Illinois Campus Security Enhancement Act

Illinois Wesleyan University

Contact person:
Charles Adam
Date: Tuesday, February 15, 2011

From: Charles Adam

         Director of Security

         Illinois Wesleyan University

To Whom It May Concern:

         The Illinois Campus Security Enhancement Act report was completed and submitted to
the appropriate agencies in March, 2011. The Campus Emergency Operation Plan was finished
and distributed to all faculty, staff, and students in September, 2010 and 2011. The Campus
Violence Prevention Plan was added to the Illinois Wesleyan University website in March, 2011.
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Submission and Review

Upon completion of the Campus Emergency Operations Plan and the Campus Violence Prevention Plan, Illinois Wesleyan University will provide a copy to McLean County Emergency Management Agency, Region Seven of Illinois Emergency Management Agency, and the Illinois Board of Higher Education. It will also be a part of Illinois Wesleyan University Security Department’s website.

Curtis Hawk
McLean County EMA
104 W. Front St.
Bloomington, IL 61702-2400

IEMA Region Seven
313 North Mattis Ave. Suite 213
Champaign, IL 61821-2461

Illinois Board of Higher Education
Campus Emergency Plans
431 East Adams, Second floor
Springfield, IL 62701-1404

In the month of September, Illinois Wesleyan University’s Security Department sends an email notification to all faculty, staff, and students. This notification alerts everyone to the Federal “Clery” report on campus crime, fire safety, and the Illinois Campus Security Enhancement report.
Introduction

In the wake of the Virginia Tech shootings in 2007, the State of Illinois Campus Security Task Force was established, comprised of leaders in college administration, law enforcement, public safety, and mental health. This task force successfully crafted new and more effective campus security policies and procedures and recommended legislation aimed at assisting colleges to prepare for, respond to, and recover from emergency and security-related incidents on campus. In April of 2008, the State of Illinois Campus Security Task Force issued its final report to the Governor. Later that year the Campus Security Enhancement Act of 2008 (110 Illinois Compiled Statutes 12/1; Public Act 95-0881) was passed and signed into law.

As a result, in January 2009, Illinois became the first state in the nation to require colleges in the state to develop and exercise an all-hazards emergency response plan (CEOP) and an inter-disciplinary and multi-jurisdictional campus violence prevention plan (CVPP). The Act also requires the development and implementation of a campus violence prevention committee and a campus threat assessment team for each higher education institution. Upon completion of the CEOP and CVPP by a higher education institution, a copy of each should be provided to the local ESDA, IEMA Regional Office, and either IBHE or ICCB, as appropriate.

In compliance with this Act, Illinois Wesleyan University has created the following document.
Campus Emergency Operations Plan

General Evacuation Procedures

1. Building evacuations will occur when the fire alarm sounds continuously and/or when
   notified by Security personnel.

2. Know the marked exits for your building. Know the exit routes from your work area.

3. Leave the building immediately if an alarm sounds or if directed to do so by Security
   personnel.

4. Notify emergency personnel of persons with disabilities who are in the building and
   cannot evacuate.

5. Do not use elevators in case of fire.

6. Once outside, move to a clear area a safe distance from and within sight of the building.
   Keep streets and walkways clear for emergency vehicles and personnel. If requested,
   assist emergency personnel. Do not return to an evacuated building unless directed to
   do so by Security or emergency personnel.

Reporting procedures

Dial:

Security: x1111 or 556-1111

Fire - 911

Ambulance - 911

- For help with any type of emergency, phone 911 or Security at x1111
- Explain the problem and location to the Officer.
- Do not hang up until told to do so.
Communication Procedures

Internal

In cases of emergency, notification and communication will be done in a variety of ways. Messages will be broadcast through the campus-wide phone systems as well as campus email and my.iwu. The IWU alert system will also be employed to notify students, faculty and staff through cell phone, home phone or other designated number. To update your information for the IWU alert, click on the “Personal Information” link on the front page of my.iwu. A full and successful test of the IWU Alert Notification System was made on October 23, 2009.

External

The University Communications staff members will direct communication with the media and in most cases, the University Communications staff or the President will speak on behalf of the university. In emergency situations, when media personnel need information, please direct them to the office of University Communication at x3181.

Weather Emergencies

Tornado

1. Be aware of the Civil Defense sirens used if a tornado is sighted.

2. If indoors, go to the lowest level of the building. Interior hallways or rooms are preferable, away from glass windows.

3. If outdoors, go to the nearest ditch or depression, away from power lines, buildings, and trees. Do not stay in a car or attempt to outrun the tornado.

4. After the tornado has passed, evaluate the situation and if emergency help is needed, call 911. Be aware of dangerous structural conditions. Report damaged facilities to
Security at x1111. Note: Gas leaks and power failures create special hazards. Do not light a match or smoke. Refer to section on utility failure.

5. Notify emergency personnel of persons with disabilities who are in the building and are not able to evacuate.

6. Do not use elevators in case of fire.

7. Once outside, move to a clear area a safe distance from and within sight of the affected building. Keep streets and walkways clear for emergency vehicles and personnel. If requested, assist emergency personnel. Do not return to an evacuated building unless directed to do so by Security or public safety personnel.

Winter Weather

In the event that weather conditions delays the start of the work and class day, or requires the closing of the university, the following will occur:

The President or the Vice President for Business and Finance and the Provost in the President’s absence, will make the decision to either cancel classes, open late or close the university.

Information relating to university closing or delayed start will be sent to students, faculty and staff via the emergency notification system. It will also be posted on the 556-1010 information line and provided to local radio and television stations.

Earthquake

1. If indoors, seek refuge in a doorway or under a desk or table. Stay away from glass windows, shelves, and heavy equipment. During an earthquake exit the building only after the shaking has stopped.

2. If outdoors, move away from utility poles and buildings. Always avoid power or utility lines as they may be energized.
3. After the initial shock, evaluate the situation and if emergency help is necessary, call
   911. Be prepared for aftershocks.

4. Report damaged facilities to Security at x1111. Note: Gas leaks and power failures
   create special hazards. Please refer to the sections on utility failures. Do not light a
   match or smoke.

5. Do not use elevators in case of fire.

6. Once outside, move to a clear area a safe distance from and within sight of the affected
   building. Keep streets and walkways clear for emergency vehicles and personnel. If
   requested, assist emergency personnel. Do not return to an evacuated building unless
   directed to do so by Security or public safety personnel.

Fire

1. Pull Fire Alarm. Evacuate and close doors as you go without locking them.

2. Evacuate the building using the most direct route and nearest exit.

3. Report to the interior of a safe adjacent building for accountability.

4. Notify emergency personnel of persons with disabilities who are in the building and
   cannot evacuate.

5. Should you become trapped in a location, dial 911, inform emergency personnel of your
   location. If a window is available, place the largest and most visible piece of material
   available outside a window.

6. Do not use elevators in case of fire.
Medical Emergencies

1. In case of serious injury or illness on the IWU campus, immediately dial 911 or 9-911 if using a campus telephone. Give your name, describe the campus location, nature, severity of the medical problem. If the situation allows, then call the IWU Arnold Health Service at 556-3107 or 3107 if using a campus phone and campus security at 1111.

2. Remain with the injured/ill individual until assistance arrives.

Psychological Emergencies

A psychological crisis exists when an individual is threatening harm to oneself or to others, or appears to be out of touch with reality.

During normal business hours (M-F, 8-12, 1-4:30):

1. If there is concern for immediate harm to the person or others (e.g. someone with a weapon threatening to use it on self or others; someone putting him/herself in harm’s way), call 911. Clearly state you need immediate assistance, giving your name, your location and the potential danger. If the situation allows, then call Illinois Wesleyan University Security at 1111, notify Security of the situation and ask them to call Counseling and Consultation Services and share information about the crisis.

2. If the nature of the situation appears to be a crisis but there appears to be no sign of potential imminent (immediate) danger, call Counseling & Consultation Services (CCS) at 3052, identify yourself, clearly state that you are dealing with a psychological crisis and need to consult with a clinician. In consult with the clinician, it may be determined that a clinician will come to your location, that you may accompany the person to (CCS) to meet with a clinician immediately or that 911 should be called.

After hours (after 4:30pm M-F or on Saturday or Sunday):
1. If there is concern for immediate harm to the person or others (e.g. someone with a weapon threatening to use it on self or others; someone putting him/herself in harm’s way), call 911. Clearly state you need immediate assistance, giving your name, your location and the potential danger. If the situation allows, then call Illinois Wesleyan University Security at 1111, notify Security of the situation and ask them to apprise the Emergency Consultation Team member of the situation.

2. If the nature of the situation appears to be a crisis but there appears to be no sign of potential imminent (immediate) danger, call Security at 1111, identify yourself, apprise Security of the situation and have them contact the Emergency Consultation Team who is on-call. Please provide the phone number where you can be reached and your location.

Notification of a Death of Student

Any member of the University faculty or staff who learns of a student death should immediately notify the Dean of Students’ office (x3111) or the Dean of Students directly if the office is closed.

Notification of a Faculty/Staff Member’s Death

Any University employee who learns of a faculty member’s death should immediately notify the Provost (x3101). In the case of the death of a staff member, notify Human Resources (x3971).

In all circumstances of a death on campus: If a death occurs on campus, dial 911 and Security at x1111. Be certain to give our name, specific location and nature of the situation. Secure the area and assist with crowd control. Send somebody to meet and direct emergency personnel to the location.
Disturbances and Demonstrations

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

1. Interference with the usual operations of the university
2. Prevention of access to office, buildings or other university facilities.
3. Threat of physical harm to persons or damage to university facilities.

If any of these conditions exist, contact Security at x1111.

Bomb Threat

1. If you observe a suspicious object which may be a potential bomb on campus, do not handle the object. Clear the area and immediately call 911.

2. Any person receiving a telephone call that a bomb or other explosive device has been placed on campus should obtain as much information as possible.
   a. Time of call and phone line the threat was received.
   b. Description and the location of bomb.
   c. Perceived personal characteristics and gender of person.
   d. Noticeable speech pattern, accent, etc.
   e. Description of any background noise.
   f. Reason bomb was placed on campus.

3. The emergency personnel will conduct a detailed bomb search. Do not touch any suspicious objects.

4. If building evacuation alarms sound or you are instructed to leave by the Security or public safety personnel, leave by the nearest marked exit and alert others to do the same. Assist the persons with disabilities in exiting the building.
5. Do not use elevators in case of fire.

6. Notify emergency personnel of persons with disabilities who are in the building and cannot evacuate.

7. Once outside, move to a clear area a safe distance from and within sight of the affected building. Keep streets and walkways clear for emergency vehicles and personnel. If requested, assist emergency personnel. Do not return to an evacuated building unless directed to do so by Security.

Hazardous Materials

1. Report spillage of a chemical or hazardous material immediately to 911 and Security. Do not return to affected area.

2. Anyone who may be contaminated by the spill should avoid contact with others. Do not touch anything.

3. When reporting, be specific about the nature and location of spilled material.

4. Persons not trained in spill techniques should immediately evacuate the area.

5. Security will notify the Director of the Physical Plant, the Bloomington Fire Department, the McLean County Sheriff and the Emergency Services Disaster Agency as required.

6. Notify emergency personnel of persons with disabilities who are in the building and are unable to evacuate.

7. Do not use elevators in case of fire.

8. Once outside, move to a clear area a safe distance from and within sight of the affected building. Keep streets and walkways clear for emergency vehicles and personnel. If requested, assist emergency personnel. Do not return to an evacuated building unless directed to do so by Security or public safety personnel.
Utility Failure

1. In the event an electrical failure occurs during regular working hours, notify the Physical Plant at x3066. After hours, holidays and on weekends contact Security at x1111.

2. Emergency lighting is installed in all stairwells, major hallways and some restrooms. In the event of utility failure, remain in place unless directed to leave the building.

3. If there is danger to the building occupants, call 911.

4. Notify emergency personnel of persons with disabilities who are in the building.

5. If directed to leave the building, move to a clear area a safe distance from and within sight of the affected building. Keep streets and walkways clear for emergency vehicles and personnel. If requested, assist emergency personnel. Do not return to an evacuated building unless directed to do so by the Office of Public Safety.

Electrical/Light Failure: During daylight hours, proceed to an area which is lighted by natural light. During hours of darkness, stay in the affected area until lighting is restored. It is advisable to have a flashlight and portable radio available for emergencies.

Elevator Failure: If you are trapped in an elevator, activate the elevator alarm and/or use the emergency telephone to notify Security x1111. Never attempt to exit an elevator stopped between floors.

Plumbing Failure/Flooding: Cease the use all electrical equipment. Notify the Physical Plant at x3066. If necessary, vacate the area. After hours, call Security at x1111.

Serious Gas Leak: Vacate the area. Do not switch on lights or any electrical equipment. Remember, electrical arcing can trigger an explosion. Notify the Security at x1111. Do not smoke, light matches or use lighter.

Steam Line Failure: Notify the Physical Plant at x3066. After regular hours, call Security at x1111. If necessary, vacate the area.
Swimming pool mechanicals (chlorine alarm sounds, main pool circulating pump fails, or pool water temperature, building temperature and humidity are abnormal): Vacate the pool area. Notify the Physical Plant x3066 or Security after hours at x1111.

Ventilation Problem: If odor comes from the ventilation or equipment, vacate the area. Notify the Physical Plant at x3066 or Security at x1111 after hours.

Emergency Operations Plan

Preface

Most critical incidents and emergencies that occur on the IWU campus are handled by personnel and resources within the university’s day-to-day structures. A small percentage of them will require a coordinated effort and response on the part of campus officials and other emergency responders.

Emergency response personnel and institutions must be able to effectively communicate during an emergency or disaster and those at the center of the university, as well as stakeholders external to the university proper, need timely and accurate means of understanding and responding in emergencies.

This plan is not intended to include the tactical and operational considerations necessary to manage an incident. Rather, it is intended to provide guidance on the University’s preparedness for handling emergencies at a strategic level.

Statement of Policy

This plan is intended to be a comprehensive administrative plan for the protection of life and property at Illinois Wesleyan University. The policies and procedures contained in this plan will be followed by any administrator, faculty member or staff member whose position and/or duties are expressly addressed or implied by this plan. Whenever an emergency affecting the campus reaches such proportions that it cannot be handled by routine measures, the University
President or designee may declare a state of emergency and shall cause implementation of this plan.

General Response Guidelines to Campus Conditions

Under the Robert T. Stafford Disaster Relief and Emergency Assistance Act, 42 U.S.C. 4131, an emergency is defined as: “Absent a Presidentially-declared emergency, (is) any incident(s) human-caused or natural that requires responsive action to protect life and property”.

In addition, the following definitions are provided to assist in the planning and response to predicted or existing campus conditions:

Normal Campus Conditions

When a normal campus condition exists, no unusual response or planning activities are necessary. Normal campus conditions are handled by routine operations (i.e. Security, Physical Plant, Student Affairs Emergency Consultation Team).

Critical Incident (Minor emergency)

A critical incident or minor emergency is any event in which the initial impact is limited to a specific segment or subgroup of the university. A critical incident causes significant disruption to the subgroups which they affect, but does not disrupt overall institutional operations. During a critical incident, the Director of Security and university leadership will direct the incident response (i.e. pipe break in a fraternity house, sprinkler system malfunction).

Crisis (Major Emergency)

A crisis or major emergency is any event that disrupts the orderly operations of the University. A crisis affects all facts of the institution and often raises questions or concerns over closing or shutting down the institution for a period of time. Outside emergency resources will
probably be required, as well as a major effort from available campus resources. A crisis on campus will require incident command, which will be led by the highest law enforcement authority responding. An example of crisis may be a major fire in a campus building.

Disaster (Severe Emergency)

A disaster is an event in which the nature and impact extends beyond the university and disrupts not only operations and functions of the institution, but also those of surrounding communities. During a disaster, resources that the university might typically rely on may be delayed or unavailable because they are being employed within the broader community. In some instances, mass casualties or severe property damage may have been sustained. A coordinated effort of all campus-wide resources is required to effectively control the situation and outside emergency services and resources will be essential. In all cases of disaster, an incident command structure will be activated and appropriate support and operational plans will be executed. Examples of disasters include pandemic flu outbreak, major tornado.

General Assumptions

1. An emergency may occur at any time, day or night, weekend or holiday, with little or no warning.
2. Most incidents will be handled using local resources, but some may require the support of outside authorities.
3. Incident plans must be flexible and capable of modifications to mitigate injury, damage and recovery.
4. An emergency or disaster may affect the local community and outside resources may not be immediately available to the university.
5. Media events must be immediately and properly addressed to mitigate the spread of rumors, panic and other effects of miscommunication.
6. Operational requirements must be sustainable and, at the discretion of the President, personnel may be assigned longer work shifts, and regular time off, vacations and holidays may be interrupted.

7. Communications are likely to be disrupted in an emergency due to damage to infrastructure or burdens placed on communication systems. Redundant communication systems must be in place and utilized in cases of emergency or disaster.

Declaration of a State of Emergency

The decision to declare a state of emergency for the IWU campus rests solely with the University President or designee.

Upon notification of a critical incident or emergency, the University President will notify the coordinator of the University Response Team and the Director of Security who will make the appropriate notifications to the campus.

Critical Tasks

1. Persons on campus should be controlled
   Only registered students, faculty and staff are authorized to remain on campus. Unauthorized persons remaining on campus may be subject to arrest.

2. Nonessential persons shall be restricted from the incident site.
   Only faculty, staff and student volunteers who have been assigned to the management duties of the incident will be allowed to enter the immediate incident site. The incident site may be a crime scene that needs to be protected and/or the incident site may not be known to be safe. Only authorized responders should gain entry until proper authority has returned the site to the general use of the university.

3. Communications and media relations duties should be performed.
   Effective communication plays a critical role during any emergency. In almost all
emergencies, the university will need to communicate with internal audiences, including students, faculty and staff. Depending on the severity of the situation, it is likely that the university will need to communicate with external media sources, parents and wider audiences. A communications support plan is located in the support functions of this plan.

4. All media inquiries should be directed to the University Communications staff.
   In order to ensure consistency and common messages, all media inquiries will be handled by University Communications.

5. Other notifications will be made or delegated by the President.
   Notifications to the Board of Trustees, key community or governmental agencies, or other university affiliates will be determined by the President and made or delegated accordingly.

Incident Management Team

Incident Commander

The Incident Commander (IC) has overall control of any incident. All decisions that require campus evacuation, closure or restrictions, postponements and resumptions and special circumstance personnel policies fall within the purview of the incident commander. In most cases, the incident commander will be the senior fire official or public safety official who has also had incident command system training and related experience.
Command Staff

The Command Staff consists of special staff positions of a Communications Officer, Safety Officer, Liaison Officer and other positions that work closely with the Incident Commander. The functions of the Command Staff include, but are not limited to the following:

- Command staff members will advise the Incident Commander of all campus-wide policy matters as they relate to the campus crisis or disaster.
- Command staff members will assist in the implementation of policy strategies developed to mitigate the effects of the crisis or disaster.
- Command staff members will maintain liaison with the city of Bloomington, McLean County, State and Federal agencies as necessary.

Communications Officer (CO)

Preparedness and training for emergency media communications procedures shall be conducted under the direction of the Vice President for Public Relations or designee who is acting as the Communications Officer.

The Communications Officer will coordinate all communications functions during a state of emergency. Using information provided by others, the CO will provide timely information on the status of the university and information regarding any emergency measures being undertaken.

Communications methods may include, but are not limited to:

- Email messages to students, faculty and staff
- Voice and/or text messages
- Mass messaging via voicemail
- Web-based messages
• Phone bank with a special hotline number that would be staffed during emergencies

• Emergency Signage

• News releases to the media

• News conferences with the media

The University has two basic guidelines to observe in any emergency incident:

• Only authorized spokespersons, such as the President, VPPR or designee will meet or talk with the media.

• Only factual information is to be released; no speculation will be offered.

Safety Officer (SO)

The Safety Officer, in conjunction with the local police, fire and medical officials monitors incident operations and advises the Incident Commander on all matters related to operational safety, including the health and safety of emergency personnel. The ultimate responsibility for the safe conduct of incident management operations rests with the IC and supervisors at all levels of incident management. The SO is, in turn, responsible to the IC for the set of systems and procedures necessary to ensure ongoing assessment of hazardous environments, coordination of multiple agency safety efforts, and implementation of measures to promote emergency responder safety, as well as the general safety of incident operations.

The Safety Officer for IWU is the Director of the Physical Plant or designee.
The Liaison Officer (LO)

The Liaison Officer will be designated as the point of contact for representatives of other agencies, nongovernmental organizations, and/or private entities. Coordination of assistance and resources will all be made through the Liaison Officer.

The Liaison Officer for IWU is the Director of Security or designee.

Additional Command Staff Positions

Additional command staff positions may also be necessary depending on the nature of the location of the incident and/or specific requirements of the crisis. For example, a medical and/or mental health advisor may be needed to provide advice and recommendations to the IC in the context of incidents involving medical or mental health services, mass casualty, acute care or mass prophylaxis particularly in the response to a bio-terrorism event.

Other Administrative Duties and Responsibilities

1. Vice President for Public Relations

The Vice President or designee is:

- Responsible for developing communications to be disseminated to internal and external audiences
- Establishes the media center and provides information to the media.
- Acts as the university public information officer for the duration of the incident.

2. Information Technology

The Associate Vice President for Information Technology or designee:

- May establish an emergency telephone center to respond to inquiries from parents, family and other relatives of students and to faculty and staff.
• Works with VPPR on web-based, phone-based and mass messaging as appropriate.

• Is responsible for recovery of electronic records.

3. The Director of Security

The Director of Security and the on-duty security supervisor:

• Maintains facilities in a state of readiness during an incident (radios are charged, keys are available, bullhorns are in working order)

• Takes immediate and appropriate action to protect life and property and safeguard university records as required.

• Obtains law enforcement assistance from city, county, state or federal agencies as needed.

• Provides traffic control, access control, perimeter and internal security control and coordinates fire and EMT services as needed.

4. The Director of the Physical Plant

The Director or designee:

• Provides equipment and personnel to perform shutdown procedures, establish hazardous area controls, erect barricades, perform damage assessment, clear debris, make emergency repairs and protect equipment.

• Provides vehicles, equipment and operators for the movement of personnel and supplies, and assigns vehicles as needed.

• Obtains the assistance of utility companies as required during emergency operations.

• Furnishes emergency power and lighting systems.

• Surveys habitable spaces and relocates essential services and functions.
• Provides and equips primary and alternative sites for the emergency operations coordination.

5. The Vice President for Business and Finance

The Vice President or designee:

• May initiate the emergency alert system in consultation with the President or designee.

• Coordinates and has oversight of the activities of outside regulatory, investigative or insurance related agencies.

• Manages the request for the spending authority necessary to conduct emergency operations.

• Identifies funding for clean-up and recovery expenses

• Works in conjunction with Human Resources to manage the staffing resources needed to staff the emergency.

6. The Vice President for Student Affairs/Dean of Students

The VPSA or designee:

• Provides for the dissemination of information and directives intended for the on-campus student population.

• Provides temporary or alternate housing and food service facilities for the on-campus student population affected by the incident.

• Provides temporary housing and food services for off-campus students who have been directed to remain on campus or who are unable to leave campus.

• Works with the food service contractor to ensure appropriate supply and distribution of food and water to those affected and responders.
• Provides temporary housing and food services for emergency response personnel and university staff directed to remain on campus for extended periods of time.

• Provides for counseling, faith-based services, acute medical care.

7. Associate Vice President for Human Resources

The Associate Vice President or designee:

• Provides for the dissemination of information and directives intended for the on-campus staff population.

• Works with the Vice President for Business and Finance to ensure appropriate staffing patterns in response to an incident.

8. Provost and Dean of the Faculty

The Provost and Dean of the Faculty or designee:

• Provides for the dissemination of information and directives intended for the faculty.

• Works with the Registrar to postpone or relocate academic functions

9. Vice President for University Advancement, Dean of Admission and Dean of Enrollment Management

The VPUA, Dean of Admission and Dean of Enrollment Management or designees will:

• Staff incoming phone lines communicating to internal and external audiences the nature of the emergency and the university’s planned response. This information will be provided by the VPPR.
Emergency Notification Process

Initial Response

Each emergency occurring on campus should be reported to the Security Department (x1111) and the Bloomington Police Department (911) if necessary. Upon receiving notification of a reported emergency, a security officer and/or BPD officer will be dispatched to the scene and the need for additional services will be assessed. Assistance will be requested by BPD for additional public safety, fire and medical personnel as appropriate.

Secondary Response

The Director of Security or designee will contact the University Response Team coordinator and University President for incidents considered to be a crisis or major emergency.

The University Response Team Coordinator (Vice President for Student Affairs) will contact the following:

- Provost and Dean of the Faculty
- Vice President for Business and Finance
- Vice President for Public Relations
- Vice President for University Advancement
- Associate Dean of Students

The Vice Presidents are responsible for then contacting the following:

- Provost and Dean of the Faculty
- Associate Provosts
- Assistant Provost and Registrar
- Vice President for Business and Finance
Director of the Physical Plant
Associate Vice President for Human Resources
Associate Vice President for Information Technology
Director of University Food Service if applicable
Vice President for Public Relations
Director of University Communications
Vice President for University Advancement
Dean of Enrollment Management
Dean of Admission
Associate Dean of Students
Director of Health Services
Director of University Counseling and Consultation
Residential Life
University Chaplain

In the event that an individual is not reachable, notification will be delegated to the staff member designated in charge. University Response Team members will be instructed to report to either the site of the incident or at the command post at 212 Holmes Hall or E005 Center for Natural Sciences CNS.

Emergency Contact Information
(Dial 9 if calling using and on-campus line and 556 if calling a campus extension from off-campus)

IWU Security x1111 or x1222
Police Services 911 or 9-911 from on-campus phones
Bloomington Police Department 434-2700
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<th>Department</th>
<th>Contact Information</th>
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<tr>
<td>Fire and Rescue</td>
<td>911 or 9-911 from on-campus phones</td>
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<tr>
<td>Bloomington Fire Department</td>
<td>434-2500</td>
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<td>BroMenn Hospital</td>
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<td>OSF St. Josephs Hospital</td>
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<tr>
<td>Information Technology</td>
<td></td>
</tr>
<tr>
<td>Contact - Trey Short</td>
<td>x3017</td>
</tr>
<tr>
<td>Backup - Chris Rutledge</td>
<td>x3775</td>
</tr>
<tr>
<td>Backup - Roy Bailey</td>
<td>x3258</td>
</tr>
</tbody>
</table>
Backup - Terrance Bond x3992

Public Relations x3181

Contact - Matt Kurz x3203

Backup - Sherri Wallace x3792

Human Resources x3971

Contact - Cathy Spitz x3120

Backup - Londa Dunlap x3373

Sodexo Campus Services

Contact - Mike Welsh x3167

University Response Team

<table>
<thead>
<tr>
<th>Name</th>
<th>Office</th>
<th>Direct</th>
</tr>
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<tbody>
<tr>
<td>Chuck Adam</td>
<td>x1111</td>
<td>x1222</td>
</tr>
<tr>
<td>Deb Adams</td>
<td>x3107</td>
<td>x3107</td>
</tr>
<tr>
<td>Tony Bankston</td>
<td>x3031</td>
<td>x3380</td>
</tr>
<tr>
<td>Susan Bassi</td>
<td>x3151</td>
<td>x3780</td>
</tr>
<tr>
<td>Frank Boyd</td>
<td>x3760</td>
<td>x3752</td>
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</tbody>
</table>
Kathy Cavins-Tull x3111 x3773
Bud Jorgenson x3066 x3083
Matt Kurz x3181 x3203
Dan Klotzbach x3527 x3021
Annorah Moorman x3052 x3360
Bob Murray x3031 x3396
Trey Short x3900 x3017
Marty Smith x3091 x3248
Cathy Spitz x3971 x3120
Carl Teichman x3151 x3429
Michael Thompson x1041 x1041
Dick Wilson x3151 x3151
State Fire Marshall 217-785-4714
Arson Investigation 800-252-2947
Illinois Department of Public Health 800-782-7860 (emergency line)
Illinois Environmental Protection Agency 800-782-7860 (emergency line)
Support Functions
Public Information
Responsibilities

The Vice President for Public Relations will act as the Public Information Office (PIO) and is responsible for gathering official information and communicating that information to the President and other officers of the university, senior staff, the media, internal audiences and the general public during emergencies or disasters. The PIO will maintain a list of current media outlets and contacts.

The following information concerning major emergencies/disasters will be provided to the media as soon as appropriate:

- Nature of emergency or disaster
- Location of emergency or disaster
- Time of incident
- Number of people involved
- Continuing hazards
- Environmental Impact
• Economic impact, if relevant

• Agencies involved in response

• Scope of agency involvement and activity

• Extent of estimated damages

• Safety instructions

• How the public may volunteer and provide assistance

• Telephone number/website for additional information

In addition to communicating with the media, the PIO will develop and lead communication efforts to the internal university community working with other departments as necessary. Emergency information efforts will focus on specific event-related information. This information will generally be of an instructional nature focusing on such things as warning, evacuation, and shelter.

Emergency Public Information

The PIO will arrange for the release of information to the media through standard print and broadcast channels. In addition, the PIO is able to communicate directly to the university community through various mediums including web sites, phone and broadcast mediums.

• The PIO is responsible for establishing an emergency-only template for the IWU homepage that may be used as a key information source for members of our campus community, public and media.

• The PIO is responsible for verifying the accuracy of all information to be released to the public with the on-scene Incident Commander.

• The PIO will ensure that a system exists for responding to the inquiries of families regarding the status of campus occupants.
• The PIO will identify additional spokespersons from other departments, areas of expertise, or administrative units, and will work with these individuals to prepare for and coordinate media contact.

• The PIO will coordinate with the Associate Provost to prepare accessible materials for people with special needs as necessary.

• The PIO will coordinate with Human Resources and International Programs to prepare materials for non-English speaking people as necessary.

• Large-scale emergencies and disasters such as acts of terrorism will require close and extended coordination with city, state and federal agencies. The PIO will serve as a representative to Joint Public Information Centers if they are established as a result of the emergency or disaster. The PIO will ensure that information flows to and from the centers and will coordinate all media requests for information, interviews, scene access relating to the university.

Policies

• Only the PIO will disseminate public information to the appropriate media, agencies, and individuals using established procedures. The university will attempt to notify those most affected and the immediate university community (students, faculty, staff and parents) before communicating more broadly to the public.

• If it becomes necessary to establish a news briefing room, the PIO will coordinate space for this purpose. News media personnel will be informed of the location and asked to report to this facility.

• In the event of a protracted disaster or emergency, public updates will be issued on a regular basis.
• All information released to the news media during an emergency will be posted on the web and accessible from the university web site.

Public Information Resources

<table>
<thead>
<tr>
<th>TV Stations</th>
<th>FAX</th>
<th>Telephone</th>
</tr>
</thead>
<tbody>
<tr>
<td>WHOI</td>
<td></td>
<td>452-9531</td>
</tr>
<tr>
<td>WEEK</td>
<td></td>
<td>663-2525</td>
</tr>
<tr>
<td>WMBD</td>
<td></td>
<td>661-4343</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Radio Stations</th>
<th>FAX</th>
<th>Telephone</th>
</tr>
</thead>
<tbody>
<tr>
<td>WJBC</td>
<td></td>
<td>829-1221</td>
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<tr>
<td>WGLT</td>
<td></td>
<td>438-2255</td>
</tr>
<tr>
<td>WBNQ</td>
<td></td>
<td>829-1015</td>
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<tr>
<th>Newspapers</th>
<th>FAX</th>
<th>Telephone</th>
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<tbody>
<tr>
<td>Pantagraph</td>
<td></td>
<td>829-9000</td>
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<tr>
<td>Peoria Journal Star</td>
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Physical Plant

This section provides an overview of how the Physical Plant will respond to emergencies relating to building operations and utilities interruption.

Types of Services

- Building service and system restoration
- Building floor plans and utility maps
- Utility service restoration
- Utility shut off
- Temporary repairs – damaged doors or windows
- Clearing of debris
- Clean up – flood, fire, vandalism, etc
- Confined space entry and air quality measurements for the entry

1. Material, supplies and equipment
   The Physical Plant maintains quantities of equipment that will be of use for many emergency response situations. This includes vehicles of various types, power and hand tools, generators (?) and other equipment.

2. Damage Assessment
   The Physical Plant will work with outside firms to assess damage to university buildings when necessary to determine whether a building can be occupied.
3. **Debris Management**
   The Physical Plant is responsible for coordinating, conducting and arranging for outside assistance, when necessary, regarding the removal of debris generated by any emergency or disaster. The Physical Plant will work to develop a debris separation plan to ensure proper disposal.

4. **Pipeline Safety**
   The Physical Plant maintains maps of locations of all pipelines on university property and will work with providers and emergency personnel to respond to any pipeline emergencies.

5. **Hazardous Materials**
   The Physical Plant shall maintain the location of all hazardous materials at the university and keep Material Safety Data Sheets (MSDS) for all materials that are required to have an MSDS. The Physical Plant will coordinate clean up of hazardous material incidents with the Bloomington Fire Department or other outside agency when necessary.

**Departmental Responsibilities**

To the extent that damage is minimal and relocation activities are not required, the Physical Plant shall be responsible for all site clean up, debris removal and emergency or minor repairs. In the event that major remodeling or rebuilding is necessary, the Physical Plant shall be responsible for the coordination of the repairs. Relocation of building activities will be coordinated with the Physical Plant and the appropriate building personnel.

**Property loss reporting requirements**

Preliminary reports and the plans for recovery and relocation shall be provided to the Vice President for Business and Finance as soon as practical.
Evacuation assistance and mass care

The Physical Plant will be involved in pre-planning and developing procedures for the evacuation of individual facilities. Whenever possible, Physical Plant personnel familiar with a given facility should be utilized to assist in activating evacuation plans.

The Physical Plant is responsible for opening and setting up shelters. Its staff will be used to maintain any shelters in a habitable condition.

Utilities

Restoration interruptions of electrical supply, gas supply, water supply, and/or steam, as specific hazards for the University, would be considered emergencies. Thus, the Physical Plant maintains staff and plans for responding to these situations. In general, the Physical Plant will:

- Report major utilities outages to Security, which will result in the notification of the University Response Team
- Communication and coordinate with the provider of the utility (water, gas, electric) and/or steam plant operations personnel
- Initiate repairs as soon as possible
- Provide technical details of the situation to the PIO and Incident Commander
- Contact other university departments affected by the outage so they may initiate appropriate continuity plans
- Maintain call lists of all personnel
Health and Medical – Administration

The University is subject to emergencies that can pose a significant risk to students, faculty, staff and visitors. Examples include infectious disease outbreaks, incidents of bioterrorism or other natural or human constructed disasters. This section describes a coordinated response to public health emergencies which will enable the university to continue operation, to protect the public’s health and the environment and to prevent the occurrence and transmission of disease.

The Arnold Health Center, McLean County Health Department and the Illinois Department of Public Health will have responsibility to ensure a coordinated and effective response to public health emergencies on campus. The responsibilities and procedures outlined in this section pertain to emergency situations only. Depending on the emergency, additional departments with specific responsibilities during a public health emergency will assist as needed.

Health and Medical – Operations

Outbreak Investigations

Infectious disease outbreak investigations will be conducted by the McLean County Health Department and/or the Illinois Department of Public Health in collaboration with Arnold Health Services. Standard protocols for outbreak investigations will be followed, including case finding (collecting information about cases and contacts, collecting specimens as needed, analyzing findings to time, place and person, and executing control and prevention measures). Disease-specific protocols will be used to enhance approach. In the event of bioterrorism, all investigative activities will be coordinated with the FBI and other appropriate law enforcement agencies at the state and local level.
Public Health Response Recommendations

During public health emergencies, the Director of Arnold Health Services will develop response recommendations for the university following consultation with the McLean County Health Department and the Illinois Department of Public Health. Depending upon the nature of the event, recommendations may include canceling classes/events, mass clinics, evacuating or closing buildings, etc. These recommendations will be made to the Emergency Response Team.

Mass Dispensing Sites

Mass clinics may be used to administer vaccine or distribute antimicrobial agents as a prophylaxis or treat measure to prevent or control additional cases of disease or illness. The Arnold Health Service will coordinate with the McLean County Health Department to establish mass dispensing sites on campus when needed.

Medical Care

First Response/Emergency Medical Services

In general, first aid will be provided by Arnold Health Services. The Bloomington Fire Department and BroMenn Regional Hospital personnel will handle first response to medical emergencies. Three automated external defibrillators are available at the Shirk Center, (concession stand, fitness center, training room) and one is located in the Security vehicle.

Decontamination

The Bloomington Fire Department will take responsibility for on-scene decontamination. BroMenn Regional Hospital has the capacity and written protocol for decontaminating individuals who have been exposed to chemical contamination and present to its emergency department.
Environmental Health and Safety

The Physical Plant is responsible for assessing the environmental hazards posed by various situations. If environmental contaminants are suspected, the Physical Plant will coordinate sample collection and analysis with the McLean County Health Department, Illinois Department of Public Health and the Illinois Environmental Protection Agency. In the event of bioterrorism, all sampling activities will be coordinated with the FBI and other appropriate law enforcement agencies at the state and local level.

Law Enforcement

The IWU Office of Security is a full-time agency responsible for the safety and security of university personnel and property. IWU Security employs unarmed security officers and administrators who have all been trained in NIMS protocol. The Security Officers utilize vehicle and foot patrol for daily duties and will most likely be the first to respond to a campus emergency.

IWU Security is supported by local law enforcement agencies, including Bloomington Police Department, Normal Police Department, McLean County Sheriff and the Illinois State Police. It is also supported by the dispatching capabilities of Telecomm and 9-1-1 center.

During emergency situations, the Office of Security will follow the Incident Command System and provide communication with and support to the law enforcement agencies performing the duties of incident command. Decisions involving issues such as evacuation, crowd control, traffic control and building access control will include the officers/administrators from IWU Security.
Pandemic Flu Response
Illinois Wesleyan University
July 2007 - draft 2

Pandemic Response

Level 1: Confirmed cases of human-to-human transmission of flu

Level 2: Suspected case(s) on campus or suspected /confirmed cases Bloomington/Normal

Level 3: Confirmed case(s) on campus

<table>
<thead>
<tr>
<th>Level 1</th>
<th>Level 2</th>
<th>Level 3</th>
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</thead>
<tbody>
<tr>
<td>1. Emergency Response Team</td>
<td>1. Monitor situation</td>
<td>1. Recommends to the President the suspension of classes.</td>
</tr>
<tr>
<td>2. Conduct an N95 fit test and train essential personnel on use of N95 respirators.</td>
<td>1. Essential personnel receive N95 respirators from Arnold Health Services.</td>
<td>1. Recovery: Establish a procedure for calling an end to the pandemic event and resuming campus business and activities.</td>
</tr>
<tr>
<td>3. Review quarantine plan with Arnold Health Service, ORL and dining staff.</td>
<td>2. Enact policy canceling mass activities.</td>
<td>2. Develop a plan for communicating with all university employees and other partners about the resumption of university business.</td>
</tr>
<tr>
<td>4. Communicate and benchmark with Illinois State University</td>
<td></td>
<td>3. Develop a sequence and timeline for the restoration of operations</td>
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<tr>
<td>5. Establish communication plans with university personnel and create a plan for notifying those</td>
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</table>

1. Essential personnel receive N95 respirators from Arnold Health Services.  
2. Enact policy canceling mass activities.  
3. Develop a sequence and timeline for the restoration of operations
| 2. Arnold Health Services | 1. Communicate with McLean County Health Department and BroMenn Regional Hospital regarding planning and monitoring of | 1. Notify McLean County Health Department.  
2. Notify Dean of Students office and Housing and Dining Services to establish |

- Communicate with McLean County Health Department and BroMenn Regional Hospital regarding planning and monitoring of activities associated with the university.
- Educate campus on status of disease spread, self-protection and university response.
- Conduct exercises to rehearse the plan and revise as necessary.
- Define what sources will be used as information sources for decision making (i.e. CDC, WHO, U.S. State Department, McLean County Health Department).
- Establish the triggers for canceling mass activities in support of social distancing.
- Notify McLean County Health Department.
- Notify Dean of Students office and Housing and Dining Services to establish essential services and activities.
- Develop a plan to debrief faculty, staff and students post-event, and provide resources for assisting those in need of psychological, financial and social support.
- Establish a structure for recording and reporting key activities, events, and decision made during the crisis and a method for evaluating the effectiveness of the execution of the emergency response once in recovery.
| 2. Conduct training sessions with security staff, Office of University Communications staff, essential staff of the university. | number of potential contacts that may require isolation. |
| 3. Monitor CDC, WHO and ACHA websites for updates and recommendations. | 3. Distribute N95 respirators and other needed medical supplies to essential staff. |
| 4. Compile a list of supplies that would be needed in an outbreak. | 4. Develop a triage and treatment protocol that can be easily adapted once a case definition is established. |
| 5. Identify storage for supplies. | 5. Develop signage and voice messages that give ill students directions about accessing services. |
| 6. Maintain a stock supply of necessary medications and equipment. | 6. Develop a protocol for monitoring cases residing in university owned housing. |
| 7. Work with Human Resources to establish a list of volunteers willing to be trained to assist in providing care for the ill. | 7. Develop a protocol for care of the deceased that addresses storage |
8. Develop a list of duties that volunteers could assist with (i.e., answering the phone, moving supplies, delivering meals)

9. Develop a training plan for use of personal protective equipment.

10. Develop telephone triage protocol.

11. Develop a contingency plan for managing health care needs in the event that community human resources and supplies are exhausted.

3. University Security

1. All officers undergo pandemic flu planning.

2. Alert Arnold Health Center/Emergency Consultation Team if encountering individuals with flu-like symptoms.

3. All officers are fitted for and trained on the

8. Develop a plan for administering mass immunization clinics.

1. Implement a plan for transporting students to a quarantined location or hospital.

2. All security personnel receive respirators and other needed medical supplies.

1. Secure buildings and post signage provided by Emergency Response team.

2. Assist Arnold Health Center and/or Emergency Response Team. (Chuck Adam/George Guminiski will communicate orders).
| 4. Physical Plant staff | 1. Define building ventilations systems and work with ORL in determining appropriate locations for quarantine and isolation.  
2. Essential staff are fitted and trained on the use of N95 respirators | 1. Essential staff receive respirators from Arnold Health Services  
2. Arrange for additional medical waste pickup  
3. Contract with hazardous material company for professional cleaning and establish a plan for cleaning quarantined locations and then all buildings | 1. Execute plan for professional cleaning of quarantined facilities |
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<tbody>
<tr>
<td>5. Human Resources</td>
<td>1. Coordinate the identification of essential personnel and ensure that departments are</td>
<td>1. Communicate in various formats options for support (i.e. Employee Assistance Program,</td>
<td></td>
</tr>
<tr>
<td>6. President’s Office</td>
<td>1. Establish guidelines for updates on information related to pandemic flu.</td>
<td>1. Establish plan for updating Board of Trustees regarding university plans for continuity.</td>
<td>1. Authorize temporary suspension of classes and/or activities</td>
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<td></td>
<td>2. Educate Board of Trustees on the community resources)</td>
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<tr>
<td></td>
<td>2. Encourage faculty and staff to update emergency contact information.</td>
<td>2. Prepare at-home guidelines that address telecommuting issues.</td>
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<tr>
<td></td>
<td>3. Educate faculty and staff about sick leave policy. Establish policies regarding sick leave that ensure compliance with public health recommendations.</td>
<td>3. Assist in the recruitment of volunteers and identification of cross-training needs.</td>
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<td>4. Establish return-to-work guidelines consistent with health recommendations.</td>
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<td>5. Establish a system by which employees suspected of exposure contact a central office for reporting illness.</td>
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<td></td>
<td>university’s response plan</td>
<td>3. Get fitted and trained on the use of respirator</td>
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<tr>
<td>7. President</td>
<td>1. Educate Board of Trustees on the university’s response plan. 2. Define expectations for how often notification and information should be shared. 3. Get fitted and trained on the use of the N95 respirator</td>
<td>1. Decide when movement on and off campus (i.e. business travel, study abroad, mass gatherings) should be restricted. Enact restrictions. 2. Receive respirator from Arnold Health Services.</td>
<td>1. Authorize temporary suspension of classes and/or activities.</td>
</tr>
<tr>
<td>8. Office of University Communications</td>
<td>1. Draft internal and external bulletins and announcements regarding spread of pandemic 2. Establish systems for notifying essential personnel, university personnel and students when emergency plan must be implemented</td>
<td>1. Establish a central reporting plan for daily monitoring of the prevalence of the illness in BN and on campus. 2. Provide information to the campus community on the status of the disease on campus,</td>
<td></td>
</tr>
<tr>
<td>9. Residential Life</td>
<td>1. Identify locations that could be used for quarantine, isolation and residences for those unable to travel. Quarantine locations need to be locations without centralized ventilation systems.</td>
<td>1. Stock pile cleaning and disinfecting supplies, facial tissues, toilet paper and hand towels.</td>
<td>1. Evacuate the residence halls and secure the student belongings and university property.</td>
</tr>
<tr>
<td></td>
<td>2. Develop a plan for closure and evacuation of campus residence halls.</td>
<td>2. Establish communication protocols with Arnold Health Services for reporting illness in the residence halls.</td>
<td>2. Ensure that all pets (i.e., fish) are taken home.</td>
</tr>
<tr>
<td></td>
<td>3. Develop procedures for relocating students</td>
<td>3. Formulate and rehearse plans to dispose of any perishable items in student rooms.</td>
<td>3. Dispose of any perishable items in student rooms.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>4. Turn over Harriett Rust house for use of work-to-home quarantined health care workers from</td>
<td>4. Turn over Harriett Rust house for use of work-to-home quarantined health care workers from</td>
</tr>
<tr>
<td>4. Introduce students to the website for reporting temporary contact information</td>
<td>10. Institutional Technology</td>
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<tr>
<td>1. Establish a web-based system by which student can report temporary contact information in case of evacuation. 2. Work with university communications to identify the best means for communicating with students, faculty, staff and parents.</td>
<td>1. Work with university communications to post updates and notifications.</td>
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<tr>
<td>11. Academic Affairs</td>
<td></td>
<td>1. Enact policies and procedures as available.</td>
<td></td>
</tr>
<tr>
<td>1. Develop policies and guidelines to address academic concerns of students and faculty members absent from classes due to illness or quarantine.</td>
<td>Enact polices as needed.</td>
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</tr>
</tbody>
</table>
2. Develop alternative procedures for completing coursework as available (i.e. web-based completion, assignments delivered via internet or mail).

3. Develop a policy for the continuation of work in research labs and establish a plan for the care of lab animals or storage of specimen needing special conditions during high absenteeism.

4. Work with VP for Business and Finance to recommend trigger points for restricting movement on and off campus (i.e. business travel, study abroad, mass gatherings).

5. Develop guidelines for temporary closure of study abroad and May term travel programs.
| 12. International Programs | 1. Develop procedures for monitoring student travelers entering the campus from affected regions and providing information to health services.  
2. Develop a plan for communicating with international students and their families regarding travel restrictions and re-entry.  
3. Develop a plan for communicating with students who are studying abroad or plan to study abroad.  
4. Develop guidelines for temporary closure of study abroad programs.  
5. Communicate with study abroad partners about planning procedures for shelter-in-place, closure decisions, and resources for assisting | 1. Enact plans as appropriate.  
2. Work with university communication to organize translators for communicating with parents of international students. | 1. Enact plans as appropriate.  
2. Provide ongoing support to students unable to travel home (i.e. by phone and email) |
| 13. Dining Services | 1. Compile a list of non-perishable food items and drinks, including water that could be stockpiled in an emergency.  
2. Create a plan for feeding students who would not be allowed to travel (i.e. international students, potentially national students) for a 5-8 week period.  
3. Create a plan for food delivery for quarantine, isolated and work-to-home quarantined staff.  
4. Train all staff on the importance of hygiene and self-protection in prevention of illness. | 1. Essential staff members fitted with a respirator and trained in its use. | 1. Work with volunteers to deliver food to quarantined, isolated and work-to-home quarantined staff, and university personnel attending to the ill. |
| 14. VP Business and Finance | 1. Discuss the potential financial ramifications of a pandemic and estimate the impact | 1. Enact procedures as necessary. | 1. Communicate with EIIA and other necessary offices. |
and emergency funding source to cover purchases and business continuation.

2. Collect information from departments regarding material needs and potential stockpiling.

3. Develop procedures for rapid procurement and payment for supplies, equipment and services.

4. Develop a plan for the continuation of payroll and accounting operations in the face of high employee absenteeism.

5. Work with Provost to develop guidelines to restrict movement on and off campus (i.e. business travel, travel abroad, mass gatherings).

| 15. Admission and Financial | 1. Establish a plan for reviewing applications |
| Aid                                                                 | 2. Establish a plan to interview potential students without an on-campus visit.  
|                                                                   | 3. Discuss contingency plans for issues dealing with financial aid, withdrawal from school due to illness and factors related to tuition and registration. |
| 16. Dean of Students                                               | 1. Communicate with students and their parents regarding the university’s planned response to the spread of the flu. |
|                                                                   | 2. Communicate with families of students who are ill or stranded. Respond to their needs as necessary. |
|                                                                   | 1. Communicate with families of deceased students. Arrange for their needs. |
Campus Violence Prevention Plan

Emergency Response

Kathy Cavins-Tull, Vice President for Student Affairs and Dean of Students
Chair, Emergency Response Team

Emergency Response Team Members

Our plan for every emergency is structured in this way:

1. Our first priority is to make sure our students, faculty and members of our staff are safe and accounted for. Every building on our campus has a building coordinator and backup coordinator. These staff members receive information from the Emergency Response Team (ERT) via IWU Alert, web, email and mass phone announcements. For academic representatives, they know which classes should be meeting in their buildings every hour. Class rosters are available electronically and can be accessed to define who should be present in the building. For students, every floor has a Resident Assistant who knows his/her residents well enough to understand their patterns of movement (i.e. student A is gone every morning for student teaching, student B is on the tennis team and is at a tournament, etc.). Likewise, coordinators of administrative buildings account for those who work in their areas by use of building roster. We rely on the information from our staff to account for every member of our community.

2. While we have a security department, its members are not police officers and are not armed. The Bloomington Police Department has jurisdiction for our campus and we maintain a strong relationship with that department. In an emergency, while we are taking care of our students, faculty and staff, they are taking care of the situation of concern and communicating to us through our Director of Security. In most situations, we are going to follow the directives given by the BPD or other law enforcement and public safety officials brought in to deal with the emergency.
3. Simultaneously, our University Communications staff members work on getting the facts and directives out to our constituencies. This happens via the Internet, intranet and building representatives.

4. The next phase of the emergency plan is determined by the needs of our campus. For example, if there is a fire, we will move the affected group to the Memorial Center, Hansen Center or Shirk Center. We start working on needs based on Maslow’s hierarchy - if people need shelter, we arrange for that; if people need to be fed, we feed them; if they are not wearing enough clothing, we get them some clothing (perhaps this happened in the middle of the night).

5. We help students and others make contact with their families. They may have their cell phones with them, but if not, we will set up phone banks so that families will know that their son/daughter is safe. We will also set up a contact number for families. This contact number will be staffed with university personnel who will be able to answer questions as we have information.

6. We set up communication points for students. Usually communication points occur two or three times daily so the members of our campus know when information will be available and where they can get it. This is also a time when questions or concerns can be raised so that we can hear and respond to the needs of the campus.

7. We begin the process of offering counseling and emotional support for those in crisis. This is a long process that may take the efforts of our community. The Director of our Counseling Center maintains very strong ties with the community and at Illinois State University and will call on other professionals for assistance.

8. Again, we assess needs and adapt to meet them. I guarantee that no two crises are alike and any good intervention plan has some strong scaffolding and lots of flexibility based on the needs of the community.
Additionally, even with emergency response plans, every university should have well-developed emergency PREVENTION plans. Here is how we work to prevent emergencies on our campus:

1. We work hard to get to know our students and are hopefully able to identify changes in their behaviors.

2. We have an Emergency Consultation Team (consisting of Student Affairs Staff members) on duty every day of the year to respond to students in crisis or something that happens on campus. Our Security Department is also staffed every day of the year.

3. All of the residence halls are locked 24-hours per day and accessed by those who live in the hall via a key (Munsell hall is piloting a card swipe system). We, like every other campus, have a problem with "tailgating" - a process by which someone follows another into a building after the first person uses his/her key. Campaigns to help student understand the dangers of tailgating and allowing others access to buildings without the use of their own keys occur at new student orientation and floors meetings in the fall. Signs are also posted to remind students not to allow non-residents into their buildings.

4. Emergency Consultation Team meets weekly to talk about students of concern. That might be a student who has experienced a problem or death in his/her family or it might be a student who is exhibiting signs of stress. We create a plan or confirm that the student is following through with a plan for support and counseling. Because we have professional staff members who specialize in student development, we understand student rhythm and common times of stress. In heavy stress times, we push programs out to students in order to raise their awareness (i.e. beginning of the semester transition, prior to break periods, prior to mid-term, and final examinations, around Valentine's day, before graduation, etc.).
5. IWU faculty members are great partners in letting us know when they see changes in our students. They call the Dean of Students office and alert the Associate Dean or Dean about their concerns. It is our policy to meet with the student of concern within 24-hours of the call. That way, we are able to get the student connected to the resources s/he needs.

6. Finally, we have professional residence directors trained in student development and crisis management living in apartments on the first floor of our residence halls. They are very accessible to students and, in most cases, they know their students well. In prevention and response, they are key in communicating with and about their residents.

Campus Violence Prevention Committee

- Chuck Adam, Director of Security
- Deb Adams, Director, Arnold Health Services
- Ann Aubry, Assistant Director for New Media
- Tony Bankston, Dean of Admissions
- Frank Boyd, Associate Provost for Academic Planning and Standards
- Bud Jorgenson, Director of the Physical Plant
- Hans-Joerg Tiede, Associate Professor of Computer Science
- Dan Klotzbach, VP, Business and Finance
- Matt Kurz, VP, Public Relations
- Trey Short - Assistant Provost and Chief Technology Officer
- Annorah Moorman, Director, Counseling and Consultation Services
• Bob Murray, Dean of Enrollment Management
• Stacey Shimizu, Acting Director of the International Office
• Marty Smith, VP, Advancement
• Cathy Spitz, Associate VP for Human Resources
• Carl Teichman, Director of Government and Community Relations
• Michael Thompson, Assistant Provost/Director of Institutional Research & Planning
• Kathy Cavins-Tull, VP, Student Affairs/Dean of Students (Chair)

Campus Threat Assessment Team

• Debra Adams, Director, Arnold Health Services
• Mark Benson, Counselor, CCS
• Terrance Bond, Assistant Director of Residential Life
• Sara Schaller, Interim Director of Student Activities and Leadership Programs
• Matthew Damschroder, Assistant Dean and Director of Residential Life
• Darcy Greder, Associate Dean of Students
• Blake Bradley, Director of Fraternity and Sorority Life and Orientation Services
• Lori Harvey, Interim University Chaplain
• Annorah Moorman, Assistant Dean and Director of Counseling and Consultation Services
• Bob Rogers, Counselor, CCS
• Robyn Walter, Counselor, Career Services

• Kathy Cavins-Tull, VP for Student Affairs/Dean of Students (Chair)

Please refer your questions, concerns or ideas to Kathy Cavins-Tull at kcavins@iwu.edu or (309)556-3111.

Members of the Behavioral Intervention Team

• Kathy Cavins-Tull, VP for Student Affairs/Dean of Students
• Darcy Greder, Associate Dean of Students
• Annorah Moorman, Assistant Dean and Director of Counseling and Consultations Services

The Behavioral Intervention Team has a protocol for students who voluntarily seek mental health treatment and one for involuntary treatment.
Student voluntarily seeks mental health assistance

- **Student seeks treatment while still wanting to remain in the IWU environment**
  - **Student behavior is not disruptive**
    - Student remains on the SOC agenda and regular check-ins with hall staff, CCS or DOS may occur
  - **Student’s behavior is disruptive to university life**
    - BIT holds hearing with student to determine direct threat as outlined in Section 504 of ADA
      - DOS outlines requirements to remain in university environment, release of information and no further disruption to environment.
        - **Student follows through**
          - AUJC holds hearing with student using failure to comply and disruptive behavior as a violation of SCOC
        - **Student does not follow through**
          - BIT meets to review documentation and give student appropriate time to respond.

- **Student seeks treatment and a leave of absence from the university.**
  - Leave of Absence granted – student removed from campus – hold put on student account
    - Letter sent to student outlining requirement for treatment and documentation of treatment and readiness to return to
      - DOS follows up with student to ensure timeline is met for documentation

**Abbreviations**

- SOC – Students of Concern
- SCOC – Student Code of Conduct
- DOS – Dean of Students
Student is involuntarily involved in mental health treatment

Behavioral Intervention Team meets to determine whether a student poses a direct threat as outlined by Section 504 of the ADA.

Student is interimly suspended due to disruptive and/or disturbing behaviors. Student is required to seek intervention for behaviors and provide documentation that disturbing behaviors have been addressed.

Student is determined to be capable of returning to the IWU environment with restrictions on disruptive behavior and specification for ongoing self-care and use of university resources (i.e. counseling, Dean of Students meeting).

Student is removed from campus and a hold is placed on the student’s registration account.

Letter sent to student outlining requirement for treatment and documentation and conditions for the student’s return to campus.

Letter is created outlining expectations for student.

Behavioral Intervention Team tracks behavior and compliance to expectations.

DOS follows up with student to ensure timeline is met for documentation

BIT meets to review documentation and give student appropriate time to.
IWU Person of Concern Form

Thank you for taking time to report your concern about a member of the university community. This report will be reviewed by the Dean of Students/Associate Dean of Students and follow up will be structured to respond to your concern within 24-hours. If there is an immediate need for attention, please call 9-1-1, Security x1111 or the Dean of Students Office x3111.

<table>
<thead>
<tr>
<th>Describe your concerns:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name *</td>
</tr>
<tr>
<td>Address</td>
</tr>
<tr>
<td>Year</td>
</tr>
<tr>
<td>Contact Information</td>
</tr>
</tbody>
</table>

Describe the behaviors that raised your concern:

Have you reported this behavior to anyone else?

Yes ☐ No ☐ Who?

Your information:

Please provide your information, in case clarification is needed and to keep you informed about our response:

Name *

Contact Information

* indicates a required field.
The Meaning of FERPA
Family Education
Rights to Privacy Act

Also known as the "Buckley Amendment", FERPA was first adopted in 1975 to ensure that parents and students had access to educational records while guaranteeing families privacy by limiting access of outside third parties to a student's educational record. Any "personally identifiable information" outside of directory information (name, address, phone number, e-mail, etc) is considered part of a student's educational record and is protected. Directory information, which is not normally protected, may be withheld from publication by any student at the beginning of each academic year.

Unfortunately, by delineating a cut-off age of 18, the legislation led to the classification of parents as outside third parties, and forced schools following the letter of the law to seek waivers from students in order to share even the most basic kinds of information. During the past two decades, schools have struggled to stay within federal guidelines while maintaining an appropriate and responsible relationship with parents. Nationally, parents twenty years ago experienced a freeze-out where schools assumed an in loco parentis relationship with students. This was followed by a gradually softening of the legislation and a movement away from in loco parentis, which proved impossible to sustain, contrary to the educational goals of many institutions, and opened schools up to serious fiscal jeopardy.

The relationship between University officials and parents of IWU students is influenced by two factors: Federal law in the form of the Family Educational Rights and Privacy Act (FERPA), as well as the institution's philosophy and practice of student development. Our goal is to maintain a reasonable, consistent approach to parents that results in student safety, personal growth, and ultimately the delivery of a diploma at Commencement.
Our institutional goal is to negotiate between two realities caused by a loophole in the Federal law: institutions may share educational records with parents of students listed as dependents on parents' tax returns, the overwhelming majority of our students.

1. We do not believe that parents paying for the education of their student should be closed out of the information flow about that student, especially regarding academics. We do send grades home. We do answer questions about classroom performance. We do this because we believe it the proper use of an enormous hole in the federal law as it applies to the vast majority of our traditional students.

2. At the same time, we are conscious of our mission in aiding each student obtain an independent identity. We know that students require time and space in which to experiment, to make mistakes, to learn from experience. It is a vital part of our educational mission to develop instrumental skills to problem solve, to think critically, and to assume responsibility for one’s actions. A part of our job is to create the buffer of that time and space. We achieve this by approaching students in disciplinary and social contexts as adults, holding them (not you) fully accountable for their behavior.

Disclosure to parents from the Division of Student Affairs is governed by several principles:

1. Our primary responsibility is to the safety and well-being of the student entrusted to us. When safety or well-being is significantly jeopardized, we do not hesitate to intervene. For example, when students are injured and require medical attention in local hospitals, parents are notified by whatever means necessary. Even in these obvious situations, we try to ensure that students are aware of and agree to our contacting parents.

2. When the circumstances call for it, we sometimes provide a buffer for students. Not all family systems lead inexorably to success at the university. Sometimes students convince us they need some help in creating some space with parents in which to succeed at IWU. We do not question or seek to change individual family patterns of
behavior. We do work with families and students to ensure the achievement of goals cited above. Example: One family proposed to call their student every morning to make sure he was up for class. This is almost certainly a student who will not succeed in our system.

3. We cannot have too much information from all sources. We are small enough an institution to be able to take into account all relevant information about a student. During several students' time at IWU, parents have shared with us information about dyslexia, about particular family traumas, about emotional or psychological concerns, knowledge of which has benefited the student in each case. During that same time, parents have not shared information about nutritional allergies, pre-suicidal behavior, serious addictions, knowledge of which could have helped us help students. In some extreme cases, parents have asked us to not share news of the death of a close relative until later in a semester. When such requests were clearly in the best interest of the student, and after appropriate discussion we have agreed. In short, we will work with you on a case-by-case basis, following our principles, always in the best interest of the student.

FERPA allows students access to their educational records and limits the ability of others to access those records, except as authorized by law. Students have the right to inspect their education records, with certain exceptions.

The University’s procedures for implementing FERPA and for exercising FERPA rights are outlined in its Compliance Manual for the Act. The University informs students of their rights under FERPA via the Student Handbook published by the Office of the Dean of Students, the Office of the Provost and Student Senate. Questions concerning FERPA may be addressed to the Dean of Students Office.

The University will provide grades and access to student education records to parents who certify that the students are financially dependent, as defined in Section 152 of the 1986 Internal Revenue Code.
FERPA affords the right to consent to disclosures of personally identifiable information contained in the student's education records, except to the extent that FERPA authorizes disclosure without consent. One exception, which permits disclosure without consent, is disclosure to school officials with legitimate educational interests. School officials include faculty, clerical, ancillary, research and professional employees, medical and legal personnel, and members of University, college, or departmental committees. A school official has a legitimate educational interest if the official needs to review an education record in order to fulfill his or her professional responsibility. Upon request, the University discloses education records without consent to officials of another school in which a student seeks or intends to enroll.

Directory Information

The University designates the following categories of student records information as directory information:

- student’s name
- local/residence hall address
- local/residence hall telephone number
- electronic mail address
- college
- degree and major field of study
- classification (senior, junior, sophomore, freshman)
- dates of attendance
- status (full or part-time registration)
- degrees
- honors and awards received
- hometown
- participation in officially recognized activities
- weight and height of members of athletic teams

Directory Information may be disclosed by the University without the consent of the student unless the student has restricted the release of this information. The student has the right to restrict the release of directory information. Unless restricted by the student, the University will publish in its printed University Student/Faculty/Staff Directory the following:

- student's name
- local/ residence hall address
- local/ residence hall telephone number
- electronic mail address
- year of graduation
- degree and major field of study
- hometown

The following information will be displayed within the IT Online Directory unless otherwise restricted by the student:

- student’s name
- electronic mail address
- degree and major field of study
- date of graduation
To restrict the publishing of this information, the student must either inform The Dean of Students Office (Holmes Hall, Room 103) or Information Technology (IT House) of the restriction.

Students may remove or set the restriction to release directory information at any time during the semester, and this will dictate whether or not the student’s information is found in the University’s electronic directories. The printed directory, however, is published only once each Fall semester. For the printed directory, students must remove or set the restriction to release Directory Information prior to the end of the second week of classes in the Fall semester. A request for restriction will result in all the student's information being withheld. A request to partially withhold particular portions of his/her information is not possible.

A student’s notification to restrict the release of Directory Information will remain in effect until the student either (1) submits written notice to release the information, or (2) changes the Directory Information setting via the Privacy Restrictions option within Student Link. The University assumes that failure on the part of the student to request the withholding of Directory Information indicates individual approval for the disclosure.

Clinical Concerns & Ulifeline.org

To leverage the anonymity of the Internet and its popularity among young adults, the Jed Foundation has created Ulifeline.org, a Web-based resource that will provide students with a nonthreatening and supportive link to their respective college's mental health center as well as important mental health information.

Students are able to download information about various mental illnesses, ask questions, make appointments, and seek help anonymously via the Internet, a medium they are comfortable using.
This user-friendly site is designed as a template that can be customized to the needs of any college or university to reflect the programs and policies of its mental health center. The Ulifeline Web site provides universities with a free resource for bringing existing mental health services to their student population and complements rather than replaces the existing mental health information students now receive.

Current services offered through Ulifeline.org are:

- Go Ask Alice! receives about 1,500 questions weekly from college and high school students, parents, teachers, older adults, and others. A customized version of Go Ask Alice! is included on Ulifeline.org allowing students from many universities to have virtually any mental health questions answered 24 hours a day. After students' questions are answered, they may still want further information about a mental health subject. This is why we included the InteliHealth partnership.

- A mental health and drug information library is available to students through the InteliHealth resource, which features the consumer health information of Harvard Medical School. More than 150 top healthcare organizations contribute to the breadth of its content, which is reviewed for accuracy by medical professionals.

- Developed at Duke University, the Duke Diagnostic Psychiatry Screening Program allows the Ulifeline user to be screened for different DSM IV categories. This software provides valuable direction to both students and counselors and links to a professional contact within the university healthcare community. The diagnostic is not meant to take the place of an evaluation by a physician or mental health professional. However, a positive result suggests that the student would benefit from comprehensive mental health screening.
Training and Exercises

The Illinois Wesleyan University Team was convened by Vice President Kathy Cavins-Tull on August 16, 2010. This announced table top exercise was to test and train its participants in the Campus Emergency Operation Plan. An after action report/improvement plan was written and is on file with the Illinois Wesleyan Security Department.

August 2010, Vice President Kathy Cavins-Tull initiated a table top experience with the Office of Residential Life staff to train their staff on the Campus Violence Prevention Plan. The threat assessment team meets on a regular basis at 11am Thursday’s when school is in session.