What More Can We Do?
Building a New Legacy of Campus Safety

Pre-Conference Workshop

2010 NASPA Conference

Chicago

Crisis Management

In Brief

Colleges threatened by rising waters

Rivers swollen from heavy rains and melting snow threatened several Eastern colleges last week, forcing some to close and others to evacuate students.

Two colleges in Pennsylvania roused students from bed early one morning because the Susquehanna River threatened to overflow a levee. One, Wilkes University, based 500 students to a gymnasium at College Misericordia, which is on higher ground. The other, King's College, evacuated 200 students to the college's field house and a local church. The river did not crest the levee, and students returned the next day.

At Susquehanna University, water flooded the basements of three dormitories and several other campus buildings. Students had not yet returned for the spring semester. Bloomsburg University of Pennsylvania fared a little better. It spent $25,000 preparing for a flood, but the Susquehanna's waters didn't reach its campus.

At Point Park College, student records were moved to the higher floors of an administration building shortly before water from the Allegheny and Monongahela Rivers flooded the registrar's basement office.

Students at the New Martinsville campus of West Virginia Northern Community College got a day off even though its buildings weren't touched by overflow from the Ohio River. "We were a little island completely surrounded by water," said Pat Block, a college spokeswoman.

"We couldn't have classes because students couldn't get here." ■

Fire damages presidential house at Nebraska

LINCOLN, NEB.—A fire at the University of Nebraska last month nearly destroyed the president's official residence, causing about $700,000 in damage.

An electrical heater in the house caused the fire, which took nine hours to extinguish, fire officials said.

Firefighters had a hard time controlling the blaze (*above*), because temperatures in the teens and wind gusts of up to 50 miles per hour froze fire hydrants, hoses, and fire-engine rigging.

Joseph P. Rowson, a spokesman for the university, said the house was vacant at the time of the blaze. L. Dennis Smith, Nebraska's president, and his wife live in another home, which they bought last summer. But some of their belongings were still in the university residence.

The house is owned by the university's foundation.

Mr. Rowson said university officials had not decided whether to repair the 40-year-old mansion or demolish it. ■

U. of Texas student kills family and himself

AUSTIN, TEX.—A student at the University of Texas shot and killed his wife and 4-year-old daughter in a university-owned apartment and then killed himself.

Local officers said the shootings had occurred after the woman, Luann Wilson, called a police operator to report that her husband, Michael, was threatening her. The couple lived in an off-campus housing complex for married students.

Police said that Mr. Wilson, a 41-year-old undergraduate, had been arrested in May after allegedly choking his wife, but that she had not pressed charges. ■

Student and five others killed in plane crash

DAYTONA BEACH, FLA.—A student at Embry-Riddle Aeronautical University was among six people killed this month when the small plane he was piloting collided with another.

Justin Campbell, an Embry-Riddle senior, was taking three friends for an afternoon recreational flight in a single-engine Piper Cherokee when the accident occurred, a campus spokeswoman said.

The planes reportedly exploded on impact over the ocean, fell, and sank, she said. The collision is still under investigation.

Two people were aboard the other plane. The body of its pilot has been recovered, but none of the other victims or the plane have been found.

16 Virginia Tech students hurt in balcony collapse

BLACKSBURG, VA. — Sixteen students were injured in April when two balconies collapsed during an off-campus party near Virginia Polytechnic Institute and State University.

Lieut. Kenneth H. Gay, of the local police department, said that balcony where about two dozen people had gathered. Both balconies then fell to the ground.

Three students were seriously injured, one with a ruptured spleen and two with broken backs. Students from Virginia Tech, as well as from New River Community College and Radford University, were injured. The city's planning and engineering department inspected the building

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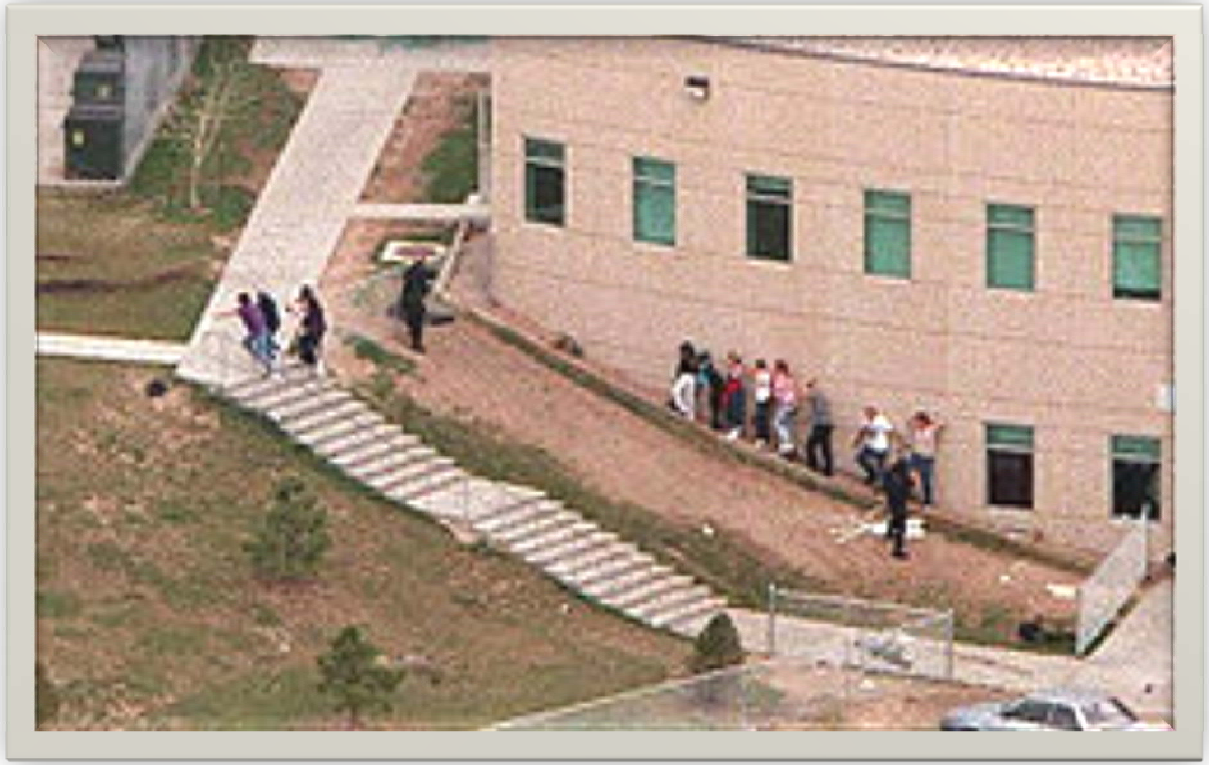
Campus Incidents

- University of Texas, 1966
- Kent State University, 1970
- Lehigh University, 1986
- University of Florida, 1990
- California State University – Northridge, 1994
- University of Wyoming, 1998
- Texas A&M University, 1999

Crisis Management



Columbine High School - April, 20, 1999

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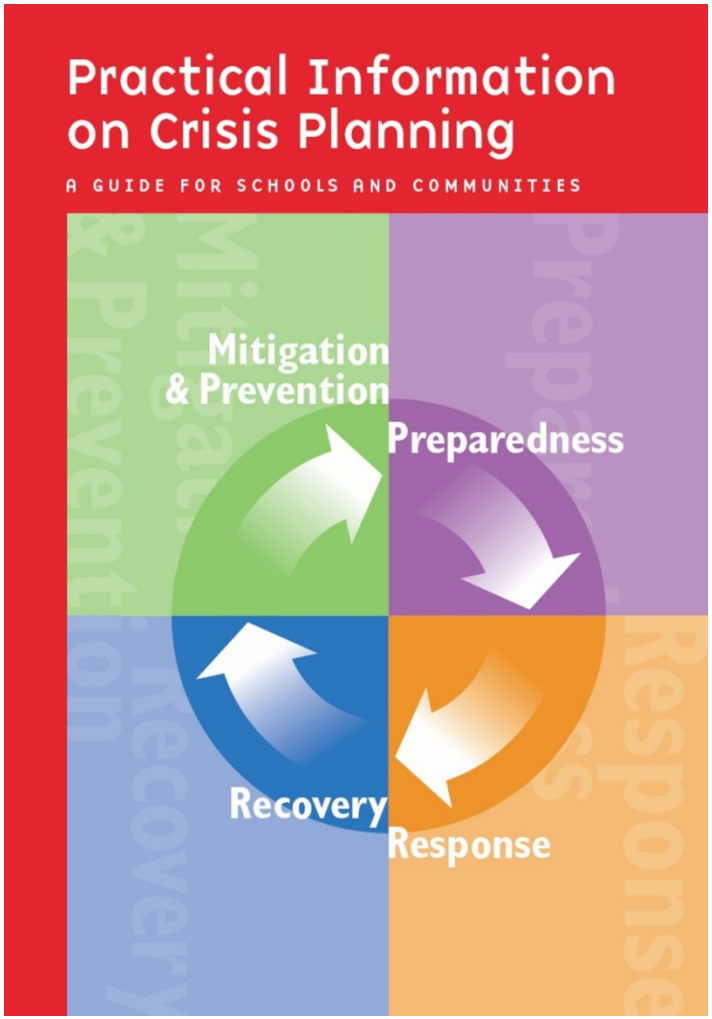
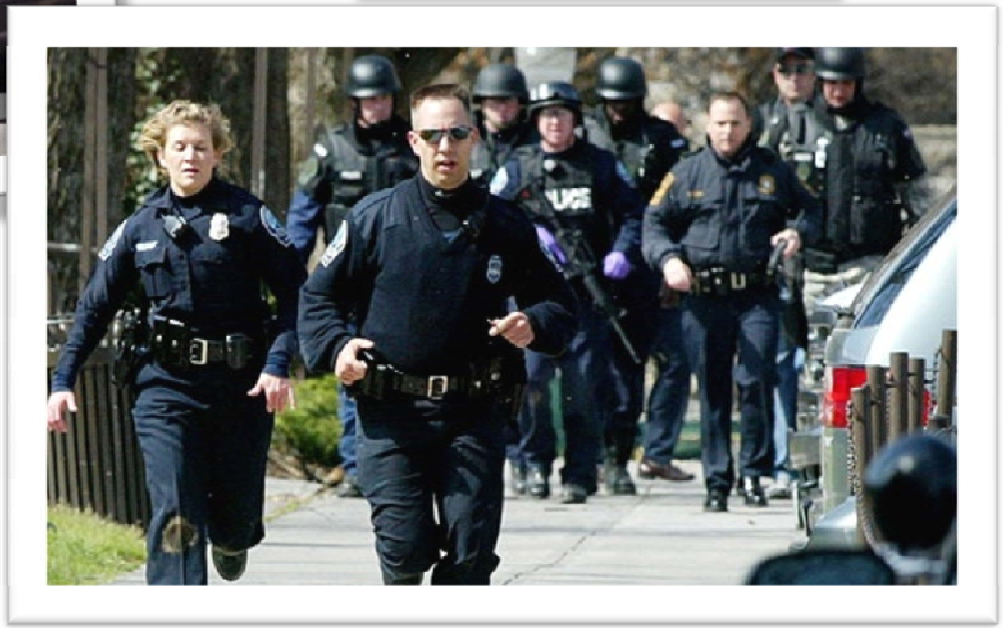
Department of Education



- Guide for Schools & Communities
  - Published 2003
  - Revised 2007

Crisis Management

Virginia Tech, 2007



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Crisis Management

Northern Illinois University, 2008

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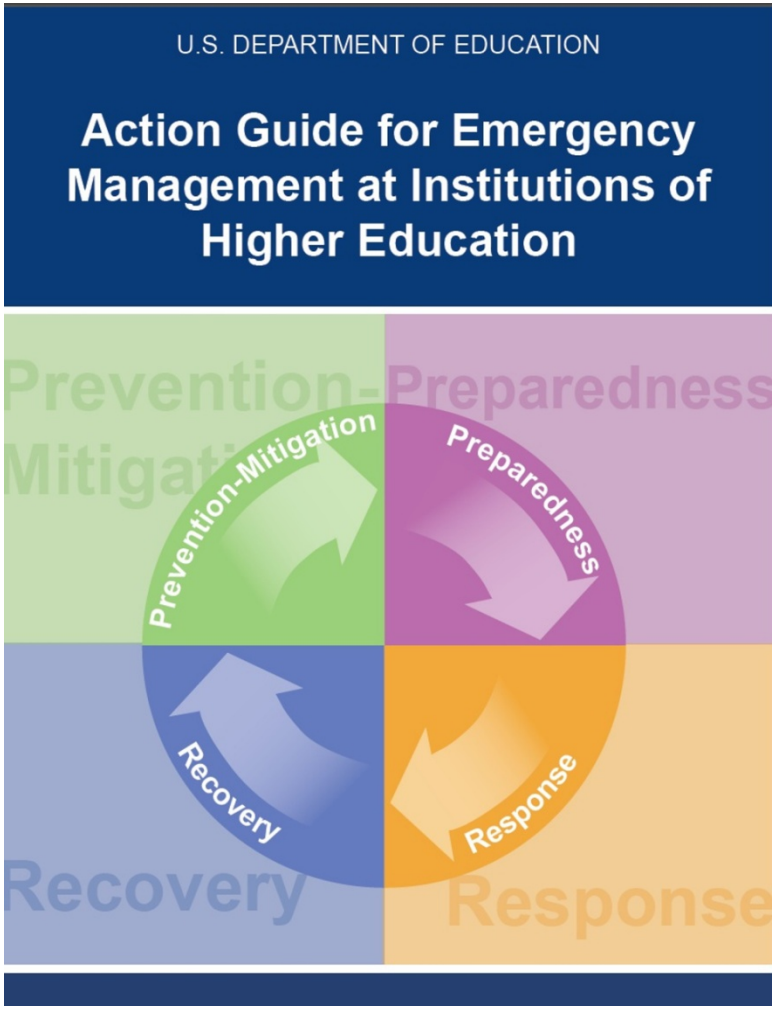
Department of Education

- Guide for Institutions of Higher Education
  - Published 2009



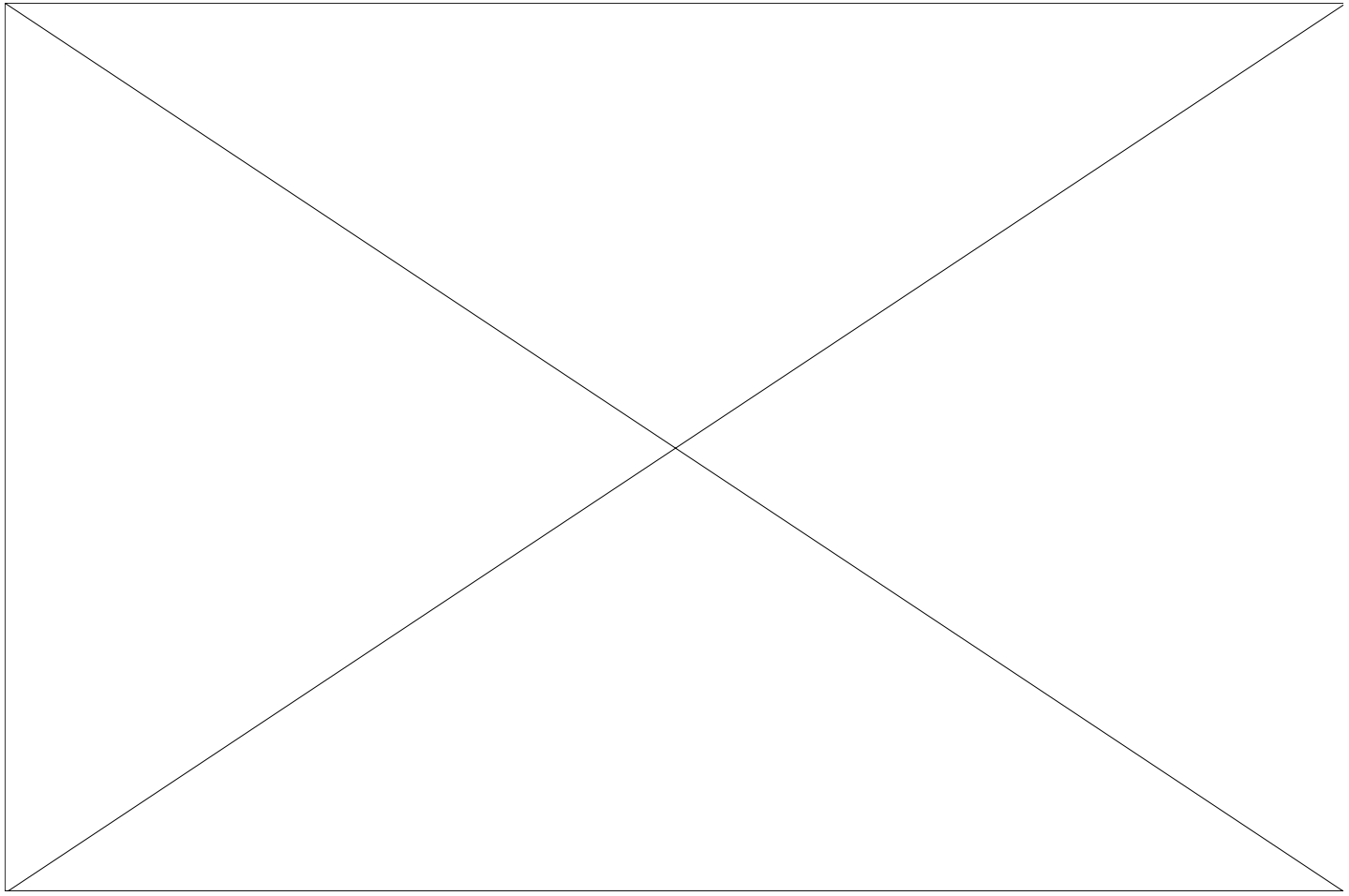
- http://www2.ed.gov/admins/lead/safety/emergencyplan/remsactionguide.pdf

Phases of Emergency Management

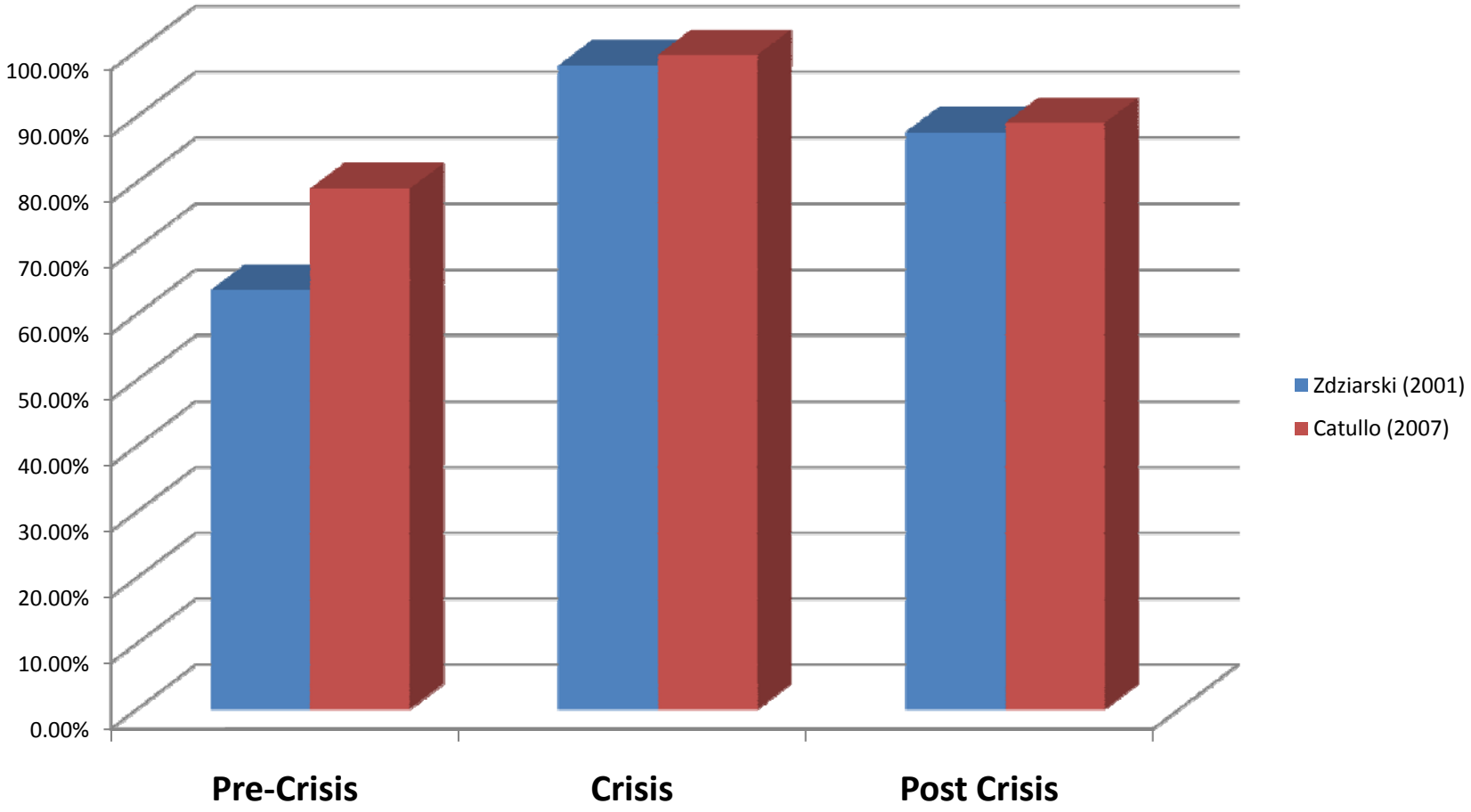
Crisis Management Phases

- Pre-Crisis = Prevention/Mitigation & Preparedness
- Crisis = Crisis
- Post-Crisis = Recovery

Crisis Management Phases



Phases of Crisis Addressed in CMP



Prevention - Mitigation

- Review Existing Campus & Community Data
- Assess Facilities & Grounds
- Assessing Culture & Climate

Review Campus & Community Data

- Cleary data
- Campus Conduct Statistics
- Community Police Statistics
- Fire Safety Reports

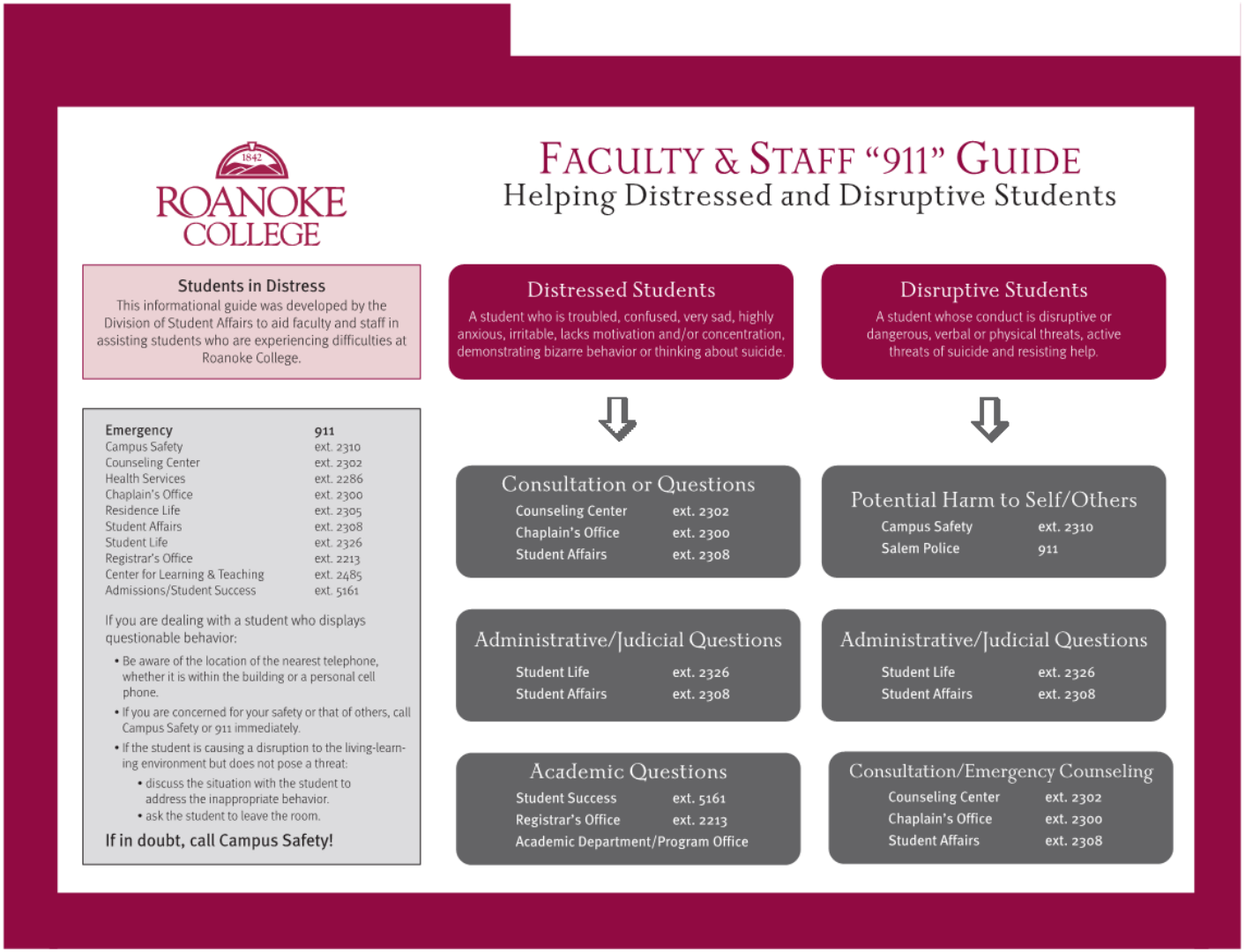
Assess Facilities & Grounds

- Structural Assessments
- Lighting Assessments
- Air & Water Quality Assessments
- Alarm Inspections
- Traffic Patterns (Pedestrian & Vehicular)

Assess Culture & Climate

- **Threat Assessment Teams**
- Student Groups & Organizations
- Campus Events & Activities
- Monitoring the Environment
  - What's the Campus Buzz?

Faculty & Staff 911 Guide



ROANOKE COLLEGE

1842

FACULTY & STAFF "911" GUIDE

Helping Distressed and Disruptive Students

Students in Distress

This informational guide was developed by the Division of Student Affairs to aid faculty and staff in assisting students who are experiencing difficulties at Roanoke College.

Emergency	**911**
Campus Safety	ext. 2310
Counseling Center	ext. 2302
Health Services	ext. 2286
Chaplain's Office	ext. 2300
Residence Life	ext. 2305
Student Affairs	ext. 2308
Student Life	ext. 2326
Registrar's Office	ext. 2213
Center for Learning & Teaching	ext. 2485
Admissions/Student Success	ext. 5161

If you are dealing with a student who displays questionable behavior:

- Be aware of the location of the nearest telephone, whether it is within the building or a personal cell phone.
- If you are concerned for your safety or that of others, call Campus Safety or 911 immediately.
- If the student is causing a disruption to the living-learning environment but does not pose a threat:
  - discuss the situation with the student to address the inappropriate behavior.
  - ask the student to leave the room.

If in doubt, call Campus Safety!

Distressed Students

A student who is troubled, confused, very sad, highly anxious, irritable, lacks motivation and/or concentration, demonstrating bizarre behavior or thinking about suicide.

Consultation or Questions

Counseling Center	ext. 2302
Chaplain's Office	ext. 2300
Student Affairs	ext. 2308

Administrative/Judicial Questions

Student Life	ext. 2326
Student Affairs	ext. 2308

Academic Questions

Student Success	ext. 5161
Registrar's Office	ext. 2213
Academic Department/Program Office	

Disruptive Students

A student whose conduct is disruptive or dangerous, verbal or physical threats, active threats of suicide and resisting help.

Potential Harm to Self/Others

Campus Safety	ext. 2310
Salem Police	911

Administrative/Judicial Questions

Student Life	ext. 2326
Student Affairs	ext. 2308

Consultation/Emergency Counseling

Counseling Center	ext. 2302
Chaplain's Office	ext. 2300
Student Affairs	ext. 2308

Assess Culture & Climate

- Threat Assessment Teams
- Student Groups & Organizations
- Campus Events & Activities
- Monitoring the Environment
  - What's the Campus Buzz?

Campus Events & Activities

Texas A & M University, 1999

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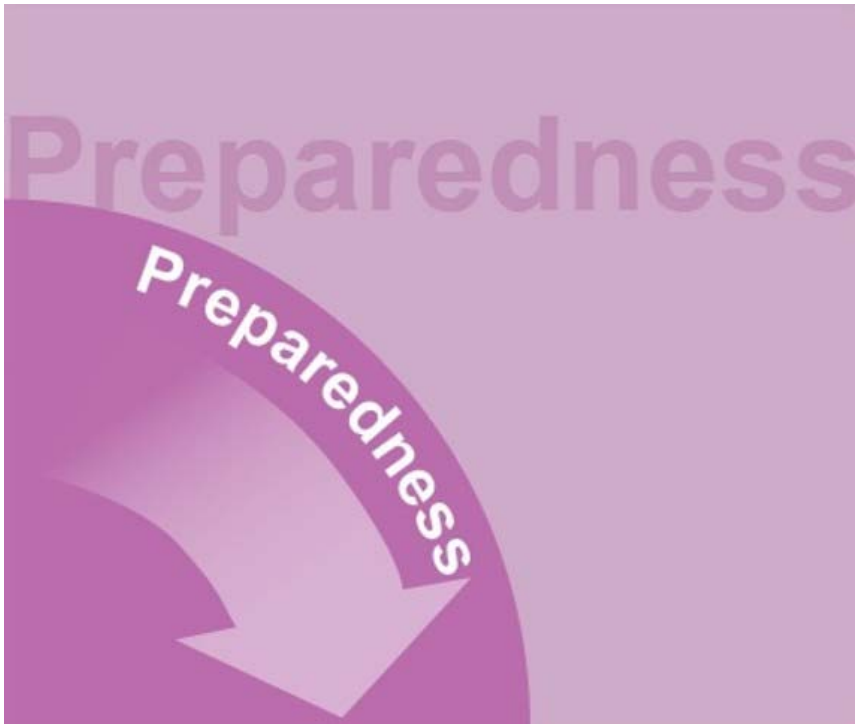
Assess Culture & Climate

- Threat Assessment Teams
- Student Groups & Organizations
- Campus Events & Activities
- Monitoring the Environment
  - What's the Campus Buzz?

Prevention - Mitigation

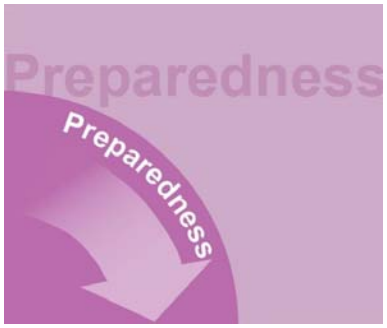
- Institutionalize this Phase
  - CM Team Mtgs.
  - Staff Mtgs.
  - Faculty Mtgs.

Preparedness



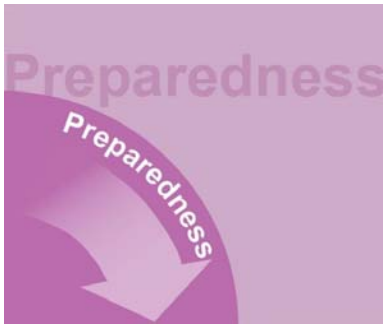
- Establish ICS consistent with NIMS
- Develop All-Hazard plan & protocols
- Establish an EM Notification system
- Develop relationships with Stakeholders
- Ensure continuity of services & resources

Establish ICS consistent with NIMS



- Next Session
- One Caution – All Phases

All Hazards Plan & Protocols

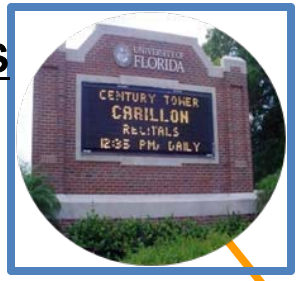


- Crisis Audit
- Crisis Portfolio
  - Basic Plan
  - Protocols
- Lock-down/Shelter in Place
- Evacuation of Campus

EM Multimodal Notification System

Additional Methods

- UF Rumor Control
- Communicator NXT
- Variable Message Boards

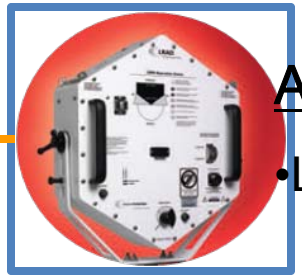


Radio / TV

- Media Advisories
- Campus Cable
- EAS System
- Weather Radio

Telephone

- GeoCast



Audible

- LRAD 500

Text Messaging

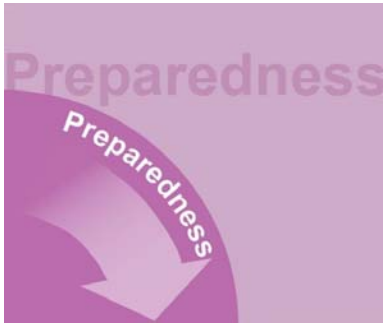
- Mobile Campus

Internet

- UF Homepage
- Blast Email

UF UNIVERSITY of FLORIDA

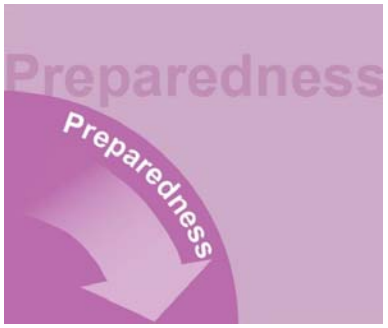
Relationships with Stakeholders



- Develop relationships <u>before</u> a Crisis!
  - Fire
  - Police/Sheriff
  - FBI
  - Emergency Management
  - Hospitals
  - Red Cross

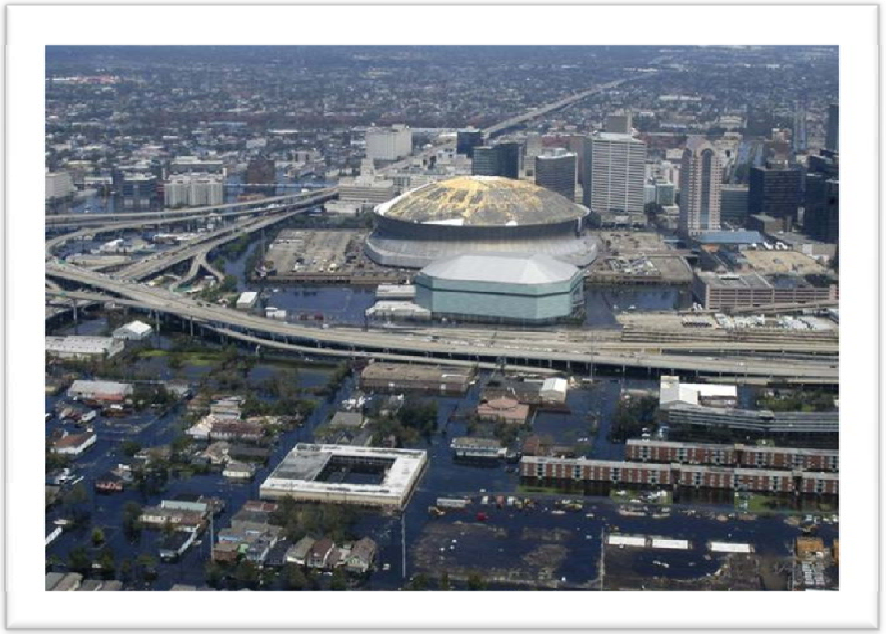
Mutual Aid Agreements

Continuity of Services & Resources



- Continuity of Operations Plan (COOP)
- Business Continuity Plan (BCP)

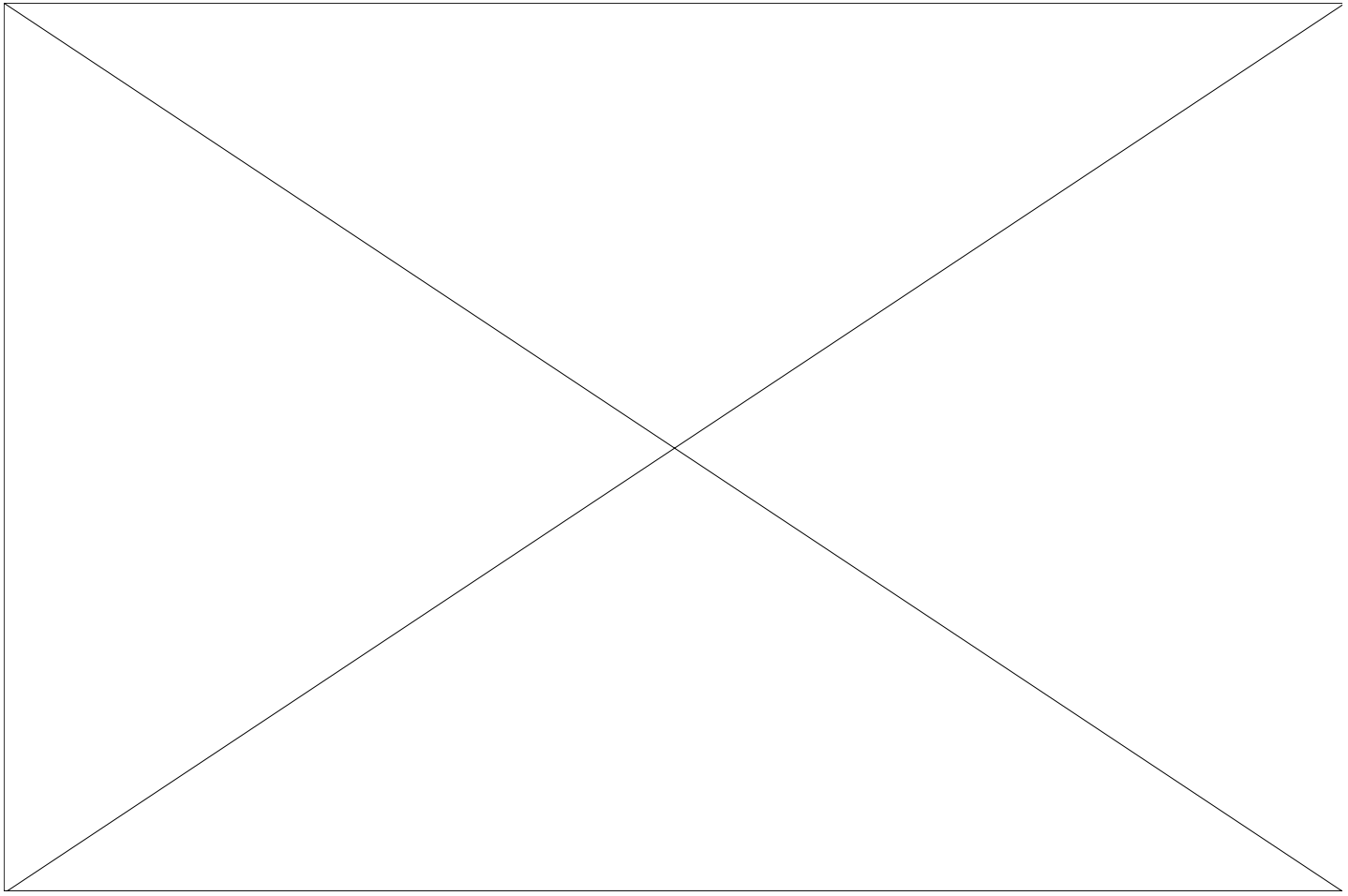
Katrina, 2005



Response

- Activation
- Establishing an EOC
- Determining & Executing appropriate Response Strategy
- Accounting for Faculty, Staff & Students

Activation Mode



Activation

- Phone Tree
- E-mail
- Emergency Text
- Pagers
- Radio

Establishing an EOC

- Secure facility
- Communications Equipment
- Computer & Network Access
- Blueprints, Maps, Directories
- Backup power, communications, lighting, etc.
- Emergency Supplies

Executing Response Strategy

- CMT Roles
  - Develop/Update Plan
  - Implement Plan
  - Address Contingencies
- Crisis Portfolio

Accounting for Individuals

- Access to:
  - Class Rosters
  - Personnel Listings
  - Work Schedules
- On Scene Coordination
- Check-in System
- Searches

Recovery

- Psychological & Emotional Recovery
- Physical & Structural Recovery
- Business Recovery
- Restoration of Academic Learning Environment

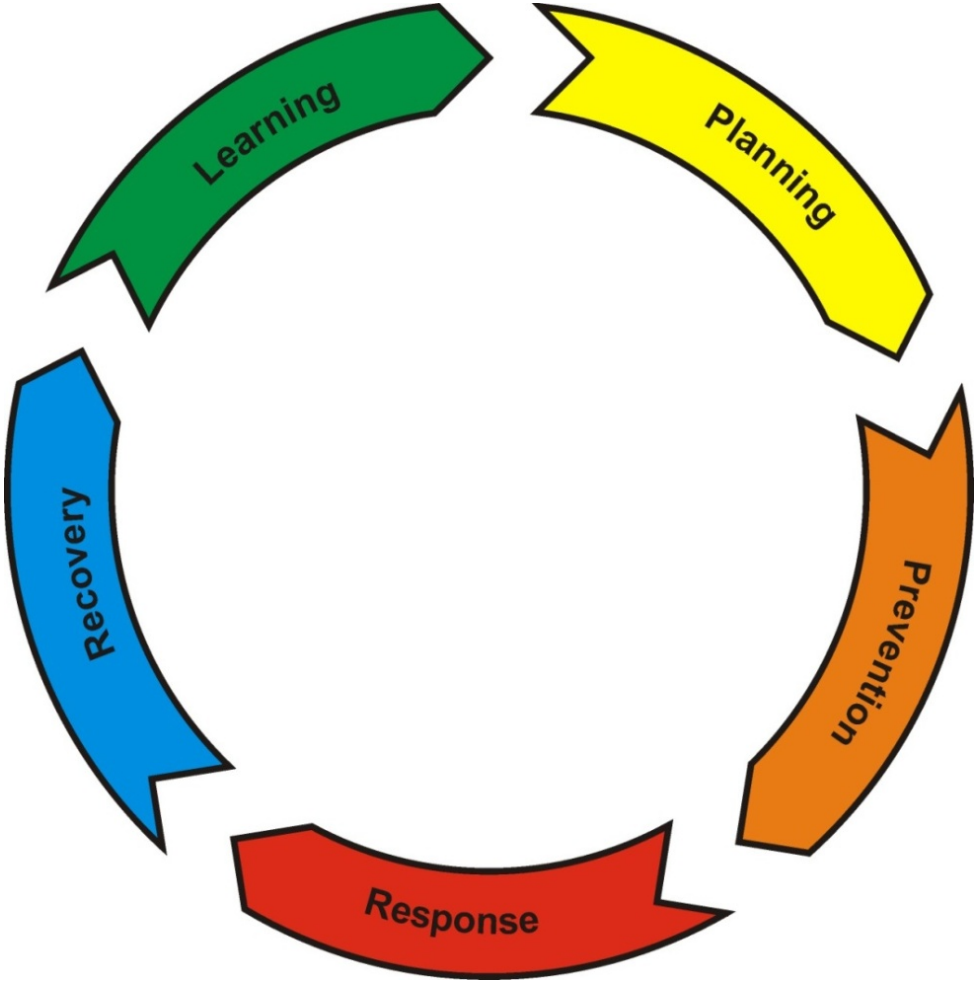
Psychological & Emotional Recovery

- Psychological First Aid
- Memorial Services
- Attendance at Funerals
- Victim Follow-up & Support
- Memorials/Monuments
- Anniversaries

Recovery

- Psychological & Emotional Recovery
- Physical & Structural Recovery
- Business Recovery
- Restoration of Academic Learning Environment

Crisis Management Process



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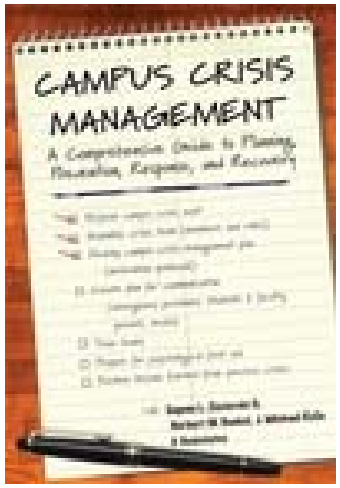
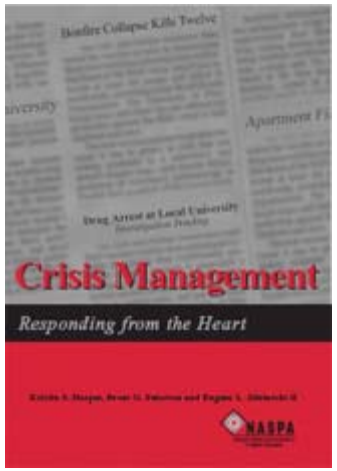
Questions

Publications

- Zdziarski, Dunkel & Rollo. (2007). *Campus Crisis Management: A Comprehensive Guide to Planning, Prevention, Response & Recovery.* San Francisco: Jossey-Bass.
- Harper, Paterson, & Zdziarski. (2006). *Crisis Management: Responding from the Heart.* Washington,DC: NASPA.





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