Hazard Community and Technical College

Crisis Management Plan

Emergency Contact Number-
On Campus - 73235
Off campus 233-7950

An extension of the Kentucky Community and Technical College Crisis Management Plan

Rvs. 2-11

TABLE OF CONTENTS

Introduction 3

Crisis Management Team Organization and Responsibilities 5
- General Responsibilities 5
- Coordinator of Crisis Management Team 5
- Assistant Coordinator of Crisis Management Team 5
- Functional Areas Represented 6

Hazard Assessment 8
- Hazard Response / Recovery Information 8

Preparedness 10
- Recommendations for Drills and Testing 10
  - Evacuation Drill 10
  - Tornado Drill 10
  - Bomb Threat Drill 10
  - Medical Emergency Drill 10
  - Hazardous Materials Emergency Drill 11
  - Violent/Threatening Behavior Emergency Drill 11
  - Pandemic Flu/Infectious Diseases Addendum

KCTCS/HCTC Crisis Communications Plan 12
- Rationale and Purpose 12
- Objectives of Crisis Communication 12
- Definition 13
- First Steps 13
- Communications Protocols 14
- Methods of Communication 14
- Media Relations 14
- Community Relations 15
- Follow-up 16

Specific Emergency Response Procedures 17
- General Evacuation Procedures 17
- Emergency Evacuation for Individuals with Disabilities 19
- Bomb Threat 23
- Fire 27
- Earthquake 29
- Anthrax / Biological Agent Threats 30
- Hazardous Materials Emergencies 33
- Infrastructure Failure 36
- Severe Weather 37
- Violent Incident 36
- Civil Disturbance 37
- Explosion 39

Flood 42
Accidents; Medical Emergencies; Death Notifications 44
Infectious Diseases/Pandemic Flu Plan 45

INTRODUCTION

The purpose of this document is to establish an Emergency Response / Crisis Management plan for use by all KCTCS Colleges and the KCTCS System office. For the purpose of this plan a **crisis** is defined as any unplanned event that can cause deaths or significant harm to employees, students or the public; or that can shut down business, disrupt operations, cause physical or environmental damage, or threaten the institution's financial standing or public image. The **crisis** may take the form of an **emergency** requiring immediate action to save lives and protect property.

On February 28, 2003 President George W. Bush issued Homeland Security Presidential Directive – 5, Management of Domestic Incidents, which directs the Secretary of Homeland Security to develop and administer a National Incident Management System (NIMS). The KCTCS Board of Regents has adopted NIMS for the system to prepare for, prevent, respond to, and recover from domestic incidents, regardless of cause, size, or complexity, including acts of catastrophic terrorism.

The HCTC Crisis Management Plan adheres to the principals of NIMS. The HCTC Crisis Management Team will be trained in the appropriate classes required to be compliant with the provisions of NIMS.

The National Safety Council recommends that all facilities have a written response plan, including procedures for emergencies that are most likely to occur at the facility. OSHA standards require a planned response for every facility, including the following:

- Facilities must have an Emergency Response Plan that addresses the actions employees must take to assure their collective safety during an emergency.

- The Emergency Response Plan must include information on applicable emergency procedures for general evacuation, fire reporting, medical emergencies, bomb threats, tornado safety, notification procedure for deaths, hazardous material releases, earthquakes or structural failure, armed robbery, and media—related events.

- All employees (including employees who are new to a facility) must be trained to respond to various emergencies that may occur. Employees must be notified whenever there are major changes to the procedures.

Emergency /crisis management is an ongoing process of planning for and responding effectively to the occurrence of an unplanned event. The process consists of the following four phases:

- **Preparedness**—planning for an emergency or crisis event
- **Response**—the planned response to an emergency or crisis event
- **Recovery**—the process of returning to normal operations
- **Mitigation**—steps taken to prevent the effects of an emergency or crisis event.

When these four phases are used together, they lessen crisis / emergency spillover effects that can disrupt local Operations and quality of life. Advanced planning and recognition of the spillover

effects of a crisis can lessen the impact on KCTCS/HCTC.

This Emergency Response / Crisis Management Plan has the following goals:

- Resume normal activities.
- Protect and save people.
- Protect property.
- Protect the reputation of the institution

The Plan will include the following components

- Assessment and Preparedness
- Management team organization and responsibilities
- Communication
- Specific Emergency response procedures
- Recovery and Restoration

KCTCS Crisis Management Team Organization and Responsibilities

The System Office, each College District, and each campus shall have an Emergency Response and Crisis Management team in place, appointed by the System President, the District CEO, or Campus Director as appropriate for each location,

The System Office team shall include, at a minimum, the President's Cabinet, Director of Human Resources, Director of Safety, or their designees, and any others that may be deemed appropriate.

HCTC Crisis Management Team Organization and Responsibilities

The membership and structure of Hazard Community and Technical College Crisis Management Team

Coordinator: Steven Greiner, President
Assistant Coordinator: Cluster Howard, Dean of Students
Facilities: Ronald Holmes, Tom Caudill, Eli Stidham, Tony Bradley
Communications: Evelyn Wood, Director of Public Relations; Kendra Turner, Delcie Combs
Academic: Kathy Smoot, Provost, Leila Smith, Anna Napier, Jennifer Chester, Ella Strong, Deronda Mobelini, Dean Osborne,
Student Services: Doug Fraley, VP for Student Services
Human Resources: Vickie Combs, Director of Human Resources;
Technology Solutions: Donna Roark, CIO; James King, Bart Massey
Financial: Connie Watts, VP for Business Services; Jackie Hall
KCTCS Pandemic Response Coordinator: Lauren Bates

General Responsibilities of the Crisis Management Team (CMT)

- Assess potential hazards.
- Educate faculty and staff and conduct preparedness drills.
- First response in emergency situations.
- Analyze the crisis; recommend steps to he taken to resolve and recover from it.
- Inform and consult System Office Administration during crisis response and recovery efforts.
- Review and approve crisis related information in conjunction with the Communication Team to be communicated on- and off-campus, to all appropriate constituencies: students, parents, faculty, staff and media.
- Coordinate crisis response and recovery efforts.
- Supervise cooperative crisis response and recovery efforts with appropriate outside agencies.
- Conduct a post-crisis evaluation of the institution's performance during crisis response and recovery efforts, and recommend necessary changes to the crisis management procedures.
- Review the crisis management plan during each academic year in order to reduce vulnerability in a crisis.

Coordinator and an Assistant Coordinator have the following responsibilities

Coordinator of Crisis Management Team; President

- Evaluates incoming emergency-related information
- Declares and ends any state of emergency
- Determines that the correct immediate response plan of action has been activated.
- Notifies and updates team members and System Office Administration of status of the emergency and the response and recovery efforts being undertaken.

- Supports and monitors the emergency response activities,
- Requests personnel as needed.
- Provides information to the System Office Public Relations Department.
- Assists in determining when the resumption of normal activities can begin.
- Delegates responsibilities as needed.

Assistant Coordinator of Crisis Management Team: Dean of Students

- Delegates Assumes the role of' the Coordinator of CMT when the Coordinator is not available.
- Assures guides are posted for outside rescue and fire agencies.
- Knows locations of shut—off valves for all utility services and electrical and communication panels.
- Evaluates the crisis site and assists emergency efforts of Facility personnel.
- Communicates directly with the Coordinator of Crisis Management Team.
- Assists contractors, outside agencies, and other responders as necessary.
- Responds to the emergency as necessary.
- Assists outside rescue and fire agencies.
- Assures that gates and doors are open for outside rescue and fire agencies
- Delegates responsibilities as needed.

Other Functional Areas Represented and Responsibilities:

President's Office: President

- Declares and ends any state of emergency
- Activate/Organize Crisis Management Team
- Monitor initial emergency response actions.
- Authorize immediate notification of additional service providers, necessary
- Employees, and/or Building Coordinators.
- Direct the crisis management operations and recovery, including media
- Notification and communication, communication with staff and family members.

Facilities Management: Director of Facilities

- Assist local, state and federal agencies in damage estimation.
- Maintain and provide access to blueprints and building plans.
- Ensure telephone services are established and maintained.
- Re-establish affected networks,
- Relocate affected offices if necessary.
- Make assessment of any campus area susceptible to damage. (Utilities will secured if an unsafe condition exists, restoration of utility service will be made when Appropriate).
- Monitor/assess safety hazards and unsafe situations. Develop measures for ensuring personnel safety.
- Assess/direct efforts to control hazardous materials in conjunction with the Fire Department.
- Make emergency repairs.
- Remove debris.
- Provide necessary support to other departments (equipment, barricades, etc.)
- Provide for sanitation services during or following an emergency.

Public Relations: Dir. Public Relations;

- Coordinate communication between Crisis Management Team and all constituencies, both internal and external.

Academic Services: Provost

- Responsible for all academic issues that surface during an emergency.
- Arrange for revised class, testing schedules, during a campus close down

Student Services: VP Student Services;

- Assumes the role of' the Coordinator of CMT when the Coordinator or Assistant Coordinator is not available.
- Assess the impact of the situation on students and student life.
- Supervise Student Services response.
- Coordinate mental health assistance to students in conjunction with counseling services.
- Identify individuals with special needs and implement plans for assistance.

Human Resources Coordinator:

- Arrange for expedited services of temporary employees when required.
- Coordinate mental health assistance to faculty and staff in conjunction with counseling services.
- Assist faculty/staff where needed.

Technology Solutions: CIO

- Implement Information Technology Services emergency procedures and disaster recovery plan as needed.
- Maintain network and computing operations.
- Secure critical data and information resources.
- Repair and restore network and computing facilities.

Finance: VP Business Services; Dean Business Services

- Provide budget accounts for emergency spending.
- Identify funds available to meet emergency needs.
- Initiate a record-keeping system for all expenditures associated with emergency operations.

Legal: VP Student Services, VP Business Services, CIO

- Advise on any legal issues arising from the emergency.

Pandemic Response Coordinator: Lauren Bates, Faculty

- Work with the KCTCS Pandemic Response Coordinator and community healthcare professionals on planning for a response to a Pandemic flu outbreak.
- Coordinate efforts internally within the college community.
- Assist the CMT in developing a Pandemic Influenza Plan.
- Provide and distribute educational materials on Pandemic Influenza.

Classes of Emergencies and Notification

Class A
A threat on campus that requires complete evacuation to an off campus location

- Chemical Spill
- Gas Leak or Explosion

Class B
Threat requiring complete lockdown of all campus buildings

- **Campus Shooting**
- **Violent Behavior**

Class C
Threat requiring building evacuation only

- **Fire**
- **Bomb Threat**
- **Earthquake**

Class D
Threat requiring evacuation within building and he assumption of a personal protective position

- **Tornado**

Class E
Extended closure

- **Extended Electrical or other utility outage**
- **Weather and/or building damage**

Notification Process

The President, Dean of Students or VP for Student Services, in that order of command, will activate and end any disaster through the public information system. The Chief Information Officer or backups will be responsible for activating the SNAP alert system with an appropriate message.

Types of Notification;

Class A Emergency-	**SNAP alert Process**
Class B Emergency-	**SNAP alert Process**
Class C Emergency-	**Fire Alarm**
Class D Emergency-	**Tornado Warning, SNAP alert Process**
Class E Emergency-	**Campus Email and public notification system**

Hazard Assessment

Emergency response plans are based on the identified potential emergencies that can reasonably be expected to occur at a particular workplace. In creating the plan, the Crisis Management Team will first has identified all potential emergencies and then conducted a hazard assessment (also called a risk evaluation or hazard audit) on each historical or current potential emergency. The team used outside sources, as needed, to assess hazards, contacting our insurance carrier; state, county, and local emergency planning agencies; and National Weather Service for a history of hazardous events.

The assessment team analyzed on—site emergencies by determining “what if” and “how bad will it be” for each type of event which may occur. Each event must be evaluated objectively by considering frequency, intensity, and duration.

The team determined if emergencies in nearby businesses might present hazards. Lines of transportation were considered as a source of a potential hazard. For example, if a truck crash on Highway 15 releases a chemical vapor into the air, our facility may need to take action to protect our employees. It was considered prudent and necessary to perform a hazard assessment to determine the potential for one emergency to cascade into expanding emergencies.

Hazard assessments include the following components:

- Critical equipment list—if critical equipment fails and causes an emergency, determine the potential consequences of various failure scenarios. Determine the minimum personnel needed to monitor and operate the equipment in the event of an emergency.
- Site utilities list—determine suppliers, entry points, and shutoffs for on-site utilities such as air-handling systems (HVAC), electric, gas, water, and communications. Determine the need for and extent of backup systems.
- Natural disasters—determine the potential effects of natural disasters, such as tornadoes, blizzards, ice storms, earthquakes, mud slides, floods, and/or fires.
- Manmade disturbances—determine the possible effects of a bomb threat, threat of violence or violent behavior, arson, riot, vapor release, chemical release, terrorist attack, and structural failures.
- Transportation lines—determine if shipping, rail, air, or highway emergency events may have a spillover effect on a facility.
- Toxic materials and/or raw materials--Determine if a potential hazard exists on-site.
- Other site spillovers--determine the effects of potential spillover emergency events from other facilities.
- A Security assessment to determine the effectiveness of exterior lighting, the conditions and procedure for securing buildings on campus.

Hazard Assessment Response/Recovery Information			
Outside industrial resources to contact during or after event. Use 24-hour live line phone numbers.			
Company	**Service Provided**	**Contact Name**	**Contact Phone/ Pager Number**
National Response Center	Chemical and Oil Spills	N/A	1-800-424-8802
KCTCS Security	Additional support and contacts	Curtis Liska	

Emergency Agencies for Response/Recovery			
Agency	**Service Provided**	**Contact Name**	**Contact Phone/ Pager Number**
LOCAL			
Electrical	Yoder Electric	Darvin Yoder	606 438 3334
General Construction	Lewis Brothers	*Brian Lewis*	*606-454-5960 M* *606-439-4618(w)*
GRIFFITH PLUMBING	HVAC	BLACKBURN GRIFFITH	606-666-5434 (HOME) 606-666-2316 WORK
Red Cross	Social Services	Mid-East Ky Red Cross- W. Liberty Ky	redcross@mrtc.com 606-743-2296 www.mideastkyredcross.org

COUNTY			
STATE			
HVAC	A & A		
Hazard Reviewer's Sign-Off*			
Reviewed By		**Title**	**Date**
*** This hazard assessment and contact data should be reviewed and updated in one year or sooner, as needed.**			

Preparedness

A major component of Emergency Management is **preparedness. A** plan of action for Emergency Response Procedures must be in place, the Crisis Management Team named and organized, with roles well defined, and practice sessions, through drills and rehearsals, for team members, employees and students regularly scheduled. A schedule of mandatory drills will be maintained and documented. **Mandatory drills** include Evacuation and Tornado Drills to be held on a quarterly basis. Other less extensive drills or rehearsals involving fewer employees should be practiced periodically to ensure that those people having critical roles to play understand and can carry out their assignments in a timely way.

In order to ensure that faculty and staff have quick and easy access to emergency reference material, an Emergency Response Action Plan quick reference guide, (lone in a tabbed or flip chart format has been formulated for distribution to all employees. It includes concise instructions for each type of emergency situation identified in the hazard assessment, with names of contact persons and phone numbers.

Recommendations for Drills and Testing

The following information offers tips on conducting drills and testing. Forms are provided to use when evaluating drills and critiquing employee performance and responses. The remainder of this section provides space for your site specific resources, such as maps of buildings, grounds, and fire detection systems.

Evacuation Drill (Mandatory)

Follow these steps and note the following for an evacuation drill:

- Sound evacuation alarm.
- Observe employee response.
- Did Searchers operate in pairs?
- Did employees know their assembly area?
- Was a roll call taken?
- Record start and end tines of drills.

Tornado Drill (Mandatory)

Follow these steps and note the following for a tornado drill:

- Test the communication process of informing your personnel. Remember that fire alarm is not used in tornado emergencies!
- Did everyone get to a safe area?
- Were people assigned the task of shutting off utilities? Did they have the tools they needed to perform the shutoff?

Bomb Threat Drill

Follow these steps and note the following for a phoned—in bomb threat drill:

- Place call.
- Let receptionist/dispatcher or other staff person receiving the call knows this is a drill from the beginning and identify yourself.
- Proceed with the drill.
- Observe if person taking the call recorded the exact message and used the Bomb Threat Checklist to help identify the caller.

Follow these steps and note the following for a suspicious package bomb threat drill:

- Let mailroom or other package handlers know this is a drill.
- Deliver package.
- Observe actions taken when they find the "bomb."
- Ask what their next action would be. Would they evacuate the building? Would they contact local police?

Medical Emergency Drill

Follow these steps and note the following for a medical emergency drill:

- This drill/exercise should involve those trained and certified employees demonstrating their first aid and CPR skills under emergency-like conditions.
- CPR skills can be practiced on a mannequin.
- Note if participants "called" for help from outside agencies.

Hazardous Materials Emergency Drill

Follow these steps and note the following for a hazardous materials drill:

- Time and practice shutting down the air (ventilation) system and isolating the building.
- Time the length to get to the designated off-site meeting area.
- Make employees aware of the possibility of hazardous material releases from industry or transportation lines, such as highways and railroads.

Violent/Threatening Behavior Emergency Drill

Follow these steps and note the following for an am armed robbery emergency drill:

- In a meeting setting, test employees' ability to recall descriptions of persons witnessed.
- Question them on steps to take in sounding the alarm, securing the scene, and notifying contacts.

Drill evaluation not only provides a strong emergency response, it also lays the groundwork for a successful safety program. Documenting drills is also important for successful compliance with government regulations.

KCTCS/HCTC Crisis Communications Plan

Rationale and Purpose

The terrorist attacks on the World Trade Center and the Pentagon on September 11, 2001 drove home the fact that a crisis may strike any of our institutions at any time. Crises may take many forms - violent acts, natural disasters, mechanical breakdowns or student unrest, for example. Whatever the type of crisis, KCTCS and its colleges must he prepared to keep internal and external publics informed through clear, accurate, consistent and concise communications.

As a public institution, KCTCS strives to be forthright and timely in communications. Decisions regarding communications during a crisis will be guided by the commitment to public disclosure and the public's legitimate right to be informed, balanced by a concern for the right of the individual for privacy and personal security. Also to be considered is the effect that immediate public disclosure could have on impending investigations or legal actions.

This plan, as a part of the broader KCTCS Emergency and Crisis Response Plan offers policies and procedures for the coordination of communication within the KCTCS family and between KCTCS and external audiences, including the news media. The purpose of this document is to provide a flexible blueprint that the KCTCS Colleges and System Office will use to communicate during crises.

Objectives of crisis communications

- To factually assess the crisis and to determine whether a communications
- response is warranted
- To assemble a Crisis Communication Team that will determine appropriate
- messages and actions for a SNAP communication
- To identify constituencies that should be informed; communicate facts about the crisis; minimize rumors; and restore order and confidence

Definition

Crisis communication is one component of overall crisis management. Communication is key to how KCTCS/HCTC handles a crisis. How KCTCS/HCTC communicates will have a lasting impact on its reputation with various constituencies, including students, faculty, staff, alumni, parents, the community and the news media. An effective communications plan, coupled with the early involvement of communication professionals, will help limit the negative impact of the crisis and allow those charged with mitigating the crisis to fulfill their responsibilities.

First steps

When an employee of HCTC identifies a crisis, his or her first responsibility is to determine the appropriate response to he taken in accordance with the Emergency Response Plan. The HCTC employee who discovers a crisis should first react in accordance with the Response Plan by calling 911 before taking steps to activate the Crisis Communications Plan.

As the next step — or as a first step in the absence of imminent danger to life or property — the employee should inform his or her supervisor of the crisis. In accordance with appropriate chain of command, the office of the President / CEO is notified. The president / CEO make the decision on whether to appoint and activate the Crisis Management Team, including the appropriate Crisis Communications team.

At the System level, the Crisis Communications Team will be an extension of' the Crisis Management Team.

Communications protocols

The most important public of KCTCS and its colleges is our Students and employees. Our faculty and staff must be kept informed of the crisis and our response to maintain order and facilitate a quick recovery. It is important to remember that the words and actions of employees toward external audiences will make or break the reputation of KCTCS/HCTC.

Therefore, after emergency officials are notified of a crisis, employees may he the next target audience. Other key audiences that should be kept apprised of KCTCS/HCTC' crisis response:

- Parents and family members of affected students or employees.
- Board leadership (Board of Regents, Foundation, and local Boards of Directors)
- Political leadership (Governor's Office, key legislators, CPE, community leaders)
- News media

It is important that members of the Crisis Management Team be able to reach each other at any time. The institution should create a wallet—size card that includes work, home and cell phone numbers of key personnel. Two-way radios should be made available where possible.

State and federal law affect dissemination of information about students. Crisis communications must consider applicable statutes and fundamental issues of' fairness.

Methods of Communication

Different crises warrant different methods of communications with key constituencies. Options include:

- One-on-one or small -group meetings with employees or students when possible
- Large assemblies of employees or students
- Use of email groups
- Use of voice mail messages
- Regular communication vehicles, such as newsletters
- Personal letters from the CEO to employees, friends
- Phone calls or visits to important external constituents, such as board members and political leadership
- Information posted on the web
- A telephone line established to provide assistance
- Counseling of employees or students

Media relations

Prompt and open communications to the news media are key to responding to a crisis and protect the reputation of the institution. The news media perform a valid function in informing the public about what is happening at KCTCS/HCTC. Here are several steps that the Crisis Management Team should follow to establish and maintain an effective relationship with the news media:

- Determine your message. The team should decide on a few key points that you want to make in each communication. During direct contact with the news media, you should answer questions, but you may return to your primary message(s) to ensure that you stay

on track.

- Select a spokesperson. You may nominate the President, a member of the President's Cabinet, the public relations director or other representative. The spokesperson may change from day to day depending on the news of the day, but it is advisable to use the same spokesperson to deliver any given message in a consistent manner. The spokesperson should be articulate, poised and have a strong grasp of the facts of the situation. The spokesperson should be briefed on what to expect from the news media and how to respond. As time allows, media training for the leadership team and board members may help improve the response to crises. During a crisis, no one is authorized to speak to the news media on behalf of KCTCS/HCTC other than spokesperson(s) designated by the Crisis Communications Team. Anything said to the news media will reflect on the institution.
- Stick to the facts. If you don't know the answer to a question from the news media, don't guess. Tell reporters that you don't have that information but will find it and get back to them.
- Come clean. If an error by KCTCS/HCTC or an employee caused or exacerbated a crisis, admit that fact and move on.
- No comment is not an option. There is always a way to answer questions in a manner consistent with the KCTCS/HCTC message.
- Select time venue. If a number of media outlets are interested in a story, consider convening a news conference to make sure all of them receive the same message at the same time. For a small number of media outlets, consider briefings or one-on-one interviews. Keep the news media informed throughout the crisis — silence may promote suspicion. In an ongoing event, provide a story each day to ensure that your message is the one that is heard. Keep in mind that the image you project is based on where a story is photographed or videotaped will reflect upon your institution.
- Develop written materials. They ensure accuracy and consistency. You may use a news release or fact sheets. The reporter may not be familiar with KCTCS/HCTC, so provide literature on the System and/or HCTC.
- Control access if necessary. In situations where members of the media are likely to come to campus (crime, accident, fire), the team may work with local authorities to control access to the scene and maintain order. The System/HCTC has a responsibility to maintain the integrity of any crime or accident scene and to ensure the privacy of its students, faculty and staff. Therefore, access to any part of campus may be limited during a crisis. A media briefing center, or staging area, may be established and timely updates provided to the media at that location. In crises that involve major disruption to System or HCTC operations, it may he necessary to establish an emergency operations center into which and from which information will flow.

Community relations

An institution's relationship with the community will influence its ability to protect personnel, property and reputation and return to normal operations. HCTC should maintain a dialogue with community leaders, first responders, government agencies, community organizations and utilities, including:

- Appointed and elected leaders
- Fire, police and emergency medical services personnel
- Emergency management directors
- Public works department
- American Red Cross
- Hospitals
- Telephone company

- Electric utility
- Neighborhood groups
- System or college boards

Here are suggested ways to build community relations and ensure that your constituencies will support you in times of crisis:

- Have regular meetings with emergency personnel to review emergency plans and procedures.
- Talk about what you're doing to prepare for and prevent emergencies.
- Explain your concern for the community's welfare.
- Identify ways your facility could help the community in a community-wide emergency.
- Look for common interests and concerns.
- Identify opportunities for sharing resources and information.
- Conduct confidence-building activities such as facility tours.
- Do a facility walk-through with community response groups.
- Involve community fire, police and emergency management personnel in drills and exercises.
- Meet with your neighbors to determine how you could assist each other in an emergency.

Follow-up

The Crisis Communications Team should meet within two weeks of the crisis to review the actions taken to determine effectiveness and efficiency of the response. Information obtained during the critique should be incorporated into updates of the Crisis Communications Plan.

This plan was written by the KCTCS public relations team and included ideas gleaned from crisis communications plans supplied by the following colleges and universities:
Western Kentucky University, Centre College, Northern Kentucky Technical College, Ashland Community College, Berea College and the University of Louisville, it has been further adapted to meet the specific needs of Hazard Community and Technical College.

These procedures focus on the following types of crises:

- General Evacuation Procedures
- Evacuation Procedures for Individuals with Disabilities
- Hazardous Materials Incident
- Explosion
- Campus Shooting
- Violent Incident
- Civil Protest
- Fire
- Bomb Threat
- Anthrax / Biological Agent Threats
- Earthquake
- Severe Weather
- Infrastructure Failure , Utilities
- Flood
- Infectious Diseases /Pandemic Flu
- Accidents / Medical Emergencies / Death Notifications

General Evacuation Procedures

Responsibilities of All Facility Personnel

All facility personnel must understand the correct emergency response and general evacuation procedures for their location. During an evacuation, all facility personnel must assist members of the public, visitors, and contractors to exit the facility premises.

Use of Evacuation Procedure-

The evacuation procedure can be used for a variety of events. All employees should be familiar with it.

- In the event of a fire, the fire alarm is to be activated immediately upon the discovery of smoke or flames.
- In the event of a bomb threat or other non-fire crisis, the evacuation order will be issued via the telephone intercom system and/or word of mouth.
- In the event of a bomb threat, the use of cell phones or radios for communications should be avoided.

Evacuation Procedures

- Upon notification that an evacuation is in progress, all faculty, staff, students and visitors will immediately use the nearest emergency exit and proceed to their designated assembly locations a safe distance from the building.
- In the event of a bomb threat, designated emergency response personnel should survey exit ways and designated assembly areas for suspicious items before allowing evacuation through and / or to these areas.
- In the event of a fire, the designated emergency response personnel and / or designate stairwell monitors should check for heat and smoke along the evacuation route to ensure the exit is safe and assist in the movement of people.
- Occupants should be instructed to take personal items such as backpacks, purses, etc. with them as they evacuate the building. Do not return to offices to retrieve personal items.
- Do not use elevators during the evacuation. They will be used by the appropriate emergency response personnel to evacuate those with mobility problems.
- Designated emergency response staff will take roll calls at the assembly areas and report the results to the Director of Crisis Management.
- Visitors will remain with the staff member(s) they are seeing and their names will be reported in the roll call.
- The designated emergency response staff will report these roll call results to the Director of Crisis Management or his alternate. The Emergency Coordinator shall emphasize the names of the persons from his or her department who may still be in the building.
- All personnel will stay assembled by department until further instructions are received from their designated emergency response staff.

It is important to note that in some emergencies, employees must deviate from these instructions. Use common sense. For example, if smoke is present, employees need to begin evacuating even if the alarm has not been sounded.

Summary of Employees' Duties

Following are the duties of employees during an evacuation of the facility:

- Designated emergency response personnel will oversee the evacuation of their own areas.
- Stairwell monitors will check for heat and smoke to ensure the exit is safe and assist in the movement of people. Every employee must be trained to assume the duties of the stairwell monitor.
- Department Searchers will only operate in pairs and will check for personnel who initially failed to hear the alarm. They will check for heat and smoke before opening any door.
- Disabled Employees: Assign at least two employees to assist in the event of an evacuation or any other emergency that may occur.

Alternate Site Relocation Plan

If it is determined that a building cannot be reoccupied, arrangements will be made to resume operations at an alternate location as quickly as possible. Leased space will be procured under emergency procurement procedures and outfitted to accommodate HCTC functions.

Emergency Evacuation for Individuals with Disabilities

A disabled individual is defined as anyone with a permanent or temporary disability, who for whatever reason is unable to independently evacuate a building using the stairwell or other emergency means of egress.

General Guidelines

- Remember that individuals with similar disabilities are unique. Through brief communication and asking questions, evacuation can be quick and safe.
- Listen to the individual; he/she is the expert regarding his/her own disability.
- Always ask the individual how you can help before attempting any rescue technique or giving assistance.
- Ask the individual if there are any special considerations or items that need to come with the individual.
- Remember there are individuals with "hidden" disabilities that may need assistance: health, psychiatric disabilities (anxiety disorders, depression, bi-polar, personality disorders, etc.), and some vision or hearing impairments.
- Some individuals may utilize service animals: guide dogs, hearing dogs, or assistance animals. When possible, keep the team together.

As an individual with a disability you must:

- Identify yourself as having a disability.
- Get involved with the evacuation planning process. You are the expert on your own disability.
- Discuss with Faculty/Employer your abilities and needs as an individual with a disability in regards to evacuation (i.e. use a wheelchair, cannot walk unassisted, cannot hear alarm, cannot see, etc.)
- Use the "buddy system" for evacuation procedures, (i.e., to assist you to the most appropriate exit route or the nearest area of rescue.) Establish your "buddies" in each setting. "Buddies" could be co-workers, supervisors, faculty, classmates, or roommates.

If unable to evacuate, ask your buddy to notify emergency responders of your exact location within the building.

- Know the safest method of lifting yourself from your wheelchair and proper carrying techniques. If you do not know, ask your medical professional. Only professionally trained individuals should attempt to lift you, unless you are in immediate danger.
- Determine the best evacuation option.

Guidelines for Specific Disabilities

Blindness or Low Vision:

Even though most individuals who have visual impairments will be familiar with their immediate work/classroom areas, it is necessary to:

- Explain the nature of the emergency.
- Give verbal instructions to advise about the safest route or direction (using compass directions, estimated distances, and directional terms).
- Offer to guide the individual, especially if there is debris or a crowd; do not grasp the individual's arm, without asking if he/she needs assistance.
- Give other verbal instructions or information (i.e., elevators cannot be used).

Deafness, Hearing Loss, and/or Speech Impairments:

Communication varies with individuals who are deaf, hard of hearing or with speech impairments. Individuals with hearing impairments may not hear audible alarms.

- Get the attention of a person with a hearing disability by turning the light on and off, tapping the individual on the shoulder, waving your hands, or eye contact.
- Clearly state the problem; face the individual, for those who read lips. Gestures and pointing are helpful; be prepared to write a brief, concise statement if the person does not understand.
- Offer visual instructions to advise of safest route or direction by pointing toward exits or evacuation maps.

Mobility Impairment:

Individuals with mobility impairments may or may not use wheelchairs.

- **REMEMBER: DO NOT USE THE ELEVATORS IN CASE OF AN EMERGENCY.**
- It may be necessary to help clear the exit route of debris (if possible) so that the person with a disability can move out or to a safer area.
- If individuals with mobility impairments cannot exit, they should move to a safer area (e.g., most enclosed stairwells). A secondary option is to move to an office that is a good distance from the hazard (and away from failing debris in the case of earthquakes). Keep doors closed!
- Notify police or fire personnel immediately about any individuals remaining in the building, their locations, and conditions.

- If individuals are in immediate danger and cannot be moved to a safer area to wait for assistance, it may be necessary to evacuate them using an evacuation chair or a carry technique. Ask the individual for the safest method for lifting/carrying.

If the individual is in immediate danger, it may be necessary to leave the wheelchair. Do not attempt the carry an individual in an electric wheelchair.

Responsibilities of KCTCS/HCTC:

- Establish areas of rescue on every floor within every building.
- Identify areas of rescue within the building by signs, maps and information distributed.
- Identify the areas of rescue on maps provided to emergency personnel.
- Identify areas of rescue phone numbers and inspect signs, telephone number validity, and continued safe access and conditions for areas of rescue and location.

Areas of rescue:

- Phone - maintained and checked periodically.
- Close proximity to escape routes.
- Unobstructed egress/access.
- Where possible, provided with opening windows.
- Where applicable, use rooms constructed to be safe havens (encapsulated rooms) in structurally sound locations.

Evacuation Options:

Everyone must try to evacuate using the nearest, safe exit. Individuals with disabilities have four basic options.

- **Horizontal evacuation:** using building exits to the outside ground level or going into unaffected wings of multi-building complexes.
- **Stairway (vertical) evacuation:** using stairwells, if possible, to reach ground level exits from the building.
- **Stay in Place:** unless danger is imminent, remaining in a room with an exterior window, a telephone, and a solid or fire resistant door. With this approach, the person may keep in contact with emergency services by dialing 911 and reporting his or her location directly. The University police will immediately relay this location to on-site emergency personnel, who will determine the necessity for evacuation. Phone lines are expected to remain in

service during most building emergencies. If the phone lines fail, the individual can signal from the window by waving a cloth or other visible object.

The Stay-in-Place approach may be more appropriate for sprinkler protected buildings or building where an area of refuge is not nearby or available. It may also be more appropriate for an occupant who is alone when the alarm sounds. A label on the jamb or frame can identify a fire resistant door. Non-labeled 1 3/4 inch thick solid core wood doors hung on a metal frame also offer good fire resistance.

- **Area of refuge:** with an evacuation assistant, going to an area of refuge away from obvious danger. The evacuation assistant will then go to the building evacuation assembly point and notify the on-site emergency personnel of the location of the person with a disability. Emergency personnel will determine if further evacuation is necessary.

Usually, the safest areas of refuge are stair enclosures common to high-rise buildings, and open-air exit balconies. Other possible areas of refuge include: fire rated corridors or vestibules adjacent to exit stairs, and elevator lobbies. Many campus buildings feature fire rated corridor construction that may offer safe refuge. Taking a position in a rated corridor next to the stairs is a good alternative to a small stair landing crowded with the other building occupants using the stairway.

This procedure was adapted from the websites of the University of Wisconsin-Milwaukee, University of Northern Colorado, Arizona State University, Virginia Commonwealth University, and the University of Berkeley.

Hazardous Materials Emergencies

Many of our campuses are located in close proximity to Interstates highways, railways, and near various industries; therefore, exposure to hazardous materials from an unplanned release is a distinct possibility.

The Director of Crisis Management will correspond directly with all federal, state, and local governmental agencies. Therefore, the response will be based on recommendations from these governmental agencies.

Employees, contractors, and visitors—all building occupants—will be notified and given the course of action to be initiated and the routes to use.

COURSES OF ACTION

- ***General evacuation:*** Announce evacuation routes to employees. Follow the General Evacuation Procedure. All employees and other building occupants will exit to a predetermined point of assembly.
- *Staggered evacuations:* The location would be evacuated in sections. All building occupants would leave to a predetermined point of assembly.
- *Designate restricted areas:* Contaminated areas of a location would be evacuated. Employees and other building occupants would be advised as to what areas are deemed "safe."
- *Isolate building:* If authorities order that people be sheltered in place, employees and building occupants would remain in the building. Outside air sources, such as fans and doors, would be shut down.

At the first opportunity, contact the following departments and personnel:

President: __Dr. Steve Greiner_____ Home: __606-233-5800 or 606-594-1814_____

SNAP Team Members			
Greiner, Steve	President and Coordinator of the CMT	W-606-487-3100	Steve.Greiner@kctcs.edu
Howard, Cluster	Dean of Students	W-606-487-3529 H-606-666-7331 C-606-233-7950	Fred.Landrum@kctcs.edu
Fraley, Doug	Vice President of Student Services	W: (606) 487-3086 H: (606) 666-4512 C: (606) 438-5493	Doug.Fraley@kctcs.edu
Smoot, Kathy	Provost	W-606-487-3091 H – 606-666-8938 M-502-649-7430	Kathy.Smoot@kctcs.edu
Wood, Evelyn	Public Relations Director	W-606-487-3141 H-606-436-4682	Evelyn.Wood@kctcs.edu
Roark, Donna	Chief Information Officer	W-606-487-3128 H- 606-439-3427 M- 606-233-2329	Donna D.Roark@kctcs.edu

On-Site Spill or Release of

Hazardous Materials

Spill

In the event there is a hazardous waste spill, natural gas leak, or other release of a hazardous material follow these steps:

- Call the City or County Government's Division of Environmental & Emergency Management at _(Call Fire Departments)_____ to report the spill as soon as possible. Also report the incident to the Campus Crisis Management Director_at ___487-3529 233-7950_____
- If you are trained and can do so safely, stop the source of the spill if not call
  Safety-Kleen, 550 Plue Sky Parkway
  Lexington, KY 40509-Telephone 1-859-263-2165 FAX- 1-502-263-8860

  For plumbing emergencies- A & A mechanical 111 Ulrich Avenue,
  Louisville, KY 40219-1827; Phone 1-502-968-0121; fax1-502-968-1570
- Contain the spill from entering waterways or drains.
- If necessary, evacuate building occupants using the General Evacuation Procedure.

Air Release

In the event there is release of potentially harmful material such as pipe insulation or gases into the air, follow these steps:

- Evacuate employees, contractors, and visitors (all building occupants) from the immediate area affected.
- Contact the KCTCS Department of Safety for assistance. Also report the incident to the Campus Crisis Management Director_at _606-_487-3529_____._
- If you have been trained to do so, try to stop the source of the release.
- If necessary, evacuate building occupants using the General Evacuation Procedure.

List of On-Site Hazardous Materials

HAZARDOUS MATERIAL KNOTT COUNTY	MANUFACTURER	LOCATION IN THE FACILITY
LP GAS Diesel Fuel, gasoline, Motor oil		Outside storage Building-Sch of Craft
Paint/Cleaning Agents	Various	Janitor Closet –Knott Opp Ctr Rms 124, 217, 226,325 School of Craft- Rms 128, 226, 256

Finishing Solvents		K SoC –Room 125 Spray Room

HAZARDOUS MATERIAL HAZARD CAMPUS	MANUFACTURER	LOCATION IN THE FACILITY
Propane Gas canisters	N/A	Bgld 0702 (shed) Main Campus
Paints and thinners	N/A	Bgld 0701 (Jolly west) Room 116
Bio Hazard and Hazardous waste disposal storage area. Non flammable liquids.	N/A	Bgld 0700 (Jolly center) Room 116B
Science lab chemicals (various types)	N/A	Bgld 0705 (science wing) Room 260A,
Biology specimens preserved in Carasafe solution	N/A	Bgld 0705 (science wing) Room 267A
Various cleaning solutions for janitorial services	N/A	Janitor closets Jolly Center= 105,119,153,217A, FFC= 101C,115A&B,218 Challenger= 103

Explosion

An explosion is caused by a rapid expansion of gas from chemical reactions or incendiary devices. Signs of an explosion may be a very loud noise or series of noises and vibrations, fire, heat or smoke, falling glass or debris, or building damage.

Immediate Action

Get out of the building as quickly and calmly as possible. **Call 911.**
If items are falling off of bookshelves or from the ceiling, get under a sturdy table or desk.
If there is a fire, stay low to the floor and exit the building as quickly as possible.
If you are trapped in debris, tap on a pipe or wall so that rescuers can hear where you are.

Assist others in exiting the building and move to designated evacuation areas. **Refer to the General Evacuation Procedure and the Evacuation for Individuals with Disabilities Procedure.** Keep streets and walkways clear for emergency vehicles and crews.
Untrained persons should not attempt to rescue people who are inside a collapsed building. Wait for emergency personnel to arrive.

Decision

The responding emergency unit will respond and make decisions regarding the control and abatement of the explosion incident, and issuing or not issuing the all clear for safe building re-entry and occupancy.

Decision Makers

The responding emergency unit or agency in control will decide when to turn control of the scene back over to KCTCS. Depending on the nature of the incident, other public response and law enforcement agencies may be involved in decisions or control of the scene, e.g., criminal actions.

Subsequent Procedures / Information

Depending on the nature and degree of the explosion incident, other support agencies and resource units may be brought in for services or assistance.

Refer to the KCTCS Workplace Violence Policy for a more detailed explanation of what constitutes violence in the workplace. That policy is most instructive in stating the KCTCS position of zero tolerance for workplace violence, defining the responsibilities of all KCTCS employees in dealing with workplace violence and preventing workplace violence.

Violent Incident- Campus Shooting

Should a violent incident occur on campus the procedures should be followed:

What to do in Response to an Incidence of Threatening or Violent Behavior:

1. If an emergency, and you are able to safely do so, call the Police immediately using 911.
2. If the situation is not an emergency, promptly inform your supervisor of the incident.
3. Evacuate all staff and students from the vicinity of the threat or behavior.
4. In either case, promptly notify the President's Office and the Director of Crisis Management.
5. If there are any physical injuries, contact EMS immediately using 911.
6. In case of fire or trapped individuals, contact EMS immediately using 911.
7. Administer first aid, if necessary.
8. Secure the scene.
9. Identify and isolate witnesses until the authorities arrive. Do not allow them to talk to anyone.

Subsequent Procedures / Information

Contact campus communications director.

Civil Disturbance

A civil disturbance is a mass confrontation, not sanctioned by College authorities, that disrupts planned or regular College operations, or that infringes upon the civil rights of non-participants. Most campus demonstrations such as marches, meetings, picketing and rallies are peaceful and non-obstructive. A student or public demonstration should not be disrupted unless one or more of the following conditions exists as a result of the demonstration:

- Interference with the normal operations of the College
- Denial of access to an office, building, or other College facility
- Threat of physical harm to persons or damage to College facilities
- Disorderly conduct that disturbs the campus or community

Immediate Action

If any of the conditions listed above exist, the President / CEO's Office should be notified and appraised of the situation. The President / CEO or his designee will be responsible for contacting the appropriate authorities.

Depending on the nature of the protest, the appropriate procedures listed below should be followed:

Peaceful, Non-obstructive Protest

a. Generally, demonstrations of this kind should not be interrupted. Demonstrators should not be obstructed or provoked and efforts should be made to conduct College business as normally as possible.

b. If protestors are asked, at the President's or designee's request, to leave but refuse to leave by regular facility closing time:

    1. Arrangements will be made by the College President / CEO or his designee to monitor the situation during non-business hours, or
    2. Determination will be made to treat the violation of regular closing hours as a disruptive demonstration.

Non-Violent Disruptive Protest

In the event that a demonstration blocks access to College facilities or interferes with the operation of the College:

a. Key College personnel will be asked by the President / CEO or his designee to go to the area and persuade the demonstrators to desist. Failing that, the
b. Demonstrators will be asked to cease the disruptive activity by the President / CEO or his/her designed
c. If the demonstrators persist in the disruptive activity, they will be apprised that failure to desist the specified action within a determined length of time may result in disciplinary action, including suspension or expulsion, or intervention by law enforcement authorities.
d Efforts should be made to secure positive identification of demonstrators who are violating specific College, local, or state regulations to facilitate later testimony, including the use of photographs and/or videotapes.
e. After consultation with the appropriate College officials, the President / CEO or his designee will determine the need for an injunction and/or intervention by outside authorities.
f. If determination is made to seek the intervention of outside authorities, the demonstrators should be so informed. Upon the arrival of law enforcement authorities, the remaining demonstrators will be warned of the intention to arrest.

Violent, Disruptive Protests

In the event that a violent protest in which injury to persons or property occurs or appears imminent:

a. The President / CEO or his designee will determine a strategy for responding to the incident. The strategy may range from the methods used for nonviolent demonstrations (See Section 2 above) to requesting the intervention of outside law enforcement authorities.

b. If the determination is made to seek the intervention of outside authorities, the demonstrators should be so informed, if possible. Upon arrival of the authorities, the remaining demonstrators will be informed of the intent to arrest.

c. Efforts should be made to secure positive identification of demonstrators in violation of a specific College, local, or state regulation, to facilitate later testimony, including the use of photographs and/or videotapes, if deemed advisable.

Evacuation Decision

In the event of a major civil disturbance, College emergency plans will be activated and all faculty, staff and students will be instructed to remain indoors. Security patrols will be increased and emergency watches will be established on campus. All faculty, staff and students will be advised of emergency instructions and may be relocated depending on the circumstance.

Evacuation of a building, area or the entire campus may be necessary under certain conditions. The decision to evacuate shall be made by the President / CEO or his designee after a thorough evaluation of all available information as well as existing and anticipated circumstances.

EVACUATION PROCEDURES

- Once the evacuation order is issued, the building(s) will be evacuated following the General Evacuation Procedures and Evacuation Procedures for Individuals with Disabilities contained in this document.

FIRE

A fire may include visible flames or strong odors of burning. The appropriate emergency action is for persons to evacuate the building quickly and safely and notify the Fire Department by dialing 911.

Immediate Action:

1. **For the person discovering the fire:**
   A Extinguish only if you can do so safely and quickly.
      i) After the fire is extinguished, call ___73235_____ .
      ii) In case of emergency - DIAL 911.

   B If the fire cannot be extinguished:
      i) Confine the fire by closing the doors.
      ii) Pull the nearest fire alarm, if there is one.
      iii) Call the Fire Department - DIAL 911.
      iv) Alert others.
      v) Meet the Fire Department when they arrive.

2. **For occupants of the building:**
   A Close the doors to your immediate area.

B **EVACUATE** the building via the nearest means of egress. Evacuation routes should be posted on each floor. Assist others in exiting the building.
C **DO NOT** use elevators.
D Avoid smoke filled areas.

3. **For persons evacuating from the immediate fire area:**
   A Feel door from top to bottom. If it is hot DO NOT proceed; go back.
   B If door is cool, crouch low and open the door slowly. Close door quickly if smoke is present so you do not inhale it.
   C If no smoke is present, exit the building via the nearest stairwell or exit.
   D If you encounter heavy smoke in a stairwell, go back and try another stairwell.

4. **Occupants with disabilities will be evacuated using the Evacuation Procedures for Individuals with Disabilities.**

Decision

The responding Fire Department will control and make decisions at the scene of the fire. The Fire Department will decide when to turn control of the scene back to the Institution. The President/CEO in consultation with the Director of the Crisis Management Team will decide when to turn control of the scene back to the facility tenant(s).

Decision maker(s)

The Fire Department will make decisions regarding the control and abatement of the fire incident, and issuing or not issuing all clear for safe building re-entry and occupancy. At the discretion of the Fire Department Incident Commander, site control will be transferred back to the Institution.

Subsequent Procedures/Information

Depending on the nature and degree of the fire incident, other support agencies and Institution resource units may be brought in for service or assistance.

AS REQUIRED BY THE MINGER ACT, ALL FIRES AND FALSE ALARMS MUST BE REPORTED IMMEDIATELY (WITHIN TWO HOURS) TO THE STATE FIRE MARSHALL'S OFFICE USING THE FOLLOWING TELEPHONE NUMBERS:

(502) 564-3626 during normal business hours, or
1-(800) 255-2587 at night or on weekends

BOMB THREAT

All personnel should know the procedures for handling a bomb threat emergency. The procedures should be readily available and in the hands of all employees who, by reason of their assignment, might be expected to receive a phone call, a verbal or physical threat, or suspicious mail or packages. This category includes all telephone operators, mail handling personnel, receptionists, and secretaries.

A bomb threat may come to the attention of the receiver in various ways. It is important to compile as much information as possible. Please ***DO NOT*** immediately attempt to notify or evacuate an entire building as this could consume valuable time that would be better used to gather important information. After getting as much information possible about the threat ***DO*** notify your immediate supervisor who will authorize the evacuation decision in consultation with the President or CEO. While it is KCTCS policy to evacuate in response to all bomb threats, keep in mind that the vast majority of threats are false and are primarily intended to elicit a response from the building occupants. In the case of a written threat, it is vital that the document be handled by as few people as possible as this is evidence that should be turned over to the local law enforcement agency having jurisdiction. If the threat should come via e-mail, make sure to save the information on your computer. Most bomb threats are transmitted over the telephone; thus, the following instructions will be provided with that assumption.

Immediate Action for the Receiver of the Threat

1. Remain calm and immediately refer to the attached bomb threat checklist. If applicable, pay attention to your telephone display and record the information shown in the display window.
2. The objective is to keep the caller on the line as long as possible to attempt to gather as much information as possible. Try not to anger the caller at any time.
3. While engaging the caller, pay attention to any background noise and distinctive sounds (machinery, traffic, other voices, music, television, etc.).
4. Note any characteristics of the caller's voice (gender, age, education, accent, etc.).
5. Attempt to obtain information on the location of a device (building, floor, room, etc.).
6. Attempt to obtain information on the time of detonation and type of detonator.
7. **Immediately** after the caller has ended the call, notify immediate supervisor.
8. If the threat was left on voice mail, **do not erase.**
9. The supervisor (or call receiver in supervisor's absence) is to notify the President's Office and the Director of the Crisis Management Team.
10. The supervisor (or call receiver in supervisor's absence) will call 911 to report the threat.
11. The receiver of the threat shall remain available for interviews by investigating authorities.

Evaluating and Documenting the Threat

The majority of the bomb threats received is crank calls. There is frequently a clue to the validity of the threat in the message itself or in the attitude and manner of the caller. That is why it is

important to record the caller's message exactly as it was given. After receiving a threatening call, a Bomb Threat Checklist should be completed immediately after reporting the call.

A *bomber*, in placing the call, will usually prolong the call and furnish some detail as to the location of the device and reasons for planting it. The call is frequently repeated.
A *crank caller* tends to be abrupt and hurried. Seldom are details provided regarding the type of device, the location, and reasons. The crank caller repeats the call less frequently because of the fear of the call being traced.

Evacuation Decision

It is the policy of the Kentucky Community and Technical College System that building evacuation is mandatory when a bomb threat is received. If the threat is for a specific building, only that building and any other building within close proximity should be evacuated. If the threat is non-building-specific, then all buildings on campus shall be evacuated. Evacuation should follow the established Evacuation Procedure.

Subsequent Procedures

In the building search, staff can be of assistance to the Crisis Management Team in several ways. Staff will be more familiar with their work area than the team members. As the search is conducted, staff may be asked to identify boxes or objects in their work area. If a suspicious device, package, bag, etc. is discovered, it is to be left alone, DO NOT TOUCH IT! Note its location and report it to the Crisis Management Director or his designee. Once a bomb is discovered the building will be under the jurisdiction of the local law enforcement authority having jurisdiction.
The decision to resume normal activities in the building will be made by the President or CEO in consultation with the Director of the Crisis Management Team and the local law enforcement authorities. The authorities will want to interview the person who received the threat.

Letter and Bomb Recognition Points

The following are letter and parcel bomb recognition points.

- Foreign mail, air mail, and/or special delivery
- Restrictive markings, such as "confidential" or "personal"
- Excessive postage
- Hand written or poorly typed addresses
- Incorrect titles
- Titles but no names
- Misspellings of common words
- Oily stains or discolorations
- No return address
- Excessive weight
- Rigid envelope
- Lopsided or uneven envelope
- Protruding wires or tinfoil
- Excessive securing material, such as masking tape or string
- Visual distractions

Action to Take after Receiving Suspicious Package

Do not handle package. Evacuate area package is in.

Notify: __Crisis Coordinator__ On Extension: __73235_____ _____

The Director of Crisis Management will then notify local law enforcement agencies.

Telephone Bomb Threat Checklist

Keep Calm: Do not get excited or excite others.

Time: Call received _____am/pm Terminated _____am/pm

Exact Words of Caller: _____

_____

_____

DELAY: Ask Caller to Repeat

Questions you should ask:

A. Time bomb is set to explode?_____

B. Where located? Floor_____ Area_____

C. Kind of bomb? _____

D. Description? _____

E. Why kill or injure innocent people? _____

Voice description:

___ Female ___ Calm ___ Young ___ Refined

___ Male ___ Nervous ___ Middle Aged ___ Rough

___ Old

Other Descriptors:

Accent ___Yes ___No Describe_____

Speech Impediment ___Yes ___No Describe_____

Telephone Bomb Threat Checklist (cont'd)

Unusual Phrases _____

Recognize Voice? If so, who do you think it was? _____

Background Noise

___Music ___Running Motor (Type)_____

___Traffic ___Whistles ___Bells

___Horns ___ Aircraft ___Tape Recorder

___Machinery ___Other_____

Additional Information

A. Did caller indicate knowledge of the facility? If so, how? In what way?

_____

B. What line did call come in on?_____

_____

C. Is number listed? ___Yes ___No Private Number? Whose? _____

_____

Signature_____

Date_____

ANTHRAX / BIOLOGICAL AGENT THREATS

Many facilities in communities around the country have received anthrax threat letters or have found unknown, unidentified foreign substances in unlikely locations. Most letters were empty envelopes; some have contained powdery substances. The purpose of these guidelines is to recommend procedures for handling such incidents, however they may occur.

DO NOT PANIC

1. *Anthrax organisms can cause infection in the skin, gastrointestinal system, or the lungs. To do, so the organism must be rubbed into abraded skin, swallowed, or inhaled as a fine, aerosolized mist. Disease can be prevented after exposure to the anthrax spores by early treatment with the appropriate antibiotics. Anthrax is not spread from one person to another person.*
2. For anthrax to be effective as a covert agent, it must be aerosolized into very small particles. This is difficult to do, and requires a great deal of technical skill and special equipment. If these small particles are inhaled, life-threatening lung infection can occur, but prompt recognition and treatment are effective.

How to Treat a Suspicious Unopened Letter or Package Marked with Threatening Message, such as "Anthrax":

1. Do not shake or empty the contents of any suspicious envelope or package.

2. PLACE the envelope or package in a plastic bag or some other type of container to prevent leakage of contents.

3. If you do not have any container, then COVER the envelope, package or material with anything (e.g., clothing, paper, trash can, etc.) and do not remove this cover.

4. Then LEAVE the room and CLOSE the door, or section off the area to prevent others from entering (i.e., keep others away).

5. WASH your hands with **soap and water** to prevent spreading any powder to your face.

6. What to do next…

    - If you are at **HOME**, then report the incident to local police.

    - If you are at **WORK**, then report the incident to local police, **and** notify your building security official or an available supervisor.

7. LIST all people who were in the room or area when this suspicious letter or package was recognized. Give this list to both the local public health authorities and law enforcement officials for follow-up investigations and advice.

Envelope with Powder and Powder Spills Out onto Surface or Suspicious Foreign Powdery or Granular Substance Found in an Unlikely Location

1. DO NOT try to CLEAN UP the substance. COVER the spilled contents immediately with anything (e.g., clothing, paper, trash can, etc.) and do not remove this cover!

2. Then LEAVE the room and CLOSE the door, or section off the area to prevent others from entering (i.e., keep others away).
3. WASH your hands with **soap and water** to prevent spreading any powder to your face.
4. What to do next…

   - If you are at **HOME**, then report the incident to local police.

   - If you are at **WORK**, then report the incident to local police, **and** notify your building security official or an available supervisor.

5. REMOVE heavily contaminated clothing as soon as possible and place in a plastic bag, or some other container that can be sealed. This clothing bag should be given to the emergency responders for proper handling.

6. SHOWER with **soap and water** as soon as possible. *Do Not Use Bleach Or Other Disinfectant On Your Skin*.

7. If possible, list all people who were in the room or area, especially those who had actual contact with the substance. Give this list to both the local public health authorities so that proper instructions can be given for medical follow-up, and to law enforcement officials for further investigation.

Question of Room Contamination by Aerosolization:

For example: small device triggered, warning that air handling system is contaminated, or warning that a biological agent released in a public space.

1. Turn off local fans or ventilation units in the area.

2. LEAVE area immediately.

3. CLOSE the door, or section off the area to prevent others from entering (i.e., keep others away).

4. What to do next…

   - If you are at **HOME**, then ***dial "911"*** to report the incident to local police and the local FBI field office.
   - If you are at **WORK**, then ***dial "911"*** to report the incident to local police and the local FBI field office, **and** notify your building security official or an available supervisor.

5. SHUT down air handling system in the building, if possible.

6. If possible, list all people who were in the room or area. Give this list to both the local public health authorities so that proper instructions can be given for medical follow-up, and to law enforcement officials for further investigation.

HOW TO IDENTIFY SUSPICIOUS PACKAGES AND LETTERS

Some characteristics of suspicious packages and letters include the following…

- Excessive postage
- Handwritten or poorly typed addresses
- Incorrect titles
- Title, but no name
- Misspellings of common words
- Oily stains, discolorations or odor
- No return address
- Excessive weight
- Lopsided or uneven envelope
- Protruding wires or aluminum foil
- Excessive security material such as masking tape, string, etc.
- Visual distractions
- Ticking sound
- Marked with restrictive endorsements, such as “Personal” or “Confidential”
- Shows a city or state in the postmark that does not match the return address

Earthquake

During a major earthquake one may experience a shaking that starts out gently but within a few seconds grows violent. A second or two later, one may find it very difficult to move from one place to another.

Because earthquakes can strike without warning, the immediate need is to protect lives by taking the best available cover. Stay calm. If in a building, remain there. Take cover under a desk, table, or bench, or in a doorway, hallway along an interior wall. Stay away from windows or shelves containing heavy or breakable objects. If outside, move away from buildings and electrical lines. Once in the open, stay there until the shaking or tremors stop. If one is in a moving car, stop as quickly as possible, but remain in the vehicle.

Immediate Action Following an Earthquake

1. Call 911 if communication avenues are available.
2. The President/CEO in consultation with the Director of the Crisis Management Team will take control of the situation.
3. Evacuate immediately following the established evacuation plan.
4. Provide first aid, if necessary.
5. Once at designated assembly areas, take roll to account for all staff and students.
6. Do not dismiss students or staff from premises until all are accounted for and it has been determined that conditions in the community as such that it is safe to do so.
7. No one is to be permitted to re-enter an evacuated building until it has been inspected and declared structurally sound.
8. If a building is unsafe to be reoccupied for a period of time, arrangements will have to be made to provide functions elsewhere.

Severe Weather

Tornado, Severe Thunderstorms, Severe Winds

It is advised that several NOAA all-hazards weather radios be in use on campus. Identify locations on campus where these radios should be placed.

Watch Vs. Warning
Knowing the difference between a watch and a warning can be a lifesaver.

- A watch means conditions are favorable for severe weather (severe thunderstorm or tornado) to form. Keep appraised of weather conditions and be ready to take shelter.
- A warning means that severe weather (thunderstorm or tornado) has been spotted in the area. Take shelter immediately in case the weather event approaches your location.

Local radio stations and law enforcement agencies can also be contacted for weather conditions. Non-emergency numbers for local fire and police departments are as follows:

<u>Jackson</u>
Local Police Department: ____606-666-2424____
Local Fire Department: ____606-666-2415____
<u>Hazard</u>
Local Police Department: ____606-436-2222____
Local Fire Department: ____606-436-2211____

<u>Hindman</u>
Local Sheriff Department: ___606-785-5354____
Local Fire Department: ____606-785-5361____
<u>Leslie County</u>
Local Police Department: ___606-672-3444_____
Local Fire Department: ___606-672-3444_____

Immediate Action

1. All persons on campus will be alerted to the emergency situation by telephone or personal communication from the building's designated emergency coordinator.
2. All personnel shall go immediately to identified locations for the duration of the emergency, typically an interior hallway on the lowest level of the building away from doors or windows.
3. Once the emergency has passed evacuate the building if it has been damaged. Follow established evacuation procedures.
4. Call 911 if injuries are reported.
5. Render first aid, if necessary.
6. The President/CEO in consultation with the Director of the Crisis Management Team will direct any other actions as required and request assistance from other agencies, i.e., Disaster and Emergency Services, the Fire Department, Police Department, etc.

Subsequent Procedures / Information

The Coordinator of the Crisis Management Team will coordinate with the Facilities Management to determine the extent of damage, and to disconnect utility services, including water, electricity, and natural gas in the event that the building structure and/or services are damaged. If the structure is damaged, it should not be re-occupied until it has been determined to be safe to enter.

Infrastructure Failure

It is understood that from time to time on any KCTCS campus we may experience infrastructure problems that could render the work site unsafe, uninhabitable or unusable due to failures in natural gas supplies, loss of electricity, water supply, or communication.

Immediate Action

- If a critical incident is experienced relating to loss of natural gas, water or electricity, call the Crisis Coordinator at 487-3529 or 233-7950.
- If a critical incident is experienced relating to power loss, telephone or computer systems, call the campus IT office at 487-3128 or 233-2329.

Decision

The first responders, either Facilities Management or IT, will determine whether a critical incidents exists, will report to the appropriate department heads and, in the event that a critical incident exists, notify the Campus Crisis Management Coordinator who will convene the Crisis Management Team.

Flood

Purpose

In the event of a flood, all personnel will respond as outlined in this procedure to protect the employees and property of this facility.

Emergency Communications

- Have at your site a NOAA all-hazards radio with a warning alarm and battery backup. This needs to be monitored at all times during potential flooding conditions.
- Establish a communications link with local emergency management authorities.
- Update employee contact information (their home phone number and a phone number where they will evacuate to outside the flood area).
- Distribute to employees primary and secondary facility contact phone numbers to call for reporting instructions after the flood.

Local Emergency Management Contact

Primary Phone Number:

Secondary Phone Number:

This Site's Emergency Cell Phone Number(s):

Local Utility Contact Information:

Water Company: Hazard-436-31171: Jackson -666-2056

Electrical Company: AEP-1-800-572-1113

Gas Company: Hazard- 436-3171 Jackson Public Gas 666-2205

Telephone Company: AT&T- 1-800-250-9999: Windstream-(Hazard) 1-800-483-6888

Sewer Provider:

City Street Department:

Flood Emergency Shutdown and Evacuation:

- Management will determine when to issue the order to follow established shutdown procedures to secure and protect the facility from the effects of a flood.
- Selected essential personnel will remain to complete these procedures as long as they are safely able to do so. Transportation will need to be provided.
- Nonessential personnel will be released to evacuate. Off-duty employees will be contacted not to come to work.
- Flooded roads: Tell your employees never to enter floodwaters on foot or in a vehicle. Half of all flood-related deaths occur in vehicles. Vehicles become inoperable when

water causes electrical system failure. Occupants may become trapped in the vehicle and drown. All downed power lines are to be avoided.

- Utility considerations: If the building is subject to flood damage, gas, water, and electrical power should be isolated.
- All fuel tanks and bottled gases need to be secured and isolated.
- Selected stay-behind crew will check the following systems: status of portable water pumps to remove floodwater, alternate power sources for generators, battery-powered emergency lighting systems, etc.

Food and Water Distribution

Floodwater Contact: Food and drinking water that comes in contact with floodwater needs to be discarded. Boil all drinking water and eating utensils before use.

Red Cross Shelters and Services

Your employees and their families may need temporary housing. The Director of Crisis Management will stay in contact with facility employees to keep them informed and determine their needs for temporary shelter. In the event of an emergency, contact the Red Cross to confirm the location of the open shelters in your area.

Other services the Red Cross provides include cleanup kits, mobile feeding, vouchers for food and clothing, critical stress debriefing, temporary shelters, damage estimates for FEMA, emergency structure repair, and incident debriefing.

Local Red Cross Chapter Phone: _____

Accidents; Medical Emergencies; Death Notifications

All safety precautions should be taken to reduce the chances of infection when dealing with injured personnel. Faculty and staff should follow the universal precautions in handling body fluids as recommended by the Center of Disease control i.e.: wear rubber gloves or use protective barrier between you and the injured person.

Accidents (depending on the nature of the accident, you may need to)

a) Call 911 if required – determine need for evacuation
b) Administer first aid/CPR or call the campus first aid provider. First aid should be rendered until emergency medical personnel arrive
c) Remove students/staff/faculty from immediate area
d) Determine involved parties; cause of the accident
e) Request assistance as required and inform campus administration including crisis management team
f) Remain in safe proximity to brief emergency personnel upon arrival
g) Complete KCTCS Accident Report form (FM84) and send to KCTCS Safety Office

Medical Emergencies; Medical Health Emergencies; Intoxication

Such as: Heart Attack, Seizure, Cuts/Lacerations, Broken Bones, Asthma Attacks, and Burns

a) Call 911 after assessing the emergency
b) Attend to the individual; remain calm; administer first aid/CPR or call campus first aid provider. First aid should be rendered until emergency medical personnel arrive
c) Notify campus administration and crisis management team

Death Notification or Homicide

a) Call 911
b) Notify Campus Administration
c) Secure the area
d) Isolate witnesses
e) Follow campus procedures in notifying family, in person if possible

Complete KCTCS Accident Report form (FM84) and send to KCTCS Safety Office

Hazard Community and Technical College
Pandemic Influenza Plan
Table of Contents

OVERVIEW OF PLAN 46

BACKGROUND 48

ASSUMPTIONS 49

PURPOSE OF PLAN 49

COMMUNICATIONS 50
Administration 4
Public 4
Employees 5
Students 5

METHODS TO REDUCE TRANSMISSION 51

CONTINUANCE OF ESSENTIAL EDUCATIONAL FUNCTIONS 6
Maintenance and Cleaning 52
Educating Faculty, Staff and Students 52
Managing Illness in Faculty, Staff and Students 53

TREATMENT 54

CONTINUITY OF OPERATIONS 8

PANDEMIC INFLUENZA PLAN MAINTENANCE 54

APPENDIX A - WEBSITE LINKS ..... **Error! Bookmark not defined.**

APPENDIX B - FEDERAL, STATE AND LOCAL PLANNING ..... **Error! Bookmark not defined.**

APPENDIX C - CONTACT LIST 57

REFERENCES 146

Hazard Community and Technical College
Pandemic Influenza Plan
Table of Contents

OVERVIEW OF PLAN 46

BACKGROUND 48

ASSUMPTIONS 49

PURPOSE OF PLAN 49

COMMUNICATIONS 50
Administration 4
Public 4
Employees 5
Students 5

METHODS TO REDUCE TRANSMISSION 5

CONTINUANCE OF ESSENTIAL EDUCATIONAL FUNCTIONS 6
Maintenance and Cleaning 6
Educating Faculty, Staff and Students 7
Managing Illness in Faculty, Staff and Students 7

TREATMENT 8

CONTINUITY OF OPERATIONS 8

PANDEMIC INFLUENZA PLAN MAINTENANCE 9

APPENDIX A - WEBSITE LINKS 10

APPENDIX B - FEDERAL, STATE AND LOCAL PLANNING 11

APPENDIX C - CONTACT LIST 12

APPENDIX D - SUMMARY OF INFECTION CONTROL RECOMMENDATIONS 13

REFERENCES 14

OVERVIEW OF PLAN

The Kentucky Community and Technical College System (KCTCS) has recognized the potential threat of a world-wide Influenza Pandemic and the potential impact it could have on all KCTCS institutions. As a result, Hazard Community and Technical College has developed a plan to respond to the effects such an outbreak would create.

In response to a request by the Office of the President of KCTCS, the President of Hazard Community and Technical College (HCTC) designated a Pandemic Response Coordinator to work with the Crisis Management Team (CMT) at this institution. The Pandemic Response Coordinator assists the Crisis Management Team in planning and works with KCTCS Coordinators and local officials to prepare for a potential outbreak. The role of the CMT is to ensure that preparedness and pandemic response planning occurs. The CMT has been identified as the authoritative body that is responsible for the activation of the Pandemic Influenza Plan.

- The CMT is responsible for the management of the Pandemic Influenza Plan.
- The CMT addressed potential Pandemic flu events through the execution of a Pandemic simulation, which occurred in the spring 2007 semester.
- The CMT receives input from all organizational area employees at HCTC, as well as student representatives.
- The CMT collaborates with local emergency response and public health planners in the maintenance of the HCTC Pandemic Influenza Plan to insure coordination of response and communication with the representative agencies.
- The CMT reviews the Pandemic Influenza Plan annually to insure the response planning and program information is current and applicable.
- The CMT ensures the provision of sufficient and accessible infection prevention supplies (soap, alcohol based hand hygiene products, paper towels and suitable receptacles).
- The CMT communicates with personnel from Student Services and Human Resources, who will maintain a surveillance mechanism to monitor and communicate substantial increases in absenteeism among students and faculty, respectively. In the event of significant increases in absenteeism, the CMT will report the information to the:
    - HCTC Office of the President
    - Perry County Public Health Office
    - KCTCS

BACKGROUND

In 2002, the Kentucky Department of Health drafted a Pandemic Influenza Preparedness Plan, which served as a guide for the HCTC plan. Pandemic flu can be differentiated from seasonal flu in several ways. Pandemic flu is the result of a new strain of influenza virus that spreads from human to human across the globe. At present, there is no vaccine and experts estimate that the mortality rate in the U.S. could range from 90,000- 200,000, with as many as 47 million people infected.

To date, there have been 224 cases of H5N1 human influenza Type A and 127 deaths in 2006, with no cases reported in North America. In April, 2006, personnel from the Kentucky Department of Health noted that a Pandemic cannot be prevented and individuals who come into contact with this virus would be susceptible. Experts have indicated that a single outbreak might last as long as two months and several outbreaks are likely. Finally, infection rates are projected to be higher in school-aged children and healthy individuals will be at risk for acute illness.

ASSUMPTIONS

Predicted spread and severity:

- Over several months, the illness rates for the general population are estimated to be 15-35%.
- The virus will have a global spread within two to three months.
- The infection has a mortality rate of 57 percent.
- Vaccine availability is approximately four to six months after an initial outbreak.
- Anti-viral treatment is likely to be in short supply and may not be effective.

Effect on Community:

- Large percentages of the population may be unable to work for days to weeks during a Pandemic.
- Decreased numbers of people and expertise available.
- Reduced emergency and medical services.
- Mandatory school closures are likely.
- Delays in supply shipments and mail delivery.
- Delays in outside service work.
- Disruption of utilities' repairs and potential loss of services.

Impact on Hazard Community and Technical College:

- Large numbers of faculty or staff absent, difficult to maintain school operations.
- Loss of services from suppliers (e.g. food service, other essential products).
- Large numbers of students absent.
- Operational breakdown of facility and services.

Update

In August 2009, the Kentucky Department for Public Health (DPH) reported that the flu activity level in the state has increased to regional, the second highest level of flu activity. The activity levels for states are tracked weekly as part of the CDC's national flu surveillance system. Regional activity is defined by CDC as outbreaks of influenza or increases in influenza-like illness and recent laboratory confirmed influenza in at least two but fewer than half the regions of the state with recent laboratory evidence of flu in those regions. The previous activity level was sporadic, the lowest level indicating activity. Nearly all flu cases at this time are due to novel H1N1 flu (swine flu), as seasonal flu has not yet begun to circulate. The CDC has instructed states to expect an increase in the number of cases of the H1N1 flu strain and healthcare personnel in Kentucky have planned for a H1N1 vaccination campaign in 2009-2010. (KY Cabinet for Health and Human Services).

PURPOSE OF PLAN

The purpose of this plan is to prepare for the impact of an Influenza Pandemic at Hazard Community and Technical College and it is based on three strategies:

1. Reduce the spread of the virus within HCTC facilities;
2. Sustain key educational and essential activity functions; and
3. Maintain facility operational functions.

The following elements are addressed:

- Internal and external communications regarding the Pandemic.

- Methods to reduce the spread of the virus:

    - Reducing the risk of infected persons (faculty, staff, students, visitors) entering the facility.

- Student spacing (reduce person to person interactions) i.e. postponing school events or activities. (also called "social distancing")
- Cleaning and disinfecting of facilities.
- Educating faculty, staff, students and visitors.
- Assisting faculty, staff, and students who become ill at HCTC and those who may have been exposed to the virus at HCTC.

- Maintenance of essential educational and operational functions.

COMMUNICATION

Communications to Administration

- The Crisis Management Team will disseminate Pandemic Influenza information received from the Homeland Security Office, state agencies and other governing authorities to the appropriate HCTC partner representatives. Information on Pandemic Influenza will be reviewed by the HCTC Crisis Management Team for potential affect on operational planning and action.

- The Crisis Management Team will inform the HCTC President of events related to potential or existing Pandemic Influenza which can or will directly influence the operation of HCTC.

- The Crisis Management Team will monitor information from national, state and local public safety and health agencies, and will forward pertinent information to the HCTC President as determined to be appropriate.

- Several communication resources used by the Crisis Management Team are the following public health agencies:

  - Kentucky River District Health Services (606) 439-2361
  - Breathitt County Health Department (606) 666-5274
  - Kentucky Department of Public Health
    http://chfs.ky.gov/dph/epi/preparedness/Kypaninflusummit.htm
  - U.S. Centers for Disease Control
    http://www.cdc.gov/

Communications to Public

The public will be informed of any threats or dangers of coming to campus via the media. Depending on the situation, a news conference could be held by the HCTC Public Relations Department to explain the situation to all members of the media at once. These would be held in coordination with the Kentucky Department of Health and other coordinating agencies, as appropriate. Members of the CMT will attend the news conference.

At the news conference, a press packet with information about Pandemic Influenza would be given to the media. A news release outlining the pertinent information that is to be released to the public would be included in the press packet. Media will be notified of the news conference via email and telephone. Any follow up to the media will be communicated via email and telephone. In some instances, the school closing codes to media will be utilized, just as used when the college is on a snow schedule or closed because of inclement weather.

- HCTC has identified a chain of command and established backups to include an appropriate lead spokesperson.

- HCTC will follow business interruption and closure procedures utilizing outside communication resources and the media to be contacted by the Public Relations Department are:
  - Local Television News Services {WYMT in Hazard}
  - Lexington Stations WKYT, WLEX, and WTVQ
  - Local Radio Stations {WSGS, WZQQ, WJMD, WKCB, WJSN, WIFX, WTCW}
  - Local Newspaper {Hazard Herald Voice, East Kentucky Freedom Press, Breathitt County Voice, Jackson Times, Troublesome Creek Times, Leslie County News, Wolfe County News}

- Communications, including updates, will occur using the HCTC website, e-mail, HCTC Knott County Channel 46, telephone system or other communications system that provides for the dissemination of information to the

general public as appropriate. The CMT will ensure that all communications include language appropriate to reflect the needs of the diverse student body represented at the College.

Communications to Employees

- Communications will occur using the HCTC website, e-mail, telephone system or other communications system that provides for the dissemination of information to faculty and staff as appropriate. The CMT will ensure that all communications include language appropriate to reflect the needs of the diverse faculty and staff represented at the College.

- Communications to faculty and staff shall be managed using the HCTC Crisis Management Plan and the Pandemic Influenza Plan. The CMT will advise employees in advance where to find up-to-date and reliable information.

- Educational communications will be provided to encourage employees to acquire and maintain personal, regular healthcare services. The Human Resources Department through the Professional Development committee will provide workshops/seminars on health-related issues including preventative methods for Influenza.

- Educational communications will be provided regarding HCTC policies for employee's compensation and sick leave absences that may be unique to a Pandemic. Regular policies regarding sick, vacation and school closings will be followed.

- Educational communications will be provided regarding HCTC policies for travel restrictions during a Pandemic. HCTC reserves the right to restrict travel during a Pandemic Influenza outbreak.

Communications to Students

- Communications will occur using the HCTC website, e-mail, HCTC Knott County Channel 46, telephone system or other communications system that provides for the dissemination of information to students and their families as appropriate. The CMT will ensure that all communications include language appropriate to reflect the needs of the diverse student body represented at the College.

- The Office of Student Engagement, Life and Wellness will assist the CMT in communicating and educating students about effective hygiene habits before any outbreaks occur.

- The Office of Student Engagement, Life and Wellness will disseminate information to students upon request.

- The Office of Student Engagement, Life and Wellness will anticipate the potential fear and anxiety of students and plan rapid and accurate communications accordingly. The Office of Public Relations will prepare and record a "hotline" statement, which may be accessed using the HCTC telephone system.

- The Office of Student Engagement, Life and Wellness will provide information for students who have families and dependents about the potential impact a Pandemic Influenza outbreak can have and how to prepare their families to respond to school and community service interruptions as requested.

METHODS TO REDUCE TRANSMISSION

- Upon notification that a potential outbreak of a Pandemic Influenza has occurred in North America, the Crisis Management Team at HCTC will do the following:

    - Set up prominent notices at all entry points to instruct faculty, staff, students and visitors not to enter the building if they have symptoms of Influenza. M&O staff will place signs in the front of each campus lobby.
    - Place informational postings around the school including entrances, flat panel information displays in all buildings, bulletin boards, and restrooms to educate faculty, staff, students, and visitors on how to stop the spread of the virus.
    - Provide Pandemic Influenza fact sheets containing information regarding prevention methods to stop the spread of the virus and perform effective student spacing.
    - Ensure adequate supplies hand sanitizing gels, disinfectant hand soaps, paper towels and disinfectant cleaning supplies are available for faculty, staff, students and visitors.

- Implement infection control measures that reduce the spread of the virus such as requiring all shared work areas (such as desktops, tables, stair rails, etc.) to be cleaned with a disinfectant at least daily, and preferably more often if possible.

CONTINUANCE OF ESSENTIAL EDUCATIONAL FUNCTIONS:

- Upon notification that a potential outbreak of a Pandemic Influenza has occurred in North America, the Crisis Management Team at HCTC will do the following:

  - Consult with and prepare the Senior Leadership to function with of the workforce potentially absent. When the absentee rate reaches 10% the administration will make a decision regarding closing.
  - Consult with and prepare the Senior Leadership to follow regular absence policies.
  - Consult with and prepare the Senior Leadership to implement policies and procedures for containment measures. HCTC vendors who use the college for events sign a contract which states that if the college is closed, their event is automatically cancelled.
  - Consult with and prepare the Senior Leadership to implement alternative procedures to assure continuity of instruction, (for example, distance learning methods such as web-based or mailed assignments) in the event of extreme absenteeism or college closure. A make-up policy which is modeled after the inclement weather model will be implemented. All faculty will be asked to have a statement in the course syllabus regarding extended emergency closings.
  - Consult with and prepare the Senior Leadership to implement Student Spacing protocols (social distancing). [*Student spacing refers distancing individuals and strategies to reduce the spread of the virus between people.*]

    - Education on student spacing will be distributed to all employees and students.
    - Student spacing strategies may include:

      - Space students' three feet apart, in small clusters.
      - Discourage prolonged congregation in hallways, student lounges, etc.
      - Closure of TV and game rooms.
      - Limit or eliminate group activities and interaction.
      - Cancel school activities that place individuals in close proximity.

Maintenance and Cleaning

- Disinfection of shared work areas, counters, railings, door knobs and openers, stair rails, elevator buttons, and public telephones will be performed more frequently during an Influenza Pandemic.

- Telephones will not be shared whenever possible. Shared phones should be cleaned frequently by the users.

- Shared computer keyboards and mice should be disinfected between each user using recommended treated wipes. Between classes, computers will be cleaned with anti-static cleaning wipes by computer lab personnel. Cleaning supplies will be made available.

- Where operationally possible during the day, ventilation will be increased to decrease spread of disease. At night, rooms will be ventilated by opening interior doors and turning down temperatures.

- The M&O staff will follow a checklist of infection control guidelines (refer to Appendix D).

- During emergency closings, employees who were otherwise scheduled to work at the affected physical location do not report to work, except for those employees designated and required to perform essential services as follows: Crisis management team members, M & O staff, the senior leadership team, and others as might be required.

Educating Faculty, Staff and Students

Recognizing that there will be anxiety regarding the Pandemic Influenza outbreak, which may contribute to increased absenteeism and/or increased distress to staff, the CMT will address this by:

- Education of and appropriate communication to faculty, staff and students. Student forums have been offered as needed at all campus locations. Professional development workshops for faculty and staff have been

conducted on an as needed basis and faculty have been encouraged to take time in their classes to provide information to students by presentation or handout.

- The VP for Student Services and the Director of Human Resources will work together and email faculty, staff, and students to ensure that all individuals are aware of the issues related to Pandemic Influenza on an as needed basis. In addition, all faculty, staff and students will be given regular updates regarding all of the issues related to the Pandemic Influenza.

- Communication with local public health services regarding the need to provide access to available support mechanisms will occur.

Managing Illness in Faculty, Staff, and Students

- The Pandemic Response Coordinator and the Office of Student Engagement, Life and Wellness will educate faculty, staff and students regarding symptoms of illness and will post information on what to do with individuals who are ill while at Hazard Community and Technical College.

- If an individual becomes ill, or if someone observes that another person is exhibiting symptoms of Pandemic Influenza at work/school; the individual who is ill will be instructed to leave HCTC facilities as soon as possible.

- Individuals who are ill will be encouraged to seek medical care.

- The Vice President of Student Services will report to the Crisis Management Team if Pandemic Influenza is likely present on the campus based on appropriate information or observation. The Crisis Management Team response to confirmation of a Pandemic Influenza case at HCTC will be as follows:

    1. The VP for Student Services, upon confirmation of the case will notify the President, CMT members, and the local Health department and local hospitals.
    2. The President of HCTC will notify the President of KCTCS.
    3. The Director of Public Relations will release an information statement to the college community and media.
    4. The VP for Student Services will post and/or update Pandemic Influenza information on bulletin boards at all campuses.
    5. The VP for Student Services will issue a college-wide email advisory to students. This will be followed with written communication to the students' homes.
    6. The Human Resources Director will issue a college-wide email advisory to faculty and staff. This will be followed with written communication to the employees' homes.
    7. The Maintenance and Operations staff will disinfect the building where infection was located following a checklist of infection control guidelines.
    8. The VP for Student Services and the Office of Public Relations will provide an information hotline about Pandemic Influenza and the status of HCTC.
    9. The HCTC webpage will be updated to provide information about Pandemic Influenza and the status of HCTC.
    10. The Crisis Management Team will meet to brief members on the situation, decide on the severity of the infection, and implement appropriate action. A prepared plan, coming primarily from the academic area, will be selected for different levels of severity, determined by the numbers of students and faculty affected. The closure plans will consider:

        a. the risk to students and employees;
        b. how to continue instruction under the various levels of faculty absenteeism;
        c. how long to close if the college is closed;
        d. how instructional time will be made up; and
        e. how to handle distance learning instruction, especially involving students at other colleges.

- The HCTC website will provide a link to educate faculty, staff, and students regarding standard precautions for staying home and when they may return to school.

TREATMENT

Influenza Vaccine

It is assumed that public health officials will make the best use of available vaccine and will inform the public on how any available vaccine will be used. It is estimated that it may take four to six months or longer to manufacture a vaccine after the Influenza Pandemic begins.

- The educational materials provided by HCTC will encourage faculty, staff and students to obtain the annual seasonal Influenza vaccine.
- The Kentucky Department of Health and the Centers for Disease Control will provide advice on priority groups for Pandemic Influenza immunization.

Anti-Viral Medication

Anti-viral medications may play a role in the treatment and prevention of Pandemic Influenza; however, their effectiveness against a Pandemic strain of Influenza is unknown. Unlike the Influenza vaccine, limited amounts of certain antiviral medications are already available, though there may be barriers in attempting to use them as a treatment and prevention tool in the event of Pandemic Influenza.

- Referrals will be made as needed to the Kentucky Department of Health and the Centers for Disease Control, who will provide recommendations of the use of anti-viral medication.

CONTINUITY OF OPERATIONS

- The CMT will ensure that core functions, personnel, and skills have been identified, and that strategies are in place to manage these prior to an Influenza Pandemic.
- The VP of Business Services will maintain the operations of the business office including budget, payroll, and ongoing communications with employees and students remotely if necessary.

PANDEMIC INFLUENZA PLAN MAINTENANCE

- The CMT will do the following:

    - Review and revise the plan annually.
    - Incorporate the results of any simulation exercises into the plan to improve the effectiveness of procedures.
    - Provide annual information to all faculty, staff and students.

APPENDIX A

WEBSITE LINKS:

For Pandemic Influenza information click on the following links:

http://www.pandemicflu.gov/

http://www.dh.gov.uk/pandemicflu

http://www.hhs.gov/pandemicflu/plan/

http://www.who.int/csr/disease/influenza/pandemic/en/

http://www.whitehouse.gov/homeland/pandemic-influenza.html

http://www.phac-aspc.gc.ca/cpip-pclcpi/

http://www.redcross.org

http://www.cdc.gov/flu/avian

http://www.fema.gov/areyouready/

http://www.who.int/en/

APPENDIX B

FEDERAL, STATE AND LOCAL PLANNING:

Pandemic influenza requires the response of federal, state and local agencies. Roles vary at each level, starting with general guidance provided at the federal level and detailed operational plans at the state and local levels.

Federal Role

- The federal government provides general guidance and laboratory support to states, supports vaccine research, and conducts national and international disease surveillance activities. In November 2005, the US Department of Health and Human Services (DHHS) released its latest pandemic influenza plan which can be found at the following link:

  http://www.hhs.gov/pandemicflu/plan/

State Role

- The state reviews federal government guidelines and develops statewide plans for implementation. The Kentucky Department of Health pandemic plan can be found at the following link:

  http://chfs.ky.gov/dph/epi/preparedness/Kypaninflusummit.htm

Local Role:

- The local role will vary according to departments and may involve all or some of the following:

  - Disease surveillance.
  - Distribution of antiviral drugs and flu vaccine.
  - Public information strategies.
  - Assuring that basic necessities are provided to those who may be quarantined at home.
  - Communications.
  - Epidemiological Surveillance.
  - Community Disease Containment.
  - Infection Control.
  - Clinical and State Laboratory Issues.
  - Healthcare Planning.
  - Poultry Worker Health/Animal Health Collaboration.
  - Care of the Deceased.

APPENDIX C

CRISIS MANAGEMENT TEAM CONTACT LIST:

Name of CMT member	Title	Phone	Email
Greiner, Steve	President and Coordinator of the CMT	w-606-487-3100 606-233-5800	Steve.Greiner@kctcs.edu
Howard, Cluster	Dean of Students	606-487-3529 606-233-7950	Cluster.Howard@kctcs.edu
Fraley, Doug	Vice President of Student Services	w-606-487-3086/3500 h-606-666-4512	Doug.Fraley@kctcs.edu
Roark, Donna	CIO	w-606-487-3128 m- 606-233-2329 h- 606-439-3427	Donna D.Roark@kctcs.edu
Wood, Evelyn	Public Relations Director	w-606-487-3141 h-606-436-4682	Evelyn.Wood@kctcs.edu
Holmes, Ron	Director of M&O		Ronald.Holmes@kctcs.edu
Combs, Vickie	Human Resources Director	w-606-487-3110 m-606-233-9758 h-606-666-2701	Vickie.Combs@kctcs.edu
Watts, Connie J	VP Business Services	w-606-487-3184/3508 h-606-666-9377	Connie.Watts@kctcs.edu
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APPENDIX D

Box 1. Summary of Infection Control Recommendations for Pandemic Influenza

Component	Recommendations
Standard Precautions	Ref: www.cdc.gov/ncidod/hip/ISOLAT/std_prec_excerpt.htm
Hand hygiene	Perform hand hygiene after touching body fluids, secretions, or contaminated items, and after removing gloves. Hand hygiene includes both hand washing with either plain or antimicrobial soap and water or use of alcohol-based products (gels, rinses, foams) that contain an emollient and do not require the use of water. In the absence of visible soiling of hands, approved alcohol-based products for hand disinfection are preferred over antimicrobial or plain soap and water because of their superior virocidal activity, reduced drying of the skin, and convenience.
Personal protective equipment (PPE) Gloves, Gown & Mask	Gloves for touching body fluids, secretions, and contaminated items; masks during contact with persons who are infected.
Safe work practices	Avoid touching eyes, nose, mouth, or exposed skin with contaminated hands (gloved or ungloved); avoid touching surfaces (e.g., door knobs, keys, light switches) without gloves.
Soiled equipment	Handle in a manner that prevents transfer of microorganisms to oneself, others, and environmental surfaces; wear gloves if visibly contaminated; perform hand hygiene after handling equipment.
Soiled laundry	Handle in a manner that prevents transfer of microorganisms to oneself, others, and to environmental surfaces; wear gloves (gown if necessary) when handling and transporting soiled laundry; and perform hand hygiene.
Environmental cleaning and disinfection	Use EPA-registered detergent-disinfectant (10% bleach); follow standard facility procedures for cleaning and disinfection of environmental surfaces; emphasize cleaning/disinfection of frequently touched surfaces (e.g., shared work areas, countertops, hand rails, door knobs or openers, stair rails, elevator buttons, and public telephones).
Respiratory hygiene Source control measures for persons with symptoms of a respiratory infection; implement at first point of encounter.	Cover the mouth/nose when sneezing/coughing; use tissues and dispose in no-touch receptacles; perform hand hygiene after contact with respiratory secretions; wear a mask if tolerated; sit or stand as far away as possible (more than 3 feet) from persons who are not ill.
Heating & Cooling system	Increase ventilation during the day, decrease temperature at night. Clean and/or change filters as necessary.

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Revisions 9/8/06, 10/26/06, 11/1/06, 12/1/06, 9/17/07, 9/13/08, 8/21/09, 3/2/10, 10/22/13