

WESTERN NEW MEXICO UNIVERSITY CRISIS INTERVENTION

Purpose

Crisis intervention is a multidimensional process. Its main purpose is to provide a safe resolution to the crisis and to ensure protection of the Western New Mexico University community.

Definition

For the purpose of this document, the definition of “crisis” will be any unstable situation that might prove volatile, or require urgent intervention. It could include physical, psychological, or medical emergencies. Examples include, but are not limited to: fire, rape, psychological trauma, physical injury, assault and battery, endangerment to self or others, or medical problems (i.e. seizure, drug reactions, cardiac arrest).

Policy

The University endeavors to provide a safe, academic atmosphere in its classrooms, residence halls, and facilities for students, staff and faculty. In order to maintain this goal, Western New Mexico University has developed a crisis intervention policy. Established procedures ensure that appropriate personnel are informed of a crisis taking place or that has taken place on campus. In all such communications, it is understood that University personnel have the responsibility and obligation to keep all exchanged information confidential.

A Crisis Intervention Response Team (CIRT) is the primary respondent to a crisis occurring on campus. The CIRT is made up of representatives from Campus Police, Student Affairs, Residence Life, Student Health /Counseling Services, Information Technology, Institutional Advancement/PIO, Maintenance and/or any other department which might be necessary dependent upon the issue and/or situation. A written procedure outlines how the Crisis Intervention Response Team is activated.

Questions may be directed to Ms. Peggy Lankford, AVP of Student Affairs and Chair of the Crisis Intervention Response Team (CIRT) at lankfordp@wnmu.edu or at 575-538-6629.

CRISIS RESPONSE PLAN

Updated March 2008

I. RESPONSE PRIORITIES

Regardless of the type of major incident, the following priorities will always apply:

1. Initial Assessment: any event must be initially evaluated for appropriate response measures.
2. Life Safety Assurance: any threat to the lives or safety of individuals must be addressed immediately.
3. Population Welfare: action must be taken to shelter and care for the affected population.
4. Protection of Property: action must be taken to limit and control property damage.
5. Recovery: action must be taken to return to normal operations and fully recover. This phase may include post-incident evaluation, investigations into property damage and personal injury.

II. THE CRISIS RESPONSE TEAM LEADER

The Associate Vice President for Student Affairs coordinates the University's response to all major incidents. In his/her absence, another Senior Management Team member shall be directed by the President to act as the Team Leader according to the following sequence:

- Vice President for Student Affairs
- Vice President for Business Affairs
- Vice President for Academic Affairs

III. PROCEDURE FOR RESPONDING TO A MAJOR INCIDENT

1. Notify Campus Police by radio or telephone (538-6231) when any emergency occurs.
2. If the event is deemed to be a major incident, Campus Police shall notify the Associate Vice President for Student Affairs. The Associate Vice President for Student Affairs may deem a situation a major incident based on his/her own information as well.
3. The Associate Vice President for Student Affairs shall call a meeting of the Crisis Intervention Response Team. Campus Police will assist in notifying the Team Members who the Associate Vice President for Student Affairs decides are relevant to the particular incident based upon the specific incident response plan.

IV. THE COMMAND CENTER AND RELATED OPERATION CENTERS

The Command Center will be located in the Sierra conference room in the Student Memorial Building. In case of extreme crisis, key members of the CIRT will meet in the Sierra conference room.

In situations when the Silver City campus has been evacuated, the off campus command center will be in Watts Hall.

The Associate Vice President for Student Affairs, who serves as the CIRT Leader, will notify Campus Police to prepare the Command Center in the SMB Sierra conference room. This location provides access to the crisis communication phone bank, extensive documents and procedures for use during an emergency or crisis, and other items as noted in the Campus Crisis Packet.

Phone Bank Location: To communicate with parents, students, and other concerned persons regarding a crisis a phone bank would be set up in the Command Center.

Gathering space for large group: The Intramural Gymnasium will serve as the designated gathering space for students and others on campus during an emergency. In situations involving severe weather, persons living or working on campus would be directed to the ground floors and interior hallways of buildings.

Generators: A large, diesel powered generator would power the upper and lower levels of the Student Memorial Building to provide lights, heat, and limited cooking functions.

Storage Location for the crisis plan/packet: The crisis packets will be stored in two locations on campus. One packet will be stored in a locked cabinet mounted in the Sierra conference room in the Student Memorial Building. The second crisis packet would be stored in a locked cabinet in the Campus Police offices. Campus Police will be responsible for maintaining the crisis packet and the keys to the locked cabinets.

V. THE CRISIS INTERVENTION RESPONSE TEAM

The Western New Mexico University Crisis Intervention Response Team (CIRT) is comprised of the following positions. Others may be added or substituted depending on the emergency. The exact membership of the Team will vary depending on the nature of the incident. Incident response will require close communication with the Silver City Fire and Police Departments and/or other mutual aid organizations and utility companies as needed.

POSITION	ROLE DURING MAJOR INCIDENTS
President of the University	Provides authority and encouragement to CIRT members
Assoc. Vice President for Student Affairs	Serves as CIRT Leader for any incident involving the residence halls and/or entire University Community.
Vice President for Student Affairs	Responsible for elements of response related to students. Distributes information to and provides support for non-resident students (includes on-line students).
Vice President for Academic Affairs	Responsible for elements of response related to the faculty.
Vice President for Business Affairs	Responsible for elements of response related to the staff.
Director of Institutional Advancement	Addresses issues affecting overall University planning, development
Director of Maintenance	Responsible for management of facility operations, building and property issues, and environmental issues

Director of Campus Police	Assists in making initial assessment and is responsible for all security issues. Liaison with Silver City Police and Fire departments.
Director of Food Services	Works to provide food and water to affected populations and emergency workers as needed
Director WNMU Student Health Services & University Counselors	Assists in providing triage and first aid to ill and injured person(s) and assists with life safety issues. Provides emotional and spiritual support to members of the campus community and their families as needed.
Public Information Officer	Generates fact sheets, news releases and all public communications concerning the incident. Acts as spokesperson for the University community to news media and governmental agencies. Documents through photography the University's response to the incident.
Director of Residence Life	Works to provide shelter and housing for affected student population.
Chief Information Officer	Assists in organizing emergency telecommunications as necessary and assists other team members with computer network resources.
Deans and department Chairs	Assist in responses to students
Others as directed by the Team Leader	Carry out duties as directed by other Team members or the Team Leader

Attachments: Specific Incident Response Plans

The following specific incident plans are to be used as guidelines but may not address every possible incident.

[Catastrophic Injury or Death of Student\(s\)](#)

[Severe Weather \(Tornado\)](#)

[Fire Incident](#)

[Violent, Disruptive or Criminal Behavior \(includes harassment and stalking incidents\)](#)

[On Campus Hostage or Terrorism Incident](#)

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[On-campus Evacuation Plan](#)

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Specific Incident Response Plan

Catastrophic Injury or Death of Student(s)

1. Initial Assessment

- Any office personnel or student receiving student information (student injury, illness, sexual assault or death) shall contact the Campus Police.
- Campus Police will initiate the emergency call list.
- The Associate Vice President for Student Affairs, the Vice President of Student Affairs and the Vice President for Academic Affairs shall assess the impact on students and the WNMU community.
- The Associate Vice President for Student Affairs, the Vice President for Academic Affairs, and the Office for Institutional Advancement/Public Information Officer will determine if announcements or public announcements need to be made. The Public Information Officer will make these announcements.
- The Vice President for Student Affairs or Associate Vice President of Student Affairs will contact the student's parents.

2. Population Welfare

- The Student Health Services Center, counselors, advisers, Deans and Chairs will determine the affect on students.
- The Associate Vice President for Student Affairs, the Vice President for Student Affairs, the Vice President for Academic Affairs, the Student Health Services Center and the Office for Institutional Advancement, will establish the protocol for relaying information to the campus community.
- The Office of Student Affairs and the Student Health Services Center will provide emotional support for students and the WMMU community as required.

3. Recovery

- The Director of the Office of Multicultural Affairs will work with family members and significant others for memorial services in cases of student death.
- The Associate Vice President for Student Affairs and the Student Health Services Center will establish and implement an emotional support plan for student and/or affected parties.
- The Student Health Services Center will contact Grant County resources as needed
- The Vice President of Academic Affairs will work with various offices (Accounting, Financial Aid, Mail Services, Technology Services, etc.) to ensure that the student is withdrawn and his/her records are closed.

Severe Weather (Tornado)

1. Initial Assessment

- The CIRT Leader and the Director of Maintenance shall assess the potential weather situation.
- Central emergency alarms may be activated.
- If necessary, the CIRT Leader will convene a Senior Management Team meeting to determine closing of the school and the evacuation plan along with immediate shelter needs.
- The Office for Institutional Advancement/PIO begins public announcements to broadcast the situation, any delay, closure, power loss status, etc.

2. Life Safety Assurance

- The Director of Maintenance and the Campus Police address life safety.
- The Campus Police call the Silver City Fire and Police Departments for assistance as needed.
- If needed, the Campus Police notifies local medical facilities to stand by on call for handling of injury/illness and communicates with mutual aid organizations.
- The Director of Residence Life will relay information to hall staff and resident students.
- The Associate Vice President of Student Affairs will work with the Office for Institutional Advancement/PIO to inform non-resident students through public announcements, inclement weather lines, etc.
- Campus Police has the authority to evacuate students, staff, and faculty from unsafe locations.

3. Population Welfare

- The Director of Residence Life arranges shelter for immediate student/staff in the Intramural Gym, the Student Memorial Building, or other college facility if needed.
 - In the event of a tornado, everyone is advised to move to a basement or an interior windowless space. For the following buildings without basements, please evacuate accordingly:
 - Light Hall move to Bowden Hall
 - Parotti, Webb, and McCray move to the FACT
 - Casterina move to the Student Memorial Building
 - Centennial Hall move to Ritch Hall
 - Muir Heights and Regents Row move to Eckles Hall
- Food Service makes arrangements for food and water for sheltered individuals.

- Campus Police arranges medical treatment for injured/ill persons in their shelter areas. Campus Police arranges transportation for seriously injured people to Gila Regional Medical Center.

4. Protection of Property

- The Vice President for Business Affairs maintains responsibility for property and notifies WNMU's insurance agent of any potential damage claims.
- The Director of Maintenance and the local power company address power outages. The Director of Maintenance and the local gas company determine and implement a plan of action for natural gas concerns.
- The Office for Institutional Advancement/PIO makes further public announcements to identify damaged areas/outages/cancellations as more information becomes available. This does not apply to routine weather emergencies.

5. Recovery

- The CIRT remains intact for follow up assessment and reports.
- The Office of Institutional Advancement/PIO continues follow up communication as necessary including web page updating, communication with parents, and staffing the phone bank for incoming calls.
- Members of the Senior Management Team will meet to determine opening of school and offices and ways to communicate this information to students, faculty, and staff.
- Campus offices will work to re-establish normal operating procedures.
- Residence Life staff will work to house any displaced residents.
- The Office of Student Affairs will assist impacted non-resident students.
- The Associate Vice President of Student Affairs and the Student Health Services Center will assess need and provide emotional support to members of the campus community.
- The Associate Vice President for Student Affairs, the Vice President for Student Affairs, the Vice President for Academic Affairs, the Student Health Services Center, and the Office for Institutional Advancement will establish the protocol for releasing information to the campus community.
- The Student Health Services Center will contact Silver City resources as needed.

Fire Incident

1. Initial Assessment

- Any person who sees a fire on campus should immediately pull the fire alarm and call Campus Police at 538-6231.
- Campus Police will establish communications with the Silver City Fire and Police departments
- Campus Police address live safety.
- Campus Police shall contact the CIRT Leader and Director of Maintenance. The CIRT Leader will assess the situation.
- The Director of Maintenance assesses the impact on property.
- The Vice President of Business Affairs directs Campus Police to convene the CIRT and prepare the command center, including the phone bank if needed.
- The Office of Institutional Advancement/ PIO begins public announcements to broadcast the situation, closure, power loss, etc.

2. Life Safety Assurance

- If the fire is in a residence hall, Housing and hall staff will evacuate the residence hall.
- If the fire is in a campus building, occupants will evacuate the building as dictated by the evacuation plan for the building.
- Campus Police will call the Silver City Fire and Police Departments for response as needed.
- As appropriate, the Director of Maintenance provides lists of chemicals or other hazardous materials in the building and Material Safety Data Sheets to the Silver City Fire Department
- If needed, Campus Police will notify local health facilities to stand by on call for handling of injury/illness and will communicate with Grant County mutual aid organizations. Campus Police determines off-campus resources to be utilized.
- The Office of Institutional Advancement /PIO makes public announcements and postings to the WNMU Web Page as necessary, identifying areas of damage/outage.

3. Population Welfare

- The Residence Life Director arranges shelter for immediate resident students/staff in the Intramural Gym or other university facility.
- Food Service makes arrangements for food and water for sheltered individuals as needed.
- Campus Police and/or the Director of Student Health Services act as liaisons for medical needs.

- The Office for Institutional Advancement/PIO coordinates information and communication updates to staff involved with releasing information, including the Senior Management Team and other constituents as needed.
- The Student Health Services Center will provide immediate emotional support.

4. Protection of Property

- The Vice President for Business Affairs maintains responsibility for property and notifies WNMU's insurance agent of any potential damage claims.
- The Director of Maintenance and the local power company address power outages. The Director of Maintenance and the local gas company determine a plan of action for natural gas concerns.
- The Office for Institutional Advancement/PIO makes further public announcements to identify the damaged area/outages/cancellations as more information becomes available.

5. Recovery

- The CIRT remains intact for follow up assessment and reports.
- The Office for Institutional Advancement/PIO makes follow up communications as necessary including web page updates, communication with parents and staffing the phone bank for incoming calls.
- Residence Life staff will work to house any displaced resident students.
- The Office of Student Affairs and the Student Health Services Center determines the effect on students.
- The Associate Vice President for Student Affairs, the Vice President for Student Affairs, the Vice President for Academic Affairs, the Student Health Services Center and the Office for Institutional Advancement will establish the protocol for releasing information to the campus community.
- The Associate Vice President for Student Affairs and the Student Health Services Center establishes an emotional support plan for student and/or affected parties.
- The Student Health Services Center will contact Silver City resources as needed.

Violent, Disruptive or Criminal Behavior (includes harassment and stalking incidents)

1. Initial Assessment

- Violent, disruptive or criminal behavior (including harassment, stalking and sexual assault incidents) is reported to Campus Police at 538-6231
- The crime scene will be secured by Campus Police and/or other authorities as necessary. Access to the crime scene will be controlled by Campus Police and/or other authorities.

2. Life Safety Assurance

- Campus Police arrives on scene and apprehends offender.
- Director of Student Health Services, if present, arranges for medical treatment for injured persons at GRMC or other Grant County facility. In some cases, emergency medical services may be contacted. **See attached Intervention Strategy for Sexual Assault**
- Campus Police gathers identification information and issues trespass warning.
- Campus Police transports person to Silver City Jail.

- The Office for Institutional Advancement/PIO makes public announcements as necessary to the WNMU community
- The Office of Student Affairs coordinates information to students and parents.
- The Associate Vice President for Student Affairs and the Student Health Services Center establishes emotional support services for students.

- Depending on the severity of the incident, Campus Police would notify the CIRT Leader who then may activate the CIRT.
- The CIRT may activate the phone bank if necessary.

3. Recovery

- Campus Police or appropriate administrator contacts the person who reported the incident/crime to provide information about the outcome.
- The Student Health Services Center continues to provide emotional support as needed.

Intervention Strategy for Sexual Assault Victims

1. Ascertain the sex of the victim. Often it is important to have a person of the same sex approach the victim so as not to add to the trauma.

2. Be sure to identify yourself, so the victim knows who you are and your role there, and at the University.
3. If you feel your approach or presence is escalating tension, back off and let another member of the team try a different approach. It is more effective to change persons than for a person to try and change approaches.
4. Try to calm the victim down by assuring them they are safe and with friends. Ask them if there is someone, a close friend, they would like to have with them during this time. It is extremely important to allow the victim to have a friend present to help them calm down so they can answer questions and accompany them to the hospital.
5. Make sure the person is physically warm, and break up any people who are not necessary to insure their privacy and their physical well being.
6. Victims wanting to Report Crime:
 - a. The victim, accompanied by a member of the crisis team or designee, will need to obtain medical treatment at Gila Regional Medical Center. Call the Center to tell them of your arrival and your needs so that the Sexual Assault Response Team (SART) will be readied.
 - b. The victim may want to have a close friend accompany her/him to the hospital for support.
 - c. The victim should not take a shower, change clothes, or remove any physical evidence from where the rape happened. **Physical evidence may be collected up to 72 hours after the rape occurred.**
 - d. The medical examination will include collecting all physical evidence pertaining to a sexual assault, photographs of any injury, and a written statement from the physician. All of this information will be placed in a sealed evidence kit and given to the appropriate legal authorities by the hospital.
 - e. A law enforcement officer will conduct an interview as to the details of the assault. At this time, it is important to let the victim answer all the questions on his or her own.
 - f. The victim should be encouraged to seek counseling and community advocacy services.
7. Victims not wanting to report the crime:
 - a. It is imperative that the victim receives medical attention even if she/he decided not to press charges.
 - b. The victim should be strongly encouraged to talk to a professional group immediately. They may change their minds on pressing charges, but it is very important that they understand they are not at fault.

PROFESSIONAL SUPPORT/INFORMATION RESOURCES

AIDS Hotline	1-800-545-2437
Alcohol 24 hour help line	1-800-252-6465
Childhelp National Child Abuse Hotline	1-800-442-4453
Sexual Abuse/Domestic Violence (24-hour crisis line) Silver City El; Refugio Shelter and counseling	538-2125
Mental Health/Substance Abuse (24-hour crisis line) Silver City Border Area Mental Health	538-3488 or 1-800-426-0997
Mental Health/Substance Abuse counseling Border Area Mental Health	388-4412
Child Protective Services Children, Youth, & Family	538-2945
Adult Protective Services	538-3022
Silver City Police (non-emergency)	538-3724
Silver City Fire Department (non-emergency)	538-2591
Gila Regional Medical Center	538-4000

On Campus Hostage or Terrorism Incident

1. Initial Assessment

- Incident is reported to Campus Police at 538-6231.
- Central emergency alarm may be activated.
- Campus Police contacts Silver City Police Department and Fire Department as needed.
- Campus Police notifies CIRT Leader to activate CIRT command center and phone bank.
- Campus Police and/or the CIRT Leader brief the local police upon their arrival to campus.

2. Life Safety Assurance

- In the event that someone is injured, Campus Police contacts emergency medical services.
- The local police "take charge" of the situation; Campus Police and the CIRT support local police and other authorities as needed.
- Persons are evacuated from buildings as ordered and report to the Student Memorial Building.
- Food Service arranges for food and water for evacuated persons.
- The Office for Institutional Advancement/PIO broadcast announcements regarding the incident, school closing, delays, updates, etc.
- Phone bank continues to respond to incoming calls.
- The Associate Vice President for Student Affairs and the Student Health Services Center establish emotional support for students and evacuees.
- The Office of Student Affairs coordinates and distributes information to parents and students.

3. Recovery

- Once the situation is resolved, appropriate administrators communicate an update to members of the campus community.
- The Office for Institutional Advancement/PIO provides updates to the media.
- The CIRT continues to meet for follow-up assessments and reports. Members of the team provide follow-up communication as necessary including web page postings, communication with parents, and staffing of the phone bank to answer incoming calls.
- The Student Health Services Center provides continued emotional support to the members of the WNMU community as needed.

Gas Leak

1. Initial Assessment

- Any person discovering a possible gas leak notifies Campus Police immediately at 538-6231.
- The first responder evaluates the situation and takes action as required.
- Campus Police notifies the CIRT Leader.

2. Population Welfare

- If it is determined that a gas leak is evident, Campus Police evacuates the area immediately
- The Silver City Fire Department is notified of the incident and the location of the leak.
- The gas company is notified of the leak as soon as possible.
- The CIRT Leader is provided with updates as necessary.

3. Recovery

- As soon as the leak is under control, Campus Police notifies all necessary personnel that the area is safe.
- A report is filed by Campus Police on the incident and distributed to members of the CIRT.
- An investigation is initiated to determine the cause of the leak.
- The Office for Institutional Advancement makes announcements to the WNMU community and to the public as needed.

Chemical Spill

1. Initial Assessment

- Any person detecting or suspecting a chemical spill alerts all personnel in the building to immediately evacuate the building. Personnel exit by the closest door and assemble on the up-wind side of the building.
- The Campus Police is notified at 538-6231.
- Campus Police contacts the Silver City Fire Department, provides the location(s), and escorts the fire truck to the location(s).
- Campus Police contacts the CIRT Leader.

2. Population Welfare

- No personnel will be allowed to enter the building until the Silver City Fire Department Hazardous Materials Team deems the area safe.

3. Protection of Property

- The area may be required to be decontaminated before personnel can enter the building.

4. Recovery

- Once the area is deemed safe, personnel will be allowed to enter the building.
- An investigation will be conducted by Campus Police to determine the cause of the spill.
- Reports will be distributed as required by the Incident Notification Plan.
- The Office for Institutional Advancement/PIO makes announcements to the WNMU community and to the public as needed.

Bomb Threat

1. Initial Assessment

- Any person receiving a bomb threat will assume that the threat is real.
- The person taking the call will follow the bomb threat procedure and obtain as much information as possible.
- Campus Police is notified at 538-6231 as soon as possible of the location and provided with all information received from the caller.

2. Population Welfare

- If Campus Police determines the threat to be legitimate, the following will occur:
 - The building is evacuated.
 - The Silver City Fire Department is notified.
 - All personnel are ordered to a safe location away from the area.
 - The Crisis Intervention Response Team Leader is notified as required.

3. Recovery

- The Campus Police files a report with appropriate authorities.
- As soon as the Silver City Fire Department deems the area safe, personnel will be allowed to enter the building.
- The Student Health Services Center, counselors, advisers, Deans and Chairs determine plans for providing emotional support for the WNMU community.
- The Office for Institutional Advancement/PIO makes public announcements to the WNMU community and to the public as needed.

Incidents Involving Students Studying Abroad

When WNMU students are studying in Mexico or other countries, the University follows the Emergency Response Plan created by the Extended University. This document includes emergency preparedness guidelines, procedures for responding to general emergencies and specific incidents, and an emergency communications plan.

Prior to departure, faculty and/or staff leading a student cohort will complete an on-site safety assessment and share this information with participants during their pre-departure orientation. Cohort leaders will also receive an on-site handbook that includes the emergency response plan and an emergency notification list. Specific emergency plans address routine emergencies such as minor illnesses and theft and major emergencies such as major illnesses, natural disasters and regional socio-political unrest.

For more information, contact the Dean or Chair of the department sponsoring the international study or contact the Office of the Vice President of Student Affairs.

On-campus Evacuation Plan

- When on-campus evacuation is necessary, all persons will gather at the Intramural Gym. If the Intramural Gym is affected by an incident, the Student Memorial Building will serve as the alternate evacuation site.
- For evacuation information for people with disabilities or special needs, please see **<http://www.wnmu.edu/incident/disability/evacuation.htm>**
- All persons will be accounted for and the command center will be activated.
- The Student Health Services Center, counselors, advisers, Deans and Chairs will establish emotional support for evacuees and other concerned community members.

Off-campus Evacuation Plan

- When off-campus evacuation is necessary, all persons will be directed to a specific off-campus site depending on the nature and location of the incident. Possible evacuation sites include Gough Park and Fort Bayard.
- All campus exits will be used. Traffic will be directed.
- Individual vehicles and WNMU vans will be used to transport persons to the evacuation site. Grant County regional transportation providers will be contacted to assist with the evacuation. Contact numbers are available for the regional transportation providers.
- The Silver City Police Department will be contacted and the department will set up a command center at the evacuation site. The Silver City Police Department and other departments (Silver City Fire Department, GRMC, etc.) will work closely with the Western New Mexico University CIRT.
- All persons will be accounted for.
- The Student Health Services Center, counselors, advisers, Deans and Chairs will establish emotional support for evacuees and other concerned members of the community.
- First aid assistance will be offered.
- A central phone line/number will be established for WNMU community members to call in and for parents, friends, and other concerned individuals.

Referenced Documents

The following documents are referenced or implied in the Crisis Response Plan (see crisis management wiki for some descriptions):

- a crisis intervention policy (this document?)
- written procedure outlines how the Crisis Intervention Response Team is activated
- specific incident response plans (in this document?)
- Campus Crisis Packet
- emergency call list/incident contact list
- evacuation plans
- lists of chemicals or other hazardous materials in the building/materials inventory book with MSD sheets
- Intervention Strategy for Sexual Assault (contained here)
- Incident Notification Plan
- bomb threat procedure
- International Emergency Response Plan created by the Extended University. This document includes emergency preparedness guidelines, procedures for responding to general emergencies and specific incidents, and an emergency communications plan. (incidents involving students in foreign countries)
- an on-site safety assessment (form?)
- on-site handbook that includes the emergency response plan and an emergency notification list
- **<http://www.wnmu.edu/incident/disability/evacuation.htm>** (evacuation plan for disabled individuals)
- SODEXO contract addendum
- Pocket crisis response card
- Canned/pre-prepared announcements
- Emotional support plan template
- MOUs with utility companies, SC Police and Fire depts., etc.
- Web page update templates
- Phone bank scripts
- Phone bank implementation plan
- Maps and floor plans