

EMERGENCY RESPONSE PLAN

*NEWBERG CAMPUS
EMERGENCY RESPONSE PLAN*



**GEORGE FOX
UNIVERSITY**

Approved November 2003

(Revised September 2005, October 2007, December 2009, August 2010)

EMERGENCY RESPONSE PLAN

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Key Information Regarding Crisis Situations Newberg Campus

1. The George Fox University emergency response plan (laid out in the pages that follow) outlines first steps in the event of an emergency. The latter part of this plan lays out the appropriate response for specific scenarios that might occur.
2. In the event of a crisis or emergency, the primary location for Newberg campus information dissemination to the University community would be Bauman Auditorium and the secondary location would be Wheeler Gymnasium.
3. The Critical Incident Response Team will set up operations in Stevens 307 as the primary location (Plant Services building as secondary location) and will make decisions regarding initial and secondary responses to the crisis (pulling in other appropriate individuals as well). The Plant Services building is the central storing house for supplies that might be needed in a crisis (flashlights, blankets, gloves, emergency generators, radios, etc.). If a crisis event makes Newberg-based operations impossible, the Operation Center will be moved to the Portland Center.
4. Any Press Conference or media contact will occur in STV 109 (Edward F. Stevens Center) with the Bauman Auditorium Greenroom as a secondary location.
5. George Fox University values our excellent relationship with local police and fire departments. They are asked to review this plan periodically so that the University can incorporate their feedback accordingly.
6. The Health and Counseling Center will provide counseling and/or medical help at appropriate locations if needed. In addition, Security personnel as well as Plant Services staff are first aid/CPR certified. Faculty members in the psychology and counseling departments will also be utilized in a crisis situation.
7. Members of the George Fox community should refer media inquiries to the Director of strategic communication Information at 503-554-2129. The president or an appointed representative will serve as the University spokesperson.
8. In the case of school closure or emergency, information will be posted online at www.georgefox.edu. Updates will also be made available via the university *Newsline* at 503-554-EVNT (3868). More information regarding mass notification and communication is available in the text of this plan.
9. If the George Fox University website goes down in an emergency, the remotely hosted website where information will be posted is <http://www.georgefox.info/>.
10. In the event of any emergency situation on campus, members of the campus community should first call 911. A second call should be made to Security Services at ext. 2090 (503-554-2090) to report an incident. Always report suspicious activities or persons to campus security (503-554-2090 or x2090).

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Directory of Emergency Contact Information

Critical Incident Response Team and Responsibilities

| NAME/FUNCTION | OFFICE PHONE | HOME/CELL. PHONE | ROLE ON THE CRITICAL INCIDENT RESPONSE TEAM |
|--|---------------------|--------------------------------|---|
| Brad Lau, Vice President for Student Life | X2312 | 503.554.1142 503.476.7316 | Coordinator/Convener; Annual Review of ERP; Review and Update Plan; Conduct Training; Provide Updated Plan and Modifications to Appropriate Personnel |
| Mike Goins, Vice President for Financial Affairs | X 2161 | 503.883.9993 503.476.7314 | Alternate Coordinator/Convener |
| Mark Pothoff, Dean of Community Life/Res. Life/Housing | X2313 | 503.476.7703 (Cell. & Home) | Review and Update Emergency Scenarios |
| Dan Schutter, Environmental/Safety Coordinator | X2014 | 503.538.6097 503.476.4256 | Update and Monitor Mutual Aid Agreements (City of Newberg/Police/Fire; American Red Cross, etc.); Ensure Adequate Supplies (flashlights, blankets, equipment, food, water, etc.) and Modify ERP Accordingly |
| Rob Felton, Director of Strategic Communication | X2129 | 503.537.8919 (Cell. & Home) | Develop communications plan; Primary media contact |
| Patrick Allen, Provost/ Academic Affairs Office | X2141 | 503.487.6648 503.550.7154 | |
| Bonnie Nakashimada, Director of Graduate and SPS Admissions | X6149 | 503.263.3926 503.329.8668 | |
| Bill Buhrow, Dean of Student Services/Director of Health and Counseling Center | X2340 | 503.682.4945 503.476.7742 | |
| Greg Smith, Chief Technology Officer | X2570 | 503.434.5828 503.476.7312 | |
| Ed Gierok, Director of Security | X2090 | 503.537.8452 503-820-1517 | Review and Update Emergency Scenarios |
| Shari Scales, Vice President of Advancement | X 2122 | 503-692-6406 | |
| Brady Mordhurst, ASC representative | X3002 | | |

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Emergency Phone #s (Newberg Campus)

| | |
|---|---|
| AMERICAN RED CROSS (disaster relief) | 800.340.4081 |
| CAMPUS SECURITY | X2090 (503.554.2090) |
| ELECTRIC DEPARTMENT (PGE) | 800.542.8818 |
| EMERGENCY DISASTER RESPONSE (Yamhill County) | 503.434.7506 |
| FBI | 503.224.4181 |
| FIRE/POLICE/MEDICAL EMERGENCY | 911/503.537.1230 (fire dep't) |
| LEGAL COUNSEL (Ed Reeves) | 503.294.9260 |
| NATURAL GAS DEPARTMENT | 800.523.7661 |
| NEWBERG HOSPITAL | 503.537.1555 |
| NEWBERG POLICE | 503.538.8321 |
| PLUMBER ON CALL | 503.459.6573/503.538.5916 |
| POISON CONTROL | 1.800.452.7165 |
| RAPE OR DOMESTIC VIOLENCE | 503.235.5333 (Ptld. Women's Crisis Line) |
| RECEPTION DESK | 0 |
| URGENT CARE | 503.537.9600 |
| WASTE WATER DEPARTMENT | 503.537.1252 |
| WATER DEPARTMENT | 503.537.1239 |
| YAMHILL COUNTY CRISIS LINE | 503.434.4765 |

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After Hours Phone #s

| | |
|--|---|
| Ed Gierok, Director of Security | 503.537.8452 (hm); 503.820.1517 (cell.) |
| Clyde Thomas, Director of Plant Services | 503.538.3010 (hm); 503.476.4270 (cell.) |
| Custodial | 503.538.8595 or 503.621.8176 |
| Dan Schutter, Assoc. Dir. Of Plant Services | 503.538.6097 (hm); 503.476.4256 (cell.) |
| Electrician (Susan and Paul Corbett-Furgal) | 503.662.5053 (hm); 503.487.7202 (cell.) |
| Greg Smith, Chief Technology Officer | 503-434-5828 (hm); 503-476-7312 (cell.) |
| Mark Pothoff, Dean of Community Life | 503.476.7703 (cell.) |
| Newberg Hospital | 503.537.1555 |
| Newberg Police Department | 503.538.8321 |
| Plumber on Call | 503.936.3775 |
| Rob Felton, Director of Strategic Communication | 503.537.8919 (cell.) |
| Urgent Care | 503.537.9600 |

Press Contacts

| | PHONE | FAX |
|---------------------|--------------|--|
| PRINT | | |
| Oregonian | 503.221.8188 | 503.227.5306 |
| Newberg Graphic | 503.538.2181 | |
| AP Wire Service | 503.228.2169 | |
| TELEVISION | | |
| KATU-TV (Channel 2) | 503.231.4260 | 503.231.4263 |
| KOIN-TV (Channel 6) | 503.464.0797 | 503.464.0806 |
| KGW-TV (Channel 8) | 503.226.5111 | 503.226.5059 |
| KPTV (Channel 12) | 503.230.1200 | 503.736.1290 |
| RADIO | | |
| KLYC | 503.472.1260 | 503.472.3243 |
| KXL | 503.243.7595 | 503.417.7659 |
| KPAM | 503.223.4321 | 503.294.0074 |
| KEX | 503.225.1190 | 503.802.1639 |
| KOPB | 503.224.9900 | opbnews@opb.org |

EMERGENCY RESPONSE PLAN

Emergency Response Plan

Purpose

It is the goal and purpose of this emergency response plan to ensure, to the maximum extent possible, the safety and security of those associated with George Fox University in the event of an emergency. Clearly, the potential always exists for an emergency that will require careful and timely decision-making in order to protect lives and reduce property loss. Further, it is intended that the effective implementation of this plan in an emergency situation will minimize damage to the university's reputation, mission, and good standing in the community while providing any and all services that are necessary to maintain the physical, emotional, spiritual, and financial well-being of the university and its visitors, students, faculty members, staff members, and administrators.

George Fox University is committed to timely and honest communication with internal and external constituents within the boundaries of legal and privacy restrictions. To ensure the effective implementation of this plan, all personnel designated to carry out specific responsibilities are expected to know and understand the policies and procedures outlined in this document and supporting documents. The emergency response to any major crisis will be conducted within the framework of this plan except when directed otherwise by the President or his or her Executive Leadership Team. The plan includes a chain of command that establishes the authority and responsibilities of various members of the George Fox community. This document should be seen as a living text subject to changes and modifications as the university environment changes.

Definition

An emergency is defined as a sudden state of danger that occurs unexpectedly and demands immediate action to protect the health and safety of individuals within the institution and the university itself.

The GFU community may face many types of emergencies, including the following:

- Operational/Industrial/Technological
- Natural disaster (ice, snow or wind storm; flood; earthquake; drought; volcanic fallout)
- Fire
- Structural failure
- Utility emergency (power, water, gas, leaks, sewage, telephone)
- Act of terrorism or threat of such an act
- Explosion
- Accidental chemical or biological hazard

Students/Faculty/Staff/Guests may face many types of emergencies, including the following:

- Disturbance (by intruder or member of the GFU community)
- Potentially dangerous person on campus – endangering self and/or others
- Weapons possession
- Hostage situation
- Medical emergency
- Criminal act

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- Campus strife
- Demonstration
- Act of violence against people or property
- Abrupt firings or layoffs
- Major financial difficulties
- Major litigation

This list is not all-inclusive, but provides a sampling of the types of issues that could escalate from a state of emergency into a crisis situation for GFU.

Responsibility and Control

The Emergency Response Plan (ERP) is under the executive control of the President of the University and under the operational direction of the vice president for student life working with the safety coordinator. When an emergency situation arises, the President will activate the Emergency Response Plan. Use of University personnel and equipment will be utilized to provide protection for:

- A. Life Safety
- B. Preservation of Property
- C. Restoration of the Academic Program

The manner in which university personnel and equipment will be utilized will be determined by the Critical Incident Response Team (CIRT) under the direction of the vice president for student life. The Emergency Response Plan will remain in effect until the President or designated representative deems the university shall return to normal operation.

States of Emergency

The following level definitions should be used as a guide for defining the magnitude of an emergency incident and the possible impact on the physical plant, employees, and students of GFU. The definitions of the emergency potential on a university campus are transitory. Each emergency must be evaluated according to its particular characteristics and a decision of the proper action to take at that time.

Emergency Level Definitions

Level I Emergency

DEFINITION: An unplanned event that may adversely impact or threaten life, health, or property on a large scale at one or more locations within GFU. Control of the incident will require specialists, in addition to GFU and outside agency personnel. Long-term implications are likely.

CRITERIA

- ✓ Serious hazard or severe threat to life, health, or property.
- ✓ Resolution of incident involves multiple community and county agencies as well as multiple levels of university personnel.

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- ✓ Major evacuation involving relocation of students and/or university personnel.
- ✓ Duration of the event is unpredictable.
- ✓ Security procedures to protect evacuees and property are established.
- ✓ Medical needs planned for using university and community resources.
- ✓ Command post established.
- ✓ Communications center established to coordinate media and university related communications.
- ✓ Long-term recovery plan established.
- ✓ Written report prepared.
- ✓ Incident critique involving all agencies involved.

EXAMPLES: Major fire in a campus building affecting over 20% of the building; water main break affecting a campus building; loss of heat or power to multiple buildings; a chemical release causing the evacuation of one or more buildings.

Level II Emergency

DEFINITION: An unplanned event that may adversely impact or threaten life, health, or property within a single area. Control of the incident is beyond the capabilities of university employees. Outside agency assistance is necessary.

CRITERIA

- ✓ Resolution of the incident involves both GFU and outside agency personnel.
- ✓ Evacuation is short term and affects immediate localized area only.
- ✓ Duration of the incident is a maximum of eight (8) hours.

EXAMPLES: Small fire; suicide; water main break involving most of a building or one which threatens critical services; an odor requiring evacuation; loss of heat or power to a building.

Level III Emergency

DEFINITION: An unplanned event that is not likely to adversely impact or threaten life, health or property. Control of the incident is within the capabilities of GFU employees and the duration of the incident is short term.

CRITERIA

- ✓ Incident resolved by GFU employees.
- ✓ An outside agency may be involved as a precautionary measure or in accordance with GFU policy.

EXAMPLES: Automatic fire alarm; localized water pipe break affecting a portion of a building; a localized undetermined odor problem; inclement weather; missing student; medical/illness outbreak.

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General Operations

Mitigation

Participating in the mitigation phase will include, but not be limited to the following:

- Formation of the Critical Incident Response Team (CIRT) to include the vice president for student life, director of strategic communication, chief technology officer (CTO), vice president for finance, provost, environmental safety coordinator, director of security, director of regional sites, dean of student services, dean of community life, and ASC vice president.
- Clear division of responsibilities within the CIRT.
- Annual meeting scheduled to review the Emergency Response Plan and revise as appropriate.
- Periodically scheduled meetings throughout the year to participate in tabletop exercises to talk through potential emergency scenarios.
- Review the Emergency Response Plan with members of the staff and faculty and provide emergency response training to as many members of the GFU community as possible (including first aid and CPR).
- Encouragement of all members of the GFU community to be vigilant and to pass along information on situations that they believe may lead to an emergency.
- Safety “walk-throughs” conducted on a regular basis by Plant Services and Security staff and prompt follow-through to repair or replace any damaged or malfunctioning safety fixtures or equipment.
- Identification of members of the GFU community with special skills in the areas of emergency medical response, search and rescue, and crisis response.

Preparation

While it is true that the University may not be able to prevent an emergency, with preparation an emergency can be managed. Initial steps for preparation include but are not limited to:

- First aid supplies, radios for communication, and emergency response supplies (e.g., face masks, rubber or plastic gloves, batteries, emergency generators, flashlights, cell phones, blankets, emergency food and water) will be maintained in good condition at an accessible location (Plant Services Building and Klages Dining Hall). Generally, food and water supplies in reserve should last for the first 72 hours of a crisis situation. Tilikum will be an additional source of water in a crisis situation.
- Testing of fire alarms and emergency lighting in all campus buildings every six months.
- Regular scheduling of evacuation drills that are well publicized to the GFU community.

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- Ongoing emergency response training for the Critical Incident Response Team. This includes conducting tabletop exercises on a regular and ongoing basis as well as appropriate and reasonable NIMS (National Incident Management System) training.
- Opportunities for CPR, First Aid, and regional Community Emergency Response Team training will be advertised and promoted to key George Fox staff members.
- Establishment of emergency communications networks (departmental or crisis response phone trees . . . see appendix, radio and TV announcements), including provisions to set up an off-campus information response center (Plant Services Building or Portland Center) to respond to questions and disseminate information.
- Develop and distribute evacuation plans for short and longer-term scenarios (including emergency food, water and housing for campus community members unable to go home).

Response

In response to the emergency and disaster situation, George Fox University will do the following:

1. Provide appropriate personnel and resources.
2. Document the location and condition of all persons injured.
3. Contact other agencies when help is needed.
4. Provide appropriate information to the media.

Recovery

In order to facilitate the recovery from an emergency situation, George Fox University will do the following:

1. Restore all services to a level of normal operations.
2. Provide for the controlled termination of assistance from other agencies.
3. Continue to provide appropriate information to the media.

CIRT Responsibilities

In the event of a University emergency, the President (or his/her designee), as crisis team leader and spokesperson, will call a CIRT meeting which will be convened and coordinated by the VPSL who functions as the IC (Incident Commander). In the President's absence, the back up is the Provost or any on-campus VP, with the director of Plant Services or environmental safety coordinator as the alternates.

As a group, the responsibilities of the first meeting include:

- Identifying a senior staff member who is responsible for gathering information based on where the problem originated (Emergency Manager)
- Gathering information
- Assessing the situation

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- Drafting a statement
- Identifying possible future scenarios
- Identifying appropriate third-party support (experts, potential allies, etc.)
- Assessing the need for additional resource, including external help
- Providing complete documentation of the nature of the crisis and its handling by the university

Broadly, the responsibilities of the IC, should a crisis occur, are as follows:

1. Activate Crisis Response Phone Tree (departmental phone tree referenced earlier and contained in the appendices)
2. Contact the Campus Switchboard Coordinator
3. Contact Campus Security
4. Establish the Emergency Operations Center. This will serve as the central location for all communication, meetings of the CIRT, strategy sessions, etc. It will be located in Stevens 307. If this room is unavailable because of the nature of the crisis then the back-up facility will be the Plant Services Building or Portland Center. Each of these facilities will be equipped with caller display phones and appropriate computers for e-mail and Internet use. In addition, student, faculty/staff, as well as official phone directories will be available. Each of these rooms will have the appropriate technology preprogrammed with voice mail and e-mail lists of people who need to be informed of the status of the crisis and its corresponding management.
5. Establish the Media Services Room. This room will serve as the location for media personnel to meet with appropriate University representatives for the dissemination of corresponding information. Furthermore, this room will be available as a headquarters for media personnel for the duration of the crisis. Phone and computer access will be available.
 - PRIMARY LOCATION: Edward Stevens Center (STV) 109
 - SECONDARY LOCATION: Bauman Auditorium Greenroom
6. Conference with the President or Executive Leadership Team member-in-charge as necessary about the situation and seek consultation with Executive Leadership Team members when critical decisions need to be made.
7. Contact the director of strategic communication for implementation of Media Protocol procedures (see Media Protocol Appendix).
8. Contact the Provost who will arrange for any interruption in the campus class schedule and determine if a faculty meeting is to be called for the purpose of disseminating information that needs to be communicated to classes. The Provost will insure that instructors directly impacted by a tragedy or fatality will receive timely notification.
9. Contact the VPSL who will oversee communication with family members and the student community. He or she will determine the staff member who will serve as contact person for each constituency and determine what facts need to be revealed to ensure that the situation is handled with the utmost respect and care.

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10. Communicate with the Director of the Health and Counseling Center and other appropriate personnel as necessary.

Individual Areas of Responsibility

Incident Commander (VPSL)

- Activate the Emergency Operations Center and call a meeting of the Critical Incident Response Team (CIRT)
- Activate Crisis Response Phone Tree if necessary (see appendices)
- Assess the situation
- Ensure that immediate life safety actions have been taken
- Develop an Incident Action Plan
- Ensure that the CIRT is aware of campus condition and needs
- Provide for public information dissemination
- Call daily (or more frequent) update meetings of the Critical Incident Response Team
- Submit a follow-up report

Primary Incident Commander:

- Point person for gathering questions, finding new information useful to dealing with the emergency, and disseminating that information as appropriate
- Determine which emergency groups are available for immediate deployment
- Prioritize all requests for assistance
- Deploy emergency groups to life threats and to protect property
- Assist in developing the Incident Action Plan and deploy resources to meet the requirements of the plan
- Monitor all operations for safety and effectiveness.
- Keep the Incident Commander (IC) informed
- Request additional resources as required
- Handling follow-up report

President:

- Designates Spokesperson for the University
- Liaison to legal counsel along with VP for Finance
- Liaison to Board of Trustees
- Make calls for third party support
- Determine timing and appropriateness of any all-campus meetings
- Be available as a back-up to take calls from media and general public
- Maintain a visible presence to help calm the campus community

VP for Marketing and Communications or Designate:

- Serve as first backup to President as spokesperson for the University
- Provide information to individual donors, foundations, public giving agencies and friends of the University
- Be available as a backup to take calls from the general public, the media and individuals with close association with members of the GFU community

VP for Student Life or Designate

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- Be prepared to serve as spokesperson for the University if designated by the President
- In the event of an injury to or death of a student, serve as liaison to police, hospital and the family
- Provide health and counseling services and referrals to local health providers for members of the GFU community in need of such services
- Be a visible presence on campus to help maintain calm and order
- Assist any members of the GFU community needing emergency housing or re-location
- Work with the environmental safety coordinator to develop a emergency response training program for members of the campus community
- Be available to take phone calls from students and their families and initiate phone calls when appropriate

Provost or Designate

- Be prepared to serve as spokesperson for the University if designated by the President
- Activate the University phone tree
- In the event of an injury to or death of a faculty member, serve as liaison to police, hospital and the family
- Supervise Institutional Technology to assure that as far as possible, phone and e-mail communication is functioning
- Be available as a backup to take calls from the general public, the media, students, faculty and family of students or faculty

VP for Finance

- Be prepared to serve as spokesperson for the University if designated by the President
- Liaison to legal counsel along with the President
- In the event of an injury to or death of a GFU employee or visitor, serve as liaison to police, hospital and family members
- Provide information to staff members (log contacts for assessment)
- Liaison to appropriate insurance agents and governmental agencies

Environmental Safety Coordinator

- Supervise the Emergency Preparation section of the Emergency Response Plan and assure that all elements of such preparation are in place
- Work with the VPSL to develop an emergency response training program for members of the campus community
- Update and Monitor Mutual Aid Agreements (City of Newberg/Police/ Fire; American Red Cross, etc.)
- Ensure Adequate Supplies (flashlights, blankets, equipment, food, water, etc.) and Modify ERP Accordingly

Director of Plant Services

- Assess and contain damage to GFU facilities
- Contact appropriate utilities companies
- Estimate time line for repairs
- Assist claims adjuster in damage inspection
- Determine if extra staffing is needed for facilities or to assist with security

Director of Security

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- Help assess the severity of the emergency and assist in coordinating the efforts of outside agencies, including local, state and federal police and emergency response agencies
- Supervise evacuation of campus facilities as necessary
- Supervise campus security officers to help assure as calm a campus atmosphere as possible and to move individuals who are not a part of the GFU community away from the campus
- Assist emergency response agencies in the communication of instructions to the campus community
- Director of Strategic Communication Overall responsibility for handling phone calls and scheduling backups, including organizing and circulating a schedule for phone coverage
- Draft a general information statement that can be used as a basis for a letter or memo to constituents or as a press release
- Provide a daily update sheet to staff and faculty
- If determined necessary by the team, issue a public statement in the form of a press release
- Screen calls from the media (keeping a log of media calls) and, if necessary, forward media calls to the President (or backup) for a statement
- Monitor events and provide additional background material to the media
- If necessary, organize a press conference

Building Monitor

- Warn people in the area of responsibility of the need to evacuate OR of a building lockdown.
- Evacuate self and others to a safe evacuation area when dictated by the situation.
- Notify the appropriate officials of the type of incident and its location
- Assess the situation
 - Assess the condition of the evacuation area
 - Account for all people in the area of responsibility
 - If possible, determine location of missing persons
 - Request additional assistance (be specific)
- Provide information to area of responsibility as directed

Resident Assistant

- Warn people in the area of responsibility of the need to evacuate
- Evacuate self and others to a safe evacuation area
- Notify the appropriate officials of the type of incident and its location
- Assess the situation
 - Assess the condition of the evacuation area
 - Account for all people in the area of responsibility
 - If possible, determine location of missing persons
 - Request additional assistance (be specific)
- Conference with Dean of Community Life/Associate Dean of Students as necessary
- Provide information to area of responsibility as directed

Declaring a Campus State of Emergency

- A. The authority to declare a campus state of emergency rests with the President, or in his absence, the Provost.

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- During a State of Emergency the Incident Commander/VPSL, with the President's authorization, shall place into immediate effect the appropriate procedures to meet the emergency and safeguard persons and property insofar as it is possible. The VPSL shall immediately consult with the President and/or his or her Executive Leadership Team regarding the situation and the possible need for the declaration of a campus state of emergency. The Office of Marketing and Communication is responsible for the release of all information outside of the campus and in most instances for campus wide announcements.
 - When the declaration is made, only registered students, members of the administration, faculty and staff and emergency personnel are authorized to be on campus. Those who cannot provide proper identification proving their legitimate business on campus will be asked to vacate the premises.
 - Only those members of the administration, faculty and staff who have been assigned CIRT responsibilities will be allowed to enter the designated emergency area including the Emergency Operations Center (EOC).
 - In the event of earthquakes, aftershocks, fires, storms, or major disaster on or near the campus, or involving university property, Plant Services personnel will be dispatched to determine the extent of the damage to any university property.
- B. During an emergency, Edward F. Stevens Center (STV) 307 will serve as the Emergency Operations Center, except in cases where that location is not secure because of its proximity to the danger (in which case the Plant Services building will function in this capacity). In all cases the Emergency Operations Center (EOC) should be located outside of the danger zone. The EOC will function as the location where the CIRT members coordinate all communication. The Environmental Safety Coordinator will designate an unlisted telephone number for communication between key emergency response personnel.
- C. The VPSL will provide notification of the emergency situation to all appropriate primary CIRT members. These team members will then notify necessary individuals within their sphere of activity and responsibility.
- D. The director of strategic communication or her/his designee will respond to media inquiries, issue news releases and all-campus announcements, and designate one central location for meeting with on and off campus media personnel. These meetings may also include essential emergency personnel.

NOTE: No press conferences or media releases will take place until a briefing involving key CIRT members has taken place and all available, releasable information has been evaluated and organized. The press release should be approved by the Incident Commander prior to dissemination.

Emergency Plan Priorities

EMERGENCY RESPONSE PLAN

If the situation is clearly a level I or level II emergency, the Director of Security or in his absence, the officer on duty, will contact appropriate emergency agencies. If an emergency situation begins to escalate, appropriate administrative personnel will be notified and necessary action will be initiated to respond to the changing conditions. Once outside agencies arrive on the scene (i.e., Fire Department, Emergency Management Agency personnel, etc.) these agencies will assume control of the operations.

The CIRT will concentrate efforts on Priority 1 Objectives until those objectives are substantially met. Priority 2 and 3 objectives will be addressed as resources become available. The CIRT will keep a written record of all activities and decisions.

Priority 1 Objectives

- A. Contact and Request Necessary Emergency Services
- B. Medical Aid – evaluate medical services available and direct rescue forces regarding location of treatment facilities for injured.
 - 1. Providence Newberg Hospital
 - 2. GFU Health and Counseling Center
 - 3. GFU Athletic Trainer and Staff
 - 4. GFU Nursing Faculty and Students
- C. Fire Suppression – evaluate fires or fire hazards and use resources to control and evacuate.
 - 1. Newberg Fire Department
 - 2. Mutual Aid and Automatic Aid Resources from Outside the Area
 - 3. Volunteer Forces
- D. Search and Rescue – appoint search and rescue teams and acquire transportation vehicles and equipment required. Check elevators for occupants.
 - 1. GFU Security Personnel
 - 2. Volunteer Forces
 - 3. Plant Services (equipment)
 - 4. Newberg Fire Department
- E. Communications Network – establish a communications network using available resources –
 - 1. George Fox University website (www.georgefox.edu)
 - 2. Telephone (Communication Services)
 - 3. Operations Radio (Plant Services and Security radios broadcast on UHF frequencies 464.575 & 464.325)
 - 4. Broadcast Radio (KFOX 530 AM)
 - 5. Campus Computer Network
 - 6. Chehalem Valley Amateur Ham Radio Group
 - 7. Messengers (volunteer forces)
 - 8. R.A.s and Residence Life Staff
 - 9. Connect-Ed Emergency Alert
 - 10. Update City Emergency Services on Conditions as Situation Progresses

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- F. Utilities Survey – evaluate conditions of utilities and shut down or restore as able (gas, electric, steam, water, sewer).
 - 1. Plant Services
 - 2. Portland General Electric
 - 3. Northwest Natural Gas
 - 4. Newberg City Water Department
- G. Hazardous Substance Control – survey critical area and secure or clean up as needed (radioactive, biological, and chemical).
 - 1. GFU Chemical Hygienist
 - 2. Newberg Fire Department and the regional hazardous materials team (Tualitin Valley Fire and Rescue).
 - 3. Environmental Safety Coordinator

Priority 2 Objectives

- A. Facility Survey – evaluate facilities for occupancy (residential units have priority; identify and seal off contaminated areas)
 - 1. Environmental Safety Coordinator
 - 2. GFU Food Services
- B. Shelter – identify usable housing structures and organize personnel moves as needed
 - 1. GFU Food Services
 - 2. Student Life
 - 3. Plant Services
 - 4. Tilikum Center for Retreats and Outdoor Ministries
- C. Food/Drinking Water – identify supplies and establish distribution system
 - 1. GFU Food Services
 - 2. Student Life
 - 3. Plant Services
 - 4. Tilikum Center for Retreats and Outdoor Ministries
- D. Sewer System – evaluate sewer system and identify resources that can be used (develop latrines as needed)
 - 1. Plant Services
- E. Communications – establish a communications system with the campus community and advise everyone regarding availability of basic services
 - 1. KFOX
 - 2. Bullhorns
 - 3. GFU Security
 - 4. Campus Computer Network
 - 5. R.A.s and Residence Life Staff
 - 6. Connect-Ed Alerts
- F. Animal Control – contain/control and care for experimental animals on campus
- G. Criminal Activity Control – establish police security system to control crime
 - 1. GFU Security
 - 2. Newberg Police Department

EMERGENCY RESPONSE PLAN

3. Volunteers
- H. Psychological Assistance – establish a system to deal with case of mental/psychological distress
 1. GFU Health & Counseling Center
 2. Campus Pastor/Student Life
 3. Local Church Staff
 4. Psy.D. Faculty and Students
 5. Counseling Department Faculty and Students
 6. Nursing Students

Priority 3 Objectives

- A. Valuable Materials Survey – identify, survey, and secure valuable materials on campus
 1. Library/Museum/Art Department Staff
 2. President/Development Staff
 3. Volunteers
- B. Records Survey – identify, survey, and secure all George Fox University records
 1. Business Office Staff
 2. Registrar Staff
 3. Financial Aid Staff
 4. President/Development Staff
 5. Admissions Staff
 6. Academic Offices Staff
 7. Institutional Technology Staff
- C. Academic Survey – survey academic departments and determine requirements to begin academic operations
 1. School Deans
 2. Department Chairs
 3. Faculty
- D. Supplies and Equipment – develop system to review flow of supplies and equipment from outside staff
 1. Business Office Staff

General Evacuation Information

Situations requiring evacuation could include but are not limited to the following:

- ❖ Natural gas leak
- ❖ Flammable liquid spill and/or release
- ❖ Bomb threat
- ❖ Power line failure
- ❖ Hostage situation
- ❖ Hazardous chemical spill and/or release
- ❖ Tornadoes
- ❖ Flooding
- ❖ Winter storms

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In the event of a fire alarm, security officers are dispatched to the location of the alarm to lead the evacuation effort. In the event of fire, elevators are not to be used.

Evacuation Procedures

The purpose of these recommendations is to provide guidelines in the event an area evacuation becomes necessary.

- I. Units first on the scene must decide whether immediate evacuation is necessary or not. This decision can be made independently, in consultation with other officers, or by information received at the scene.
 1. Immediately designate the area to be evacuated. The evacuation will require a door-to-door check of the facility. (IMPORTANT NOTE: If a working fire, smoke, or other evidence of combustion is present, under no circumstances will anyone except fire service personnel equipped with self-contained breathing apparatus (SCBA) enter any structure).
 2. Move all evacuees to a staging area (most likely Wheeler Gymnasium), and begin a census to establish that the evacuation is complete.
- II. Evacuation of the Physically Challenged – In the event that physically challenged individuals are involved in an evacuation effort, the security officers at the scene will make every attempt to lead them to safety. The director of disability services should be consulted in developing a plan for these evacuations and establishing accountable to ensure that everyone needing assistance has been evacuated. For more detailed instructions and guidelines regarding the evacuation of a person with a disability, please refer to Appendix D.
- III. Short Term Evacuations
 1. Students are moved to the nearest safe housing lounge.
 2. Students are moved to the nearest safe non-housing lounge.
 3. Support services are employed (emergency food, showers, medical or disability related needs are arranged as needed)
- IV. Medium Term Evacuations
 1. If Wheeler gymnasium or another large building is available, this location is acceptable. When necessary, the local chapter of the American Red Cross is a valuable resource for such items as cots and blankets.
 2. Students are assigned to lounges and other university public area spaces that can be satisfactorily arranged.
 3. Students are assigned to vacant spaces in the housing system.
 4. Students are assigned to crowded spaces in the housing system

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V. Long Term Evacuations

1. All items under Medium Term Evacuations are initiated unless a substantial part of the campus is under an evacuation order.
2. Local high schools or neighboring colleges may be able to assist with housing. Again, the local chapter of the American Red Cross should be enlisted for assistance and advice.

VI. Refuge Shelters: The University shall identify appropriate shelters as needed.

Reports

Documentation of activities and an accurate recording of actions taken during an emergency will be done by all personnel involved. The Environmental Safety Coordinator will be in charge of compiling all data and records for publishing in the final report.

Emergency Operations Plan Maintenance

In order to ensure that George Fox University maintains proper operational capabilities, plan review and revision will be considered an ongoing function. The VPSL in conjunction with the CIRT will be responsible for this task on an annual basis.

Emergency Checklist

1. Have persons been evacuated?
2. Does the area need blockaded?
3. Is appropriate medical attention being provided?
4. Are the President, his/her Executive Leadership Team, and the VPSL aware of the situation?
5. Has repair crew been notified?
6. Have the Director of Security and the Director of Plant Services been notified?
7. Has the Fire Department been called?
8. Has Law Enforcement been notified?
9. Has the on-call list been executed?
10. Have emergency valves or proper valves to shutdown or reroute gas been identified and located?
11. Is supplementary housing for victims or families needed?
12. Have witnesses to the crisis been identified?
13. Has outside help been requested?
14. Has communication been established?
15. Have parents/family members been notified about injuries/deaths?
16. Is the situation under control and has the possibility of recurrence been eliminated?
17. Has the media been dealt with?
18. Have Board of Trustees members been notified?

Emergency Information Procedures

When a Crisis Occurs:

EMERGENCY RESPONSE PLAN

1. Notify the President to call a meeting of the Critical Incident Response Team members. The group should meet as soon as possible and determine a course of action.
2. If there is any possibility of the University being involved in legal action during or after the crisis, it is imperative that those involved immediately begin a chronology of what happens (when, who was involved, what was discussed, etc.). This document of record is a vital chronicle of events.
3. The VP for Finance should speak with the University's attorney and ensure availability as our "attorney of record" during the duration of the crisis.
4. Draft a brief statement stating that the institution is aware of the situation, is investigating the details, and will provide more information as it is known. Attempt to determine when more information will be available.
5. CIRT members should meet with staff members in their area to inform them of the situation and to provide a written statement of what has occurred. They should reiterate that rather than answering questions from the public, staff members should refer questions to the appropriate crisis team members. If appropriate, staff members can share information from the University's public statement and should let interested parties know where to turn for more information. (i.e., "This is what we know at this point . . . We are investigating and should have more information at 4 p.m. if you'd like to call back then.") While our policy is "no speculations, no sharing of 'unofficial' news," our concern is also to keep the community informed and up to date. Let the public know the facts and when we should know more detail. Unless they are a designated spokesperson, staff members are not to answer questions from the media.
6. To better assess the situation, all calls are logged on a tally sheet. When appropriate, record address (or phone number) on an inquiry tracking form and send background information.

Emergency Notification System

There may be rare occasions during an emergency situation when it is necessary to attempt to contact the entire University community in a timely manner. Emergency notification will be initiated by the office of the vice president of student life in most situations (with the dean of community life as a backup). The primary means of communication for George Fox University consists of the following:

- Telephone System (mass voice mail)
- Campus Email System
- SMS Text Message (to cellular phone numbers provided by students as an emergency contact) using the Connect Ed emergency alert system
- "Runners"

In addition to the above strategies, the following communication procedures will be initiated as necessary:

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- Notification of and Instructions for Building Monitors
- Notification of and Instructions for Associate Dean, Area Coordinators, and Resident Assistants
- Notification of and Instructions for Administrative Assistants
- Emergency Alert on University Website (***in case of a regional emergency that shuts down the George Fox University website, the remote website is <http://www.georgefox.info/> and it will convey critical information to the GFU community***).
- Call-in for Recorded Announcements (503-554-EVNT)

Campus Lockdown Procedures

In most cases, the decision to lock down campus should be made by the vice president for student life in consultation with the President and/or the Critical Incident Response Team. In the event that it is necessary to lock down the Newberg campus of George Fox University, the following steps should be taken:

1. The Vice President for Student Life should be contacted and he or she will make the decision as to whether an immediate decision needs to be made regarding locking down the campus or whether further consultation with the Critical Incident Response Team is possible given the nature of the incident.
2. The Connect-Ed Emergency Notification System is implemented to communicate to University employees and students to stay where they are and to stay away from campus (if they are not on campus at the time).
3. In certain circumstances, it may be necessary for Security to call Plant Services to alert them to the danger and request assistance in locking down all campus buildings. Building Monitors/Alternates can be contacted to assist as well. Of course, this should only be done in a way that doesn't make university personnel a target.
4. Security or the appropriate personnel hits the lockdown switch for the cardlock system. Every residence hall is on 24 hour cardlock access, so this will pertain to other campus buildings that are cardlocked.
5. The Newberg Police Department (supervisor) or appropriate agencies involved will take control of the situation when they arrive on campus.

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Specific Emergency Scenarios

It is impossible to outline every possible emergency that can occur on a university campus. The following are detailed scenarios of emergencies that could take place within the GFU and Newberg communities. Critical Incident Response Team members and outside agencies involved will depend entirely upon the type, scope, and duration of the emergency.

Active Shooter Protocol

ASSUMPTION: The presence of an active shooter on campus.

EMERGENCY CLASSIFICATION: 1

PRIMARY INCIDENT COMMANDER: Director of Security

PERSONS/AGENCIES INVOLVED:

- Critical Incident Response Team
- President and Executive Leadership Team
- Newberg Police Department
- Environmental Safety Coordinator
- Plant Services
- University Communications

INITIAL RESPONSE:

1. If you are involved in a situation where someone has entered the area and started shooting, the following are a list of recommended actions:
 - a. Exit the building immediately.
 - b. Notify anyone you may encounter to exit the building immediately.
 - c. Notify the police by calling 911.
 - d. Give the 911 Operator the following information:
 - i. Your name
 - ii. Location of the incident (be as specific as possible)
 - iii. Number of shooters (if known)
 - iv. Identification of shooter (if known)
 - v. Number of persons who may be involved
 - vi. Your location
 - e. Notify Campus Security at 503-554-2090

2. If you are directly involved and exiting the building is not possible, the following actions are recommended:
 - a. Go to the nearest room or office.
 - b. Close the door, lock if possible.
 - c. Cover the door windows.
 - d. Keep quiet and act as if no one is in the room.

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- e. DO NOT answer the door.
- f. Notify the police by calling 911.
- g. Give the 911 Operator the following information:
 - i. Your name
 - ii. Your location (be as specific as possible)
 - iii. Number of shooters (if known)
 - iv. Identification of shooter (if known)
 - v. Number of persons who may be involved
- h. Wait for the Police to assist you out of the building.

3. Activate Critical Incident Response Team (CIRT) and Establish Emergency Operations Center (EOC)
4. Possible initiation of campus lockdown and implementation of emergency notification system.

NOTE: As a campus with unarmed officers our directive to the officers is to immediately contact the police and then help to evacuate any personnel from the immediate area IF they can do so without becoming a target or making others a target. One officer will contact the Student Life Office to begin the notification procedure which initiates the emergency notification system and procedures outlined previously in this document. When the Newberg Police Department arrives we turn the command over to them and then assist in any way possible as we know the layout of the campus and are able to access facilities.

Avian Influenza or Similar Pandemic

ASSUMPTION: Human to Human transmission of an animal or human-animal influenza virus able to sustain community level outbreaks has been verified resulting in a pandemic or serious illness that threatens the normal operation of the University and requires significant institution-wide intervention. There are two main features of an influenza pandemic. First, the virus is a new strain that has never infected people before. Second, it's on a global scale. Sometimes it's also unusually deadly.

EMERGENCY CLASSIFICATION: 1

PRIMARY INCIDENT COMMANDER: Director of Health & Counseling Center

PERSONS/AGENCIES INVOLVED:

- Critical Incident Response Team
- Health and Counseling Center Staff
- President and Executive Leadership Team
- Yamhill County Health Department
- Residence Life/Housing
- Bon Appetit Food Service
- Environmental Safety Coordinator
- Plant Services
- Marketing & Communications

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ACTIVATE CRITICAL INCIDENT RESPONSE TEAM (CIRT) AND ESTABLISH EMERGENCY OPERATIONS CENTER (EOC)

Response to WHO Level 4 or higher pandemic (note that these response levels are different than the six phases identified by the World Health Organization – WHO).

| | Level 1: Suspected/confirmed cases in Portland area | Level 2: Suspected cases on campus or confirmed cases of on campus (In addition to Level 1 actions) |
|---|--|---|
| Critical Incident Response Team (CIRT) | <ul style="list-style-type: none"> • Meet to facilitate communication between members and update PELT • Monitor situation • Contact Marketing and Communications • Bring in Associate Dean of Residence Life for isolation planning | <ul style="list-style-type: none"> • Maintain contact among the Critical Incident Response Team |
| Health and Counseling Center Director | <ul style="list-style-type: none"> • Assume role as Primary Incident Commander • Communicate with Yamhill County Health Department regarding planning and surveillance (if required) | <ul style="list-style-type: none"> • Establish communication with deans and director of security • Notify Bon Appetit on number of potential contacts that may require isolation • Compose communication with Director of strategic communication (MarCom) and CIRT for the campus community regarding signs and symptoms protocol for referral of suspected cases • Communicate with other colleges (if applicable) • In conjunction with CIRT issue communications to campus community regarding status of disease spread, self protection and university response (Email, phone, website, all-campus meeting) |
| Campus Security | | <ul style="list-style-type: none"> • Assist director of Health and Counseling • Be available for transporting individuals to hospitals |
| Plant Services | <ul style="list-style-type: none"> • Prepare, distribute and maintain hand-washing sanitation stations on campus • Initiate increased frequency of disinfecting surfaces of concern (doorknobs, drinking fountains, etc.) | |
| Vice President of Student Life | <ul style="list-style-type: none"> • Review content of internal and external public information bulletins and announcements • Work with Marketing and Communications to select an appropriate spokesperson • Consider restricting movement on and off campus for activities and athletic events • Evaluate information on institutional effects of the incident and set priorities as appropriate • Advise President and PELT on response options | |

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| | | |
|---------------------------------------|--|---|
| | <ul style="list-style-type: none"> • Provide oversight for student, staff, and faculty, family notifications if appropriate • Receive information from director of Health and Counseling Center | |
| Marketing and Communications | <ul style="list-style-type: none"> • Draft internal and external bulletins and announcements with the Primary Incident Commander (Director of Health & Counseling Center) • Write scripts for phone tree (if advised by CIRT to do so) • Keep website updated • Appoint liaison to interface with CIRT • Write and record the bulletins and updates on the University's emergency information systems | |
| Resident Assistants | <ul style="list-style-type: none"> • Train RA's on Flu prevention and the protocol for reporting suspected cases to the Health and Counseling Center | |
| Residence Life | <ul style="list-style-type: none"> • Plan for isolating of students: • Identify roles of essential staff: leadership, communications • Health and Counseling Center trains essential personnel on risks and response | <ul style="list-style-type: none"> • Enact plan for isolating of students • Enact plan for meal delivery during isolation status: |
| Bon Appétit | <ul style="list-style-type: none"> • Ensure emergency response menu is planned for various degrees of needs • Stockpile additional food stuffs and water • Ensure food delivery process is planned and delivery supplies are in hand • Identify roles of essential staff: leadership, communications • Identify meal delivery need and method of delivery for isolated students | <ul style="list-style-type: none"> • Enact plan for meal delivery during isolation status: |
| Health & Counseling Center | <ul style="list-style-type: none"> • Initiate prophylaxis of contacts based on strength of patient presentation and CDC/prevaling medical community recommendations • Arrange for In-service training for flu for all HCC staff • Update CIRT Incident Commander (VPSL) • Initiate posters, e-mails, and campaign on self-protection | <ul style="list-style-type: none"> • Monitor health care workers • Follow state and county protocol for patient testing • Recommend isolating and monitoring suspected cases |
| Institutional Technology | <ul style="list-style-type: none"> • Assess supplemental hardware and software needs for campus - <ul style="list-style-type: none"> ○ Student Life ○ Health and Counseling ○ Marketing and Communications ○ Human Resources ○ Telecommunications • Provide webpage support. • Publish messages from MarCom on a periodic basis on website • Assist with e-mail message distribution | |

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Biological Terrorism (Actual or Threat)

ASSUMPTION: The threat or implementation of an intentional introduction of biological agent(s) into the environment.

EMERGENCY CLASSIFICATION: 1

PRIMARY INCIDENT COMMANDER: Environmental Safety Coordinator

PERSONS/AGENCIES INVOLVED:

- Critical Incident Response Team
- President and Executive Leadership Team
- Campus Security Department
- Police Department
- Environmental Safety Coordinator
- Plant Services
- Fire Department
- University Communications

INITIAL RESPONSE:

1. Call 9-1-1 and Activate Emergency Resources
2. Call of threat or actual deployment received. The staff member receiving the threat should attempt, to the extent possible, to obtain the following information:
 - The exact location of the deployment -- building, floor, room number, number of windows, type of delivery (mail, US Postal or campus, etc.), appearance of substance
 - Contact Plant Services to shut down ventilation system.
3. Dispatch Security Officer to the scene
 - Security Officer will secure the scene
 - Officers are not to touch anything (crime scene protection protocol to be followed.)
 - Determine whether or not human contamination has occurred.
 - Environmental Safety Coordinator or designee contacted
 - Incident Command established
 - Vice President for Student Life notified
 - Appropriate Senior Managers notified
 - Director of Security notified
 - University Communications notified
 - Note: Fire Department will assume scene control upon arrival.
4. An all-campus advisory should be issued. The general threat may exist; students and employees should be advised to take general but special care.
 - ✓ Duct-tape all windows and doors
 - ✓ Practice good hygiene
 - ✓ Up-to-date immunizations
 - ✓ Area sanitation

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- ✓ Mail Considerations: Special attention should be afforded mail reception, including:
 - No return address
 - Excessive postage
 - Handwritten or poorly typed addresses
 - Misspelling of common words
 - Restrictive markings such as
 - a. “Confidential”, “Personal”, etc.
 - b. Excessive weight and/or
 - c. A fell of powdery substance.
 - d. Addressed to title only (no name) or incorrect title
 - Protruding wires
 - Lopsided or uneven
 - Rigid or bulky
 - Strange odor (casually noticeable; never sniff or taste any suspicious substance)
 - Oily stains, discoloration or crystallization on wrapper
 - Excessive tape or string
 - Shows a city or state in the postmark that does not match the return address
 - Overseas, unfamiliar postmark
 - Homemade envelopes, especially brown paper bag material.

- 5. What should you do?
 - If it is mail that you have opened, set it down gently at the location where you first opened it, move to an area that will minimize your contact with others and call emergency number.
 - If it is an item that you find, LEAVE IT ALONE and call the emergency number. If possible suggest that the building’s ventilation system be shut down.
 - Remain calm.
 - Try and keep the area secure until emergency responders arrive.

- 6. What should you NOT do?
 - Do not pass the letter around for others to see
 - Do not shake the parcel or envelope
 - Do not ignore the potential threat; treat it as legitimate until proven otherwise.

BIOLOGICAL SUSPICIOUS MAIL GUIDELINES

Due to the need for tightened security on incoming mail, we are advising that only regular employees half time and above open mail – not work study or temporary help. There is a need to be alert to the threat of mail terrorist attacks. If possible, it is advised that the mail be opened in an enclosed area to reduce the risk. The employees responsible for this task should be well trained and observant.

Keep zip lock bags and vinyl gloves stocked at a mail opening station. Gloves may be worn to open mail but it is not necessary.

Before opening any mail, examine all individual pieces of mail.

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SUSPICIOUS Mail Characteristics *as outlined by the US Postal Service* – Watch for this type of items. The piece should contain an **accumulation** of these characteristics before taking action. However, if at any time you are concerned, please consider the piece as suspicious mail and handle accordingly (see guidelines below).

- Unknown sender
- Excess postage
- Hand-written address with no return address (or one that can't be verified as legitimate).
- Past employee name – outdated information for the recipient
- Excess tape
- Incorrect type of tape used – masking tape, duct tape
- Unusual weight given its size or if it's lopsided
- Marked with restrictive endorsements such as "Personal" or "Confidential"
- Postmark not matching return address Note: some business mail may have return address that is different from postmark (Drop shipments).
- Oily stains
- Odors
- Powder visible

IF Suspicious Piece of Mail is found: (Some of these items can be done simultaneously by other employees in the area.)

1. Call 9-1-1 and Activate Emergency Response
2. Evacuate the Area
3. If you MUST Handle the Item . . .
 - a. Bag the item in a zip lock plastic bag and seal.
 - b. Wash hands in cold water using antibacterial soap
 - c. Apply vinyl gloves.
 - d. Bag the item in a 2nd zip lock plastic bag and seal.
 - e. Remove gloves in safe manner and bag them in a zip lock bag. Seal it.
 - f. Wash hands again using cold water and antibacterial soap.
 - g. Isolate the item and your bagged gloves away from other people in the office.
4. Call **Security Ext. 2090**, Supervisor and Bldg Monitor.

SECURITY PROTOCOL

Note: Supervisor and/or building monitor can start the evaluation/action while waiting for security response.

1. Evaluate the threat – why is the mail piece suspect.
2. Verify return address information using readily available resources:
 - Directory assistance
 - Internet databases (white pages)
3. Contact sender regarding contents of mailing.

If piece is still suspicious and . . .

- **No substance** in the mail piece – contact the Inspection Service at (503) 279-2060. Follow their advice.
- **Unknown Substance** in or spilling out of mail piece **or** mailing with **known association** to the anthrax scare:

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- **Call 9-1-1 and Activate Emergency Response**
- **Call Environmental Safety Coordinator,** Dan Schutter Ext. 2014 to have HVAC system in building shut off
- **Contact** the local law enforcement
- **Call** the USPS Inspection Service at (503) 279-2060.
- **Seal** the building.
- **Work with** Building Monitor for guidelines on occupants
- **Notify** Mail Service Director of possible contamination to close down mail processing.
- **Follow-up determination**
 - **If mail piece is contaminated**, follow law enforcement and inspection service advise
 - **If mail piece is found to be non-contaminated**, release occupants.

Bomb Threat

ASSUMPTION: A bomb threat is phoned or mailed into GFU

EMERGENCY CLASSIFICATION: 1

PRIMARY INCIDENT COMMANDER: Director of Security/Environmental Safety Coordinator

PERSONS/AGENCIES INVOLVED:

- Critical Incident Response Team
- President and Executive Leadership Team
- Campus Security Department
- Police Department
- Environmental Safety Coordinator
- Plant Services
- Fire Department
- University Communications

INITIAL RESPONSE:

1. At the time a threat is received, there are three possible options:
 - a. Ignore the threat
 - b. Evacuate immediately
 - c. Search and evacuate if warranted -- It shall be the policy of GFU that upon receipt of a bomb threat, the building involved will be evacuated and a search commenced.

2. Telephone Threat:
 - a. All personnel, especially Front Desk receptionists, are advised to follow the procedures listed below if they receive a bomb threat over the telephone.
 - i. Remain calm. This type of response may assist in obtaining more information from the caller, especially if the caller wishes to avoid injuries or

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death. If told that the structure is occupied and cannot be evacuated in time, the caller may be willing to give more specific information on the device, such as type and location.

- ii. The bomb threat caller is the best and maybe the only source of information. When the bomb threat is called in:

- Keep the caller on the line as long as possible. Ask him/her to repeat the message. Record the conversation if possible.
- If the caller does not indicate the location of the bomb or the time of possible detonation, ask for that information.
- Inform the caller that the building is occupied and detonation could result in injury or death.
- Pay particular attention to background noises such as motors running, music playing and any other noises that may give a clue as to the location of the caller.
- Listen closely to the voice of the caller, male or female, calm or agitated, accent, etc.

- iii. Remain available; law enforcement personnel will want to interview the staff member receiving the threat.

3. Call 9-1-1 – police and fire departments will notify the nearest bomb disposal unit at their discretion
4. Security Office notified and assist in securing and evacuating area if necessary
5. Evacuate the area if necessary: Once the decision to evacuate a building has been made, the evacuation team will begin PRIORITY EVACUATION, e.g., evacuating the floors above or below the danger area (if known) to remove those persons from danger as quickly as possible. The evacuation team will be trained in evacuation and search techniques and not in the techniques of neutralizing, removing or otherwise having contact with the device. If a device is located, it will be well marked and a route to the bomb established, but otherwise the device should remain undisturbed.
6. Designate a chain of command and establish a command center
7. Have a contingency plan should the bomb go off.
8. Maintain a blueprint of floor diagrams
9. Establish primary and secondary methods of communication. (CAUTION: THE USE OF THE RADIO SYSTEM DURING A SEARCH CAN CAUSE PREMATURE DETONATION OF AN ELECTRICAL BLASTING CAP.)

SECONDARY RESPONSE:

1. Vice President for Student Life notified -- plans for relocation made (if necessary)
2. Activate Critical Incident Response Team (CIRT) and Establish Emergency Operations Center (EOC)
3. President and Executive Leadership Team notified

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4. Director of Plant Services notified
5. Environmental Safety Coordinator notified
6. University Communications notified

TELEPHONE BOMB THREAT CHECKLIST:

1. Keep calm: do not get excited or get others excited.
2. Time Call is Received:
3. Time Call is Terminated:
4. Exact words of the caller
 - Delay: Ask caller to repeat the message
 - QUESTIONS YOU SHOULD ASK:
 - i. What time is the bomb set to explode?
 - ii. Where is the bomb located? Building: Floor: Area:
 - iii. What kind of bomb is it?
 - iv. Description of bomb.
 - v. Why has the bomb been planted?
 - VOICE DESCRIPTION:
 - i. Male/ Female
 - ii. Young, Old, Middle-aged
 - iii. Calm/ Nervous
 - iv. Rough/ Refined
 - v. Accent: yes/no Describe:
 - vi. Speech impediment: yes/no Describe
 - vii. Unusual phrases:
 - BOMB THREAT CHECK LIST:
 - i. Do you recognize the voice?
 - ii. Who do you think it was?
 - iii. Background noises:
 1. Music
 2. Running Motor (type)
 3. Traffic Whistles
 4. Bells
 5. Horns
 6. Aircraft Tape Recorder
 7. Machinery
 8. Other
 - ADDITIONAL INFORMATION:
 - i. Did caller indicate knowledge of the facility? If so, in what way?
 - ii. On what line did you receive the call?
 - iii. Is the number listed?
 - iv. Signature

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v. Date

MAIL BOMB THREAT:

When a written threat is received, save all materials including the envelope or container. Once the material is recognized as a bomb threat, further unnecessary handling must be avoided. Every effort must be made to protect such evidence as handwriting, typewriting, postmarks and paper. It is imperative that personnel involved in the search be instructed that their only mission is to search for and report suspicious objects. **UNDER NO CIRCUMSTANCES SHOULD ANYONE MOVE, JAR OR TOUCH A SUSPICIOUS OBJECT** or anything attached to it. The removal or disarming of a bomb must be left to professionals in explosive device disposal. When a suspicious object is discovered, the following procedures are recommended:

1. Call 9-1-1 and Activate Emergency Response
2. Report the location and an accurate description of the object to the appropriate team leader. This information should be relayed immediately to the Director of Security or Environmental Safety Coordinator who will notify all appropriate emergency personnel.
3. If you are isolated and can't get out of the area, place sandbags or mattresses (never metal shields) around the object. Do not attempt to cover the object.
4. Identify the danger area and block it off with a clear zone of at least 300 feet, including floors above and below the area.
5. Check to see that all doors and windows are open to minimize primary damage from the blast and secondary damage from fragmentation.
6. Do not permit re-entry to the building until the device has been removed/disarmed, and the building declared safe for re-entry.

Chemical Terrorism

ASSUMPTION: The threat or the implementation of an intentional chemical release in the campus community is made known.

EMERGENCY CLASSIFICATION: 1

PRIMARY INCIDENT COMMANDER: Environmental Safety Coordinator

PERSONS/AGENCIES INVOLVED:

- Critical Incident Response Team
- President and Executive Leadership Team
- Campus Security
- Environmental Safety Coordinator
- Plant Services Department Representative
- Police Department
- Fire Department

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- University Communications

INITIAL RESPONSE:

1. Call 9-1-1 and Activate Critical Incident Response Team (CIRT) and Establish Emergency Operations Center (EOC)
2. Call of threat or actual deployment received by receptionist
3. Environmental Safety Coordinator notified
4. Director of Security or designee notified
5. To the extent possible, all affected will be evacuated by Security officers and the area will be secured
7. An all-campus advisory should be issued. The general threat may exist; students and employees should be advised to take general but special care.
 - ✓ Duct-tape all windows and doors
 - ✓ Practice good hygiene
 - ✓ Up-to-date immunizations
 - ✓ Area sanitation
 - ✓ Mail Considerations: Special attention should be afforded mail reception
6. Incident command established
 - President and Executive Leadership Team notified
 - Local Law enforcement agencies notified
 - Director of strategic communication notified
 - It will be the responsibility of the Security Office to assist the outside agencies in any way possible.

Campus Disturbance, Disruption, or Civil Protest

ASSUMPTION: Any campus disruption that threatens the health, safety, or normal operations of the George Fox Community or its guests falls into this category. A civil protest will usually take the form of an organized public demonstration of disapproval or display disagreement with an idea or course of action. It should be noted that in many cases campus protests such as marches, meetings, picketing and rallies will be peaceful and non-obstructive. A protest should not be disrupted unless one or more of the following conditions exists as a result of the demonstration:

1. Disruption of the normal operations of the University
2. Obstructing access to offices, buildings, or other University facilities
3. Threat of physical harm to persons or damage to University facilities
4. Willful demonstrations within the interior of any University building or structure, except as specifically authorized and subject to reasonable conditions imposed to protect the rights and safety of other persons and to prevent damage to property

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5. Unauthorized entry into or occupation of any University room, building, or area of the campus, including such entry or occupation at any unauthorized time, or any unauthorized or improper use of any University property, equipment, or facilities.

EMERGENCY CLASSIFICATION: Variable

PRIMARY INCIDENT COMMANDER: Vice President for Student Life or Dean of Community Life

PERSONS/AGENCIES INVOLVED:

- Critical Incident Response Team
- President and Executive Leadership Team
- Campus Security Department
- Police Department
- Fire Department
- University Communications

INITIAL RESPONSE:

1. Call received
 - Get a description of the person(s) causing the disturbance
 - Gather key details of what happened
 - a. Location (building, entrance, floor, room, etc.)
 - b. Approximate number of leaders
 - c. Size of group
 - d. Obvious objective or demand of group
 - e. Group is: rational? Organized? Violent? Etc.?
2. Emergency personnel notified via 9-1-1 if necessary
3. Security Officer dispatched to scene
4. Director of Security notified
5. As much as possible, secure the area
7. President's Executive Leadership Team and VPSL notified
8. Director of strategic communication notified
9. In a classroom situation:
 - direct the disruptive person(s) to leave the classroom
 - if the person does not leave, have the situation reported to Campus Security or 9-1-1 depending on the seriousness of the disruption (be prepared to provide all pertinent information)
 - If the safety of others is threatened dismiss the class immediately
10. Secure the scene if necessary

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- Security Office
 - Fire Department
 - Police Department
11. Provide for psychological assistance if necessary -- Director of Health and Counseling Center

Crimes of Violence or Sex (High Publicity)

ASSUMPTION: Violent incidents including but not limited to assaults and workplace violence can occur on the University campus with little or no warning.

EMERGENCY CLASSIFICATION: 2

PRIMARY INCIDENT COMMANDER: Vice President for Student Life or Dean of Community Life

PERSONS/AGENCIES INVOLVED:

- Health and Counseling Center
- Campus Security
- Dean of Community Life
- Police Department
- Local, State, or Federal Authorities (depending on seriousness)

INITIAL RESPONSE:

1. Call 9-1-1
 - a. What is happening
 - b. The location
 - c. Who is involved
 - d. Type of weapon(s) involved, if any
 - e. Your name and address

NOTE: If it is known that a weapon is involved, the Newberg Police Department will be called immediately and will be the first responders rather than Campus Security.

2. Contact Campus Security and Director of Security
3. Call VPSL or his designee
4. Activate Critical Incident Response Team (CIRT) and Establish Emergency Operations Center (EOC)

SECONDARY RESPONSE:

1. Provide for psychological assistance -- contact Director of Health and Counseling Center
2. Contact University Communications

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3. Notify the President and his or her Executive Leadership Team

Death of a Student (On-Campus)

ASSUMPTION: A student has died on campus.

EMERGENCY CLASSIFICATION: 1

PRIMARY INCIDENT COMMANDER: Vice President for Student Life or Dean of Community Life

PERSONS/AGENCIES INVOLVED:

- President and Executive Leadership Team
- Dean of Community Life
- Campus Security
- Campus Ministries
- Police Department
- Fire Department
- University Communications

INITIAL RESPONSE:

1. Emergency personnel notified via 9-1-1
2. Security Officer dispatched to scene – assist local law enforcement in securing scene as a crime scene
3. Vice President for Student Life notified -- If the death occurs during class or a university activity, the faculty member or staff member should notify the VPSL immediately after responding to the situation as warranted. The VPSL will contact persons listed below if a student is seriously injured or dies:
 - a. The local fire department and police (9-1-1) to secure the assistance of paramedics, etc.
 - b. The Director of the Health and Counseling Center to secure necessary medical or psychological assistance.
 - c. President's Executive Leadership Team notified
 - d. Director of strategic communication notified

SECONDARY RESPONSE:

1. The University has created an extensive protocol to be used in the case of the death of a student. This protocol is available in the Student Life Office and other offices impacted by such an event.

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Earthquake

ASSUMPTION: An earthquake hits this area.

EMERGENCY CLASSIFICATION: 1

PRIMARY INCIDENT COMMANDER: Environmental Safety Coordinator

PERSONS/AGENCIES INVOLVED:

- Critical Incident Response Team
- Director of Security
- Environmental Safety Coordinator
- Plant Services Department Representative
- Police Department
- Dean of Community Life
- Fire Department
- Director of strategic communication

ACTIVATE CRITICAL INCIDENT RESPONSE TEAM (CIRT) AND ESTABLISH EMERGENCY OPERATIONS CENTER (EOC)

INITIAL RESPONSE:

1. If INDOORS, immediately take cover under a solid piece of furniture such as a desk or table. Since doorways in most structures are reinforced, standing in the threshold of a doorway would also afford protection. Stay away from glass, windows, shelves, and heavy equipment.
2. If OUTDOORS, move quickly away from buildings, utility poles, and other structures (avoid power or utility lines as they may be energized)
3. Aftershocks also occur following an earthquake. Do not assume that structures are safe because they have no visible damage. Aftershocks may cause further structural damage after the initial shock has subsided.
4. After the initial shock, evaluate the situation and if emergency help is necessary, call appropriate emergency response personnel (police and fire).
5. Report any injuries immediately.
6. Contact Campus Security at x2090.
7. Damage to facilities should be reported to Plant Services.
8. If there is a strong odor of gas, relay this information to Campus Security and Plant Services and evacuate the building.

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Fires

ASSUMPTION: Fire with visible flames or strong odors of burning

EMERGENCY CLASSIFICATION: Variable

PRIMARY INCIDENT COMMANDER: Environmental Safety Coordinator

PERSONS/AGENCIES INVOLVED:

- Critical Incident Response Team
- Director of Security
- Environmental Safety Coordinator
- Plant Services Department Representative
- Police Department
- Dean of Community Life
- Fire Department
- Director of strategic communication

INITIAL RESPONSE:

1. For the person discovering the fire:
 - a. Extinguish only if you can do so safely and quickly
 - A. In case of emergency, dial 9-1-1
 - B. Call Campus Security – 2090
 - b. If the fire cannot be extinguished:
 - A. Confine the fire by closing the doors
 - B. Pull the nearest fire alarm
 - C. Dial 9-1-1
 - D. Alert others
 - E. Meet the fire department when they arrive
2. For occupants of the building:
 - a. Close the doors to your immediate area
 - b. Evacuate the building via the nearest exit. Assist others as necessary
 - c. Do not use elevators
 - d. Avoid smoke filled areas
3. For persons evacuating from the immediate fire area:
 - a. Feel door from top to bottom. If it is hot do not proceed; go back.
 - b. If door is cool, crouch low and open the door slowly. Close door quickly if smoke is present so you do not inhale it
 - c. If no smoke is present, exit the building via the nearest stairwell or exit
 - d. If you encounter heavy smoke in a stairwell, go back and try another stairwell
4. For University personnel
 - a. Security and Director of Security notified
 - b. Secure the scene
 - c. President and Executive Leadership Team notified
 - d. VPSL notified
 - e. Director of Plant Services notified

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- f. Provide for medical care if needed
- g. Plans for relocation of building occupants

Flood

ASSUMPTION: Flooding caused by domestic water system or by rivers and/or streams overflowing their banks.

EMERGENCY CLASSIFICATION: 2

PRIMARY INCIDENT COMMANDER: Environmental Safety Coordinator

PERSONS/AGENCIES INVOLVED:

- Critical Incident Response Team
- Director of Security
- Environmental Safety Coordinator
- Plant Services Department Representative
- Police Department
- Dean of Community Life
- Fire Department
- Director of strategic communication

INITIAL RESPONSE:

1. For University personnel
 - b. Security and Director of Security notified
 - c. Secure the scene
 - d. President and Executive Leadership Team notified
 - e. VPSL notified
 - f. Director of Plant Services notified
 - g. Provide for medical care if needed
2. Plans for relocation of building occupants and essential records and building contents.

Hazardous Materials Incident

ASSUMPTION: A hazardous materials incident may be a spill or release of chemicals, radioactive materials or biological materials inside a building or to the environment. The user may manage simple spills. Major spills or emergencies require emergency assistance from 24-hour emergency agencies, i.e., the city Fire Department or Hazardous Material team.

EMERGENCY CLASSIFICATION: Variable

PRIMARY INCIDENT COMMANDER: Environmental Safety Coordinator

EMERGENCY RESPONSE PLAN

PERSONS/AGENCIES INVOLVED:

- Critical Incident Response Team
- Director of Security
- Environmental Safety Coordinator
- Plant Services Department Representative
- Police Department
- Fire Department
- Director of strategic communication

INITIAL RESPONSE:

1. Dial 9-1-1 if deemed necessary
2. Evacuate building or location and assemble at a safe distance . . . account for individuals
3. Contact primary Incident Commander
 - a. Determine if emergency responders are needed
 - b. Determine if immediate hazards are under control and the situation is stabilized
 - c. Determine if the site can be reoccupied or if further remediation or repair is needed – after consultation with the appropriate emergency response agency (fire department or regional HAZMAT team)
4. Contact Security to secure scene and direct emergency personnel
5. Contact local emergency responders if needed

SECONDARY RESPONSE:

1. Prepare media response (University Communications)
2. Notify President, Executive Leadership Team, and VPSL
3. Arrange for relocation of occupants as needed

Hostage Situation

ASSUMPTION: One or more of the members of the GFU community are held against their will on college property. The assailant may or may not be a member of the GFU community.

EMERGENCY CLASSIFICATION: 1

PRIMARY INCIDENT COMMANDER: Director of Security

PERSONS/AGENCIES INVOLVED:

- Director of Security
- Environmental Safety Coordinator
- Plant Services Department Representative
- Dean of Community Life
- Police Department
- Director of strategic communication
- Newberg Fire Department/EMS on Standby

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ACTIVATE CRITICAL INCIDENT RESPONSE TEAM (CIRT) AND ESTABLISH EMERGENCY OPERATIONS CENTER (EOC)

INITIAL RESPONSE:

- If you are involved in a hostage situation, take the following actions:
 - Take cover – protect yourself and those near you. Call 911. Be prepared to answer the following:
 - Where exactly is the incident taking place?
 - How many hostages?
 - How many assailants?
 - Types of weapons?
 - Demands?
 - Analyze the situation – follow instructions of first responders
 - Until instructions are received, use your best judgment to determine whether immediate evacuation away from the threat area – or remaining in place under cover – is the most prudent course of action.
 - When law enforcement officials are engaging with perpetrators, keep low and immobile – don't make yourself a target of opportunity.
 - Assailants may be working singly or as a team. Maintain extreme vigilance until "all clear" is sounded.
 - Render first aid assistance to casualties in your immediate area.
 - Observe and note events carefully – your timely and accurate information when relayed to authorities can have a significant impact on the resolution of the emergency.
- Director of Security notified
- Police Department notified. Note: Upon arrival, police will take command of the scene.
- Security officers, to the extent possible, will secure the scene.
- President notified and Incident Command set up.
- Director of strategic communication notified.

NOTE: As a campus with unarmed officers our directive to the officers is to immediately contact the police and then help to evacuate any personnel from the immediate area IF they can do so without becoming a target or making others a target. One officer will contact the Student Life Office to begin the notification procedure which initiates the emergency notification system and procedures outlined previously in this document. When the Newberg Police Department arrives we turn the command over to them and then assist in any way possible as we know the layout of the campus and are able to access facilities.

Multiple Injury/Fatality Accidents

ASSUMPTION: An accident on or off-campus has resulted in multiple student and/or employee injuries and/or fatalities.

EMERGENCY CLASSIFICATION: 1

PRIMARY INCIDENT COMMANDER: Vice President for Student Life

EMERGENCY RESPONSE PLAN

PERSONS/AGENCIES INVOLVED:

- Critical Incident Response Team
- President and Executive Leadership Team
- Campus Security
- Campus Ministries
- Police Department
- Plant Services
- Fire Department
- University Communications

ACTIVATE CRITICAL INCIDENT RESPONSE TEAM (CIRT) AND ESTABLISH EMERGENCY OPERATIONS CENTER (EOC)

INITIAL RESPONSE:

1. Emergency personnel notified via 9-1-1
2. Security Officer dispatched to scene – assist local law enforcement in securing scene
4. Vice President for Student Life notified -- If the injuries/deaths occur during class or a university activity, the faculty member or staff member should notify the VPSL immediately after responding to the situation as warranted. The VPSL will contact persons listed below if students are seriously injured or die:
 - a. The Director of the Health and Counseling Center to secure necessary medical or psychological assistance.
 - b. President's Executive Leadership Team notified
 - c. Director of strategic communication notified
5. Family notification (Vice President of Student Life or designee):
 - Nature of the death
 - Location of the death
 - Additional information, as appropriate
 - Phone numbers of the VPSL, President, funeral home, etc.
8. Notification of student body and university community by Student Life Office.

SECONDARY RESPONSE:

1. The University has created an extensive protocol to be used in the case of the death of a student. This protocol is available in the Student Life Office and other offices impacted by such an event.

Weapons Possession

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ASSUMPTION: An armed assailant is reported on campus. It shall be the policy of the Security department that this report be handled in the same way, whether the armed individual is a student or a non-student.

EMERGENCY CLASSIFICATION: 1

PERSONS/AGENCIES INVOLVED:

- Director of Security
- Environmental Safety Coordinator
- Plant Services Department Representative
- Police Department
- Fire Department
- Director of strategic communication

INITIAL RESPONSE:

- Security Office is notified
- Police Department is notified
- Director of Security or designee is notified
- GFU Security officers will, to the extent possible, secure the area where the assailant is reported. If possible, the type of weapon should be identified when the call is received. **UNDER NO CIRCUMSTANCES WILL ANY GFU SECURITY OFFICER APPROACH THE INDIVIDUAL OR ATTEMPT TO MAKE CONTACT WITH AN ARMED INDIVIDUAL.**
- Police Department notified
- The police department will assume full and complete control of the incident upon their arrival on the scene.
- Senior Managers notified
- VPSL/Dean of Community Life notified
- Director of strategic communication notified

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Recovery and Reporting

Cleanup, Salvage and Recovery

Following an emergency, maintenance, risk management and other college personnel should act quickly to initiate cleanup and salvage operations. These efforts should include the following:

1. Separate undamaged property from damaged property.
2. Make temporary repairs as to minimize further damage.
3. Arrange for decontamination, if necessary.
4. Notify insurance carriers, vendors and other firms or agencies involved in damage assessment and property replacement.
5. Contact government agencies and private organizations that can assist in the recovery process. For example, government agencies can (and, in some cases must) help with inspections, permits, certificates of occupancy and the removal/disposal of some types of debris. Insurance carriers not only can help with damage assessments, but also can provide technical (e.g., engineering) assistance.
6. Put into effect pre-loss agreements for alternate facilities, services, etc.
7. Itemize and document damages and losses (e.g. with photographs).
8. Draft a recovery schedule and estimate the costs of recovery.

Initial Disaster Report

1. Narrative (What happened? e.g., type of incident)
2. Time of incident
3. Location of Incident
4. Extent of damage or loss
5. Estimate of casualties
6. Estimate of relocates
7. Type and extent of assistance required (if known)
8. Additional remarks pertinent to incident

After Action Report

The After Action Report is to be completed by all University departments responding to a particular critical incident.

- I. It is essential that all departments compile and maintain a systematic means of recording the activities of management and staff in order to assure:
 - A means of determining the sequence of causative events and corrective actions.
 - A means of determining responsibility and/or liability, in the event of suits, judgments and other court actions arising from the emergency.
 - A means of furnishing other supporting agencies with substantiating documentation should the need arise.
 - A means by which the response and action of University agencies may be evaluated.

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- II. The following are the primary items to be addressed in an After Action Report. Supporting Documentation should be maintained by the Primary Incident Commander, supervisor, or the on-the-scene manager of each department.
- A. General
 1. Description of the emergency
 2. Time your department received the cal
 3. Location (be as exact as possible)
 4. Sites
 5. Dates
 - B. Strengths (include personnel committed to incident)
 1. Management
 2. Clerical
 3. Administrative
 4. Other
 - C. Operations summary – include all significant events on a time-phase basis:
 1. Planning – preparation
 2. Alerting – warning
 3. Operations – response
 4. Post operations – recovery
 5. Communications – operations, means and equipment
 6. Training – prior and subsequent to the emergency. Indicate in what specific areas.
 - D. Administration
 1. Information and education activities
 2. Special affairs
 3. Internal – morale and discipline problems
 4. Property losses/ human casualties
 - E. Supplies and equipment
 1. Special supplies and equipment used
 2. Needed supplies and equipment, available
 - F. Problems
 1. Personnel
 2. Information – planning, etc.
 3. Operations
 4. Organization
 5. Training
 6. Supplies and equipment.
 7. Communications
 - G. Lessons learned and/or recommendations for the future.

DAMAGE ASSESSMENT: Damage assessment should be done as soon as practical, but only when the safety of the personnel doing the assessment is not in jeopardy. Damage assessment should consider not only immediate or obvious damage but should also include imminent damage potential, which may occur if prompt salvage activities are not initiated.

- Injuries
- Property damage
- Business interruption
- Prioritize salvage/repair efforts

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Outside Organization Identification and Assistance:

In the event of a widespread disaster, a number of organizations will be available to assist with recovery efforts.

- Governmental: permits, inspection, certificates of occupancy, debris removal, transport and disposal.
 - Local, State and Federal
- Contractual
- Insurance
 - Claims adjustment staff assistance
 - Engineering staff assistance

NOTE: The information regarding the After Action Report is taken from the recovery section of the disaster guide of the Travelers Property Casualty.

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Appendices

Appendix A: Additional Resources

There are a number of additional resources that are available regarding crisis response. These include the following:

Federal Emergency Management Agency

Web site: www.fema.gov

Red Cross

Web site: www.redcross.org

The Office of Homeland Security

Web site: www.whitehouse.gov/homeland

A Guide to Citizen Preparedness

Are You Ready? A Guide to Citizen Preparedness brings together facts on disaster survival techniques, disaster-specific information, and how to prepare for and respond to both natural and human disasters.

Web site: www.fema.gov/areyouready

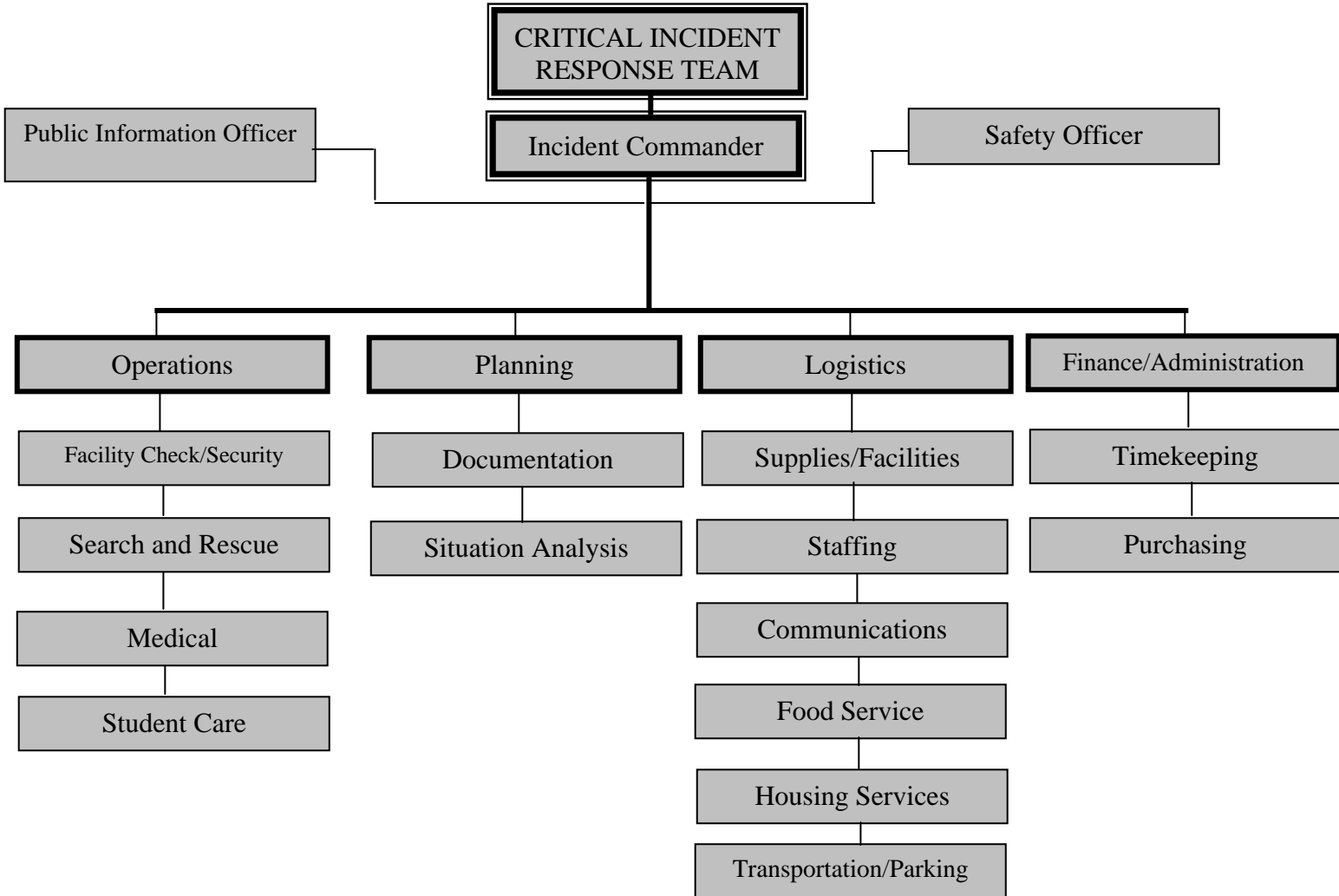
DisasterHelp

The DisasterHelp Web site is an initiative of the federal government aimed at greatly enhancing Disaster Management on an interagency and intergovernmental basis.

Web site: www.disasterhelp.gov

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Appendix B: Critical Incident Organizational Chart



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Appendix C: Emergency Shutoffs

Information regarding emergency shutoff locations and procedures is contained in notebooks located in the Plant Services Building at the Front Desk and the Plant Services Library. These notebooks are updated regularly by the Plant Services Department.

Appendix D: Emergency Evacuation of Persons with Disabilities

Prepare yourself before an emergency occurs by locating refuges and exits. Discuss and practice with your colleagues how an evacuation will be handled. After identifying the exits, each person with a disability should ask a co-worker, friend, or fellow student to provide assistance if an emergency develops.

Evacuating a disabled or injured person by yourself is the last resort. Consider your options and the risks of injuring yourself and others in an evacuation attempt.

Some people have conditions that can be aggravated or triggered if they are moved incorrectly. Remember that environmental conditions (smoke, debris, loss of electricity) will complicate evacuation efforts.

General guidelines (may not apply in every circumstance)

- Two or more trained volunteers, if available, should conduct the evacuation.
- Do not evacuate disabled people in their wheelchairs. Wheelchairs will be evacuated, later if possible.
- Always ask disabled people how you can help before attempting any rescue technique or giving assistance. Ask how they can best be assisted or moved, and if there are any special considerations or items that need to come with them.
- Before attempting an evacuation, volunteers and the people being assisted should discuss how any lifting will be done and where they are going.
- Proper lifting techniques (e.g. bending the knees, keeping the back straight, holding the person close before lifting, and using leg muscles to lift) should be used to avoid injury to rescuers' backs. Ask permission of the evacuee if an evacuation chair or similar device is being considered as an aid in an evacuation. When using such devices, make sure the person is secured properly. Be careful on stairs and rest at landings if necessary.
- Certain lifts may need to be modified depending on the disabilities of the people.

Hearing Impaired

Some buildings on campus are equipped with fire alarm strobe lights; however, some are not. Persons with hearing impairments may not hear audible emergency alarms and will need to be alerted of emergency situations. Emergency instructions can be given by writing a short explicit note to evacuate.

Get the attention of a person with a hearing disability by touch and eye contact. Clearly state the problem. Gestures and pointing are helpful, but be prepared to write a brief statement if the person does not seem to understand. Offer visual instructions to advise of safest route or direction by pointing toward exits or evacuation maps.

Visually Impaired

Most people with a visual impairment will be familiar with their immediate surroundings and frequently traveled routes. Since the emergency evacuation route is likely different from the commonly traveled route, persons who are visually

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impaired may need assistance in evacuating. Give verbal instructions to advise about safest route, estimated distances, and direction. DO NOT grasp a visually impaired person's arm. Ask if he or she would like to hold onto your arm as you exit, especially if there is debris or a crowd. Give other verbal instructions or information (i.e. "elevators cannot be used," "there is a handrail on your right," "here is the curb; step up").

Appendix E: Media Protocol

The Director of strategic communication will coordinate the following efforts:

- Prepare a news release (with regular updates) for the Switchboard Operator, appropriate media organizations, educational institutions, and church and community leaders.
- Prepare an update for the campus Web Site.
- Use voice mail and e-mail to notify faculty, staff, and students of the time and place of any crisis related meetings or information.
- Announce the plan for disseminating further information during the day (notes in mailboxes, voice mail, e-mail, meetings, Chapel and special phone lines, etc).
- Distribute the names of the CIRT through publication in relevant campus directories.
- Keep the Executive Leadership Team members informed regarding the crisis.
- Establish a voice mail hotline for on and off-campus inquiries (need #). Establish a separate line for the families of victims (need #). Keep copies of the message pertaining to each of these.
- Supervise ESC 109 as the media briefing area and arrange for all corresponding services (food and drinks, phone needs, fax access, etc.). The secondary location is Hoover 104.
- Provide for and coordinate the videotaping and/or photographic documentation of all scenarios associated with or relevant to the crisis.
- Collect newspaper articles, and record audio and video news reports.
- Recruit students for general assistance activities (food, media assistance, etc.)

Appendix F: Mutual Aid

In consideration of the advantages to be derived, George Fox University may join with other agencies in mutual assistance agreements to provide for the dispatch of equipment and personnel needed to respond to an emergency. The equipment and personnel listed in the mutual aid agreement shall be made available upon request to the highest ranking person available in the chain of Emergency Command.

Each party waives all claims against the other for compensation for any loss, damage, personal injury, or death occurring as the consequence of the performance of this agreement. Current mutual aid agreements include those between George Fox University and

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- 4 - electric skill saw
- 12 ea. round shovels, square shovels, rakes
- 6 ea. pick axe, sledge hammers, chains
- 1 - 120 volt jack hammer
- 1 - 8000 watt Miller generator (120v/240v/220 amp welder) on trailer
- 1 - 3400 watt 120v/240v generator
- 2 - 4500 watt 120v/240v generator
- 2 - water pumps (2" 5HP gasoline engine)
- 1 - confined entry tripod with harness
- 1 - 4 gas air monitor (CO, LEL, H2S, Oxygen)
- 1 - 4710 JD tractor with front loader 4 wheel drive diesel
- 1 - 2155 JD trackor with front loader 4 wheel drive (Tilikum)
- 1 - 850 JD tractor
- 1 - backhoe diesel Cat 416B w/ extendahoe
- 6 - 15 passenger vans
- 1 - 1 ton cargo van
- 1 - 1 ton cube van (14 ft long bed)
- 1 - 5 cu. yd. dump truck diesel
- 3 - 1 ton dump truck (truck #11, #53, #65)
- 1 - Ladder truck diesel CDL required
- 1 - Roll-off truck diesel with 4 - 20 cu. yd. low side dump boxes

Feeding Facilities: 500-1000 depending on circumstances

Sleeping Facilities:

- Single Beds in Dorms sleep 789
- Wheeler Sport Center (45,577 sq. ft.) sleep 500-750

Communication: Thirty two (32) two-way radios

Specialty Teams:

- Building Systems
- Electrical
- Heating
- Plumbing

1. The Provider shall furnish the personnel and/or equipment as indicated in the previous schedule attached to this Agreement.
2. The Provider asserts that the personnel and/or equipment furnished under the terms and conditions of this Agreement are reasonably capable of performing the duties for which the personnel and/or equipment are furnished to do. It is understood between the parties that by the very nature of a disaster that all the conditions and possibilities cannot be foreseen, however the personnel and/or equipment furnished are deemed to be reasonably fit to accomplish the task under the foreseen conditions in such a situation.
3. The City agrees that when its public official declares that such an emergency exists due to a natural or human caused disaster and calls upon the Provider the furnish personnel and/or equipment in accordance with this Agreement, that such personnel shall be acting as an agent of the City of Newberg. That the operation of such equipment shall be operated under the direction and on behalf of the City of Newberg. As such, the personnel furnished shall be the responsibility

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of the City. Such actions shall be covered by Oregon's Government Tort Liability Law as it pertains to agents of public bodies (ORS 30.285)

4. The exact time and occurrence of such a disaster that would call for the declaring of an emergency is unknown. As such, the Provider who is obligated to declaring of an emergency is unknown. As such, the Provider who is obligated to furnish personnel and/or equipment under the terms and conditions of this Agreement is obligated to notify the City as soon as possible if the Provider can no longer meet his obligation to furnish such personnel and/or equipment. By no longer being able to furnish such personnel and/or equipment it is meant that the Provider cannot, upon a maximum of 24 hours notice, meet the obligations of this Agreement.
5. The term of this Agreement shall be from the time that the Agreement is executed until such time as the Provider shall give notice to the City that it can no longer meet its obligation or the City notifies the Provider that it wishes to terminate the Agreement. Such notice by the Provider shall be given prior to any declaration of emergency.

Appendix G: Fire Alarm Procedures for Residence Halls

Follow this procedure anytime a fire alarm sounds. Do not assume it is a false alarm or just a drill. Complacency about fire alarms is one of the main causes of death and injury. Fire and smoke may spread rapidly through areas of a building without much warning that there is any impending danger.

1. Stay Calm, think clearly, then act.
2. Close windows, warn others and knock on doors on your way out. Do not open doors. Knock loudly and shout. The fire may be in that room and opening the door may cause it to spread rapidly.
3. Close doors behind you if you are the last one out.
4. Instruct others to stay calm and to proceed in an orderly manner to the assembly point.
5. At the assembly point count heads and determine if anyone is unaccounted for. Tell a Campus Official (Security Officer or Area Coordinator) or a Fireman if someone is unaccounted for. Provide as much detail as possible.
6. Resident Assistants shall stay on location and help direct the students from your floor until a Campus Official (University Student Life or Plant Services Staff Employee) or a Fireman dismisses you.
7. Call 911 and Campus Security (ext 2090) if the Area Coordinator is not onsite or you are not sure if either has been contacted. Not all buildings have fire alarm systems that automatically call the fire department.
8. Do not allow anyone to re-enter the building until a Campus Official (University Student Life or Plant Services Staff Employee) or a Fireman announces an ALL CLEAR.

If there is no alarm but you smell smoke, see flames, or are alerted to a fire – stay calm but act immediately – warn others, sound the alarm by pulling alarm box, shout and pound on doors as you leave, and call 911 from a safe location.

Other general procedures.

- ◆ When there is a fire alarm of any kind, always feel a closed door before you open it. If it is hot then stay in your room. If it is cool open the door a crack but be ready to slam it if you find smoke or flames. Only attempt to open a closed door if it is the way out. Knock and shout loudly on doors where you suspect someone inside needs to be alerted.
- ◆ Stay low or crawl if there is smoke, it is deadly and can quickly confuse your sense of direction. Crawl to the exit if you can see it. Turn back and stay in your room if the exit is blocked with heavy smoke, heat or fire.

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- ◆ If you are trapped in your room – stay calm. Keep the door closed and seal the cracks with tape, clothes, or towels. Open window slightly if it lets smoke out and is not letting smoke in. Place a wet towel or cloth over your nose and mouth. Stay low (smoke rises). Signal rescuers by waving a sheet of bright clothing out the window. Do not jump if higher than the 2nd floor.
- ◆ Only fight a small fire with a fire extinguisher and alert others to sound the alarm. Stay between the fire and the exit. Aim at the base of the fire and sweep side to side. If fire spreads, get out and close the door behind you. Sound the alarm. Save yourself and others before trying to save the building. The building and its contents can be replaced.
- ◆ If clothing catches on fire, stop, drop and roll. Use a rug, coat, or blanket to smother the flames. Cool a minor burn with water, treat for shock, and get prompt medical attention (call 911).

Familiarize yourself with the location of all fire and life safety systems in your building, including:

- ◆ Fire extinguishers
- ◆ Smoke detectors
- ◆ Alarm pull boxes
- ◆ Sprinkler heads
- ◆ Exit signs
- ◆ Fire doors
- ◆ Exit routes
- ◆ Assembly points

Exercise precaution and prevention

- ◆ Do not allow tampering of any sort with fire and life safety systems. Report missing extinguishers or damaged detectors immediately. Do not hang anything from sprinkler heads. Do not prop open fire doors.
- ◆ Keep exit routes clear and unobstructed, especially hallways, exit doorways and stairwells
- ◆ Report electrical problems immediately, do not use faulty appliances or any electrical wiring or device that is arcing or sparking.
- ◆ Do not allow use of any open flames, candles, or electric heaters without tip over safety shutoff switches.
- ◆ Limit posters and paper decorations on doors, walls, and ceilings to no more than 10 percent of the surface area.
- ◆ Pick up and clean up any accumulation of trash or newspaper, especially in hallways and stairwells.
- ◆ Do not keep paint, paint remover, any type of gasoline or fuel containers, cans of oil, or any type of combustible material in dormitories. These must be stored in an approved metal storage cabinet.
- ◆ Do not leave any heating appliance on and unattended. This includes hot plates, irons, hair dryers, curling irons, electric blankets, toaster ovens, heat lamps.
- ◆ Keep combustibles away from electric space heaters. This includes clothes, furniture, trash, or paper.

Appendix H: Evacuation Gathering Areas for Residence Halls and Apartments

Beebe Hall Congregate on the north edge of the turn around drive north of Beebe. Be prepared to move to up to the lawn behind Weesner Apartments if fire trucks need access to the Hobson Trail drive and turnaround.

Carey Hall Same as Beebe Hall

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| | |
|------------------------------|---|
| Edwards Hall | Congregate in the area between the loading dock of the Library and the tennis courts. |
| Hobson Hall | Congregate on the lawn between Lewis Apartments #8-16 |
| Macy Hall | Congregate in the Sherman Arms Apartment Parking lot. |
| Pennington Hall | Congregate on the lawn between Pennington and Heacock Commons |
| Sutton Hall | Congregate on the lawn between Lewis Apartments # 1-7 |
| Le Shana/Coffin Halls | Congregate in the Southeast corner of Wheeler parking lot. |
| Wilcuts Hall | Same as Beebe Hall. |
| Weesner Village | Congregate on lawn around Laundry House. |
| Woolman Apartments | Congregate in the street side of the building A Parking lot (upper parking lot closest to Hancock Street) Do not block driveway to lower parking lot and buildings B and C. |

Appendix I: I.T. Support for Critical Services

The I.T. Department takes its commitment to providing the best possible service to the GFU community very seriously. The following schedule for critical services support is based on the current I.T. Departmental technical infrastructure and staffing levels. The services covered by this special level of support were considered as critical to the function of the university and its stated goals as well as taking into consideration the expectations of the entire community. The three-year plan for the I.T. department will contain a provision for increasing this support in a reasonable and maintainable manner.

Critical Services - Service Level Agreement

When the procedure for Critical Services Support (CSS) is followed, the individual contacting CSS will receive a response within one hour. The response will include verification of the problem through a diagnostic procedure that both the call initiator and the CSS responder will follow. The response will include an estimate of the scope of the problem and it may include a second phone call or contact explaining how and when the problem will be resolved.

Critical Services – Definition and Priority

1. Campus Network with Internet Access (Network Services)
2. Directory Services – LDAP (Network and Administrative Computing Services)
3. Email (Network Services)
4. Web Services local and remote (Administrative Computing)
5. Student Information software (Group contact information online & offline) (Administrative Services)
6. FoxTALE connection (Network Services), functionality (Administrative Computing)
7. FoxFiles connection (Network Services), functionality (Administrative Computing)
8. Library (Network Services)
9. Financial Affairs software applications (Payroll, HR, AR, GL, AP) (Administrative Computing)

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Critical Services Schedule

Critical Services Support response will be guaranteed during normal User Service support hours.

- Monday through Thursday 7:15 am through 11:00 pm
- Fridays from 7:15 am through 5:00 pm.
- Saturdays are covered between the hours of 8:00 am and 5:00 pm (Help Desk is not open)
- Sundays from 2:00 pm through 11:00 pm
- Holidays and holiday weekends may be reserved for network and systems maintenance as necessary.

IT will strive to fulfill Critical Services Support response for times outside of those mentioned above since we are continually moving toward a 24/7 support structure.

Appendix J: Plant Services Blood Borne Pathogens

Infection Control Procedures

(including custodial, grounds, building repair, etc.)

IF IT IS WET, WEAR GLOVES AND GOGGLES AND WASH HANDS WHEN CLEANUP IS COMPLETE. PRACTICE BODY SUBSTANCE PRECAUTIONS.

When cleaning up any wet substance it is important to have all cleaning equipment and supplies close at hand.

INVENTORY: Bucket, mop, broom, counter brush, dust pan, sponge, "Super Sorb", disposable gloves, goggles, paper towels, trash liners, germicidal detergent.

NOTE: When any body fluid spill is involved please call the Plant Services office, ext. 2510 or ext. 2511, for assistance during work hours. (8 a.m. – 4:30 p.m.) or after hours call your Resident Director or Resident Assistant.

PUT ON DISPOSABLE GLOVES BEFORE STARTING

Apply "Super Sorb" (found in every custodial closet) to the damp or wet substances. Allow it to remain long enough to absorb as much liquid as possible. When using on carpet or fabric, remove promptly after absorption is complete.

When liquid has been absorbed, carefully scrape or sweep bulk substance on to dust pan, carefully dump substance into trash liner.

Place all paper towels used for clean up into trash liner.

Wipe off all reusable equipment used for the cleanup and dispose of all paper towels into trash liner. Spray equipment with germicidal detergent before storing

Remove gloves so that they are inside out when they are off. Dispose of into liner bag. Tie bag to prevent spillage of soiled material

Rinse then soak sponge used in cleanup in bucket of germicidal detergent. WASH HANDS.

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In case of excessive blood (dripping) contact the Plant Services Director or the Superintendent of Custodial Services for disposal procedures.

Appendix K: School Closure Policy and Procedures

The following policy and procedures will be followed for school closures caused by inclement weather or by other events, such as an earthquake or power outage.

The vice president for academic affairs decides if conditions warrant canceling classes or closing offices. Major considerations are road conditions, utility service disruption, and how long the severe weather or event is likely to last.

This decision is made by 6 a.m. for day classes and by 2 p.m. for evening classes. Once the decision is made to cancel classes or close offices, the Office of University Communications staff will notify local media and the George Fox community.

Announcements will specify whether the closure affects either or both the University's Portland Center and Newberg campus, as well as teaching sites in Salem and Eugene. The Boise Center will be responsible for making its own decisions about closures, for contacting local media, and for informing the University's Department of Professional Studies of such cancellations.

To find out if a closure decision has been made, you can do any of the following:

1. Listen to local radio and television stations.
2. Check the appropriate conference on Foxmail. (Faculty and staff should access the Employee News & Info conference, while students can check the Student News & Info conference.)
3. Call Newline, the University's recorded source of announcements, at 503-554-EVNT (3868).
4. Visit the George Fox University Web site (www.georgefox.edu/news/closures).
5. Check the www.pdxinfo.net Web site, or the Web site for various local media (newspaper, television, or radio).
6. Call the George Fox University switchboard (503-538-8383).

In some circumstances, it is possible that a decision will be made to cancel classes but keep offices open. In this case, administrators and support staff will be notified by telephone that they are to report to work, or they may check the recorded messages on Newline or the switchboard. (Radio and television announcements about school closings may not make a distinction between classes being canceled and offices being closed.)

When University offices are closed, employees will receive pay for that day as if they had worked. Employees required to work during a closure as part of an emergency Plant Services crew, or in any other capacity deemed essential by their supervisor, will be allowed to take the corresponding time off within the following 30 days.

Because employees and students live varying directions and distances from George Fox campuses, weather may make it difficult or even impossible for some of them to come to work even though the University is open for business as usual. In no circumstances should students or employees put themselves in great danger or peril in an attempt to get to the campus for class or work. If they feel in danger, or believe conditions are too hazardous for travel, they should not make the attempt. In this situation, students should notify their professors and employees should notify their supervisors (as soon as possible after 8 a.m.) of an absence or late arrival. Time missed from work will be charged to an employee's vacation balance.

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Appendix L: Reporting a Crime

COMMUNITY RESPONSIBILITY

George Fox University depends on the eyes and the ears of the entire GFU community to operate efficiently. When a member of the GFU community observes criminal behavior, it must be reported immediately.

PROCEDURES

Caller

Crimes in Progress

1. Call 911 immediately.
2. Contact Security Services: x2090 (on-campus) or 503/554-2090 (off-campus).
 - a. Speak slowly and with clarity.
 - b. Report as many details as you can recollect: your name and location, the event taking place and location, description of individuals and vehicles involved, names of witnesses, etc.
3. Remain where you are until a security or police officer arrives to handle the situation.
4. Prepare to be a key witness and supply information for an incident report.

Crimes not in Progress

1. Contact Security Services: x2090 (on-campus) or 503/554-2090 (off-campus). Report the crime and wait to receive instructions. You may need to file a report with the Newberg Police Department.
2. You may be asked to accompany a security officer to Security Services in order to fill out an incident report.

Phone Dispatcher

1. Obtain information from the CALLER.
2. Contact appropriate personnel immediately, such as the Newberg Police Department or a security officer.
3. Complete an incident report and return it to the Director of Security.
4. Send a copy of the incident report to the appropriate offices, such as Resident Life, Health & Counseling, etc.

Responding Personnel

1. Report to the scene of the incident immediately.
2. Determine other agencies that need to be involved, such as Newberg Police Department, Newberg Fire Department, or George Fox administrators.
3. Complete an incident report and return it to the Director of Security.

ENFORCEMENT AUTHORITY

Security at George Fox University is maintained by the Security Services office whose call words are 'observe & report'. As 'agents of the University' they have enforcement authority as it relates to campus policy or to a complaint offender. They are not certified police officers; they do not have the power to apprehend. The Newberg Police Department is contacted and responds to all criminal behavior or confrontations that have the potential to become violent.

SECURITY CONSIDERATIONS - MAINTENANCE

1. Academic buildings are locked and unlocked as outlined in the Employee Handbook.
2. Persons carrying university-issued keys are authorized by department heads and building monitors as outlined in the Employee Handbook.
3. Living areas are to remain locked at all times. Residents are issued keys and/or cardlock permissions that allows them access to their living areas.
4. Locks to living areas will be re-keyed if the key is lost or the resident has a valid request.

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5. A security breach to a living area is of top priority and requires an immediate response: action will take place on the day of the report. A security breach would include but not be limited to: lost keys, broken doors or windows, loss of security lighting, etc.
6. Faulty security lighting is of top priority and requires an immediate response: action will take place on the day of the report.
7. The safety & security committee shall consider, prioritize, and request funding for all new or additional security upgrades.