

MARYGROVE COLLEGE

Crisis Management Plan

Employee Summary

November 2016

(Revised October 11, 2017)

Introduction

One measure of an organization's strength is its ability to respond well in an emergency. Since every scenario cannot be predicted, an emergency plan must be able to adapt quickly to events as they unfold.

The College response needs to be quick, professional, supportive, person-centered, and meet the emerging demands of any emergency or crisis situation. This plan is designed to be flexible because an emergency may be sudden and without warning.

The Crisis Management Plan defines for the Marygrove College community the framework necessary to respond to emergencies.

Emergency Declaration

- The President or designee (most senior Executive Officer when President is unavailable) shall declare a state of emergency when, upon recommendation of the Director of Campus Safety, it is deemed necessary to activate emergency procedures and/or close all or part of the College.
- The President or designee can convene the Senior Leadership Team as the situation dictates.
- The President or designee shall declare an end to the state of emergency when hazards no longer exist upon recommendation of the Director of Campus Safety.

Crisis Management Team

Senior Leadership Team & Director of Campus Safety/ Services

Purpose

To serve as the legislative branch responsible for assessing and setting emergency organizational strategies to ensure that the College is current on emergency management practices. The Senior Leadership Team and the Director of Campus Safety assume the role of developing the emergency management policies that govern the College. The President convenes the members in high profile emergencies, but the Provost and/or VP for Finance and Administration may also convene members in the President's absence.

Crisis Management Team (CMT)

Purpose

The CMT is responsible for evaluating critical incidents and ensuring implementation of the appropriate tactics to resolve priority situations. The CMT also holds the responsibility of information gathering and incident evaluation during an emergency.

Team Members

President

Provost

VP for Finance and Administration

VP for Institutional Advancement

VP for Enrollment Management

Director of Campus Safety/Services

Director of Communications and Marketing

Other Marygrove College representatives as needed

Building Coordinator/ Floor Captains

Purpose

Building Coordinators/ Floor Captains are responsible for assisting the Campus Safety Department in developing and maintaining individual, site-specific Evacuation and Containment Plans for each campus building.

The First Responder & Emergency Procedures

The First Responder

The First Responder is the person who discovers that a problem exists. Specific protocols have been developed for most scenarios. However, a first responder has a general role to play.

1. **IMMEDIATELY** go to a safe location and call 911, then the Campus Safety Department. You can reach Campus Safety from any campus phone by dialing Ext. 1411. Campus Safety is available twenty- four hours a day seven days per week.
2. When calling, **identify** your **location**.
3. **Determine** what pertinent information is (**Who? What? When? How? Etc.**)
4. **Provide** all appropriate information regarding the problem.
5. **Assist** in **keeping** affected **individuals calm** until the proper authorities arrive.
6. After the emergency is over, the First Responder will need to verify with the Campus Safety Department the situation at the start of the incident to ensure accuracy of Aftermath Records.

Building and/or Campus Evacuation

- Evacuate a building when the building's alarm system sounds or when instructed to do so by Campus Safety.
- Aid those needing assistance.
- In case of fire, do not use elevators.
- Once outside, proceed to the designated assembly area depending on which door is exited.

- Stay in the designated area until a head count can be taken by your supervisor, professor, residence hall area coordinator, or other designee.
- If the need arises that staff, faculty, students, and visitors must be evacuated to an area other than the designated area, be prepared. Appropriate personnel will announce the move to a new area. Stay in the new designated area until all personnel, students, and visitors can be accounted for.
- Do not return to an evacuated building unless told to do so by Campus Safety or other designee.

Campus Evacuation

- If a situation occurs that requires the entire campus to be evacuated, personnel, students, and visitors will be directed where to go for safety.
- Remain in the designated assembly area until a head count can be taken by your supervisor, faculty member, residence hall area coordinator, Campus Safety and/or designee.
- Do not leave the campus without proper authorization and/or notification.

Evacuation Locations

<u>Emergency</u>	<u>Location</u>
Bomb Threat or Fire/ Explosion	By the fence between the entrance and Exit (All Buildings) driveways near 6-Mile Rd.
Natural Disasters	<p>Madame Cadillac Building- Lower Level Between the lounge near Information Technology.</p> <p>Florent Gillet Hall- First Floor, main</p> <p>Student Center Building- Lower level corridor</p> <p>Liberal Arts Building- Lower level corridor</p>

The first person to discover a fire or evacuation situation is responsible for immediately activating the nearest fire pull station and **calling the Campus Safety Department (313-927-1411)** from a safe location.

- Be calm and carefully give all information requested
- **Evacuate immediately** in case of a fire or upon **notification**.

- **DO NOT USE ELEVATORS**

- When an emergency evacuation is ordered or when audio or visual alarms are activated, all persons are required to evacuate the premises immediately.
- If smoke is present, stay close to the floor as you exit.
- If possible and safe, turn off laboratory gases, exhaust fans and close doors/windows as you exit.
- All faculty and staff should help direct students and visitors to obey evacuation orders.
- All College employees are responsible to know the location of exits and fire extinguishers and to be able to identify their building's evacuation route(s) in an emergency.
- Designated Floor Captains shall ensure, to extent practical, that the site-specific Evacuations Plan of their building/floor is followed and that the evacuation of the facility precedes until emergency personnel arrive.
- Exit the building using the nearest marked exit and posted evacuation route.
- Proceed to designated outside Evacuation Location.
- Obey the direction of emergency response personnel or the Floor Captain(s).
- Be alert to the presence of persons requiring assistance and assist as much as possible to get them out or to a stairwell landing.
- Notify emergency personnel immediately upon arrival of the exact location of any person(s) who may be having difficulty evacuating.
- Emergency response personnel will direct you if it will be necessary to proceed to another location.
- Do not return to an evacuated building unless directed by Campus Safety or College officials.

Fire or Explosion

Should you discover a fire, remember **R.A.C.E**:

- **R**emove anyone from immediate danger
- **A**ctivate the alarm system by pulling the nearest fire alarm pull station, then call Campus Safety at 313-927-1411
- **C**ontain the fire by closing doors
- **E**vacuate the building

All buildings are equipped with fire alarm systems, which activate at certain temperature levels or smoke conditions. However, many small fires will require a fire alarm pull station to be manually activated.

Should you be in a building when an alarm is activated:

Evacuate IMMEDIATELY in a calm, orderly manner

- Assist those with disabilities in exiting the building and ensure, to the extent possible, that other occupants know to evacuate.
- After evacuating the building, proceed to the designated assembly area, Supervisors, faculty, and residence hall area coordinators will take a head count at the evacuation area and notify Campus Safety of anyone unaccounted for. Help keep roads, fire lanes, hydrants and walkways clear for emergency vehicles and crews.
- If you become trapped in a building during a fire, stay near the floor where the air will be less toxic. Shout for help at regular intervals to alert emergency rescue crews of your location. **Remain calm and do not panic.**

A person's first action should be evacuating the building. If a fire is small and appears controllable, use a nearby fire extinguisher to combat the fire. Remember **P.A.S.S**:

- **P**ull the pin from the fire extinguisher
 - **A**im the fire extinguisher at the base of the fire
 - **S**queeze the handles together and
 - **S**weep the spray from side to side across the base of the flames.
1. Do not jeopardize your own safety by allowing the fire to get between you and the exit.

2. If it is safe to do so, disconnect electrical equipment that is on fire by pulling the plug or turning off the circuit breaker.
3. Try not to break any windows near the fire unless it is necessary for escape. Oxygen feeds fires and enables them to spread.

Do Not

- Open hot doors;
- Use elevators;
- Attempt to save possessions;
- Return to the area unless they are in immediate danger.

Do

Move seriously injured persons unless they are in immediate danger. If the fire is not put out by the first extinguisher used, EVACUATE the building. DO NOT attempt to use a second fire extinguisher.

Explosion

- If you are near or hear an explosion, immediately call Campus Safety at 313-927-1411.
- If you are able to, pull the fire alarm system, then call Campus Safety at 313-927-1411.

Get as far away from the building as possible.

Hazardous Material Incidents

(Chemical Spill/Release)

Hazardous materials are those chemicals or substances listed by the EPA as being subject to special inventory, storage, and disposal requirements. In general, any material that is flammable, corrosive, reactive, combustible, explosive, and health hazard and/ or toxic is hazardous. If you are uncertain about substance, consider it hazardous.

A hazardous material accident is defined as requiring more than the person who caused the spill to clean or wipe it up immediately. If, in the judgment of the Director of Facilities, and/or faculty member responsible for such materials, the spill presents any danger to themselves or the other building occupants, the following steps should be taken:

- Evacuate the area where the spill occurred;
- If a fire alarm is nearby, pull the lever to activate;
- Notify Campus Safety at 313-927-1411;
- Appropriately trained personnel should confine or stop the spill using appropriate absorbent materials on hand, avoiding contact with skin, eyes, and clothing and/or by shutting the doors of the room;
- Do not walk through or stand in any spill areas;
- If it is an external emergency, protective sheltering may be necessary, which involves staying indoors, shutting all doors and windows, and shutting of the ventilation systems;
- In the event that a building is evacuated, proceed to the designated assembly area. Stay in the designated area until a head count can be taken and/or an all clear is given to re-enter the building;
- If a spill cannot be handled by local resources (e.g., fire department), a vendor specializing in chemical spill emergency responses will be contacted.

Lightning

Marygrove College has implemented a lightning procedure to ensure the safety of faculty, staff, and student from the event the lightning strike.

The decision to evacuate from outdoor areas due potential lightning strikes relies on good judgment. Using judgment includes monitoring weather patterns or using the “Flash-to-Bang” method. The “Flash-to-Bang” method is counting seconds indicates how many miles away the lightning is occurred. Using this method, lightning within five miles (five seconds) would merit evacuation from an outside area.

Safe Shelters

The safe shelter areas are:

- **Liberal Arts building**-Lower level between the Faculty Lounge and Writing Center.
- **Madame Cadillac Building**-Lower level between the Lounge near Information Technology and couches in front of the elevator.
- **Florent Gillet Hall**-First floor in the main corridor.
- **Student Center Building**-Lower level main corridor.

In the event that a possible lightning strike is imminent, all outside areas should immediately evacuate to designated safe shelters. Returning to outside facilities will be permitted upon an all-clear signal from Campus Safety personnel.

Medical Emergency/First-Aid

When necessary, Campus Safety officers will assist with a medical emergency and first aid. Please call (313-927- 1411).

Medical Emergency

In case of a serious injury, call 911 first, then notify Campus Safety immediately at 313-927-1411. If the situation permits, only trained personnel will assist the victim until help arrives

- Do not attempt to move a person who has fallen and appears to be in pain.
- Limit communication with the ailing or injured individual.
- After the incident, remain in the area to assist Campus Safety in documenting the situation.
- Do not discuss insurance information of the ailing injured individual.
- If the individual is a Marygrove College employee, contact the Director of Human Resources.

The College has First-Aid Kits and AED Units (Automatic External Defibrillator) in the following locations:

- **Liberal Art Building**-Campus Safety Office-LA 003
- **Madame Cadillac Building**-Room MC 112
- **Florent Gillet Hall**-Room 101
- **Student Center Building**-SC 101 (first-aid kit only)

Handling of Bodily Fluids

Bodily fluid accidents can occur at any time. To protect yourself and others from exposure to contaminated fluids (blood, vomit, etc.):

- When necessary, only trained personnel should handle first-aid situations
- If a person voluntarily assists (as a good Samaritan), (s)he will be required to wear disposable latex gloves.
- Contact Campus Safety at 313-927-1411 so that they can arrange for proper disposal of soiled materials. Non- Campus Safety personnel should not attempt to clean up bodily fluids.
- When feasible, the injured should self-administer first aid.
- By-standers can assist by locating the first-aid kit.
- Return the first-aid kit to its location.
- Wash hands thoroughly with antibacterial soap and water.

Natural Disasters

(Floods, Tornadoes, Severe Storms, Earthquakes)

Tornado Watch

Tornado watches are announced by the National Weather Service when weather conditions are developing that could produce a tornado. Campus Safety will monitor the National Weather Service announcements. Be prepared to move to a place of safety if the tornado watch should be upgraded to a tornado warning.

Tornado Warnings

Tornado warnings are announced by the National Weather Service and/or by the Civil Preparedness sirens that sound when a tornado has actually been sighted. **All** people should seek immediate shelter from approaching tornado. It is very important to listen for siren when weather conditions are favorable for a tornado.

Everyone should leave rooms that have windows or move away from objects that could harm them if these objects were to fall. Leave an office and/or classroom if one or more of the walls is an outside wall. Once in a safe place, sit down on the floor and protect your head from flying objects by placing your arms over your head.

In the event of an official tornado warning, all individuals are encouraged to proceed to the designated areas of their building. These areas are as follows:

- **Liberal Arts Building**—Lower level between the Faculty Lounge and the Writing Center
- **Madame Cadillac Building**— Lower level between the Lounge near Information Technology and couches in front of the elevator.
- **Florent Gillet Hall**—First floor in the main corridor.
- **Student Center Building**—Lower level main corridor.

Personnel sighting a funnel cloud should immediately report it to the Detroit Police Department by calling 313-566-1200 and Campus Safety at 313-927-1411. Personnel should remain in the tornado shelter until the all-clear notice is given by Campus Safety.

Severe Storms, Floods and Earthquakes

These natural disasters may result in a loss of electrical power. If this occurs, employees should remain in their offices until a supervisor provides instructions. If there is not a power outage, employees should check their e-mail and telephone messages for direction and information. In any of the above instances, please remain calm and stay in your office until a supervisor notifies you.

Utility Emergency

Examples of utility failures that may occur are electrical failure, plumbing failure/flooding, serious natural gas leak, steam line break, ventilation problems, and elevator and generator failure.

In the event of a utility failure, immediately notify Campus Safety at 313-927-1411.

If there is potential danger to building occupants:

- Notify Campus Safety at 313-927-1411.
- In a situation where a building requires evacuation, please proceed to the building's designated assembly area, stay in the designated area until an all-clear has been given to re-enter the building. Be prepared to move to another location if this area is deemed to be too close to the building.
- Do not use elevators.
- Assist the disabled as needed.

Workplace Violence

Violence in the workplace can have many sources. It may be a current or former disgruntled employee or student. It may be an angry customer, spouse or relative of an employee or student. It also may be someone without any relationships to the victim. The violence may result from the discipline or firing of an employee, abuse of drugs/alcohol, and harassment by co-worker, mental illness, or stress. The violence could also be random act such as murder, rape, assault, kidnapping, hostage-taking, robbery, terrorism, and hate crime against the college, rebellion against authority in general or to gain public attention. The following guidelines are designed to reduce the likelihood of workplace violence and provide information for all employees to use and methods of prevention and intervention of workplace violence.

General Guidelines

- It is the responsibility of every staff, faculty member, and student to take any threat or violent act seriously and to report acts of violence or threats to Campus Safety at 313-927-1411.
- Immediately report to your supervisor any violence or threat of violence against yourself, any co-worker, supervisor or student. Students should report any acts of domestic violence involving themselves, co-workers and/or other students.
- Campus Safety, along with appropriate personnel, will oversee and report the case to the Detroit Police Department and coordinate any preventive measure.

The college will support criminal prosecutions for any act of physical violence against any employee or student while on campus.

With the help of local police, the college will help to enforce orders of protection and/or ban threatening person from college property. If an incident evolves into a crime, Campus Safety will contact the Police to take control of the situation.

What to do if an actual violent situation occurs

- Try to flee or hide if not directly confronted.
- Do not approach or attempt to apprehend the person(s) involved.
- Notify a campus safety officer at 313-927-1411 to report the following information:
 1. Direction the perpetrator escaped.
 2. Location of the incident (building, room/office number).
 3. Physical description/condition of perpetrator, including clothing.
 4. Description of getaway vehicle (make, year, color).
 5. Indicate weapons involved, if any.
 - If confronted, remain calm, speak calmly and clearly and attempt to establish a personal rapport with the offender.
 - Do not challenge, bargain, or make promises you cannot keep with the person.

- Let the person have his or her say.
- Listen attentively.
- Lock yourself in a classroom or office if you are unable to evaluate the building safely.
- Do not sound the fire alarm to evacuate the building. People may be placed in harm's way when they are attempting to evacuate the building.

Campus Safety will contact the Detroit Police to come and take control of the situation. In an attempt to lessen the severity of a situation, everyone must follow all orders given by the officers on the scene.

The Director of Communications and Marketing will serve as the official spokesperson for the college. Faculty, staff and students should refer any and all media inquiries to the Director of Communications and Marketing at 313-927-1438.

Responsibilities of Evacuation Coordinator:

- Make sure that everyone gets out of the building safely.
- Check all rooms before leaving the building.

Managers must make every effort to account for all employees in their area, and report any unaccounted individual(s) to Campus Safety.

Building Containment Procedures

There may be instances when remaining indoors will be the safest course of action to take. In those instances, the Building Containment Procedure will be used. The first person to discover that a hazardous situation exists outside of the building should **immediately notify** the Campus Safety Department at 313-927-1411.

- Be calm and carefully give all information requested.
- All occupants are to proceed to the building containment area shown on building containment map(s) posted in building.
- All faculty and staff should assist in directing occupants to containment area(s).
- College employees are responsible to know the location of the building containment areas.
- DESIGNATED Building Coordinators/Floor Captains shall ensure, to the extent practical, that their building's site-specific Building Containment Plan is followed until emergency personnel arrive.
- Obey directions of emergency response personnel and Floor Captains.
- Assist occupants with physical limitations to the designated containment areas.
- All occupants are to remain at the containment location until directed to leave by emergency personnel, Director of Campus Safety or college official.
- If you are directed to leave the building, Do Not re-enter until emergency personnel gives the order to do so.

Containment Procedure

Once alerted of a containment situation, you should **immediately seek shelter**.

- Move to the interior hallways in the basement or lower floor.
- Avoid areas with glass, shelving or heavy equipment.
- If possible, seek shelter under a desk.
- Sit on the floor and cover your head with your arms.
- Remain at the location until the Campus Safety Department or officials tell you it is safe to leave.

Main Information Center

The Media Information Center is the location where media gather in one room to be briefed in an emergency. This will facilitate the rapid dissemination of timely, accurate information and help alleviate confusion and uncertainty. There will be a specific area designated for this purpose, should the need arise.

Our goal and commitment to the college community is to keep individuals at Marygrove and their loved ones current with the state of the college emergency and provide as much pertinent information for timely updates.

E-mail and RAVE (Emergency Notification System) will be used to update the college community regarding potential or existing emergencies. Pay special attention to messages with the following in the "FROM" line:

- **Communication Alert** is information that you will need in the future.
- **Emergency Alert** is information to be read and acted upon **immediately**.

Director of Communications and Marketing

The Director of Communications and Marketing will serve as the official spokesperson for the college. Faculty, staff and students should refer any and all media inquiries to the Director of Communications and Marketing at 313-927-1438.

Logistics & Support

A number of college offices are expected to assume various roles, as needed, in an effort to provide a coordinated response to an emergency. Personnel in charge of these areas will be notified of their potential responsibility so that plans can be made to

respond appropriately. In some circumstances, it may be necessary to request faculty to stay or assume temporary roles outside the normal scope of duty, taking into consideration their ability to carry out those temporary roles.

ACTIVE SHOOTER HOW TO RESPOND

Profile of an Active Shooter:

An Active Shooter is an individual actively engaged in killing or attempting to kill people in a confined and populated area; in most cases, active shooters use firearms(s) and there is no pattern or method to their selection of victims.

Active shooter situations are unpredictable and evolve quickly. Typically, the immediate deployment of law enforcement is required to stop the shooting and mitigate harm to victims.

Because active shooter situations are often over within 10 to 15 minutes, before law enforcement arrives on the scene, individuals must be prepared both mentally and physically to deal with an active shooter situation.

Good practice for coping with an active shooter situation

- Be aware of your environment and any possible dangers.
- Take note of the two nearest exits in any facility you visit.
- If you are in an office, stay there and secure the door.
- If you are in a hallway, get into a room and secure the door.
- As a last resort, attempt to take the active shooter down. When the shooter is at close range and you cannot flee, your chance of survival is much greater if you try to incapacitate him/her.

CALL 911

WHEN IT IS SAFE TO DO SO!

HOW TO RESPOND WHEN AN ACTIVE SHOOTER IS IN YOUR VICINITY

Quickly determine the most reasonable way to protect your own life. Remember that customers and clients are likely to follow the lead of employees and managers during an active shooter situation.

1. Evacuate

If there is an accessible escape path, attempt to evacuate the premises. Be sure to:

- Have an escape route and plan in mind.
- Evacuate regardless of whether others agree to follow.
- Leave your belongings behind.
- Help others escape, if possible.
- Prevent individuals from entering an area where the active shooter may be.
- Keep your hands visible.
- Follow the instructions of any police officers.
- Do not attempt to move wounded people.
- Call 911 when you are safe.

2. Hide Out

If evacuation is not possible, find a place to hide where the active shooter is less likely to find you.

Your hiding place should:

- Be out of the active shooter's view.
- Provide protection if shots are fired in your direction (e.g., an office with a closed and locked door)
- Not trap you or restrict your options for movement.

To prevent an active shooter from entering your hiding place:

- Lock the door.
- Blockade the door with heavy furniture.

If the active shooter is nearby:

- Lock the door.
- Silence your cell phone and/or pager.
- Turn off any source of noise (e.g., radios, televisions).
- Hide behind large items (e.g., cabinets, desks).
- Remain quiet.

If evacuation and hiding out are not possible:

- Remain calm.
- Dial 911, if possible, to alert police to the active shooter's location.
- If you cannot speak, leave the line open and allow the dispatcher to listen.

3. Take action against the active shooter

As a last resort, and only when your life is in imminent danger, attempt to disrupt and/or incapacitate the active shooter by:

- Acting as aggressively as possible against him/her.
- Throwing items and improvising weapons.
- Yelling.
- Committing to your actions.

HOW TO RESPOND WHEN LAW ENFORCEMENT ARRIVES

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

- Officers usually arrive in teams of four (4).
- Officers may wear regular patrol uniforms or external bulletproof vests, Kevlar helmets and other tactical equipment.
- Officers may be armed with rifles, shotguns, handguns.
- Officers may use pepper spray or tear gas to control the situation.
- Officers may shout commands and may push individuals to the ground for their safety.

How to react when law enforcement arrives:

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

Information to provide to law enforcement or 911 operators:

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

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

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

Reference

Active Shooter How To Respond, U.S. Department of Homeland Security,
October 2008