify the President and the Office of Media Relations immediately upon determining that a crisis may have occurred.
4. The President will convene the Crisis Management Team (if the situation warrants a full team response, opposed to a response from the president, Vice President of Media Relations and/or other appropriate team members).

5. The Director of Campus Safety will gather the facts of the situation from informed sources.
6. The President will plan a specific course of action from guidelines in the Crisis Management Plan.
7. From the facts, the Vice President of Media Relations will prepare information and statements for release in order to dispel rumors and create a well-informed constituency.
8. The Vice President of Academic and Student Affairs will notify the families of those involved first and will provide any requested assistance to the media.
9. The Vice President of Media Relations will log information released, track questions received, and will keep ongoing communication to employees, the public, and the media.
10. The Crisis Management Team will hold additional meetings as needed, but no less than semi-annually, including a meeting following the crisis. The Vice President of Media Relations will evaluate the effectiveness of the Crisis Management Plan, and adjust where necessary.

Crisis Management Team

Title	Office	Cell
President	304-327-4030	615-335-0832
Chief Financial Officer	304-327-4040	304-922-5416
VP for Academic and Student Affairs	304-327-4161	972-742-8518
Dean of Students	304-327-4096	724-816-1665
Director of Athletics	304-327-4207	267-259-0474
Director of Housing & Residence Life	304-327-4088	304-887-5770
Vice President of Media Relations	304-327-4103	304-888-5376
Director of Campus Safety	304-327-4181	304-323-8921
Chemical Hygiene Officer	276-326-4221	304-887-9594
Director for the Center of Counseling and Wellness	276-326-4252	304-923-6616
Director of Maintenance and Facilities	304-327-4196	304-800-3765
Chief Information Officer	304-817-4718	304-922-8294
Manager of Network Services	276-326-4278	
Title IX Coordinator	304-327-4287	304-541-2554

Important Phone Numbers

Campus Facility/Service	Primary Number	Secondary Number
Academic Affairs	304-327-4161	
Admissions	304- 327-4065	
Athletics		
Bluefield State University	304-327-4000	
Bookstore	304-327-4182	
Business Office	304-327-4047	
Counseling	304- 327-4016	
Financial Aid	304-327-4020	
Game Room	304-327-4187	
Health Center	304-327-4178	304- 327-4170
Help Desk	304-327-4090	
Human Resources		
International Initiatives	304-327-4036	
William B. Robertson Library	304-327-4053	
Maintenance	304-327-4195	
Media Relations	304-327-4103	
Moodle Support	304-327-4545	
Nursing	304-327-4136	
Registrar	304-327-4060	
Small Business Office	304-327-4406	
Academic Success Center/Tutoring	304-327-4098	
ADA Accommodations	304-327-4095	
Testing Center	304-327-4441	
Emergency Service/Facility	Primary Number	Secondary Number
Abel Pregnancy Resource Center	304-325-2000	
American Red Cross	304-327-5017	
PCH Bluefield Emergency Department	304-327-1254	
Princeton Community Hospital	304-487-7000	
Construction Company, Swope Construction	304-325-8146	
Electric Company (Appalachian Electric Power)	800-956-4237	
Electric Repairs (Hylton's)	304-325-3101	
Elevator Service (Otis)	276-326-3227	
Emergency Services Center	304-425-8911	
Fire Department, Bluefield, West Virginia	911	304-327-8652
Cardinal Gas	304-327-7161	
Glass Replacement	304-327-3484	
Mountain State Locksmith & Safe Services	304-887-0346	

Pipeline Emergency Repairs	276-326-1360	
Poison Control Center	800-222-1222	
Police Department, Bluefield, West Virginia	911	304-327-6101
Rescue Squad, Bluefield, Virginia	911	276-326-2621
Rescue Squad, Bluefield, West Virginia	911	304-327-7171
Sanitary Board of Bluefield (sewage)	304-325-3681	800-762-2050
West Virginia American Water	304-353-6300	
Security Office, Bluefield State University	276-326-4313	304-887-1795
Mercer County Board of Health	304-324-8367	
Toxic Spills, National Response Center	800-424-8802	
Transportation Department	800-367-7623	

BSUAlert

Bluefield State has an emergency notification system in place for immediately notifying the campus community upon the confirmation of a significant emergency or dangerous condition involving an immediate threat to the health or safety of students or employees occurring on the campus.

Through BSUAlert, trained and authorized Bluefield State University administrators are able to warn the campus community of an impending emergency and provide timely information to minimize disruption and potentially prevent harm or protect lives. In the case of an emergency, BSUAlert subscribers will receive a text and/or email message with details of the crisis and any necessary action plan. Messages sent through a secure web portal, can be received via cell phone (text) or email.

All Bluefield State University faculty, staff, and students are automatically placed into the system to receive the alerts and must opt out to be removed from the system.

How do I subscribe?

To subscribe to BSUAlert, visit <https://bluefieldstate.edu/alerts>. Once in, follow the path below to find the BSUAlert registration page:

Faculty, Staff and Students

- Click the Alert Signup button.
- Complete the BSC Alert form.
 - Username
 - First Name
 - Last Name
 - Create Password
- Select the appropriate group.
- Click on I agree to terms of use.
- Click on Create Account

During the registration process, you will need to provide your name, a username, a password, a mobile phone number, and an email address. And, while BSUAlert is designed for members of the

campus community, accounts for parents of students or spouses of employees may be created simply by using your BSUAlert username and password and registering with a different mobile phone number and separate email address.

Crisis Management Communication

The primary spokesperson to all entities is the President, who may defer to the following secondary agents. Inquires include but are not limited to; interview, social media, email, inc.

To Media: Vice President of Media Relations

The Office of Media Relations will be the official source and contact point for media relations. Faculty and staff who are contacted by media organizations should notify the Office of Media Relations immediately. Details of the crisis will be communicated to the media through press releases, press conferences and/or phone interviews.

To Public: Vice President of Media Relations

The Office of Media Relations will be the official source and contact point for inquiries from the public. Faculty and staff who are contacted by the public should notify the Office of Media Relations immediately. Details of the crisis will be communicated to the public through media organizations and from direct phone inquiries.

To Faculty: Vice President for Academic and Student Affairs

Information will be disseminated to faculty via e-mail, memorandum or faculty meetings from the Office of Academic Affairs. Any questions from faculty concerning crises on campus should be directed to the Office of Academic Affairs. Faculty may also be notified through the BSUAlert system.

To Staff: Vice President of Media Relations

Information will be disseminated to staff via e-mail, memorandum or staff meetings from the Office of Media Relations. Questions from staff concerning crises on campus should be directed to the PR Office. Staff may also be notified through the BSUAlert system.

To Police/Rescue/Emergency Personnel: Director of Campus Safety

The Director of Campus Safety will serve as the official liaison between the institution and police, rescue and emergency personnel, and should serve as the official spokesperson to these groups. Details of the crisis will be communicated to police, rescue and emergency personnel by the director of Campus Safety through direct and/or phone conversations.

To Alumni: Director of Alumni Affairs

The Office of Alumni Affairs will be the official source and contact point for alumni inquiries. Faculty and staff who are contacted by alumni should notify the Office of Media Relations immediately. Details of the crisis will be communicated to alumni through the alumni newsletter, media organizations and direct phone inquiries.

To Students/Parents: Vice President of Academic and Student Affairs

Information will be disseminated to students and parents by the Office of the Student Activities and Vice President of Academic and Student Affairs Announcements, when needed, will be made during convocation, and information will be posted, if necessary, in the Dining Hall, Student Activities Center and other areas on campus. The Office of the Student Activities also will actively inform the Student Government Association and notify parents through via phone conversations, direct mail or e-mail. Any questions from students and parents concerning crises on campus should be directed to the Office of Student Activities. Students may also be notified through the BSUAlert system.

To Prospective Students: Director of Enrollment Management

The Office of Admissions will be the official source and contact point for prospective student inquiries. Faculty and staff who are contacted by prospective students should notify the Office of Admissions immediately. Details of the crisis will be communicated to prospective students, when deemed necessary, by the director of admissions through letters and/or direct phone inquiries.

To Trustees: President

Information will be disseminated to trustees from the Office of the President. The Office of the President also will be the official source and contact point for trustee inquiries. Details of the crisis will be communicated to trustees through phone conversations, letters, personal visits, and/or during annual meetings of the Board of Trustees.

To Donors: President

Information will be disseminated to donors from the Office of the President. The President also will be the official source and contact point for donor inquiries. Details of the crisis will be communicated to donors, when deemed necessary, through phone conversations, letters and/or personal visits.

Sub-Committees:

- **Communications** – Media Relations, IST, Global Education, Enrollment Management
- **Facilities** – IST, Maintenance, Admissions, Academic and Student Affairs
- **Health Awareness** – Health Services, Chemical Hygiene Officer, VP Intercollegiate Athletics, Academic and Student Affairs
- **Safety/Security** – Campus Safety, IST, Academic and Student Affairs
- **Human Relations** – Campus Minister, VP of Academic and Student Affairs, Admissions
- **Title IX** – President, VP Academic Affairs, Title IX Coordinator, Campus Safety Officer, Assoc. VP of Academic and Student Affairs, Dean of Students

Responsibilities of Team Members

President

1. Consult with the Vice President of Media Relations and, if necessary, other members of the Crisis Management Team to determine whether the Crisis Management Plan should be activated.
2. Respond to inquiries from members of the Board of Trustees and donors.
3. Notify and keep informed the members of the Board of Trustees and donors and, if deemed necessary, serve as the official spokesperson for other constituents.
4. As requested by the appropriate spokesperson, notify family and/or other pertinent parties of the incident/activity.
5. Along with the VP for Finance and Administration, assess and communicate legal issues related to the crisis.
6. Provide current facts related to the crisis to the official spokesperson to be developed into information to be communicated to constituents.
7. Provide input on the potential impact of the crisis on development (fundraising) and the overall image of the institution.
8. Serve as the spokesperson for the vice president, the Media Relations director, the alumni director, and/or the Vice President of Academic and Student Affairs in the event of their absences.

Vice President for Academic and Student Affairs

1. Provide input on the potential impact of the crisis on academic issues at the institution.
2. Notify and keep informed the faculty of the institution.
3. Serve as the spokesperson for the president in the event of his absence.
4. Provide Crisis Management training sessions for faculty.

Vice President of Media Relations

1. Direct all efforts of the Crisis Management Team following consultation with the president.
2. Serve as the official spokesperson for the institution -- may defer to the president, or others, if deemed necessary.
3. Notify and keep informed the media, public and staff of the institution.
4. Respond to all inquiries from the media, public and staff of the institution.
5. Ascertain need for media briefing sessions and arrange press conferences as needed.
6. Handle the generation of press releases to media organizations and the arrangements for press conferences. Also, serve as the only person to release official institution information to the public.
7. Advise the president on what constituents are affected by the crisis and what messages need to be corresponded to various audiences.
8. Provide the president and other team members with regular updates on the media "climate" – what information they might be seeking, possible story angles and potential news scenarios.
9. Communicate and explain the value of following the Crisis Management Plan to faculty, staff and students who may be involved in a crisis or the importance of communication related to the crisis.
10. Track and file all print and electronic news coverage on the crisis. Make coverage available to Crisis Management Team members for evaluation and accuracy checks.
11. Provide Crisis Management training sessions for all administrative staff.

Vice President of Academic and Student Affairs

1. Work with his/her staff to channel and control the flow of all student information to the Crisis Management Team.
2. Document chronological incident information (both observation and hearsay) as received from his/her staff and students for use as needed by the Crisis Management Team.
3. Provide necessary data to the Crisis Management Team regarding substance abuse policy, alcohol abuse policy, residence life policy, disciplinary policy, etc., and the possible ramifications on the students' status as a result of certain actions.
4. Work with his/her staff to implement crisis counseling and follow-up as needed with students and families.
5. Provide Crisis Management training sessions for all resident life personnel.
6. Respond to all inquiries from students and parents of students.
7. Notify and keep informed the students of the institution and parents of students.
8. Assist the director of Campus Safety with a formal, internal incident investigation and advise the Crisis Management Team with case facts.
9. Provide necessary data to the Crisis Management Team regarding substance abuse policy, alcohol abuse policy, residence life policy, disciplinary policy, etc., and the possible ramifications on the students' status as a result of certain actions.

Director of Campus Safety

1. Act as chief liaison with outside law enforcement and rescue/emergency personnel, and coordinate responsibilities of on-Campus Safety.
2. Assist with the process of securing any affected facilities for safety and for investigative purposes.
3. Assist the Vice President of Academic and Student Affairs with a formal, internal incident investigation and advise the Crisis Management Team with case facts.
4. Document chronological incident information (both observation and hearsay) as received from his/her staff and students for use as needed by the Crisis Management Team.

Vice President for Finance and Administration

1. Supervise the process of securing any affected facilities for safety and for investigative purposes.
2. Supervise efforts with outside law enforcement and the actions of on-Campus Safety.
3. Along with the president, assess and communicate legal issues related to the crisis.
4. Assist the Office of Media Relations with providing Crisis Management training sessions for all administrative staff.

Director of Maintenance and Facilities

1. Assist with the process of securing any affected facilities for safety and for investigative purposes.
2. Assist the director of Campus Safety as a liaison between the institution and outside law and rescue/emergency personnel.
3. Assist the Vice President of Academic and Student Affairs and the director of Campus Safety with a formal, internal incident investigation.

Director of Enrollment Management

1. Provide input on the potential impact of the crisis on student recruitment issues at the institution.
2. Respond to inquiries from prospective students/parents.

Director of the Office of International Initiatives

1. Provide campus contact information to the tour or study abroad sponsors so that emergency officials abroad may contact the institution in the event of an emergency.

Chemical Hygiene Officer

1. Assist with the process of securing any affected facilities for safety and for investigative purposes.
2. Assist the director of Campus Safety as a liaison between the institution and outside law and rescue/emergency personnel.
3. Assist the Vice President of Academic and Student Affairs and the director of Campus Safety with a formal, internal incident investigation.
4. Document chronological incident information for use as needed by the Bluefield State University Crisis Management Team.

Information Services and Technology

1. Work to restore any interrupted end user operations including but not limited to workstation deployment, peripheral support, applications assistance, etc.
2. Work to restore any damaged network infrastructure, server deployment, mission critical applications and services, etc.
3. Assist in the restoration of utilities, infrastructure, designation of physical space, etc.
4. Assist in communications to technology vendors, faculty, staff, and students.

Primary Agents

The Vice President of Academic and Student Affairs is the primary agent for the Crisis Management Team when the victim is a student, faculty or an alleged crime has been committed. In the event a staff member is the victim, the Vice President for Finance and Administration will be the primary agent for the Crisis Management Team.

Crisis Management Situations

The BSU Crisis Management Plan provides an orderly set of procedures that institution officials should use when confronted with crises on campus. Its purpose is to offer quick reference and guidance in handling crises. The president, in consultation with the Crisis Management Team, will determine whether a situation requires the activation of the Plan. Possible situations for activation include:

1. the death of a student, employee, family member or friend (particularly a death on campus)
2. accident or serious injury or illness to a student, employee, family member or friend
3. missing student
4. a crime against another person
5. sexual assault
6. a public health problem/pandemic illness
7. weather-related disaster
8. campus disturbance
9. fire or other facility disaster
10. loss of utilities
11. bomb threat
12. hazardous materials emergency
13. shelter-in-place/lock down (temporary)
14. evacuation and relocation
15. national security emergency (i.e. terrorism, chemical threat)
16. any other situation identified by the Crisis Management Team as a crisis for the institution

The remainder of this manual identifies specific crises and gives an orderly set of procedures to follow to enable the situation to be handled effectively. Included in the guidelines are members of the Crisis Management Team who need to be involved in handling the particular crisis.

Remember, when addressing any crisis on campus, members of the entire institution community should incorporate the following characteristics in their actions:

- 1) **teamwork** - institution employees need to cooperate and work as a team for an effective response,

- 2) **leadership** - Crisis Management Team members must provide leadership to others on campus,
- 3) **sensitivity** - responses to all crises need to be sensitive to the needs of individuals who are affected,
- 4) **information** - BSU constituents, particularly the institution community at large, need to be kept informed of what is happening.

Crisis: Death of a Student, Employee, Family Member or Friend*

Recommended Actions:

1. Immediately call 911. Contact campus safety.
2. The primary agent and Director of Campus Safety should attempt to verify the identity of the individual and gather as much information as possible about the individual and circumstances of his/her death.
3. If a death occurs on campus, the Director of Campus Safety with the assistance of the Director of Maintenance should secure the incident area for an initial on-scene investigation.
4. The Director of Campus Safety will notify the President and Vice President of Media Relations.
5. The President will determine whether to convene the Crisis Management Team.
6. The President will determine which members/spokespersons of the Crisis Management Team should inform all appropriate constituents and/or address all inquiries from respective constituents (i.e. President informs trustees and donors, Vice President of Academic and Student Affairs informs the faculty, Vice President of Media Relations informs media, public and staff, Vice President of Academic and Student Affairs informs current students and parents, Director of Alumni Relations informs alumni, and the Director of Admissions informs prospective students).
7. The Director of Campus Safety should continue to work with the Police Department of Bluefield, VA to conduct investigations.
8. The President or the primary agent should rely on police or medical authority to notify the family of the individual and offer any supportive help they may need (i.e. counseling).
9. The Vice President of Academic and Student Affairs should develop a network to offer appropriate support to the victim's family and to students (i.e. counseling, encouragement, pastoral care). The Vice President of Academic and Student Affairs should also inform the victim's roommate(s) and close friends.
10. The Vice President of Media Relations should address all media inquiries and coordinate the dissemination of all press releases and other public reports.
11. Documentation and reports should be filed with appropriate institution offices by the primary agent and the Director of Campus Safety.

12. Appropriate actions could include but not limited to providing counseling, pastoral care, sending flowers, etc.

* See also “Emergency Response Procedures for Study Abroad” Appendix A

Crisis: Accident or Serious Injury to Student, Employee or Family Member*

Recommended Actions:

1. Ensure immediate medical attention is given. Call 911 if necessary.
2. The primary agent and the Director of Campus Safety should attempt to verify the identity of the individual and gather as much information as possible about the student and circumstances surrounding his or her injury or illness.
3. If accident occurred on campus, the Director of Campus Safety with the assistance of the Director of Maintenance should secure the incident area for an on-scene investigation.
4. The Director of Campus Safety should notify the President and Vice President of Media Relations.
5. The President should determine whether to convene the Crisis Management Team.
6. Members/spokespersons of the Crisis Management Team should inform all appropriate constituents and/or address all inquiries from respective constituents (i.e. President informs trustees and donors, Vice President of Academic and Student Affairs informs the faculty, Vice President of Media Relations informs media, public and staff, Vice President of Academic and Student Affairs informs current students and parents, Director of Alumni Relations informs alumni, and the Director of Admissions informs prospective students).
7. Depending on the severity of the injury/illness, the President or the primary agent should notify the family of the individual and offer any supportive help they may need.
8. The Vice President of Academic and Student Affairs should develop a network to offer appropriate support to the victim’s family and to students (i.e. counseling, encouragement, pastoral care). The Vice President of Academic and Student Affairs should also inform the victim’s roommate(s) and close friends.
9. If the accident or injury occurs to a family member or friend of a student, the Vice President of Academic and Student Affairs should develop a network of support for the student (i.e. counseling, encouragement, pastoral care) and facilitate arrangements for the student to be with his or her family during recovery.
10. The Vice President of Media Relations should address all media inquiries and coordinate the dissemination of all press releases and other public reports.

11. Documentation and reports should be filed with appropriate institution offices by the primary agent and the Director of Campus Safety.

* See also “Emergency Response Procedures for Study Abroad” Appendix A

Crisis: A Missing Student*

Recommended Actions:

1. The Vice President of Academic and Student Affairs and Director of Campus Safety should contact family, friends, resident advisors, and roommates to gather any details on the whereabouts of the student and/or to confirm an actual crisis.
2. The Director of Campus Safety should contact the Police Department of Bluefield, VA, who can check hospital admissions and municipal records for possible police and emergency information that might relate to the missing student.
3. The Vice President of Academic and Student Affairs and the Vice President of Academic and Student Affairs should conduct an investigation with the student’s class list and respective professors to determine when the person was last seen in class and to provide any other relevant information.
4. The Director of Campus Safety should notify the President and Vice President of Media Relations.
5. The President should determine whether to convene the Crisis Management Team.
6. The President or the Vice President of Academic and Student Affairs should notify the student’s parents if the student is not satisfactorily located within a reasonable amount of time -- preferably no later than 24 hours after the first report of disappearance.
7. The Vice President of Academic and Student Affairs and the Director of Campus Safety should ensure that a missing person’s report is filed with the proper authorities if the student has not been located within 24 hours. If there are suspicious or unusual circumstances involved in the disappearance, this notification needs to be done as soon as possible.
8. The Vice President of Academic and Student Affairs should develop a network to offer appropriate support to the student’s family and to students. The Vice President of Academic and Student Affairs should inform the student’s roommate(s) and close friends.
9. Members/spokespersons of the Crisis Management Team should inform all appropriate constituents and/or address all inquiries from respective constituents (i.e. President informs trustees and donors, Vice President of Academic and Student Affairs informs the faculty, Vice President of Media Relations informs media, public and staff, Vice President of Academic and

Student Affairs informs current students and parents, Director of Alumni Relations informs alumni, and the Director of Admissions informs prospective students).

10. The Vice President of Media Relations should address all media inquiries and coordinate the dissemination of all press releases and other public reports.
11. The Director of Campus Safety should continue to follow-up with the Police Department of Bluefield, VA on the progress of any investigations and communicate the details of findings to the Crisis Management Team and to the institution community.
12. Documentation and reports should be filed with appropriate institution offices by the primary agent and the Director of Campus Safety.
13. Should the student be found, members/spokespersons of the Crisis Management Team should inform all appropriate constituents.

* See also “Emergency Response Procedures for Study Abroad” Appendix A

Crisis: Crime Against Another Person

Recommended Actions:

1. The Director of Campus Safety should convene with the initial informant to obtain all necessary information and facts about the alleged crime.
2. The Director of Campus Safety should attempt to determine the identity and whereabouts of victim(s) and alleged perpetrators.
3. The Director of Campus Safety should arrange for medical attention if someone is injured.
4. If deemed necessary, the Director of Campus Safety with the assistance of the Director of Maintenance should secure the incident area for an initial on-scene investigation. If necessary, the Director of Campus Safety should also notify the Police Department of Bluefield, VA for further investigation.
5. The Director of Campus Safety should continue the initial investigation, including interviewing witnesses, gathering facts, and identifying the persons involved.
6. If necessary, the Director of Campus Safety should continue to work with the Police Department of Bluefield, VA to conduct investigations.
7. Depending on the severity of the injury/illness, the President or the Vice President of Student Development should notify the family of the student and offer any supportive help they may need.
8. Members/spokespersons of the Crisis Management Team should inform all appropriate constituents and/or address all inquiries from respective constituents (i.e. President informs trustees and donors, Vice President of Academic and Student Affairs informs the faculty, Vice President of Media Relations informs media, public and staff, Vice President of Academic and Student Affairs informs current students and parents, Director of Alumni Relations informs alumni, and the Director of Admissions informs prospective students).
9. The Vice President of Media Relations should address all media inquiries and coordinate the dissemination of all press releases and other public reports.
10. If student related, the Vice President of Academic and Student Affairs should coordinate any needed follow-up measures when acute aspects of the situation have ended, such as support recommendations for victim(s), friends, roommates, etc. Combine with 11
11. The President and the primary agent should take appropriate institution disciplinary action if the investigation reveals misconduct on the part of a student.
12. Documentation and reports should be filed with appropriate institution offices by the primary agent and the Director of Campus Safety.

Crisis: Sexual Assault

Recommended Actions (student, employee, or visitor as victim):

1. The Campus Safety Officer should determine immediate threat to life and safety of the victim. Once this is mitigated, then the Title IX Coordinator (or Deputy Coordinator if the Coordinator is unavailable) is to be notified of the alleged assault.
2. The Title IX Coordinator should speak with the alleged victim (Complainant) and Campus Safety Officer to determine if a possible Title IX offense occurred. Appropriate support measures should be offered to the Complainant. Depending on the severity of the alleged assault, the Title IX Coordinator/Campus Safety Officer should arrange for the Claimant to be transported to a local hospital emergency room and ensure that proper medical attention is received. The Claimant is to be advised of the procedure to follow to preserve evidence.
3. The Title IX Coordinator and the Campus Safety Officer should encourage the victim to report the offense to local law enforcement. Reporting needs to be as soon as possible after the alleged assault. If the victim is willing to report the alleged misconduct to local law enforcement, then the Campus Safety Officer should notify the jurisdictional law enforcement authority and offer support as needed.
4. If the alleged assault is deemed a credible threat, the Title IX Threat Assessment Team should meet to determine campus safety measures to be engaged. The Respondent (alleged perpetrator) should be interviewed by a Title IX officer (Coordinator or Deputy Coordinator), if s/he is a current student or employee of the institution.
5. If the Claimant files a Formal Complaint or if the Title IX Threat Assessment Team determines that pursuit of the claim by the institution is warranted, then Title IX formal Grievance Procedures (including formal Title IX investigation by trained Title IX investigators, reports, live hearing procedures, appropriate documentation, etc.) will be followed. See www.bluefield.edu/title-ix
6. The Vice President of Media Relations should prepare a statement, if needed, and address media inquiries.
7. Only if knowledge of the alleged crime is widespread, members/spokespersons of the Crisis Management Team should inform all appropriate constituents and/or address all inquiries from respective constituents (i.e. President informs trustees and donors, Vice President of Academic and Student Affairs informs the faculty, Vice President for Finance & Administration informs the staff, Vice President of Media Relations informs media and public, Vice President of Academic and Student Affairs informs current students and parents, Director of Alumni Relations informs alumni, and the Director of Admissions informs prospective students). The statement from the Office of Media Relations should be used to address inquiries or to offer information to constituents.
8. Documentation and reports should be filed with appropriate institution offices by the Title IX Coordinator.

Crisis: Public Health Problem

Recommended Actions:

1. Notify the Director of Campus Safety.
2. The Director of Campus Safety with the assistance of the Director of Maintenance should verify the areas of campus involved, and the Vice President of Academic and Student Affairs (or Vice President of Academic and Student Affairs or Vice President of Media Relations) should verify the identity of any students, faculty or staff affected.
3. The Director of Campus Safety should notify the President and Vice President of Media Relations.
4. The President should determine whether to convene the Crisis Management Team.
5. Members/spokespersons of the Crisis Management Team should inform all appropriate constituents and/or address all inquiries from respective constituents (i.e. President informs trustees and donors, Vice President of Academic and Student Affairs informs the faculty, Vice President of Media Relations informs media, public and staff, Vice President of Academic and Student Affairs informs current students and parents, Director of Alumni Relations informs alumni, and the Director of Admissions informs prospective students).
6. The Director of Campus Safety should gather as much information as possible about the circumstances surrounding the problem.
7. The Director of Campus Safety with the assistance of the Director of Maintenance should secure the area for an on-scene investigation.
8. The Director of Campus Safety along with the Director of Maintenance should conduct an assessment of the potential public health problem. The assessment should define the problem, tell which of the community is at risk and how much time the institution has to offer preventative measures. The evaluation should involve specialists from the local health department, state health department or state sanitation department.
9. The Director of Campus Safety, the Vice President for Student Development, the Vice President for Academic Affairs, and the Vice President of Media Relations should work with local or state health and sanitation departments to correct the health problem. The steps might involve the collection of specimens, laboratory testing, immunization, and treatment of students, faculty and staff.
10. Depending on the severity of the problem, the President or the Vice President of Academic and Student Affairs should notify the families of the students affected and offer any supportive help they may need. The Vice President of Academic and Student Affairs should coordinate a plan dealing with any changes to class scheduling or academic facilities, including authorization to utilize all applicable forms of technology to facilitate continuation of the learning process.
11. The Vice President of Media Relations should address all media inquiries and coordinate the dissemination of all press releases and other public reports.

12. The Director of Campus Safety should continue to work with the local health and sanitation departments to conduct investigations and correct the problem.
13. The Director of Information Services and Technology and Vice President for Finance and Administration should, if needed, coordinate a plan to allow affected staff, faculty, and/or students to resume business and academic operations. Implementation of IST Disaster Recovery protocols may be initiated.
14. Documentation and reports should be filed with appropriate institution offices by the primary agent and the Director of Campus Safety.

Chuck – this is already in place and we will need to get from Jim Nelson or Ted and replace this with ours...

Crisis: Weather-Related Disaster

Please note: The Vice President of Academic and Student Affairs is responsible in the case of residential buildings; the Vice President of Academic and Student Affairs is responsible in the case of academic buildings; the VP Intercollegiate Athletics is responsible in the case of athletic facilities.

Recommended Actions:

1. The Director of Campus Safety and the Director of Maintenance should determine the location of the facility affected, along with a description of the emergency and any number of injured persons.
2. The Director of Campus Safety should call the appropriate emergency personnel, if necessary, including local fire and rescue squads.
3. The Director of Campus Safety should notify the President and Vice President of Media Relations.
4. The President should determine whether to convene the Crisis Management Team.
5. The Director of Members/spokespersons of the Crisis Management Team should inform all appropriate constituents and/or address all inquiries from respective constituents (i.e. President informs trustees and donors, Vice President of Academic and Student Affairs informs the faculty, Vice President of Media Relations informs media, public and staff, Vice President of Academic and Student Affairs informs current students and parents, Director of Alumni Relations informs alumni, and the Director of Admissions informs prospective students).
6. Campus Safety with the assistance of the Director of Maintenance should secure the disaster area for an on-scene investigation.
7. The Vice President for Student Development, the Director of Campus Safety, the Vice President of Academic and Student Affairs and the Vice President of Media Relations should coordinate a plan for dealing with the disaster: provide necessary services and support to students, faculty and staff forced out of their residence halls or offices, coordinate the relocation of any persons displaced by the disaster, provide counseling resources as needed, and direct all efforts to return campus life to normal conditions. Victims should be provided with transportation, alternate housing, clothing, toiletries, books, and school supplies.
8. Depending on the severity of the emergency, the President or the Vice President of Academic and Student Affairs should notify the families of the students affected and offer any supportive help they may need. The Dean should also assist in helping victims notify friends and relatives.
9. The Vice President for Student Development, the Director of Campus Safety and the Director of Maintenance should help ensure that the facility and its contents are secured.
10. The Vice President of Media Relations should address all media inquiries and coordinate the dissemination of all press releases and other public reports.

11. The Director of Campus Safety and the Director of Maintenance should work with local fire, rescue and police officials in any follow-up investigation that may be needed. They should also direct facility clean-up and repair after the disaster.
12. The Director of Information Services and Technology and Vice President for Finance and Administration will, if needed, coordinate a plan to allow affected staff, faculty, and/or students to resume business and academic operations. Implementation of IST Disaster Recovery protocols may be initiated.
13. Documentation and reports should be filed with appropriate institution offices by the primary agent and the Director of Campus Safety.

Crisis: Campus Disturbance

Recommended Actions:

1. The Director of Campus Safety or any other appropriate member of the Crisis Management Team should monitor an individual or a gathering that might develop into a campus disturbance. Possibly, no intervention will be needed as long as: a) classes are not disturbed, b) the rights of others are not violated, c) the time, place, and noise level is not causing an unreasonable disturbance, and d) there is no indication that others will be harmed.
2. The attitude and activities of the individual or group will determine whether intervention is needed. If the individual or group appears to become disruptive, the Director of Campus Safety and/or the Vice President for Student Development, with the assistance of other Crisis Management Team members, should attempt to bring matters under control. Should initial efforts fail, the Director of Campus Safety should notify Police Department of Bluefield, VA and convene the Crisis Management Team. At this point, further efforts to settle the disturbance should be handled by the police. If any threat is perceived, lock-down protocols should be activated.
3. Members/spokespersons of the Crisis Management Team should inform all appropriate constituents and/or address all inquiries from respective constituents (i.e. President informs trustees and donors, Vice President of Academic and Student Affairs informs the faculty, Vice President of Media Relations informs media, public and staff, Vice President of Academic and Student Affairs informs current students and parents, Director of Alumni Relations informs alumni, and the Director of Admissions informs prospective students).
4. The Vice President of Media Relations should address all media inquiries and coordinate the dissemination of all press releases and other public reports.
5. The Director of Campus Safety and the Vice President of Academic and Student Affairs should work with the Police Department of Bluefield, VA to conduct investigations.
6. If any criminal activity has occurred, protocol from the appropriate section of the Crisis Management Plan should be activated.
7. The President or appropriate Vice President should take appropriate institution disciplinary action according to established Institution policy if the investigation reveals misconduct on the part of a student or employee.
8. Documentation and reports should be filed with appropriate institution offices by the primary agent and the Director of Campus Safety.

Crisis: Fire or Other Facility Disaster**

Recommended Actions:

Please note: The following recommended actions relate specifically to a fire within a facility. However, similar steps can be taken with other facility disasters.

1. Determine the location of the disaster. If there is evidence of an actual fire, such as smoke, flames, burning smell or a sprinkler activated, call 911.
2. Notify the Director of Campus Safety.
3. The Director of Campus Safety should notify the Director of Maintenance, the President, and the Vice President of Media Relations.
4. The President will determine whether to convene the Crisis Management Team.
5. All members of the Crisis Management Team, with the help of other faculty and staff, should assist in evacuating the building prior to the arrival of the fire department. Once on the scene, the fire chief is in charge of the building until the fire is extinguished.
6. Members/spokespersons of the Crisis Management Team should inform all appropriate constituents and/or address all inquiries from respective constituents (i.e. President informs trustees and donors, Vice President of Academic and Student Affairs informs the faculty, Vice President of Media Relations informs media, public and staff, Vice President of Academic and Student Affairs informs current students and parents, Director of Alumni Relations informs alumni, and the Director of Admissions informs prospective students).
7. Appropriate personnel should help relocate evacuees to a safe area
8. The Director of Campus Safety and the Director of Maintenance should work with fire officials to secure the perimeter of the building and to begin an initial investigation.
9. The Vice President for Student Development, the Director of Campus Safety and the Vice President of Academic and Student Affairs should coordinate a plan for dealing with the disaster: provide necessary services and support to students, faculty and staff forced out of their residence halls or offices, coordinate the relocation of any persons displaced by the disaster, provide counseling resources as needed, and direct all efforts to return campus life to normal conditions.
10. The President or the Vice President of Academic and Student Affairs should notify the families of the students affected and offer any supportive help they may need.
11. The Vice President of Academic and Student Affairs and the Director of Campus Safety should help ensure that the facility and its contents are secured.
12. The Vice President of Media Relations should address all media inquiries and coordinate the dissemination of all press releases and other public reports.

13. The Vice President of Academic and Student Affairs should coordinate any needed follow-up measures when acute aspects of the situation have ended, such as support recommendations and counseling for students.
14. The Director of Campus Safety and the Director of Maintenance should work with local fire, rescue and police officials in any follow-up investigation that may be needed. They should also direct facility clean-up and repair after the disaster.
15. The Director of Information Services and Technology and Vice President for Finance and Administration will, if needed, coordinate a plan to allow affected staff, faculty, and/or students to resume business and academic operations. Implementation of IST Disaster Recovery protocols may be initiated.
16. Documentation and reports should be filed with appropriate institution offices by the Director of Campus Safety.

** See also “Bluefield State University Chemical Hygiene Plan” Appendix B

Crisis: Loss of Utilities

Recommended Actions:

1. The Director of Maintenance and the Director of Campus Safety should determine the location and description of the problem and assess the nature and extent of the problem.
2. If the maintenance staff is unable to correct the problem, then the Director of Maintenance should contact the local utility company to restore service.
3. The Director of Campus Safety should notify the President and Vice President of Media Relations.
4. The President should determine whether to convene the Crisis Management Team.
5. Members/spokespersons of the Crisis Management Team should inform all appropriate constituents and/or address all inquiries from respective constituents (i.e. President informs trustees and donors, Vice President of Academic and Student Affairs informs the faculty, Vice President of Media Relations informs media, public and staff, Vice President of Academic and Student Affairs informs current students and parents, Director of Alumni Relations informs alumni, and the Director of Admissions informs prospective students).
6. If the problem is electrical and the building(s) affected have an elevator, the Director of Maintenance should check the elevator for stranded people and provide assistance as needed.
7. If the curtailment is prolonged or is such that the building(s) are unsafe for occupancy or do not have use of basic facilities, then the Director of Campus Safety, the Director of Maintenance, the Vice President for Academic Affairs, the Vice President of Media Relations and the Vice President of Academic and Student Affairs should coordinate efforts to temporarily relocate the occupants to another building that is not affected. This would include identifying available classrooms, office space or residence rooms.
8. If the curtailment is electrical, the Director of Maintenance may need to arrange for emergency generation of electricity for lighting and heating.
9. The Vice President for Student Development, the Director of Maintenance, the Director of Business and the Vice President of Academic and Student Affairs should coordinate a plan for dealing with the relocation: provide necessary services and support to students, faculty and staff forced out of their residence halls or offices and direct all efforts to return campus life to normal conditions.
10. The Vice President of Media Relations and the Director of Information Services and Technology should ensure that affected occupants are kept informed of the status of the situation and an estimated time for restoration of the utility.
11. The Vice President of Media Relations should address all media inquiries and coordinate the dissemination of all press releases and other public reports.

12. Once the utility is restored, the Director of Maintenance and the Director of IT should ensure that all building mechanical devices that were shut down or affected are restarted, reset, and are functioning properly.
13. The Chief Information Officer and Vice President for Finance and Administration will, if needed, coordinate a plan to allow affected staff, faculty, and/or students to resume business and academic operations. Implementation of IST Disaster Recovery protocols may be initiated.
14. Documentation and reports should be filed with appropriate institution offices by the Director of Maintenance and the Director of Campus Safety.

Crisis: Bomb Threat

Recommended Actions:

1. Immediately contact 911.
2. The person receiving the threat should contact the Director of Campus Safety.
3. The Director of Campus Safety should obtain from the informant all the information about the threat (such as the exact time of the call, detonation time, exact location, description of the caller's voice, background noise, etc.)
4. The Director of Campus Safety should notify the President and the Vice President of Media Relations.
5. The President should determine whether to convene the Crisis Management Team.
6. The Vice President for Student Development, the Vice President for Academic Affairs, the Director of Campus Safety and the Director of Maintenance should respond to the location and begin evacuation of the building. Evacuate part or all of any adjacent building where injuries could occur in the event of an actual bomb explosion.
7. Crisis Management Team Members should assist local fire and police units to establish a secure perimeter 500 feet from the building.
8. Emergency personnel should remain in control of the scene. The target building should remain vacant until a building search is conducted by emergency personnel.
9. Should a search have negative results, then a decision to allow people back into the building will be made jointly by the President and the emergency personnel official in charge at the scene.
10. If a search reveals a suspicious item or possible explosive device, the emergency personnel should take the appropriate steps to resolve the situation. Again, an emergency official should be in charge of the scene at all times.
11. If relocation is required, protocol from the "Confinement or In-Place Sheltering" section of the Crisis Management Plan should be activated.
12. The Director of Campus Safety should assist the Police Department of Bluefield, VA department with any follow-up investigation.
13. Members/spokespersons of the Crisis Management Team should inform all appropriate constituents and/or address all inquiries from respective constituents (i.e. President informs trustees and donors, Vice President of Academic and Student Affairs informs the faculty, Vice President of Media Relations informs media, public and staff, Vice President of Academic and Student Affairs informs current students and parents, Director of Alumni Relations informs alumni, and the Director of Admissions informs prospective students).

14. The Vice President of Media Relations should address all media inquiries and coordinate the dissemination of all press releases and other public reports.
15. Documentation and reports should be filed with appropriate institution offices by the Director of Campus Safety.

Recommended Actions: Building Explosion

1. Following a building explosion, students, faculty, and staff are advised to leave the building as quickly as possible.
2. Immediately contact 911 and the Director of Campus Safety.
3. If debris is falling around you, get under a sturdy table or desk until objects stop falling.
4. If there is a fire, stay low to the floor and exit the building as quickly as possible. Cover your nose and mouth, and when approaching a door, use the back of your hand to feel the door to determine if the door is hot. Do not open a hot door; use an alternate escape route. If you cannot escape, hang a white towel or sheet outside the window, alerting fire fighters to your presence. Please refer to the section in this plan on “Fire or Other Facility Disaster” for additional response steps in the event of a fire.
5. If you get trapped and cannot escape, stay in one place and rhythmically tap on a pipe or wall so that rescuers can hear where you are.
6. For additional response details, please see related sections in this plan on (i.e. “Evacuation,” “Injury/Illness of a Student,” “Fire or Other Facility Disaster,” “Residential Emergency,” “Loss of Utilities”) should also be followed.
7. The Crisis Management Team should inform all appropriate constituents and/or address all inquiries from respective constituents (i.e. President informs trustees and donors, Vice President of Academic and Student Affairs informs the faculty, Vice President of Media Relations informs media, public and staff, Vice President of Academic and Student Affairs informs current students and parents, Director of Alumni Relations informs alumni, and the Director of Admissions informs prospective students).
8. The Vice President of Media Relations should address all media inquiries and coordinate the dissemination of all press releases and other public reports.
9. The Vice President of Academic and Student Affairs should coordinate any needed follow-up measures when acute aspects of the situation have ended, such as the relocation of students and/or support or counseling for students, friends, roommates, etc.
10. Documentation and reports should be filed with appropriate institution offices by the Director of Campus Safety.

Crisis: Hazardous Materials Emergency**

Recommended Actions:

1. If evacuation or relocation is required, immediately seek a safe location.
2. The Director of Campus Safety should be contacted, or if necessary, contact 911.
3. The Director of Campus Safety should notify the Director of Maintenance and the Chemical Hygiene Officer.
4. The Director of Maintenance or the Director of Campus Safety, in conjunction with the Chemical Hygiene Officer, should determine the location and description of the spill or presence of a hazardous substance and attempt to determine the severity of the situation.
5. If the spill cannot be properly and safely cleaned up by institution personnel or there is potential for contamination of water or air, an outside contractor may be required or the local department of public safety.
6. The Director of Campus Safety should notify the President and Vice President of Media Relations.
7. The President should determine whether to convene the Crisis Management Team.
8. The Director of Maintenance and the Director of Campus Safety should isolate the immediate area of the spill and evacuate the building or area where the exposure has occurred. The building perimeter or area should be sealed off and access controlled by Campus Safety until emergency or health and public safety personnel arrive.
9. The Vice President of Academic and Student Affairs and the Vice President of Academic and Student Affairs should ensure that medical attention is provided for any persons that are injured or may have been exposed. Be aware of becoming contaminated yourself by a victim who has been exposed to a hazardous material.
10. The Vice President of Media Relations should ensure that affected occupants are kept informed of the status of the situation and an estimated time for restoration of the utility.
11. Members/spokespersons of the Crisis Management Team should inform all appropriate constituents and/or address all inquiries from respective constituents (i.e. President informs trustees and donors, Vice President of Academic and Student Affairs informs the faculty, Vice President of Media Relations informs media, public and staff, Vice President of Academic and Student Affairs informs current students and parents, Director of Alumni Relations informs alumni, and the Director of Admissions informs prospective students).

12. The Vice President of Media Relations should address all media inquiries and coordinate the dissemination of all press releases and other public reports.
13. The Director of Campus Safety in conjunction with the Chemical Hygiene Officer should conduct an internal investigation in the incident and document reports on file with appropriate institution offices. These reports should also be filed with local health and public safety agencies.

** See also “Bluefield State University Chemical Hygiene Plan” Appendix B

Workplace Violence or Active Shootings

In the event of workplace violence or active shooting, the instructor/employee is responsible for assuring that the following measures are employed:

1. Contact 911 and the Director of Campus Safety to report the incident (provide as much detail as you can about the location, number of people/injured/assailants, description of the assailant, etc.)
2. The Director of Campus Safety or primary agent should determine whether a shelter-in-place is required.
3. The Director of Campus Safety will notify the President and the Vice President of Media Relations.
4. An order to shelter-in-place should be issued by the Vice President of Media Relations by BSUAlert (email and text messages), social media, and/or updates on the institution’s website.
5. The President should determine how best to safely convene the Crisis Management Team.

Shelter-in-Place Instructions

1. Move to a secure area (e.g. classroom, bathroom, office) and immediately:
 - a. Lock the door(s) if you can;
 - b. Block the door(s) using whatever is available (e.g. desks, file cabinets, books, other furniture, etc.);
 - c. Turn off all lights;
 - d. Close all windows and blinds;
 - e. Silence all mobile devices;
 - f. Position people out of sight and behind items that might offer additional protection (e.g. walls, desks, file cabinets, etc.)
2. Stay calm and reassure others that you and the police are working to protect them.
3. Treat the injured (e.g. basic first aid, apply pressure and elevate for bleeding, etc.)
4. Do not attempt to rescue people or un-secure the area if it poses a risk to the individuals inside.
5. If the assailant/shooter enters your room and leaves, lock/re-barricade the door behind him or her.
6. If you can, place signs in exterior windows to identify the location of injured persons or number of persons taking shelter.
7. The Director of Campus Safety should notify emergency personnel immediately if persons are missing or trapped or if persons with disabilities are waiting for assistance in areas of refuge.

8. Cooperate with law enforcement personnel and make sure that everyone follows their orders.
9. Be supportive. The victim(s), witnesses and other employees may need access to critical incident debriefing or counseling. Contact the Counseling Center or Campus Pastor for guidance or assistance as needed.

Crisis: Suspicious Parcels and Letters

- 1) If an employee or student becomes wary of an envelope or package, he or she should leave the room and close the door.
- 2) Notify Campus Safety or call 911.
- 3) The Director of Campus Safety should notify the President and the Vice President of Media Relations.
- 4) The President should determine whether to convene the Crisis Management Team.
- 5) The Director of Campus Safety should make a list of all people exposed to the suspicious parcel and provide the list to both the local public health authorities and law enforcement.
- 6) The Crisis Management Team should inform all appropriate constituents and/or address all inquiries from respective constituents (i.e. President informs trustees and donors, Vice President of Academic and Student Affairs informs the faculty, Vice President of Media Relations informs media, public and staff, Vice President of Academic and Student Affairs informs current students and parents, Director of Alumni Relations informs alumni, and the Director of Admissions informs prospective students).
- 7) The Vice President of Media Relations should address all media inquiries and coordinate the dissemination of all press releases and other public reports.
- 8) The primary agent should coordinate any needed follow-up measures when acute aspects of the situation have ended, such as the relocation of students and/or support or counseling for students, friends, roommates, etc.
- 9) Documentation and reports should be filed with appropriate institution offices by the Director of Campus Safety.

Recommended Actions: How to Recognize a Suspicious Package

Typical characteristics postal inspectors have detected over the years, which should trigger suspicion, include parcels or letters that:

1. have no return address;
2. are marked with restrictive endorsements, such as “confidential” or “do not x-ray,”;
3. have protruding wires or strange odors or stains;

4. show a city or state in the postmark that does not match the return address;
5. are marked with threatening language, or;
6. have excessive postage or packaging material, such as tape and string
7. Students or employees who have come into contact with the suspicious package should wash their hands and any other exposed area with soap and water.

* See also “Emergency Response Procedures for Study Abroad” Appendix A

Crisis: Any Other Situation Identified as a Crisis for the Institution* **

Recommended Actions:

1. Notify the Director of Campus Safety or call 911.
2. The Director of Campus Safety should notify the President and the Vice President of Media Relations immediately upon determining that a crisis may have occurred.
3. The President should determine whether to convene the Crisis Management Team.
4. Members/spokespersons of the Crisis Management Team should inform all appropriate constituents and/or address all inquiries from respective constituents (i.e. President informs trustees and donors, Vice President of Academic and Student Affairs informs the faculty, Vice President of Media Relations informs media, public and staff, Vice President of Academic and Student Affairs informs current students and parents, Director of Alumni Relations informs alumni, and the Director of Admissions informs prospective students).
5. The Vice President of Media Relations should address all media inquiries and coordinate the dissemination of all press releases and other public reports.
6. The Crisis Management Team should hold additional meetings as needed, including a meeting following the crisis. Evaluate the effectiveness of the Crisis Management Plan, and make adjustments where necessary.

* See also “Emergency Response Procedures for Study Abroad”Appendix A

** See also “Bluefield State University Chemical Hygiene Plan”Appendix B

*** See also “Occupational Safety and Health Administration Standards” .Appendix C

References

1. American Red Cross
2. Ballard, Shannon, Vice President of Media Relations, Sage Institution
3. Barbalich, Andrea, Editor, Council for the Advancement and Support of Education (CASE)
4. Coalition of Christian Institutions and Universities (CCCU)
5. Conn, Matt, Vice President of Media Relations, Ferrum Institution

6. 6. Eubank, Carolyn, Vice President of Media Relations and Marketing, Lynchburg Institution
7. 7. Federal Emergency Management Agency (FEMA)
8. 8. Media Ink Communications
9. 9. Media Relations Society of America (PRSA)
10. 10. Reichley, Bob, retired Vice President for University Relations, Brown University

**Bluefield State University
Comprehensive Campus Safety
and Crisis Management Plan**

**Appendix A
Emergency Response Procedures for Study
Abroad**

**EMERGENCY RESPONSE PROCEDURES FOR STUDY ABROAD
FACULTY RESPONSIBILITY**

EMERGENCY PHONE TREE

In the event of a serious emergency, after alerting officials at the United States Embassy or Consulate (as deemed necessary), the first person and number contacted will be the designated emergency number for the **home institution** of the faculty or student.

Institution	Bluefield State University		
1 ST CALL to 24-hour emergency/security number	Vice President for Academic Affairs 304.327.4161 Crisis Management Coordinator 276-326-4212 276-245-5429 Campus Safety 276-326-4313 304-887-1795		
Vice President of Media Relations (for media inquiries)	276-326-4212 276-970-1410		
Vice President for Student Development (contact with families) <i>The Vice President of Academic and Student Affairs will inform the President and Vice Presidents of the Institution</i>	304.3274161 972.742.8518		
Director of International Initiatives	304.327.4036 304.800.9829		
Director of Health Services (health crisis information)	304.327.4214		

After emergency procedures are in place, **the home institution will contact the sponsoring organization**, which will contact the remaining institutions. If there is a group emergency, **Bluefield State University** will be the first contact. It is important to instruct group participants not to e-mail or phone their own friends or parents until the appropriate chain of communication at the institution has been followed. When calling these emergency numbers, the faculty leader should have the following information available: 1) Name of Student 2) Social Security Number of Student 3) Nature of Emergency 4) Location of group (phone number including city and country code)

All student emergency contact information should have been left on file with the Institution Police, the VP of Student Development and the Office of International Initiatives prior to departure. (This should include name, address, phone number and relationship to student.)

EMERGENCY RESPONSE PROCEDURES FOR STUDY AND TRAVEL ABROAD

Overseas crisis situations include:

Crime against a student other than sexual assault
Sexual assault
Arrest of a student
Psychiatric or mental health emergency
Serious injury/illness/or hospitalization of a student
Missing student
Death of a student
Outbreak of infectious disease among student participants
Political emergency or natural disaster

Specific Protocols for emergencies:

IT IS THE RESPONSIBILITY OF ALL FACULTY TO BE FAMILIAR WITH THESE PROCEDURES

1. Crime against a student not including sexual assault

- a. Contact the Embassy and local authorities.
- b. Attend to the physical and emotional needs of the student or students.
- c. Keep a written log of all facts obtained, including names of witnesses and contact information.
- d. If the crime is deemed serious enough, (injury to student), alert the United States Embassy or Consulate and follow emergency procedures for notifying home institution.

2. Sexual assault.

- a. If there is obvious physical injury, the student should be immediately transported to a hospital, clinic, or other available medical facility for emergency care. Non-emergency care may be arranged by contacting the U.S. Embassy or Consulate for a referral to a facility, which will be sensitive to an American's needs in a sexual assault case.
- b. Report the crime to local authorities after first clarifying with the student the degree to which he or she wishes to involve the police.
- c. Respect the student's confidentiality by not informing others of the incident without permission.

3. Arrest of a student.

- a. Immediately contact the United Embassy or Consulate of the host country.
- b. Obtain from the Embassy or Consulate a list of lawyers who can provide legal help, give information to the student and, if needed, help facilitate contact.
- c. Inform home institution of the situation through the listed communications chain and thereafter provide a daily update to the Vice President for Student Development.
- d. The group leader should visit the student as soon as possible. In some countries, the group leader may have to bring such necessities as food to the student.
- e. The group leader should assess the situation, obtaining as many facts as possible from the moment of arrest, and should continue to add to this log as the crisis unfolds.

4. Psychiatric or mental health emergency.

- a. The group leader should make an initial assessment of the need for psychiatric assistance, which may or may not be readily available in the overseas country.
- b. The American Embassy or Consulate may be helpful in finding a physician or psychologist.
- c. If the student has made an actual suicide attempt or gesture or has taken a drug that has resulted in an altered mental state, the emergency services should be called and the student taken directly to an emergency medical facility. A student who has made a suicide threat, gesture, or attempt, should not be left alone.
- d. The home institution's Health Center may be helpful in providing vital background information to the overseas physician, and/or in providing the name of the student's psychologist or psychiatrist in the United States. (The student will be asked to approve the release of this information.)
- e. The student will receive a letter from the home institution's Vice President of Academic and Student Affairs to seek follow-up care.

5. Serious injury or illness.

- a. The primary responsibility is clearly to get the student immediate medical care, either by calling the local equivalent of 911, or by providing transportation to the nearest medical facility.
- b. If the group leader does not understand the language of the host country, try to identify hospital staff who speak English.
- c. If the student's condition is life-threatening, notify the home institution's Emergency number.

- d. The leader is responsible for visiting hospitalized student and for arranging visits from other students as appropriate.
- e. If the seriously ill or injured student's parents elect to visit, the group leader should assist with making arrangements for lodging, etc.
- f. If emergency medical evacuation is deemed necessary, the group leader may help with arrangements by contacting the carrier of evacuation insurance. Under certain stringent circumstance, the U.S. Air Force may help in evacuation when commercial air travel is not possible. The full expense must be borne by the injured or ill American and his or her family.

(Please see http://www.travel.state.gov/consuls_help.html.)

6. Missing student.

- a. Notify local authorities.
- b. Check local hospitals, clinics and mental health facilities.
- c. Alert home institution.
- d. Seek information from other students (roommate, host family, etc.)
- e. If it becomes necessary, request a welfare/whereabouts check from the Department of State, Overseas Citizens Services. This can be coordinated in the United States by the Dean of the Institution if necessary.
- f. Once the student has been located, inform the appropriate local persons and the home institution.
- g. Work with the home institution's Vice President of Academic and Student Affairs for appropriate follow-up actions.

7. Death of a student.

- a. Attempt to verify the death of a student.
- b. Gather information about the circumstances of the death and keep a written log of information.
- c. Contact the home institution's emergency number.
- d. If no foul play is suspected, the Vice President of Academic and Student Affairs will inform the next-of-kin; if foul play is involved, the local (to the home institution's) Police Department will make the notification.
- e. Notify the U.S. Embassy or Consulate. A consular officer will inform the family about options and costs for disposition of remains and will prepare a Report of Death based on the local death certificate.

- f. The group leader should assist the family in making such arrangements as transportation, accommodations and arrangements for meeting with the consular officer, if they choose to travel to the host country; assistance may also be needed in returning the student's belongings to the United States.

8. Infectious Disease Outbreak among Program Participants.

- a. Alert Embassy or Consulate about potential health threat and ask for information regarding local health facilities.
- b. Consult the home institution's Health Center and have the health center review posted information for your host country on the website of Center for Disease Control:
<http://www.cdc.gov> <<http://www.cdc.gov>/>
- c. If deemed necessary, follow steps for evacuation.

9. Political Emergency or Natural Disaster

- a. Group leader should account for whereabouts and safety of all students. If a student has been injured, follow procedures for injury.
- b. Contact the local United States Embassy or Consulate. If the American Embassy is closed, contact the U.S. embassy in a nearby country or another nation's Embassy in the host country and ask for advice and assistance. Gather information about target of unrest and possible danger to U.S. citizens, the feasibility of continuing the program versus the need for departure, etc. Continue to stay in contact with the Embassy or Consulate.
- c. Contact the Bluefield State University emergency number to alert all institutions of the situation, and thereafter provide regular updates if possible.
- d. Institutions should stay in contact with the Department of State in Washington (Citizen Emergency Center)
- e. Individual institutions will determine if emergency funds need to be provided to the Group through Bank transfers or Western Union. If necessary, each institution's Vice President of Academic and Student Affairs should convene a Crisis Management Team to deal with the Emergency.
- f. If evacuation is deemed necessary and commercial transportation is disrupted, the State Department will charter special air flights and ground transportation to help Americans depart. Otherwise, the group leader will assist the participants in arranging new tickets. (In a serious emergency this may actually involve purchasing new tickets, rather than simply changing existing ones, thus the possible need for special funds, as noted in item e above.

In the event of any of the above scenarios, if you are questioned by the media and you have not as yet been in contact with one or more of the home institutions, please use the following statement:

“My first responsibility is to the students on this program, to their families, and to Bluefield State University. I will be happy to discuss this matter with you after I have contacted these parties. Thank you for understanding.”

Bluefield State University Comprehensive Campus Safety and Crisis Management Plan

Appendix B Chemical Hygiene Plan



**BLUEFIELD STATE UNIVERSITY
DEPARTMENT OF CHEMISTRY**

CHEMICAL HYGIENE PLAN

Reference Occupational Safety & Health Administration (OSHA)

29 CFR 1910.1450

**OCCUPATIONAL EXPOSURE TO
HAZARDOUS CHEMICALS IN LABORATORIES**

2021

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CHEMICAL HYGIENE PLAN

1. INTRODUCTION

The preparation of a "Chemical Hygiene Plan" (CHP) has been mandated by OSHA as an extension of regulations governing worker protection. The original regulations were best suited to industrial situations, where workers are exposed to large amounts of a small variety of substances. In laboratories, there tends to be a wide variety of substances, and different hazards are involved. Implementation of the CHP is the responsibility of the Chemical Hygiene Officer. The CHEMICAL HYGIENE OFFICER for Bluefield State University is Joe Saunders, Ph.D., of the Chemistry Department, office SCI 208, phone 276-326-4221, or 304-887-9594 (cell).

In the regulations, a "laboratory" is defined as a place where manipulations are carried out on laboratory scale (usually implying quantities manipulable by one person), where multiple procedures and chemicals are involved, where the procedures and chemicals are involved, and where the procedures are not part of a production process. Further, the range of procedures requires only what might be considered "normal" protective equipment (safety glasses, goggles, fire extinguishers, etc.).

These regulations are designed to apply to employees, including work-study students. There is no mechanism specifically covering students working in the lab as part of a research project, where no compensation is involved. Nor does it cover those who enter a lab only briefly, such as secretaries delivering a message. However, Bluefield State University is free to define "employee" more broadly than OSHA, with respect to application of safety procedures, and it is only common sense to protect everyone to the maximum extent feasible. All workers, whether paid or not, should receive training in the materials and techniques in use in a lab. Training is to be done by the supervisor. The CHEMICAL HYGIENE OFFICER can provide assistance, such as copies of this legislation, copies of substance lists (carcinogens, poisons, teratogens), and suggestions for training materials. Records of training sessions, giving the name of the person(s) trained and the date, should be kept by Dr. Saunders.

In general, the standards of compliance are "performance" based; that is, if it can be shown that exposure is minimal, the government does not care how the level got that low. There are some existing health standards (Permissible Exposure Limits) which still apply, and all laboratory supervisors must be aware of certain substances for which eye and/or skin contact is prohibited.

In what follows, general procedures that should be in use campus-wide have been outlined. All laboratories may have to supplement this information with written lab-specific materials that detail, for example, which substances must be used in a fume hood, and what protective equipment is appropriate for a given activity. Overall, the governing principle under this Chemical Hygiene Plan is that everyone should be alert to unsafe conditions, and should either correct them or alert others.

2. STANDARD OPERATING PROCEDURES

a. Procurement, distribution and storage of chemicals

- Each department must have clearly defined procedures for the ordering of chemicals. Records of substances ordered must be kept, and MSDS's copied and distributed to the lab supervisor and to the divisional file.
- The method of distributing chemicals from receiving areas to stockrooms, and from stockrooms to laboratories must reflect the potential danger posed by the specific substance. Secondary containment of chemicals should be used to protect against breakage. Acids must be transported in shock-proof buckets; other dangerous liquids (flammables, corrosives) should also be carried in protective containers.
- Storage of chemicals should take into consideration hazard classes. In particular, flammable substances must be segregated from other materials. Access to extremely hazardous materials (toxics, carcinogens) should be restricted. Other hazard classes may also have to have separate areas. The Chemical Hygiene Officer will advise on particular cases.

b. Generally applicable work practices

- Every worker should know the safety rules and procedures that apply to the particular laboratory. This should include training in the use of Material Safety Data Sheets, with emphasis on routes of potential exposure and target organs. Workers should know how to recognize signs of overexposure. They should also know the location of and how to use any emergency equipment. Training should state specifically that exposed eyes and/or skin should be washed for at least 15 minutes. The appropriate personal protective equipment should be available, and its use required. Confine long hair and loose clothing while in the lab. Wash hands before leaving.
- Be certain all chemicals are correctly and clearly labeled. Keep warning signs up-to-date and easily readable. Use equipment only for its designated purpose.
- There should be no eating, drinking or smoking in any lab, or area where chemicals are stored. Do not pipet chemicals by mouth, or start a siphon by sucking on the tube.
- No one should work alone in the laboratory outside of normal working hours without special arrangement. No one should work alone with chemicals of acute toxicity at any time. If operations must be left unattended, provisions should be made, where possible, for periodic inspection. The effect of potential disruptions such as electricity failure should be known. There should be provisions for containment in case of breakage. There must be signs on the door alerting security personnel to the fact that the equipment is running, and laboratory lights should be left on.
- All experiments that pose a hazard by virtue of the chemicals involved should be, where possible, tried first with less-hazardous substances, to determine the integrity of the equipment and procedures.

c. Personal protective equipment

- All laboratory workers must have adequate eye protection. The use of safety glasses, safety goggles or face shields is required and is supervised by the Chemical Hygiene Officer. For hygienic reasons, protective eyewear should not be shared.
- The use of contact lenses should be restricted.
- Exposure of skin to chemicals should be minimized. The use of gloves in handling solvents and hazardous substances is recommended. Shoes, not sandals, must be worn in labs. If shorts are worn, a lab apron (or lab coat) should be used.
- Fume hoods must be used for manipulations involving any volatile chemical with an 8 hr. TWA (time weighted average) exposure limit less than 50 ppm. Hoods must be tested at least once a year, and labeled as to correct opening levels. Fire extinguishers and emergency showers are also tested annually. Eyewash baths will be flushed at least every 6 months as part of regular inspections of laboratory-scale operations.

d. Housekeeping

- All laboratories must have on the door a general card noting the types of hazards to be found inside, and the name(s) of contacts in case of emergencies. Certain hazards, such as the presence of radioactive materials, require further signs.
- Within the laboratory, chemicals and stored reaction mixtures should be labeled as to hazards. Equipment presenting a particular hazard (high voltage; laser light) should be appropriately labeled.
- Work areas should be kept clean. Clean up spills immediately, and deposit waste in the appropriate receptacle. Do not block access to exits, emergency equipment, or equipment controls.
- Keep equipment properly maintained. Safety equipment, such as guards, must be inspected before any equipment is used.

e. Emergency procedures

- Every laboratory must post on the door the name and phone number of the person to be contacted in an emergency. In addition, emergency telephone numbers (fire, Security, medical help) must be posted prominently in each lab.
- Every lab should have a system for internal reporting of accidents, to prevent re-occurrence, even where such an accident does not result in injury. Copies of accident reports should be sent to the CHEMICAL HYGIENE OFFICER. Injury to personnel should be reported promptly on the appropriate form to Payroll, with a copy to Personnel.
- Each laboratory must have a plan for emergency evacuation. Evacuation routes must be posted and kept clear. Practice emergency evacuations.

f. Waste disposal

- Each laboratory worker should be aware of the waste characteristics of materials in use. The following criteria apply for various categories:
 - i. Substances that are water-soluble, not highly toxic (or malodorous), and have a pH between 3 and 11 may be disposed of down the sink. This includes small quantities of heavy metals. When in doubt, check with the Chemical Hygiene Officer.
 - ii. Solid chemical wastes that cannot be dissolved in water (or that are toxic) should be stored in labeled containers in the lab. Whenever needed, these containers can be collected and transferred to the central hazardous waste storage shed, for ultimate collection and disposal. Empty bottles should be washed, and the labels removed; they can then be recycled.
 - iii. Liquid chemical wastes not suitable for disposal down the sink should be collected in carefully labeled hazardous waste containers. It is important to segregate halogenated and non-halogenated solvents, and to segregate strong acids and bases. Never put cyanide-containing wastes into a container that might also contain acids!. Again, these labeled containers can be collected and transferred to the central shed; do not allow hazardous waste to accumulate in the lab. Non-labeled containers will not be accepted for disposal.
 - iv. Special care must be taken with certain classes of compounds. As well as the cyanides noted above, strong carcinogens, mutagens, and other very toxic substances should be segregated from other classes of waste. Solvents which may form explosive peroxides on standing should be identified and segregated also.

3. MEDICAL CONSULTATION AND EXAMINATIONS

Bluefield State University will provide medical attention and follow-up examinations to any employee who develops symptoms of overexposure, or who may have been exposed to a hazardous substance in excess of the PEL (Permissible Exposure Limit) either in the laboratory or as a result of a spill or leak in another workplace location. In an emergency, the employee should seek immediate assistance from the Personnel Office which would arrange for treatment. Any medical services will be performed by a licensed physician or under his/her direct supervision, without cost to the employee (including lost pay), and at a reasonable time and place. The Institution will provide the physician with information on the identity and extent of exposure. The physician will provide the Institution with the results of any examination and tests, and any recommendation for follow-up. The employee will also be informed of the results.

4. SPECIAL PROBLEMS

a. Introduction

For most laboratories at Bluefield State University, the preceding sections provide all necessary information for compliance with the OSHA Laboratory Standard. Labs affected by one or more of the following restrictions will need to supplement this Chemical Hygiene Plan with a detailed protocol enabling them to comply with the appropriate practices.

b. Potentially acutely hazardous procedures

Because of the potential dangers posed to the institution community as a whole, certain procedures may require prior permission of the Safety Committee (analogous to the current situation with users of radioisotopes). No specific procedures have been designated by the legislation; rather, it is up to the Institution to decide what appropriate actions are. The preamble to the legislation, which indicates the thinking of the regulators, lists two situations as possible examples: "...operations involving highly toxic non-carcinogenic material or highly volatile toxic material..." As the Institution responds to these and other suggestions, the Chemical Hygiene Plan will be revised accordingly. At present no acutely hazardous procedures have been identified on campus.

c. Particularly hazardous substances

There are three classes of "Particularly hazardous substances". In all cases, work with such a substance must be confined to a designated area (this can be a particular bench, or hood, within a lab; it need not be physically restricted from other work areas), and use of containment devices must be specified. The procedures for waste removal and decontamination must also be specified in the supplemental materials to this document, and are subject to review.

The first class is "Select Carcinogens". These are substances a) regulated by OSHA as a carcinogen; b) classified by NTP (National Toxicology Program) as "known to be a carcinogen", or "reasonably anticipated to be carcinogen"; or c) classified as IARC (International Agency for Research on Cancer) Group 1 ("carcinogenic to humans") or Group 2A ("limited human evidence") or 2B ("sufficient animal evidence; inadequate human data"), provided that the classification under a), b) or c) (for Groups 2A and 2B) is based on one or more of the following conditions: inhalation exposure 6-7 hours/day, 5 days/week, for a significant portion of lifetime at doses less than 10mg./cu.m.; repeated skin application of less than 300 mg/kg body weight/day; and/or oral doses of less than 50 mg/kg body weight/day. In other words, the intent is to identify substances which are likely to be carcinogens under conditions of long-term working usage. Ethyl alcohol, for example, is considered a carcinogen, but the level of potency is below the specified conditions. Information as to whether a particular substance meets one or more of these criteria is generally found on the MSDS, although by no means all of the substances noted as "Carcinogen" on the MSDS are "Select Carcinogens". Copies of the IARC list are readily available on the Internet.

The second class is "Reproductive Toxins". These are substances including mutagens and teratogens which affect reproductive capabilities, (i.e. either damage to the chromosomes or to the developing fetus, respectively).

The third class is substances of "high acute toxicity". No definition of this class as a whole is given, but some examples, from which an idea of the criteria can be gained, are hydrogen cyanide, hydrogen sulfide and nitrogen dioxide. A suggested compilation is the DOT Class A Poison list, found in 49CFR17

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**Appendix C
Occupational Safety and Health Administration
(OSHA) Standards**

For emergencies not listed in the Bluefield State University Crisis Management Plan or for additional guidelines for responding to safety and health crises on campus, please refer to the **U.S. Department of Labor's Occupational Safety and Health Administration (OSHA) Standards.**

Located Online at:

http://www.osha.gov/pls/oshaweb/owastand.display_standard_group?p_toc_level=1&p_part_number=1910

Or by contacting the West Virginia Division of OSHA at:

304-347-5937

US Department of Labor – OSHA

405 Capitol Street, Suite 407

Charleston, WV 25301-1727

**Bluefield State University
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**Appendix D
Information Services & Technology
Disaster Recovery Plan**

The Disaster Recovery Plan (DRP) provides guidance and procedures for the Information Services & Technology department in the event of a disaster resulting in significant disruption to technology services.

Introduction:

Bluefield State University's technology infrastructure is critical to business operations. Disasters or events resulting in significant disruption of these services would be detrimental to the institution. Therefore, the following plan will address Bluefield State University's planned response in case such processes were determined necessary.

Purpose:

The purpose of this Disaster Recovery Plan is to enable restoration of mission critical applications and services in the event of severe disruptions to normal operations. Severe disruptions can arise from several sources: natural disasters (fire, flood, etc.), equipment failures, process failures as well as from malicious acts (such as denial of service attacks, hacking, viruses, etc.). While IST may not be able to prevent any of these from occurring, planning will help enable Bluefield State University to resume essential operations more rapidly than if no plan existed.

The DRP Restoration Objectives are:

1. Ensure a physical network infrastructure exists and is functional.
2. Ensure domain controllers are online and functional
3. Ensure Enterprise Resource Management (ERP) applications are online and functional
4. Ensure card system applications (i.e. dorm access, meal plans, and bookstore operations) are online and functional
5. Determine order to restore other applications and services. Ensure those applications and services are online and functional

Statement:

Recovery Teams and Responsibilities

1. Operations

The Operations Team will consist of the IST Support Specialist, the IST Computer Technician, and any interns and/or work-study students. This team will be responsible for end user operations including but not limited to workstation deployment, peripheral support, applications assistance, and any other immediate needs evident in the event of a disaster. This team's objectives will be assigned and progress managed by the Director of Information Services and Technology.

2. Network

The Network Team will consist of the Manager of Network Services and the Director of Information Services and Technology. This team will be responsible for the network infrastructure, server deployment, mission critical applications and services, and any other immediate needs evident in the event of a disaster. This team's objectives will be coordinated and managed in tandem between team members.

3. Facilities

The Facilities Team will consist of the Manager of Campus Facilities and Director of Facilities. This team will be responsible for the restoration of utilities, infrastructure, designation of physical space, and any other immediate needs evident in the event of a disaster. This team's objectives will be coordinated between the Crisis Management Team, IST, and Bluefield State University's facilities vendor.

4. Communication

The Communications Team will consist of the Director of Information Services and Technology and the Vice President of Media Relations. This team will be responsible for communications to faculty, staff, and students. The Vice President of Media Relations will manage press releases and objectives determined by the Crisis Management Team. The Director of Information Services and Technology will be responsible for communications with vendors and any other immediate needs evident in the event of a disaster. This team's objectives will be coordinated with the Crisis Management Team.

Procedures:

1. Assess Damage

a. Structural

The Operations, Network, and Facilities Teams will be responsible for assessing structural damage.

b. Non-Structural

The Operations and Network Teams will be responsible for assessing non-structural damage such as assets, applications and services, etc.

2. Identification of Priority Applications and Services

The Network Team in conjunction with the Crisis Management Team will quickly review the appendix of this document regarding the Ranking of Critical Applications/Services to ensure the rankings are appropriate to follow in the event of the particular disaster being experienced. Changes may be made as needed to fit the situation particulars.

3. Requesting Appropriate Resources

a. For services/infrastructure

The Network and Facilities Teams will remain in close communication with the BU Leadership Team to facilitate the purchase, installation, configuration, etc. of items needed to restore services and/or meet infrastructure needs.

b. For equipment/applications

The Operations and Network Teams will remain in close communication with the BU Leadership Team to facilitate the purchase, installation, configuration, etc. of items needed to replace/restore equipment and applications.

4. Obtain Backup Data

Data will be restored from appropriate backups as possible if the backup data survives the disaster event.

5. Backup Facility & Restoration of Services

In the event of a disaster affecting Lansdell Hall and the main data center, the IST Department would plan to utilize the Science Center as its primary backup facility due to the network infrastructure and technology resources. In the event of a larger scale disaster, the Network and Facilities Teams would be responsible for locating a backup facility and ensuring appropriate infrastructure be made available to facilitate the restoration of services and applications. Services and applications will be restored in accordance with the information in this document and under the direction of the Crisis Management Team.

6. Communicate Status of Operations

The Communications Team will be responsible for coordinating any required communication with the Vice President of Media Relations under the direction of the Crisis Management Team.

7. Contingency Procedures

a. Physical location destroyed

In the event of a wide-spread destructive event affecting the BU campus, the Network and Facilities Teams in conjunction with the Crisis Management Team will be responsible for determining a remote location from which to begin to restore applications and services.

b. Pandemic Events

In the event of a pandemic event (i.e. avian flu, chemical spill, etc.), the Operations and Network Teams would be responsible for a wide-spread deployment of our existing applications for telecommuting. This may involve employee home visits and/or on-campus maintenance as permitted by those in charge of health and safety.

c. IST staff unavailable

In the event that the IST staff is unavailable whether due to illness, distant travel, incapacitation, and/or death, the IST Department first recommends the Crisis Management Team to seek out IT Consulting Teams (e.g. Jenzabar, SyCom, Acknowledge IT, Total Technology Management (TTM), SunGuard, etc.) to implement the items contained within this plan.

Consulting Teams should first review the appendices of this document in order to determine the Ranking of Critical Applications/Services and for Vendor Contact information. The vendors listed in the appendix can assist in the restoration of services and applications.

Redundancy:

At this time, Bluefield State University does not have a redundant data center environment. This is an objective being worked towards per IST's Institutional Effectiveness goals and Business Continuity awareness. As progress towards redundancy is made, this document will be updated with any information prudent to disaster recovery efforts.

Testing the DRP:

The IST Department recommends that a test of Disaster Recovery/Business Continuity efforts be undertaken at least one time per calendar year (preferably during the summer months). Such tests would involve an unannounced termination of some or all network services/applications as determined by IST prior to the test. Testing procedures would be as follows:

1. Coordinate test date(s) and times with Leadership Team and ensure no communication is relayed to staff/faculty.
2. IST planning to initiate services/applications outage
3. Day of test:
 - a. Initiate outage
 - b. Communicate notice for offices to implement their DRP or Crisis Plan via paper, word of mouth, etc.
 - c. Convene Crisis Management Team to discuss "what if this were a real disaster" scenario
 - d. Ensure voicemail and email auto-reply (as applicable) messages are set to inform individuals of the planned outage.
 - e. IST test of data backups and/or redundant environments as applicable
 - f. After predetermined time, restore application(s)/service(s)
 - g. Communicate Status of Operations
4. Follow-up with Leadership Team, Crisis Management Team, Jenzabar Module Managers, IT Committee, etc. to assess the test and encourage other offices in their planning.

Assumptions:

1. Some campus locations may not be able to have services restored in a timely manner.
2. Backup facility will not have the same level of performance as a primary data center
3. Some infrastructure and/or utilities (e.g. telephones, heating, etc.) may be offline indefinitely
4. Restoration of services and applications will depend on third parties such as utility companies, hardware vendors, software vendors, consulting firms, insurance companies, etc.
5. Backup data may be lost or unobtainable

Suitability

Any significant disruption of technology services can be detrimental to the efficiency of the institution and the customer service provided. By utilizing the aforementioned processes, Bluefield State University can minimize the number of issues encountered and restore services as quickly as possible.

Related Policies, References and Attachments:

This collection of Bluefield State University Information Services and Technology policies and procedures contain acceptable use, security, networking, administrative, and academic policies that have been developed to supplement and clarify Bluefield State University policy.

Appendix

A – Ranking of Critical Applications/Services

Application/Service	Description	Priority	Rank
Physical Network	ISP connection, fiber optics, copper infrastructure, network devices, etc.	Mission Critical	1
Domain controllers	Controls login services, user access, server services, security, etc.	Mission Critical	2
ERP	Main institution business solution, databases, student portal, etc.	Mission Critical	3
ID Card Solution	Dorm access, meal plans, and bookstore operations	Critical	4
File Storage	Network file storage for departments and faculty/staff	Critical	5
Telephone System	Copper infrastructure, telephony devices, PBX, and voicemail	Critical	6
Terminal Services	Provides remote access for Roanoke and Richmond Offices	Critical	7
BUWeb	Web server utilized for IST task system, State Police Sex Offenders Reporting, SCHEV reporting, faculty/organization hosting, etc.	High	8
EZ Proxy	Library Database Access	High	9
Network Access Control (NAC)	Student network registration	Average	10
Secondary Services	Antivirus console, print management, deep freeze console, software licensing (Mathematica, etc.), etc.	Average	11
Windows Deployment Services (WDS)	Deployment of images for computer labs and faculty/staff workstations	Average	12
Windows Server Update Services (WSUS)	Maintain Microsoft updates across campus	Low	13

Additional Notes:

1. Email is cloud-based, hosted by Microsoft.
2. www.bluefield.edu website is hosted by Monk Solutions

B – IST Contact Information

Position	Contact Information
Chief Information Officer	Email: clambert@bluefield.edu Phone: 276.326.4219
IST Network Manager	Email: amcclanahan@bluefield.edu Phone: 276.326.4278
Director of Applications Development	Email: trobnette@bluefield.edu Phone: 276.326.4618
IST Software Engineer/Webmaster	Email: rsmith@bluefield.edu Phone: 276.326.4603
IST Support Specialist	Email: bwhitt@bluefield.edu Phone: 276.326.4286
IST Department	Email: itdepartment@bluefield.edu

C – Vendor Contact List

Vendor	Contact Information	Description of service(s)
Infrastructure		
BVU OptiNet George Pickard	E: gpickard@bvub.com P: 276.791.2036 Alt P:	Main campus network and telephony services
Verizon Bryan Taylor	E: bryan.taylor@verizonbusiness.com P: 804.527.6766 Alt P:	POTS lines for some areas of campus
Telephone Man Mike Ruckman	E: mruckman@ttmol.com P: 540.432.1385 Alt P:	This vendor can take care of copper wiring for network and telephony.
Equipment		
Dell Rob Baxter	E: Robert.baxter@dell.com P: 804.252.1617 Alt P:	PC/Server equipment; SAN storage
PCRx Greg Gruchacz	E: support@pcrxsales.com P: 276.322.1578 Alt P:	Printers
CxTec & Teracai Kasey Sheehan	E: ksheehan@cxtec.com P: 315.476.3000 x2166 Alt P:	CISCO networking equipment
Street & Company Karen Warman	E: kwarman@streetandco.com P: 434.237.8107 Alt P: 434.660.1702	SMART/multi-media classroom equipment
integraOne Bradley Filipovich	E: bfilipovich@integra1.net P: 717.697.9577 Alt P:	Bradford Campus Manager (used to be Classic Networking)
Bradford Networks also call integraOne	E: support@bradfordnetworks.com P: 866.990.3799 Alt P: 603.228.5300	Bradford Campus Manager
Heartland Solutions Dean Mattes	E: dean.mattes@e-hps.com P: 719.522.9222 Alt P:	iCard solution
AudibleMagic Bridget Mercay	E: b_mercay@audiblemagic.com P: 408.399.6405 Alt P:	CopySense appliance (required for HEOA mandate)
Exinda Andy White	E: andy.white@at-.net.net P: 866.331.2696 Alt P:	Exinda Traffic Shaping appliance
Ruckus Frank Roys	E: frank.roys@ruckuswireless.com P: 240.357.0989 Alt P:	Ruckus Zone Controller & wireless devices
ERP Solution		
Jenabar Keith Weaver	E: keith.weaver@jenzabar.com P: 540.246.2940 Alt P: 800.OK4.HELP	Jenzabar EX and JICS

InstitutionBoard Joe Farrell	E: jfarrell@institutionboard.org P: 571.262.5903 Alt P:	PowerFAIDS
Software		
Digital River Tim Lilly	E: tlilly@digitalriver.com P: 800.874.9001 Alt P:	All Microsoft/Adobe/Symantec licensure (used to be JourneyEd)
Wolfram Research Andy Dorsett	E: adorsett@wolfram.com P: 800.965.3726 Alt P:	Mathematica
E2Campus Eric Polovich	E: epolovich@e2campus.com P: 800.936.3525 Alt P:	Emergency Alert
Faronics Ian Jones	E: ijones@faronics.com P: 800.943.6422 Alt P:	Deep Freeze
Globalsign	www.globalsign.com	SSL Certificates
Software Shelf Ken Thomas	E: kthomas@softwaresshelf.com P: 727.445.1920 Alt P:	Print Manager Plus
Consultants		
Jenzabar David Colson	E: david.colson@jenzabar.com P: 704.604.7893 Alt P: 800.OK4.HELP	Jenzabar/JICS/PowerFAIDS
Telephone Man Mike Ruckman	E: mruckman@ttmol.com P: 540.432.1385 Alt P:	Telephony & network needs
Acknowledge IT James Lilly	E: james@acknowledgeit.com P: 540.521.0436 Alt P:	Microsoft consulting services (SQL, server-side applications, etc.)
SyCom Gordie Zeigler	E: gzeigler@sycomtech.com P: 540.283.4766 Alt P:	Various IT consulting services
Street & Company Karen Warman	E: kwarman@streetandco.com P: 434.237.8107 Alt P: 434.660.1702	SMART/multi-media classrooms and audio/visual solutions
Heartland Solutions Dean Mattes	E: dean.mattes@e-hps.com P: 719.522.9222 Alt P:	iCard solution

D – Inventory Estimation

Device Type	Estimated number
Servers (Dell)	20 and 1 Storage Area Network (SAN)
Desktop PCs	250
Laptops	50
Apple computers	15
Core Network Devices	Core, ASA, Exinda, Bradford NAC, CopySense, Ruckus
Network Switches	35
Wireless Access Points	20
Power UPS's	25
Projectors	35
Printers	50
Copiers	12
SMART/multimedia classrooms	17
Phones	250

Not actual inventory counts. These numbers are to be used for quick assessment of asset counts for fastest possible replacement of equipment.

Pool Safety Protocols

One Guard

- Life Threatening Medical

Activate EAP (2 short whistles)

Clear the Pool (1 long whistle)

Provide Appropriate Care

Instruct ONE Patron to call 911 &

If needed leave patron in recovery position to call 911 yourself.

- Non-Life Threatening Medical

Activate EAP (2 Short Whistles)

Clear the Pool (1 long whistle) if you need extra time to provide care

Provide Appropriate Care

Recheck the Scene

Return to Swimming

With 2 Guards

- Life Threatening Medical

GUARD 1

Activate EAP (2 short whistles)

Provide Appropriate Care

GUARD 2

Take over surveillance/Clear the Pool (1 long whistle) if needed

Get needed equipment (backboard, AED)

Instruct ONE Patron to call 911

Assist in Providing Care until EMS arrives

- Non Life Threatening Medical

GUARD 1

Activate EAP (2 short whistles)

Wait for Guard 2 to Arrive

Provide Appropriate Care

GUARD 2

Take over Surveillance

- Bodily Fluids

Activate EAP (3 short whistles)

Clear the Pool

Get what you can out of the pool

Treat Pool

Check Chemicals

Clean Pool Deck

Once Facility is clean/safe patrons can swim

Chemical Spill and/or Release

Immediately report all spills to the BSU Office of Public Safety at (304)-327-4180. Be prepared to provide the following information:

- Chemical name
- Quantity of chemical spilled/released
- Exact location of the spill/release

When a chemical spill occurs:

- DO NOT come into contact with the substance or inhale area.
- Secure and evacuate the immediate area.
- If you experience eye irritation, burning lungs, or other symptoms of chemical exposure, sound the building fire alarm to notify others to evacuate the building per the route listed in the room/building you are located in.
- If someone has been splashed with the chemical, immediately flush the contaminated area with water and seek medical assistance if needed.
- The BSU Office of Public Safety, in conjunction with the Bluefield Fire Dept. and the Haz-Mat team will manage the incident and notify off-campus response units if needed.
- Building evacuees should remain at a safe distance, up wind from the spill/release, until the authority having jurisdiction declares the building safe to re-enter.