



EMERGENCY RESPONSE PLAN

Table of Contents

<u>I. Accidents Resulting in Physical Injury</u>	5
1.01 Injuries	5
1.02 First Aid Instructions	5
<u>II. Communication During an Emergency/Crisis</u>	8
2.01 Reporting an Emergency	8
<u>III. Death of a Student</u>	9
<u>IV. Natural Hazards (Earthquake/Hurricane/Tornado/Flood)</u>	10
4.01 Earthquake	10
4.02 Flooding	11
4.03 Tornado/Severe Thunderstorm	11
<u>V. Emergency Contacts</u>	13
<u>VI. Fire Alarm Procedures</u>	14
6.01 Procedures when a fire is found:	14
<u>VII. Weapons</u>	15
7.01 Active Shooter in a non-classroom environment:	15
7.02 Active Shooter in a classroom environment	16
<u>VIII. Dangerous /Hazardous Situations</u>	17
<u>IX. Hazardous Chemical/Biological Agent Exposure</u>	18
9.01 Hazardous Material Spill Response	18

<u>X.</u>	<u>Hostage Situations</u>	<u>19</u>
10.01	If you hear or see a hostage situation	19
10.02	If you are taken hostage	19
10.03	In a rescue situation	20
<u>XI.</u>	<u>Suspicious Behavior</u>	<u>21</u>
11.01	If you observe suspicious behavior	21
11.02	If you observe a criminal act	21
11.03	Contact with suspect	21
<u>XII.</u>	<u>Power Outage/Gas Leaks</u>	<u>22</u>
<u>XIII.</u>	<u>Power Failure or Electrical/Light Failure:</u>	<u>23</u>
<u>XIV.</u>	<u>Theft</u>	<u>24</u>
<u>XV.</u>	<u>Snow Emergency</u>	<u>25</u>
<u>XVI.</u>	<u>Threats</u>	<u>26</u>
16.01	Threat by telephone	26
16.02	Written Threats	26
16.03	Threats made in person	26
<u>XVII.</u>	<u>Medical Emergencies (Seizures or Sudden Illness)</u>	<u>27</u>
17.01	For life threatening emergencies:	27
17.02	For serious injury or illness on campus:	27
17.03	For minor injury or illness:	27
17.04	In case of serious injury or illness quickly perform the following steps:	27
17.05	Seizures	28
<u>XVIII.</u>	<u>Disposal of Contaminated Materials</u>	<u>29</u>
<u>XIX.</u>	<u>Drug/Alcohol Use / Public Intoxication</u>	<u>29</u>
19.01	Signs of alcohol intoxication	29

19.02	Signs of marijuana use	29
19.03	Signs of cocaine use	30
19.04	Signs of amphetamine use	30
19.05	Signs of Inhalant Use	30
<u>XX.</u>	<u>Assault</u>	<u>31</u>
<u>XXI.</u>	<u>Catastrophic Events</u>	<u>31</u>
22.01	Student, Faculty, and Staff Safety	31
22.02	Operations Systems Back-Up	31
22.03	Continued Operations	32
<u>XXII.</u>	<u>Conclusion</u>	<u>33</u>

I. Accidents Resulting in Physical Injury

1.01 Injuries

In case of serious injury or illness, immediately call Police at 9-1-1. Do not move a seriously injured person unless he or she is in further danger. When you speak with the police, give your name, describe the nature of the problem and the location of the victim. Police Officers are trained in CPR and First Aid.

(a) Quickly perform these four steps:

- (i) Determine welfare of victim by asking, "Are you okay," and "What is wrong?"
- (ii) If victim is unconscious, check pulse and breathing and give CPR or artificial respiration if necessary.
- (iii) Control serious bleeding by direct pressure and elevation of the wound.
- (iv) Keep victim still and comfortable; have them lie down if necessary.

Employees should report minor illnesses and injuries that require medical care to the location Director. Employees may go to their private physician but they must let the physician know if the injury or illness is work-related. Supervisors must ensure that they or a co-worker accompany the injured or ill person to the medical care facility.

1.02 First Aid Instructions

(a) Mouth to Mouth Rescue Breathing:

- (i) Place victim on side and remove foreign matter from mouth with finger.
- (ii) Place victim on back.
- (iii) Tilt victim's head back to open airway.
- (iv) Close victim's nostrils with fingers.
- (v) Exhale until victim's chest expands.
- (vi) Repeat every 1-2 seconds after chest deflates. Keep trying until help arrives.

(vii) If unable to give breath, check victim for airway obstruction.

(viii) *The American Red Cross conducts CPR classes for a minimal charge.

(b) Severe Bleeding and Wounds:

(i) Apply direct pressure on wound.

(ii) Use clean cloth or hand.

(iii) Elevate body part.

(iv) Apply pressure to blood vessel if necessary. Add more cloth if blood soaks through. Never remove bandage once applied.

(v) Keep pressure on wound until help arrives.

(vi) Use tourniquet ONLY as a last resort.

(c) Fainting, Unconsciousness and Shock:

(i) Have victim lie down and rest.

(ii) Keep victim comfortable, not hot or cold.

(iii) Place victim on side if unconscious.

(iv) Ask or look for emergency medical I.D.

(v) Treat other injuries as necessary.

(d) Burns, Thermal & Chemical:

(i) Immerse burned area in cold water.

(ii) Flood chemical burn with cool water for 15 minutes.

(iii) Cover burn with dry bandage.

(iv) Keep victim quiet and comfortable.

(e) Poisoning and Overdose:

- (i) Determine what substance is involved and how taken.
- (ii) Call Poison Control Center at 1-800-222-1222.
- (iii) Stay with victim and assist as directed by Poison Control.

(f) Fractures and Sprains:

- (i) Keep the victim still.
- (ii) Keep injured area immobile.

(g) Choking and Airway Obstruction:

- (i) If victim is coughing, or able to speak, stand by and allow victim to cough object up.
- (ii) If unconscious, check victim's mouth and clear of foreign matter
- (iii) Give abdominal thrusts (Heimlich Maneuver).
- (iv) Continue thrusts until airway cleared.

II. Communication During an Emergency/Crisis

In the event of an emergency, the administrators of this institution will attempt to contact and notify all those who might be immediately impacted by the situation. Instructions/suggestions will be provided as clearly and expeditiously as possible given the uniqueness of each individual situation.

If the incident demands that all students, staff, and faculty be notified (e.g. weapon on site, bomb threat, flooding, violent persons on campus, and other catastrophic events), the Klass App Notification system will be used to immediately alert all parties via text and/or email.

2.01 Reporting an Emergency

- (a) Dial 911 to notify the appropriate medical, fire, or police agency.
- (b) Before taking any action, be sure you are not endangering yourself. Avoid unstable structures, radiation hazards, electrical wires, toxic fumes, chemical spills, fire, etc. Do not jeopardize your life or the lives of others in attempting to save personal or property.
- (c) When you call 911, give your name, telephone number and location, and the nature and location of the emergency.
- (d) Don't hang up until the person answering the call ends the conversation.
- (e) If there is a generalized emergency and phone lines are dead, take a message to the Site Director.

If, based on the totality of circumstances pertaining to a significant and articulable threat, the institution determines that it is necessary to disclose personally identifiable information from an educational record of a student to protect the health and safety of the student or other individual we may do so without consent. This includes information regarding disciplinary action taken against a student for conduct that posed a significant risk to the safety or well-being of that student, other students or other members of the school community.

III. Death of a Student

If a student passes away on site or during institutionally sponsored and/or controlled event, the executive leadership will make the determination, at that time, as to who will contact the student's next of kin. Faculty and staff members are prohibited from releasing information of a student's death, when known, until proper notification is made to the next of kin. When a student's death occurs, the scope of the response will depend on the situation and the circumstances surrounding the death. Each situation will be different and the institutional response will be in a manner subjectively deemed appropriate by relevant members of the administration. Efforts will be made to provide wellness sessions and, possibly, counseling sessions with licensed therapists if such appears indicated.

Faculty and staff members are reminded that FERPA, HIPPA and other privacy laws continue to protect a student's privacy, even after his or her death, and, therefore, disclosure of information about a student's grades, attendance, health, etc., remain protected by relevant legislation. The release of personal data and/or information following the death of a student may violate applicable privacy laws and National College employees are cautioned to continue to follow institutional policies and privacy laws from the local, state and federal levels.

IV. Natural Hazards (Earthquake/Hurricane/Tornado/Flood)

4.01 Earthquake

(a) If you are inside during an earthquake:

- (i) Immediately take cover under a table or desk, or stand in a doorway. In areas where cover is not available, kneel at the base of an interior wall, facing the wall and with head down and covered by arms.
- (ii) Turn your body away from windows and mirrors.
- (iii) Be alert for falling objects and stay away from overhead fixtures, filing cabinets, bookcases, and electrical equipment.

(b) If you are outside during an earthquake:

- (i) Move to an open area away from buildings, trees, and power lines.
- (ii) If unable to move to an open area, watch for falling objects.

(c) After an earthquake:

- (i) Be aware of the possibility of aftershocks.
- (ii) If possible and it is safe to do so, evacuate the building as soon as the shaking has ceased.
- (iii) Do not move injured persons unless they are in obvious immediate danger (from fire, building collapse, etc.)
- (iv) Open doors carefully. Watch for falling objects.
- (v) Do not use elevators.
- (vi) Do not use matches or lighters.
- (vii) Limit use of telephone to calls for emergency services.

4.02 Flooding

Minor or area flooding is a more likely scenario. This could be the result of rainstorms, or a water main break. In the case of imminent minor, weather-related flooding, the local Director will monitor the National Weather Service and other emergency advisories to recommend action to the Vice President of Operations. The local Director or his/her designee will make the final determination of the course of action to take. In case of water main failure, affected areas of campus need to be evacuated immediately.

(a) In Case of Heavy Rains and Flooding

- (i) In the case of extensive roof or window leaks or imminent flooding of ground areas, unplug electrical devices and secure all equipment by moving or covering it.

(b) In Case of Minor Flooding:

- (i) Secure vital equipment, records, and chemicals (move to higher, safer ground). Shut off all electrical equipment. Secure all laboratory experiments.
- (ii) Wait for instructions from security for immediate action.
- (iii) Do not return to your building unless you have been instructed to do so by authorized personnel.

(c) In Case of Major Flooding:

- (i) Evacuate site immediately.
- (ii) Follow instructions from authorized personnel for immediate action.

4.03 Tornado/Severe Thunderstorm

(a) Tornado Watches and Warnings

A tornado watch means that weather conditions are favorable for the formation of a tornado. A tornado warning is issued when a tornado has actually been sighted in the surrounding area. If a tornado warning has been issued and you are inside:

- (i) Stay inside.
- (ii) Stay away from outside walls, windows, mirrors, glass, overhead fixtures, and unsecured objects such as filing cabinets or bookcases.
- (iii) If possible, move to a below-ground-level floor, interior corridor, or room or office without windows and crouch low with your hands covering the back of your head and neck.
- (iv) Do not use elevators.
- (v) If requested, assist persons with disabilities to the safest area on the same floor.
- (vi) Do not leave the shelter area until after the storm is over.
- (vii) Continue to monitor the weather via radio or television until the tornado warning has been lifted for your area.

(b) If a tornado warning has been issued and you are outside:

- (i) If you are in your car, get out of it. Never try to outrun a tornado.
- (ii) Look for a nearby safe structure in which to take shelter.
- (iii) If there is no shelter, lie down flat in a low area such as a ditch away from trees with your hands covering the back of your head and neck.

V. Emergency Contacts/ Training

Police, Fire and Rescue...911

Louisville, KY Site Director Corina Langford (270) 735-5857

Pikeville, KY Site Director James Hess (423) 878-4440

Sr. VP of Operations Joel Musgrove (520) 971-5623

Official Communications

All official communications regarding implementation of the Emergency Response Plan will come from the institution's Vice President of Communications from one of the contact addresses below:

Chuck Steenburg
Vice President of Communication
Telephone: (540) 986-1800
Email: csteenburgh@anedu

Training

The Emergency Response Plan is distributed for review annually as part of the October 1st Consumer Disclosures communications.

VI. FIRE ALARM PROCEDURES

The following will outline specific procedures that shall be addressed by the facilities to minimize the occurrence and impact from a fire emergency. Special emphasis on housekeeping and storage procedures are practiced in the maintenance and custodial areas due to the fact that flammable and combustible materials are used and stored in these areas.

American National University is committed to preventing the occurrence of fires and situations that may promote a fire.

Fire prevention is the responsibility of all personnel. Employees and students should follow safe practices to minimize the hazard of fire; supervisors must ensure that safe practices are followed on a daily basis.

6.01 Procedures when a fire is found:

- (a) In the event that a fire is spotted in a facility, it is extremely important to know the evacuation procedure. It is also imperative that the following procedure be initiated immediately.
- (b) Immediately trigger the fire alarm by using one of the wall pull stations.
- (c) Call 911 and provide the location of the fire.
- (d) **ONLY IF YOU HAVE BEEN TRAINED**—Attempt to extinguish the fire using an extinguisher only if it is a small fire, using the P. A. S. S. technique—Pull, Aim, Squeeze, Sweep.
- (e) Confine fire by closing doors as you leave the area.
- (f) Evacuate the facility. It is the responsibility of faculty and staff to make certain all occupants are out of the immediate area. Advise the Fire Department upon arrival if everyone is accounted for. Move as far away from the building as possible.

VII. Weapons

In the event someone is known to have firearm or other deadly weapon, the site Director should be notified immediately. Do not confront the individual yourself. If a firearm or other deadly weapon is pulled, remain calm; without endangering yourself, do what you can to notify to the site Director. Talk in a controlled manner with the individual.

An event involving an active shooter is a police situation. Responding site personnel are not trained or equipped to confront an armed suspect, but they will make every effort to help with the police response and take every action possible to assist with evacuation and intelligence on the situation.

This emergency response plan cannot cover every possible situation that might occur but it is a training tool that can reduce the number of injuries or death if put into action as soon as a situation develops. Time is the most important factor in the optimal management of these types of situations.

When an active shooter situation is actively causing death or serious physical injury or the threat of impending danger, death, or serious physical injury to person(s) on the site, we recommend the following procedures be implemented:

7.01 Active Shooter in a non-classroom environment:

- (a) Run away from the threat if you can, as fast as you can.
- (b) Dial 911 on a cell phone.
- (c) Do not run in a straight line.
- (d) Stay behind vehicles, bushes, trees, and anything that could possibly block your view from the hostile person(s) while you are running.
- (e) If you can get away from the immediate area of danger, summon help and warn others.
- (f) If you decide to hide, take into consideration the area in which you are hiding. Will I be found here? Is this really a good spot to remain hidden?
- (g) If the person(s) is causing death or serious physical injury to others and you are unable to run or hide you may choose to play dead if other victims are around you.
- (h) If you are caught by the intruder and you are not going to fight back, do not look the intruder in the eyes, and obey all commands.
- (i) Once the police arrive, 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 by the police, they will give you further directions to follow.

7.02 Active Shooter in a classroom environment:

When a hostile person(s) is actively causing death or serious bodily injury or the threat of imminent death or serious bodily injury to person(s) within a building, we recommend the following procedures be implemented. *While the guide refers primarily to academic buildings, it should be stated that these procedures are also relevant to administrative buildings and other common buildings on site:*

- (a) Faculty should immediately lock the students and themselves in the classroom if possible. Cover any windows or openings that have a direct line of sight into the hallway.
- (b) If communication is available, call the police at 911.
- (c) 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 attempted to exit.
- (d) Lock the windows and close blinds or curtains.
- (e) Stay away from the windows.
- (f) Turn off lights and all audio equipment.
- (g) Try to remain as calm as possible.
- (h) Keep everyone together.
- (i) Keep classrooms secure until police arrive and give you directions.
- (j) If you are not in a classroom, try to get to a classroom or an office.
- (k) Stay out of open areas and be as quiet as possible.
- (l) If for some reason you are caught in an open area such as a hallway or lounge, you must decide what you are going to do. This is a very crucial time and it can possibly mean life or death.
- (m) You can try to hide, but make sure it is a well-hidden space, or you may be found as the intruder moves through the building looking for victims.
- (n) If you think you can safely make it out of the building by running, then do so. If you decide to run, do not run in a straight line. Attempt to keep objects such as, desks, cabinets, fixtures, etc. between you and the hostile person(s). Once outside, do not run in a straight line. Use trees, vehicles, and other objects to block you from the view of intruders.
- (o) If the person(s) are causing death or serious physical injury to others and you are unable to run or hide, you may choose to play dead if other victims are around you.
- (p) If you are caught by the intruder and are not going to fight back, obey all commands and don't look the intruder in the eyes.

- (q) Once the police arrive, obey all commands. This may involve your being handcuffed, or keeping your hands in the air. This is done for safety reasons, and once circumstances are evaluated by the police, they will give you further directions to follow.

VIII. Dangerous /Hazardous Situations

The following procedure is for disturbances which have escalated to be potentially dangerous to property or people:

- (a) Use your best judgment when assessing the situation; determine whether it is something that can be resolved with intervention. NEVER put yourself into a situation that can become harmful to you.
- (b) If the situation is dangerous, immediately call Police (911) and inform them of the location and actions of the individual(s) creating the disturbance.
- (c) If a person(s) has or appears to have a weapon, immediately call the Site Director.
- (d) If a person(s) behavior appears to be drug or alcohol induced, immediately call the Site Director.
- (e) If a person(s) has done or is doing malicious damage to property, immediately call the Site Director.
- (f) If a person(s) is physically assaulting another, immediately call Police (911).

IX. Hazardous Chemical/Biological Agent Exposure

A hazardous material spill is a spill in which there is a significant amount of a hazardous material released or one in which the release of the substance cannot be controlled. Examples of hazardous materials in quantities that would be considered a spill are: more than one gallon of bleach, more than 100 ml of sulfuric acid, more than one gallon of gasoline, and any quantity of mercury. Examples of infectious materials include blood and other body fluids.

9.01 Hazardous Material Spill Response

- (a) If the hazardous material comes in contact with your skin, immediately flush the affected area with copious amounts of water for at least 15 minutes, then seek medical attention.
- (b) Dial 911 and your site Director
- (c) Stop the source of the hazardous material if possible.
- (d) Evacuate the immediate area, closing doors behind you.
- (e) Unless trained, DO NOT attempt to clean up the spill yourself.
- (f) Make yourself available to emergency personnel to supply critical information to aid in clean up.
- (g) Provide as much of the following information as possible:
 - (h) Where has the hazardous material spill occurred? Specify the floor, room number, and location in room.
 - (i) Has there been a fire and/or explosion?
 - (j) Are there any injuries? If so, how many?
 - (k) What material has been spilled?
 - (l) What is the state of the material (i.e., solid, liquid, gas, combination)?
 - (m) Is any of the hazardous material escaping from the spill location in the form of chemical vapors/fumes or running or dripping liquid?
- (n) Infectious Material Spill Response
 - (o) If the infectious material comes in contact with your skin, immediately wash with soap and water.
 - (p) Unless trained, DO NOT attempt to clean up the spill yourself.
 - (q) Contact your site Director
 - (r) Make yourself available to responding environmental health and safety personnel to supply information to aid in clean up.

X. Hostage Situations

If you hear or see a hostage situation:

- (a) Immediately remove yourself from any danger.
- (b) Immediately notify the Police at 911.
- (c) Be prepared to give the Police Communications Operator the following information:
 - (i) Location and room number of incident.
 - (ii) Number of possible hostage takers.
 - (iii) Physical description and names of hostage takers, if possible.
 - (iv) Number of possible hostages
 - (v) Any weapons the hostage takers may have.
 - (vi) Your name
 - (vii) Your location and phone number

10.02 If you are taken hostage:

- (a) Remain calm, be polite and cooperate with your captors.
- (b) DO NOT attempt escape unless there is an extremely good chance of survival. It is safer to be submissive and obey your captors.
- (c) Speak normally. DO NOT complain, avoid being belligerent and comply with all orders and instructions.
- (d) DO NOT draw attention to yourself with sudden body movements, statements, comments or hostile looks.
- (e) Observe the captors and try to memorize their physical traits, voice patterns, clothing or other details that can help provide a description later.
- (f) Avoid getting into political or ideological discussions with the captors.
- (g) Try to establish a relationship with your captors and get to know them. Captors are less likely to harm you if they respect you.
- (h) If forced to present terrorist demands to authorities, either in writing or on tape, state clearly that the demands are from your captors. Avoid making a plea on your own behalf.
- (i) Try to stay low to the ground or behind cover from windows or doors, if possible.

10.03 In a rescue situation:

- (a) DO NOT RUN. Drop to the floor and remain still. If that is not possible, cross your arms, bow your head, and stand still. Make no sudden moves that a tense rescuer may interpret as hostile or threatening.
- (b) Wait for instructions and obey all instructions you are given.
- (c) Do not be upset, resist, or argue if a rescuer isn't sure whether you are a terrorist or a hostage.
- (d) Even if you are handcuffed and searched, DO NOT resist. Just wait for the confusion to clear.
- (e) You will be taken to a safe area, where proper identification and status will be determined.

XI. Suspicious Behavior

Everyone is asked to assist in making the residential learning site a safe place by being alert to suspicious situations and promptly reporting them.

11.01 If you observe suspicious behavior, contact your site director with the following information:

- (a) Nature of the incident.
- (b) Location of the incident.
- (c) Description of person(s) involved.
- (d) Description of property involved.

11.02 If you observe a criminal act, or whenever you observe a suspicious person on campus:

- (a) Immediately notify the site Director. The Director will contact the Police.
- (b) Assist the officers when they arrive by supplying them with all additional information and ask others to cooperate.
- (c) If there is gunfire or an explosion, you should take cover immediately using all available concealment. After the disturbance, seek emergency first aid if necessary.

11.03 Contact with suspect:

- (a) Do not approach unless completely safe. As a rule, wait for local law enforcement.
- (b) Maintain cover and be deliberate in action.
- (c) Be aware of a possible hostage situation.
- (d) Direct suspect to a position that allows officers to establish control and protect bystanders.
- (e) Determine if there are other suspects, weapons, explosives, etc.
- (f) Officers looking for suspects in peripheral area should estimate the distance they might be able to travel in a given time after crime occurred. Variables such as whether the suspect is on foot, in a vehicle, in campus buildings, time of day, traffic, weather conditions, classes are in session, campus is closed, and other considerations may impact the distance the suspect may be from the scene.
- (g) Units should place themselves in a position where they may intercept fleeing suspects if safe to do so.
- (h) After the suspect is removed from the area/building, the entire location should be completely searched for possible additional suspect(s) or victims.

XII. Power Outage/Gas Leaks

In the event of a major utility failure, immediately notify your Site Director. They will notify the appropriate employee or agency.

- (a) If an emergency exists, activate the building/fire alarm and evacuate the building.
- (b) Assist those with disabilities in exiting the building. Remember that the elevators are reserved for them. Do not use elevators in case of fire.
- (c) Proceed to the designated outdoor assembly area. Keep streets, fire lanes, hydrant areas, and walkways clear for emergency vehicles and personnel. A campus emergency command post may be set up near the emergency site. Keep clear of the Command Post unless you have official business.
- (d) Do not return to an evacuated building unless instructed to do so by authorized personnel.

XIII. Power Failure or Electrical/Light Failure:

In case of power outages during disaster situations, these procedures should be followed:

- (a) Do not light matches or other flames inside buildings. Gas lines may be damaged and explosions or fire could occur.
- (b) If you are trapped in an elevator, do not panic. Personnel will arrive as soon as possible to assist you. Do not smoke in stalled elevators.
- (c) Stay away from downed power lines and broken high-temperature waterlines.
- (d) Shut off the gas and electricity in your assigned work area.
- (e) Report major problems to the Site Director.

XIV. Theft

These procedures should be followed to help assure your safety:

- (a) Cooperate. Give the person exactly what he/she asks for, nothing more.
- (b) Remember distinguishing traits: tattoos, color of clothing; hat or no hat; beard or moustache; race; approximate height, weight and age.
- (c) Notice the type of weapon used.
- (d) Listen carefully to voice characteristics and to what is said.
- (e) Note direction of travel or flight after the confrontation. Check vehicle type and license number if possible.
- (f) Notify 911 immediately.
- (g) Notify Site Director immediately.

XV. Snow Emergency

While every effort is made to hold classes as scheduled, the safety of our students, faculty, and staff is also a top priority. Announcements regarding cancellations or delays will be made on local radio and TV stations. Each individual must make his or her own decision regarding travel during inclement weather.

Decisions regarding Closures or Delays are to be made by site Director who will immediately report decisions to their Vice President of Operations.

XVI. Threats

16.01 Threat by telephone:

- (a) Remain Calm. When the threat is received, the person taking the call must remain calm and obtain as much information as possible
- (b) DO NOT put the caller on hold
- (c) DO NOT attempt to transfer the call
- (d) The person taking the call should immediately notify another staff person in the office, preferably while the caller is still on the line. That staff person should immediately notify the Site Director.
- (e) Pay attention to the caller and his/her words and speech:
- (f) Does the caller have any distinguishing voice characteristics such as an accent, stuttering or mispronunciation?
- (g) Is the caller angry, excited, irrational or agitated?
- (h) Is the caller a man or woman, young, middle aged or old?
- (i) If you have caller ID, note the phone number of the caller.
- (j) Listen for background noises (traffic, train whistle, music, radio, TV, children, airplanes, etc).
- (k) Call the Site Director who will contact the police. Do not evacuate until told to do so by the Site Director.

16.02 Written Threats:

- (a) Immediately report the bomb threat to the Site Director
- (b) If a bomb threat is received in writing it should be kept including any envelope or container. Once a message is recognized as a bomb threat further unnecessary handling should be avoided. Every possible effort should be made to retain evidence for possible fingerprints, handwriting or typing, paper and postmarks. Such evidence should be protected by placing it in an envelope, preferably plastic.

16.03 Threats made in person:

- (a) Try to remain calm.
- (b) Be firm but polite with the person and let them know that their behavior is not acceptable.
- (c) If the behavior of the person is such that outside intervention is required, contact your Site Director.
- (d) You should not feel obliged to rectify the situation on your own.

XVII. Medical Emergencies (Seizures or Sudden Illness)

Staff or students with a serious or unusual medical problem should be encouraged to notify the supervisor or faculty of the medical problem, and the standard emergency treatment related to that problem.

17.01 For life threatening emergencies:

- (a) Call 911 and give the following information:
 - (i) Your name.
 - (ii) Describe the nature and severity of the medical problem.
 - (iii) Site location of the victim (building, address, room number).
 - (iv) Answer questions and provide important information.
 - (v) Stay on the line until released by the emergency operator.
 - (vi) Be prepared to provide specific locations to the scene. Request available assistance from other persons present to aid responding EMS personnel get to the location as quickly as possible.

17.02 For serious injury or illness on campus:

- (a) immediately contact the Site Director and give the following information:
 - (i) your name
 - (ii) the nature and severity of the medical problem
 - (iii) the campus location of the victim.

17.03 For minor injury or illness:

- (a) provide first aid care to the level of your ability.

17.04 In case of serious injury or illness quickly perform the following steps:

- (a) Keep the victim still and comfortable. Do not move the victim.
- (b) Ask victim, “Are you OK?” and “What is wrong?”

- (c) Check breathing and give artificial respiration if necessary.
- (d) Control serious bleeding by applying direct pressure on the wound.
- (e) Continue to assist the victim until help arrives.
- (f) Look for emergency medical ID's such as bracelets on injured persons, question witness(s), and give all information to the responding emergency personnel.

17.05 Seizures

Many seizure types-such as generalized absence seizures or complex partial seizures, which involve relatively brief episodes of unresponsiveness- don't require any specific first-aid measures.

The following tips below are simple, common-sense steps to take when responding to a person having a seizure:

- (a) Stay calm
- (b) Prevent injury by insuring there is nothing within reach that could harm the person if he or she struck it.
- (c) Pay attention to the length of the seizure
- (d) Make the person as comfortable as possible
- (e) Keep onlookers away
- (f) Do not hold the person down
- (g) If the person having a seizure thrashes around there is no need for you to restrain them. Remember to consider your safety as well
- (h) Do not put anything in the person's mouth. Contrary to popular belief, a person having a seizure is incapable of swallowing their tongue so you can breathe easy in the knowledge that you do not have to stick your fingers into the mouth of someone in this condition.
- (i) Do not give the person water, pills, or food until fully alert
- (j) If the seizure continues for longer than five minutes, call 911
- (k) Be sensitive and supportive, and ask others to do the same
- (l) After the seizure, the person should be placed on her left side. Keep in mind there is a small risk of post-seizure vomiting, before the person is fully alert. Therefore, the person's head should be turned so that any vomit will drain out of the mouth without being inhaled. Stay with the person until she recovers (5 to 20 minutes).

XVIII. Disposal of Contaminated Materials

- (a) Always treat potentially infectious blood or other material as though it is infectious.
- (b) Do not rely on anyone else to tell you whether the material is infectious or not.
- (c) Always wear gloves whenever there is possibility of contact with infectious blood or material.
- (d) Never wear contaminated clothing outside of the work area.
- (e) Remove and replace clothing immediately or as soon as possible when they become damaged or penetrated by blood or other potentially infectious material.
- (f) Remove contaminated clothing in a manner to avoid contact with skin, mucous membranes, and underlying clothing.
- (g) Place contaminated clothing into leak-resistant bags or containers immediately upon removing the articles.
- (h) Never wash contaminated clothing with personal laundry.
- (i) Wash and dry contaminated clothing according to the instructions on their labels, in hot water at least 160°F and detergent for 25 minutes, or with chemicals at the proper concentration for low temperature washing.

XIX. Drug/Alcohol Use / Public Intoxication

If a person(s) behavior appears to be drug or alcohol induced, immediately call your Campus Director. There are a number of signs of intoxication that are related to a particular substance. These can vary in intensity, depending on level of intoxication.

19.01 Signs of alcohol intoxication:

- (a) Slurred speech or difficulty expressing a thought intelligibly
- (b) Lack of coordination, poor balance
- (c) Can't walk a straight line
- (d) Can't focus on your eyes
- (e) Red eyes or flushed face
- (f) Nausea, weakness, or sweatiness
- (g) Odor of alcohol on breath or in sweat

19.02 Signs of marijuana use:

- (a) Bloodshot eyes
- (b) Smell in hair or on clothing (sweet, pungent odor)
Munchies or sudden appetite

- (c) Wetting lips or excessive thirst (known as "cotton mouth")
- (d) Avoiding eye contact when you challenge the person
- (e) Burned or sooty fingers (from "joints" or "roaches" burning down)

19.03 Signs of cocaine use:

- (a) Jumpy, nervous behavior
- (b) Restlessness
- (c) Excessively talkative, rapid speech
- (d) Pupils dilated (enlarged) in well-lit room
- (e) Runny nose or bloody nose (no cold or other illness associated)
- (f) Periods of high energy followed by long sleep or exhaustion

19.04 Signs of amphetamine use:

- (a) Unusually elated (manic)
- (b) Jumpy, shaky hands, restlessness
- (c) Fast speech, possibly incoherent
- (d) Poor appetite and/or weight loss
- (e) Hyperactivity
- (f) Insomnia
- (g) Periods of sleeplessness, followed by long periods of "catch up" sleep
- (h) Poor attention span

19.05 Signs of Inhalant Use:

- (a)** Aggressive or hostile behavior
- (b)** Violent outbursts
- (c)** Moves slowly, as if lethargic ("drugged" appearance)
- (d)** Slurred speech
- (e)** Inability to focus
- (f)** Stupor
- (g)** Lack of coordination
- (h)** Seizures
- (i)** Vomiting
- (j)** Trouble moving
- (k)** Unable to speak intelligibly

XX. Assault

Persons who witness violent altercations – or potentially violent altercations – should not place themselves at risk, but should call 911 and their Site Director immediately.

XXI. CATASTROPHIC EVENTS

Catastrophic events are natural or man-made situations which typically cause destruction and in most cases disruption to the normal course of operations. Catastrophic events may include but are not limited to earth quake, tornado, hurricane, tsunami, avalanche, flooding or volcanic eruption. In the event of a catastrophic event the University will take all pre-cautions to ensure the safety of its students, faculty and staff. In addition to immediate action for personal safety, the University has policies and procedures in place for continued delivery of its education programs,

20.01 STUDENT, FACULTY, AND STAFF SAFETY

(a) The President, or Vice President of Operations in his absence, will make the determination whether an event should be classified as a catastrophic event as soon as adequate information is available to make that determination.

(b) Once the determination of a catastrophic event has been made, the University's communications department will notify all students, faculty and staff of the occurrence of such event via email communication and the KlassApp emergency notification system.

c) All students, faculty, and staff should avoid the geographic or cyberspace identified in the institution's notification of a catastrophic event until such time as a safety notification has been issued.

20.02 OPERATIONS SYSTEMS BACK-UP

The University uses a number of hosted software application as part of its daily operations. The benefit of using hosted software applications is that their operating capacity is not tied to a single location in a geographic area.

a) The University uses the Canvas learning management system for delivery of its distance education degree and non-degree programs. The LMS has a 99.9% system uptime and has 100% native cloud infrastructure with data backups.

b) Anthology provides the institution's student database system, Campus Nexus. Student records including admissions applications, academic transcripts, and financial aid

information are stored in the software’s cloud structure. Anthology performs its own back up operations across multiple cloud locations to ensure against any data loss in the event of a catastrophic event.

20.03 CONTINUED OPERATIONS

University of Fairfax was established in 2002 and has been in continuous operation since that time. Administrative offices are located in Salem, VA with select institutional staff on-site while faculty and other administrative staff work in remote locations. All of the University’s educational programs are offered in a 100% distance education format. Course syllabi are created at the beginning of each term with assignments and deliverables for the term then uploaded to the course materials in the Canvas learning management system. Assignments are submitted and graded within the Canvas environment. All content is backed up within the Canvas cloud infrastructure.

While the University budgets and allocates funding prior to the start of each term, it also maintains a surety bond with the State Council of Higher Education for Virginia to provide financial compensation to students for any unearned tuition held by the school in the event of an inability to provide the academic services a student has contracted for.

XXII. Conclusion

We will strive to operate the safest institution possible by planning for and taking preventative measures against emergency / crisis situations. To plan for each and every emergency or crisis situation would be practically impossible and the scope of this plan is not intended to address every possibility. This plan does seek, however, to provide faculty and staff members a framework of actions and responses that may help mitigate the damage and trauma that may be associated with a given event. If you, as a valued employee, have any suggestions or ideas for improvement to the Emergency /Response Crisis Plan, please contact your Site Director.