Critical Incident Management Plan

Rvsd July 2008
LANDMARK COLLEGE

Critical Incident Management Plan

Landmark College
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CERTIFICATION

Landmark College critical Incident Management Plan is effective on the date specified and for implementation on my order or by my designated representative. The plan shall be reviewed and updated annually during the spring quarter.

__________________________________________  ________________
President, Landmark College       Effective Date

RECORD OF REVISIONS

All revisions will be submitted in writing to the President’s Council for approval. Upon approval, the Director of Safety & Security will distribute the revised edition of the plan.

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During a critical incident, it is the intent of Landmark College to:

Foster a safe and healthy campus environment; communicate regularly and honestly; provide necessary resources to maintain critical campus services; maintain our focus on serving our students and employees effectively and appropriately.

INTRODUCTION

The purpose of this plan is to establish clear guidelines detailing the appropriate response to disaster and crisis situations. The goal of this plan is to limit the loss of life and property in the event of an emergency or crisis that affects the operations of Landmark College. The proper use of available resources and personnel is critical to the successful management of emergency operations including, but not limited to:

- Provide maximum preparation to reduce the potential for injury or damage.
- Provide a coordinated, interdisciplinary and comprehensive response to a critical situation.
- Maximize the effectiveness and immediacy of response to victims.
- Facilitate assistance to the primary, secondary, and tertiary victims.
- Reduce the severity and duration of the trauma to the campus community.
- Reassure the public and local community.
- Provide coordinated internal and external communications.
- Facilitate coordination with external agencies.
- Guard the institution’s image.
- Prepare for post-crisis support, evaluation, and condition.
According to this plan, an emergency is defined as any unplanned or sudden serious event or condition that cannot be controlled by normal responses or measures.

The President of Landmark College, or designee, will have primary responsibility for convening the Critical Incident Management Team and will manage the institutional response. In the President’s absence, the Executive Vice-President, or designee, would assume these responsibilities.

Once a state of emergency is declared, the plan’s guidelines are to be implemented by all faculty, staff and students. The procedures contained in this document are guides and should be used as a flexible tool to respond to a variety of circumstances.

This plan applies to all Landmark College personnel and properties located within the Town of Putney, Vermont. The Town of Putney has developed its own plan and the College plan will be incorporated into the overall Town plan.

CRITICAL INCIDENT MANAGEMENT TEAM

The Team will be defined by key functions as listed.

Team Leadership: President or Executive Vice-President
General Leadership: President’s Council
Administration/Finance: Vice-President for Administration and Finance
Academics: Vice-President for Academic Affairs
Communications: Official College Spokesperson
Chief Technology Officer
Facilities Operations: Director of Facilities
Safety & Security: Director of Safety
Student Life: Dean of Students

ACTIVATION

LIFE-THREATENING SITUATION

In the event of a life-threatening emergency, the first response shall be to contact 9-1-1, and then the Department of Safety & Security.

NON-LIFE THREATENING

Employees shall notify their immediate supervisor, Department of Safety & Security and/or Health Services. Students shall notify the Resident Assistants or Resident Deans on duty, and Department of Safety & Security. The appropriate supervisor will
assess the situation to determine the degree in which the emergency should be handled. Landmark College Safety & Security Officers and Resident Deans will have contact information for the Director of Safety & Security and the Dean of Students for emergency notification.

**MAJOR EMERGENCY OR DISASTER**

In the case of a major emergency or disaster the appropriate personnel will immediately notify the President, who will determine and coordinate the plan of action to be taken by the College.

**NON-CAMPUS EMERGENCY OR DISASTER**

In the case of a crisis occurring locally, off campus, the Putney Fire Department will contact Landmark College with suggested response procedures.

**DEFINITIONS OF EMERGENCIES**

Listed below are definitions that are to be used as guidelines to assist administrators in determining appropriate responses:

**Minor emergency** – Any incident/accident that may have a minor effect on the operations of Landmark College. All minor emergencies must be reported to Landmark College Department of Safety and Security and outside agencies if necessary (e.g., Putney Fire Department, Rescue Inc.)

**Major emergency** - Any incident/accident that will disrupt the overall operations of the College. A major emergency will require emergency services as well as major policy considerations and decisions by the central administration.

**Disaster** – Any event, natural or manmade, that will seriously impair or halt the operations of Landmark College. Casualties and severe property loss can be expected. A coordinated team effort will be required of various campus services to effectively manage this contingency. Outside emergency support services will be required. In all cases of a disaster, the Crisis Response Team will be activated and this plan will be executed.

**NOTE:** Any incident likely to create media interest must be promptly reported to the Official College Spokesperson, or designee.

The Landmark College Critical Incident Management Plan has been developed to manage problems or emergencies in a realistic manner. Crises may affect residents
in the geographic vicinity of the College; therefore, it is possible that Town, County, State, and Federal agencies will not be available for immediate support.

**DECLARATION OF CAMPUS STATE OF EMERGENCY**

The plan will be put into effect in the case of Major Emergencies or Disasters.

The President or his/her designated representative has the authority to declare a campus state of emergency. Once a state of emergency has been declared, the responsible units, as described in this plan, shall implement the necessary procedures outlined herein to control the emergency.

**STUDENT INFORMATION DISSEMINATION POINTS**

The following sites will be equipped with cable television, telephones, and data ports. Students will be instructed that the sites are available for receiving updates on the crisis.

- Administration Building: Auditorium
- Strauch Family Student Center: Cafe Court
- Dining Facility: Main Dining Room
- East Academic Building: Auditorium

**COMMAND STRUCTURE**

This section provides a consistent, easily managed and adaptable means of controlling and managing an emergency situation on the Landmark College Campus. This system is designed to smoothly integrate with the Incident Command System used by the Putney Fire Department, Windham County Sheriff’s Department, and other emergency services.

The primary objective in responding to any incident should be:

1. Life Safety
2. Incident Stabilization
3. Property Conservation
4. Community Well-being
INCIDENT COMMAND SYSTEM

The Incident Command System consists of four sectors: Command, Operations, Logistics, and Planning. The initial command/response center will be located at the President’s office, Administration Building, room 102A. Upon accessing the situation, the Incident Command Center will be relocated to the Department of Safety & Security, Aiken Hall, room 111.

COMMAND

The Incident Commander (IC) operates in the Command Center and is responsible for the implementation of Landmark College Policy, utilization of emergency management skills, and management practices to bring about a successful conclusion of the emergency incident.

Position Assigned to: The highest ranking official of Landmark College will assume the role of IC until such time that the President of the College or his/her designee relieves the initial or subsequent IC. When the IC is relieved it must be done formally and the relieving official shall be briefed regarding the current situation, plans, possible options, and other recommendations.

Authority: Full authority to make emergency expenditures, personnel assignments, and decision to evacuate and relocate to preserve life and property.

Immediate Actions:
- Activate Crisis Response Team by setting up the Command Center.
- Select planned or alternative location.
- Determine who from the Team needs to be involved in incident.
- Assess current situation and decide on priority actions.
- Determine if outside governmental assistance will be needed.

Ongoing Actions:
- Monitor situation.
- Set new priorities as needed.
- Authorize expenditures and personnel work schedules, as needed.

OPERATIONS

The Operations Officer will be the Senior Emergency Services Official based on the type of incident. The Operations Commander is responsible for protecting the health and safety of the Landmark College community by execution of the policies and course of actions as directed by the IC. The Operations Commander is responsible for all activities within the affected or impact area(s) of the emergency.

Position Assigned to: Director of Safety & Security, or designee. The highest-ranking official from an outside agency will assume a dual role of Operations with the Director of Safety & Security.
Authority: Under supervision of the Incident Commander, directs actions taken by the Operations section and supervises the staff.

Immediate Actions:
- Attends briefing with the Incident Commander on current situation.
- Confirms correct emergency services have been notified.
- Attends to life threats as needed.

Ongoing Actions:
- Monitor situation.
- Coordinate emergency services operations, as needed.
- Coordination of traffic control.
- Coordination of crowd control.
- Accountability of Landmark College community members.

LOGISTICS
The Logistics Officer is responsible for obtaining personnel, supplies, and equipment; determining what is needed for fuel, food, water, alternative light/power sources; ordering and arranging for distribution or pickup of needed items; monitoring longer term needs as directed by the IC.

Position Assigned to: Director of Facilities, or designee.

Authority: Under supervision of the Incident Commander, directs actions taken by the Logistics section, supervises staff, and makes expenditures within authority granted by Incident Commander.

Immediate Actions:
- Establishment of Command Center site.
- Attends briefing with the Incident Commander on current situation.
- Establishment of resource staging areas.

Ongoing Actions:
- Monitor supply needs.
- Monitor personnel needs.
- Track resources and personnel as they are requested, obtained and used.
- Site Management.
- Coordinate feeding, sleeping, rehab, sanitation and other worker needs.

PLANNING
The Planning Officer is responsible for providing short-term and long-term planning and information to assist the IC in decision-making. The Planning Officer will also track and document activities.

Position Assigned to: Vice-President of Administration and Finance, or designee.
**Authority:** Under supervision of the Incident Commander, directs action taken by the Planning section and supervises section staff.

**Immediate Actions:**
- Attends briefing with the Incident Commander on current situation.
- Formulates operational plan.

**Ongoing Actions:**
- Insures that financial commitments are consistent with College policy.
- Maintain logs, work sheets, and journals documenting planning and financial operations.
- Maintains and documents information from Operations section on regular basis.
- Maintains and documents information from Logistics section on a regular basis.
- Displays changes in the situation and resources on the Status Board (flip chart).
- Generates periodic written Situation Reports and Resource Status Reports for the Incident Commander and Section Officers.

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**DIRECTOR OF STUDENT RESPONSE**

The Director of Student Response will work with the Incident Command System on all matters dealing with student services during a crisis. Areas that fall under this role include: Student Life, Residential staff, mental health, students, and faculty.

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**BUILDING COORDINATORS**

Each building has a coordinator. The Facilities Division maintains a list of Building Coordinators. The Building Coordinator shall be responsible for certain actions that are detailed in this document. The Building Coordinator shall also be in charge of the Severe Weather Kit which should include, but not be limited to, the following items:

- Flashlight(s) with extra batteries
- Battery operated radio, with extra batteries
- First-Aid kit
- ABC fire extinguisher
- Several blankets
- Copy of the building’s Severe Weather Action Plan
Building Coordinators shall appoint Building Assistants to help in assisting in performing their responsibilities.

MANAGING COMMUNICATION IN A CRITICAL INCIDENT

The overall communication objective in a crisis is to quickly adjust the College community position from one of response and reaction to one of relative control, and an ability to take proactive steps toward a return to normal business operations and to learning. The President has primary authority over all communications regarding critical incidents and will address these issues in conjunction with the Vice President of Marketing and Public Relations.

The College has several pre-established methods of communication within the College and with local communities in the event a critical incident has occurred affecting Landmark College. These include the use of e-mail, website announcements, and bulletin boards, announcements on local radio stations, building dissemination points, and written correspondence.

During a critical event, the Vice President of Marketing and Public Relations will prepare or review all public and internally-disseminated communications to ensure that they are up to date, complete, concise, and factual prior to such dissemination. Consistent with existing communications policies, no individual should provide statements to members of the media during critical incidents without first discussing this with the Vice President of Marketing and Public Relations.

TRAINING

It is critical for the safety of the Landmark Community that all personal on Campus have an understanding of the Critical Incident Management Plan. This shall be accomplished by holding several different types of training during the year. All training documentation will be held by the Director of Safety & Security.

Orientation

Upon approval of the plan, a formal orientation will be scheduled for employees of Landmark College to review the Plan and answer questions. After this initial orientation, all new employees will review the plan with Human Resources during the in-processing phase.

Employee Training

General areas of training are to include:
Individual roles and responsibilities
Information about threats, hazards and protective actions
Notification, warning and communication procedures
Emergency response procedures
Evacuation, shelter and accountability
Location and use of common emergency equipment

Tabletop Exercises
The Critical Incident Management Team will meet quarterly to discuss their responsibilities and how they would react to a critical incident. This exercise will identify areas that need improvement as well as areas that overlap.

Walk-through Drills
The Critical Incident Management Team and local emergency service providers shall conduct walk-through drills twice a year. These drills will be designed to allow each member to learn what the others do during a critical incident as well as identify what areas need improving. A formal evaluation will be conducted at the end of the drill.

Full-scale Exercise
A real-life critical incident is simulated as closely as possible once per year. This exercise involves all emergency services as needed. A formal evaluation will be conducted with all personnel involved.

SUPPORT AGENCIES

State of Vermont
Emergency Management Agency
103 South Main Street
Waterbury, VT 05671-2101
1-800-347-0488
1-802-244-8721

Vermont State Police
Brattleboro Barracks
Marlboro Road
Brattleboro, VT
(802) 254-2382

Windham County Sheriff’s Department
Sheriff Keith Clark
Jailhouse Road
Newfane, VT 05345
(802) 265-4941

Town of Putney Fire Department
Chief Thomas Goddard
Putney, VT 05346
(802) 387-4372 (Station)
(802) 579-9526 (Cell)
Items to be assembled in advance and placed in an easily accessible location

- Responsibilities checklist – who does what
- Faculty/staff roster with emergency phone numbers indicating those with first aid, CPR, and/or EMT training
- Campus map with location of campus phones or other telecommunication equipment and first aid supplies.
- Blueprints of buildings, including utilities.
- List of who has keys to all doors in building.
- List of Building Coordinators
- Student roster including phone numbers for parents.
- Master schedule
- Facial tissues and personal hygiene items
- Sample letters/statements for use in notifying faculty, students, staff and parents about crisis incident.
- Radios and cell phones.
- Bottled water
- Food: Pre-packed, Special Diet
- Portable Radio
- Flashlights
- Batteries
- Medications
- Cash & Change
- Large Trash bags (trash, waste, weather protection)