Preface

This emergency procedure manual has been written to provide guidelines for campus emergencies to be followed by everyone. While the guide does not cover every conceivable emergency that could occur, it does provide basic guidelines to be followed for most campus emergencies.

Any requests for procedural changes, suggestions or recommendations are to be submitted in writing to the Dean of Curriculum Affairs or the Director of Facilities.

EMERGENCY RESPONSE GUIDELINES

<table>
<thead>
<tr>
<th>In the Event of a Minor Emergency</th>
<th>928-350-2222</th>
</tr>
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<tbody>
<tr>
<td>Contact the Campus Safety/Office of Facilities:</td>
<td>928-350-2222</td>
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<table>
<thead>
<tr>
<th>In the Event of a Major/Life-Threatening Emergency</th>
<th>911</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contact EMS:</td>
<td>911</td>
</tr>
<tr>
<td>then, notify Campus Safety at the earliest opportunity:</td>
<td>928-350-2222</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>In the Event of a Field Course Emergency</th>
<th>928-925-3369</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contact PC’s Field Emergency Cell Phone</td>
<td>928-925-3369</td>
</tr>
</tbody>
</table>

Important Telephone numbers

<table>
<thead>
<tr>
<th>Local Emergency Services</th>
<th>911</th>
</tr>
</thead>
<tbody>
<tr>
<td>Campus Safety</td>
<td>928-350-2222</td>
</tr>
<tr>
<td>Prescott City Police Department</td>
<td>928-445-3131</td>
</tr>
<tr>
<td>Poison Control Center</td>
<td>800-222-1222</td>
</tr>
</tbody>
</table>

Location of MSDS Sheets: Office of Facilities/Human Resources

**Report all accidents, incidents, and hazardous conditions to Campus Safety, at 928-350-2222 or extension 2222.**
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* For field emergencies please refer to the PC Faculty Field Manual
Purpose

The emergency procedures described in this guide are to help protect the lives and property through the effective use of the College and community resources. If an emergency cannot be handled by routine measures, the President, Executive Vice President, or designate may declare a state of emergency at which time these guidelines may be implemented. Since an emergency may be sudden and without warning, these procedures are designed to be flexible in order to accommodate contingencies of various types and magnitudes.

The Emergency Procedure Manual provides a plan for a realistic approach to the problems likely to be encountered on a campus during a major emergency or disaster. Hence, the following are general guidelines:

a. An emergency or disaster may occur at any time of the day or night, weekend, or holiday, with little or no warning.

b. The succession of events in an emergency are not predictable, hence published support and operational plans will serve only as a guide and checklist, and may require field modification in order to meet the requirements of the emergency.

These procedures apply to all personnel, buildings and grounds operated by Prescott College.

Types of emergencies covered by this manual

- Fire
- Natural Disaster
- Chemical spill
- Bomb threat
- Civil disturbance or demonstrations
- Utility failure
- Violent or criminal behavior
- Medical and first aid
- Psychological crises

Definition of Emergency

a. **Minor Emergency**: Any incident, potential or actual, which will not seriously affect the overall functional capacity of the College. Report immediately to the Campus Safety/Office of Facilities.

b. **Major Emergency**: Any incident, potential or actual, which affects an entire building or buildings and which will disrupt the overall operations of the College. Outside emergency services will probably be required, as well as major policy considerations and decisions will usually be required. Report immediately to the Executive Vice President. If the Executive Vice President is not available another executive officer, (such as the Chief Academic Officer, RDP Dean, Director of Risk Management for Field Activities, or other) should be contacted and will assume responsibility.
Definition of Emergency (cont.)

c. Disaster: Any event or occurrence, which has taken place and has seriously impaired or halted the operations of the College. In some cases, mass personnel casualties and severe property damage may be sustained. A coordinated effort of all campus-wide resources is required to control the situation effectively. Outside emergency services will be essential.

Emergency Director

Director of Facilities serves as the overall Emergency Director during any major emergency or disaster. Dean(s) and members of the risk management coordinating committee and designated faculty and staff will aid in carrying out emergency procedures. The President and Executive Vice-President should be apprised of situations that affect the operation of the institution or pose a threat to personal safety or property and he/she may at any time assume control of any situation.

Declaration of Campus State of Emergency

The authority to declare a campus state of emergency rests with the Executive Vice-President, or designate. During this time, the appropriate procedures to safeguard persons and property, and maintain educational facilities will be implemented. If the Executive Vice-President is not available the Director of Facilities is authorized to make this call.

In the event of earthquakes, fires, storms or other major disaster occurring in or about the campus, the Director of Facilities will determine the extent of any damage to College property and what action to be taken.

Emergency Command Center

When a major emergency occurs or is eminent, it will be the responsibility of the Emergency Director, aided by the risk management coordinating committee and operations staff, to set up and staff an Emergency Command Center. If the emergency involves a large part of the campus, the Command Center is to be set up in the ground floor of the Manzanita Building. If this site is unavailable, the Emergency Director is to select an alternate location. At least one College administrator, the Director of Facilities, and one other appropriated trained employee will staff the Command Post at all times until the emergency situation is over. A location with facilities for emergency teams or media crews and which is able to accommodate multiple telephones is desirable.

Media Relations

The College has three basic guidelines to observe in crisis situations:

1. All calls from the media are referred directly to the person designated by the Executive Vice President (usually the Director of Development).
2. **Only authorized spokespersons** will meet or talk with the media.
3. Only factual information is released; no speculation is to be offered.

**Other Guidelines**

All executive and supervisory personnel are notified to report emergencies to the Director of Facilities. They should also be reminded not to speak to outsiders, especially to the media, on behalf of the College.

The President and other top administrators are informed immediately of existing emergencies. Complete details are made available to them, including:

- a. what it is,
- b. how it began,
- c. who is involved,
- d. what is happening now,
- e. and what help has been called for.

The President and any other persons involved shall confer and decide on the appropriate action. If the emergency is a complex one the incident command structure will be initiated.
Responsibilities

President
The President, as CEO, should be made aware of emergency situations at the earliest possible opportunity. He/she will provide input and/or assume responsibility for emergency response at his/her discretion.

Executive Vice President
The Executive Vice President, or designated alternate, shall act as Campus Emergency Director and is responsible for the overall direction of campus emergencies.

Dean of Curricular and Co-Curricular Affairs
The Dean of Curricular and Co-Curricular Affairs is a key member of the risk management team.

The Risk Director of Risk Management for Field Activities
Although the Risk Manager for Field Activities is primarily responsible for off-campus emergencies she/he is also a key member of the risk management team and will respond to significant on-campus emergencies whenever needed.

Director of Housing and Student Activities
The Director of Housing and Student activities works closely with the Director of Facilities to ensure that residents of the Village are trained and ready to respond to emergency situations at that location.

Administrators
Every administrator, as part of their explicit and implied duties, has responsibility for areas and activities under their control and has the following general responsibilities prior to and during an emergency:

  Emergency Preparedness
  a. Review and disseminate appropriate emergency policies and procedures.
  b. Provide opportunity for employee discussions, on-the-job training or explanation as required.

  Emergency Situations
  a. Inform all employees under their direction of the emergency conditions.
  b. Evaluate impact the emergency has on continued campus operations and take appropriate action. This action may include ceasing operations and initiating building evacuation.

Faculty, Staff and Students
Each dean and staff supervisor has the responsibility to:

  Emergency Preparedness
  a. Educate their students and/or employees concerning College emergency procedures and evacuation.
b. Evaluate their assigned areas to determine the impact a fire or other emergency could have on their facility. Report all safety hazards to the Director of Facilities.

**Emergency Situations**

a. Inform their students and/or staff of an emergency and initiate emergency procedures as outlined in this manual.
b. Important: Inform all students, staff and faculty to conform to building evacuation guidelines during any emergency.
Evacuation Procedures

In an emergency, call EMS at 911. Be sure to identify yourself and give the location of the emergency. Notify Campus Safety/Office of Facilities at the earliest possible opportunity at 928-350-2222.

Building Evacuation

1. When classes are in progress, the instructor will be responsible for insuring that all students in the classroom evacuate the building, using the nearest exit.

2. Department heads and other designated faculty in each building will be responsible for insuring that the entire building is evacuated.

3. All building evacuations will occur when an alarm sounds and/or upon notification by the Emergency Director.

4. When the building evacuation alarm is activated during an emergency, leave by the nearest marked exit and alert others to do the same. Evacuation routes are posted in each classroom wall near the door. (Verify that these are posted in all rooms.)

5. **ASSIST THE DISABLED OR OTHERS IN NEED OF ASSISTANCE IN EXITING THE BUILDING!** The safe evacuation of disabled persons will be the top priority in evacuating the building.

6. Once outside, proceed to a clear area that is at least 500 feet away from the affected building. Keep streets, fire lanes, hydrant areas and walkways clear for emergency vehicles and personnel.

7. Faculty should have students stay at a designated area until an accurate headcount is taken.

8. **DO NOT** return to an evacuated building until the emergency is declared over.
Fire

In an emergency, call EMS at 911. Be sure to identify yourself and give the location of the emergency. Be sure to give your name and the location of the fire. Notify Campus Safety/Office of Facilities at the earliest possible opportunity at 928-350-2222.

IN ALL CASES OF FIRE THE PRESCOTT FIRE DEPARTMENT MUST BE NOTIFIED IMMEDIATELY !!

1. Know the location of fire extinguishers, fire exits, and alarm systems in your area and know how to use them. Training and information is available through the Office of Facilities.

2. If a minor fire appears controllable, immediately contact EMS at 911. Then use a fire extinguisher and direct the charge toward the base of the flame. Then notify Safety/Office of Facilities.

3. If an emergency exists, activate the building alarm. Caution: The building alarms ring only in some buildings; you must report the fire by phone to the campus operator.

4. On large fires that do not appear controllable, IMMEDIATELY call EMS at 911. Then evacuate all rooms, closing all doors to confine fire and reduce oxygen. DO NOT LOCK DOORS! Then notify Safety/Office of Facilities at 928-350-2222.

5. When notified of fire, walk quickly to the nearest marked exit and alert others to do the same.

6. ASSIST THE HANDICAPPED IN EXITING THE BUILDING ! Smoke is the greatest danger in a fire, so stay near the floor where the air will be less toxic.

7. Once outside, move to a clear area at least 500 feet away from the affected building. Keep street, fire lanes, hydrants and walkways clear for emergency vehicles and crews.

8. If requested, assist emergency crews as necessary.

9. A Campus Emergency Command Post may be set up near the emergency site. Keep clear of the Command Post unless you have official business.

10. DO NOT RETURN TO AN EVACUATED BUILDING unless told to do so by a College official or Fire Chief.

Types of Fires and Fire Extinguishers
It is important to know: types of fires; types of fire extinguishers; type and location of campus fire alarms; methods of activating and deactivating fire alarms; and action to be taken in case of fire.
Types of Fires
There are three types, or classes, of fires which are denoted by letter codes.

1. **Class A**: used to denote wood, paper, cloth, trash, and other ordinary materials.
2. **Class B**: gasoline, grease, oil, paint, and other flammable liquids.
3. **Class C**: denotes live electrical equipment.

Types of Fire Extinguishers
There are four basic types of fire extinguishers.

1. **Water**: Should be used on Class A fires only.
2. **Dry Chemical**(BC): this type of extinguisher discharges a sodium bicarbonate powder and should be used on Class B and Class C type fires.
3. **Carbon dioxide (CO$_2$)** which discharges liquid carbon dioxide and should only be used on Class B and C type fire.
4. **ABC**: This is a multi-purpose dry chemical extinguisher which discharges ammonium-phosphate powder and can be used on any class of fire.

Most fire extinguishers on campus are the ABC type and can be used for any type of fire.

To operate an extinguisher:

1. hold upright,
2. pull ring pin on handle,
3. squeeze the lever and sweep side to side.

Report any fire extinguishers that need recharging to the maintenance department.
**Chemical Spill**

**Chemical Hazard Information**

The primary consideration for personnel in a chemical is safety.

a. All staff have the right and responsibility to know what hazards are present when working with chemicals or materials.

b. Staff can obtain safety information sheets, commonly called Material Safety Data Sheets (MSDS) from the Facilities Department, or Human Resources.

**MSDS’s contain information regarding:**
- Exposure limits to tell how toxic the chemical is.
- Chemical flammability.
- Which fire extinguisher to use in the event of a fire.
- Safety precautions for use when handling.

c. Response to a chemical spill can occur at various levels. In the laboratory setting, some spills may be cleaned-up at the first level - by the lab instructor. Other spills must be reported to the chemical hygiene officer. The chemical hygiene officer or safety coordinator will determine if there is need to call in outside help to handle the spill.

**Simple Spills**
- Do not spread rapidly
- Do not endanger people or the environment.
- Can be managed safely by individuals trained in using the specific chemicals.

**The chemistry laboratory keeps a supply of absorbents to clean up many spills.**

Notify affected people, obtain clean-up supplies, determine the identity of the chemical spilled, secure the area of the spill, consult MSDS for specifications on chemical clean-up, proceed in the spill clean-up as indicated in the MSDS sheets.

**Major Spills**
- Spread rapidly
- Involve a personal injury
- Could endanger people or the environment.

Alert the Campus Safety/Office of Facilities at 928-350-2222 and/or Dial 911.
Alarm, evacuate, and assemble at a safe distance away from the spill. Collect spill information from MSDS sheets in order to notify the personnel responding to the emergency.

1) Any spillage of a hazardous chemical is to be reported immediately to Campus Safety/Office of Facilities at -2222. In turn, the hazardous material member of the emergency response team or the Fire Department shall be contacted.

2) When reporting, be specific about the nature of the involved material and exact location.

3) The key person on the site should vacate the affected area at once and seal it off to prevent further contamination of other areas until arrival of safety personnel.

4) If evacuation is needed follow the standard evacuation procedure.

**Recommended List of Clean-Up Materials and Supplies**

- 1 box polypropylene pads
- 1 box activated charcoal
- 1 box liquid acid neutralizer
- 1 box liquid caustic neutralizer
- 1 box heavy duty plastic trash bags
- hazardous waste labels
- 1 gallon plastic container with lid
- dust pan and brush
- laboratory tongs

**Clean-Up Procedures**

**Acid, Caustic, or other non-Flammable Liquids**

These are most easily absorbed with polypropylene pads. Place used pads in a trash bag. Frequently, laboratory spills will spread into drawers and behind or under equipment. The responder must be careful to locate all such contaminated areas.

**Flammable Liquids**

Flammable liquids should be absorbed on activated carbon. Use approximately 2 pounds of activated carbon per pint (0.5 liters) of liquid. Use the dust brush to thoroughly mix the activated carbon with the liquid. Use the dustpan and brush to collect all residue.
Bomb Threat

1. If you observe a suspicious object or potential bomb on campus DO NOT HANDLE THE OBJECT! Clear the area immediately. Notify Prescott Police Department by calling 911. Then, notify Campus Safety/Office of Facilities at 928-350-2222. All threats are to be taken seriously.

2. Any person receiving a phone call bomb threat should ask the caller:
   a. When is the bomb going to explode?
   b. Where is the bomb located?
   c. What kind of bomb is it?
   d. What does it look like?
   e. Why did you place the bomb?

3. Keep talking to the caller as long as possible and record the following:
   a. Time of call.
   b. Age and sex of caller.
   c. Speech pattern, accent, possible nationality. (Comment: Why would we ask this question? Is it a police thing? Sounds like racial profiling to me.)
   d. Emotional state of the caller.
   e. Background noise.

4. Civil authorities will conduct a detailed bomb search. Employees are requested to make a quick inspection of their area for a suspicious object and to report the location to the Emergency Response personnel. DO NOT TOUCH THE OBJECT! Do not open drawers, cabinets, or turn lights on or off.

5. If an emergency exists, activate the building alarm. CAUTION: THE BUILDING ALARM RINGS ONLY IN SOME BUILDINGS; you must report the incident by phone to Campus Safety/Office of Facilities.

6. When the building evacuation alarms are sounded or an emergency exists, walk quickly to the nearest marked exit and alert others to do the same.

7. ASSIST THE DISABLED IN EXITING THE BUILDING.

8. Once outside, move to a clear area at least 500 feet away from the affected building. Keep streets, fire lanes, hydrants, and walkways clear for emergency vehicles and crews.

9. If requested, assist emergency crews as necessary.

10. DO NOT RETURN TO AN EVACUATED BUILDING unless told to do so by a College official.
Civil Disturbance or Demonstrations

Most campus demonstrations such as marches, meetings, picketing and rallies will be peaceful and non-obstructive. A student demonstration should not be disrupted unless one or more of the following conditions exists as a result of the demonstration:

1. **INTERFERENCE** with the normal operations of the College.
2. **PREVENTION** of access to office buildings or other College facilities.
3. **THREAT** of physical harm to persons or damage to College facilities.

If any of these conditions exist, any faculty or staff member should contact Campus Safety/Office of Facilities at 928-350-2222. Depending on the nature of the demonstration, the appropriate procedures listed below should be followed:

**PEACEFUL, NON-OBSTRUCTIVE DEMONSTRATIONS**

1. Generally, demonstrators of this kind should not be interrupted. Demonstrators should not be obstructed or provoked and efforts should be made to conduct College business as normally as possible.
2. If demonstrators are asked to leave, but refuse to leave by regular facility closing time:
   a. Arrangements will be made by the Executive Vice President or designate to monitor the situation during non-business hours.
   b. Determination will be made to treat the violation of regular closing hours as a disruptive demonstration. (See Section 2).

**NON-VIOLENT, DISRUPTIVE DEMONSTRATIONS**

1. In the event that a demonstration blocks access to College facilities or interferes with the operation of the College:
2. Demonstrations may be asked to terminate the disruptive activity by the Executive Vice President, Dean for Student Life, or designate.
3. If the demonstrators persist in the disruptive activity, they will be advised that failure to discontinue the specified action within a determined length of time may result in disciplinary action including suspension or expulsion or possible intervention by civil authorities. Except in extreme emergencies, the President will be consulted before such disciplinary actions are taken.
4. Efforts should be made to secure positive identifications of demonstrators in violation to facilitate later testimony, including photographs if deemed advisable.
5. After consultation with the President, Executive Vice President, and other appropriate administrator, the need for an injunction and intervention of civil authorities will be determined.
NON-VIOLENT, DISRUPTIVE DEMONSTRATIONS (cont.)

6. If determination is made to seek the intervention of civil authorities, the demonstrators should be so informed. Upon arrival of the Civil Authorities, the remaining demonstrators will be warned of the intention to arrest.

VIOLENT, DISRUPTIVE DEMONSTRATIONS

In the event that a violent demonstration in which injury to persons or property occurs or appears eminent, civil authorities should be contacted via EMS at 911. Then, Campus Safety/Office of Facilities should be contacted at 928-350-2222.

During Business Hours

1. The President, Executive Vice President, and other appropriate administration will determine the need for an injunction and intervention of civil authorities will be determined.

After Business Hours

1. The Executive Vice President should be immediately notified of the disturbance.
2. The Executive Vice President will investigate the disruption, and determine whether or not to pursue additional measures.
Utility Failure

1. In the event of a major utility failure occurring during regular working hours (8:00a.m.-5:00p.m., Monday-Friday) immediately notify the Director of Facilities at 928-308-3557. If unavailable, call Campus Safety/Office of Facilities at 2222.

2. If the failure results in the need to cancel classes, faculty should direct the students to leave the building calmly and to carefully exit by way of the interior steps. Emergency lighting should provide enough light for exiting the building.
Violent or Criminal Behavior

In the event of an imminent threat to personal safety or property, contact civil authorities at 911. Then, contact Campus Safety/Office of Facilities at 928-350-2222 at the earliest opportunity.

In all other cases, contact Director of Facilities at 928-350-2222.

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

2. If you are a victim or a witness to any on-campus offense, AVOID RISKS!

3. Promptly notify the Prescott Police at 911 or Campus Safety/Office of Facilities at 2222. While reporting the incident, include the following information:
   a. Nature of the incident.
   b. Location of the incident.
   c. Description of person(s) involved.
   d. Description of property involved.

4. If you observe a criminal act or whenever you observe a suspicious person on campus, immediately notify the Campus Safety/Office of Facilities and report the incident.

5. Assist the officers when they arrive by supplying them with all additional information and ask others to cooperate.

6. Should gunfire or a discharged explosive occur on campus, take cover immediately and call 911. Then, call Campus Safety/Office of Facilities at 928-350-2222 as soon as possible.

7. If taken hostage:
   b. The initial 45 minutes are the most dangerous. Follow instructions, be alert and stay alive. Do everything within your power from being forced to get into a car.
   c. Don’t speak unless spoken to and then only when necessary. Don’t talk down to the captor who may be in an agitated state. Avoid appearing hostile. Maintain eye contact with the captor at all times, if possible, but do not stare. Treat the captor respectfully.
   d. Try to rest. Avoid speculating. Comply with instructions as best as you can. Avoid arguments. Expect the unexpected.
   e. Be observant. You may be released or escape. The personal safety of others may depend on your memory.
   f. Be prepared to answer the police on the phone. Be patient, wait. Attempt to establish rapport with the captor. If medications, first aid, or restroom privileges are needed by anyone, say so. The captors in all probability do not want to harm persons held by them. Such direct action further implicates the captor in additional offenses.
Medical and First Aid

In an emergency, call EMS at 911. Be sure to identify yourself and give the location of the emergency. Notify Campus Safety/Office of Facilities at -2222 at the earliest possible opportunity.

If serious injury or illness occurs on campus immediately contact EMS at 911. Give your name and describe the nature and severity of the medical problem. Then, contact Campus Safety/Office of Facilities at -2222.

In case of minor injury or illness, contact Campus Safety/Office of Facilities at -2222. Then, provide first aid care.

In case of serious injury or illness qualified personnel should quickly perform the following steps:

1. Keep the victim still and comfortable. **DO NOT MOVE THE VICTIM.**
2. Ask victim, “Are you okay?” and “What is wrong?”
3. Check breathing and give artificial respiration if necessary and qualified to do so.
4. Control serious bleeding by direct pressure on the wound. Be sure to wear surgical gloves when aiding a bleeding person. These gloves should be found in your desk drawer, with the department secretary or in the custodian closet. If you need a pair of gloves for your desk, please contact a member of the safety committee. (Are there gloves in every office?)
5. Continue to assist the victim until help arrives.
6. All accidents/incidents must be reported immediately to Campus Safety/Office of Facilities.
7. All accidents involving employees must be reported to the Office of Human Resources.
Psychological Emergency

A psychological emergency exists when an individual is:

1. Threatening harm to himself/herself or to others;
2. Out of touch with reality due to severe drug reactions or alcohol reactions.
3. Experiencing a psychotic episode (hallucinations or uncontrollable behavior).

When a psychological emergency occurs:

1. Do not try to handle a situation that appears to be dangerous.
2. Notify Director of Facilities -2222. Clearly state that you need immediate assistance, give your name, your location, and the area involved.
3. In extreme emergencies, contact 911. Be sure to give them your exact location on the campus.
Universal Precautions – Blood Borne Pathogens

- Universal Precautions shall be observed to prevent contact with blood or other potentially infectious materials.

- Under circumstances in which differentiation between body fluid types is difficult or impossible, all body fluids shall be considered potentially infectious material. Specifically, these body fluids are defined as: “semen, vaginal secretions, cerebrospinal fluid, synovial fluid, pleural fluid, pleural fluid, pericardial fluid, amniotic fluid, saliva in dental procedures, any body fluid that is visibly contaminated with blood, and all body fluids in situations where it is difficult or impossible to differentiate between body fluids.”

- Special containers for sharps/needles will be available in labs or other locations as appropriate.

- All employees and students who have the possibility of occupational exposure must wear personal protective equipment, (gloves, protective eye ware, mask/gown), as appropriate.

- All departments who have the possibility of occupational exposure to waste must follow specified procedures for handling waste. These procedures should be defined in department operational guidelines.

- Any potential exposure incident needs to be reported to the department supervisor immediately. If this incident should occur when the supervisor is not available, human resources is to be notified.

- The College must maintain records on all exposure incidents, and post-exposure follow up. These records must be kept confidential.
Appendix 1

PRESCOTT COLLEGE CRISIS MANAGEMENT PROTOCOL FOR CAMPUS EMERGENCIES
Crisis Management Protocol

Introduction
The protocols outlined in this manual are intended as a guideline to crisis management organization and related tasks in the event of a serious incident needing a large coordinated response. This protocol is not intended as an exhaustive treatise on crisis management. Each situation will be unique, with its own special circumstances and requirements, however this document should be used as a “go to” resource for Prescott College’s first response to a crisis situation.

Incident Command System
A crisis, particularly one involving a large catastrophe, like a fire or flood on campus will require a rapid and effective response. A crisis like this will potentially dominate the priorities and responsibilities of all employees at Prescott College, be stressful and potentially confusing for those responding. Prior planning including: anticipating specific tasks and responsibilities; understanding the incident command system; determining necessary parties to contact in the event of an emergency; having plans for taking care of employees or students involved in a critical emergency; and having prepared Prescott College message points are proven ways to effectively respond to a crisis. The Incident Command System is a method for coordinating Prescott College response to a crisis while allowing the rest of the organization to function in as normal a way as possible.

When Prescott College is notified of a local emergency, and it has been decided by the President or designee, that an extraordinary response will be necessary, one pre-determined individual will assume overall command of the incident management and will be called the Incident Commander. The Incident Commander is advised by their team and reports directly to the President and keeps her/him informed on an ongoing basis.

Likely persons to be given the responsibility of Incident Commander for an on campus emergency are: Dean of Curriculum Affairs, Greg Lazzell, the Director of Facilities; and Paul Burkhardt the Executive Vice President

The Incident Commander’s responsibilities include the development and implementation of strategic decisions for the incident. Tasks may include: arranging for the initial briefing meeting where the incident is reviewed and roles are assigned, initial assessment of the situation, activation of other elements of the system, ensuring the planning and briefing of other personnel and teams occurs, and identification of other action items which are dependent on the specific situation.

The Incident Commander should consider assigning personnel to the following tasks:

On Site Manager
For an on campus emergency (fire, flood, chemical spill) This person is responsible for managing the on campus site where the emergency is occurring. Likely persons to be given the responsibility of On Site Manager are: Greg Lazzell, the Director of Facilities; and Martin Ziebell, the Equipment Warehouse Manager.

Internal and External Communications
The President or her designee will be in charge of approving communication about the incident to our community and the media. The person who is responsible for assisting to formulate internal and external communication including press release and communication with other interested parties is Richard Ach, the Director of Development

Reporting and Documentation
This person is responsible for gathering and evaluating all incoming information and reports and creating a final report of the incident. Likely persons to be given the responsibility of Reporting and Documentation are: Karyn Finnell of Academic Operations and Cathy Church, the Executive Assistant to the President.
Crisis Management Task Checklists

The next few pages are checklists to help organize our response efforts. It is designed so the Incident Commander can check off tasks once complete and make necessary notes. They are not in any set order and can be re-arranged to fit our needs.

Incident Commander

First Priority
Notify as necessary and appropriate for the type of emergency and schedule an immediate planning meeting with:

_____ Director of Facilities _________________________________
_____ Dean(s) ____________________________________________
_____ Director of Risk Management for Field Activities _________
_____ Coordinator of Academic Operations ____________________
_____ Adventured Education Coordinator _______________________
_____ Director of Field Operations __________________________
_____ President ____________________________________________
_____ Vice President of Fiance ________________________________
_____ Vice President for Institutional Advancement ______________
_____ Board Chair __________________________________________
_____ Dean(s) _____________________________________________

_____ Assess: gather, review, and confirm information. _________________

_____ Brief key management personnel and assign areas of responsibility. _________________

_____ Formulate goals. _________________________________________
Notify as necessary and appropriate:

_______  Mobilize a team to manage the emergency scene __________________________________________

_______  Mobilize in anticipation of long-term needs. __________________________________________

Additional Notes:

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Second Priority

Communication person assigned and system set up.

Documentation person assigned and system set up.

Notify as necessary and appropriate:

Legal advisor/counsel

Appropriate law enforcement authorities

Prescott College Tucson / Kino Bay

Adjust priorities for daily plans and tasks.

Additional Notes:
**Third Priority**

Notify as necessary and appropriate:

- Spouses, parents or families of other client as appropriate
- Other Prescott College staff and staff in the field
- Other colleges
- Friends and business associates of Prescott College
- Incident report/documentation
- Incident review
- Follow up debrief/critique
- Follow up industry/media contacts
- Follow up support of survivors and next-of-kin

**Additional Notes:**

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On Site Manager

This person's task is to assemble, coordinate and lead a team managing the emergency site.

Secure the site and lead the response.

_______ Assess the situation
_______ Review all known facts.
_______ Develop Goals
_______ Identify needed human and equipment resources
_______ Assign areas of responsibility
_______ Ground (hasty) team leaders
       ______ Define the goals of the ground (hasty) team
       ______ How many people are needed?
       ______ Decide on a standby or deployed status.
       ______ Logistics assistants (gather equipment, vehicles etc.)
       ______ Operations Assistants (assist Site Manager in all ways.)
       ______ Clarify communication expectations with team leaders
_______ Consider additional resources
_______ Plan for second shifts/long term needs
       ______ administrative personnel
       ______ hasty team/campus personnel
       ______ equipment
       ______ rations/meals
       ______ shelter/housing
       ______ transportation/drivers
       ______ administrative support - receptionist, phones, computers, faxes...
       ______ medical advice
_______ Communication with others
       • Keep all relevant people and the Incident Commander informed as the situation evolves.
       • Discuss priorities, contingencies and communication expectations.
       • Be prepared to defuse/debrief participants.
**Communication**
The spokesperson(s) will do the following:
- Prepare a factual statement to be reviewed by the Prescott College president and legal counsel.
- Keep records of all media and industry contacts
- Set up a system for handling media inquiries, phone, print, television, internet, and radio.

**Internal**
Internal communication to the Prescott College community should be conducted timely and periodically as appropriate.

**External or Media Communication**
- You will find the media cooperative if you deal with them in a straightforward and factual manner, subject only to legal constraints, consideration of next-of-kin, protection of the injured and good taste.
- Hesitant or improper dealings with the press may only escalate their news coverage.
- From a public relations point of view the objective is a one-day story, to avoid a series of continuing headlines and features over a period of days or weeks. To this end provide the media with as much detail as early as possible.
- The image projected by the spokesperson of concern and caring will have an important effect on the eventual tone of the story. It is important to impress upon the media any humanitarian or thoughtful acts (i.e. college president visits family etc.).
- The press wants to know what happened, when it happened, to whom it happened, where it happened and why it happened.
- The spokesperson may have to explain why information cannot be released i.e. next-of-kin not notified; doctor's orders prohibit interviews with survivors.
- To refrain from giving names until next-of-kin are notified is appropriate, to deny an accident has occurred is inappropriate.
- Refrain from speculation with the press, if answer is unknown state it as such.
- Make sure all media and all reporters have equal access to the information.
- Have sample scripts for a press release or interview ready as part of this plan.
- Have message points about the incident and the Prescott College ready in advance of an interview.
- Be prepared to provide information on Prescott College that is not directly related to the incident. It might be useful to paste a summary into this document.
**General In-town Organization**
(not in order of priority)

___ Notify legal counsel as necessary of events.
___ Notify appropriate insurance carriers
___ Physically separate response teams charged with different responsibilities into different rooms. Rooms should be equipped with phones.
___ Incident Commander can be changed. Avoid having the Prescott College president be the Incident Commander for long-term response.
___ Generally the Prescott College president will be the main contact with the deceased’s or injured person’s family.
___ Have one large private meeting room with large white or black board for teams to come together daily or as needed for check in. Confidentiality is important.
___ Use a schematic or chart to assign tasks and responsibilities to staff based on their abilities or expertise.
___ One coordinator for communication is essential. Make expectations on who should communicate what to whom perfectly clear. All communication should go through the Incident Commander. Consider using cellular phones, portable computers or radios to facilitate communication between response teams.
___ Gather your equipment and people assets early. Crisis situations often require more resources than may be obvious at first.
___ Have a knowledgeable person operate the phone system to relay calls, avoid automated attendants, assign different phone numbers as needed, call routing.
___ Have a "receptionist" answer calls to avoid automated attendant, prioritize and screen calls, lend a personal, but professional touch to family, media or others who may be calling in regards to the incident.
___ Inform the Prescott College community of what happened. Communicate with other Prescott College sites and on trips in the field if possible.
___ Be prepared for emotional responses of community members.
___ Be alert for community members judging the situation before all the facts are known. This indicates a lack of focus on the priority of supporting the people involved, and that it is unfair to the Prescott College staff and participants involved. Be very clear, firm and directive if this behavior occurs.
<table>
<thead>
<tr>
<th>Position</th>
<th>Name</th>
<th>Phone</th>
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<tbody>
<tr>
<td>Director of Facilities</td>
<td>Greg Lazzell</td>
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<tr>
<td>Dean of Curriculum</td>
<td>Loren Thomas</td>
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<td>Director RM for Field</td>
<td>Julie Munro</td>
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<td>Director of Student Success</td>
<td>Kristine Preziosi</td>
<td>928-925-3383</td>
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<td>Director of Orientation</td>
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<tr>
<td>Director of Communications</td>
<td>Ashley Maines</td>
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<td>Executive Vice-President</td>
<td>Paul Burkhardt</td>
<td>520-260-1840</td>
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<tr>
<td>President</td>
<td>John Flicker</td>
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