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CRISIS MANAGEMENT PLAN

Adopted by Leadership Council
September 15, 2008

Revised and Adopted by Senior Staff
March 5, 2018

Any questions about the Unity College Crisis Management Plan
should be directed to the President's Office 207.509.7224

I. CRISIS MANAGEMENT PLAN MISSION STATEMENT

Unity College is committed to the health, well-being and safety of its employees, students and visitors on our campus during emerging crises. Unity College seeks to minimize danger to life and safety resulting from the effects of an accident, a natural disaster or civil disturbance. This Crisis Management Plan is intended to establish a Unity College Crisis Management Team that is able and ready to respond when such an emergency condition arises.

II. PURPOSE

This Crisis Management Plan (CMP) is prepared by Unity College, to provide a structured crisis response plan for use in the event of a crisis or traumatic incident, to ensure that college operations are stabilized and affected employees and students recover in a timely and healthy manner. The Plan describes the responsibilities of the Crisis Management Team and information necessary for them to request additional assistance from the community. The Plan also outlines use of the UC Alert System.

The Plan provides general background information pertinent to the College, its location, potential hazards, emergency response organization, and responsibilities for interaction with the community in an emergency.

III. POLICY

Numerous crisis situations may arise on any college campus. These crisis situations range from natural disasters to civil disturbances. Stress and confusion are normal responses in any crisis; therefore, the timely and efficient implementation of the Crisis Management Plan will assure clear direction and continuity of control for key personnel. The response of the Crisis Management Team should always be consistent. The Crisis Management Plan (CMP) and Crisis Management Team (CMT) will normally be activated only during an actual or imminent crisis.

The procedures in this plan spell out how the institution and staff will respond to emergencies. For some emergencies, specific checklists have been developed and are included. Emergency steps may include, but are not be limited to, warning employees, students, guests and other personnel on campus; communicating with personnel and community responders; conducting an evacuation and accounting for all persons in the facility; managing response activities; activating and operating an emergency operations center; fighting fires; shutting down operations; protecting vital records; and restoring operations.

IV. TERMS & DEFINITIONS

CAMPUS EMERGENCY

Any emergency that might endanger the lives, health, well-being and/or safety of the Unity College population or jeopardizes the habitation of its facilities.

COMMUNITY EMERGENCY

Any emergency in the surrounding Unity community, Waldo County, Kennebec County or any area that might endanger the Unity College population.

CRISIS MANAGEMENT CENTER (CMC)

The location from which the CMT will monitor, support and give direction during an emergency situation. Gives appropriate protective action and guides supportive personnel services to and

from the site of emergency.

CRISIS MANAGEMENT TEAM (CMT)

Individuals listed in this policy who will direct the College through a disaster or civil disturbance.

EMERGENCY WARNING SYSTEM

Warning of danger may come via the nation's Emergency Warning System, which broadcasts over television and radio. When the Crisis Management Plan (CMP) is implemented by the President, key CMT members or their designated representative will begin the first stage of the Crisis Management Plan.

SENIOR STAFF

Individuals determined by the President who serve as a governance counsel to the President.

STATE OF EMERGENCY

A condition which requires immediate action in order to save lives and maintain control of the Unity College campus. A state of emergency will be declared and terminated by the President or the designated alternate in Section V.B.

STATE OR NATIONAL EMERGENCY

This type of an emergency will be managed by the Waldo or Kennebec County Emergency Management Agency. The Unity College CMT may be called on to assist in this event.

UC ALERT SYSTEM

The Unity College text-based alert system which may be used in certain emergencies to notify the Unity College Community and/or college guests.

UC ALERT

Any individual message sent out through the UC Alert System.

V. UC ALERT SYSTEM

Unity College maintains a text-based alert system to provide information and instruction to the Unity College community and college guests regarding emerging situations that require a disruption of normal college operation.

Emergency alerts will be sent and notification made on official college social media accounts unless notifications and alerts will likely worsen or compromise efforts to contain the emergency.

All uses of the UC Alert System, beyond emergency alerts as outlined in this document, are prohibited.

A. UC ALERT STEPS

Each emergency event resulting in deployment of the UC Alert System can be described in three phases with associated actions.

i. Phase I: Critical or Impending Emergency

KEY STEPS:

1. **Establish authority to launch alert** ([check list](#) of authorized personnel below)
2. **Confirm the emergency** (with first responders, first-hand accounts, etc.)
3. **Identify urgency level** (is it Critical or Impending? [See below](#) for criteria)

IF CRITICAL: Launch UC Alert immediately ([See below](#) for content protocol)

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THEN notify the Crisis Management Team through the UC Alert System using "Crisis Management Team Alert Notice" template, or notify any CMT member in any other way possible.

IF IMPENDING: Notify the Crisis Management Team through the UC Alert System using "Crisis Management Team Callout" template, or notify any CMT member in any other way possible.

- ii. **Phase II: Ongoing Emergency** (to be managed by Crisis Management Team as possible)

KEY STEPS:

1. Provide status updates
2. Provide follow up actions

- iii. **Phase III: Resolved Emergency** (to be managed by Crisis Management Team)

KEY STEPS:

1. Provide status update
2. Launch "Emergency Over" all clear alert

B. UC ALERT CONTENT

Once authorized, **each UC Alert should include the following information** or use an existing template within the Rave Alert System when possible.

1. The **urgency level** of the emergency (CRITICAL or IMPENDING)
2. The **general nature of the emergency** (e.g., "flooding," "fire," "bomb threat," "active shooter," and "civil unrest")
3. The **location** of the emergency (e.g., "Koons Hall," "McKay Farm," "Flagship Campus," "outside the library," etc.)
4. **Action to be taken** by recipients (e.g., "shelter in place," "evacuate the building," "avoid the flagship campus," "run, hide, fight," etc.)

Who to send to? The individual authorizing the alert must ensure that the each UC Alert is sent to the appropriate recipient list. When in doubt, all UC Alerts should go to every member of the college community.

C. AUTHORIZATION TO LAUNCH

Responsibility for initiating UC Alerts during or in anticipation of an emergency is designated to certain employees.

- i. The individual authorizing the launch may authorize another individual to execute the UC Alert launch.
- ii. **UC Alert Launch Authority:** The members with launch decision authority are, in order of priority:
 1. President
 2. Chief of Staff
 3. Chief Officers
 4. Director of Human Resources
 5. Director of Public Safety
 6. Dean of Students
 7. Highest ranking Public Safety Officer on site or available by phone
 8. Highest ranking campus administrator or full time Residence Life staff on site

NOTE: List members 1-6 are permitted to authorize UC Alert Launch for either Critical or Impending Emergencies, *with or without consultation of members of*

D. URGENCY LEVEL: CRITICAL OR IMPENDING?

- i. **CRITICAL EMERGENCY — what is a critical emergency?**
 1. **TIMING:** A critical emergency is a current, ongoing, emerging or imminent threat and requires action within minutes in order to provide timely notification.
 2. **SEVERITY:** A critical emergency is severe or has the potential to grow severe, or presents a risk of death or serious injury to community members.
- ii. AN **IMPENDING EMERGENCY** is one that will likely occur in the future, such as predicted hazardous conditions, predictable eventualities, or threats articulated.

E. NOTES ON USE OF THE UC ALERT SYSTEM

- i. No communication should be made beyond the alert channels by anyone other than the appropriate members of the Crisis Management Team.
- ii. Once notified, the Crisis Management Team is authorized and responsible for issuing any follow up information.
- iii. Until the Crisis Management Team has been notified and has assumed responsibility, individuals authorizing alerts are responsible for sending follow up messages as necessary with further information updating the community.
- iv. Any significant change to the emergency situation, protective actions needed, or behavior by members of the community should be sent via a follow up alert using all of the same channels used in the initial alert. If significant time has passed but the emergency situation still remains active, an update should be sent reminding recipients of the appropriate actions to take.
- v. Once a UC Alert has been launched, only the Crisis Management Team is authorized to issue an "All Clear" message when an emergency situation has been resolved and any danger has passed.

VI. CRISIS MANAGEMENT ORGANIZATION

A. CRISIS MANAGEMENT TEAM (CMT)

- i. In a crisis situation, all resources and personnel will be applied to the management of the crisis under the direction of the Crisis Management Team.
- ii. The team has been selected and given the authority to make any necessary changes to College procedures in order to deal effectively with the crisis.
- iii. See section B for duties and responsibilities of each CMT member.
- iv. The CMT will consist of the President, Chief of Staff, Chief Business Officer, Chief Student Success Officer, Chief Facilities Management Officer, Director of Human Resources, and Associate Director of Media Relations.

B. DUTIES AND RESPONSIBILITIES OF CMT

- i. President.
 1. Is the primary point of contact for the on-scene coordination and the CMT. In his/her absence, the Chief of Staff (CoS) will assume control and responsibility of the CMT. If neither the President nor the CoS is on campus, the President will select a designated representative from the CMT to assume control and responsibility of the team.
 2. Is responsible for the overall operation and management of the Crisis

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Management Plan.

3. Only the President, the CoS, or a member of the CMT can activate or deactivate the Crisis Management Plan (CMP). NOTE: The individual who convenes the CMT will identify the CMC location.
 4. Upon the activation of the CMP and identification of the CMC location, the President calls the CMT together. (SECTION VI.B.1/Page 8) (See Appendices Page 2-CMT Phone Tree)
 5. When the CMP is activated, the President will move to the Crisis Management Center and manage all activities with the assistance of the CMT and all other support personnel.
 6. Will arrange for external advisors (i.e. crisis management experts) if needed.
 7. Will arrange for prompt campus debriefing and evaluation of the CMP following the crisis.
 8. Will serve as spokesperson to media where appropriate or will designate a single spokesperson to respond in his stead.
 9. Will designate a liaison for parents and a liaison for volunteers.
 10. Will ensure that the CMP is kept current and up-to-date.
 11. Will ensure that appropriate communication is disseminated as needed.
- ii. Chief of Staff (CoS)
1. Will be the primary point of contact for the on-scene coordination and the CMT in the absence of the President.
- iii. Chief Business Officer (CBO)
1. Will work with the business office, and the CMT to oversee financial logistics. In his/her absence, the Controller will act on behalf of the financial logistics.
 2. Assess financial implications of each type of disaster, arrange for required funds to be available in an emergency, oversee disbursement of funds, and maintain records of cost of the crisis for the college.
 3. Arrange contingency plan to meet payroll obligations.
 4. Ensure that all city, state and federal officials have been appropriately notified.
 5. Responsible for providing the President with a departmental appropriate report, for crisis de-briefing.
- iv. Chief Student Success Officer (CSSO)
1. In his/her absence, the Dean of Students will act on his/her behalf.
 2. Establish student counseling services appropriate to the crisis.
 3. In cases of evacuation, secure temporary shelter for the residence hall evacuees.
 4. Secure storage for any and all property removed from the crisis area.
 5. Responsible for providing the President with a departmental appropriate report, for crisis de-briefing.
- v. Chief Facilities Management Officer (CFMO)
1. In his/her absence, the Chief Sustainability Officer (CSO) will act on his/her behalf.
 2. Schedule and initiate Crisis Management drills and training. Evaluate each drill and submit findings and recommendations to Senior Staff.

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3. Provide logistical support for the CMT, including buildings, equipment, and required resources.
 4. Ensure all buildings and equipment are properly maintained and up to safety codes.
 5. Responsible for providing the President with a departmental appropriate report, for crisis de-briefing.
- vi. Director of Human Resources
1. In his/her absence, the Director of Public Safety will act on his/her behalf.
 2. Ensure that current employee contact information and lists are available to the CMP.
 3. Access personnel records and help other leaders reach affected employees and their families.
 4. Arrange a contingency plan to ensure that benefit plan claims can be processed and resolved during a crisis (i.e. health, life, disability).
 5. Work with other leaders to have talent and succession plan in place to ensure the necessary work of the college can continue.
 6. Ensure that employee counseling services are available if needed.
 7. Work with the Director of Public Safety to ensure that all employees and students are aware of fire safety measures and evacuation plans for each building.
 8. Work with the Director of Public Safety to ensure regular safety inspections of the college campus, update and counsel the President and CoS on any findings.
 9. Ensure Public Safety is empowered to take immediate action to reduce the threat of injury or loss of life.
 10. Responsible for providing the President with a departmental appropriate report, for crisis de-briefing.
- vii. Associate Director of Media Relations
1. In his/her absence, the CoS will act on his/her behalf.
 2. Will support the President or his/her designated spokesperson with all external communication regarding the crisis. He/she will be responsible for ensuring the implementation of the Crisis Media Guidelines. (SECTION VII / Pages 9-10)
 3. Responsible for the preparation and release of all public announcements.
 4. Responsible for providing the President with a departmental appropriate report, for crisis de-briefing.

C. DUTIES AND RESPONSIBILITIES OF SUPPORT PERSONNEL

Support personnel should be available to assist or respond as necessary.

- i. Chief Advancement Officer (CAAdO)
 1. In his/her absence, the Director of Admissions will act on his/her behalf.
 2. Communicate pertinent information to potential students and families, as necessary.
- ii. Registrar
 1. In his/her absence, the Assistant Registrar will act on his/her behalf.
- iii. Director of Dining Services.

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1. In his/her absence, the Assistant Director of Dining will act on his/her behalf.
- iv. Director Student Health Services
 1. In his/her absence, the Counselor will act on his/her behalf.
- v. Chief Information Officer (CIO)
 1. In his/her absence, the Director of IT will act on his/her behalf.
- vi. Dean of Students
 1. In the absence of the Dean of Students, the Director of Residence Life will act on his/her behalf.
 2. Identify any students needing counseling services during or after the crisis.
 3. Ensure that residence hall staff is familiar with crisis management plans and evacuation plans.
- viii. Counselor
 1. In his/her absence, the Director Student Health Services will act on his/her behalf.
- ix. Director of Public Safety
 1. In his/her absence, the Public Safety Officer on duty will act on his/her behalf.
- x. Employees
 1. Employees will provide support as called upon and will help identify students in need of counseling services during and after the crisis situation.

D. CRISIS MANAGEMENT CENTER (CMC)

- i. The Crisis Management Center (CMC) will be selected by the President.
- ii. The CMC will be the single point for monitoring and coordinating all responses to a crisis situation.
- iii. Access to the CMC will be limited to the Crisis Management Team. **(SECTION VI.A.)** or designated representatives.
- iv. One of the locations listed below will serve as the Crisis Management Centers:
 1. PRIMARY SITE: Founders Hall North Conference Room
 2. SECONDARY SITE: TerraHaus Conference Room
 3. ALTERNATIVE SITE: May include, the Allison M. Hall Welcome Center, UCCPA, Unity House, McKay Farm, or the Wellness Room in the Aldritch Wellness Center
- v. The CMT will be notified of the CMC site by the President or the Chief of Staff.
- vi. Recommended CMC equipment
 1. Cellular telephone(s)
 2. Computers and internet access
 3. Marker and boards
 4. Reference materials (blueprints, maps, etc.)
 5. Two-way radios
 6. Back-up electrical generator

VII. GENERAL RESPONSE OF CMT

The following steps are designed to provide efficient and immediate responses to any crisis situation on or near the Unity College campus at 90 Quaker Hill Rd. Unity, ME:

A. ARRIVAL ON THE SCENE DUTIES (first CMT member to arrive on the scene)

- i. Determine the type, extent and location of the emergency. Check the facts with the Public Safety Office.
- ii. Notify the President; if he/she is unavailable, contact the CoS to determine the need for the team to convene.
- iii. Follow procedures in the CMP, adapting the plan to fit the current crisis.
- iv. Send personnel to evacuate and secure the area if necessary. (SECTION IX)

B. CRISIS MANAGEMENT CENTER DUTIES

Executed by CMT members present at the CMC with the President or his/her alternate delegating duties among those present.

- i. Via phone tree contact each member of the CMT and the Dean of Students.
- ii. In cases of evacuation, begin an accounting of all students, faculty, staff, and visitors.
- iii. Establish procedures for further evacuation in case the incident expands. This may include sending students and faculty home by normal means or providing transportation. See "Evacuation Plan".
- iv. Begin planning to secure equipment and structures.
- v. Designate a team member to keep a detailed log of events and responses to the situation. Log the time and any deviations from the Crisis Management Plan.
- vi. Announce the event to the campus community, either by e-mail, public announcement in cafeteria/student center, by phone, or by written memo/letter.
- vii. For natural disasters or events requiring evacuation, choose and broadcast one of the following Early Warning System messages via telephone page and e-mail to the campus.
 1. Emergency Preparation.
 - a. "This is (Name), with an official disaster alert. A (Type of Crisis) is expected to strike the Unity College Campus within (Time)."
 2. Mass Evacuation.
 - a. "This is (Name), with an official disaster alert. A (Type of crisis) has occurred or is in progress at (Location)."
 3. Each of these messages will be followed with specific commands; for example:
 - a. *Shelter in place.*
 - b. *Move away from windows.*
 - c. *Proceed to (insert specific shelter name here).*
 - d. *Evacuate all buildings.*
 - e. *Assess available CMT personnel and designate (1) or more for call center operations.*

VIII. CRISIS MEDIA GUIDELINES

a. OBJECTIVES

- i. Communicate timely, accurate, and truthful information to the involved communities.
- ii. Retain public confidence in the college by reducing rumor and uncertainty.
- iii. Protect the welfare of students and employees.

b. INITIAL RESPONSE TO CRISIS

The President will:

- i. Serve as spokesperson to media where appropriate or will designate a single spokesperson to respond in his stead and an alternate.
- ii. Determine an appropriate media response.
- iii. Work with public safety to arrange for media personnel (photographers and videographers) on site as warranted by circumstances and safety.
- iv. Establish media center for media representatives. The Media Center will be in appropriate proximity to the Crisis Management Center and will be staffed by appropriate personnel from the Marketing staff.
- v. Arrange regular news briefings/conferences depending on nature, location and extent of crisis, detailing the information from news release.

c. RELEASE OF INFORMATION PROCEDURE

Specific names of victims will not be released until the immediate family has been notified.

Depending on the nature of the crisis, the news media *may be given* any or all of the following

information about the crisis, at the discretion of the College Media Relations Office:

- i. Nature and location of the crisis.
- ii. Current status of crisis.
- iii. Unity College's official response to the crisis.
- iv. Number of injuries/deaths. (if any)
- v. Names of victims. (only after families have been notified)
- vi. Approximate time event happened and when it came under control.
- vii. Damage. (avoid giving specific dollar figures until insurance companies approve)
- viii. Effect on Unity College's operation for the following day(s)/week(s)/month(s).
- ix. Basic facts about Unity College, its mission and programs.
- x. When the next information will be available name and title of spokesperson(s) to which the facts can be attributed.

The following "*directory information*" about *students* may be disclosed, according to the Family Educational Rights and Privacy Act (FERPA):

- i. Name
- ii. Address (local, permanent, and college email)
- iii. Telephone numbers
- iv. Photograph
- v. Class level (semester classification or level: freshman, sophomore, etc.)

- vi. Major
- vii. Student Club and Organization Involvement
- viii. Weight/height (athletic teams)
- ix. Date of graduation
- x. Enrollment status (full-time, part-time or not enrolled)
- xi. Degrees and awards received
- xii. Most recent educational institution attended

d. MEDIA RELATIONS PROCEDURE (dealing with the media and general inquiries)

The presence of a reporter or photographer will be communicated to the Associate Director of Media Relations; if he/she is unavailable, notify any member of the Crisis Management Team or the President’s Office.

No reporter is to enter a residence hall without prior permission from the Associate Director of Media Relations, Dean of Students, or Director of Residence Life.

All inquiries, including telephone, by the media or general public during a crisis will be referred and routed to the Unity College Media Relations Office at 207.509.7292. Inquiries from parents should be directed to the Dean of Students Office (207.509.7241 or 207.509.7236).

e. EVALUATION POST CRISIS

- 1. Call meeting of all staff involved in Crisis Communication.
- 2. Review all internal and external communication about the crisis.
- 3. Review all media coverage; Determine strengths and weaknesses of plan’s execution.
- 4. Make amendments to the plan as determined by evaluation.

IX. EVACUATION PLAN

Where there is sufficient advance warning of a natural or human caused disaster and the College population is considered to be in immediate danger, timely and systematic evacuation may be required.

A. Evacuation of premises.

- i. The first person who is aware of a crisis (fire, bomb threat, gas leak, chemical spill, etc.) requiring evacuation of a building or area should direct evacuation of the immediate area by activating the fire alarm, if any, and contacting Public Safety.
- ii. Begin appropriate evacuation as necessary.
- iii. Evacuation procedures.
- iv. There is a designated Emergency Assembly Area for each building (see table below). If evacuation is required all will go to the designated Emergency Assembly Area for the buildings in which they are located.
- v. Following an evacuation, no one should re-enter any buildings until officials declare the area safe.

BUILDING	EMERGENCY ASSEMBLY AREA (6) SITES
Allison M. Hall Welcome Center	Murdock Drive

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Cianchette Residence Hall	Cianchette parking lot
Dorothy Webb Quimby Library	Commuter parking lot
E. Donaldson Koons Hall	Murdock Drive
Eastview Residence Hall	Constable Hall lawn
Harrison Aldrich Wellness Center	Cianchette parking lot
Facilities Management Building	Facilities Management front parking lot
George E. Constable Hall	Constable Hall lawn
Maplewood Residence Hall	Cottage parking lot
Founders Hall North & South	Murdock Drive
John Burwell Building	Murdock Drive
Student Activities Building	Commuter parking lot
TerraHaus Residence	Cottages parking lot
The Cottages	Cottages parking lot
Thomashow Learning Laboratories	Murdock Drive
Clifford Hall	Clifford Hall Parking Lot
CLC	Murdock Drive
Unity 2	Murdock Drive
Unity 3	Murdock Drive
Westview Residence Hall	Constable Hall lawn
Wood Hall Residence Hall	Murdock Drive
Wyman Commons	Murdock Drive
UCCPA	UCCPA Parking Lot
McKay Farm	McKay Lot near road
Field of Dreams	Field of Dreams Lot near road

X. PROCEDURES FOR SPECIFIC CRISES

A. GENERAL RESPONSE (for crisis situations not specifically detailed in this plan)

- i. Assess the situation.
- ii. Contact proper authorities (e.g., 911)
- iii. Warn employees and students.
- iv. Communicate with personnel and community responders.
- v. Conduct an evacuation and accounting for all persons in the facility.
- vi. Activate and operate an emergency operations center.
- vii. Shut down operations.
- viii. Protect vital records.
- ix. Restore operations.
- x. Re-establish feelings of safety, stability, control, and normalcy as quickly and cost-effectively as possible.

B. FIRE

Sound the alarm, call 911, and evacuate the premises following Evacuation Plan.

(SECTION IX)

Contact Public Safety (x 232 or 509.7232) who will send a UC Alert as appropriate and notify the CMT (Crisis Management Team).

C. SEVERE WINTER STORM OR BLIZZARD

A decision to close the college because of inclement weather may occur at times.

If a weather emergency occurs in the early morning hours, a decision to close the campus or delay an opening will be made by 5:30 a.m., by the Dean of Students. If a weather emergency occurs later in the day, the determination for an early closure will be made as appropriate.

The announcement of the closure will be done by an authorized college official in the following venues:

- i. sent to the Unity College community through the UC Alert System
- ii. announced on the college's critical alert (weather) phone (207) 509-7207 system, and
- iii. on the following media outlets:
 - a. **WABI - Channel 5 (Bangor Station)**
 - b. **WWME - 92 Moose FM**

UC Alert for Weather Closure: The Dean of Students has the responsibility and is authorized to make a determination and send UC Alert in response to environmental conditions, following the procedures outlined in the Weather-related Cancellation Policy. Alerts related to weather cancellation will utilize templates created to ensure consistency and reduce confusion. If a weather condition creates an Critical or Impending emergency as defined above, then follow that procedure.

D. LIGHTNING STRIKE

If someone has been struck by lightning notify Public Safety immediately (x 232 or 509.7232).

E. BOMB THREAT (See Appendices, Pages 3 and 4, for additional information)

Sound the alarm, call 911, and evacuate the premises following Evacuation Plan. (SECTION IX)

Contact Public Safety (x 232 or 509.7232) who will send a UC Alert as appropriate and notify the CMT (Crisis Management Team).

Following an evacuation, no one should re-enter any buildings until officials declare the area safe.

F. GENERAL RESPONSE TO NATURAL DISASTERS

- i. Retain all students, staff, and visitors inside the building.
- ii. Seek shelter in the lowest levels of buildings or an interior hallway, remaining clear of exterior windows and doors.
- iii. If it is safe to do so, evacuate rooms having large roof spans (gym, etc.) or those that are located where they will receive the full force of the wind.
- iv. If caught in open country, lie flat in the nearest depression, such as a ravine or ditch.
- v. Employees and other personnel traveling to the College should take shelter, if possible, at a safe location. His/her supervisor should be contacted as quickly as possible informing him/her of his/her location.
- vi. Account for all employees and students.
- vii. Monitor the am/fm radio for information and warning notices.
- viii. Notify utility companies of any break or suspected break.

- ix. Shut off all electrical utilities. When services are restored, check the effects of the storm on the facilities (broken windows, safety hazards, refrigeration, clocks, etc.).
- x. Provide status reports on a regular basis to the CFMO.

G. HAZARDOUS MATERIALS ACCIDENT

Hazardous materials are substances that are flammable or combustible, explosive, toxic, noxious, corrosive, oxidizable, an irritant, or radioactive. A hazardous materials accident can occur on site (i.e., spill of some corrosive material or broken gas line) or near enough to the campus to be a potential hazard (i.e., highway accident causing a spill of some highly toxic materials or release of some toxic gases into the air from an industrial accident or fire).

Some hazardous materials accidents will be minor and only involve the immediate evacuation of a site and others may be large enough to necessitate relocating all students, staff, and other persons to either a safer location on campus site or to an evacuation area away from the site. The nature, severity, and potential for health injury of the hazardous materials accident will determine the type of response required.

Whatever the severity of the hazardous materials accident, college personnel should not attempt to take it upon themselves to remove a known or possibly hazardous chemical or substance. There are personnel trained and equipped to do so.

On-Site Chemical Accidents

In the case of a chemical accident on campus or if the college wants to have a possible hazardous chemical removed, contact Public Safety (x 232 or 509.7232).

Off-Site Chemical Accidents

- i. It is anticipated that major chemical accidents may occur off site, probably on nearby major streets and highways, as well as nearby industrial areas. Chemical accidents of disaster magnitude would probably be the result of a tank truck, railroad, or industrial accident by the release of large quantities of toxic gases. In these instances the College will probably be contacted directly by the police and/or fire departments. When evacuation of the area is necessary, College personnel will probably be directed to a specific relocation area by the local response agencies involved (fire, police, etc.)
- ii. These are some actions/considerations to be addressed in the case of a major chemical accident posing a potential hazard to the College:
 - 1. As appropriate, contact Public Safety (x 232 or 509.7232).
 - 2. Determine the need to remain inside/outside.
 - 3. Determine whether students and staff should leave College grounds.
 - 4. Maintain safety of employees, students, and visitors in a secure area.
 - 5. Render first aid, as necessary.
 - 6. Return to site/building after government agency officials (fire department/police/Hazardous Materials Team) have declared area safe.

H. POWER FAILURE

The response procedures are dependent upon whether we have or do not have advance warning and whether classes are in session or not in session.

Power outage with or without advance warning will be communicated from the CFMO to IT, Central Maine Power, and to the President's Office.

CMP: 800-696-1000 (outages or trouble)
866-565-3181 (normal hours)

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The President's Office will notify the campus as appropriate.

Announcements of an administrative closing due to power failure with advance notice or without will be on the following radio and television stations:

- i. Radio: WMME 92 Moose (92.3 FM)
- ii. Television: Channel 5 (WABI-TV)
- iii. Additionally an email message, if possible, will be sent by the Associate Director of Media Relations to employee and student distribution lists and the campus voice mail system will be revised to reflect the closing.

I. NON-EMERGENCY VIOLENT THREAT

This plan addresses threats of violence towards the school or personnel. At each stage, the Crisis Management Team will follow the instructions and advice of law enforcement personnel, which may alter the procedures laid out in this section.

i. Initial Response

1. Upon receipt of a non-emergency threat:
 - a. The Crisis Management Team will be convened in Founders Hall North Conference Room
 - b. The CMT will contact local law enforcement and request counsel and, as appropriate, that they respond
 - c. Student services personnel (defined below) will relocate to Wyman Commons and Founders Hall South
 - d. The CMT or designee will issue a campus-wide lock down order

ii. Lock Down

1. Issued via UC Alert and campus phone public address system
2. Classes and normal operations are cancelled
 - a. Employees without assigned responsibilities in this plan are sent home
 - b. Commuter students are asked to go home and check in via UC Alert System
3. Public Safety immediately ceases the check out of any weapons from their storage and provides the CMT with a list of weapons currently checked out and by whom
4. Residential students on campus return to their room and stay inside until lock down is lifted
 - a. Cottage residents lock down in TerraHaus
 - b. Residential students off campus at the time of the lock down will be instructed to stay clear of campus until they receive further instructions
5. Occupied buildings are staffed and secured
 - a. Each residence hall will have two assigned staff members plus the associated Resident Advisors to check in residents.
 - b. Any missing students should be communicated to the Dean of Students
 - c. Law enforcement and Public Safety conduct room to room searches and building sweeps to confirm that the building is safe.
 - d. Law enforcement officers are stationed at all entrances to occupied buildings to check entrants and prevent exit
6. Unoccupied buildings are swept for hazards but not secured
7. Campus grounds are searched for hazards
8. Major entrances to campus become checkpoints

After providing for immediate lock down, the CMT, in consultation with law enforcement, will plan for how to proceed until the threat is confirmed cleared.

iii. **Option A: Extended Lock Down (2-8 hours)**

1. In each building, assigned student services staff and Resident Advisors,
 - a. Check in residents and communicate any missing students to the Dean of Students
 - b. Communicate with the Crisis Management Team
 - c. Perform needs assessment
 - d. Facilitate distribution of food and supplies
 - e. If necessary, escort students to the services center.
2. At the student services center (Wyman Commons)
 - a. Dining staff prepare meals for delivery to residence halls
 - b. Student Success Administrative Assistant coordinates communication and keeps record of activities
 - c. Dean of Students coordinates with CMT and responds to student needs
 - d. Wellness Center staff assist students in Founders Hall South as needed
3. Residential students who were off campus at the time of the alert check in at campus checkpoints, turn in any weapons in their possession at that time, and are escorted to their residence hall
4. Lock down will only be ended by the CMT in consultation with law enforcement personnel

iv. **Option B: Campus Evacuation (8-48 hours)**

1. All campus operations will be cancelled. If they have not already, all personnel without responsibilities in this plan and all commuter students will be asked to go home and stay clear of campus until notified that it is safe to return. Residential students will be instructed to return to their room and remain there. Buildings will be secured as above.
2. The Crisis Management Team convenes at the UCCPA, along with student support personnel
3. The CMT notifies the evacuation venue of our need and likely time of arrival.
4. The CMT calls for bus service
5. The CMT communicates with MEMA for emergency supplies: cots, blankets, etc.
6. When buses are available to take students to the evacuation site, they are directed to pick up sites:
 - a. Field of Dreams
 - b. UCCPA
 - c. McKay Farm
7. One of the staff assigned to each residence hall and other student support staff drive college vehicles to shuttle students to pick up sites.
 - a. One residence hall at a time, students are shuttled to pick up sites, where buses depart as they are filled
 - b. The Dean of Students travels with the first bus in order to coordinate support at the evacuation venue
 - c. The second staff member for each building confirms when the building is empty, travels with the residents from their building, and helps to check them in at the evacuation venue.
 - d. Student support personnel travel to the venue on later buses.
 - e. Students who wish to drive their own vehicles must check out with the staff assigned to their building and check in with them or the Dean of Students at the evacuation venue.
8. Local food providers will be called in to provide meals for students during evacuation. Student Life staff remain with the students during evacuation.

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9. Evacuation will only be ended by the CMT in consultation with law enforcement personnel

v. Option C: Extended School Closure

After following the procedures above, if the hazard is expected to last longer than 48 hours, then the college will be closed for a period to allow as many students as possible to return home.

1. Students traveling home will be asked to check in via the UC Alert System
2. Students who are unable to go home will be cared for at the evacuation site
3. All campus operations will be cancelled and staff instructed to stay clear of campus until it reopens.
4. Residential staff will be provided with hotel rooms during the closure
5. The CMT will continue to work during the closure from the UCCPA or other command center

vi. Resumption of Operations

Depending on the situation, college operations and student activities may continue to be affected by the event after the immediate threat is resolved. The CMT will continue to monitor and direct the institutional response as long as necessary to ensure the safety of the community.

J. ACTS OF VIOLENCE

For any and all act and/or threat of physical violence:

- i. General Response
 1. Contact Public Safety (x 232 or 509.7232).
 2. Public Safety determines the need to contact local emergency services.
 3. Contact the Dean of Students and/or the Director of Residence Life.
 4. If needed, contact the President.
- ii. Communication Plan for Severe Acts of Violence
- iii. Begin evacuation or lockdown as appropriate or as directed by emergency personnel.
- iv. Communicate accurate information to campus and other communities as determined by the CMT, for example utilizing the following methods:
 1. Campus email system (member of CMT/designee).
 2. Resident Advisor phone communication plan.
 3. Crisis Media Guidelines. ([SECTION VIII](#))

K. ACTIVE SHOOTER RESPONSE

An active shooter is a person who appears to be actively engaged in killing or attempting to kill people in an area on campus. In most cases, active shooters use firearm(s) and there is no pattern or method to their selection of victims. These situations demand immediate deployment of law enforcement resources to reduce the chance of injuries. This document provides guidance to faculty, staff, and students who may be involved in this type of situation.

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- i. Contact Emergency Personnel
 1. Call Public Safety (ext. 232 or 509.7232).
 2. If outside, utilize emergency "blue-light" phones.
- ii. Provide Information to Emergency Personnel
 1. Your name
 2. Location of incident
 3. Number of shooters
 4. Identification/Description of shooter(s)
 5. Location of injured
- iii. Campus Personnel Emergency Response
 1. Activate CMT
 2. Campus-wide email *
 3. Describe situation and recommendations.
 4. Campus-wide phone message *
 5. Sent through switchboard.
 6. Public Safety secure campus
 7. Sent by Public Safety.*
- iv. Active Shooter Response Script. (See Appendices: Page 5-Active Shooter Response Script)
 - a. Recommendations if Shooter is Not In Building
 - i. Take cover in room that can be locked (if unable to lock door or move to lockable room, barricade door with desks, file cabinets, tables, etc.).
 - ii. Turn off lights.
 - iii. Close shades and blinds.
 - iv. Once room is secured, stay low and away from windows/doors.
 - v. People positioned behind additional protection (desks, tables, etc.).
 - vi. Encourage people to remain calm and quiet.
 - vii. Wait for emergency personnel for further instructions.
 - b. Recommendations if Shooter is in Building
 - i. In most cases, following recommendations listed in subsection 5 is preferred. If leaving building is necessary and possible:
 - ii. Have escape route planned out.
 - iii. Do not attempt to carry anything during escape/keep hands visible.
 - a) Do not attempt to remove injured people.
 - b) Notify anyone you encounter to exit building.
 - c) Take protective cover once outside.
 - d) Wait for additional instructions from emergency personnel.
2. Law Enforcement Response
 - a) Main objective is to stop shooter.
 - b) Treating injured is secondary response.
 - c) Oversee all actions once present.

L. DEATH OR SERIOUS INJURY

These procedures apply when addressing a situation involving serious injury or the loss of life of a Unity College student, employee, or visitor to campus.

i. On-Site Response

1. Contact Public Safety (x 232 or 509.7232).
2. Contact President, who will assess the need to activate the CMT.
3. Assist in identification of injured/deceased.
4. Assist (if necessary) in securing scene of incident (evacuate area, crowd control, appropriate information, etc.).
5. If the injured person is an employee, their supervisor must file an accident report with the Human Resources Office.

ii. General Response

1. No public notification should be made, in cases involving death, until the medical personnel have confirmed death and identity of the deceased.
2. Once medical officials have authorized notification, family members may be contacted by designated college administrator. This notification may be done in conjunction with medical and/or law enforcement officials.
3. Family members should be given information relating to local law enforcement, hospital, mortuary, travel arrangements, accommodations, etc.
4. Health and Counseling services should be notified to discuss appropriate campus needs and concerns.
5. The Associate Director of Media Relations, in conjunction with the President, will communicate appropriate information to media and public. **(SECTION VII)**
6. Appropriate notification of campus should be done by the President or designated administrator.
7. Other
8. Continue appropriate counseling services for employees and students as needed.
9. Notify Board of Trustees (by President).
10. Continue contact with family for needs and concerns.
11. Notify campus of appropriate medical update (for injury) and funeral information (for death).
12. Arrange on-campus service if appropriate.
13. Determine appropriate college representatives for funeral.
14. Send flowers/sympathy card on behalf of College.

15. Consider memorial fund if appropriate.
16. In case of death, notify all appropriate offices with regard to mailing lists, billing, etc.

M. MISSING STUDENT

Anyone who believes a resident student to be missing should report their concern to Public Safety, Residence Life, or the Dean of Students Office. Every report made to campus officials will be investigated. Depending upon the circumstances presented to College officials, parents of a missing student may be notified. In the event that parental notification is necessary, the Dean of Students, or designee, will place the call.

- i. General Procedure:
 1. The Unity College official receiving the report will collect and document the following information:
 - d) The name and relationship of the person making the report.
 - e) The date, time, and location the missing student was last seen.
 - f) The general routine or habits of the suspected missing student, e.g., often visits friends who live off-campus, often returns home, any recent changes in behavior or demeanor, etc.
 - g) The missing student's cell phone number, if known by the reporter.
 - ii. The Unity College official receiving the report will inform the Dean of Students and Public Safety. The Dean of Students will determine when the President should be informed.
 - iii. Upon notification from any person that a student may be missing, Unity College officials may use any or all of the following resources to assist in locating the student.
 1. Call the student's room.
 2. Check the student's residence hall room.
 3. Talk to the student's RA, roommate, and residents to see if anyone can confirm the missing student's whereabouts and/or confirm the date, time, and location the student was last seen.
 4. Secure a current student ID or other photo of the student.
 5. Call and text the student's cell phone and call any other telephone numbers on record.
 6. Send the student an email.
 7. Check all possible locations mentioned by the parties above including, but not limited to; library, residence hall lounges, Student Center, etc.
 8. Contact or call any other on-campus or off-campus friends or contacts that are made known. This could include checking social networking sites.
 9. Ascertain the student's auto make, model, and license plate number. Public Safety will check Unity College parking lots for the presence of the student's vehicle.
 10. If the missing student is under the age of 18 years and not an emancipated individual, within 24 hours of the determination that the student is missing, the Dean of Students must notify the student's custodial parent or guardian as identified in the

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College's records. If the missing student is over the age of 18 years or an emancipated individual, within 24 hours of the determination that the student is missing, the Dean of Students must notify the individuals found in the emergency contact information that is stored in CAMS. If the emergency contact information stored in CAMS is absent or unusable, the appropriate law enforcement agency will be informed after the student has been missing for 24 hours.

11. The Dean of Students may ask the Information Technology staff to provide electronic logs for the purpose of determining the last login, access, and use of the Unity College IT network.
12. If, in the course of gathering the information described above, foul play is evident or strongly indicated, local law enforcement must be contacted immediately. If it is necessary to contact local law enforcement, the College will follow their procedures for managing this type of incident.
13. This procedure will be incorporated into the Campus Safety website, and to Student Life website (via link) and integrated into Resident Advisor training, included in the annual Campus Safety security report, and sent to all Unity College residents via email, once per year.

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XI. RESUMING OPERATIONS

A. Immediately after an emergency, take steps to resume operations.

- i. Establish a recovery team, if necessary. Establish priorities for resuming operations.
- ii. Continue to ensure the safety of personnel and students on the property. Assess hazards. Maintain security at the incident site.
- iii. Conduct an employee briefing.
- iv. Keep detailed records. Take photographs of or videotape the damage.
- v. Account for all damage-related costs. Establish special job order numbers and charge codes for purchases and repair work.
- vi. Follow notification procedures.
 1. Notify employees' families about the status of personnel on the property.
 2. Notify off-duty personnel about work status.
 3. Notify insurance carriers and appropriate government agencies.
- vii. Protect undamaged property. Close up building openings. Remove smoke, water and debris. Protect equipment against moisture. Restore sprinkler systems. Physically secure the property. Restore power.
- viii. Conduct an investigation. Coordinate actions with appropriate government agencies.
- ix. Conduct salvage operations. Segregate damaged from undamaged property.

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Keep damaged goods on hand until an insurance adjuster has visited the premises, but you can move material outside if it's in the way and exposure to the elements won't make matters worse.

- x. Take an inventory of damaged goods. This is usually done with the insurance adjuster. If you release goods, obtain a signed inventory stating the quantity and type of goods being removed.
- xi. Restore equipment and property. For major repair work, review restoration plans with the insurance adjuster and appropriate government agencies.
- xii. Assess the value of damaged property. Assess the impact of business interruption.
- xiii. Maintain contact with suppliers.

XII. EVALUATION OF CRISIS MANAGEMENT

A. REVIEW INTERNAL PLANS & POLICIES

- i. Process safety assessment
- ii. Risk management plan
- iii. Capital improvement program
- iv. Mutual aid agreements

B. MEET WITH OUTSIDE GROUPS

- i. Community emergency management office
- ii. Town officials
- iii. Local Emergency Planning Committee (LEPC)
- iv. Local fire department
- v. Local law enforcement
- vi. Emergency Medical Services
- vii. American Red Cross
- viii. National Weather Service
- ix. Road commissioner
- x. Planning commission
- xi. Telephone companies
- xii. Electric utilities
- xiii. Neighboring businesses

C. IDENTIFY CODES & REGULATIONS

- i. Identify applicable federal, state and local regulations such as:
 - 1. Occupational safety and health regulations (OSHA)
 - 2. Environmental regulations
 - 3. Fire codes
 - 4. Transportation regulations
 - 5. Zoning regulations
 - 6. Administration policies

D. IDENTIFY & REVIEW CRITICAL SERVICES & OPERATIONS

- i. College services and the facilities and equipment needed to maintain them.
- ii. Lifeline services such as electrical power, water, sewer, gas, telecommunications and transportation.
- iii. Operations, equipment, and personnel vital to the continued functioning of the facility.