

Adams State University

Incident Management Plan

Rev. 013114



Adams State University Incident Management Plan

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PREMISE & RATIONALE

Adams State University is committed to the health and safety of its students, staff, and guests on our campus. Of secondary concern are the security and integrity of University facilities. This plan outlines procedures to guide an orderly, efficient, and compassionate response to University crises and emergencies. These procedures are flexible to accommodate variable contingencies. Adams State University's incident management plan involves coordination with other agencies when appropriate.

An incident management team (IMT) is responsible for establishment and ongoing review of the Adams State University Incident Management Plan.

The plan will be reviewed and endorsed by the President and Cabinet, who will provide resources for regular employee training on the procedures. The plan is intended to address the concerns listed below as well as any others that may arise.

The IMT training subcommittee will make a recommendation to Cabinet detailing a plan and resources required for faculty and staff emergency training, including building evacuation drills.

The full Incident Management Plan, FAQs, and other emergency resources are available at : **www.adams/about/safety**

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CRISIS CLASSIFICATIONS

The following definitions guide determination of the appropriate level of Incident Management. Generally, the Chief of ASU PD, alone or in consultation with the President or Vice President for Student Affairs, will determine the incident classification.

A. Minor Incident

Any incident, potential or actual, which:

- Can be dealt with by limited staff
- Will not seriously affect the overall operations of the University
- Will have limited duration and low impact

B. Emergency

Any incident, potential or actual, which:

- Affects an entire building or buildings
- Could disrupt a portion or the entirety of University operations
- Will require major efforts by campus offices
- May need coordination with outside agencies
- Will require major decisions by administration

C. Disaster

Any event or occurrence which:

- Has seriously impaired or halted the operations of the University
- Has resulted in mass casualties and/or severe property damage
- Requires coordinated effort of all campus-wide resources and outside emergency services
- Will require major decisions by administration

INCIDENT MANAGEMENT TEAM

The University President or his/her designee will serve as the Incident Director during any emergency or disaster. In these instances, he/she will notify appropriate Incident Management Team members (IMT) to report at an on or off-campus Command Center.

A. Incident Director: President of the University or designee.

The Incident Director is ultimately responsible for implementing the University incident response. He/she works with the IMT, other senior administrators, and the Chief of ASU PD to assess the incident and initiate the University's response. For the duration of the incident, he/she directs activities of the IMT and other University staff, and serves as liaison with external agencies. The director has authority to declare and end, when appropriate, the campus state of emergency.

In the president's absence, command would fall to the following, in order, according to availability:

Vice President for Student Affairs
Senior VP
VPAA
VP Finance & Governmental Relations
ASU Police Department Chief of Police

B. IMT membership

VP for Student Affairs
Chief of ASU PD
Asst. to the President for Communications
Dir. of Auxiliary Services
Dir. of Counseling Services
Dir. of Human Resources
Asst. VP for Facilities Planning, Design & Construction
SMT Lab Support
Dir. of Nursing
Dir. of Computing Services/CIO

Emergency Specialists and other cabinet or staff members as required: Associate VP for Facilities Planning, Director Housing, Purchasing Director, Athletic Director, Chief Information Officer, Nursing program representative, Crisis Intervention specialists, Director of Human Resources, Exec. Asst. to the President

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FACILITY DAMAGE CONTROL

1. Provides equipment and personnel to perform shutdown procedures, damage assessment, debris clearance, emergency repairs, and equipment protection.
2. Coordinates or arranges the assistance of utility companies as required for emergency operations.
3. Arranges for emergency power and lighting systems as required.
4. Surveys habitable space and arranges for relocation of essential services and functions in accordance with prearranged sites for emergency purposes. See appendix for emergency sites
5. Arranges facilities for emergency generator fuel during emergency or disaster periods.
6. Arranges for storage of vital records at an alternate site, coordinates with building and area coordinators for liaison and necessary support. See appendix for emergency sites.
7. Based on damage assessment makes application to the State Buildings and Real Estate Programs for emergency controlled maintenance project funds. (Limited to facility construction expenses only.)

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SAFETY & SECURITY

1. Secures the scene by providing hazardous area control and appropriate barricades. Maintains the ASU PD control office in a state of constant readiness.
2. Consults with President/designee or Vice President for Student Affairs to classify situation
3. Monitors campus emergency warning and evacuation systems
4. Takes immediate and appropriate action to protect life, property, and to safeguard records as necessary.
5. Obtains assistance from additional emergency, police, and fire agencies as required.
6. Provides or arranges for traffic control, access control, perimeter and internal security patrols, and fire prevention services as needed.
7. Provides and equips alternate sites for the Emergency Command Post.

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ARTICULATIONS WITH EXTERNAL AGENCIES

The following list includes local external agencies. Some of which we have articulation agreements for accommodations and/or space. Contact information can be found in the appendix.

1. Trinidad State Junior College: 589-7000
2. Alamosa Nursing Service: 589-5192
3. Alamosa Police Department - 589-5807
4. Colorado State Patrol – 589-5807
5. San Luis Valley Mental Health Service – 589-3671
6. San Luis Valley Regional Medical Center – 589-2511
7. Alamosa Fire Department – 587-2533
8. Alamosa Sheriff Office – 589-6600
9. Homeland Security – 202-282-8000
10. FEMA – 202-646-2500

GENERAL INCIDENT MANAGEMENT PROCEDURE

A. Emergency Notification

The first person who becomes aware of an incident or emergency should call 911.

1. ASU PD, if necessary in consultation with the President or designee, or Vice President for Student Affairs, classifies the incident. The classification determines the extent of emergency mobilization required and guides how the level of staff notification.
2. ASU PD or other IMT member initiates the IMT notification procedure
 - The IMT should be equipped with the phone numbers of the person immediately ahead of them and of all people in the next two levels below them.
 - If the next person in one's sequence is unavailable, proceed to their back-up and/or the next person in the tree.
 - Cabinet members should notify their back-up and the President's Office when they will be out of town or otherwise unavailable
 - All supervisors should develop a phone tree for their departments and assure their staff are provided that information.
3. Usually, Adams State is represented and advised in legal matters by the Colorado Attorney General's Office. The President, Vice Presidents, other designated IMT member, and the Asst. to the President for Communications are authorized to contact the A.G. Whenever possible, the A.G. should participate in or, at minimum, be informed of crisis management decisions.

B. Central Meeting Location

1. In all cases of emergency and *disaster classifications*, all available IMT members will gather at the designated central meeting location as determined by the President or designee.
 - a) Campus Location: President's Conference Room, Computing Services, School of Business, East Campus; Off-campus Location: San Luis Valley Regional Medical Center, Trinidad State Junior College – Valley Campus, Alamosa County Command Center
2. Locations should be equipped with the following to the degree possible:
 - a) Multi-line phone with access to all lines (for Group Leader); Phone line with switch bypass capability
 - b) Radio access via portable scanning radios, available from Facilities Services and ASU PD (digital radios)
 - c) Campus computer network connection, laptop computers, jump drives
 - d) Large-scale campus map
 - e) Television with cable access
 - f) Designated FAX machine
 - g) Radio, cell phone, track phones and/or pager communication for group members (as needed)

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- h) White boards
- i) Schematics of buildings
- j) Phone chargers
- k) ASU phone directory
- l) Banner access
- m) Printer
- n) Flashlights
- o) Water & powerbars
- p) Copy of Incident Management Plan

C. Reporting & Debriefing

Once the incident has been resolved, the President will supervise IMT debriefing. The intent will be to learn from the incident in order to avoid or diminish a future crisis. The President in collaboration with Assistant to the President for Communications will disseminate appropriate communication to University employees, students, and the community.

CAMPUS EVACUATION PROCEDURES FOR FIRE OR EXPLOSION

1. Upon discovering smoke or fire, or hearing an explosion, activate the fire alarm system.
2. After sounding the alarm, call 911
 - Be prepared to provide:
 3. Building name:
 3. Floor:
 3. Room number:
 3. Type of incident:
3. After sounding the alarm, attempt to contain a small fire by utilizing available fire extinguishers, *if you are trained to do so*. If the fire is beyond control or involves potentially explosive materials, evacuate the building.
4. When a fire alarm sounds, evacuation is recommended. Walk, do not run, to the nearest stairway exit and proceed to ground level. Close doors and windows as you leave. The alarm may not sound continuously. If the alarm stops, continue the evacuation and warn others who may attempt to enter the building after the alarm stops.
5. **DO NOT USE ELEVATORS DURING A FIRE EMERGENCY.**
6. Leave the building, and move at least 500 feet away, leaving walks and drives open for arriving firefighters. Do not return to the building until directed to do so by police or fire officers.
7. Someone familiar with the situation and who knows the area involved should meet the Fire Department, the ASU PD, or the Alamosa Police Department.
8. Everyone must follow the orders of the Fire and Police Departments when they arrive.
9. Notify firefighters on the scene, if you suspect someone may be trapped inside the building.
10. Report potential hazards or address fire prevention questions to Adams State University Facilities Services, 587-7951.

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MEDICAL EMERGENCY FOR INFECTIOUS DISEASES

Any suspected incidents of meningococcal infection on the Adams State Campus must be reported immediately to the Alamosa County Nursing Services at numbers listed below. In addition, the University-wide Crisis/Emergency Communication Procedure will be initiated. Campus wide response to all suspected cases will follow the directives received from the Colorado Department of Health through the Alamosa County Nursing Services.

- (i) Alamosa County Nursing Service: 589-6639
- (ii) San Luis Valley "call" nurse: 852-9119
- (iii) Colorado Department of Public Health and Environment (office hours): 303-692-2700
- (iv) CDPHE After hours 303-370-9395

HOSPITALIZATION

Whenever a University student displays signs of illness (any, all or some of the following: fainting, vomiting, passing out, seizures, wounded, overdosed, high fever, etc.) which seem to require immediate medical attention, contact the police dispatcher (589-5807 or 911) for ambulance transportation. It is best to err in favor of being too cautious rather than waiting until the situation becomes critical.

Immediately following the reporting of a medical condition, notify the Dean of Student Affairs.

MENTAL HEALTH EMERGENCY

ASU Mental Health and Suicide Prevention Policy

Guiding Principles

1. Adams State University is committed to the success of all students, including those with depression or other mental health conditions.
2. Adams State University will:
 - Acknowledge but not stigmatize mental health problems;
 - Make suicide prevention a priority;
 - Encourage students to seek help or treatment that they may need;
 - Ensure that personal information is kept confidential;
 - Allow students to continue their education as normally as possible by making reasonable accommodations; and
 - Refrain from discrimination against students with mental illnesses, including punitive actions toward those in crisis.

Counseling and Mental Health Services

3. Students are encouraged to seek counseling and mental health treatment through campus services or other available avenues.
4. Counseling services and mental health treatment are available to members of the campus community affected by a student's depression or other mental health condition as well as to the student.
5. Various trained student groups are available on campus to help identify and refer students with depression or other mental health conditions.
6. Emergency psychiatric services are available to students at all times through the San Luis Valley Community Mental Health Center.
7. Counseling and mental health treatment provided by Adams State University will be based on the student's preferences, strengths, and needs.
8. All services are provided on a voluntary basis and it remains the student's decision whether or not to seek services. In some circumstances, and as the law permits, Adams State University may seek involuntary treatment of the student.
9. Adams State University will refer a student to the counseling center¹ when it learns that:

¹ For convenience the term "counseling center" is used throughout to refer to counseling and mental health services provided by or through the college.

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- The student exhibits academic, behavioral or other difficulties that appear to be due to depression or another mental health condition, or
 - The student has made a suicidal gesture or is known to have contemplated suicide.
10. If a referred student does not seek services through the counseling center or another service provider, the counseling center will make individualized efforts, including direct outreach, to encourage the student to access services.
 11. In the event a student is hospitalized, the counseling center, if requested by the student, will work with the student and the hospital as part of the hospital treatment team to, among other things, ensure appropriate aftercare planning.

Confidentiality

12. Counseling and mental health services are confidential. The counseling center will not share information as the law allows about a student with faculty, staff, administrators, or others unless the student consents. Confidentiality will remain if affect unless the student is a danger to self or others, a child is involved or gravely disabled.
13. The student, not Adams State University, is the client of the counseling center.
14. As appropriate, the counseling center may encourage the student to consent to sharing information with the student's family, or other school or community officials.
15. As permitted by law, the counseling center may disclose information about a student to the extent needed to protect the student or others from a serious and imminent threat to safety, for example, by making disclosures to crisis intervention or emergency personnel. Disclosures are permitted only if the student will not consent to interventions that will ameliorate the risk.²
16. When a student enrolls, and when a student becomes a client of the counseling center, the student will be asked to sign or to formally decline to sign a FERPA waiver as related to Colorado's SB 06-067 Suicide Prevention Act allowing an official from Adams State University to contact the student's designee if officials from Adams State University become concerned about the student's mental health or potential or actual suicidal impulses. This information will be on file in Student Affairs. Students will be encouraged to update this information regularly.

² See American Counseling Assn, ACA Code of Ethics (2005) B.2.a (The general requirement that counselors keep information confidential does not apply when disclosure is required to protect clients or identified others from serious and foreseeable harm or when legal requirements demand that confidential information must be revealed.); Family Education Rights and Privacy Act (FERPA), 20 U.S.C. 1232g(b)(1)(I), 34 C.F.R. 99.36 (disclosures permitted in emergency to protect health or safety of student or others).

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Accommodations

17. Adams State University will reasonably accommodate students with depression or another mental health condition. Accommodations will be designed to enable the student to remain in school, meet academic standards, and maintain normal social relationships.
18. The following accommodations will be provided if needed and reasonable to enable a student to remain in or return to school, meet academic standards, or maintain normal social relationships:
 - Allowing the student to take a reduced course load or complete alternative assignments;
 - Allowing the student to postpone assignments and exams;
 - Allowing the student to work from home;
 - Allowing the student to drop courses;
 - Allowing the student to change roommates or rooms;
 - Allowing guests to stay in the student's room;
 - Retrospective withdrawals from courses if academic difficulties were due to depression or another mental health condition.³
19. Requests for accommodation need not be made in any particular form or in writing. A student will be considered to have requested an accommodation when the student attends an appointment with the Director of the Counseling Center to help the student devise an accommodation.
20. The counseling center will work with Student Support Services, the Testing & Learning Center, and/or specific faculty members, as appropriate, to help support the student in securing the needed accommodations.
21. Absences for treatment, including hospitalization, will be considered excused absences. Students will not automatically receive a failing grade or otherwise be sanctioned for missing classes due to depression or another mental health condition.
22. When a student takes a leave, the student will be permitted, for each class in which he/she is enrolled, to withdraw from the class or to postpone assignments and exams.⁴
23. The student need not have disclosed his/her condition prior to requesting an accommodation, including a leave of absence. Adams State University will not deny an accommodation on the ground that the student failed to previously disclose his/her condition.

³ The list is not exhaustive. Other accommodations will also be considered and provided if needed and reasonable.

⁴ This applies to either a voluntary or an involuntary leave. Grades designated as "incomplete" will not be averaged into the student's GPA as failures for the duration of the designation of the incomplete status.

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Leaves of Absence

Voluntary Leave

24. Students are permitted to take voluntary leaves of absence for documented mental health reasons.
25. If a student so requests, the counseling center will help the student decide whether to take a leave of absence and, as appropriate, help the student secure a leave.
26. Depending on the individual circumstances, a student on voluntary leave may be allowed to maintain contact with, and may be allowed to visit, campus friends and teaching, residence, counseling and administrative staff. The student may also be allowed to attend campus events.⁵

Involuntary Leave

27. In the circumstance that a student cannot safely remain at Adams State University or meet academic standards even with accommodations and other supports, Adams State University may require the student to take a leave of absence.
28. The Students of Concern committee⁵ may recommend an involuntary leave for safety reasons if it finds, after an individualized evaluation of the available information, that there is a significant risk that the student will harm him/herself or another, and that the risk cannot be eliminated or reduced to an acceptable level through accommodations.
29. The decision whether to impose an involuntary leave will be made by the Vice President for Student Affairs. In making the decision, whenever possible, the Dean will consider any recommendations made by the committee.⁶
30. In determining its recommendation, the committee will:
 - Consider whether there are accommodations that would allow the student to meet academic standards and remain safely in school, and
 - If safety is an issue, consider the nature and severity of the risk, the probability that injury will actually occur, and whether accommodations can sufficiently mitigate the risk.
31. Before making its recommendation, whenever possible, the committee will:

⁵ For convenience the term “committee” is used throughout to refer to the Students of Concern Committee at Adams State College.

⁶ Extended leaves from Adams State College whether voluntary or involuntary may not result in amelioration of student financial responsibility for previously contracted meal plans and housing.

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- Notify the student that the committee is considering imposing an involuntary leave and the basis for the committee's belief that the student may need to be placed on involuntary leave, and
 - Provide the student and his/her representative the opportunity to appear personally before the committee and provide relevant information.
32. The committee may inquire into a student's current condition, including requesting recent mental health information and records, but must confine its inquiry to information and records necessary to make a determination. The committee may not insist on unlimited access to confidential information or records.
 33. If the committee recommends an involuntary leave because there is a significant risk that the student will harm another if he/she remains on campus, the committee may restrict the student's interactions with the campus community during the period of the leave as needed to ensure safety. Such restrictions may include limits on the student's communications with faculty, staff, or other students and on the student's access to the campus, for example, to visit friends or attend campus events.
 34. Students may appeal the decision of the Vice President for Student Affairs to the Student Appeals Committee. By filing an appeal the student waives his/her confidentiality to pertinent information to be considered by the appeals committee.
 35. The same arrangements for refunds of tuition or other costs will be available to a student who takes a leave of absence for mental health reasons, whether voluntary or involuntary, as are available for a student who takes a leave of absence for physical health reasons.

Returning from Leave

36. A student on leave, whether voluntary or involuntary, may request at any time to return to Adams State University as a student.
37. Adams State University may require the student to provide documentation from a mental health professional that the student is fit to return to the academic environment. An opinion from the student's treating mental health professional that the student is fit to return should, in most cases, be sufficient to allow the student to return. When indicated, Adams State University may seek a second opinion.
38. In evaluating a student's request to return, Adams State University will follow the process described in paragraphs 30 – 32 with the final decision being made by the Vice President for Student Affairs. A student's request to return will be denied only if the committee, and ultimately the Vice President for Student Affairs, finds that the student will not be able, upon return, to meet academic standards or be safely at the school even with accommodations.

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39. A student who desires to return to school after taking a leave of absence for mental health reasons will not be subject to more rigorous standards or procedures than a student who desires to return to school after taking a leave for physical health reasons.

Alternative Housing While Enrolled

40. In the circumstance that a student does not meet the standard for imposition of involuntary leave but cannot safely remain in Adams State University housing even with accommodations, Adams State University may require the student to live in housing other than Adams State University housing while enrolled.
41. Recommendations on whether to require a student to leave Adams State University housing will be made by the committee according to the process described in paragraphs 30 – 32.
42. The decision to require a student to leave Adams State University housing will be made by the Director of Auxiliary Services. In making the decision, whenever possible, the Director will consider any recommendations made by the committee.
43. The committee may, in addition, restrict the student's entering Adams State University housing – for example, to visit friends – as needed to prevent a significant risk that the student will harm himself or others.
44. The student may continue to attend classes, extracurricular activities and campus events; maintain normal contact with teaching, administrative and other staff; and otherwise visit friends on campus.

Disciplinary Action

45. Disciplinary action will not be used as a pretext for discrimination.
46. Adams State University does not bring disciplinary action against a student for suicide attempts, suicidal thoughts, or self-injury, including self-cutting.
47. Students charged with offenses will be afforded the following accommodations:
- If the student takes a voluntary leave for mental health reasons, disciplinary proceedings will be stayed until the student returns.
 - If Adams State University is considering whether to require the student to take an involuntary leave or to leave Adams State University housing, disciplinary proceedings will be stayed while the decision is being made.
 - If a student is placed on involuntary leave, the stay will continue until the student returns.
 - If the student is required to leave Adams State University housing, the stay will continue until that restriction is lifted.

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48. Disciplinary action will be avoided, and disciplinary sentences mitigated, whenever possible and reasonable, when the offense was the product of depression or other mental health condition. This is especially true when, as a result of treatment or other interventions, the student is likely to comply with the code of conduct in the future.

Education and Training

49. Adams State University provides education and training so that specified students, resident advisors, First Year Interest Group Mentors, public safety officers, and specified teaching, administrative and other staff:
- Are familiar with signs of mental illness, depression, self-harm and suicide risk,
 - Understand – and know how to access – the range of supports available to students, including counseling services and accommodations,
 - Know what emergency procedures to follow in a crisis.
50. Information about mental health issues and services and the disability services program is provided at student and parent orientations.

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FACILITIES DAMAGE/DANGER/DYSFUNCTION

Call Associate Vice President for Facilities Planning, Design and Construction, who will determine who should be contacted pending assessment of crisis

Possible situations AVP may need to take into consideration

1. Single building/area
2. Campus-wide
3. Explosion, fire, natural disasters
4. Environmental mishaps/natural disasters
5. Utility or other infrastructure failure
6. Disaster Recovery Plan (Computing Services)
7. Alternate housing, classrooms, administration site (Purchasing)

CRISIS COMMUNICATION PLAN

1. Premise & Rationale

Adams State University is committed to providing timely, truthful, and accurate information to the news media and other constituents regarding any campus problem or emergency. Even if a crisis holds negative ramifications for the university, Adams State will be the source of information.

Adams State will release incident information as soon as basic details can be confirmed. In any incident, all facts may not be immediately available, but information should nevertheless be disseminated, with updates issued as necessary.

First priority will be given to informing students and employees about a crisis situation which affects them. The news media are second in importance. They can be key allies in dispelling rumors and disseminating necessary information. Alerting the press to a breaking story will position Adams State to determine the time and place to present the university message, position, policy and solutions.

2. Advance Procedures – Communication/Public Information

- a) Establish relationships in advance with PR offices of external emergency services agencies to support collaboration in the event of a crisis:
 - (1) Law enforcement
 - (2) Hospital
 - (3) Fire Department
 - (4) Red Cross
 - (5) Homeland Security
 - (6) Identify on- and off campus sites to serve as a media center (should not be adjacent to Crisis Operation Center)
- b) Keep copies of pertinent press contact information, including email addresses, (on CD or jump drive) at home, in car, at predetermined on-campus crisis operation center, on campus shared drive; enter press and university contact phone numbers into cell phone; include TV, radio, newspaper
- c) Conduct training for necessary staff on procedures for media contact, website and portal posting, social media, campus alerts, and ABM campus emails. At a minimum, the university spokesperson and assistant director of communications should be able to perform these functions. Other Communications Office staff will need to assist, depending on the situation, with web and social media postings.
- d) Conduct training for switchboard/front office personnel.
- e) Campus switchboard voice message may be changed to direct callers to the website for situation updates.

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3. Crisis/Emergency Communication Procedures

- a) Work with ASU Police Department to gather the facts of the incident
 - (1) what, where, when, but not why or how
 - (2) the process being followed in addressing the emergency
 - (3) Write a news release or university statement
 - (4) Content:
 - Outline the facts of the crisis
 - convey the university's regrets concerning its occurrence
 - express sympathy and concern for victims and families
 - correct any inaccuracies
 - describe precautions taken prior to incident
 - describe any actions the university is taking to protect students/employees, prevent future incidents, etc
 - If specific details (number of deaths) are unknown, say so.
 - (5) Attribution: In a Major Emergency or Disaster, the President or, if unavailable, the next highest ranking university official, should be attributed in the release. Other university officials or IMT members may be quoted on specifics of the situation (i.e., Police Department, Facilities, Housing.)
 - (6) Approval: Release should be approved by President (or next highest ranking university official, if president unavailable,) Chief of Police Department, Attorney General (if necessary – at discretion of President,) University Spokesperson. Only this and subsequently approved updates are to be disseminated.
 - (7) Updates: Issue information updates as the situation evolves.
- b) Identify University Spokesperson
 - (1) Usually, the Assistant to the President for Communications will be the spokesperson, with the Asst. Director of Communications as back-up for the university in a crisis. Another IMT member may be designated spokesperson by the president, or be authorized to answer media questions regarding their area of expertise, depending on the circumstances. All university employees should refer press inquiries to the Assistant to the President for Communications and/or the designated spokesperson. Anyone authorized to address the press should obtain guidance from the Assistant to the President for Communications.
- c) Continued Coverage
 - (1) Arrange for periodic press conferences to apprise media of current situation
 - (2) Keep a chronology of the incident

4. Media Relations Procedures

- a) When Speaking to Media:
 - (1) Write out all statements to be issued during a crisis. Do not speak off the record or ad-lib comments without referring to the written statement.
 - (2) Correct inaccuracies. If inaccurate information has appeared in the news media, be sure to point it out at the first opportunity.
 - (3) Emphasize the good record of our university. If precautions were taken to avoid the crisis, point them out. Also point out what actions the university has initiated to protect students/employees and to prevent future incidents.
 - (4) "I don't know" is an acceptable answer to a question, if you don't know the answer.
- b) What not to say
 - (1) Never says "No comment."
 - (2) Never speculate. It is inappropriate to engage in guesswork about any aspect of an event. Do not respond to questions on hypothetical situations.
 - (3) **Do not repeat negative questions or misleading words. If we repeat them in our response, they may be attributed to us in print or on the air.**

5. Communication Roles

In the absence of any individual, others will need to assume those duties

- 1. IMT rep, core information contact:
 - a. Asst. to the President for Communications
- 2. Official Spokesperson & Media contact:
 - a. Asst. to the President for Communications
 - b. Asst. Dir. of Communications
- 3. Information Release prep:
 - Asst. to the President for Communications
- 4. Media dissemination – radio, tv, print; local/statewide/national, depending on nature of event:
 - a. Asst. Dir. of Communications
- 5. Info and update postings on:
 - a. E2Campus – programmed to automatically feed Facebook, which generates a Tweet.
 - i. VP for Student Affairs, Chief of Police
 - ii Twitter account should be established for each incident, with appropriate hashtag. For updates, Twitter may become the press release.
 - b. ASU site, home & news page
 - i. Bricolage/Web Content Specialist
 - c. Social Media:
 - i. Web Applications Developer

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- d. Campus ABM, announcements
 - i. Dir. of Communications
 - ii. Print Shop Manager
 - iii. Project Mgr. - Enrollment Mgt.
- e. Internet & social media monitoring for response
 - i. Web Applications Developer

Questions to Consider:

- On/off campus operations, esp. networking
 - Email/text communication between team members; may be in different locations
- Prioritization of media –
 - Begin with official statements & updates
 - Simultaneously distribute via email, website, & social media

6. Procedures for Releasing Campus Crime Information

- a. When a crime occurs on campus, all media inquiries should be referred to the Assistant to the President for Communications.
 - a) Attribute crime report to the Adams State Chief of Police. Usually, a case is then turned over to the District Attorney, who has the authority to issue subsequent information.
 - b) Any release on crime should be cleared with the ASUPD, the university president, and possibly the Attorney General's office.
 - c) The following guidelines govern decisions in releasing crime reports:
 - (1) Release information if a perpetrator is at large, poses potential threat to community/campus.
 - (2) Description of crime
 - (3) Description of suspect, if available
 - (4) Location of crime, if pertinent to safety
 - (5) *Do not release names of suspects* unless a warrant for arrest has been issued or formal charges filed
 - (6) Do not release names of victims
 - (7) Release information if an arrest has been made in a crime occurring on-campus.
 - (8) OK to release suspect's name once charges have been pressed
 - d) When reporting on sexual assault:
 - (1) Use language such as "sexual assault" (or specific charge: "1st degree sexual assault," according to DA information.) Do not say "rape."
 - (2) *Never* release victim's name, age, gender or other identifying details, except "an ASU student" or "a guest on campus."

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- (3) Only generally refer to crime location: “on the Adams State Campus.” Don’t say “residence hall,” “dorm room” except when the information is necessary to protect others, i.e. “assault occurred on the north end of campus.”
- (4) Include the following information in a release on assault:
 - (a) Anyone who has been assaulted is encouraged to contact ASU Police Department at 587-7901, or to call 911. Anyone needing assistance or support regarding an assault is encouraged to call Alamosa’s domestic violence and sexual assault crisis center, Tu Casa, 24/7, 719-589-2465.
 - (b) Petty thefts and other minor crimes typically do not warrant a release from the university. An exception might be in the case of a rash of thefts, in order to educate people about safety and security measures they can take.
 - (c) If the media has acquired a suspect’s name, staff members may confirm that the person is enrolled and release only information in the Student Directory (hometown, year, major, etc.). But ASU will not confirm that a particular person is a suspect.
 - (d) If a student is arrested or victimized in a crime occurring off-campus, the local police and DA have authority. ASU does not release information in these cases.

7. Death or Life Threatening Medical Emergency

- *(student, staff, faculty, significant alumnus or other friend of university)
- a) The VP for Student Affairs or HR Director will verify facts from various sources:
 - (1) State patrol
 - (2) Hospital
 - (3) Mortuaries
 - (4) Parents
 - b) Assemble the following IMT members to assess and determine university response:
 - (1) VP for Student Affairs
 - (2) ASU Police Department/Dispatch
 - (3) Counseling Ctr.
 - (4) University Spokesperson
 - (5) Other staff as necessary
 - c) Provide services to affected students or staff

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- (1) Housing: notify On-campus roommates, etc.
- (2) Communications Office:
 - (a) ABMs (email) to staff and/or students (Don't use portal)
 - (b) Include information on services or medical condition, when appropriate
 - (c) Public announcement by Asst. to the President for Communications
 - (i) When appropriate to dispel rumors
 - (ii) In the case of death on campus
 - (iii) Release to Paw Print, KASF
 - (d) Express university's condolences/grief
- d) Funeral Services/Official responses
 - (1) President or designee:
 - (2) Represents university, expresses condolences
 - (3) Written condolences
 - (4) Letter – explains processes:VP for Student Affairs
 - (5) Inform all campus offices
 - (6) Handwritten note from president
- e) Student Administrative processes
 - (1) VP for Student Affairs
 - (2) Letter to family
 - (3) Campus offices
- f) Student Suicide: The following guidelines apply, in addition to those above.
 - (1) Never suggest that suicide is suspected or otherwise speculate on cause of death. Say: "student was found dead;" the cause of death "has not yet been determined;" "an autopsy will be conducted" – whatever is applicable.
 - (a) Police details and statements may be included, attributed to ASU Police Department Director or local police agency.
 - (b) Only release student identity after confirmation by police and family has been notified. Give other information as allowed by FERPA.
 - (c) Offer condolences from the president to the campus community and the student's family. Emphasize measures to support the students and the family.
 - (d) Mention availability of counseling for students and others on campus.
 - (e) Offer assistance to students close to the student in dealing with media inquiries.
 - (f) Prepare for questions following official announcement (by police) of cause of death.
 - (g) Start thinking about how the student will be remembered at a later date.

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g) Information Dissemination

- (1) The IMT will decide which constituents need to know about the crisis immediately.
- (2) *The following offices are responsible for informing constituents via specified media as noted below.* Website and portal information is accessible by all constituents.

OFFICE	CONSTITUENT	MEDIUM
ASU Police Department	IMT	Phone, alert
	external ER agencies	phone
Communications	Faculty & Staff	website*
		portal*
		ABM emails
	Press (incl. student media)	website
		email
		fax
	Local community	website
	news media	
Housing	On-campus students	door postings
		ABM emails
Student Affairs	Parents	website
		letters
	Off-campus students	website
		ABM emails
	letters	
Alumni Relations	Alumni	website
		letters
		A-Stater
Development	Donors/Friends	website
		letters
		A-Stater
		phone calls
President	Trustees	phone calls
		email
		website
	Legislature/lobbyists	phone calls
		email
		website
	Community leaders	phone calls
		letters
	website	

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- (3) It is critical that parents be informed of the safety of their students as soon as possible, and all students will be asked to phone home.
- (4) The university website will be used to provide up-to-date information on the situation.

h. Death of a Member of the Faculty or Staff

PURPOSE: To define a protocol for the death of a member of the faculty or staff.

SCOPE: All University departments.

PROCEDURE:

When a full-time faculty or staff member dies, it is important that Adams State University effectively communicate the information and ensure support for members of the community. The protocols and resources outlined below will ensure an effective, consistent and compassionate response. Depending upon the area within the University, either the Vice President for Student Affairs, Vice President for Academic Affairs, or Director of Human Resources will coordinate the response. In all cases, the President of the University shall be notified immediately.

Academic:

In an *academic area*, when a member of the faculty or staff dies, it is important to notify the VP for Academic Affairs, who will notify the department chair as soon as possible.

Administrative:

In an *administrative area*, it is important to notify the VP for Student Affairs who will contact the department head as soon as possible.

If ASUPD learns of the information first, the department will immediately communicate the information to the Vice President for Student Affairs.

If a fellow employee learns of the information, the individual communicating the information should contact ASUPD Chief and share as much detail as possible, including circumstances surrounding the death and contact information for survivors of the deceased and then be respectful of the family and keep information confidential or to pertinent individuals only. The Chief will follow the procedure outlined in the above sentence.

These protocols may be helpful in the event of the death of a former member of the Adams State University faculty and staff as well; however, they may need to be altered based on the circumstances.

Immediate Contact and Alternatives

Administrative Areas	Academic Areas
Vice President for Student Affairs O: 719-587-7221 C: 719-480-0611	Vice President for Academic Affairs O: 719-587-7622 C: 719-588-0914

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Director of Auxiliary Services O: 719-587-7227 C: 719-580-7278	Director of Human Resources O: 719-587-7990 C: 719-580-8722
----------------------------------------------------------------------	-------------------------------------------------------------------

Action Steps

One of the vice presidents, or their backup, will partner with the department head and/or senior leader to assess the circumstances and assign responsibility for the next steps.

- In *all* circumstances, notify the ASU President at:
 - O – 719-587-7341
 - C – 719-588-7380
- If there are any unusual circumstances or ongoing concerns that the Incident Management Team (IMT) should know about, notify the Asst. to the President for Communications, and she will assist the IMT. Special circumstances involve a concern about public health, safety, media coverage, etc.
- Determine which person or persons from Adams State University will be in contact with the family and when.
- Communicate the news to the University community. There is a sample letter on the last page. In most cases, the communication will come from the Asst. to the President for Communications; in certain circumstances and after appropriate consultation, the communication may come from another person as designated by her or the University President.
- Evaluate whether there are additional people, internally or externally, who should be notified, such as the Alumni Office, local authorities, or colleagues from other universities or institutions. If so, determine who the best person is to handle the notifications and ensure they occur.
- Discuss whether someone from Adams State University will attend the service as a representative from the University.

Roles and Responsibilities

Office of Student Affairs Office – O: 719-587-7221, C: 719-587-480-0611

- Activates crisis counseling team, including possible counselor attending classes and/or in academic building. May also need to use Mental Health and Counselor Ed for more counselors.
- Make sure a sign goes on the staff member’s door with info regarding who is covering the area and so on.
- Assesses additional support and/or services required by students.

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Office of Academic Affairs – O: 719-587-7622, C: 719-588-0914

- Discuss with Department Chair coverage of classes, advisement of students, and work load.
- Determine needs for following terms courses and coverage of those classes. Temp hires or overloads.
- Notify all advisees of new advisor assigned to their academic files.
- Make sure a sign goes on the faculty members door with info regarding classes, new advisor and so on.
- Assesses additional support and/or services required by students.

Human Resources Management – O: 719-587-1990, C: 719-580-8722

- Provides staff support to the administrative department head and Executive Team members.
- Contacts the family as soon as is appropriate to provide death benefit information.
- Coordinates Employee Assistance Program (C-CEAP) services, as appropriate, to affected department and/or individuals.
- Prepares benefits synopsis and contacts the family to provide support, review resources and benefits.
- Determine if FML is appropriate should the deceased have a spouse/partner employed by the university.
- Make arrangements' with ALL appropriate sources on campus to remove all records of faculty/staff members name on websites or other areas.

Communications (President's office) – O: 719-587-7165, C: 719-588-7980

- Assesses whether any adjustments to the standard process are appropriate.
- Communicates with the President's Office.
- Assesses potential external implications.
- Handles any press releases and inquiries.
- Arranges for a condolence letter to be sent from the President to the family.
- Arranges for flowers to be sent to the family from the President on behalf of the University.

University-Based Student Service Staff Member

- Assesses impact on students and address appropriately and quickly.

Additional Resources include:

- ASUPD, 719-587-7901
- ASU Counseling Center, 719-587-7746
- Colorado State Employee Assistance Program (C-SEAP), 1800-821-8154
- Campus Ministries, 719-587-7516
- SLV Mental Health Center, 719-589-7500

Communication

When a full-time member of the faculty or staff dies, a communication is sent to all faculty and staff. In most cases, the Communications Office will send the communication. The communication should go out as soon as possible and appropriate to ensure the community receives accurate information from the University's leadership, rather than word of mouth.

In some circumstances it will be important to notify students as well, either the entire student body or a subset, such as students within a department or a major. When students are to be notified, it is important to give The Counseling Center (719-587-7746) advance notice so they are prepared to address the students' needs.

The communication has two purposes:

- Notify the faculty and staff about the death and, when appropriate, students
- Remind the community of the support that is available

Once information about a service is available, the Communications Office will send a second communication to the appropriate audience. Depending upon the circumstances, the service information may be sent to the entire community, or just the college or administrative area.

Sample Letter

It is with deep sadness that I inform you of the death of <XXX>. <*Information about the individual*>.

During difficult times, it is important to draw strength from each other and from the larger community of which we are a part. As part of this, Adams State offers several different resources for students, faculty and staff.

Confidential counseling is available for students, faculty and staff dealing with this loss. Students can contact the University's Counseling Services located in 220 Richardson Hall or by calling 719-587-7746. Student support is also available from the Campus Ministries Center at 719-587-7516. Faculty and staff can contact the Colorado State Employee Assistance Program (C-SEAP), and they have provided some information to be shared with you. This information may be helpful in understanding your own responses to this loss and in taking care of each other during this difficult time. The information can be found on the HR website at:

<http://www.adams.edu/administration/hr/>

I know you join me in offering sincere condolences to the family and friends of <name>.

Sincerely,

<Name>

<Title>

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Sample Email to Campus

Dear Colleagues,

We know that such a sudden loss can be terribly shocking and painful. We mourn for EMPLOYEE and his/her family and some of us may also be dealing with other recent or anticipated losses or medical crisis in our lives, which might compound the distress associated with EMPLOYEE passing. We have been in touch with the Colorado State Employee Assistance Program (C-SEAP), and they have provided some information to be shared with you. This information may be helpful in understanding your own responses to this loss and in taking care of each other during this difficult time. The information can be found on the HR website at: <http://www.adams.edu/administration/hr/>

Also, be aware that C-SEAP provides confidential, cost-free, individual counseling services to state employees upon request. If you would find it helpful in the context of this tragedy (or any personal or professional concern) to talk with a member of C-SEAP's professional staff, please contact their office at 1-800-821-8154. Their staff will assist you in making an appointment in the Alamosa office.

Please let me know if I can be of further assistance.

XXX

Notification:

- Assist the authorities in the identification and notification of family members.
- In consultation with the university senior administration and the Office of Student or Academic Affairs, the appropriate Department Chair, Director or Department Head should establish a university point of contact.
- The police or coroner's office should take the lead and work with the university point of contact on notification issues.
- If information is needed to notify the next of kin, the university point of contact may contact Human Resources (during university business hours. Don't assume you know the designated emergency contact. Check the records.
- If no designated emergency contact is found through Human Resources, the university point of contact should contact other offices or individuals that may have other means available to locate emergency contact information.

Notify family, peers and direct reports before news releases if at all possible.

- E-mail notification should be considered as the first means of communication to peers and direct reports.
- Departments are encouraged to establish contact lists for family, peers and direct reports in advance. If possible the list should include office, home, cell and any other means of contact that are available.

Prepare internal notifications

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- Notify all applicable University Offices so that the deceased's information can be removed from ASU Alerts, voice mail, and other emergency notification lists.
- If the death is work related, contact Human Resources so they can submit Risk Management & Safety documentation of the incident.
- The Adams State University Office of Communications, in cooperation with the university point of contact (who is aware of the circumstances and is representing the University), should work together to create a notification that may be sent utilizing the different means of campus communications available to the ASU Office of Communications i.e. Portal, Facebook.

Prepare external notifications as appropriate

- The ASU Office of Communications, in cooperation with the university point of contact (who is aware of the circumstances and is representing the University), should work together to create a notification that may be sent utilizing the different means of external communications.

Notify Student Counseling Services (587-7746) if students are affected.

Communications:

Phone and voice mail

- Consider designating an appropriate person to receive calls that are placed to the deceased's university telephone number(s).
- Replace the deceased's voice mail message on university telephones. For example: "You have reached John Smith's office. Dr. Smith will not be able to take your call please call xxxxx for additional information or assistance."

Computer

- Designate an appropriate person to create an out of office reply on the computer. For example: "Dr. Smith is not available. If you need assistance or would like additional information please contact (user name)@adams.edu."
- Consider having Computing Services set up a forwarding rule on the deceased's e-mail account so that e-mail messages can be monitored in a timelier manner. The Chair, Director or Department Head should determine who receives the forwarded e-mail messages.
- Do not terminate the deceased's e-mail account until approved to do so by the VP, Chair, Director or Department Head. Unless there is a reason to vary from this procedure, do not terminate the e-mail account for a minimum of one month to allow the out of office reply feature to identify any issues and people who have not been notified.
- Unless the deceased's e-mails are already being forwarded to a designated person, the Chair, Director or Department Head should designate an appropriate person to review the e-mail queue and send personal messages to a designated family member, redirect administrative matters, and store work related information for archiving or further investigation within one week

Internet issues

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- Either remove the deceased's photo and contact information from the departmental directory/website or consider placing a memorial for a period of time designated by the VP, Chair, Director or Department Head.
- Evaluate the deceased's web presence as it relates to Adams State University (personal ASU webpage, class page, research page, etc.). Develop a plan to transfer content to another designated person or consider removing all content from the internet.

Consistent message for the public/media releases

- In the case of a death that may have legal implications, the Office of Communications under advisement with our General Counsel through the Attorney General's Office should prepare a standard approved statement which should be utilized by personnel designated by the university administration.
- Encourage the family to contact the Payroll and Employee Benefits Office to learn about benefits that may be available. Note: Payroll and Employee Benefits needs a death certificate before formally handling insurance proceeds, retirement contributions, etc.

Office/Research Space:

- Manage materials in the deceased's office and establish ownership
- An appropriate person should be designated by the VP, Director or Department Head to check the deceased's office for anything that should be secured or removed (valuables, food, etc.). This designated person should perform a preliminary check of the deceased's office for personal property that may need to be turned over to the deceased's family.
- Contact Computing Services and request assistance with the proper disposition of university records.
- Work with the family for the removal of personal items. It is not a good practice to actually ask the family to "clean out the office." Assist the family as needed.
- Sort and dispose of materials which are believed to be of no value or use to the university or family.

University owned items and equipment

- In advance, departments should establish an employee assigned equipment list for each employee to aid in the recovery of university assets upon separation from the university.
- Immediately cancel all of the deceased's cardaccess to university buildings.
- Immediately cancel the deceased's purchasing/travel cards (if applicable).

Recover university owned items (cell phones, computers, keys, ID card, purchasing card, research equipment, etc) with respect for the family.

Memorial service

- Offer the university's assistance to the family with the memorial service.
- Distribute information to campus as needed.
- Assist the Office of Communications in communicating with the local and professional press and organizations.

- i. Death of a student or medical emergency affecting campus community**
 - a) A co-chair of the IMT will verify facts from various sources:
 - (1) ASU Departments
 - (2) Law Enforcement
 - (3) Hospital
 - (4) Mortuaries
 - (5) Parents
 - b) Assemble/consult with the following IMT members to assess and determine university response:
 - (1) University President
 - (2) VP for Student Affairs
 - (3) ASU Police Department/Dispatch
 - (4) Counseling Ctr.
 - (5) University Spokesperson
 - (6) Other staff as necessary
 - c) Provide services to affected students or staff
 - (1) Housing: notify On-campus roommates, etc.
 - d.) Communications Office:
 - a. NO official detailed communication will take place until family members have been notified of the death
 - b. ABMs (email) to staff and/or students (Don't use website – campus announcements)
 - i A link will be provided on social media to the official ASU Safety website with a pertinent statement.
 - c. Include information on services or medical condition, when appropriate
 - d. Public announcement by Asst. to the President for Communications
 - i. When appropriate to dispel rumors
 - ii. In the case of death on campus
 - iii. Release to Paw Print, KASF
 - e. Express university's condolences/grief
 - f. Include contact information for counseling services:
 - 1. Students can contact the University's Counseling Center, located in 220 Richardson Hall, 719-587-7746. Support is also available from the Campus Ministries Center, 719-587-7516.
 - 2. All faculty and staff members can receive counseling services from the Colorado State Employee Assistance Program (C-SEAP), which can be reached by calling 1-800-821-8154. Additional information is available on the ASU Human Resources website: <http://www.adams.edu/administration/hr/resources.php>
 - e.)Funeral Services/Official responses
 - (1) President or designee:
 - (2) Represents university, expresses condolences
 - (3) Written condolences from president
 - (4) Inform all campus offices

- d) Student Administrative processes
 - (1) VP for Student Affairs
Contact Housing, Records and IT
 - 2.) Communicate with family describing student personnel processes:
VP for Student Affairs

8. Procedures for Switchboard Personnel

As an operator of the Adams State switchboard or as an office receptionist, you will receive an array of phone calls and visitors. While it is not possible to anticipate every possible emergency situation, the scenarios in the Appendix present some actual instances and suggest the best way to handle them.

If there is any doubt – ALWAYS classify a situation as urgent. It is better to err on the side of caution. 911 is always available. And NEVER jeopardize your own safety.

- a) In every situation: If you feel you are in immediate danger, leave the office and call 911.
 - (1) Attempt to remain calm so that you can determine the best course of action and make notes of relevant information.
 - (2) Note the caller's number, name (if possible,) and other important information from the call.
 - (3) If you feel that you cannot handle the situation at any time:
 - (a) Tell the caller you will be transferring them to your supervisor
 - (b) Place them on hold.
 - (c) Inform your supervisor of the situation.
 - (d) Transfer the call.

- b) If you feel that you can handle the situation or if your supervisor is not available:
 - (1) After the caller is done speaking, tell them you will put them on hold while you find the appropriate department to help them.
 - (2) Place them on hold.
 - (3) Determine which department would handle the call using the list provided below.
 - (4) Transfer the call. (Always remember to get the other person or department on the line and brief them on the situation before transferring the call.)
 - (a) 911 – Emergencies, life-endangering situations, suicide, sexual assault, threats, assault
 - (b) ASU Police Department (7901) –Vandalism, theft, general crime, suspicious personnel
 - (c) **Dispatch (9-589-5807) - In case you can't contact ASU Police Department**

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OFF-CAMPUS DISASTER

1. Campus site for refugee shelter
2. Alternate campus operation plan, including potential campus closure, etc.
3. Homeland Security, local law enforcement, Alamosa County Emergency Services

APPENDIX

Switchboard Training Appendix 1

The following are examples of some situations you may experience. Review these and imagine yourself in such a scenario and how you would handle it.

Example #1 - Depressed Student

An ASU student calls the switchboard and sounds upset. The student asks if the operator is a good listener, because he really needs someone to talk to. The student says he is having a really bad day and doesn't know how to deal with all his problems. The student asks the operator if he can be trusted because he really needs someone to confide in and help him deal with the stress of being a University freshman. The student identifies himself as "Mike." The same student calls again on different days and speaks to different operators. He uses the same story with each of the operators, but uses a different name each time.

The ASU student was transferred to the Counseling and Career Center. The operator wrote down the student's phone number that appeared on caller ID and the name given. The operator reported the incident to their supervisor immediately. Each time the student called, the call was transferred to Counseling and Career Center.

If a depressed student comes in to the Communications Office, call for someone from the Counseling and Career Center to come down and personally escort him/her .

(Always remember to get the other person or department on the line and brief them on the situation before transferring the call.)

Example #2 – Irate Person

An irate person calls, very angry with the way she was treated by an ASU employee. You (the switchboard operator) listen as she yells and explains the whole problem. If you do not feel that you can handle the situation, you can kindly tell them, "I am going to transfer you to my supervisor and they can help you resolve this situation." If you feel that you can handle it, kindly suggest transferring them to the appropriate department or person and let them know who you are transferring them to. Remember not to interrupt them or argue. They need to be treated with respect at all times. If they start to insult or threaten, immediately let them know you are transferring them to your supervisor and before doing so place them on hold and let your supervisor know of the situation so that they will be prepared.

(Always remember to get the other person or department on the line and brief them on the situation before transferring the call.)

Example #3 – Concerned Parent or Student

Parent calls concerned regarding the whereabouts of their child who is a student at ASU. They have been unable to contact or locate the student and are calling for help. Once again, allow the

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parent to have their say. If the call seems urgent, transfer them to ASU PD and if ASU PD is not available, transfer the call to Dispatch by dialing 9-589-5807 (if the situation is extremely urgent, call 911). If it is not urgent, transfer the call to Student Affairs.

(Always remember to get the other person or department on the line and brief them on the situation before transferring the call.)

Example #4 – Assault

If you have a caller who is making threats or has been threatened, record the number from the caller ID and the person's name and immediately place the call through to ASU PD or Dispatch. If an irate person comes into the office making threats, immediately dial 9-1-1 and get your supervisor. NEVER jeopardize your own safety!!

(Always remember to get the other person or department on the line and brief them on the situation before transferring the call.)

Example #5 – Uncomfortable situation in office

Someone comes into the office and for any reason makes you feel uncomfortable, have them take a seat and go to another room in the office (preferably your supervisor's), and inform them of the situation. Call ASU PD or 911. Take care that a staff member or student is not left alone with a potentially dangerous person.

(Always remember to get the other person or department on the line and brief them on the situation before transferring the call.)

Infectious Diseases Appendix 2

Infectious Diseases

1. Meningitis
2. Severe acute respiratory syndrome (SARS)
3. Avian Influenza
4. Influenza

Meningitis (Meningococcal Disease).

Meningitis is an infection of the fluid of a person's spinal cord and the fluid that surrounds the brain. People sometimes refer to it as spinal meningitis. Meningitis is usually caused by a viral or bacterial infection. Viral meningitis is generally less severe and resolves without specific treatment, while bacterial meningitis can be quite severe. Meningococcal disease affects up to 2,800 Americans each year. It is estimated that 100 to 125 cases of meningococcal disease occur annually on University campuses and 5 to 15 students die as a result. Nearly 20 percent of those who survive meningococcal disease will suffer permanent disabilities, including brain damage, limb or digit amputation, skin scarring, learning disabilities, and hearing loss.

The incidence of meningitis outbreaks of serogroup C has risen in the past 10 years, including cases at U.S. colleges and universities. Data suggests certain social behaviors such as, exposure to passive and active smoking, bar patronage and excessive alcohol consumption may increase students' risk for contracting the disease. Recent evidence found students residing on campus in dormitories appear to be at higher risk for meningococcal disease than University students overall. Further research recently released by the CDC shows freshman living in dormitories have a six times higher risk for meningococcal disease than college students overall.

- (1) **Signs and Symptoms:** Initial symptoms of the disease often resemble more common viral infections, making the disease difficult to recognize. ***High fever, headache, and stiff neck are common symptoms of meningitis.*** Other symptoms may include muscle pain, nausea, vomiting, discomfort looking into bright lights, confusion, and sleepiness. These symptoms can develop over several hours, or they may take 1 to 2 days. A rash may appear. As the disease progresses, patients of any age may have seizures.
- (2) **Diagnosis and Treatment:** Early diagnosis and treatment are very important. ***If symptoms occur, the student/faculty/staff member should see a doctor immediately.*** The diagnosis is usually made by growing bacteria from a sample of spinal fluid. Identification of the type of bacteria responsible is important for selection of correct antibiotics.

Bacterial meningitis can be treated with a number of effective antibiotics. ***It is important, however, that treatment be started early in the course of the disease.*** Appropriate antibiotic treatment of most

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common types of bacterial meningitis should reduce the risk of dying from meningitis to below 15%.

(3) University Response: Some forms of bacterial meningitis are contagious. The bacteria are spread through the exchange of respiratory and throat secretions (i.e., coughing, kissing). Fortunately, none of the bacteria that cause meningitis are as contagious as things like the common cold or the flu, and they are not spread by casual contact or by simply breathing the air where a person with meningitis has been.

(a) However, sometimes certain strains of the bacteria that cause meningitis have spread to other people who have had close or prolonged contact with a patient. People in the same household or day-care center, or anyone with direct contact with a patient's oral secretions (such as a boyfriend or girlfriend) would be considered at increased risk of acquiring the infection. People who qualify as close contacts of a person with meningococcal disease should receive antibiotics as directed by the Colorado Department of Health to prevent them from getting the disease.

(b) Any suspected incidents of meningococcal infection on the Adams State Campus must be reported immediately to the Alamosa County Nursing Services at numbers listed below. In addition, the University-wide Crisis/Emergency Communication Procedure will be initiated. Campus wide response to all suspected cases will follow the directives received from the Colorado Department of Health through the Alamosa County Nursing Services.

- (v) Alamosa County Nursing Service: 589-6639
- (vi) San Luis Valley "call" nurse: 852-9119
- (vii) Colorado Department of Public Health and Environment (office hours): 303-692-2700
- (viii) CDPHE After hours 303-370-9395

Prevention of Meningococcal Disease

Because meningococcal disease progresses rapidly, and within hours of symptom onset, may cause permanent disability or death, The National Foundation for Infectious Diseases (NFID) and the American College Health Association strongly support new meningococcal disease immunization recommendations targeting young adolescents (11-12 years old), adolescents at high school entry (15 years old), as well as all college freshmen living in dormitories.

Two immunizations are currently available. Currently the Meningococcal Conjugate Vaccine (MCV4) licensed in January 2005 is the recommended immunization for persons 11-55 years of age. Students and ASU faculty and staff should consult with their health care provider for access to the immunization.

Severe Acute Respiratory Syndrome (SARS)

Severe acute respiratory syndrome (SARS) is a viral respiratory illness caused by a coronavirus, called SARS-associated coronavirus (SARS-CoV). SARS was first reported in Asia in February 2003. Over the next few months, the illness spread to more than two dozen countries in North America, South America, Europe, and Asia before the SARS global outbreak of 2003 was contained.

The main way that SARS seems to spread is by close person-to-person contact. The virus that causes SARS is thought to be transmitted most readily by respiratory droplets (droplet spread) produced when an infected person coughs or sneezes. Droplet spread can happen when droplets from the cough or sneeze of an infected person are propelled a short distance (generally up to 3 feet) through the air and deposited on the mucous membranes of the mouth, nose, or eyes of persons who are nearby. The virus also can spread when a person touches a surface or object contaminated with infectious droplets and then touches his or her mouth, nose, or eye(s). In addition, it is possible that the SARS virus might spread more broadly through the air (airborne spread) or by other ways that are not now known.

In the context of SARS, close contact means having cared for or lived with someone with SARS or having direct contact with respiratory secretions or body fluids of a person with SARS. Examples of close contact include kissing or hugging, sharing eating or drinking utensils, talking to someone within 3 feet, and touching someone directly. Close contact does not include activities like walking by a person or briefly sitting across a waiting room or office.

Available information suggests that persons with SARS are most likely to be contagious only when they have symptoms, such as fever or cough. Patients are most contagious during the second week of illness.

- (1) Signs and Symptoms of SARS:** In general, SARS begins with a high fever (temperature greater than 100.4°F [$>38.0^{\circ}\text{C}$]). Other symptoms may include

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- (2) headache, an overall feeling of discomfort, and body aches. Some people also have mild respiratory symptoms at the outset. About 10 percent to 20 percent of patients have diarrhea. After 2 to 7 days, SARS patients may develop a dry cough. Most patients develop pneumonia.
- (3) **Diagnosis and Treatment of SARS:** Prevention and control of SARS-CoV transmission in the community rely on prompt identification and management of both SARS patients and their contacts. CDC recommends that patients with SARS receive the same treatment that would be used for a patient with any serious community-acquired atypical pneumonia. SARS-CoV is being tested against various antiviral drugs to see if an effective treatment can be found.
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- (4) **University Response:** CDC Guidelines for Management of Persons Who May Have Been Exposed to SARS at School, Work, or Public Gatherings are currently in development.

Any suspected incidents of SARS infection on the Adams State Campus must be reported immediately to the Alamosa County Nursing Services at numbers listed below. In addition, the College-wide Crisis/Emergency Communication Procedure will be initiated. Campus wide response to all suspected cases will follow the directives received from the Colorado Department of Health through the Alamosa County Nursing Services.

- (a) Alamosa County Nursing Service: 589-6639
- (b) San Luis Valley "call" nurse: 852-9119
- (c) Colorado Department of Public Health and Environment (office hours): 303-692-2700
- (d) CDPHE After hours 303-370-9395

Avian Flu

Avian influenza A (H5N1) viruses usually affect wild birds but since 2003 have been associated with serious, widespread disease among poultry, such as chickens, in parts of Asia and Europe. During 2005, outbreaks of H5N1 infection among poultry and other birds have been confirmed in Cambodia, China, Croatia, Indonesia, Kazakhstan, Mongolia, Romania, Russia, Thailand, Turkey, Ukraine, and Vietnam. Poultry outbreaks were also reported in Malaysia and Laos during 2004.

While human infections with H5N1 viruses have been rare, more than 130 human cases have been confirmed by WHO since January 2004. All reported human cases have occurred in Vietnam, Thailand, Cambodia, Indonesia, and China, with more than half of the cases resulting in death.

- (1) **Signs and Symptoms:** Symptoms of avian influenza in humans have ranged from typical human influenza-like symptoms (e.g., fever, cough, sore throat, and muscle aches) to eye infections, pneumonia, severe respiratory diseases (such as acute respiratory distress), and other severe and life-threatening complications. The symptoms of avian influenza may depend on which virus caused the infection.
- (2) **Diagnosis and Treatment:** Treatment of Avian flu is currently under investigation. The H5N1 virus that has caused human illness and death in Asia is resistant to amantadine and rimantadine, two antiviral medications commonly used for influenza. Two other antiviral medications, oseltamavir and zanamavir, would probably work to treat influenza caused by H5N1 virus, but additional studies still need to be done to demonstrate their effectiveness.
- (3) **University Response:** All students/faculty/staff with fever and respiratory symptoms should be questioned regarding their recent travel history. *Students/faculty/staff with a history of travel within 10 days to a country with avian influenza activity who have a severe febrile respiratory illness should be sent to the hospital emergency room immediately.*

Any suspected incidents of Avian Flu on the Adams State Campus must be reported immediately to the Alamosa County Nursing Services at numbers listed below. In addition, the University-wide Crisis/Emergency Communication Procedure will be initiated. Campus wide response to all suspected cases will follow the directives received from the Colorado Department of Health through the Alamosa County Nursing Services.

- Alamosa County iPublic Health: 589-6639
- Colorado Department of Public Health and Environment (office hours): 303-692-2700
- CDPHE After hours 303-370-9395

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The CDC is revising its interim guidelines for infection control precautions for avian influenza. The revised recommendations will be posted on the CDC website as soon as they are finalized. The ASU plan for response to Avian Flu will be reviewed based upon the revised CDC recommendations.

Influenza

Influenza, also known as the flu, is a contagious disease that is caused by the influenza virus. It attacks the respiratory tract in humans (nose, throat, and lungs). The flu is different from a cold. Influenza usually comes on suddenly and may include these symptoms. Most people who get influenza will recover in one to two weeks, but some people will develop life-threatening complications (such as pneumonia) as a result of the flu. Anyone can get the flu (even healthy people), and serious problems from influenza can happen at any age. Pneumonia, bronchitis, and sinus and ear infections are three examples of complications from flu. The flu can make chronic health problems worse. For example, people with asthma may experience asthma attacks while they have the flu.

A person can spread the flu starting one day before he or she feels sick. Adults can continue to pass the flu virus to others for another three to seven days after symptoms start. Children can pass the virus for longer than seven days. Symptoms start one to four days after the virus enters the body. Some persons can be infected with the flu virus but have no symptoms. During this time, those persons can still spread the virus to others.

The main way that influenza viruses are spread is from person to person in respiratory droplets of coughs and sneezes. (This is called "droplet spread.") This can happen when droplets from a cough or sneeze of an infected person are propelled (generally up to 3 feet) through the air and deposited on the mouth or nose of people nearby. Though much less frequent, the viruses also can be spread when a person touches respiratory droplets on another person or an object and then touches their own mouth or nose (or someone else's mouth or nose) before washing their hands.

(1) Signs and Symptoms: The flu is different from a cold. Influenza usually comes on suddenly and may include these symptoms, usually referred to as "flu-like" symptoms:

- (a) Fever
- (b) Headache
- (c) Tiredness (can be extreme)
- (d) Dry cough
- (e) Sore throat
- (f) Nasal congestion
- (g) Body aches

(2) Diagnosis and Treatment: It is impossible diagnose the flu based on symptoms alone. Diagnostic tests are available for the flu if performed

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during the first few days of the illness. Treatment for influenza includes rest, fluids, avoidance of alcohol and tobacco, and medications to relieve symptoms. Influenza is caused by a virus, so antibiotics (like penicillin) don't work to cure it.

- (3) **University Response:** Students, faculty, and staff will be referred to their health care practitioner for diagnosis and treatment of flu-like symptoms. In the case of a wide-spread outbreak, the University administration may consider institution-wide measures based upon input from the Colorado Health Department and Alamosa County Nursing Services.

e) Prevention of Influenza

The single best way to protect against influenza is to get a flu vaccination each year. Two kinds of flu vaccine are available in the United States:

- (1) **The "flu shot"** —an inactivated vaccine (containing killed virus) that is given with a needle, usually in the arm. The flu shot is approved for use in people older than 6 months, including healthy people and people with chronic medical conditions.
- (2) **The nasal-spray flu vaccine** —a vaccine made with live, weakened flu viruses that do not cause the flu (sometimes called LAIV for “live attenuated influenza vaccine”). LAIV is approved for use in healthy people 5 years to 49 years of age who are not pregnant.
- (3) October or November is the best time to get vaccinated, but persons can still get vaccinated in December and later. Flu season can begin as early as October and last as late as springtime.

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ACCIDENT INVESTIGATION QUESTIONS – Appendix 3

HOW

- 1) How did the injury occur?
- 2) How could this accident have been prevented?

WHO

- 1) Who else saw the accident?
- 2) Who had assigned the person to the work task?
- 3) Who had trained the person on the hazards and protective measures for this task?
- 4) Who else was involved?

WHAT

- 1) What were the causal factors of the accident?
- 2) What was the person doing when injured?
- 3) What had the person been instructed to do?
- 4) What tools was the person using?
- 5) What machinery was involved?
- 6) What operation was the person performing?
- 7) What training had been given?
- 8) What protective equipment was being used?
- 9) What did witnesses do when the accident occurred?
- 10) What extenuating circumstances were involved?
- 11) What safety rules were in place to prevent this type of accident?
- 12) What safety rules were being followed?
- 13) What were the environmental conditions (i.e., lighting, floor surface, etc.)?

WHEN

- 1) When did the accident occur?
- 2) When did the person start this task?
- 3) When had the supervisor last checked on job progress?

WHY

- 1) Why was the person injured?
- 2) Why did the person do what they did?
- 3) Why wasn't protective equipment used?
- 4) Why weren't specific instructions issued?
- 5) Why didn't the person check with the supervisor when they noted things weren't as they should be?
- 6) Why did the person continue to work under these circumstances?

WHERE

- 1) Where was the supervisor at the time?
- 2) Where were fellow workers?
- 3) Where were the witnesses when the accident occurred?

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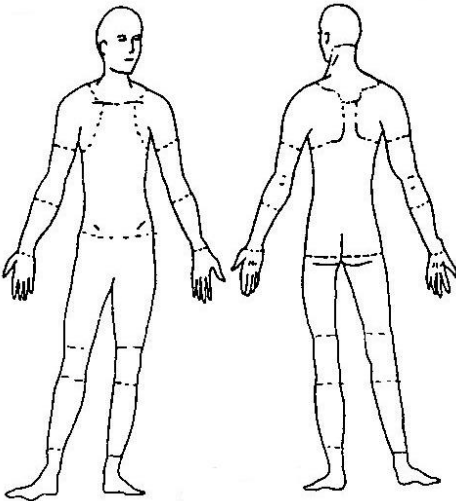
ACCIDENT REPORT - Appendix 4

To be completed by injured party

Name:
Date of Injury:
Time of Injury:

Please explain how accident occurred in the space provided below:

Describe affected body parts in the space provided below:



Employee's recommendations for corrective action in the space provided below:

Signature: _____ **Date:** _____

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>> Management Accident Investigation Report

- Injury – First Aid Only
- Injury – Medical Treatment
- Property Damage
- Near Miss – Record Only

Injured Employee

Occupation

Assigned Department

Supervisor

Date & Time of Incident

Date Incident Reported

Incident Location

Witnesses

SUMMARY – Describe the incident (photos and/or sketches may be necessary).

ANALYSIS – Describe conditions that led to the incident (environmental conditions, tools/equipment used or task being performed).

ACTION TAKEN – Describe any controls and/or corrective procedures that may prevent the recurrence of similar incidents.

Report Completed By: _____

Date: _____