

# Emergency Preparedness

## Appendix B

Important phone numbers:

**Security Office: 1711 Indianola: 911 Police: 961-9400 Fire: 961-9405**

[Visit the Security Office's website.](#)

### A. INTRODUCTION

**The information contained in this emergency preparedness plan was developed to guide Simpson College employees in the event of an emergency.** This plan provides guidelines to help Simpson College manage crisis situations that might arise on campus. It is purposely reactive and focuses on the first few hours of a crisis. After this time the Crisis Management Team takes over the management of the crisis. This plan provides a basic framework and then allows trained professionals to do their jobs. In all situations the safety and security of Simpson College students, faculty, and staff are our first priority.

### B. CRISIS MANAGEMENT COMMITTEE (CMC)

The Crisis Management Team coordinates appropriate actions on behalf of the College in all campus emergencies. This team includes, but is not limited to, the President, Senior Vice President and Academic Dean, Vice President for Business and Finance, Vice President for Planning and Student Development, Director of Human Resources, Vice President for Public Relations, Campus Services Director, and Director of Security.

A standing Chair of the Crisis Management Team is chosen by the College President to convene the group and provide leadership to the group. The current chair is Heidi Levine, Vice President for Planning and Student Development.

During a campus emergency, the Crisis Management Team plans appropriate campus responses and meets daily until the emergency has passed.

A command post will be established in President's Conference Room in Hillman Hall. If weather or situations make the President's Conference Room inaccessible the crisis committee should report to the Red & Gold Room, 3<sup>rd</sup> floor of College Hall. There are emergency phone lines and other supplies in this area.

A crisis phone center, accessible through the operator (0) will be established in the Red and Gold Room, third floor of College Hall. (Extensions 1701-1710, 1712-1715, 1493.) Alternate location is Pioneer Conference Room in McNeill Hall.

All media questions should be referred to the Vice President for Public Relations.

#### GENERAL GUIDELINES:

If students are involved in any of these crisis situations, the following procedures should be followed:

1. Members of the student development staff and security staff should immediately contact the Vice President for Planning and Student Development, who will notify the Vice President for Public Relations.
2. Security staff should work with law enforcement representatives to secure area.
3. Responsible staff should maintain regular communication with law enforcement officials.
4. With assistance of law enforcement and healthcare officials, determine most effective way to communicate with family members or next of kin.
5. If deemed necessary, establish crisis counseling offices in Campus Services. (Ext. 1667)

The president may wish to convene the Crisis Management Committee or members of the cabinet. Determine administrative coverage during crisis i.e. should 24-hour coverage on campus be implemented.

#### C. KEY PHONE NUMBERS

In case of a campus emergency, use the key office numbers listed below:

<b>Department</b>	<b>Name</b>	<b>Office Extension</b>
<b>President</b>	<b>Jay Simmons</b>	<b>1566</b>
<b>Academic Dean</b>	<b>Kent Eaton</b>	<b>1560</b>
<b>Admissions</b>	<b>Deb Tierney</b>	<b>1624</b>
<b>Adult Learning</b>	<b>Kent Eaton</b>	<b>1560</b>
<b>Athletics</b>	<b>Brian Niemuth</b>	<b>1670</b>
<b>Business &amp; Finance</b>	<b>Ken Birkenholtz</b>	<b>1512</b>
<b>College Advancement</b>	<b>Bob Lane</b>	<b>1417</b>
<b>Food Service</b>	<b>Mindy Murphy</b>	<b>1686</b>
<b>Gaumer</b>	<b>Brian Steffen</b>	<b>1650</b>
<b>Human Resources</b>	<b>Mimi Bartley</b>	<b>1511</b>
<b>Information Services</b>	<b>Kelley Bradder</b>	<b>1621</b>
<b>Telecommunications</b>	<b>Andy Irving</b>	<b>1619</b>
<b>711 North D</b>		<b>1479</b>
<b>Marketing/PR</b>	<b>Jill Johnson</b>	<b>1606</b>
<b>Campus Services</b>	<b>John Harris</b>	<b>1626</b>
	<b>Gary Dooley</b>	<b>1622</b>
<b>Security</b>	<b>Chris Frerichs</b>	<b>1711</b>
<b>Student Development</b>	<b>Heidi Levine</b>	<b>1617</b>

<b>Student Housing</b>	<b>Luke Behaunek</b>	<b>1562</b>
<b>Switchboard</b>	<b>Gail Fennelly</b>	<b>1614</b>

**D. BUILDING CONTACTS and DIVISION HEADS**

Building contacts and academic division heads are instrumental in the implementation of emergency procedures needed within their building/academic division, and as such, have been identified as liaisons between their staff and visitors and the Crisis Management Committee. Building contacts and Academic Division Heads should:

1. Know where the fire extinguishers are located and how to operate them.
2. Know primary and secondary routes for evacuation.
3. Post evacuation plan in building hallway
4. Know how many employees would normally be in the building.
5. In the event of a drill, appoint someone to go back through the building to make sure everyone has evacuated.
6. Assign a back-up contact to coordinate crisis management functions in his or her absence.

<b>Division Heads:</b>		
<b>Department</b>	<b>Name</b>	<b>Ext.</b>
<b>Business &amp; Communications Studies</b>	<b>Jim Palmieri</b>	<b>1801</b>
<b>Education</b>	<b>Patti Woodward-Young</b>	<b>1564</b>
<b>Humanities</b>	<b>Patricia Calkins</b>	<b>1645</b>
<b>Natural Sciences</b>	<b>Jackie Brittingham</b>	<b>1818</b>
<b>Social Science</b>	<b>Kedron Bardwell</b>	<b>1593</b>
<b>Visual &amp; Performing Arts</b>	<b>Ron Albrecht</b>	<b>1573</b>

<b>Building Contact</b>	<b>Name</b>	<b>Bldg. Ext.</b>	<b>Office Ext.</b>
<b>Amy Robertson Music Center</b>	<b>Tim McMillin</b>	<b>1637</b>	<b>1578</b>
<b>Blank Performing Arts</b>	<b>Jennifer Nostrala</b>	<b>1647</b>	<b>1649</b>
<b>Campus Services</b>	<b>John Harris</b>	<b>1622</b>	<b>1626</b>
<b>Carver Science Hall</b>	<b>Jackie Brittingham</b>	<b>1830</b>	<b>1818</b>
<b>College Hall</b>	<b>Deb Tierney</b>	<b>1312</b>	<b>1624</b>
<b>Cowles</b>	<b>Adam Urness</b>	<b>1495</b>	<b>1286</b>

<b>Dunn Library</b>	<b>Cyd Dyer</b>	<b>1663</b>	<b>1519</b>
<b>Gaumer Building</b>	<b>Gabrielle Rose Curti</b>	<b>1427</b>	<b>1487</b>
<b>Hillman Hall</b>	<b>Marilyn Leek</b>	<b>1720</b>	<b>1675</b>
<b>Kent Campus Center</b>	<b>Rich Ramos</b>	<b>1533</b>	<b>1536</b>
<b>711 North D</b>	<b>Sandra Erickson</b>	<b>1210</b>	<b>1479</b>
<b>McNeill Hall</b>	<b>Shane Cox</b>	<b>1652</b>	<b>1216</b>
<b>Mary Berry</b>	<b>John Epperson</b>	<b>1528</b>	<b>1694</b>
<b>Pfeiffer Dining Hall</b>	<b>Mindy Murphy</b>	<b>1686</b>	<b>1851</b>
<b>Residence Halls</b>	<b>Luke Behaunek</b>	<b>1592</b>	<b>1562</b>
<b>Smith Chapel</b>	<b>Ann Shepherd</b>	<b>1610</b>	<b>1610</b>
<b>Wallace Hall</b>	<b>Jack Gittinger</b>	<b>1616</b>	<b>1308</b>

In the event of a power outage affecting the phone system, a cellular phone is located in Hillman Hall, Pager 251-5502. There are also power failure phones located in the central areas of each building.

**E. EMERGENCY ASSISTANCE AND SUPPORT CONTACTS**

**Police and Fire:**

Indianola Police 961-9400 or 911  
Indianola Fire Department 961-9405 or 911  
Indianola Rescue EMT 911  
Warren County Sheriff 961-1122 or 911  
Disaster Services 281-3231

**Hospitals:**

Iowa Methodist Medical Center, 241-6212, Emergency, 241-6423  
1200 Pleasant, Des Moines, IA 50309

Methodist West Hospital, 343-1000  
1660 60<sup>th</sup> St., West Des Moines, IA. 50266

Mercy Hospital Medical Center, 247-3211, Emergency, 247-3121  
400 University, Des Moines, IA 50314

Mercy Medical Center – West Lakes, 358-8000  
1755 59<sup>th</sup> Place, West Des Moines, IA 50266

Iowa Lutheran Hospital, 263-5120  
700 E University, Des Moines, IA 50316

Veterans Medical Center, 699-5999  
30th and E Euclid, Des Moines, IA 50310

Broadlawns Medical Center, 282-2200  
1801 Hickman, Des Moines, IA 50314

**Service Company Telephone Numbers:**

City of Indianola 961-9410  
HazMat 283-4768  
Indianola Municipal Utility Company 961-9442  
Iowa Road Conditions 800-288-1047  
Mid-American Energy 242-3805  
U.S. West Telephone 286-5010  
Weather Conditions 288-1047

**Crisis Line Phone Numbers:**

Crisis line counseling and referral 244-1010  
Crisis line life threatening situations 244-1000  
Rape, abuse and incest national network 1-800-227-8922  
National STD hotline 1-800-656-4673  
Family violence center 243-6147  
National suicide hotline 1-800-784-2433

**F. STAY IN PLACE GUIDELINES**

These Stay-in-place Guidelines serve as a general protocol of ways to respond to selected campus emergency situations. Each situation is different and may require a different response.

A stay-in-place message will be broadcast to members of the campus community through the SAFE\* system when an imminent threat is believed to be on campus and it has been determined that the best course of action is to keep members of the community inside their respective locations. This action is an attempt to minimize the risk of violence and increase the safety of college students, employees, and guests by restricting access and visibility by a threatening person or event internal or external to the institution.

When a Stay-in-place message is broadcast to the community follow the procedures appropriate for your location as outlined below.

**Procedures – In Campus Housing Location**

- Do not sound the fire alarm. A fire alarm would signal the occupants to evacuate the building and thus place them in potential harm as they attempt to exit.
- Lock yourself in your room/apartment or any area that can be secured. This is referred to as the SHELTER IN PLACE.
- Lock the windows and close the blinds or curtains.

- Turn off lights, AC and/or audio equipment that may lead to detection.
- Put your cell-phone on vibrate and do not use it unless you are in contact with emergency personnel.
- Barricade doors with thick objects that might help stop projectiles.
- Move to corners of the room away from doors and windows. Get out of the line of sight and fire, lie flat, face down, on floor.
- Remain calm and wait until the “All-Clear” is given by the emergency personnel. Do not approach them – let them come to you.

### **Procedures – In Non-Residence Hall Location**

- If you are outside or in an exposed area, go inside the nearest building only if you think you can safely make it out of the area. If you cannot safely get inside a building, use bushes, trees, walls, cars and benches for cover. If you decide to run, do not run in a straight line. Try to keep objects between you and the threat.
- Once inside a building, do not sound the fire alarm. A fire alarm would signal the occupants to evacuate the building and thus place them in potential harm as they attempt to exit.
- If possible, lock yourself in any area that can be secured. This is referred to as the SHELTER IN PLACE. If the room cannot be locked, then barricade doors with thick objects that might help stop bullets.
- Lock the windows and close the blinds or curtains. Barricading windows may also be helpful.
- Turn off lights, AC and/or audio equipment that may lead to detection.
- Put your cell-phone on vibrate and do not use it unless you are in contact with emergency personnel.
- Move to corners of the room away from doors and windows. Get out of the line of sight and fire, lie flat, face down, on floor.
- Remain calm, quiet and out of sight. Assist others in your immediate vicinity as needed. Wait until the “All-Clear” is given by the emergency personnel. Do not approach them – let them come to you.

### **When the “All-Clear” signal is given by the emergency personnel:**

- Check yourself and others for injuries.
- If police are present, obey all commands. This may involve your being handcuffed or made to put your hands in the air. This is done for safety reasons, and once circumstances are evaluated, they will give you further directions to follow.
- Preserve any physical evidence (don’t touch if possible).

\* SAFE (Simpson Alert For Emergencies) is the emergency communication system that allows the College to send time-sensitive notifications via voice messages, emails, and text messages. The SAFE service can deliver one pre-recorded message to up to six phone numbers, two email addresses, and one text message. In all, the multi-modal service helps officials reach out to students and staff via:

- Voice messages to home, work, and cell phones
- Text messages to cell phones, PDAs and other text based devices
- Written messages to email accounts
- Messages to TTY/TDD receiving devices for the hearing impaired

## **G. INCIDENT RESPONSE PROTOCOLS**

### **1. BOMB THREATS**

The purpose of this procedure is to provide an appropriate response in the event of a bomb threat. **THIS INFORMATION MUST BE KEPT CONFIDENTIAL.** Due to the nature of a bomb threat, it may be necessary to handle initial procedures via the telephone, rather than to wait for the Director of Security to actually arrive on campus. (See First Responder duties below)

The Vice President for Public Relations should be kept apprised of the latest information as they serve as the College spokesperson.

After normal business hours, individuals listed should be contacted at their designated telephone numbers.

### **GENERAL PROCEDURES**

#### **First Responder**

When a bomb threat is called in:

- a. Keep the caller on the phone as long as possible. Ask him/her to repeat the message. Write down the telephone number showing on caller ID.
- b. If the caller does not indicate the location of the bomb, ASK.
- c. Inform the caller that the building is occupied and the explosion could result in death or serious injury.
- d. Listen for background noises, which may give a clue about the caller's location.
- e. Listen closely to the voice (male/female), voice quality (calm/excited), accents, and speech impediments. After the caller hangs up, notify Campus Security. Give all pertinent information to the Security Officer.
- f. The decision to evacuate will usually be made by responsible staff, such as the president, ranking cabinet officer, building contact, hall director or supervisor on duty.

#### **Security Officer**

- a. Immediately contact 911 and the Director of Security.
- b. Respond to the scene.
- c. Turn off all radios within 100 yards of the threatened building.
- d. Do not touch any suspicious packages or items of unknown origin. Wait for Emergency

- Services Personnel to arrive on scene. Provide the information given by the caller and assist.
- e. Complete an Incident Report.

#### **Director of Security**

- a. Respond to the scene.
- b. Notify the Vice President for Planning and Student Development, Director of Campus Services and Chair of the CMC. If the threat is in a Residence Hall, immediately notify the Director of Residence Life and Residence Life staff member on duty. If the threat is in an Academic Building, notify the Senior Vice President and Academic Dean.
- c. Meet with the emergency response personnel to determine course of action and threat credibility. Discuss course of action with College officials on scene.
- d. Coordinate any assistance given to Emergency Services personnel.
- e. Coordinate the evacuation of buildings, if necessary.
- f. Follow up with Indianola Police Department/Indianola Fire Department as needed.

#### **Director of Residence Life**

- a. Assist on site personnel concerning resident students.
- b. Inform building staff, as appropriate.

#### **Chair of the Crisis Management Team**

- a. Call President and Vice President for Public Relations.
- b. If necessary, assemble the Crisis Management Committee.
- c. Keep President and Cabinet members informed.
- d. Notify the Director of Human Resources.

#### **Vice President for Public Relations**

- a. Prepare and disseminate information as appropriate and necessary.
- b. Communicate with the press on campus.
- c. Notify campus community as appropriate.

## **2. COMMUNICABLE DISEASES**

### **Purpose**

The purpose of the Communicable Disease Plan is to prepare and plan for the possibility of widespread communicable disease. This document is to help Simpson's planning by establishing a common set of assumptions. These are only assumptions; the spread of known communicable disease or pandemic events is unpredictable. This document also provides a general plan of action for decision makers and campus departments in response to the given situation.

### **Assumptions**

The planning assumptions are **reasonable worst-case scenarios**. These assumptions presume that the next pandemic is no worse than the one in 1968, which had a relatively small impact. Keep in mind that these assumptions depend on the severity of a pandemic outbreak.

- The first pandemic influenza outbreak will occur outside the United States. The pandemic's first impact at Simpson will likely be to students and/or faculty who travel abroad, or plan to do so. WHO, CDC, and/or Simpson may impose travel restrictions.



- In the U.S., the pandemic influenza wave will last approximately 10 weeks, during which multiple community outbreaks will occur across the country. (10 weeks is the average of 8 to 13 weeks, which is the estimated wave length). (Historically, the largest waves will have occurred in the fall and winter, but the seasonality of a pandemic cannot be predicted with any certainty.)
- The first U.S. outbreak will occur in major metropolitan areas where there is a high rate of international travel.
- On their own initiative, Simpson students may begin to leave campus when the first outbreaks occur.
- Classes may be suspended for a period of time if an outbreak occurs.
- A pandemic will have an impact from a community outbreak on employees who will choose to stay home, and employees who need to stay home to care for children or family members.
- Absenteeism may reach 40 percent for periods of time at the height of the pandemic wave.
- During the peak of the pandemic wave, assume there may be significant economic disruptions, including inventory shortages, shipment delays, and reduced business activity. Critical supplies may not be available. International shipments and travel may be severely curtailed.
- Essential functions must continue. Simpson personnel who support essential functions must report to work, if they have not been exposed.
- Assume that contagious employees will come to work, both asymptomatic and symptomatic employees who feel compelled to work. Steps need to be taken to minimize this risk.
- After the wave has passed, assume that resumption of normal campus activities will be slow and difficult.

### **Three Levels of Communicable Disease/Pandemic Response**

Level 1 – Confirmed case(s) of human-to-human transmission confirmed by public health officials.

Level 2 – Confirmed spread of the disease in the continental US

Level 3 - Serious disease prevalence confirmed case on/near campus. (Depending on severity of public health projections level 3 could begin when outbreak is within a 300-500 mile radius of campus.)

### **Pandemic Event Check List**

#### **Crisis Management Committee**

##### **Level 1**

1. Activate Crisis Management Committee (CMC) preparations. \*See pg.2 for member list.
2. Establish a structure for recording and reporting key activities, events, and decisions made during the crisis and a method for evaluating the effectiveness of the execution of the emergency response once in recovery.

3. Monitor situation through any and all means, i.e. CDC, WHO, Warren county public health etc.
4. Communicate with constituents regarding CMC actions, campus response and current health information. Act as clearinghouse for all communication(s) to campus community regarding status of disease spread, self protection, etc. (e-mail, website, town meetings)
5. Update emergency action plan as situation evolves.
6. Monitor travel by students, staff and faculty.
7. Identify personnel considered essential to a pandemic event. i.e. maintenance, custodial, grounds, health services, security, HR, etc. Request that each begin review of plan and preparation for campus health emergency.
8. Initiate campaign for self protection through website and other appropriate means of communication.

**Level 2 (in addition to part 1 actions)**

1. Advise Cabinet/Board as needed on response options.
2. Maintain accurate and timely information flow to all constituents
3. Review campus isolation plans, e.g. housing, dining, personnel, etc.
4. Require all faculty/staff/students to report all flu cases to Student Health Services.
5. Consider restricting movement on/off campus for activities/athletic events.
6. Ensure adequate supplies for campus health care are available/accessible.
7. Begin process to identify potential rooms/buildings to be used for isolating students.

**Level 3 (in addition to part 2 actions)**

1. Maintain daily contact among Crisis Management Committee.
2. Assist with distribution of vaccine or antiviral medication as directed by Public Health.
3. Direct that essential personnel receive training on respiratory/health protection and implement safety practices as deemed appropriate.
4. Implement protocol for surveillance and monitoring of illness across campus.
5. Implement policy on transporting individuals to appropriate healthcare facility.
6. Activate plan to isolate students in conjunction with the guidance from public health, separating individuals with illness from the general population and restricting their movement within the general population until they are no longer contagious.
7. Evaluate the closing of campus and suspension activities including reducing the number of students remaining on campus by canceling classes and sending students home early in the pandemic. This may be the best strategy given the limited resources the college will have available to support those who remain. Note: Even if a decision to cancel major aspects of the campus operation is not made, the perception of risk and/or the presence of disease may result in high absenteeism from work and classes such that the decision is forced.
8. Ensure each area of campus operations is functioning and adequately staffed to provide for continuity of operations
9. Work with Government entities as required. County Emergency Management Coordinator local government, law enforcement, public health, hospitals etc.
10. Assess business operations, business risk and insurance claim issues.

## **President's Office, Cabinet**

### **Level 1**

1. Receive information from Crisis Management Team.
2. Review content of internal and external public information bulletins and announcements. Review/work with Public Relations to select appropriate university spokesperson(s) for media reporting.
3. Consider restricting movement on and off campus for activities/athletic events.
4. Update emergency communication plan and phone tree created with cell phones as necessary.

### **Level 2 (in addition to part 1 actions)**

1. Decide/Implement appropriate response option as advised by CMC.
2. Assess assigned areas to ensure critical tasks/personnel are being taken care of and campus operations continue.
3. Receive appropriate health aids/training from Student Health Services and campus services.

## **Campus Services**

### **Level 1**

1. Assess risk reduction protection plan and resources on campus.
2. Review internal procedure for all staff.

### **Level 2 (in addition to part 1 actions)**

1. Alert Student Health Center if encountering individual(s) with flu-like symptoms.

### **Level 3 (in addition to part 2 actions)**

1. Assist Security in securing buildings & posting signage.
2. Implement reduced staff maintenance plan.
3. Facilities Management arrange for additional bio-hazard pickups

## **Public Relations**

### **Level 1**

1. Draft internal and external bulletins and announcements, with the Crisis Management Committee/President's Office/Cabinet.
2. Work to create webpage for distribution of information.
3. Work with local media to distribute information.
4. Address information inaccuracy when it occurs.
5. Coordinate incoming and outgoing communication including phone trees, webpage and list serve. Consider development of plan for distributing calls to homes or phone banks, updating webpage and list serve.

**Level 2 (in addition to part 1 actions)**

1. Work with Facility Services on establishing Media Relations Center for media statements, news interviews, etc.

**Level 3 (in addition to part 2 actions)**

1. Implement a Media Relations Center: coordinate media statements, and manage news teams and interviews, etc.
2. Continue with daily reporting on web site and other media sources.

**Residence Life Office****Level 1**

1. Work with Student Health Services to train essential personnel on risks and response.
2. Identify potential rooms and/or buildings to be used for student isolation. Update as needed based on current occupancy.
3. Establish and review procedures for implementation of isolation plan.
4. Review procedures for closing residence halls.

**Level 2 (in addition to part 1 actions)**

1. Notify current occupants in spaces that will be needed of the potential or need for them to move in the event isolation plan is implemented.

**Level 3 (in addition to part 2 actions)**

1. Implement isolation plan, set up housing needs for isolation of ill students. Isolation care may include sending student home.
2. Residence Life & Sodexo identify meal delivery needs and methods for isolated students.

**Food Service (Sodexo)****Level 1**

1. Review appropriate health precautions and food safety issues with staff.
2. Assess needs to stockpile additional food and water.
3. Ensure food delivery process is planned and delivery supplies are on hand.

**Level 2 (in addition to part 1 actions)**

1. Identify roles of essential staff for food production and food delivery.
2. Inventory and increase stockpiles of food, water, paper products etc. as necessary.

**Level 3 (in addition to part 2 actions)**

1. Implement meal delivery plan for ill students

## **Business Office**

### **Level 1**

1. Identify risk exposures for which insurance can and cannot be obtained, including associated financial impact.
2. Review & Evaluate Loss of Business Insurance policy with Risk Management carrier.
3. Identify contingency funds.
4. Identify steps that must be taken to monitor and protect continuity of business operation.

### **Level 2 (in addition to part 1 actions)**

1. Document damage and initiate insurance claims.
2. Track resource usage.

### **Level 3 (in addition to part 2 actions)**

1. Authorize hiring of temporary employees as needed to supplement regular work force.
2. Authorize overtime pay for employees needed in the event of campus health emergency.

## **Health Services**

### **Level 1**

1. Simpson Health Services monitor all resources i.e. CDC, WHO, ACHA websites for the latest developments and updates on planning recommendations.
2. Provide information to PR to post announcements and communicate with campus regarding website/training/information.
3. Work with residence life staff to identify students with illness profile and who have traveled to(or have been visited by persons from) affected areas.
4. Work with HR to identify employees with illness profile and who have traveled to (or have been visited by persons from) affected areas.
5. Establish an isolated exam room.
6. Implement universal precaution procedures.
7. Provide training/information as available and necessary of known communicable disease/pandemic event and provide training to essential personnel on health/respiratory protection.
8. Follow State and County protocol for patient testing and healthcare.
9. Communicate with Warren County Health Department and Iowa State Department of Public Health regarding planning and surveillance.
10. Establish phone triage for health service information and advice in Health Services office.

### **Level 2 (in addition to part 1 actions)**

1. Determine status and recommend actions for suspected cases on a case by case basis.
2. Communicate with parents of suspected cases and explain procedure.
3. Begin phone triage in Student Health Services.
4. Daily contact with Warren County Public Health Department (SHS).
5. All ill students will access health services through the southwest hallway of Student Development.
6. Communicate with local providers regarding referral protocols.

### **Level 3 (in addition to part 2 actions)**

1. Implement isolation facility in conjunction with Residence Life and Campus Services as needed.
2. Daily monitoring and surveillance of disease prevalence and inform CMC daily of census of ill students and related data.
3. Arrange for screening for suspected contacts in conjunction with Public Health or medical clinics.
4. Student Health Services trains campus personnel on respiratory protection.

## **Academic Affairs**

### **Level 1**

1. Review continuity of operation plans with faculty.
2. Ask faculty to submit plans for course completion if campus activities are suspended.
3. Communicate with faculty regarding prevention techniques and request faculty to review information with the students in their classes.

### **Level 2**

1. Request faculty to monitor and report any students/staff exhibiting health event symptoms to Health Service office.

### **Level 3**

1. Implement academic continuity of operation plans as necessary.

## **Student Development Staff**

### **Level 1**

1. Provide assistance to Health Center staff as needed regarding pandemic response and universal precautions.
2. International Programs offices monitor student travelers entering from effected regions and assists with communication to international students and their families.
3. Review pandemic plan with staff.

### **Level 2 (in addition to part 1 actions)**

1. Assist with preparation for relocation of students for isolation.
2. Train for telephone consultation and support i.e. phone triage and phone banks as needed).

### **Level 3 (in addition to part 2 actions)**

1. Residential Life/student development staff assists Health Services.
2. Arrange for monitoring/delivery of medications, other goods and services to isolated cases.

## **Human Resources**

### **Level 1**

1. Identify essential personnel – list kept in HR.
2. Monitor faculty & staff travelers entering from effected regions.
3. Prepare policies for staffing plan in the event of a health emergency.
4. Work with IT on policy of working from home for identified personnel.
5. Identify personnel available for telephone support work.

### **Level 2 (in addition to part 1 actions)**

1. Determine plans for working from home for essential employees as deemed necessary for continuity of business operation.
2. Assess need for temporary staff in the event of campus reduced work force.
3. Communicate plan for activating employee work schedule procedures in event of health emergency.
4. Advise employees of the potential for limiting face to face contact and the need to begin to practice social distancing.

### **Level 3 (in addition to part 2 actions)**

1. Activate emergency work schedule procedures as necessary.

## **Information Technology Services and Public Relations**

### **Level 1**

1. Support information gathering activities for CMC, President's Office, Student Life, HR and other groups.
2. Determine critical support systems.
3. Information Technology assess supplemental telecom/computing needs.

### **Level 2 (in addition to part 1 actions)**

1. Create reduced staff maintenance plan.

### **Level 3 (in addition to part 2 actions)**

1. Support functions with reduced staff and Social Distancing.

## **Campus Security**

### **Level 1**

1. Review emergency procedures and plan.

### **Level 2**

1. Secure buildings and post signage.
2. Campus Security implements procedure for transporting to appropriate healthcare facility (CMC).
3. Work with residence life to set up and secure housing needs for isolation of ill students.
4. Work with building managers to adjust occupancy schedules of buildings as needed.

## **Counseling**

### **Level 1**

1. Arrange counseling services.
2. Recovery Phase SAFE System.  
\*Establish a post-event debriefing.

### **3. DEATHS / SUICIDE**

Whether a death occurring on campus is the result of an accident, suicide, natural causes, or a homicide, it must be handled properly to ensure the integrity of the investigation and to be sensitive to those individuals experiencing emotional reactions. The purpose of this procedure is to provide an appropriate response to a death on campus.

The Vice President for Public Relations is the official spokesperson for the campus. All questions should be directed to that office.

After normal business hours, individuals listed should be contacted at their designated telephone numbers.

## **GENERAL PROCEDURES**

### **First Responder**

- a. Call Security immediately.

### **Security Officer**

- a. Call 911 to report a possible death.
- b. Verify that a death has occurred.
- c. Security Officers will secure the area where the death took place. Do not touch anything or allow anything to be touched. Do not permit anyone into the area, including roommates, if in residence hall.
- d. Notify Residence Life Staff Member on Duty (if in a residence hall or involves a student) and the Director of Security.
- e. Document as much information as possible in regard to the circumstances surrounding the death. Include how individuals became aware of the death, what was seen when they arrived on the scene, what action was taken, and any other relevant information.
- f. Assist Indianola Police Department when they arrive.
- g. Submit Incident Report to the Director of Security.

### **Director of Security**

- a. Notify the Vice President for Student Development, Director of Residence Life, and the Chair of the Crisis Management Team.
- b. Supervise the activities of the Security Officers.
- c. Provide assistance with necessary paperwork, such as securing police reports and Medical Examiner's report for the family.

### **FOR STUDENTS:**

#### **Director of Residence Life**

- a. Obtain as much information as possible about the situation.
- b. Contact the student's Residence Life Area Coordinator to advise him/her of the situation.



- c. Work with the Area Coordinator to focus on the needs of students and student staff.
- d. Make alternative housing arrangements for the roommates of the deceased until the investigation is completed.
- e. Once the police have released the area, make arrangements for an inventory and removal of the student's personal belongings. The family may come to the college to handle this. If possible, roommates should be present if staff members are asked to pack personal possessions. The original inventory should be given to the Vice President for Student Development and to the family.
- f. Contact Housekeeping if their services are required. After regular business hours, contact the Housekeeping Manager on call.
- g. Assist the Vice President for Student Development in other tasks as requested.
- h. Call parents of students who are closely acquainted with the deceased.

#### **Residence Life Area Coordinator**

- a. Locate the student's roommate(s) immediately. Direct them to Security in order to assist in the investigation. Friends and close acquaintances of the deceased should also be identified and Security informed of who these individuals are so that relevant information regarding the circumstances surrounding the death can be investigated.
- b. Other available staff should report to the Director of Residence Life.

#### **Vice President for Planning and Student Development**

- a. Obtain essential facts: victim's name, college address, home address, next of kin, and facts about the death.
- b. Contact the Chair of the Crisis Management Team
- c. Contact the family and provide them with information regarding the death, the name, and telephone number of an institutional contact.
- d. Provide the family with information regarding the location of the deceased.
- e. Approximately 30 minutes after the initial phone call, call back to answer any questions and obtain details about the family's arrival to campus.
- f. Notify the Vice President for Public Relations, after notifying the family, so that information can be released.
- g. Contact Business Office and Registrar's Office so that student's records can be adjusted.
- h. The Student Development Office should keep a list of all people who have been helpful. Send thank you notes.
- i. Once the family arrives on campus, the Vice President for Planning and Student Development serves as their local escort.

#### **Chair of the Crisis Management Committee**

- a. Contact the College President, Vice President for Public Relations and other key people as appropriate.
- b. If necessary, assemble the Crisis Management Committee.
- c. Ensure that key responding officers prepare written reports summarizing events.

#### **Senior Vice President & Academic Dean**

- a. Contact the advisor and instructors of the deceased student.
- b. Contact Division Chairs.
- c. Consider need to cancel classes.

### **Vice President for Public Relations**

- a. Draft an initial statement in the event it is needed. The statement will confirm basic facts and indicate that further details will be released following notification of the family [e.g. On (date) at (time) (event) resulted in the death of a Simpson College (employee, faculty member, student). Further information will be made available following the notification of the family.]
- b. Once the family has been notified, information will be released only to those agencies with a "need to know" and will contain only the basic facts.
- c. FERPA permits the unconditional release of the following directory information unless a student has asked that his/her prior consent be obtained: student name, address, phone number, date and place of birth, major field of study, participation in officially recognized activities and sports, weight and height of athletes, dates of attendance, degrees and awards received, and the most recent previous educational institution attended.
- d. No personal information should be disseminated without a written release from the family.
- e. If requested, assist family in writing and disseminating an obituary.
- f. Coordinate campus communication regarding the incident.
- g. Consider contacting all parents through e-mail and/or regular mail.

### **Controller**

- a. Compile the student's accounts, loans, prorated bills, refunds, etc.
- b. Resolve financial matters in consultation with the Vice President for Student Development and the Vice President for Business and Finance.

### **Director of Counseling**

- a. With the assistance of the Crisis Management Committee, provide appropriate support and assistance to students, faculty, and staff.
- b. Arrange needed counseling as soon as possible for students, faculty, administration, and staff.
- c. Arrange for individual and/or small group sessions to take place as needed.

### **Chaplain**

- a. Responsible for coordinating all campus events in response to the student's death including prayer services, vigils, etc.
- b. Plan a memorial service on campus in conjunction with family members.
- c. Assist in pastoral counseling of campus members.
- d. Attend memorial and funeral services planned by the family.

### **FOR FACULTY, STAFF OR ADMINISTRATION:**

#### **Director of Human Resources**

##### ***(In conjunction with employee's supervisor and corresponding vice president)***

- a. Obtain essential facts: victim's name, address, next of kin, and facts about the death.
- b. Contact the Vice President for Business and Finance, the employee's supervisor (and respective Vice President) and make a determination regarding who will contact the family.
- c. Contact the family and provide them with information regarding death, and the name and telephone number of an institutional contact.
- d. Approximately 30 minutes after initial phone call, call back to answer any questions and obtain details about the family's arrival to campus.

- e. Notify the Vice President for Public Relations after notifying the family, so that information may be released.
- f. Contact the Payroll Office so that records can be adjusted.
- g. Provide the family with information regarding the location of the deceased.
- h. The Director of Human Resources should keep a list of all people who have been helpful. Send thank you notes.
- i. Designate an escort for the family. Once the family arrives on campus, this individual will serve as the local escort.

**Vice President for Business and Finance**

- a. Contact the President.
- b. Contact the Chair of the Crisis Management Committee.

**Chair of the Crisis Management Team**

- a. If necessary, assemble the Crisis Management Committee.

**Director of Counseling**

- b. With the assistance of the Crisis Management Committee, provide appropriate support and assistance to students, faculty, and staff.
- c. Arrange debriefing session as soon as possible for students, faculty, administration, and staff.
- d. Arrange for individual and/or small group sessions to take place as needed.

**Chaplain**

- a. Responsible for coordinating all campus events in response to the student's death including prayer services, vigils, etc.
- b. Plan a memorial service on campus in conjunction with family members.
- c. Assist in pastoral counseling of campus members.
- d. Attend memorial and funeral services planned by the family.

**4. FIRE**

The purpose of this procedure is to provide an appropriate response in the event of a fire on campus. The Vice President for Public Relations is the official spokesperson for the campus. All questions should be directed to that office. After normal business hours, individuals listed should be contacted at their designated telephone numbers.

**GENERAL PROCEDURES**

**First Responder**

- a. Extinguish only if you can do so safely and quickly.
- b. After the fire is extinguished, call Campus Security at 1711 and Campus Services at 1622.
- c. In case of emergency – dial 911.
- d. If the fire cannot be extinguished: Notify the fire department by calling 911.
- e. Confine the fire by closing the door behind you. (Fire doors should be closed)
- f. Pull fire alarm by exit you are using to leave the building.
- g. Alert others.
- h. Leave building immediately.
- i. If smoke is detected, stay close to floor; if possible, hold something wet over your face.

- j. Notify Campus Security with the details and location.

**Security Officer**

- a. Respond to the scene, search for signs of fire, and determine the exact location.
- b. Pull the nearest fire alarm when fire or smoke is present and evacuate the building.
- c. Notify Residence Life Staff Member on Duty if the fire is in a residence hall.
- d. Notify the Director of Security.
- e. Meet the responding Indianola Fire Department unit and direct it to the location of the fire or smoke.
- f. Assist the fire department personnel as needed.
- g. Reset the fire alarm in the building where alarm sounded.
- h. Complete an Incident Report and forward to the Director of Security.

**Director of Security**

- a. Notify the Director of Campus Services, Vice President for Planning and Student Development.
- b. Direct the activities of Security Officers.
- c. Confer with on-site personnel and work with emergency services.
- d. Check for injured persons and ascertain where they will be taken for treatment.
- e. Allow the occupants to re-enter the building ONLY when the building is declared safe by the Fire Department.
- f. Once Incident Report is complete, forward to Vice President for Planning and Student Development, the Director of Campus Services, Vice President for Business and Finance and the Vice President for Public Relations.

**Vice President for Planning and Student Development**

- a. Call President, Cabinet and Public Relations.
- b. If fire is in a student building:
  - 1. Serve as the incident coordinator;
  - 2. Confer with the Director of Campus Services as to the status of fire and location(s) of occupants;
  - 3. Establish staging area for students and meeting location for staff (command post).

**Director of Campus Services**

- a. Confer with on-site personnel to determine classification (major or minor) of fire.
- b. Contact additional staff as needed. Direct the overall activities of Physical Plant personnel.
- c. Contact contractors for clean-up, repair, sprinkler and alarm systems as needed.

**Vice President for Business & Finance**

- a. If the fire is in a classroom/office building:
  - 1. Serve as the incident coordinator;
  - 2. Confer with the Director of Campus Services as to the status of fire and location(s) of occupants;
  - 3. Establish staging area for students and meeting location for staff (command post).
- b. In all cases, contact the Vice President for Public Relations.

**Director of Residence Life (fire in a residence hall)**

- a. Coordinate communication with Residence Life staff.
- b. Coordinate communication with residents.

- c. With Security, control access to the building.
- d. Develop process to allow students into the building once approval has been given by the fire department.
- e. Coordinate relocation of students if necessary.

**Chair of the Crisis Management Committee**

- a. Assemble the Crisis Management Committee, if necessary.

**Vice President for Public Relations**

- a. If necessary, prepare and disseminate press statement.
- b. Communicate with the press on campus and coordinate communication with the campus community.

**LOCATIONS TO MEET AFTER FIRE ALARM:**

<b>Building</b>	<b>Outside Location</b>	<b>Alternate Location</b>
Amy Robertson	NW corner of Barker parking lot	Smith Chapel
Blank Performing Arts	South side of Blank parking lot	Cowles Center
Carver Science Hall	NW corner of Barker parking lot	Smith Chapel
College Hall	NW corner of Barker parking lot	Library
Cowles Center	Parking lot north of Buxton	BPAC Lobby
Gaumer Building	Physical Plant parking lot	Physical Plant
Great Hall	North side of Buxton Park	Dunn Library
Heckert Hall	North end of athletic field	Carver Science Hall
Hillman Hall	SW corner of Hillman parking lot	Carver Science Hall
Hopper Gym	Parking lot north of Buxton	BPAC Lobby
Kent Campus Center	Parking lot north of Buxton	Cowles Center
Library	NW corner of Barker parking lot	Cowles Center
Mary Berry Hall	North end of Athletic Field	Dunn Library
McNeill Hall	SW corner of Hillman parking lot	Carver Science Hall
Pfeiffer Dining Hall	North side of Buxton park	Dunn Library
Physical Plant	NW corner of parking lot	Gaumer Building
Residence Halls & Apts	To be assigned by Assistant Dean of Students	
Smith Chapel	SW corner of Hillman parking lot	Carver Science Hall
Wallace Hall	NW corner of Barker parking lot	Amy Robertson

## **5. HAZARDOUS MATERIAL**

The purpose of this procedure is to minimize the danger to the campus community, general public and the environment from fires, explosions, or any unplanned release of hazardous material. This outline provides an appropriate response if a hazardous emergency occurs on campus.

The Vice President for Public Relations is the official spokesperson for the College. All inquiries should be directed to that office.

After normal business hours, individuals listed should be contacted at their designated telephone numbers.

## **GENERAL PROCEDURES**

### **First Responder**

- a. Report any of the following spills immediately by calling 911 and Campus Security at 1711 to report the incident:
  - Gas releases
  - Leaking containers
  - Radioactive materials
- b. Report severity of the spill and identify if possible:
  - The chemical spilled
  - Approximate quantity
  - Location of the spill
- c. Do not switch on lights or any other electrical equipment, as any spark could cause an explosion. Only trained personnel should attempt to clean up spills.
- d. Evacuate the building as quickly as possible.

### **Security Officer**

- a. Assess the situation and determine extent of emergency.
- b. Notify the Director of Security.
- c. Isolate the area and evacuate if necessary.
- d. Request appropriate assistance: maintenance team, Indianola Fire Department Hazmat team, etc.
- e. Confer with on-scene experts (faculty/staff) to determine the nature of the emergency.
- f. File an Incident Report.

### **Director of Security**

- a. Respond to all hazardous waste spills or exposures.
- b. Coordinate activities of on-scene participants.
- c. Notify the Director of Campus Services of the status of emergency and eventual outcome.

### **Director of Campus Services**

- a. Notify the Cabinet Members as necessary, Public Relations and the Chair of the CMC.
- b. Assist on-scene personnel.

### **Chair of the Crisis Management Team**

- a. Notify the President.

- b. Assemble the Crisis Management Committee, if necessary.

**Vice President for Public Relations**

- a. If necessary, prepare statements and internal communications.

**6. MAINTENANCE EMERGENCY/POWER OUTAGE**

The purpose of this procedure is to provide an appropriate response when a severe maintenance emergency or power outage occurs. The following is a list of steps to be taken by members of the campus community when the campus suffers a campus-wide power outage. Stay in the building regardless of the time of year until asked to leave the premises by the president or building contact. Report all power outages to campus services, extension 1622. Do not use candles during a power outage. The threat of fire is too great. Regardless of the time of year or weather conditions, administrative staff should remain in their offices during daytime power outages.

The Vice President for Public Relations is the official spokesperson for the College. If necessary, all questions should be directed to that office.

After normal business hours, individuals listed should be contacted at their designated telephone numbers.

**GENERAL PROCEDURES**

**First Responder**

- a. Obtain pertinent information, exact location and nature of emergency.
- b. Between 7:30am - 4:00pm, Monday - Friday, notify the Physical Plant.
- c. All other hours, notify Campus Security.

**Security Officer**

- a. Assess the situation and determine extent of emergency.
- b. Isolate the area, if necessary.
- c. Request assistance from maintenance, if necessary. Notify the Director of Security.
- d. Notify Staff Member on Duty if emergency is in a residence hall.
- e. Assist in the relocation of individuals, if necessary.
- f. Complete an Incident Report.

**Director of Security**

- a. Notify the Director of Campus Services.
- b. Determine if more assistance is necessary. If necessary call in off-duty Officers.
- c. Direct Security Officers to assist in any relocation.

**Director of Campus Services**

- a. Notify the Cabinet Members as necessary, Public Relations and the Chair of the Crisis Management Committee.

**Director of Residence Life**

- a. If affecting residential students, determine if relocation is necessary and where that relocation will be.
- b. Notify Residence Life Staff.
- c. Notify residential students.

**Chair of the Crisis Management Committee**

- a. If large-scale emergency, assemble the Crisis Management Committee.
- b. Notify the President and the Vice President for Public Relations.

**Vice President for Public Relations**

- a. If necessary, prepare and disseminate press statements.
- b. Communicate with the press on campus.

During campus-wide power outages during severe weather, attempts should be made to minimize heat loss, such as closing windows and doors, using window treatments, etc.

Campus buildings should maintain general heating for up to 12 hours following a power outage. For individuals in those buildings not connected to the central boiler room, contact campus services/physical plant (ext 1622) immediately and begin efforts to minimize loss of heat in the building. Building contacts should maintain communication with building occupants and prepare for an evacuation, if it is needed.

In the event that a building not connected to the central boiler room must be evacuated during a power outage in winter weather, building contacts and hall directors on duty should maintain communication with the crisis management committee and campus security to determine sites on campus for evacuees. The crisis management committee will make the decision to send students or staff home or to provide alternative housing.

**7. MEDICAL EMERGENCIES**

The purpose of this procedure is to provide an adequate response to a campus medical emergency. All accidents on campus should be reported to security. All College employees injured while working, regardless of severity, must report injuries to their supervisors immediately.

If necessary, the Vice President for Public Relations will serve as the campus spokesperson. All questions should be directed to that office. After normal business hours, individuals listed should be contacted at their designated telephone numbers.

**GENERAL PROCEDURES****First Responder**

- a. Do not attempt to move the victim, unless his/her location is dangerous.
- b. Notify Security.
- c. Stay at the scene and administer first aid, if qualified.

**Security Officer**

- a. Go to the scene and administer first aid, if possible.
- b. Call 911, if appropriate.
- c. Contact the Director of Security and the Residence Life Staff Member on Duty (if victim is a student).
- d. Gather information and complete an Incident Report.

**Director of Security**

- a. Notify the Director of Residence Life, if victim is a student.
- b. Notify the Director of Human Resources, if victim is an employee.
- c. Coordinate follow-up investigation.



**Director of Residence Life**

- a. Notify student's emergency contact.
- b. Coordinate follow-up and determine conditions necessary for student's return.
- c. Contact the Chair of the Crisis Management Committee and the Vice President for Planning and Student Development and Vice President for Public Relations if necessary.

**Director of Human Resources**

- a. Notify employee's emergency contact.
- b. Coordinate follow-up and determine conditions necessary for employee's return.
- c. Contact the Chair of the Crisis Management Committee and the Vice President for Business & Finance and Vice President for Public Relations, if necessary.

**Chair of the Crisis Management Committee**

- a. Call the President and Vice President for Public Relations.
- b. If necessary, assemble the Crisis Management Committee.

**Vice President for Public Relations**

- a. If necessary, prepare and disseminate statement releases.
- b. Greet and receive members of the media and escort them to designated media room.
- c. Communicate with the press on campus.

**8. PSYCHOLOGICAL EMERGENCY/ ATTEMPTED SUICIDE****GENERAL PROCEDURES**

While our primary concern is the well being of the student, we must also balance disruptiveness to the community and the ability to live independently and make administrative decisions accordingly.

**First Responder**

- a. Contact Security office
- b. Stay with the student until Counselor or Residence Life staff arrives.

**Security Officer**

- a. Call 911, if appropriate.
- b. Contact the Director of Security and the Residence Life Staff Member on Duty (if victim is a student).
- c. Gather information and complete an Incident Report.

**Director of Security**

- a. Notify the Director of Residence Life, if victim is a student.
- b. Notify the Director of Human Resources, if victim is an employee.
- c. Coordinate follow-up investigation.

**Director of Residence Life**

- a. Contact the Chair of the Crisis Management Committee and the Vice President for Planning and Student Development and Director of Public Relations if necessary.
- b. Coordinate follow-up and determine conditions necessary for student's return.

**Director of Human Resources**

- a. Notify employee's emergency contact.
- b. Coordinate follow-up and determine conditions necessary for employee's return.

- c. Contact the Chair of the Crisis Management Committee and the Vice President for Business & Finance, if necessary.

**Vice President for Public Relations**

- a. If necessary, prepare and disseminate statement releases.
- b. Greet and receive members of the media and escort them to designated media room.
- c. Communicate with the press on campus.

**AT RISK = suicidal, homicidal, and unable to contract for safety:**

**Counselor**

- a. Speak to the student and assess the situation.
- b. Explore with the student the option of voluntary hospitalization or release to parent or guardian.
- c. If the student chooses to be **released to a parent**, the parent must be notified and arrangements made for this release. Ideally the student will make this call in the presence of the counselor, with the counselor also talking with the parent to be clear of arrangements and also to answer any questions the parent may have.
- d. If student chooses to be **hospitalized** (or at least evaluated for admission), call 911 for assistance and transport. If the student is suicidal or homicidal, call 911 so he/she can be sent directly to the emergency room, where an evaluation will occur.
- e. If student refuses to contact parents or to be voluntarily admitted to hospital, an **involuntary commitment procedure** is required.

**NOT AT RISK = If there is a situation in which a student is not deemed to be at risk of imminent danger and can contract for safety, but is of concern nonetheless:**

**Counselor**

- a. Monitor student's situation.
- b. Request a physical check on the student, as necessary.
- c. Make contact with off-campus mental health professionals, as necessary.
- d. Notify the Vice President for Student Development and keep him/her abreast of the situation.

**Residence Life Staff (Residence Life Area Coordinator)**

- a. Monitor the student's behavior. Physically check on the student if requested to do so by the Director of Counseling or the Residence Life Coordinator.

**9. STUDY ABROAD EMERGENCIES**

Both printed and electronic information for students about health and safety issues related to international and off campus travel are included in their Orientation packets. Adherence to this information, along with appropriate behavior, caution, and common sense, can prevent many crisis situations. Decisions regarding program itineraries are made based on information from the U.S. State Department and on-site coordinators. The International Programs Committee (IPC) is prepared to respond on short notice should a situation arise in-country that causes serious concern. The IPC will not allow students to begin a program at a site that is designated by the U.S. State Department as existing under a travel warning. (A detailed plan for study abroad emergencies is included in the appendix of this document.)

## **10. TORNADO/WINDSTORM**

The purpose of this procedure is to provide an appropriate response to the threat or incident involving natural disasters such as tornadoes or severe windstorms. A **tornado watch** means conditions are right for a tornado. During a tornado watch, staff should be alert to weather conditions. A **tornado warning** means that a tornado has been sighted or indicated by National Weather Service radar. When you hear the tornado warning sirens, take cover immediately – **danger is imminent**.

Note – The warning sirens are intended to warn persons outdoors, to seek shelter.

The tornado season for the central Iowa area is primarily April through June, but March through October may also be “popular” tornado months. In the event of a tornado, tornado warning, or severe storm individuals should go immediately to a suggested safe area.

**AREAS OF SAFETY** – rooms and corridors in the innermost part of a building.

**AREAS TO AVOID** – stay clear of windows, corridors with windows, or large free- standing expanses. (Examples are auditoriums and cafeterias).

There is no guaranteed safe place during a tornado. However, it is important to seek shelter in the best location to help minimize your exposure. Cover head with a blanket, coat, arms and hands, and remain in shelter until all clear is given

The Vice President for Public Relations is the official spokesperson for the campus. All inquiries should be directed to this office.

After normal business hours, individuals listed should be contacted at their designated telephone numbers.

## **GENERAL PROCEDURES**

### **Security Officer**

- a. Security officer will monitor police radio for severe weather.
- b. When a Tornado Watch is in effect, Security will contact Residence Life Staff Member on Duty.
- c. Security will concentrate on the Administrative, Classroom, and Public buildings while Staff Member on Duty notifies all Residence Life Area Coordinators; if a Residence Life Area Coordinator is unavailable, the first floor Community Advisor will be contacted.
- d. If the watch is upgraded to a Tornado Warning, Security will notify Staff Member on Duty who will in turn notify the Area Coordinators. Security will also contact the Director of Security and the Director of Campus Services.
- e. Security will then inform a faculty/staff representative in the non-resident buildings that a tornado warning is in effect.
- f. After the tornado passes, Security will check for damage in the non-resident buildings (if buildings were occupied, if not they will check resident halls first). If the structure has sustained substantial damage, Security will attempt to shut off power and gas (if applicable).
- g. Security will then assist in checking for injured persons.

**Residence Life Area Coordinator Staff Member on Duty**

- a. When a Tornado Warning is in effect, Staff Member on Duty will notify all Residence Life Area Coordinators; if Area Coordinator is unavailable, Staff Member on Duty will contact the first floor Community Advisor in each building.
- b. Staff Member on Duty will notify the Director of Residence Life.
- c. Staff Member on Duty will stay in contact with the Security Officer for updates on the warning or incoming tornado.
- d. After the tornado passes, Staff Member on Duty will assist the Community Advisors and Residence Life Area Coordinators in checking for injuries and/or structural damage in residence units. Area Coordinator will utilize a roster to check for any missing residents.

**Residence Life Area Coordinators**

- a. After receiving a call from Staff Member on Duty, the Residence Life Coordinators will notify all Residence Life staff in their respective areas, if necessary. They will instruct their staff to coordinate the evacuation of resident rooms and proceed to their respective assembly areas.
- b. After the storm passes, the Residence Life Coordinators will coordinate their staff to assist any injured residents.
- c. The Residence Life Coordinator will look for any major structural damage. If the Residence Life Coordinator considers the damage to the building unsafe, he/she will contact the Director of Residence Life and the Director of Security.
- d. The Residence Life Coordinator will utilize a roster to check for any missing residents.

**Director of Security**

- a. Assess the scene.
- b. Obtain information on any injuries.
- c. Call for additional assistance from Physical Plant staff (if necessary).
- d. Coordinate Security Officers to survey for damage to occupied structures.
- e. Notify the Chair of the Crisis Management Committee and the Vice President for Planning and Student Development, and Vice President for Public Relations.

**Director of Residence Life**

- a. Assess the situation.
- b. Notify the Vice President for Student Development.
- c. If affecting resident students, determine if relocation is necessary and where that location will be.
- d. Coordinate the activities of department staff.

**Director of Campus Services**

- a. Assess the scene.
- b. Assist in any necessary relocation.
- c. If necessary, notify the Vice President for Planning and Student Development, and Vice President for Public Relations.

**Chair of the Crisis Management Committee**

- a. Assemble the Crisis Management Committee.
- b. Notify the President and the Vice President for Public Relations.

**Vice President for Public Relations**

- a. If necessary, prepare and disseminate statements.
- b. Communicate with the press on campus.

**TORNADO Building Suggested Safe Areas:**

<b>Building</b>	<b>Location</b>
<b>Amy Robertson Music Ctr.</b>	Lower level hallway/Band Room
<b>Barker Hall</b>	Lower level
<b>Blank Performing Arts Ctr.</b>	Lowest level hallways
<b>Buxton Hall</b>	Lower level west hallway; and/or basement storage, if accessible
<b>Carver Cultural Center</b>	Basement
<b>Craver Science Building</b>	Lower level hallway, south end bathrooms
<b>Clinton Apartments</b>	First floor hallways, interior bathrooms
<b>Colonial Apartments</b>	Lower level hallways
<b>College Hall</b>	Lower level hallways
<b>Cowles PE Center</b>	Lower level hallways and locker rooms
<b>Detroit Apartments</b>	Lower level hallways
<b>Dunn Library</b>	First floor near interior walls and/or under tables; Stay away from the large glass windows
<b>Gaumer Building</b>	Lowest level
<b>Hamilton House</b>	Lower level hallway and/or rooms
<b>Hillman Hall</b>	Lower level hallway; lower level McNeill, interior hallways
<b>Hopper Gym</b>	Lower level locker room and/or Cowles
<b>Greek Houses</b>	Lower level hallway or basement
<b>Kent Campus Center</b>	Lowest level away from windows
<b>Kresge Old</b>	Lowest hallway and/or basement of Kresge New
<b>Kresge New</b>	Basement lounge
<b>Mary Berry Hall</b>	Lower level hallway
<b>McNeill Hall</b>	Lower level hallway
<b>Pfeiffer/Great Hall</b>	Serving area, dining room near interior wall, under tables; Stay away from large glass windows
<b>Physical Plant</b>	Lower level hallways of Colonial apartments
<b>Picken Hall</b>	Lower level lounge/laundry
<b>President's Home</b>	Basement
<b>Smith Chapel</b>	Lower level hallways

<b>Station Square Apartments</b>	Lower level hallways of Colonial apartments
<b>Theme Houses</b>	Lower level hallways/basement
<b>Wallace Hall</b>	Lower level hallways
<b>Washington Apartments</b>	Lower level hallways
<b>Weinman Apartments</b>	Lower level hallways

### **11. WEATHER CLOSING**

All classes and meetings will be held as regularly scheduled throughout all seasons, including winter. The administration of the policy may be modified under certain adverse climatic conditions:

- 1) The appointed members of the President's Cabinet are the only individuals who may cancel a class or meeting because of snow or ice storm.
- 2) Canceled classes and meetings may be rescheduled at the discretion of the person who earlier made the decision to cancel. If a class or activity is rescheduled, it should be convenient for the students or other persons involved. In any case, attention should be given to the fact that many students commute from Des Moines.
- 3) In the event of a major storm, the Vice President for Planning and Student Development, or the Vice President for Information Services, using the SAFE Emergency Alert Information system, will leave a mass voice/text message on all telephone numbers and email addresses registered, notifying the campus community of the cancellation of classes and the closing of offices. Notification will also be made over local radio (WHO and KJJY) and television stations, as well as the College radio station (KSTM). The campus weather line (961-1414) will also carry the closure message. To access messages on campus voice mail call, 962-3000 and follow the prompts.

### **12. VOLATILE SITUATION**

The purpose of this procedure is to provide appropriate assistance when there is a volatile situation, disorderly individual on campus or when an arrest is necessary. The Indianola Police Department is authorized to arrest any student, employee, or suspect they deem appropriate.

The Vice President for Public Relations serves as the official College spokesperson. All questions should be directed to that office.

After normal business hours, individuals listed should be contacted at their designated telephone numbers.

### **GENERAL PROCEDURES**

Everyone on the Simpson College campus (student or non-student) is expected to follow college policies and any directive of college officials. Any person who is unruly, commits a crime, threatens themselves or others, or fails to comply with a directive of a College staff person may be subject to arrest by the Indianola Police Department.

**SC Students:**

Whenever appropriate, violations of college policy will be dealt with on campus. However, students involved in criminal activities or other disruptive behavior may also be subject to arrest by local law enforcement.

**Non SC Students:**

Non-students on the Simpson College campus are the responsibility of their host. Hosts are responsible for informing their guests of all policies. Non-students are required to follow all college policies. If non-students are found in violation of a college policy, they will be asked to leave college property. Persons unwilling to leave the college will be escorted from campus by a Campus Security Officer and/or the Indianola Police Department. Non-students involved in policy violations may be banned from campus. Non-students found on campus after being banned will be subject to arrest for trespassing.

**Indianola Police Department:**

Indianola Police Department may be called for assistance in any on campus situation. However, before the College asks the Indianola Police Department to arrest a student, clearance should be obtained from the Vice President for Planning and Student Development or his/her designee.

**First Responder**

- a. Notify Campus Security

**Security Officer**

- a. Investigate alleged incident.
- b. Detain individual, if possible.
- c. If an arrest is necessary, notify the Director of Security.
- d. Notify police.
- e. Complete an Incident Report.

**Director of Security**

- a. Notify the Director of Residence Life or his/her designee.
- b. Assist Security Officer in investigation.
- c. Follow-up with Indianola Police Department as needed.

**Vice President for Planning and Student Development**

- a. Call President and the Vice President for Public Relations, if necessary.
- b. Contact Chair of the Crisis Management Committee.

**Chair of the Crisis Management Committee**

- a. If necessary, assemble the Crisis Management Committee.
- b. Keep the President and Cabinet members informed.

**Vice President for Public Relations**

- a. If necessary, prepare statement release and internal communications.

**H. CRISIS COMMUNICATION PLAN**

The Crisis Communication Plan is developed to address some of the unique issues regarding communication during a crisis situation. The Crisis Communication Plan is to be regularly

reviewed by the Vice President for Public Relations and the Chair of the Crisis Management Team.

*When crisis situations arise, how should an organization respond?*

In the case of a high stress, crisis situation, the adage “you only get one chance to make a good first impression” is truer than ever. But an appropriate response on the part of an organization, specifically a college, is not merely related to image and impression. Responding correctly can become a matter of life and death. Responding correctly can require extreme sensitivity to personal privacy. Responding correctly will directly affect the impact of the event on individuals, on the campus, and on the community at large.

Simpson College has had a handful of crisis situations to which we have responded over the past years. To date, these responses have been streamlined, timely, sensitive, and consistent. Although every situation is different and requires its own set of treatments or sensitivities, the basic response system is quite simple. If you become aware of or are involved in a crisis situation, keep these five factors in mind and follow the four response steps:

- Speed of awareness and response
- Privacy issues
- Consistency of response from individual to individual
- Media awareness and maintenance
- Follow-up response

If we do not attend to all of these elements appropriately, then a situation that may have already been traumatic, upsetting, or stressful can be painfully magnified.

**Step 1** –Alerting the Vice President for Public Relations at the earliest possible moment will get the correct chain of events in motion. **Do not talk to the media or respond to media inquiry. Direct all media inquiries to the Vice President for Public Relations.**

**Step 2** – Vice President for Public Relations alerts President and all Vice Presidents who have not already been contacted about the situation. Depending on the event, the Vice President for Public Relations may alert other individuals to assure appropriate response. If specific action by President, VP, or other individual is necessary, Vice President for Public Relations will give recommendations and provide statements. Vice President for Public Relations will serve as “fielder” for info and dissemination while working closely with a specific VP who will serve as the representative of the College.

**Step 3** – Vice President for Public Relations will, if necessary, issue a statement to the media and/or a statement to the campus community.

**Step 4** – If the situation is one that changes or is ongoing (i.e., a student, after being in an accident, is responding well to hospital treatment) additional alerts will be made to President and Cabinet. Follow-up statements will also be provided to campus community and media as necessary.



## I. CRISIS COMMUNICATION CONTACT SHEET

If your numbers/emails change at any time, please alert the Vice President for Public Relations and the Chair of the Crisis Management Team.

Jill Johnson Vice President for Public Relations OFFICE: 1595 EMAIL: <a href="mailto:jill.johnson@simpson.edu">jill.johnson@simpson.edu</a>	Kent Eaton Vice President for Academic Affairs OFFICE: 1560 EMAIL: <a href="mailto:kent.eaton@simpson.edu">kent.eaton@simpson.edu</a>
Jay Simmons President OFFICE: 1611 EMAIL: <a href="mailto:jay.simmons@simpson.edu">jay.simmons@simpson.edu</a>	Heidi Levine Vice President for Planning & Student Development OFFICE: 1617 EMAIL: <a href="mailto:heidi.levine@simpson.edu">heidi.levine@simpson.edu</a>
Ken Birkenholtz Vice President for Business & Finance OFFICE: 1512 EMAIL: <a href="mailto:ken.birkenholtz@simpson.edu">ken.birkenholtz@simpson.edu</a>	Deb Tierney Vice President for Admissions OFFICE: 1699 EMAIL: <a href="mailto:deb.tierney@simpson.edu">deb.tierney@simpson.edu</a>
Bob Lane Vice President for Advancement OFFICE: 1417 EMAIL: <a href="mailto:bob.lane@simpson.edu">bob.lane@simpson.edu</a>	Kelley Bradder Vice President for Information Technology OFFICE: 1621 EMAIL: <a href="mailto:kelley.bradder@simpson.edu">kelley.bradder@simpson.edu</a>

### **Crisis Management Plan For Simpson College-Sponsored Study Abroad Programs (Semester-Long and May Term)**

Technological change and current political realities have altered the administration of study abroad programs in ways that early program developers could not have conceived. Although crises have always been possible in the study abroad context, it is now more important than ever to have plans in place to effectively deal with such emergency situations as they arise. For the purposes of this plan, it is important to distinguish between real and perceived emergencies. Real emergencies include natural disasters, outbreaks of civil or political unrest, accidents or injuries, and similar events that pose an immediate threat to students and staff. Perceived emergencies, often viewed more seriously by those at home than those in the overseas program, result from events that may not be immediately threatening to the health and safety of students and staff.

Both types of emergencies require a response from the home institution, and that response will be most effective if it is grounded in a well-reasoned master plan. Although

no plan will apply to every situation, a common set of factors must be examined in every case. These have been organized below in the form of a checklist that can be used to guide Simpson College's response to emergencies facing a study abroad program and its participants.

*Note: Simpson will not allow students to begin a program at a site that is designated by the U.S. State Department as existing under a travel warning.*

**Before a crisis occurs abroad, the Office of International Education will:**

1. File the names of study abroad participants, itineraries, and emergency contact information with the Dean of Students' Office.
2. Provide faculty leaders of study abroad programs with contact information at the College in case of emergency.
3. Develop and regularly review a list of campus, local community, and state agencies and individuals who would be helpful in an emergency.
4. Develop a set of procedures to review and approve study abroad experiences.
5. Provide a pre-departure orientation for all students and faculty related to health and safety issues.
6. Require all participants (both students and faculty) on Simpson international programs to obtain an International Student/Teacher Identity Card (ISIC or ITIC). ISIC/ITIC offers a worldwide, toll-free, Emergency Help Line which can provide legal or medical referrals, or travel advisors, depending on one's situation and needs.
7. Provide the U.S. State Department with names and locations of all program participants so that the participants can be offered information and assistance in the case of an emergency.

**Conditions requiring crisis management**

*Emergencies are those situations that pose a genuine risk to the safety and well-being of the study abroad participants. The overseas faculty leader(s) shall contact the Dean of Students (515-961-1532) under the following circumstances:*

- A. A medical emergency (regarding one's physical and/or psychological health), or death of a program participant.
- B. Student or faculty member is the victim of a crime, such as theft, assault, rape, harassment, etc., or has been accused of committing such a crime.
- C. A program participant is missing.
- D. A widespread emergency affecting, or potentially affecting, all program participants (i.e., a natural disaster, an act or threat of terrorism, an act of war, or political/civil unrest).

*If the faculty leader(s) becomes incapacitated, a pre-determined emergency liaison will serve to manage the on-site situation and the other program participants.*

**When an emergency occurs**

*Should one of the above described situations occur, the in-country faculty member(s) (or the pre-determined emergency liaison) should take the following action:*

- A. Remove the participant(s) from danger.
- B. Contact the appropriate local authorities (i.e., police, medical personnel, U.S. Embassy or Consulate) to begin the local action necessary to handle the situation.
- C. Contact the Dean of Students at Simpson (515-961-1532).
- D. Contact EIIA/AIG Assist for assistance in evaluating the situation. From within the U.S. & Canada call 1-888-873-8385; from outside the U.S. or Canada ask the international operator to place a collect call to EIIA/AIG Assist in Houston, Texas at 713-260-5508, and reference Simpson's EIIA Policy # WR10003936.

The Dean of Students is the primary contact for/to parents. The International Education Coordinator is the primary contact for the College with in-country officials. A college official designated by the President will act as the official spokesperson to media sources.

**Responsibilities of the Dean of Students**

*Upon receiving a call from an on-site study abroad program faculty (or pre-designated student) concerning a serious illness, injury, death, or emergency, the following actions will be taken:*

- A. Begin a log of all calls and activities pertaining to the incident.
- B. Obtain the following information from the on-site faculty (or pre-designated student) caller:
  - 1. Name of caller
  - 2. Identity of injured/victim(s), if applicable
  - 3. Brief description of accident, illness, or emergency
  - 4. Location of caller (e.g., address, city, country)
  - 5. Location of accident or emergency; proximity to Simpson program participants
  - 6. Phone and fax number where caller can be reached
  - 7. Verify that calls have been placed to emergency response services, and will be placed to U.S. Embassy/Consulate if situation warrants
  - 8. Determine what information, if any, has already been released to the media
  - 9. If appropriate, instruct caller to call back **after** emergency response team and/or law enforcement have arrived
- C. Immediately notify the following in order of needed response: College President, Chaplains, Director of the Counseling Center, Vice President for Public Relations, and Dean of Students.
- D. The Dean of Students, in consultation with the International Education Coordinator, will proceed with appropriate steps as suggested below.

**For a medical emergency (physical and/or psychological) involving a program participant:**

- A. Contact EIIA/AIG Assist for assistance in evaluating the situation. From within the U.S. & Canada call 1-888-873-8385; from outside the U.S. or Canada ask the international operator to place a collect call to EIIA/AIG Assist in Houston, Texas at 713-260-5508, and reference Simpson's EIIA Policy # WR10003936.
- B. Contact parents of student or the family of faculty member(s) or their designated emergency contacts to apprise them of the situation.

- C. Contact the Dean for Academic Affairs.
- D. Brief official College spokesperson.
- E. Working with the International Education Coordinator who will make the in-country contacts, provide for necessary medical care, emergency evacuation, etc.
- F. Contact the Business Office to make funds available to cover emergency expenses, if necessary. Such expenses are the responsibility of student/parents or the faculty member(s), but Simpson will advance funds as needed to assure a timely resolution of the situation.
- G. Consult with College legal counsel as appropriate.

**Death of a student or faculty member:**

- A. Contact EIIA/AIG Assist for assistance in evaluating the situation. From within the U.S. & Canada call 1-888-873-8385; from outside the U.S. or Canada ask the international operator to place a collect call to EIIA/AIG Assist in Houston, Texas at 713-260-5508, and reference Simpson's EIIA Policy # WR10003936.
- B. Contact parents of student or the family of faculty member(s) or their designated emergency contacts following guidelines detailed in the College's Emergency Preparedness Plan.
- C. Contact the Dean for Academic Affairs.
- D. Contact the College President and the College Chaplains.
- E. Contact the Counseling Center to begin appropriate counseling for other members of the group.
- F. Brief official College spokesperson.
- G. Consult with College legal counsel as appropriate.

**Student or faculty member is the victim of a crime, such as theft, assault, rape, harassment, etc., or has been accused of committing such a crime:**

- A. Contact the Dean for Academic Affairs.
- B. Brief official College spokesperson.
- C. Contact EIIA/AIG Assist for assistance with in-country legal referrals, if needed. From within the U.S. & Canada call 1-888-873-8385; from outside the U.S. or Canada ask the international operator to place a collect call to EIIA/AIG Assist in Houston, Texas at 713-260-5508, and reference Simpson's EIIA Policy # WR10003936.
- D. If the incident is between two students of the group, the Dean of Students has primary responsibility and College policy will apply.
- E. If the incident is between a Simpson student and a Simpson faculty member, either the Dean of Students or Dean for Academic Affairs will have primary responsibility and College policy will apply.
- F. If the incident is between a member of the group and an outside party, action taken will depend on legal requirements in the host country and the wishes of the group member.
- G. Consult with College legal counsel as appropriate.
- H. Working with the International Education Coordinator who will make any necessary in-country contacts, local on-site authorities will be consulted, if necessary, for appropriate action.

- I. Contact parents of student or the family of faculty member(s), or their designated emergency contacts.

**A widespread emergency affecting, or potentially affecting, all program participants (i.e., a natural disaster, an act or threat of terrorism, an act of war, or political/civil unrest):**

- A. Ask for detailed answers to the following:
  1. What was the target of unrest, if event was political?
  2. What is the intensity of the emergency or political unrest?
  3. Are there military or emergency personnel at the site of the emergency?
  4. What is the advice of the nearest U.S. Embassy or Consulate?
  5. What impact, if any, did the emergency have on availability of food, water, and medical supplies?
  6. How able are our students and faculty to travel?
  7. Is continuation of classes in the best interests of students' health and safety?
- B. The Dean of Students, in consultation with the International Education Coordinator and the College President, will complete the following, as required by the emergency situation:
  1. Contact U.S. State Department
    - a. For information regarding the situation in a specific country, call 202-647-4000 and ask for the Desk Officer for the country affected.
    - b. For assistance dealing with serious illness, death, financial crisis due to theft, or arrest, call the Overseas Citizen Services toll-free in the U.S. 1-888-407-4747 outside the U.S. 202-501-4444, from 7 a.m. - 7 p.m. CST, Mon. - Fri., after hours call 202-647-4000 and ask for the Overseas Citizens Services Duty Officer.
    - c. For information concerning a terrorist threat or action, call the Counter-Terrorist Office at 202-647-9892.
  2. Call a meeting of the Crisis Management Committee (as defined by the College's Emergency Preparedness Plan) which will also include the International Education Coordinator. In developing an action plan in response to the specific situation, the group must consider:
    - a. Any immediate measures needed to preserve the health and safety of students and faculty;
    - b. The appropriate course of action overseas (dealing with initial student reaction, reiterating appropriate student behaviors, developing a written course of action, and having students acknowledge in writing receipt of such information;
    - c. Developing and assisting with an evacuation plan, if necessary (considering the safety of various modes and routes of travel, the costs of evacuation and the method of meeting those costs, the possibility of reducing the level of threat by dispersing students in small groups to reconvene later in another locale, and available in-country resources), based on advice from the U.S. State Department and Simpson in-country faculty leader(s). Options include evacuation, move to U.S. Embassy compound, or remaining on-site and maintaining a low-profile.

- d. Designating one person (and a back-up) to assume responsibility for the situation at Simpson.
  - e. Developing a communication document to be utilized by all individuals involved (consistency is crucial); while keeping in mind the privacy of students and faculty involved.
  - f. Preparing a list of individuals to be alerted once the entire plan is in place (including the College President, Board of Trustees, Simpson faculty, staff, and students, and parents and family of those students and faculty abroad.
  - g. Developing a crisis communication plan (see the College's Emergency Preparedness Plan for details) which factors in the people to be included, organizations to notify, and effective methods of communication to utilize (including website).
  - h. Providing the College's designated official spokesperson with a daily bulletin until the crisis is over.
  - i. Assessing the impact of the event, once ended, and documenting all actions taken in a written report.
  - j. Developing a plan to notify all parents, family members, and/or emergency contacts of those abroad, and to coordinate the response to subsequent phone calls.
  - k. Submitting an action plan to the College President for a final decision, and once the plan is finalized, transmitting it to the on-site faculty member(s).
- C. The on-site faculty member(s) assumes responsibility for ensuring that:
- 1. Students are gathered and told of the emergency.
  - 2. Students are reminded of behaviors that draw attention to themselves as being Americans, and agree to avoid those behaviors.
  - 3. Students are asked to report any suspicious persons or packages.
  - 4. If authorized by the crisis management team, students will be given the opportunity to return to the U.S. immediately with no financial penalty and with the assurance that an effort would be made to salvage the semester to the extent feasible.
  - 5. If directed by the crisis management team, the faculty member(s) takes added security precautions at the classroom site (including the removal of all U.S. program identification).
  - 6. If directed by the crisis management team, the faculty member(s) maintains daily contact with the Office of International Education and provides students with daily bulletins, if appropriate. The faculty also offer counseling and support to the students.