

# CHAMINADE UNIVERSITY EMERGENCY MANUAL

VERSION 6.2

## TABLE OF CONTENTS

<b>1</b>	<b>GENERAL AND ORGANIZATION .....</b>	<b>1</b>
1.1	INTRODUCTION .....	1
<b>2</b>	<b>HOW TO REPORT AN EMERGENCY .....</b>	<b>2</b>
2.1	AIRCRAFT ACCIDENT OR FALLING OBJECTS .....	2
2.2	BOMB THREAT BY PHONE .....	2
2.3	CHEMICAL OR RADIATION SPILL .....	2
2.4	CIVIL DISTURBANCE OR DEMONSTRATIONS ON CAMPUS .....	2
2.5	EARTHQUAKE .....	2
2.6	EXPLOSION OR THREAT OF EXPLOSION .....	2
2.7	FIGHTING .....	2
2.8	FIRE .....	3
2.9	HOSTAGE SITUATION / INTRUDER .....	3
2.9.1	<i>Hostage</i> .....	3
2.9.2	<i>Intruder</i> .....	3
2.10	HURRICANE, SEVERE WIND STORM, OR ADVERSE WEATHER .....	3
2.10.1	<i>Students</i> .....	3
2.10.2	<i>University Community</i> .....	4
2.11	MEDICAL .....	4
2.12	SUICIDE .....	4
2.13	SUSPICIOUS LETTERS OR PACKAGES .....	4
2.14	TERRORIST THREAT .....	4
2.15	Tsunami .....	4
2.16	UTILITY FAILURE (ELECTRIC, WATER, AND NATURAL GAS) .....	5
2.17	VIOLENT OR CRIMINAL BEHAVIOR .....	5
<b>3</b>	<b>LIST OF EMERGENCY TEAM MEMBERS: PLANNING AND OPERATIONAL .....</b>	<b>6</b>
	FOR LOCATIONS IN THE MANUAL WHERE THESE TITLES APPEAR PLEASE CONSULT THE INDEX AT THE BACK OF THIS MANUAL .....	6
	AREA MARSHALS .....	6
	BUDGET DIRECTOR .....	6
	ASSOCIATE DEAN OF ENROLLMENT MANAGEMENT .....	6
	ASSOCIATE DEAN OF STUDENTS .....	6
	BUILDING MARSHALS .....	6
	DEAN OF ENROLLMENT MANAGEMENT .....	6
	DEAN OF INFORMATION SERVICES AND LIBRARY .....	6
	DEAN OF STUDENTS .....	6
	DIRECTOR OF ADMINISTRATIVE SERVICES .....	6
	DIRECTOR OF CAMPUS MINISTRY .....	6
	DIRECTOR OF DINING SERVICES .....	6
	DIRECTOR OF PERSONAL COUNSELING .....	6
	DIRECTOR OF PERSONNEL .....	6
	DIRECTOR OF PHYSICAL PLANT .....	6
	DIRECTOR OF RESIDENTIAL LIFE .....	6
	ENVIRONMENTAL SAFETY OFFICER .....	6
	EXECUTIVE ASSISTANT TO THE PRESIDENT .....	6
	PROVOST .....	6
	INSTRUCTORS .....	6

PRESIDENT .....	7
PUBLIC INFORMATION OFFICER.....	7
RECEPTIONISTS.....	7
REGISTRAR.....	7
SECURITY SUPERVISOR .....	7
UNIVERSITY COMMUNITY .....	7
VICE PRESIDENT FOR FINANCE AND FACILITIES .....	7
VICE PRESIDENT FOR INSTITUTIONAL ADVANCEMENT.....	7
WEBMASTER .....	7
<b>4 OPERATIONAL PROCEDURES FOR EMERGENCY PERSONNEL.....</b>	<b>8</b>
4.1 EMERGENCY INFORMATION .....	8
4.1.1 <i>Statewide Emergencies</i> .....	8
4.1.2 <i>Campus Alert Procedure</i> .....	9
4.1.3 <i>Medical Emergencies</i> .....	9
4.2 HURRICANE .....	10
4.2.1 <i>President</i> .....	10
4.2.2 <i>Emergency Planning Team Coordinators</i> .....	11
4.2.3 <i>Security Supervisor</i> .....	12
4.2.4 <i>Director of Physical Plant</i> .....	13
4.2.5 <i>Environmental Safety Officer</i> .....	14
4.2.6 <i>Food Service</i> .....	15
4.2.7 <i>Director of Residential Life/ Residence Hall Directors</i> .....	16
4.2.8 <i>Director of Campus Ministry</i> .....	19
4.2.9 <i>Public Information Officer</i> .....	20
4.2.10 <i>Building Marshals</i> .....	21
4.2.11 <i>Webmaster</i> .....	21
4.2.12 <i>Non-Emergency Members of the University Community</i> .....	22
4.2.13 <i>Counseling Center</i> .....	23
4.3 BOMB THREAT.....	24
4.3.1 <i>Fire Marshal (Environmental Safety Officer)</i> .....	24
4.3.2 <i>Building Marshals</i> .....	24
4.3.3 <i>Area Marshals</i> .....	25
4.3.4 <i>Receptionists</i> .....	26
4.3.5 <i>Public Information Officer</i> .....	26
4.3.6 <i>Director of Physical Plant</i> .....	26
4.3.7 <i>Security Supervisor</i> .....	26
4.3.8 <i>Instructors</i> .....	27
4.3.9 <i>Director of Residential Life/ Residence Hall Directors</i> .....	27
4.4 FIRE.....	28
4.4.1 <i>Fire Marshal (Environmental Safety Officer)</i> .....	28
4.4.2 <i>Building Marshals</i> .....	28
4.4.3 <i>Area Marshals</i> .....	29
4.4.4 <i>Public Information Officer</i> .....	29
4.4.5 <i>Director of Physical Plant</i> .....	29
4.4.6 <i>Security Supervisor</i> .....	29
4.4.7 <i>Instructors</i> .....	30
4.4.8 <i>Director of Residential Life/ Residence Hall Directors</i> .....	30
4.4.9 <i>Members of the University Community</i> .....	30
4.5 HOSTAGE SITUATION / INTRUDER / SHOOTER ON CAMPUS .....	31
4.5.1 <i>President</i> .....	31
4.5.2 <i>Security Office</i> .....	31
4.5.3 <i>Members of the University Community</i> .....	32
4.6 CONTAGIOUS MEDICAL SITUATIONS .....	32
4.6.1 <i>Dean of Students</i> .....	32
4.7 MEDIA CRISIS .....	33

4.7.1	Public Information Officer .....	33
4.7.2	Members of the University Community .....	33
4.8	EARTHQUAKES.....	33
4.8.1	Environmental Safety Officer .....	33
4.8.2	Building and Area Marshals.....	34
4.8.3	Security Supervisor.....	34
4.8.4	Facilities.....	35
4.8.5	Instructors.....	35
<b>5</b>	<b>EMERGENCY PLANNING TEAMS.....</b>	<b>36</b>
5.1	PRESIDENT.....	36
5.1.1	Provost.....	36
5.2	ADMINISTRATIVE PLANNING TEAM.....	36
5.2.1	Coordinator (Dean of Enrollment Management).....	36
5.2.2	Executive Assistant to the President.....	36
5.2.3	Director of Personnel.....	37
5.2.4	Dean of Information Services and Library.....	37
5.2.5	Registrar.....	37
5.2.6	Associate Dean of Enrollment Management.....	37
5.2.7	Budget Director.....	37
5.3	COMMUNICATIONS AND PUBLIC RELATIONS PLANNING TEAM.....	38
5.3.1	Coordinator (Vice President for Institutional Advancement).....	38
5.3.2	Public Information Officer .....	38
5.3.3	Dean of Information Services and Library.....	38
5.3.4	Dean of Students.....	39
5.3.5	Director of Personnel.....	39
5.3.6	Environmental Safety Officer .....	39
5.4	FACILITIES PLANNING TEAM .....	39
5.4.1	Coordinator (Vice President for Finance and Facilities).....	39
5.4.2	Director of Physical Plant.....	39
5.4.3	Environmental Safety Officer.....	39
5.4.4	Security Supervisor.....	40
5.4.5	Building Marshals (Coordinated by Environmental Safety Officer).....	41
5.5	HUMAN CONCERNS PLANNING TEAM.....	41
5.5.1	Coordinator (Dean of Students).....	41
5.5.2	Associate Dean of Students.....	42
5.5.3	Director of Dining Services.....	42
5.5.4	Director of Personal Counseling.....	42
5.5.5	Director of Campus Ministry.....	42
5.5.6	Director of Residential Life .....	42
5.6	MEMBERS OF THE UNIVERSITY COMMUNITY.....	43
5.6.1	Hurricane .....	43
5.6.2	Fire/Bomb Threat .....	43
5.6.3	Media Crisis .....	43
<b>6</b>	<b>EMERGENCY SPECIAL COMMITTEES .....</b>	<b>44</b>
6.1	EMERGENCY EVACUATION COMMITTEE .....	44
6.1.1	Committee Members.....	44
6.1.2	Committee Members' Responsibilities.....	45
6.2	RECORDS SECURITY COMMITTEE .....	46
6.2.1	Committee Members.....	46
6.2.2	Committee Responsibilities.....	46
6.3	MEDICAL SERVICES AND CAMPUS CRISIS COMMITTEE.....	46
6.3.1	Committee Member's Responsibilities.....	46
<b>7</b>	<b>CHECKLISTS FOR THE PRESIDENT'S ANNUAL REVIEW .....</b>	<b>48</b>

7.1	HURRICANE CHECKLIST.....	48
7.2	EXTERNAL COMMUNICATIONS CHECKLIST.....	49
7.3	FACILITIES' CHECKLIST.....	49
7.3.1	<i>Pre Emergency</i> .....	49
7.3.2	<i>Post Emergency</i> .....	50
7.4	BOMB THREAT CHECKLIST.....	50
7.5	FIRE CHECKLIST.....	51
<b>8</b>	<b>DEFINITIONS.....</b>	<b>53</b>
	<b>APPENDIX A: MEDIA CRISIS COMMUNICATION PLAN.....</b>	<b>55</b>
	<b>APPENDIX B: BLANK.....</b>	<b>62</b>
	<b>APPENDIX C: BOMB THREAT FORM.....</b>	<b>63</b>
	<b>APPENDIX D: CHING CONFERENCE CENTER.....</b>	<b>63</b>
	<b>APPENDIX E: EIBEN HALL FIRST FLOOR MAP.....</b>	<b>65</b>
	<b>APPENDIX F: COMMUNITY RESOURCES.....</b>	<b>66</b>
	<b>APPENDIX G COMMUNICABLE DISEASE POLICY AND PROCEDURES.....</b>	<b>71</b>

## EMERGENCY ACTION PLAN

# 1 General and Organization

## 1.1 Introduction

This plan provides guidance to the administrators in their preparation for planning, testing, updating and implementing the emergency procedures for Chaminade University of Honolulu campus/community emergencies. These procedures are to aid in the protection of lives and property and do not cover every conceivable situation that may occur.

*Section 1:* Explains the format and use of the Chaminade University Emergency Manual.

*Section 2:* Gives general guidelines for anyone observing and reporting various types of emergencies.

*Section 3:* Alphabetical list of emergency planning and operational team members. Look in the index at the back of this manual under the appropriate title to find pages where each title appears in this manual.

*Section 4:* Gives operational procedures and details for certain types of emergencies. For each type of emergency the emergency personnel involved are listed and what they are expected to do throughout the emergency situation. This is also the section that is used for the annual training programs that are conducted by the Safety Office.

*Section 5:* Areas of responsibility and suggestions for the annual review conducted by the designated coordinators for each of the Emergency Planning Teams. This manual is reviewed with a view to corrections required by experience or change in personnel or situations as well as the inclusion of additional emergency situations.

*Section 6:* Areas of responsibility for the Emergency Special Committees. There are some areas or concerns that require a mix of people from different Planning Teams. These committees review the Manual when needed to be sure that the concerns are met in the written procedures.

*Section 7:* President's Annual Checklists. Each year the President meets with the Emergency Response Coordinators to review the state of emergency preparations and training.

*Section 8:* Definitions and Miscellaneous. This is other useful emergency information.

## **2 How to Report an Emergency**

### **2.1 Aircraft Accident or Falling Objects**

- Notify Security Office: 735-4792 or ext. 4792 (Cell: 690-2301).
- Stay at a safe distance
- Follow instructions concerning evacuation.

### **2.2 Bomb Threat by Phone**

- Recipient: record information on a bomb threat form.
- Notify Security Office: 735-4792 or ext. 4792 (Cell: 690-2301).
- Contact Security to pick up the completed form.

### **2.3 Chemical or Radiation Spill**

- Notify Security Office: 735-4792 or ext. 4792 (Cell: 690-2301).
- Notify Environmental Safety Officer: 735-4811 at ext. 4811 or cell: 520-0799.
- For laboratory spills notify the Dean of Natural Sciences and Mathematics:evacuate the area
- **Do not attempt to clean or contain.**
- Follow the instructions of the Environmental Safety Officer or the Bio-Safety Officer.

### **2.4 Civil Disturbance or Demonstrations on Campus**

- Notify Security Office: 735-4792 or ext. 4792 (Cell: 690-2301).
- Notify President's Office 735-4741

### **2.5 Earthquake**

- If Inside:
  - Stay inside.
  - Immediately take cover under desks, tables, or supported doorways and away from windows.
- If Outside:
  - Stay outside.
  - Move toward the tennis courts at the top of campus.
  - Stay away from tall buildings, stonewalls, decorative rock formations, and trees.

### **2.6 Explosion or Threat of Explosion**

- Notify Security Office: 735-4792 or ext. 4792 (Cell: 690-2301).
- Notify Facilities: 735-4869 or ext. 4869.

### **2.7 Fighting**

- All Areas: Notify Security Office: 735-4792 or ext. 4792 (Cell: 690-2301).
- In Residence Hall: notify Residence Hall Staff

## 2.8 **Fire**

- Pull the fire alarm, (to notify building occupants to evacuate)
- If the fire alarm is not working or no fire alarm is available:
  - Verbally notify the occupants.
  - Initiate the Verbal Fire Evacuation Notification Plan.
- All building occupants when hearing the fire alarm or when notified in person are to evacuate their location according to the evacuation diagram posted in their area.
- Call 911
- Notify Security Office: 735-4792 or ext. 4792 (Cell: 690-2301).
  - Give location of the fire:
    - Room number or near a room number
    - Building name or name of a location nearby
  - Other information; evacuating, injuries, size of fire,
- Evacuate the building to the nearest assembly area according to the posted evacuation diagrams.
- Do not re-enter the building until the “All Clear” is given by a Fire or Safety Officer.
- If no “All Clear” is given, follow the instructions of the Building Marshal or designee.

## 2.9 **Hostage Situation / Intruder**

### 2.9.1 Hostage

- Notify 911 **immediately**. Give the dispatcher details of the situation and ask for assistance from the Hostage Negotiation Team.
- Do **NOT** intervene if the hostage taker is unaware of your presence.
- Notify Security Office: 735-4792 or ext. 4792 (Cell: 690-2301)
- If hostage taker knows of your presence:
  - Follow instructions of hostage taker.
  - Remain calm.
  - Treat the hostage taker as normally as possible.
  - Ask permission, do not argue.
  - Wait for help.

### 2.9.2 Intruder

An unauthorized or an unknown suspicious person who enters school property.

- Notify Security Office: 735-4792 or ext. 4792 (Cell: 690-2301).

## 2.10 **Hurricane, Severe Wind Storm, or Adverse Weather**

### 2.10.1 Students

- Check with local radio and television stations to monitor the progress of the storm.

- Refer to the University website ([www.chaminade.edu](http://www.chaminade.edu)) to learn if classes are canceled or the University is closed.
- Check with your RA or RD for further information.
- Have your survival kits available.

### **2.10.2 University Community**

- Check with local radio and television stations to monitor the progress of the storm.
- Refer to the University website ([www.chaminade.edu](http://www.chaminade.edu)) to learn if classes are canceled or the University is closed.
- Follow the directives issued by the University President or designee.
- Have your survival kits available.

### **2.11 Medical**

- Call 911
- Notify Security Office: 735-4792 or ext. 4792 (Cell: 690-2301).
- Notify Student Support Services: 735-4733 or ext. 4733

### **2.12 Suicide**

- If you know of a person, who is talking of suicide
  - Notify the Personal Counseling Office: 739-4603 or ext. 4603
- In the process of committing suicide
  - Call 911
  - Notify Security Office: 735-4792 or ext. 4792 (Cell: 690-2301).
  - Notify Student Support Services: 735-4733 or ext. 4733.

### **2.13 Suspicious Letters or Packages**

- Item could be:
  - A delivered item
  - An abandoned package (in an area where it is not expected)
- Do not move the item
- Notify Security Office: 735-4792 or ext. 4792 (Cell: 690-2301).
- Notify the Building Marshal

### **2.14 Terrorist Threat**

- Monitor the Homeland Security Advisory System (HSAS) color code for Hawaii. The national code may be different and respond as recommended by the local authorities.
  - [www.hawaiiredcross.org](http://www.hawaiiredcross.org)
  - [www.scd.hawaii.gov](http://www.scd.hawaii.gov)
  - [www.honolulu.gov/dem](http://www.honolulu.gov/dem)

### **2.15 Tsunami**

- The University is not in the Tsunami evacuation zone.
- Listen to the radio or television for area information and instructions



- Follow the directives provided by the University on the University website.

### **2.16 Utility Failure (Electric, Water, and Natural Gas)**

- Notify Facilities: 735-4869 (on campus at 4869)
- Notify Security Office: 735-4792 or ext. 4792 (Cell: 690-2301).

### **2.17 Violent or Criminal Behavior**

- Notify Security Office: 735-4792 or ext. 4792 (Cell: 690-2301).

### **3 List of Emergency Team Members: Planning and Operational**

*For locations in the manual where these titles appear please consult the index at the back of this manual.*

***Area Marshals***

***Budget Director***

***Associate Dean of Enrollment Management***

***Associate Dean of Students***

***Building Marshals***

***Dean of Enrollment Management***

***Dean of Information Services and Library***

***Dean of Students***

***Director of Administrative Services***

***Director of Campus Ministry***

***Director of Dining Services***

***Director of Personal Counseling***

***Director of Personnel***

***Director of Physical Plant***

***Director of Residential Life***

***Environmental Safety Officer***

***Executive Assistant to the President***

***Provost***

***Instructors***

***President***

***Public Information Officer***

***Receptionists***

***Registrar***

***Security Supervisor***

***University Community***

***Vice President for Finance and Facilities***

***Vice President for Institutional Advancement***

***Webmaster***

## **4 Operational Procedures for Emergency Personnel**

### **4.1 Emergency Information**

#### **4.1.1 Statewide Emergencies**

*In the event that Chaminade University is part of a state evacuation notice:*

1. Orders to evacuate will be issued over the “Emergency Alert System” (EAS) through police, fire department, civil defense, and civil air patrol aircraft.
2. Follow all civil defense instructions, including shelter information.

##### **4.1.1.1 Civil Defense Evacuation Information instruction:**

1. The “Emergency Alert System” (EAS) will provide you with the information you need. Civil Defense instructions are broadcast over:
  - a. Radio
  - b. Television
  - c. Cable TV systems
2. When you hear the warning sirens, tune into your local station.
3. Sirens will be repeated as necessary.
4. **DO NOT USE THE EXTERNAL TELEPHONE LINES EXCEPT FOR SERIOUS EMERGENCIES.**
5. A monthly test of the EAS and warning sirens is conducted at 11:45am on the first state work day of each month.

##### **4.1.1.2 Warning Sirens and Procedures**

1. A “Steady” three minute siren tone is the “Attention Alert Warning Signal.”
2. Tune your radio or television to any station and listen for emergency information and instructions.
3. Listen for the “Emergency Alert System” broadcast for further information and the “All Clear” announcement.
4. The President will update the University Emergency Planning Team Coordinators with directions for campus response.

##### **4.1.1.3 National Weather Service Notifications**

1. The National Weather Service and the Pacific Tsunami Warning Center coordinates with the State Civil Defense to issue weather and tsunami advisories, bulletins, and hurricane watches and warnings through local radio, television and newspaper announcements.
2. A hurricane “Watch” indicates the storm is expected within 36 hours.
3. A hurricane “Warning” indicates that the storm is expected within 24 hours.
4. The President will issue directives to the University Emergency Planning Team Coordinators for the campus responses.

##### **4.1.1.4 Terrorist Threat**

###### **4.1.1.4.1 Imminent Threat Alert**

Warns of a credible, specific, and impending terrorist threat against the United States.

#### **4.1.1.4.2 Elevated Threat Alert**

Warns of a credible terrorist threat against the United States.

#### **4.1.1.4.3 Sunset Provision**

NTAS Alerts contain plain language and a specific date when the alert expires .

### **4.1.2 Campus Alert Procedure**

The emergency mass notification system for Chaminade University consists of the library PA system, the InformaCast messages to all campus phones and computers as well as the University website and emails to all employees and students.

There are three levels of campus alerts.

- Yellow indicates an unconfirmed report of possible danger or condition. Stay alert. More information to follow.
- Red indicates that a dangerous condition exists that requires immediate action.
- Green indicates that all is clear.

Security may issue Yellow Alerts. The Public Information Officer or the Environmental Safety Officer may issue Red and Green Alerts.

### **4.1.3 Medical Emergencies**

For medical emergencies on Campus, call 9-1-1 and CUH Security at 735-4792 or 690-2301 (cell). Give the best description you can of the medical emergency, and as much detail as possible about your location. Protect yourself from injury or contamination, and protect the injured person from further injury.

If possible, have the person lay down, if they are already on the floor, do not move them unless it is necessary to prevent further injury.

- For bleeding, direct pressure is the best action in most cases.
- For broken bones, keep the limb from moving and wait for emergency assistance.
- An unconscious person
  - shake their shoulder and call to them, if there is no response and no normal breathing, be sure 9-1-1 has been called and begin CPR. Push hard and fast on the center of the chest between the nipples 100 times a minute and pushing the chest down at least 2 inches. You do not need to breath into them, just push hard and fast.
  - Send someone to get an AED, they are located at:
    - Ching Hall outside entrance to Loo Student Center
    - Security outside main door
    - Mystical Rose Chapel outside Mauka
    - Library Lanai main entrance
    - Kieffer lanai at main entrance

- Hale Pohaku 1<sup>st</sup> floor lanai near room 102
- Hale Lokelani outside main entrance
- Hale Malia (Center Marianist Community) near front entrance
- Brogan Education Bldg. lanai
- 3353 Waiialae (7<sup>th</sup> Ave) Res Hall Laundry Room
- 2745 Kapiolani (Iolani Terrace) Res Hall Laundry room
- 2498 Date Street Res Hall 2<sup>nd</sup> floor elevator lobby
- Continue CPR, open AED push the “ON” button and follow instructions
- For non-life threatening conditions, keep the person safe and calm and wait for medical assistance.

## **4.2 Hurricane**

### **4.2.1 President**

*Know the Alert System, Warning Sirens and Procedures and Service Notifications. See section 4.1*

#### **4.2.1.1 Phase 1: 36 hours “Watch”**

1. Monitor progress of storm on radio or TV.
2. Put the Emergency Planning Team Coordinators on alert and/or call a preliminary meeting.
3. Review Evacuation and Emergency Service Plan with the Emergency Planning Team Coordinators

#### **4.2.1.2 Phase 2: 30 hours**

1. Monitor progress of the storm.
2. Review contingencies for “Day or Night” operations.
3. In consultation with the Facilities Team Coordinator determine a time when Facilities will begin emergency implementation.
4. In consultation with the Director of Residential Life and the Director of Dining Services determine when to shut-down Tredtin Hall and Residence Halls.
5. Declare a “State of Emergency”
6. Cease regular operations and advise non-emergency personnel to vacate campus. If at home stay at home.
7. Move to Communications Center in Eiben Hall Rooms 108 and 109
8. Meet with the Emergency Planning Team Coordinators for briefing.
9. Confirm with the Director of Residential Life and the Director of Dining Services the schedule for issuing special communications to residents concerning meals and evacuation to Eiben Hall shelter.
10. Be prepared to respond immediately if directed by Oahu Civil Defense Agency through radio, television, FAX or by police, fire or Civil Defense officials using mobile public address systems in the community
11. Monitor the progress of Eiben Hall preparation and Evacuations.

#### **4.2.1.3 Phase 3: 24 hours “Warning”**

*Expect heavy rains and strong winds, Gusts to 40 MPH, possibly no electricity.*

1. Complete the Preparation of Facilities

#### **4.2.1.4 Phase 4: Immediately Prior and During the Storm**

1. Determine if everyone is inside of Eiben Hall and declare shelter ready to be secured.

#### **4.2.1.5 Phase 5: Post-Hurricane**

1. Assemble Emergency Planning Team in Room 109 immediately after the hurricane.
  - a. Determine when to declare “All Clear” and open the doors of Eiben Hall.
  - b. Determine a time for the Emergency Planning Team Coordinators to do their assigned assessments of the campus.
  - c. Deploy Emergency Planning Team Coordinators for post-hurricane processes.
2. Review with the Public Information Officer the information to be provided to the media and posted on the website.

#### **4.2.1.6 Phase 6: Resume Operations**

1. Meet with Emergency Planning Team Coordinators for a debriefing.
2. Declare “Campus Open” for operations.

### **4.2.2 Emergency Planning Team Coordinators**

*Know the Alert System, Warning Sirens and Procedures and Service Notifications. See section 4.1*

#### **4.2.2.1 Phase 1: 36 hours “Watch”**

1. Monitor progress of the storm on radio or TV.
2. Respond to call from the President.
3. Contact all members of your team who will be involved with the on-campus emergency executions.
4. Review emergency plans and checklist with those involved.
5. Confirm timeline for implementation of the emergency measures that your team is responsible for.

#### **4.2.2.2 Phase 2: 30 hours**

1. President will determine when to begin physical preparations for securing campus
2. Have all personnel prepared to shut down regular operations and ready to implement emergency procedures.
3. Begin to prepare Eiben Hall for use as the Emergency Shelter.
4. The President declares a “State of Emergency.”
5. Dismiss all non-emergency personnel
6. Move to Communications Center in Eiben Hall Room 109
7. Meet with the President for a briefing.

#### **4.2.2.3 Phase 3: 24 hours “Warning”**

*Expect heavy rains and strong winds, Gusts to 40 MPH, possibly no electricity.*

1. Complete the Preparation of Facilities
2. Maintain a head count and the location of people still on campus.

#### **4.2.2.4 Phase 4: Immediately Prior to and During the Storm**

1. Provide assistance to those in need.

#### **4.2.2.5 Phase 5: Post-Hurricane**

1. The President declares an “All Clear.”
2. Meet with the President in Room 108 to review post-hurricane procedures.
3. Contact Emergency Planning Team members and provide a status report and confirm post-hurricane actions (to include sub-committee responsibilities).
4. Coordinate responses in your area and report to the President on the condition of your area of responsibility.

#### **4.2.2.6 Phase 6: Resume Operations**

1. The President declares “Campus Open” for operations.
2. Meet with Emergency Planning Team Members for a debriefing.

### **4.2.3 Security Supervisor**

*Know the Alert System, Warning Sirens and Procedures and Service Notifications. See section 4.1*

#### **4.2.3.1 Phase 1: 36 hours “Watch”**

1. Establish Communications with the Director of Physical Plant.
2. Confirm with the Director of Residential Life that all necessary radios are operative.
3. Confirm available staff members.

#### **4.2.3.2 Phase 2: 30 hours**

1. President will determine when to begin physical preparation for securing campus.
2. Prepare to Setup Command Center in Eiben Hall Room 109 If this site is unavailable, consult with the Facilities Planning Team Coordinator for another location as an alternate. The President declares a “State of Emergency.”
3. Move to Communications Center in Eiben Hall Room 109
4. Activate the Eiben Hall Command Center.
5. Distribute Radios to the Director of Physical Plant and the Director of Dining Services.
6. Establish Communications with local authorities.
7. Security Supervisor will staff the Command Post at all times until properly relieved.
8. At least one security officer will direct pedestrian and vehicle traffic.



#### **4.2.3.3 Phase 3: 24 hours “Warning”**

*Expect heavy rains and strong winds, Gusts to 40 MPH, possibly no electricity.*

1. Complete the Preparation of Facilities
2. Maintain a head count as to the location of people still on campus.
3. Clear Mystical Rose parking and secure in preparation to park additional CUH vehicles.

#### **4.2.3.4 Phase 4: Immediately Prior to and During the Storm**

1. Assist the Director of Residential Life and the Campus Ministry with medical and emotional crisis.

#### **4.2.3.5 Phase 5: Post-Hurricane**

1. When the President declares an “All Clear” assist Facilities in opening the doors of Eiben Hall.
2. Meet with Emergency Response Coordinators to review assessment plan.
3. Escort the President during the assessment of the campus.
4. Verify security staffing schedule.

#### **4.2.3.6 Phase 6: Resume Operations:**

1. The President declares “Campus Open.”
2. Meet with staff for a post-hurricane debriefing.
3. Provide sub-contractor (Securitas) with a status report.

### **4.2.4 Director of Physical Plant**

*Know the Alert System, Warning Sirens and Procedures and Service Notifications. See section 4.1*

#### **4.2.4.1 Phase 0: Hurricane Season (June 1 – November 30)**

1. Inventory provision for Eiben Hall emergency operations and staff safety equipment annually by June 1<sup>st</sup>. See Facilities Checklist Section 7.3

#### **4.2.4.2 Phase 1: 36 hours “Watch”**

1. Prepare to:
  - a. Hurricane proof Eiben Hall.
  - b. Set up generators and temporary lighting in Eiben Hall.
  - c. Set-up portable toilets, washbasins, waste bins, water coolers, etc... at Eiben Hall
  - d. Secure Lawn items.
  - e. Secure unused buildings by turning off utilities
  - f. T.C. Ching Hall will remain unlocked.

#### **4.2.4.3 Phase 2: 30 hours**

1. The President declares a “State of Emergency.”
2. Execute the phase 1 preparations.
3. Dismiss non-emergency personnel.

4. Facilities emergency personnel move to Communications Center in Eiben Hall Room 109
5. Assist Director of Dining Services with transporting the comfort food to Eiben Hall.

#### **4.2.4.4 Phase 3: 24 hours "Warning"**

*Expect heavy rains and strong winds, Gusts to 40 MPH, possibly no electricity.*

1. Continue preparation of facilities.
2. Shut off gas and electric as building are evacuated
3. Store vehicles and golf carts in the makai parking lot of Mystical Rose.

#### **4.2.4.5 Phase 4: During the Storm**

1. Secure all doors both upper and lower levels of Eiben Hall

#### **4.2.4.6 Phase 5: Post-Hurricane**

1. Once the President declares an "All Clear," open all doors in Eiben Hall.
2. Meet with Emergency Response Coordinators to review assessment plan.
3. Assess campus for damages and notify the President.
4. Assess utilities
  - a. Assess and restore internal utilities.
  - b. Provide utility vendors with status report as required.

#### **4.2.4.7 Phase 6: Resume Operations**

1. The President declares "Campus Open."
2. Meet with staff for a post-hurricane debriefing.
3. Remove emergency items from Eiben Hall.

### **4.2.5 Environmental Safety Officer**

*Know the Alert System, Warning Sirens and Procedures and Service Notifications. See section 4.1*

#### **4.2.5.1 Phase 1: 36 hours "Watch"**

1. Monitor the radio, email and fax machine for civil defense instructions.
2. Keep the President and the non-emergency University Community Members updated with emergency information.
3. Contact the Building Marshals to prepare for notice to stop operations and evacuate.

#### **4.2.5.2 Phase 2: 30 hours**

1. Continue monitoring emergency information.
2. If the sirens sound without previous alerts, confirm the nature of the emergency and inform the President and the Security Supervisor.
3. The President will determine when to begin physical preparations for securing campus.

4. Confirm progress of Security, Facilities, and Residential Life.
5. The President declares a “State of Emergency.”
6. Notify Building Marshals to begin evacuating and securing buildings upon notification of the President.
7. Move to Communications Center in Eiben Hall Room 109

#### **4.2.5.3 Phase 3: 24 hours “Warning”**

*Expect heavy rains and strong winds, Gusts to 40 MPH, possibly no electricity.*

2. Complete the Preparation of Facilities
3. Maintain a head count as to the location of people still on campus.

#### **4.2.5.4 Phase 4: During the Storm**

1. Provide assistance to those in need.

#### **4.2.5.5 Phase 5: Post-Hurricane**

1. The President declares an “All Clear.”
2. Meet with Emergency Response Coordinators to review assessment plan.
3. Follow-up with Civil Defense on post-hurricane emergency information.

#### **4.2.5.6 Phase 6: Resume Operations**

1. The Presidents declares “Campus Open” for operations.
2. Meet with Building Marshals for a debriefing.
3. Evaluate the hurricane procedure.

### **4.2.6 Food Service**

*Know the Alert System, Warning Sirens and Procedures and Service Notifications. See section 4.1*

#### **4.2.6.1 Phase 0: Hurricane Season (June 1 – November 30)**

1. From July 1 to December 1 have a three day emergency supply of non-perishable food for 350 people stored in Eiben Hall storage area.
2. Coordinate with the Director of Physical Plant the transport of emergency supplies to Eiben Hall storage area.

#### **4.2.6.2 Phase 1: 36 hours “Watch”**

1. Confirm that there are three days of emergency provisions of non-perishable food for 350 people stored in the Eiben Hall storage.

#### **4.2.6.3 Phase 2: 30 hours**

1. The President will determine when to begin physical preparations for securing campus.
2. Coordinate with the Director of Residential Life, the food service for the last hours before closing Tredtin Hall.
3. Notify facilities to assist with food to be transported to Eiben Hall.
4. The President declares a “State of Emergency.”

5. Coordinate pre-storm “Warning” food service.

#### **4.2.6.4 Phase 3: 24 hours “Warning”**

*Expect heavy rains and strong winds, Gusts to 40 MPH, possibly no electricity.*

1. Complete the preparation of facilities
2. Maintain a head count of Food Service Staff still on campus.

#### **4.2.6.5 Phase 3B: 4 hours**

1. Close Tredtin facility
2. Park van at Mystical Rose parking lot.
3. Relocate to the Communications Center in Eiben Hall Room 109 when the President gives notice.
4. Confirm with the Director of Physical Plant and the Director of Residential Life the plan for the collection and disposal of waste products.

#### **4.2.6.6 Phase 4: During the Storm**

1. Coordinate food service according to the food service schedule.

#### **4.2.6.7 Phase 5: Post-Hurricane**

1. The President declares an “All Clear.”
2. Meet with Emergency Response Coordinators to review assessment plan.
3. Assess damages to Tredtin Hall.
4. Coordinate food service according to the food service schedule.

#### **4.2.6.8 Phase 6: Resume Operations**

1. The President declares “Campus Open” for operations.
2. Meet with staff for a post-hurricane debriefing.
3. Open Tredtin Hall

### **4.2.7 Director of Residential Life/ Residence Hall Directors**

*Know the Alert System, Warning Sirens and Procedures and Service Notifications. See section 4.1*

#### **4.2.7.1 Phase 1: 36 hours “Watch”**

1. Review Hurricane Emergency procedures with Staff and Residents.
  - The RD on duty will be notified of the situation.
  - The RD must contact all the other RDs and Housing Coordinator to inform them of the situation.
  - A full RA staff meeting must be called within an hour of notification. The staff will be notified of the situation. All radios, land lines and cell phones will be tested
  - The staff members must organize hall meeting for students who are currently in the residence halls as well as gather the emergency supplies for their residents and building. These supplies are checked annually to insure viability and adequate quantities.

- If needed, contact Campus Ministry, Counseling Center Director and any others who may provide support. Depending on the situation, if the DRL is not present, a representative will be designated to inform the group of the situation.
- The Director will contact the Public Relations Officer to stay abreast of the situation and provide open communication regarding the residents and the evacuation.
- After the hall meeting, have the staff provide support to the students.
- The meetings need to begin at off campus housing then proceed to the on campus halls.
- Help students prepare and update their Personal Survival Kits in the staging area.

#### *4.2.7.2 Phase 2: 30 hours*

1. President will determine when to begin physical preparations for securing campus.
2. Hall Meeting to inform residents of incoming storm and procedures to be taken.
  - a. Attendance- use floor plan
  - b. Purpose of Meeting
    - Explain to students this is meeting is done to inform them of steps to take to prepare for the natural disaster.
    - Residents will be informed of incoming events, such as hurricane, etc.
  - c. Prepping room for storm:
    - Move everything away from windows.
    - Unplug all appliances.
    - Wrap electronics in trash bags, tape shut, and lift off of the floor and onto the bed.
    - Dispose of any perishable items in the refrigerators and tape closed.
  - d. Distribute trash bags
  - e. Use the following list for Survival Kit
    - An extra supply of prescription medicines.
    - Non-perishable dietary food if necessary.
    - Personal water container or drinking cup.
    - Ice Chest.
    - Pillows, blankets, sleeping bags, or air mattress.
    - Portable radio, flashlights, and extra batteries.
    - Extra clothing, eyeglasses.
    - Personal Hygiene Items.
    - Quiet games, books, and playing cards.
    - Important papers including drivers license, special medical information, insurance policies and property inventory (written or videotaped)
    - First aid kit.
  - f. Staging area change bag (to be transported with students).

- dry clothes
  - footwear
  - towel
3. The President declares a “State of Emergency.”
  4. Move to Communications Center in Eiben Hall Room 109
  5. Keep in communication with Emergency Planning Team, RAs, and RDs.
  6. RDs and RAs:
    - a. Assist students with food service and evacuation to Eiben Hall.
    - b. Assist Facilities and in preparation for the shut down of the Residence Hall.
  7. RAs at Off Campus Halls to organize survival kits and other necessities.

#### 4.2.7.3 Phase 3: 24 hours “Warning”

*Expect heavy rains and strong winds, Gusts to 40 MPH, possibly no electricity.*

1. Complete the preparation of facilities.
2. Maintain a head count as to the location of people still on campus.

#### 4.2.7.4 Phase 3B: (8 hours)

1. RDs to report to Eiben Hall and set-up staging area to receive students.
2. Coordinate, depending on time of day, with Dining Services to determine if a meal will be served in Tredtin Hall
3. Student support teams to report to Eiben Hall.

#### 4.2.7.5 Phase 3C: (6 hours)

1. Off campus evacuation.
  - a. RAs to take attendance (using floor plans) and pass out plastic ponchos and prep for evacuation.
  - b. Proceed to staging area and to Eiben Hall. See appendix D and E.
    - Date Street
    - Iolani Terrace
    - Waialae Ave

#### 4.2.7.6 Phase 3D: 4 hours

1. On campus evacuation.
  - a. Students return to Residence Halls for preparations.
    - Gather survival bags.
    - Move personal items and secure them.
  - b. RAs to take attendance (using floor plans) and pass out plastic ponchos and prep for evacuation.
  - c. Proceed to staging area and then to Eiben Hall. See appendix D and E.
    - i. Ching Conference Room (275 Max. Capacity)
      - Hale Pohaku: 103
      - Kieffer Hall: 42
      - Hale Lokelani: 90

#### *4.2.7.7 Phase 4: During the Storm*

1. RDs and RAs to monitor and assist students.
2. Student First Aid and other support teams to be in their designated areas.
3. Student activities (games, song, etc....) to begin.

#### *4.2.7.8 Phase 5: Post-Hurricane*

1. The President declares an “All Clear”
2. Meet with Emergency Response Coordinator to review assessment plan.
3. Meet with RDs and RAs to update current situation.
4. Assess Residence halls.

#### *4.2.7.9 Phase 6: Resume Operations*

1. The President declares “Campus Open” for operations.
  - a. Debrief RDs and RAs.
  - b. Resident meeting to inform of situation and have students return to their halls.
  - c. Meet with Residence Building Marshals for a debriefing.

### **4.2.8 Director of Campus Ministry**

#### **4.2.8.1 Know the Alert System, Warning Sirens and Procedures and Service Notifications. See section 4.1**

#### *4.2.8.2 Phase 1: 36 hours “Watch”*

1. Confirm contact list of outside religious support services through the Rectors attendance at monthly Vicariate meetings and our diocesan relationships, we would have the support and services of Catholic Charities and other parishes on the island.
2. Obtain ADA and medical list from the Associate Dean of Students.
3. Meet with the Campus Ministry Intervention Team. The Intervention team would be Campus Ministry staff which meets weekly, and the Extended Intervention Team would include the Marianist Communities at Hale Malia, and Marianist Hall.

#### *4.2.8.3 Phase 2: 30 hours*

1. Campus Intervention Team to assist students in Residence Halls with emotional support.

#### *4.2.8.4 Phase 3: 24 hours “Warning”*

*Expect heavy rains and strong winds, Gusts to 40 MPH, possibly no electricity.*

1. Complete the preparation of facilities.

#### *4.2.8.5 Phase 4: During the Storm*

1. Provide emotional support to those in Eiben Hall.

#### **4.2.8.6 Phase 5: Post-Hurricane**

1. The President declares an “All Clear”
2. Assess students’ emotional and spiritual needs.
3. Meet with the Dean of Students and Director of Residential Life to provide student update.
4. Contact outside religious support services as required.

#### **4.2.8.7 Phase 6: Resume Operations**

1. The President declares “Campus Open” for operations.
2. Meet with the Campus Ministry Intervention Team for a debriefing.

### **4.2.9 Public Information Officer**

*Know the Alert System, Warning Sirens and Procedures and Service Notifications. See section 4.1*

#### **4.2.9.1 Phase 1: 36 hours “Watch”**

1. Continue to email updates on the progress of the storm to all employees and students. *[When does the emergency website go active?]*
2. Confirm with members of the Communications Committee that information has been sent to relevant constituency.
3. Establish communications with the President and Safety Officer.
4. Prepare media communications and plans to inform the CUH community on procedures for responding to media inquires.

#### **4.2.9.2 Phase 2: 30 hours**

1. The President will determine when to begin physical preparations for securing campus
2. The President declares a “State of Emergency.”
3. Activate Campus Alert Procedure (See Section 4.1.2). The University is closed and non emergency personnel should leave campus.
4. Move to Communications Center in Eiben Hall Room 109
5. Communicate with media as required.

#### **4.2.9.3 Phase 3: 24 hours “Warning”**

*Expect heavy rains and strong winds, Gusts to 40 MPH, possibly no electricity.*

1. Complete the preparation.

#### **4.2.9.4 Phase 4: During the Storm**

1. Stay with the President to facilitate external communications.

#### **4.2.9.5 Phase 5: Post-Hurricane**

1. The President declares an “All Clear.”
2. Meet with Emergency Response Coordinators to review assessment plan.
3. Accompany the President during the assessment of the campus.
4. Contact the Communications Committee for post-hurricane procedures.



5. Follow up with Web Master.

#### **4.2.9.6 Phase 6: Resume Operations**

1. The President declares “Campus Open” for operations.
2. Prepare final Press Statement.

### **4.2.10 Building Marshals**

*Know the Alert System, Warning Sirens and Procedures and Service Notifications. See section 4.1*

#### **4.2.10.1 Phase 1: 36 hours “Watch”**

1. Review Hurricane Emergency procedures.
2. Staff Building Marshals to communicate with the Safety Officer.
  - a. Relay emergency information provided by the Safety Officer to the Staff Area-Marshals.

#### **4.2.10.2 Phase 2: 30 hours**

1. The President declares a “State of Emergency.
2. If you are not on Campus, do not come to the Campus.
3. Upon notification from the Safety Officer Building Marshals will notify Area Marshals to:
  - a. To send all non-emergency personnel home.
  - b. Leave campus.

#### **4.2.10.3 Phase 3: 24 hours “Warning”**

*Expect heavy rains and strong winds, Gusts to 40 MPH, possibly no electricity.*

#### **4.2.10.4 Phase 5: Post-Hurricane**

1. Contact the Environmental Safety Officer.

#### **4.2.10.5 Phase 6: Resume Operations**

1. The President declares “Campus Open” for operations.
2. Building and Area Marshals to meet with the Environmental Safety Officer for a debriefing.

### **4.2.11 Webmaster**

*Know the Alert System, Warning Sirens and Procedures and Service Notifications. See section 4.1*

#### **4.2.11.1 Phase 1: 36 hours “Watch”**

1. Initiate communications with Public Information Officer.

#### **4.2.11.2 Phase 5: Post-Hurricane**

1. Maintain communications with Public Information Officer via phone .

#### **4.2.11.3 Phase 6: Resume Operations**

1. Conclude communications with Public Information Officer via phone.

#### **4.2.12 Non-Emergency Members of the University Community**

*Know the Alert System, Warning Sirens and Procedures and Service Notifications. See section 4.1*

##### **4.2.12.1 Phase 1: 36 hours “Watch”**

1. Be sure your “Hurricane Survival Kits” are in good condition.
  - a. Hurricane Survival Kits:
    - An extra supply of prescription medicines.
    - Non-perishable dietary food if necessary.
    - Ice chest.
    - Pillows, blankets, sleeping bags, or air mattress.
    - Portable radio, flashlights, and extra batteries.
    - Extra clothing, eyeglasses.
    - Personal hygiene items.
    - Quiet games, books, and playing cards.
    - Important policies and property inventory (written or videotaped).
    - First aid kit.
  2. Listen for instructions
    - a. Residence Halls: Instructions will come from RDs and RAs.
    - b. Classrooms: Instructions will come from Building Marshals.
    - c. The Campus Alert Procedure will be used to notify of University closing.
    - d. Off-campus: Monitor Civil Defense for instructions.

##### **4.2.12.2 Phase 2: 30 hours**

1. The President declares a “State of Emergency.”
  - a. Residence Halls.
    - Follow the instructions from RDs and RAs.
  - b. Classrooms and offices.
    - All non-emergency personnel should leave campus.
  - c. Off-campus.
    - Stay at home.
2. Assist the Building Marshals as instructed.

##### **4.2.12.3 Phase 3: 24 hours “Warning”**

*Expect heavy rains and strong winds, Gusts to 40 MPH, possibly no electricity.*

##### **4.2.12.4 Phase 5: Post-Hurricane**

1. Off-campus.

- Monitor website and/or radio and TV for updated information about Chaminade University plans to resume operations.

#### 4.2.12.5 *Phase 6: Resume Operations*

1. The President declares “Campus Open” for operations.
2. Report to work.
3. Supervisor to provide an update.

### 4.2.13 **Counseling Center**

#### 4.2.13.1 *Phase 1: 36 hours “Watch”*

1. Training: Provide training to Residential Hall and Campus Ministry staff at least once a year or as needed to build the capacity to serve as intervention teams. Topics have and will continue to include indicators of suicidal or violent behavior, signs of possible mental illness, and basic intervention skills.
2. Assessment protocol for suicidal students has been developed.
3. If an intern is on site at the Counseling Center, the individual will also be fully training to act accordingly in the event of a crisis or disaster.
4. If the Counseling Center is forewarned of a disaster before it strikes, the Director will contact community resources and support services to let them know that their services will be needed. Appropriate resource list is attached. Appendix F

#### 4.2.13.2 *Phase 3: 24 hours “Warning”*

- 1 The Director on site will alert and notify the Dean of Students. Appropriate departments would be notified.
2. If needed, Security will be contacted to address those students who will need additional assistance in the event of an emergency. Security is given an on-going list of those needing assistance on campus on a regular basis and Security will know their location if they are on campus.
3. The Director would be available to provide mental health intervention and/or to advise and consult with other staff.
4. Assist in identifying people or groups needing immediate support/intervention (immediate and secondary victims).
5. Identifying those who need a higher level of care and work with other departments to see how to get these individuals to outside services.
6. Contact other counseling/therapeutic resources for referral or back-up if needed.
7. Compile a list of high risk individuals or groups for follow up.
8. Document actions taken and sequence of events.
9. Set up a drop-in center on site if needed.

#### 4.2.13.3 *Phase 5: Post-Hurricane*

1. Schedule a debriefing sessions with staff and students.

2. Contact or meet with other Directors involved to review the situation and to collaborate follow up.
3. Phase out the drop-in center (if developed) and replace with visits to the Counseling Center or outside services.
4. Meet with Residential Life staff to assess needs and specifically affected groups.
5. In session, address the short term effects of trauma for students.

#### **4.2.13.4 Phase 6: Ongoing support**

1. Providing ongoing support to students and staff.
2. Address the long term effects of a crisis for students.
3. Address any grief issues.
4. Identifying and addressing signs of PTSD (Post Traumatic Stress Disorder)
5. Assist students with anger management or conflict resolution issues as needed.

#### **4.2.13.5 Community Resources See Appendix F**

### **4.3 Bomb Threat**

#### **4.3.1 Fire Marshal (Environmental Safety Officer)**

##### **4.3.1.1 Pre-Operational**

- Responsible for training the Building Marshals, Area Marshals, Receptionists, Security and the Physical Plant Director and conducting bomb threat drills.
- Responsible for keeping the notification list up to date.
- Record Bomb Threat Drills and forward to Environmental Safety Office for record keeping.
- Know how to activate the alarm system.
- Ensure each campus phone has a list of emergency phone numbers.

##### **4.3.1.2 Operational**

- Confirm that the Security Supervisor, the President's Office, the Public Information Officer, and the Building Marshals have been notified.

#### **4.3.2 Building Marshals**

##### **4.3.2.1 Pre-Operational**

- Ensure current evacuation diagrams are updated with the plans posted in every room.
- Ensure personnel are familiar with evacuation plans, evacuation routes and location of assembly areas.

- Ensure Receptionists receive training on receiving a bomb threat by phone.
- Ensure that Area Marshals are in the habit of scanning their areas for suspicious packages on a regular basis.
- Know how to activate the pull alarms system.
- Keep Bomb Threat Forms and Emergency Phone Numbers by the phones.

#### *4.3.2.2 Operational*

- When notified by a Receptionist or Security of a possible Bomb Threat:
  - Let the Area Marshals know of possible threat (Do not use cell phones, radios, or remote control devices during a bomb threat)
  - Instruct the Area Marshals to check their areas.
- Check public areas for location of Bomb or Suspicious packages:
  - Confirm that area marshals have found no suspicious packages in other areas.
  - If package is found, pull fire alarm and direct the evacuation process.
  - If no package is found notify Security Office, the Safety Officer, and the Receptionist.
- Evacuation:
  - At initiation of the fire alarm, coordinate the evacuation process.
  - Ensure the building is evacuated.
  - In cooperation with the Area Marshals, account for personnel after an evacuation
  - Give Personnel Accounts to the Fire Marshal.
  - Issue an “All Clear” signal after consultation with Security Officer.

### **4.3.3 Area Marshals**

#### *4.3.3.1 Pre-Operational*

- On a regular basis and when notified by the Building Marshal, conduct visual inspection of work area, looking for suspicious items, things out of the ordinary and notify the Building Marshall of any suspicious items.
- Know the building evacuation plan particularly for your area along with any special responsibilities in the evacuation process.

#### *4.3.3.2 Operational*

- Cooperate with the direction of the Building Marshal by conducting a visual inspection of work area, looking for suspicious items, things out of the ordinary and notify the Building Marshal of any suspicious items (Do not use cell phones, radios, or remote control devices during a bomb threat).
- If fire alarm is activated direct and assist personnel in your area to evacuate according to the building plan.
- Leave the windows as they are.

- Clear area when you leave.
- Mark exit doors so that it is clear that no unauthorized personnel should enter the building until the Building Marshal gives an “All Clear”.

#### **4.3.4 Receptionists**

##### *4.3.4.1 Pre-Operational*

- Review procedures with the Safety Officer.
- Be familiar with the Bomb Threat Form and the procedures involved with its use.
- Keep Bomb Threat Form and Emergency Numbers by the phones.

##### *4.3.4.2 Operational*

- Use the bomb threat form
- Ensure the card is complete and accurate
- Contact the Security Office main phone number and tell them that you have a completed form for pick up.
- Contact the Building Marshal
- Contact the Safety Officer’s main phone number
- Give completed card to Security.

#### **4.3.5 Public Information Officer**

##### *4.3.5.1 Operational*

- When notified of a bomb threat, prepare a response for the media and refer to the University Media Policy.

#### **4.3.6 Director of Physical Plant**

##### *4.3.6.1 Operational*

- In response to an evacuation alarm, provide pedestrian control and building access for emergency personnel.

#### **4.3.7 Security Supervisor**

##### *4.3.7.1 Pre-Operational*

- Liaison with fire department and police

##### *4.3.7.2 Operational*

- Receive call from Receptionist
- Pick up Bomb Threat card
- Meet with the Building Marshal
- Following the direction of the Building Marshal, coordinate the search for an explosive.

- If an explosive or suspicious package is found leave the area and call 911 **(Do not use cell phones, radios, or remote control devices during a bomb threat).**
- Record the bomb threat on the log.
- Security will meet with local fire or law enforcement personnel when they arrive.
- Give them a building evacuation diagram and a site plan when they arrive.
- Provide Traffic Control.
- If no explosive or suspicious package is found, call 911 to inform authorities of the Bomb Threat and resume daily responsibilities.

### **4.3.8 Instructors**

#### *4.3.8.1 Pre-Operational*

- In each classroom there should be an evacuation diagram clearly displayed. It should show where they are, the route to take leaving that room and building, and the location of the assembly area.
- All personal should be periodically briefed on the diagram and what to do in case of an emergency.
- Every instructor in the classroom on the first class meeting will review the Fire Safety Plan with students, calling their attention to the fire exit plan posted on the wall just inside the room door. The designation of students to assist the instructor with any disabled students that might be in the class is also done at this time.

#### *4.3.8.2 Operational*

- If an alarm sounds evacuate the class room according to the Fire Safety Plan discussed on the first day of class.
- Instructor will:
  - Designate person to alert the adjacent class(s) of the situation.
  - The Instructor or Class Leader when hearing the fire alarm or notified in person or by phone will:
    - Evacuate the class according to the posted evacuation diagram.
    - Take the class roster
    - At the assembly area conduct a head count
  - Account for the students by using the attendance roster and deliver the information to the Building Marshal

### **4.3.9 Director of Residential Life/ Residence Hall Directors**

#### *4.3.9.1 Operational*

- Assume Building Marshals' responsibilities for each of the Residence Halls.

## **4.4 Fire**

### **4.4.1 Fire Marshal (Environmental Safety Officer)**

#### *4.4.1.1 Pre-Operational*

- Responsible for training the Building Marshals, Area Marshals, Receptionists, Security and the Physical Plant Director and conducting fire drills.
- Responsible for keeping the notification list up to date.
- Record Fire Drills and forward to Environmental Safety Office for record keeping.
- Know how to activate the alarm system.

#### *4.4.1.2 Operational*

- Confirm that the Security Supervisor, the President's Office, Facilities, the Public Information Officer, Environmental safety Officer, Saint Louis School, and the Building Marshals have been notified, and the Mass Notification System has been activated.

### **4.4.2 Building Marshals**

#### *4.4.2.1 Pre-Operational*

- Insure personnel are familiar with:
  - Evacuation plans, evacuation routes and location of assembly areas.
  - The nearest fire alarm and how to activate it.
- Inspect fire extinguishers.
  - Check all extinguisher locations
  - Monitor expiration dates
- Know how to activate the alarm system.
- Plan and conduct drills with the Safety Officer.

#### *4.4.2.2 Operational*

- At the sound of a fire alarm, coordinate the evacuation process:
  - Ensure the building is evacuated while checking public areas for the location of a fire.
  - In cooperation with Area Marshals, account for personnel after an evacuation
  - Give Personnel Accounts to the Fire Marshal.
- Notify Security Office: 735-4792 or ext. 4792. Cell: 690-2301
- Issue an "All Clear" signal after consultation with Security Officer.



### **4.4.3 Area Marshals**

#### *4.4.3.1 Pre-Operational*

- Know location of fire extinguishers and how to use them
- Know the building evacuation plan particularly for your area and any special responsibilities in the evacuation process.

#### *4.4.3.2 Operational*

- Direct and assist personnel in your area to evacuate according to the building plan.
- Call 911
- Notify Security Office: 735-4792 or ext. 4792. Cell: 690-2301
- Close windows and doors (DO NOT lock them.)
- Mark exit doors so that it is clear that no unauthorized personnel should enter the building until the Building Marshal gives an “All Clear”.
- Do a Personnel Check at assembly area and report to the Building Marshal

### **4.4.4 Public Information Officer**

#### *4.4.4.1 Operational*

- When notified, prepare response for the media and refer to the University Media Policy.

### **4.4.5 Director of Physical Plant**

#### *4.4.5.1 Operational*

- In response to an evacuation alarm, provide pedestrian control and building access for emergency personnel.

### **4.4.6 Security Supervisor**

#### *4.4.6.1 Pre-Operational*

- Liaison with fire department and police

#### *4.4.6.2 Operational*

- Security, when hearing a fire alarm or notified by phone or in person will assess the situation and make needed notifications:
  - Call 911
  - Fire Marshal (Environmental Safety Officer): 735-4811 at ext. 4811 or cell: 520-0799
  - Other Buildings
- Security will meet with local fire or law enforcement personnel when they arrive.
- Give them a building evacuation diagram and a site plan when they arrive.
- Provide Traffic Control.

## **4.4.7 Instructors**

### *4.4.7.1 Pre-Operational*

- In each classroom there should be an evacuation diagram clearly displayed. It should show where they are, the route to take leaving that room and building, and the location of the assembly area.
- All personal should be periodically briefed on the diagram and what to do in case of an emergency.
- Every instructor in the classroom on the first class meeting will review the Fire Safety Plan with students, calling their attention to the fire exit plan posted on the wall just inside the room door. The designation of students to assist the instructor with any disabled students that might be in the class is also done at this time.
- Report all safety hazards to:
  - The Environmental Safety Officer: 735-4811 at ext. 4811 or cell: 520-0799.
  - Security Office: 735-4792 at ext. 4792 or cell: 690-2301

### *4.4.7.2 Operational*

- For fire in a classroom, the Instructor will:
  - Designate one person to pull the nearest fire alarm.
  - Designate person to alert the adjacent class(s) of the situation.
  - Designate a person to call 911
  - The Instructor or Class Leader when hearing the fire alarm or notified in person or by phone will:
    - Evacuate the class according to the posted evacuation diagram.
    - Take the class roster
    - At the assembly area conduct a head count
  - Notify the Security Office: 735-4792 or ext. 4792. Cell: 690-2301
  - Complete the Personnel Accounts from the roster and deliver the information to the Building Marshal

## **4.4.8 Director of Residential Life/ Residence Hall Directors**

### *4.4.8.1 Operational*

- Assume Building Marshals' responsibilities for each of the Residence Halls.

## **4.4.9 Members of the University Community**

### *4.4.9.1 Operational*

- Pull the fire alarm
- Call 911
- Give important information:

- Location of emergency and emergency steps taken.
- If required, evacuate according to training procedures and diagrams.
- Tell those around you.
- Notify the Security Office: 735-4792 or ext. 4792. Cell: 690-2301
- DO NOT attempt to use the fire extinguishers unless you have been trained in their use.

## **4.5 Hostage Situation / Intruder / Shooter on Campus**

### **4.5.1 President**

- When notified, assess the situation and take actions as needed.

### **4.5.2 Security Office**

#### **4.5.2.1 Hostage Situation**

- Do not intervene if the hostage taker is unaware of your presence.
- Notify 911 immediately giving the dispatcher details of the situation. Ask for assistance from the Hostage Negotiation Team.
- Notify the President's office
- Activate the yellow campus alert procedure.
- Notify Saint Louis School
- .
- Give control of the scene over to the Police.
- Coordinate response activities with police to address safety of students and staff.
- If the hostage taker knows of your presence:
  - Follow the instructions of the hostage taker.
  - Remain calm.
  - Treat the hostage taker as normally as possible.
  - Ask permission, do not argue.
  - Wait for help.

#### **4.5.2.2 Intruder**

- If possible, have a second officer accompany you.
- Politely greet the intruder and identify yourself.
- Offer assistance.
- If the intruder's purpose is not legitimate, ask him or her to leave.
- Escort the intruder off campus.
- If the intruder refuses to leave:
  - Warn the intruder of consequences for staying on University property.
  - Inform him or her that the police will be called.
  - Call 911 if the intruder still refuses to leave. Give the dispatcher a full description of the intruder.
  - Notify the President's Office
  - Activate the yellow campus alert procedure.
  - Notify Saint Louis School

- Keep a safe distance from the intruder if he or she indicates a potential for violence. Be aware of the intruder's actions at this time, particularly if they are carrying a weapon or package.

#### ***4.5.2.3 Shooter on Campus***

A shooter is an individual who has discharged or made a threat with a firearm.

- a. If a report is received, broadcast a yellow alert to campus (See Section 4.1.2) and call 911. Investigate but do not intervene.
- b. Contact the Public Information Officer (429-2972) or the Environmental Safety Officer (520-0799).

### **4.5.3 Members of the University Community**

#### **4.5.3.1 Hostage**

- Notify 911 **immediately**. Give the dispatcher details of the situation.
- Do **NOT** intervene if the hostage taker is unaware of your presence.
- Notify Security Office: 735-4792 or ext. 4792 (Cell: 690-2301).
- If hostage taker knows of your presence:
  - Follow instructions of hostage taker.
  - Remain calm.
  - Treat the hostage taker as normally as possible.
  - Ask permission, do not argue.
  - Wait for help.

#### **4.5.3.2 Intruder**

- Notify Security Office: 735-4792 or ext. 4792 (Cell: 690-2301) of suspicious individuals or activities.
- Allow Security to take over the situation.

#### ***4.5.3.3 Shooter on Campus***

- Do NOT intervene.
- If possible, safely leave the area.
- Notify Security Office: 735-4792 or ext. 4792 (Cell: 690-2301).
- Notify 911 **immediately**. Give the dispatcher details of the situation.

### **4.6 Contagious Medical Situations**

The University follows the directives of the Hawaii Department of Health as coordinated by the Dean of Students Office.

#### **4.6.1 Dean of Students**

##### ***4.6.1.1 Pre-Operational***

Develop procedures for medical emergencies with the assistance of the Medical Services and Campus Crisis Committee. See Section 6.3.

## **4.7 Media Crisis**

*Whenever there is a threat to the organization's ongoing operations, reputation or financial stability.*

### **4.7.1 Public Information Officer**

#### *4.7.1.1 Pre-Operational*

- Review and update University Media Policy.

#### *4.7.1.2 Operational*

- Refer to the University Media Policy.

### **4.7.2 Members of the University Community**

#### *4.7.2.1 Operational*

- *Media Calls*
  - Route all media calls to the Public Information Officer: 735-4797 at ext. 4797 or to the designated spokesperson in the media center.
  - If a representative is unavailable request: caller's name, organization and number where they can be reached today.
    - If they persist, say:  
"I appreciate your questions and understand you have an important job to do. The fastest way I can help you is to put you in touch with the University Public Information Officer: 735-4797 or ext 4797. Cell: 429-2972"
- *Media on Campus*
  - Notify the Public Information Officer: 735-4797 at ext. 4797 or to the designated spokesperson in the media center.
  - If a representative is unavailable, notify the President's Office: 739-8389 at ext. 8389.

## **4.8 Earthquakes**

### **4.8.1 Environmental Safety Officer**

#### *4.8.1.1 Pre-Operational*

- Responsible for training Building and Area Marshals
- Responsible for keeping notification list up to date

## **4.8.2 Building and Area Marshals**

### *4.8.2.1 Pre-Operational*

- Insure personnel in area are familiar with:
- If inside:
  - Evacuation plans and assembly points
  - Stay inside.
  - Immediately take cover under desks, tables, or supported doorways and away from windows.
- If outside:
  - Stay outside.
  - Move toward the tennis courts at the top of Campus.
  - Stay away from buildings, stonewalls, decorative rock formations, and trees.

### *4.8.2.2 Operational*

- If inside
  - When earthquake begins, immediately take cover under desks, tables, or supported doorways and away from windows.
  - Take encourage personnel to take shelter
  - Discourage movement to exit building
  - When safe, or directed, send personnel to outside assembly point
- If outside
  - Do not let people enter buildings until they are declared safe
  - Send everyone up to the tennis courts
  - Wait for updates and directions

## **4.8.3 Security Supervisor**

### *4.8.3.1 Pre-Operational*

- Liaison with fire department and Police

### *4.8.3.2 Operational*

- When earthquake strikes
- Go outside
- Direct people outside to top of hill tennis courts
- Do not permit people to go into buildings until declared safe
- Check for calls for assistance
- From outside identify damaged buildings and listen for calls for help
- Call 9-1-1 report persons injured or trapped
- Assist and direct emergency personnel

## **4.8.4 Facilities**

### *4.8.4.1 Pre-Operational*

- Identify and mark all building gas and water valves on campus map
- Have building and structural blueprints accessible for engineering review after earthquake.

### *4.8.4.2 Operational*

- From outside identify damaged buildings and listen for calls for help
- Shut off all gas valves until integrity is verified
- Check integrity of electric and water systems
- Secure buildings until declared safe
- Call and assist structural engineers as appropriate
- After “all clear” assist with re-occupancy

## **4.8.5 Instructors**

### *4.8.5.1 Pre-Operational*

- Insure students are familiar with:
- If inside:
  - Evacuation plans and assembly points
  - Stay inside.
  - Immediately take cover under desks, tables, or supported doorways and away from windows.
- If outside:
  - Stay outside.
  - Move toward the tennis courts at the top of Campus.
  - Stay away from buildings, stonewalls, decorative rock formations, and trees.

### *4.8.5.2 Operational*

- If inside
  - When earthquake begins, immediately take cover under desks, tables, or supported doorways and away from windows.
  - Encourage students to take shelter
  - Discourage movement to exit building
  - When safe, or directed, send personnel to outside assembly point
- If outside
  - Do not let people enter buildings until they are declared safe
  - Send everyone up to the tennis courts
  - Wait for updates and directions

## **5 Emergency Planning Teams**

Each team is responsible for the planning and updating of their emergency procedures. The Emergency Planning Team Coordinator appoints each member of their team to assist in the team's mission.

### **5.1 President**

1. During an emergency, reference section 4.
2. Establishes the Emergency Planning Team and delegates the responsibilities for the safety and basic needs of the University's student population and those University staff members on premise assisting in emergency operations.
3. Conducts the annual meeting of the Emergency Planning Team. Use checklists from section 7.
4. Appoints Building Marshals.
5. Declares a campus "State of Emergency."
6. Consults and/or assembles the Emergency Planning Teams as required.
7. In the absence of the President, the designees will assume the emergency responsibilities.
  - a. Alternate I: Provost
  - b. Alternate II: Executive Assistant to the President

#### **5.1.1 Provost**

1. Review the President's responsibilities. Sec. 4
2. In absence of the President, perform the emergency responsibilities.
3. If unable to perform these responsibilities the second alternate will be the Executive Assistant to the President.

### **5.2 Administrative Planning Team**

#### **5.2.1 Coordinator (Dean of Enrollment Management)**

1. During an emergency, reference training section.
2. Review assigned duties with each member of the Administrative team at least annually.
3. Reassign duties as required.
4. Confirm plans and preparedness and Report to the President at the Annual Meeting.
5. Meet annually with the Records Security Committee

#### **5.2.2 Executive Assistant to the President**

1. Review the President's responsibilities.
2. As the second alternate you will assume the President's responsibilities in absence of both the President and Executive Vice President and Provost.
3. With the Director of Personnel, develop plans for emergency personnel services.
4. Review campus emergency plan with the Audit Committee of the Board of Regents and the University Attorney for legal adequacy.



5. Keep Emergency Manual on-line and updated as material, policy or procedures are changed.
6. Meet annually with the Budget Director

### **5.2.3 Director of Personnel**

1. Establish plan for emergency use of personnel and payroll procedures.
2. Review compliance issues and introduce new personnel to Building Marshals.
3. Review regularly, University policy regarding harassment, threatening, stalking, and other inappropriate behaviors that often precede workplace violence. Introduce new employees to these policies.
4. Meet annually with the Records Security Committee
5. Maintain all such records and plans in a location where others may obtain them in the event that the Director of Personnel is unavailable.

### **5.2.4 Dean of Information Services and Library**

1. Establish emergency duties and identify all essential Information Services personnel to be on campus in an emergency along with their duty schedule.
2. Develop emergency preparation procedures to restore essential infrastructure, e.g. servers, network hardware, electrical power.
3. Establish procedures to coordinate the activities of Information Services staff during emergencies to ensure rapid and efficient shut down and restoration of services.
4. Meet annually with the Records Security Committee.
5. According to the procedures established by the Records Committee, each office is responsible for their files in the case of an emergency.

### **5.2.5 Registrar**

1. Develop a plan for manual procedures to track and maintain data in the records office until data systems are restored.
2. According to the procedures established by the Records Committee, each office is responsible for their files in the case of an emergency.
3. Secure and/or backup all files, paper and electronic.

### **5.2.6 Associate Dean of Enrollment Management**

1. Develop manual procedures to track and maintain data in the financial aid office until data systems are restored.
2. Notify appropriate federal and state agencies of events and actions taken.
3. Maintain all such records and plans in a location where others may obtain them in the event that the Associate Dean of Enrollment Management is unavailable.
4. Meet annually with the Records Security Committee
5. According to the procedures established by the Records Committee, each office is responsible for their files in the case of an emergency.

### **5.2.7 Budget Director**

1. Create and maintain a system for recording emergency insurance contact information using Chaminade's administrative system.

2. Train administrators in how to obtain emergency insurance contact information from both the desktop application and Chaminade's administrative system.
3. Provide printed copies of contact information to identified individuals.
4. In the event of an emergency have this list immediately available.
5. Provide desktop access to emergency insurance contact information on-campus.
6. Coordinate photography and video tape efforts for insurance, legal or disciplinary purposes
7. According to the procedures established by the Records Committee, each office is responsible for their files in the case of an emergency.

### **5.3 Communications and Public Relations Planning Team**

#### **5.3.1 Coordinator (Vice President for Institutional Advancement)**

1. During an emergency, reference training section.
2. Review assigned duties with each member of the Communications and Public Relations Planning Team at least annually.
3. Reassign duties as required.
4. Confirm plans and preparedness and report to the President at the Annual Meeting.

#### **5.3.2 Public Information Officer**

1. Develop a plan regarding equipment, supplies, and space requirements at Eiben Hall needed for external emergency communications.
2. Assures that the contact list for informing members of the Emergency Planning Team is up to date with contact numbers and procedures.
3. Will be the Chief Communications Officer in the event of an emergency.
4. Media preparations:
  - a. Assemble and maintain a current list of media contacts, including those who anticipate serving as new sources in the event of an emergency.
  - b. Establish a designated press area.
  - c. Coordinate media movement on campus.
  - d. Develop procedure for training all personnel in what to do if approached by media. See Sec. 4.7 and Appendix A.
  - e. Determine appropriate and timely release of information to media.
5. Maintain a log of all telephone inquiries.
6. Review plans with the Director of Finance and Business for around the clock response to the main University phone number.
7. Meet with the Ad Hoc emergency group.

#### **5.3.3 Dean of Information Services and Library**

1. Develop alternative communication paths (email, blog, and web) for use in emergencies.
2. Develop a plan with the Public Information Officer, Dean of Students, and the Director of Personnel to retrieve the necessary contact information to allow efficient communication during emergencies.

#### **5.3.4 Dean of Students**

1. Pre-Emergency Preparation for all parents and students.
2. Address Emergency procedures at New Student Orientation.
3. Establish a system by which parents may receive information on an ongoing basis. [Use of website.]
4. Responsible for contacting families in the event of casualties.
5. Provide updates and information to the Public Information Officer for use on the WEB Page

#### **5.3.5 Director of Personnel**

1. Create and maintain current emergency contact information on faculty and staff and have it as immediately available as possible – even in the event of power failure.

#### **5.3.6 Environmental Safety Officer**

1. In advisement to the Communications and Public Relations Planning Team during planning

### **5.4 *Facilities Planning Team***

#### **5.4.1 Coordinator (Vice President for Finance and Facilities)**

1. Review assigned duties with each member of the Facilities Team at least annually.
2. Reassign duties as required.
3. Confirm plans and preparedness and report to the President at the Annual Meeting.
4. Meet annually with the Records Security Committee

#### **5.4.2 Director of Physical Plant**

1. Assure emergency duties and identify all essential personnel to be on campus in an emergency along with their duty schedule.
2. Assure that there is adequate planning and preparation in facilities to respond to an emergency situation.
3. Maintain list of available companies from which equipment and specialized services may be secured.
4. Meet annually with the Emergency Evacuation Committee.
5. Maintain all such records and plans in a location where others may obtain them in the event that the Director of Physical Plant is unavailable.

#### **5.4.3 Environmental Safety Officer.**

##### **5.4.3.1 *Hurricane***

1. Establish emergency manual which indicates responsibilities and procedures in the event of an emergency.

2. Determine safest shelters for on-campus populations and annually review shelters for adequacy.
3. Determines procedures for the fortification of Eiben Hall for use as a shelter for students and emergency response personnel according to Civil Defense recommendations.
4. Develop plans to notify Building Marshals of the emergency situation and continually review and update these plans.
5. Develop building evacuation plans. These must include specific plans for the evacuation of handicapped persons.
6. Schedule Time for training of Building and Area Marshals in emergency techniques such as: fire extinguisher usage, and building evacuation drills.
7. Establish and implement training programs to detect, report, and take appropriate actions against sabotage, explosives, or other terrorist-type threats or devices.
8. Maintain all campus fire extinguishers at full readiness.
9. Maintain a list of potentially hazardous materials on campus at any one time; along with plan of response should such hazardous materials become released into the campus environment.
10. Conduct regular drills to assure plans are workable and understood by those persons who will help carry them out.
11. Keep records of Fire Drills and other training.
12. Liaison for Building Marshals. Assure that Building Marshals are appointed and trained.
13. Follow-up briefing with on-the-job training.

#### **5.4.3.2 Fire/Bomb Threat.**

1. Develop an annual Marshal training program.
2. Maintain and update records for: fire drill, alarm activations, and inspections.

#### **5.4.3.3 Hazardous Materials**

1. Reference the Hazardous Waste Management Program.
2. Organize a meeting with Dean of Natural Sciences.

### **5.4.4 Security Supervisor.**

#### **5.4.4.1 Hurricane**

1. Establish procedures for the receipt and dissemination of emergency information and warnings.
2. Coordinate with Environmental Safety Officer on training programs to detect, report, and take appropriate actions against sabotage, explosives, or other terrorist-type threats or devices.
3. Periodically review and update equipment as needed.
4. Maintain communication with Honolulu police, fire, and ambulance squads.
5. Maintain all such records and plans in a location where others may obtain them in the event that the Security Supervisor is unavailable.
6. Meet annually with the Emergency Evacuation Committee.

#### **5.4.4.2 Fire/Bomb threat.**

1. Maintain updated facility diagrams.

### **5.4.5 Building Marshals (Coordinated by Environmental Safety Officer)**

#### **5.4.5.1 Hurricane**

1. Advise the Director on the appointment of Area Marshals in each office, work area, classroom and living areas to assist in the Safety and Fire Prevention Program.
2. Insure Area Marshals receive training.
3. Insure all Receptionists receive training.
4. Review procedures to notify building occupants and the Security Supervisor of an emergency situation.
5. Receive initial and annual training on using the fire extinguishers.
6. Receive training on bomb threat, bomb search and terrorist activities.
7. Insure that all new personnel receive an initial safety briefing, to include (but not limited to):
  - Location of emergency procedures,
  - Location of the evacuation diagram,
    - Review by walking the evacuation routes and the assembly areas,
  - Introduction to Area Marshals

#### **5.4.5.2 Fire/Bomb Threat**

1. Establish notification scheme for the building particularly with the Area Marshals and Security Office.
2. Create emergency contact list with:
  - Emergency phone numbers
  - Calling 911
    - i. What information to have ready to request the desired help.
3. Identify Area Marshals and their contact information.
4. Assure placement of emergency phone numbers at all phones.
5. Confirm Diagrams showing:
  - The Building name or number
  - Living areas, class rooms, offices, and other rooms
  - Primary and alternate evacuation routes,
  - Primary and alternate assembly areas
  - Location of fire extinguishers
  - Location of fire alarm pull stations
  - Location of emergency light (optional)

## **5.5 Human Concerns Planning Team**

### **5.5.1 Coordinator (Dean of Students)**

1. Review assigned duties with each member of the Human Concerns Planning Team at least annually.

2. Reassign duties if required.
3. Confirm plans and preparedness and report to the President at the Annual Meeting.
4. Coordinate with the Medical Services Committee.

#### **5.5.2 Associate Dean of Students**

1. Coordinate with the Medical Services Committee.

#### **5.5.3 Director of Dining Services**

1. Establish emergency duties and identify all essential personnel to be on campus in an emergency along with their duty schedule.
2. Plan for stocking and maintaining emergency food items in Eiben Hall emergency storage.
3. Plan for feeding evacuees.
4. Plan for vacating Tredtin Hall.
5. Meet annually with the Emergency Evacuation Committee.

#### **5.5.4 Director of Personal Counseling**

1. Develop emergency plan for personal counseling.
2. Coordinate with the Medical Services Committee.
3. Coordinate with the Campus Ministry Crisis Committee.
4. Establish an arrangement of contracting outside crisis services if needed.
5. Maintain a list of potential support services to on-going support group assistance following a crisis.
6. Maintain all such records and plans in a location where others may obtain them in the event that the Director of Personal Counseling is unavailable.

#### **5.5.5 Director of Campus Ministry**

1. Establish an arrangement of contracting outside religious support services as needed.
2. Coordinate with the Medical Services Committee.
3. Coordinate with the Campus Ministry Crisis Committee.
4. Maintain all such records and plans in a location where others may obtain them in the event that the Campus Ministry is unavailable.

#### **5.5.6 Director of Residential Life**

1. Establish emergency duties and identify all essential personnel to be on campus in an emergency along with their duty schedule.
2. Assemble and maintain appropriate and adequate emergency equipment for staff
3. Develop communication system by which residence hall students and students housed off-campus are kept apprised of situation and plans.
4. Develop communication system to provide Public Relations Officer with information on students and their conditions.
5. Plans the return of off campus students, to include an alternate location if the area is damaged?
6. Coordinate with the Associate Dean of Students for all medical needs of residence hall students, especially disabled students.
7. Verify that all residence hall staff are trained annually on emergency protocol and procedure.
8. Meet annually with the Emergency Evacuation Committee.

9. Maintain all such materials in a location where others may obtain them in the event that the Director is unavailable.
10. Create a contingency plan in case of a contagious disease outbreak.

## **5.6 *Members of the University Community***

### **5.6.1 Hurricane**

1. All have the responsibility to know the emergency procedures and execute it properly.
2. Supervisors in coordination with the Building Marshals have the responsibility to educate their students and/or employees concerning University emergency procedures and evacuation plans for their building and/or activity.

### **5.6.2 Fire/Bomb Threat**

1. Know how to report a fire and how to report a bomb threat.
2. Know the location and how to activate the pull alarms and what to do if an alarm malfunctions by initiating the verbal fire alarm and evacuation.
3. Know location of fire extinguishers.
4. Know escape routes (Use Diagrams: Primary Plan A and Alternate Plan B).
5. Post emergency phone numbers by all phones.

### **5.6.3 Media Crisis**

1. Never attempt to have a conversation with a member of the media, even for “background purposes.”
2. Members of the media are “NOT ALLOWED” on campus without a personal invitation or media pass or permission given by the Public Information Officer or the head of campus security.
3. Chaminade University is a private institution and is not public property.
4. Invited media must follow rules and procedures designated by the University and its leadership.
5. The University has the right to require press credentials be visible at all times.

## **6 Emergency Special Committees**

Responsible for planning, coordinating, and implementing the emergency procedures.

### **6.1 Emergency Evacuation Committee**

Responsible for developing procedures and coordinating the movement of personnel and support services in a time of emergency.

#### **6.1.1 Committee Members**

##### **6.1.1.1 Environmental Safety Officer (Chair)**

1. Write the Chaminade University Emergency Manual
2. Provide training, guidance, and oversight to the Administrative Planning Team.
3. Provide continuous review of the Emergency Manual.
4. Review and prepare for annual review and drafting.

##### **6.1.1.2 Director of Residential Life**

1. Develop temporary/emergency closedown system for the residence halls, both on and off campus locations, in the event that residents are relocated to more secure quarters.
2. Establish an annual battery check for use of emergency radios.
3. Confirm a plan for assigning Resident Hall locations in Eiben Hall.
4. Establish student teams to man both first aid stations, receive survival kits, and assist the Director of Dining Services with food distribution and waste collection.

##### **6.1.1.3 Security Supervisor**

1. Create a plan for traffic control, crowd control and area control.
2. Establish an annual check of the emergency kit.
3. Establish an annual battery check for emergency radios assigned to the Residents.

##### **6.1.1.4 Director of Dining Services**

1. Assure adequate food is constantly on hand to feed the residence hall population plus at least 50 others for a period of three days.
  - This food should be of the nature that heat for preparation is not necessary.
  - It should also not require large amounts of water to either wash or prepare.
2. Stock adequate disposable product to accommodate meals without the access to dishwashing facilities.
3. Determine procedures for the distribution of food in an emergency.
4. Create food service schedules: pre-hurricane, during the hurricane, and post-hurricane.
5. Develop a plan with the Director of Physical Plant and the Director of Residential Life for the collection and disposal of waste products.



6. Maintain all such materials in a location where others may obtain them in the event that the Director of Dining Services is unavailable

#### **6.1.1.5 Director of Physical Plant**

1. Prepare plans for securing campus facilities against wind and rain damage. (Tie down, anchoring, bolting, and bracing)
2. Determine Emergency items needed for:
  - Eiben Hall.
  - Facilities Personnel.
3. Create a schedule for setting-up emergency items at Eiben Hall
  - Generator
  - Portable Toilets
  - Water Coolers
  - Potable and Non-Potable Water
  - Water Basins
  - Waste bins
4. Create a schedule for Hurricane proofing Eiben Hall.
5. Maintain list of campus utility service and shut off points.
6. Assure a venue is identified from which adequate amounts of potable water are available for the residence hall population plus at least 50 others for a period of three days.
7. Assure adequate workable equipment (generators, chain saws, etc.) to respond to the most probable immediate needs after a disaster.
8. Determine priorities for on campus utility restoration.
9. Maintain all such material in a location where others may obtain them in the event that the Director of Physical Plant is unavailable.

#### **6.1.2 Committee Members' Responsibilities**

1. Meet annually
2. Determines procedures for the establishment of an emergency center and communication system in Eiben Hall Room 108 and 109. Also establish a communications system between the upper level of Eiben Hall and the communications center on the lower level of Eiben Hall.
3. Establish emergency duties and identify all essential personnel to be on campus in an emergency along with their duty schedule.
4. Identify all necessary resources; equipment, provisions and items necessary for relocating the residence hall population in one area, Ching Conference Center in Eiben Hall.
5. Review plans for implementing traffic control, crowd control and area control.
6. Review plans for evacuations and securing dangerous and or hazardous areas.
7. Review procedure for the housing of students and emergency personnel in Eiben Hall and for off campus shelters.
8. Review procedures for monitoring flashlight and radio batteries.
9. Review plans for hurricane proofing Eiben Hall.
10. Review plans for setting-up the emergency facility items at Eiben Hall.
11. Review the plans for Resident Hall floor assignments in Eiben Hall

12. Review plans for student support teams.
13. Review plans for allocating and securing vans.

## **6.2 Records Security Committee**

Responsible for developing procedures and coordinating the recovery of data.

### **6.2.1 Committee Members**

*6.2.1.1 Vice President for Finance and Facilities (Chair)*

*6.2.1.2 Director of Budget*

*6.2.1.3 Director of Financial Aid*

*6.2.1.4 Dean of Enrollment Management*

*6.2.1.5 Dean of Information Services and Library*

*6.2.1.6 Director of Personnel*

### **6.2.2 Committee Responsibilities**

1. Responsible for developing both short-term and long-term records security and business recovery procedures for various types of emergencies.
2. Determine the classification between position/department data and institutional data.
3. Create and deploy backup procedures to preserve position/department and institutional data and software in form and location to resume operation after an emergency.
4. Develop a plan to place important files in a fireproof location or at a determined off campus site.

## **6.3 Medical Services and Campus Crisis Committee**

Responsible for developing procedures and coordinating medical services in case of an emergency and for coordinating and maintaining a support system to assist personnel in an emergency..

### **6.3.1 Committee Member's Responsibilities**

*6.3.1.1 Dean of Students (Chair)*

1. Develop procedures for collecting and updating student emergency information.
2. Develop procedures for flu and pandemic conditions.

*6.3.1.2 Associate Dean of Students*

1. Maintain contact with the island's provider of student health insurance, assuring student support as needed in time of potentially lost computer records, etc.

2. Maintain a list of area medical personnel possibly available in crisis. Establish an arrangement of contracting their services if needed. Appendix F
3. Establish method of liaison with area hospitals allowing University to obtain student/patient condition reports within HIPPA guideline.

#### ***6.3.1.3 Director of Personal Counseling***

1. Establish an arrangement of contracting outside crisis services if needed.
2. Maintain a list of potential support services to on-going support group assistance following the crisis.
3. Develop Annual training program for all residential staff and campus ministry in critical incident responses – such as suicides or suicide threats, victims of violence, etc..
4. Train intervention teams in the case of severe student reactions to crisis.
5. Develop protocols for intervention with potentially suicidal individual.
6. Train intervention teams in the case of severe student reactions to crisis.

#### ***6.3.1.4 Director of Campus Ministry***

1. Campus Ministry Director and Chaplain meet with student volunteers to publicize and implement a prayer service. Format is songs, scripture readings determined by the nature of the emergency, prayer intentions, homily by chaplain, and possibly a rosary later in the day. Thanksgiving service is similar in planning.
2. Obtain a list from the Associate Dean of Students of students who may need special assistance or accommodations. This may include physical accommodations, emotional and spiritual support, or medical attention. Assure these students are responded to in the event of an emergency.
3. Maintain a list of potential religious support services
4. Provide emotional and spiritual support during an emergency.
5. The Core Intervention Team is the Campus Ministry Team will work with the Director of Personal Counseling in the case of severe student reactions to crisis.

#### ***6.3.1.5 Director of Residential Life***

1. Establish method of coordinating immediate first aid and ambulance needs with Security Supervisor.
2. Assure all RDs and RAs are trained in first aid and able to assist in the event of an emergency.
3. Create a contingency plan for a contagious disease outbreak. See Appendix G.

#### ***6.3.1.6 Security Supervisor***

1. Review with the Director of Residential Life the method of coordinating immediate first aid and ambulance needs.
2. Assure all security personnel are adequately trained in first aid and CPR techniques.
3. Conduct on-going training of security personnel in intervention techniques for a variety of crisis situations.

## 7 Checklists for the President's Annual Review

Reviews are done annually by the President. The following are the topics that the Emergency Planning Teams should consider during their annual preparation review.

### 7.1 Hurricane Checklist

1. Are the Emergency Coordinators and alternates to the President identified?
2. Have the Emergency Coordinators met with their teams to review preparations and procedures for a hurricane?
3. Have the special committees (Evacuation, Communications, and Counseling) updated their part of the emergency procedures?
4. Is everything in place to secure Eiben Hall against a hurricane and support 400 people for three days?
5. Each Coordinator gives a report on the preparations.
  - i. Dean of Enrollment Management
    - Administrative Planning Team
  - ii. Vice President for Institutional Advancement
    - Communications and Public Relations Planning Team
  - iii. Vice President for Finance and Facilities
    - Facilities Planning Team
    - Records Security Committee
    - Refer to the Facilities Planning Checklist in section 7.3.
  - iv. Dean of Students
    - Human Concerns Team
    - Medical Services Committee
    - Emergency Evacuation Committee
    - Campus Crisis Committee
  - v. President
    - Insurance Committee
6. When was the last time that each of the procedures was tested?
7. What is the message for commuter students?
8. What is the response to non-residents who appear on campus during a hurricane?
9. The president needs the following information to make timely decisions about when to initiate emergency procedures. Confirm the estimates.
  - How long will it take for facilities to prepare Eiben Hall and secure the campus?
  - How long will it take residence life staff to prepare residence hall students and move them to Eiben Hall? Include the time required to send a van to the off-campus halls to pick up emergency kits.
  - How long will it take for Building Marshals to clear the buildings and leave campus?

There will be two times announced by the Pacific Hurricane Center: The Watch (36 hour notice) and the Warning (24 hour notice). The early preparations will need to start between these times and be completed in time to send non-essential

personnel home. It will vary depending on whether the hurricane is expected to make land fall in daylight or darkness.

10. The President will announce times:
  - To start the preparations in 9 above
  - When non-essential personnel should leave.
  - When the process should be put on hold or called off.

## **7.2 External Communications Checklist**

1. What is the emergency notification plan?
  - To Notify Security Office: 735-4792 (on campus at ext. 4792)
  - To Notify the President's Office: 739-8389 (on campus at ext. 8389)
  - To Notify the Emergency Planning Team Coordinators
  - Designate meeting location and time
2. Is the external media contact phone numbers updated?
3. Is the Communication Emergency Planning Team able to:
  - Activate within 1/2 hr of notification
  - Establish key facts (what, when, where, why, who)
  - Determine level of emergency
  - Assign teams for communications
4. What is the communications Plan for hours 0-10?
  - Is there a list of questions to address?
5. What is the communications strategy for hours 1-3?
  - Issue employee bulletin/reminder of media/crisis plan
  - Research crisis, evaluate situation, develop media strategy
  - Are there response plans to address various affected audience needs?
5. Has a spokesperson been identified?
6. Who will brief media and key audiences with a statement?
7. Is there a time frame in when the first statement (even if just as holding statement) would be issued?
8. Who will monitor responses?
9. How often will the situation be re-assessed (on going)?

## **7.3 Facilities' Checklist.**

The Facilities Emergency Plan identifies its members, their responsibilities, and training.

### **7.3.1 Pre Emergency**

1. Is the set up of the small generators and the temporary lighting tested and complete?
2. Is a list of emergency items, such as potable water, portable toilets, water containers, and water basins available?
3. Has the procedure for the storage, movement, and placement of emergency items been tested?
4. Has the plan of filling the water containers been tested to identify where and how long it will take to fill each container?

5. Is there a plan in place for the storage of CUH Vehicles: vans, trucks, cars, and golf carts?
6. Is there a plan to coordinate with those who will need vehicle support before, during, and after a hurricane or other disaster?
7. Are there detailed instructions for shutting off University utilities in all campus buildings (gas and electricity)?
8. Is there a plan to identify and secure various items at the University?
9. Who is responsible for coordinating Area Marshals and others?
10. Are buildings being left open for occupancy during an emergency?
11. It has been estimated that it will take six to ten hours for completion of preparation. Is this the time frame the President should use when determining the time to declare a state of emergency?

### **7.3.2 Post Emergency**

12. How will post-hurricane assessment be done? Who will do the assessment?
13. What is the priority in trying to open the buildings on campus?
14. When will facilities begin restoring internal utilities, and in what order will they be restored?
15. Which non-emergency University community members will be required to return to work in the event CUH is not operational?

### **7.4 Bomb Threat Checklist**

1. Are the designated Fire Marshal, Building Marshals and Area Marshals identified?
2. Who is the Point of Contact (POC) for fire, police, medical emergency and civil defense personnel?
3. Are the Traffic Control Procedures clear and up to date (no private owned vehicle movement; for heavy pedestrian traffic and emergency vehicle access)
4. Has training been provided to Building Marshals and other emergency personnel for initial, refresher (every 6 months), new equipment, or policy changes
5. Are there designated assembly areas for each building
  - a. Are the assembly areas far enough away from the buildings for the safety of all concerned, and is clear of roadways, driveways and designated fire lanes?
  - b. Have primary and alternate assembly areas been identified.
6. Is there an Evacuation Diagram of the Chaminade Community that shows all buildings, evacuation routes, fire lanes, fire hydrants, and assembly areas?
7. Does each building in the Chaminade Community have a Building Evacuation diagram showing the most direct evacuation route to the designated assembly area and the location of fire alarms?
8. Are the Building Evacuation Diagram displayed in appropriate areas through out the building. (Such as entrance ways, stairwell, exits, and at Fire Alarms)
9. Have Instructors and staff been trained on the main emergency evacuation routes and alternate routes from various points in the building, and accountability procedures.

10. Does the University have a universal signal to indicate a blocked entrance? When this signal is given, so the Building Marshals know what to do?
11. Is there a plan to house residence hall students in the event a residence hall is damaged or destroyed?
12. Have the marshals been trained in the Fire Evacuation Plan and have drills been conducted and evaluated?
13. Are the records of the bomb threat drills conducted maintained by the Fire Marshal office (Environmental Safety Officer)?
14. Are emergency phone numbers (911, Security, Area Marshals) posted at all phone locations?

### **7.5 Fire Checklist.**

1. Are the designated Fire Marshal, Building Marshals and Area Marshals identified?
2. Are the Fire Evacuation Procedures (for office areas, classrooms, work areas, living areas and buildings) up to date?
3. Has a Point of Contact (POC) for fire, police, medical emergency and civil defense personnel been established? If so, who is the POC?
4. Are the Traffic Control Procedures clear and up to date (no private owned vehicle movement; for heavy pedestrian traffic and emergency vehicle access)
5. Has training been provided to Building Marshals and other emergency personnel for initial, refresher (every 6 months), new equipment, or policy changes
6. Are there designated assembly areas for each building
  - a. Are the assembly areas far enough away from the buildings for the safety of all concerned, and is clear of roadways, driveways and designated fire lanes?
  - b. Have primary and alternate assembly areas been identified.
7. Is there an Evacuation Diagram of the Chaminade Community that shows all buildings, evacuation routes, fire lanes, fire hydrants, and assembly areas?
8. Does each building in the Chaminade Community have a Building Evacuation diagram showing: the most direct evacuation route to the designated assembly area, the location of fire alarms, fire extinguishers, and hoses?
9. Is the Building Evacuation Diagram displayed in appropriate areas through out the building (Such as entrance ways, stairwell, exits, and at Fire Pull down stations)?
10. Have Instructors and staff been trained on the main emergency evacuation routes and alternate routes from various points in the building, and accountability procedures?
11. Does the University have a universal signal to indicate a blocked entrance? When this signal is given, do the Building Marshals know what to do?
12. Have the procedures for fire extinguishers and other safety devices been established?
  - Are the Fire Extinguishers placed where required (75 foot intervals)?
  - Have the Fire Extinguishers been inspected monthly?
  - Is the Fire Extinguisher servicing current?

13. Is there a plan to house residence hall students in the event a residence hall is damaged or destroyed?
14. Have the marshals been trained in the Fire Evacuation Plan and have drills been conducted and evaluated?
15. Are the records of the fire drills conducted maintained by the Fire Marshal office (Environmental Safety Officer)?
16. Are emergency phone numbers (911, Security, Area Marshals) posted at all phone locations?



## **8 Definitions.**

### **Assembly Areas**

The pre-designated safe places to gather in the event of an evacuation.

### **Compliance Officer**

Executive Assistant to the President.

### **Disaster**

Any event or occurrence that has taken place and has seriously impaired or halted University operations. In some cases mass personnel casualties and severe property damage may be sustained. All campus wide resources and outside emergency services will be required to effectively control the situation.

### **Emergency**

A sudden, urgent usually unforeseen occurrence or occasion that requires immediate action.

#### ***Minor Emergency***

Any incident, potential or actual, which will not seriously affect the overall functional capacity of the University. This includes tragedies in which injury or loss of life may have occurred to a member of the Chaminade community.

#### ***Major Emergency***

Any incident, potential or actual, which affects an entire building or buildings, which will disrupt the overall operations of the University.

### **Emergency Facilitator**

The President of the University or the appropriate designee (See Section.) shall initiate all major and disaster emergency operations. The Emergency Planning Team under the direction of the President consists of four (4) Emergency Planning Team Coordinators.

### **Emergency Personnel**

All individuals identified by the Emergency Planning Team to be essential in support of the emergency plan. All others are designated non-emergency personnel.

### **Emergency Plan**

Pre-agreed upon process of making decisions under pressure and self-organizing, even in the absence of key leadership at remote locations.

### **Emergency Planning Team**

Persons authorized to conduct emergency operations. The members consist of the President and four Emergency Planning Team Coordinators and their appointed team members.

### **Emergency Planning Team Coordinators**

***Administrative Planning Team Coordinator***

Dean of Enrollment Management

***Communications and Public Relations Planning Team Coordinator***

Vice President for Institutional Advancement

***Facilities Planning Team Coordinator***

Vice President for Finance and Facilities

***Human Concerns Planning Team Coordinator***

Dean of Students

**Emergency Shelter**

Eiben Hall is the designated Emergency Shelter and is stocked with emergency supplies.

**Evacuation Plan**

A pre-determined route and procedures used when notified to exit a facility during an emergency.

**Marshals**

***Area Marshals***

The designated person in an office, work area or class room who assists the Building Marshal in the Safety and Fire Prevention Program and Emergency Procedures.

***Building Marshals***

The designated staff member in a selected building who coordinates with and assists the Area Marshals of that building in The Safety and Fire Prevention Program and Emergency Procedures.

***Fire Marshal***

The Environmental Safety Officer is the designated Fire Marshal.

**Media Crisis**

Whenever there is a *threat* to the organization's ongoing operations, reputation or financial stability.

**Media Communication Plan**

Establishes quick steps and responsibilities, helping leadership establish control, calm and consistent communications.

## Appendix A: Media Crisis Communication Plan

What constitutes a public relations crisis response?

Definition:

Whenever there is a *threat* to the organization's ongoing operations, reputation or financial stability.

Trigger items include knowledge of negative media stories, legal action, physical calamity, atrocity, political or regulatory activity, audits or surveys.

What a communications plan does:

A good communications plan establishes quick steps and responsibilities, helping leadership establish control, calm and consistent communications. A plan provides a pre-agreed upon process of making decisions under pressure and self-organizing, even in the absence of key leadership at remote locations.

A plan allows timely, efficient communications to happen immediately, and helps avoid costly mistakes.

Rule # 1.

If the trigger item is a call from the media, do not respond to the reporter's inquiries. Simply say, "I don't know, may I research it and get back to you."

It is critical that all employees of the University understand and follow our media policy, which requires notification of the *Public Information Officer* the moment a call comes in and prohibits anyone from speaking to the media other than authorized CUH spokespersons.

Call the *Public Information Officer* at ext. 4797 or at 429-2972.

Crisis Scenarios in Response to Public and Media Relations

The first level of a crisis tends to take place slowly over days and even months, leading some organizations to assume or hope it will go away with time. Quick planning with a few Emergency Planning Team members can effectively circumvent problems and address issues so they never escalated into a full-blown crisis for the organization. A local newspaper story one day can be much better than many nagging stories which imply wrong doing with every new angle.

Media Alert

Potential for negative media publicity. No injuries.

*Examples:*

*Threatening letters to president or staff*

*Disruption during campus event*

*Community complaint of noisy event/activity*  
*Newspaper reporter calling for comment about a rumor or tip*  
*Thieves break into campus classroom and steal equipment*

The next levels of crisis require swift action and immediate meeting of the Emergency Planning Team. Every second counts, every decision is counted. Rumors and speculation swirl in the vacuum of reliable information. Conflicting reports circulate quickly. When people talk without the benefit of knowing the facts or who might be listening to their conversation, innocent words can have damaging affects, requiring costly time and effort to repair. Many can help get the word out, but even in earnest attempts, they can create more damage with bad information and hearsay. The Emergency Planning Team needs complete control for quality communications and consistency.

#### Media Emergency Action

Injuries, threat of injury, property damage or vandalism. Potential for negative media.

*Examples:*

*Abortion rights group pickets offices*

*Student threats to teacher*

*Shooting on campus*

*Former staff/faculty charges CU leaders of malfeasance*

*Employee charged with molestation, serious misconduct*

*Campus fire, flood*

#### Disaster

Serious personal injury, death, major property loss, damage, lawsuits, violent crimes.

*Examples:*

*Hurricane, heavy rain causes Mystic Rose to cave in*

*Campus construction accident causes death or injury*

*Hazardous event causes evacuation*

*Shooting erupts in classroom*

*Terrorist action*

In the case of a Disaster refer to the procedures in the Emergency Manual

## **The Emergency Planning Team Responsibilities**

The Chinese yin/yang sign for crisis translates “opportunity.” The question is not *if a crisis will occur, but when.*

A good plan helps the team move quickly from chaos to calm, and provides the process of gathering information, forming teams and assessing an appropriate response. The plan may be used to guide the team over hours, days, weeks and months, depending on the magnitude of the crisis. Every phase of the response is critical and must be handled with your best effort.

*The goal: A unified voice is critical to our successful outcome.*

## 1. Communication roles and responsibilities for the Emergency Planning Team and the Public Information Officer.

The Emergency Planning Team is the lead canoe. All paddles must be in the water to move forward. To work efficiently, each has its own role. Some will be on the communications end, others on the logistical response end, while others may be ministering to the emotional needs of victims and neighbors. The team must act cohesively with all paddles in the water synchronizing execution in harmony. Clear and timely communications between the teams is critical.

Communication Crisis Team members aligned with a particular audience will quickly establish two-way communications and be the point person throughout the crisis. Each will be responsible for maintaining communications logs with individuals, providing follow-up strategy and assessment for future actions.

Do look for strategic alliances with communications partners such as public officials, neighborhood leaders, schools, businesses, and Emergency Planning Teams from police, fire, EMS. Build partnerships to improve communications response times and effectiveness.

Depending on the magnitude of the crisis, your teams may include:

### Media Relations

-messages to the public via radio, TV, newspapers

### Community Relations

-neighbors, city/state officials

### Campus Community

-public statement and useful information

## 2. Step One: Gathering facts/formulating response

At the first meeting, focus on information gathering so you can establish a clear picture of the crisis and formulate your response. The following questions should be reviewed and researched so appropriate communications can take place. Asking the tough questions up front is a good start to getting a handle on the response. Information comes from a number of sources so keep diaries and hold a centralized database, updating pertinent information.

Anticipate tough questions to assess and formulate responses. When information is not known, be ready to state that too.

What happened, chronologically?

What caused the emergency?

How many casualties were incurred (injuries/fatalities)?

Do any public health or environmental dangers exist?  
What rescue and relief actions are being taken?  
What legal, financial consequences stem from the crisis?  
Who are the heroes and culprits?  
What witnesses, experts, victims and others might be interviewed?  
What is the cost estimate in time, dollars etc?

Prepare for the worst; pray for the best.

What can go wrong?  
What will be asked?  
What can we not talk about?  
Has this happened before?  
What do we not know?  
Do our actions and words complement each other?  
What is the measure of our success?

### 3. Step two: Continual Assessment and Communications

What you know in the first 30 minutes will be dramatically different than 30 days after the dust has settled. From the first time the team meets until the last, a continual assessment of the facts and appropriateness of response will be an excellent indicator of how well CU's image and reputation survive, even with the most damaging of events.

#### Addressing Public Concern

Every situation is unique but *the overall communications goal in an emergency is to address the public concern* with a unified voice. Communicating compassion can go a long way, even when very little information is available for the public.

Three main audiences should be considered when formulating communications responses and forming teams:

Internal (Chaminade Community)  
CU leadership-- PLC, Regents, Governors,  
CUH staff, faculty, administration  
CUH Students, parents  
CUH Alumni

External  
Catholic Churches, Catholic Schools  
Community-Kaimuki, St. Louis Heights, Honolulu, Oahu, neighbor islands  
Education Communities-UH, HPU, Univ. Phoenix  
Victims/families  
Media/mass public

The key to forming good communications with internal and external audiences is having relationships established and communications lines opened before a crisis occurs. Once the core communications messages have been formulated, the communications team can help strategize appropriate messages to each audience, i.e. the media message is very different than managing public inquiries or counseling victims. Therefore, the team's goals will be very different and require the skills of specialists.

#### 4. Potential Action Steps for Teams

##### CUH Community Care and Community Relations Team

Chaminade University leadership: staff, faculty, students, alumni, Catholic churches, neighborhood and government representatives

Issue staff bulletin with media and crisis policy

Form teams for prayer, community relations, and government relations

Provide guidelines and responsibilities

Notify key audiences of issues

Develop communications logs for actions/responses

Provide feedback to crisis team

Create hotline for staff and leadership updates

##### EMS and Care Teams for Victims/Families

Coordinate with Police, fire, and EMS response teams

Establish private calling center

Create receiving area with counselors, doctors, aides, prayer teams

Form phone teams, train and issue core messages

Begin notification of family/next of kin

Create communications pathway for updates and information

Continually assess care and needs

### **University Media Policy**

#### **Media Calls:**

- All media calls must be routed to the Public Information Officer ext. 4797 or to the designated spokesperson in the media center.
- Treat each call with respect and urgency, as they have deadlines to meet and an important job to do.
- Never attempt to have a conversation with a member of the media, even for "background purposes."
- Off the record remarks are often the most damaging. Reporters often fish for emotional response, so don't linger on the phone and add personal feelings.

*Suggested response for all University personnel answering a phone call from the media: "Can I get your name, organization and number where you can be reached today?" If they persist in trying to talk with you, say, "I appreciate your questions and understand you have an important job to do. The fastest way I can help you is to put you in touch with Kapono Ryan, University Public Information officer, at 735-4797."*

### **Media on Campus**

Members of the media are not allowed on campus without a personal invitation or media pass or permission given by *Kapono Ryan, Public Information Officer*, or the head of campus security. Chaminade University is a private institution and is not public property. Invited media must follow rules and procedures designated by the University and its leadership. The University has the right to require press credentials be visible at all times.

### **Preparing for the Media Response**

#### **Media Guidelines:**

- Don't avoid the media; make time to respond in a timely fashion.
- Be considerate of their deadlines.
- Designate a spokesperson and return calls responsibly.
- Make sure the spokesperson is available at the office and home.
- Keep a log of all media calls with phone, organization, airtime, etc.
- Release verified information only.
- Never extrapolate, speculate cover-up, stonewall, mislead or leave rumors unaddressed.
- Never treat a conversation with a reporter as "off the record."

Before the first interview is conducted, the spokesperson will have some homework to prepare for both the content and the delivery. Working with Kapono Ryan, University Public Information Officer, and the CUH representative reviews the University media guidelines, practices giving a prepared statement, and practices delivery of "talking points."

### **Making Statements to the Media**

#### **Tips for Preparing Initial Media Statements**

- Provide immediate estimate of when a statement will be issued.
- Communicate appropriate sympathy to injured parties/families
- Recap cause and effect of situation based on facts
- Summarize actions taken to return situation to normal
- Include actions taken by company to prevent problem from occurring again
- Remember to create a good sound bite; a short, memorable statement that helps people understand the crisis.

### **Tips for Media Interviews**

- Be calm and relaxed
- Be truthful. If you don't know the answer, say, "I don't know. May I research it and get back to you?"
- Express sympathy and genuine concern.
- Remain gracious, even when you have answered the same question several times.



Avoid confrontation; do not be argumentative.  
Stay within the approved parameters of the media statement

### Sample Media Statements

*Within the first 1-3 hours of an emergency:*

Chaminade University has just learned of the situation. The University is taking immediate action to identify the extent of the problem and possible causes. Proper authorities and company officials have been notified. The injured parties are receiving treatment and in stable condition.

Our hearts go out to the victims and their families. We are working hard to get in touch with these families.

A detailed report will be available \_\_\_\_\_(provide timeframe within 24 hr.)

*3-5 hours after event*

After reviewing preliminary reports in cooperation with local authorities, Chaminade University has learned (describe crisis stating facts about who was involved, what happened, when.)

Possible causes have been identified. However, as of yet we are unable to confirm details. Several actions are being taken by the Chaminade University and investigators to identify possible reasons for this. Chaminade University has taken additional precautions including (describe).

Possible sound bite to humanize story:

“From a personal stand point, I can only tell you that as a parent, I can assure you we are doing the best we can to help our parents and student get through this as quickly as possible.”

Chaminade University will continue to follow the investigation and report any new information, as it is available. Another press briefing is scheduled tentatively at XXX

*10-24 hours post event communications*

After a comprehensive investigation in cooperation with the local authorities, Chaminade University has learned (what, where, when). Chaminade University shares the concerns for individuals involved.

The estimated cost of damage is \$\$\$\$\$. Several action steps have been taken XXX. Additional precautions have been taken such as XXXX.

Chaminade University will continue to follow the investigation and report any new information, as it is available.

## **Appendix B: Blank**

## Appendix C: Bomb Threat Form

Person taking the call: \_\_\_\_\_ TIME: \_\_\_\_\_ Date: \_\_\_\_\_

Phone Number on Caller ID: \_\_\_\_\_

What building received the call? \_\_\_\_\_

What building is the bomb supposed to be in? \_\_\_\_\_

Receive the call

1.  Fill out the Bomb Threat Form
2.  Call Security: **735-4792**
3.  Put another Bomb Threat Form by phone
4.  Resume duties
5.  Give completed form to the Building Marshal or Security

CALLERS VOICE

- |                                     |  |
|-------------------------------------|--|
| <input type="checkbox"/> calm       | <input type="checkbox"/> Nasal           |
| <input type="checkbox"/> angry      | <input type="checkbox"/> stutter         |
| <input type="checkbox"/> excited    | <input type="checkbox"/> lisp            |
| <input type="checkbox"/> slow       | <input type="checkbox"/> raspy           |
| <input type="checkbox"/> rapid      | <input type="checkbox"/> deep            |
| <input type="checkbox"/> soft       | <input type="checkbox"/> ragged          |
| <input type="checkbox"/> loud       | <input type="checkbox"/> clearing throat |
| <input type="checkbox"/> laughing   | <input type="checkbox"/> deep breathing  |
| <input type="checkbox"/> crying     | <input type="checkbox"/> cracking        |
| <input type="checkbox"/> normal     | <input type="checkbox"/> disguised       |
| <input type="checkbox"/> distinct   | <input type="checkbox"/> accent          |
| <input type="checkbox"/> slurred    | <input type="checkbox"/> familiar (who)? |
| <input type="checkbox"/> whispering | _____                                    |

Questions to ask the caller:

1. When is the bomb going to explode?
2. Where is the bomb right now?
3. What does it look like?
4. What kind of bomb is it?
5. What will cause it to explode?
6. Did you place the bomb?
7. What is your name?
8. What is your address?

BACKGROUND NOICES

- |   |                                     |                                     |
|---|-------------------------------------|-------------------------------------|
| <input type="checkbox"/> traffic        | <input type="checkbox"/> street     | <input type="checkbox"/> voices     |
| <input type="checkbox"/> music          | <input type="checkbox"/> machinery  | <input type="checkbox"/> clear      |
| <input type="checkbox"/> booth (hollow) | <input type="checkbox"/> static     | <input type="checkbox"/> animals    |
| <input type="checkbox"/> long distance  | <input type="checkbox"/> other      |                                     |
| <input type="checkbox"/> taped          | <input type="checkbox"/> incoherent | <input type="checkbox"/> irrational |

THREAT LANGUAGE:  well spoken  foul

message read by caller  other:

EXACT WORDS USED BY THE THREAT CALLER:

---

---

---

---

---

---

---

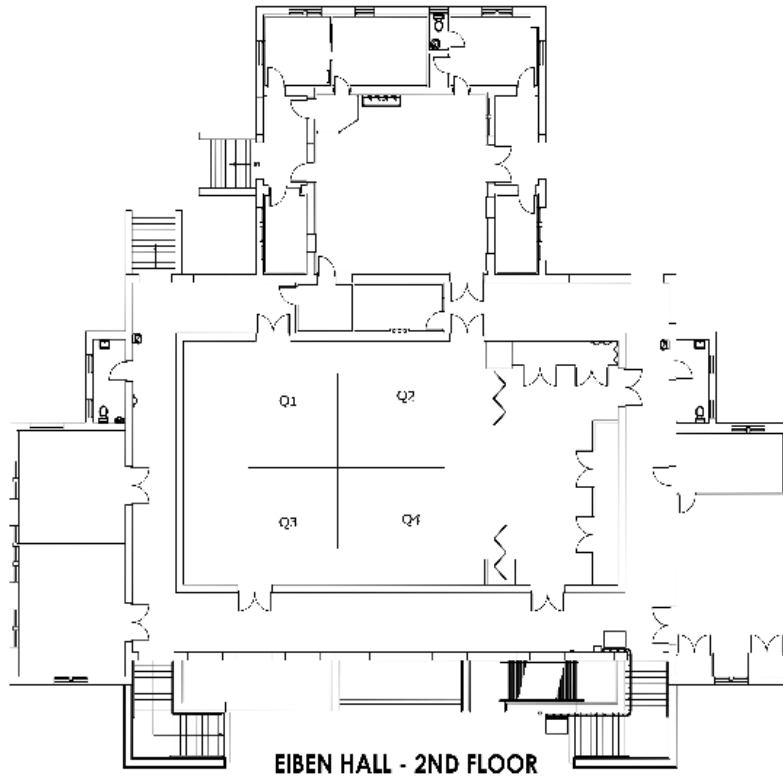
---

Sex of caller \_\_\_\_\_, Race \_\_\_\_\_, Age \_\_\_\_\_, Length of call \_\_\_\_\_

Report ALL Bomb Threats to security: ext. 4792 (Do NOT use a cell phone)

## Appendix D: Ching Conference Center

## Appendix D: Ching Conference Center



Ching Conference Center 275 (267 / 8)

Q1-Hale Pohaku 103

Q2-Date St 32

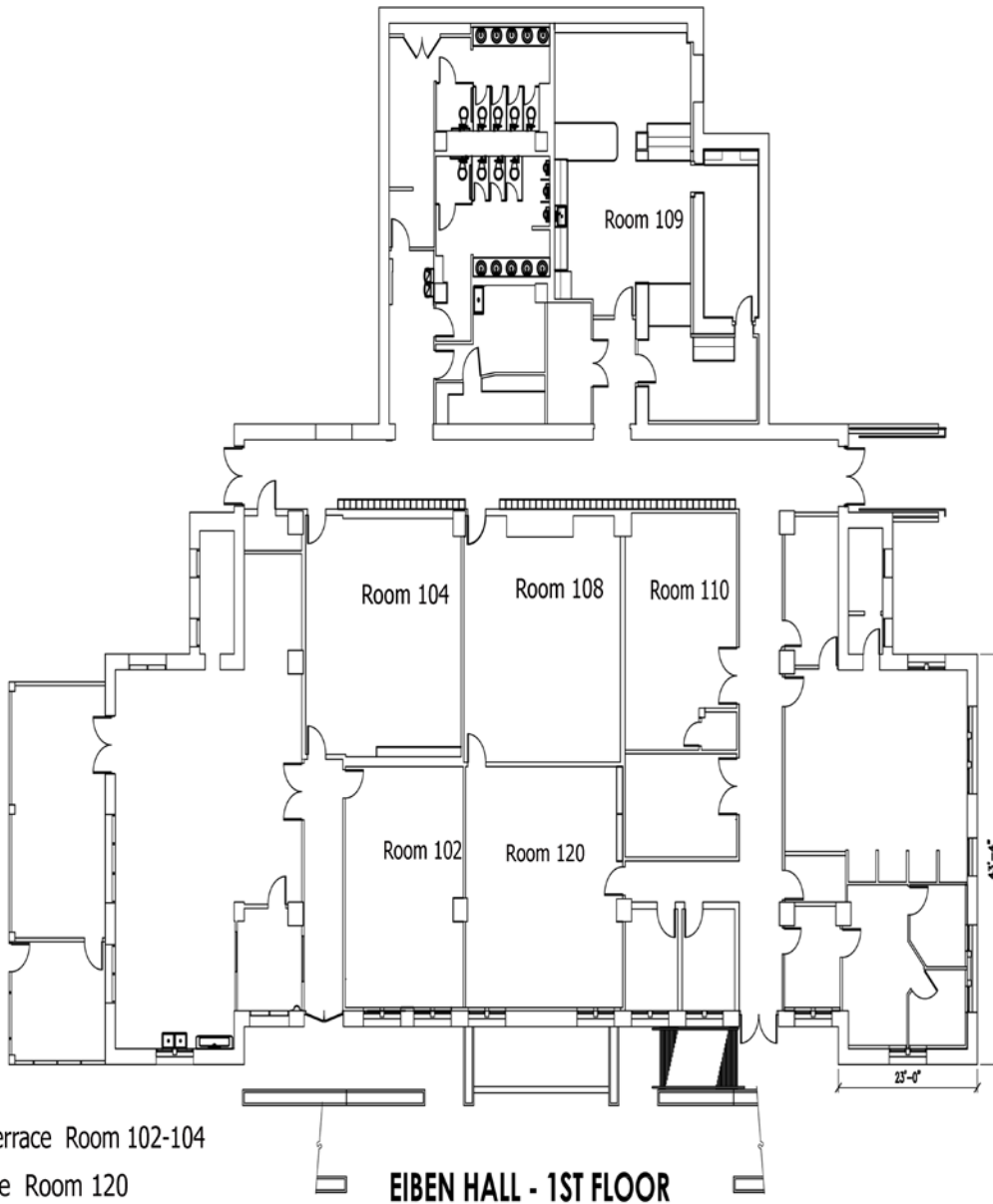
Q3-Kieffer 42

Q4-Hale Lokelani 90

RA/RD 8

# Appendix E: Eiben Hall First Floor Map

## Appendix E: Eiben Hall First Floor Map



- Iolani Terrace Room 102-104
- Waialae Room 120
- Command & Control Rooms 108-109
- Marianists Room 110

## Appendix F: Community Resources

### Outside Crisis Services:

**EMERGENCY** 911  
**CRISIS TEAM (24 Access Line)** 832-3100

### Adult Mental Health Centers:

Diamond Head	733-9260
Central Oahu	453-5953
East Hawaii	974-4305
Kalihi-Palama	832-5800
Kauai	241-3130
Maui/Molokai/Lanai	984-2150
West Hawaii	322-4818
Windward Oahu	233-3775

### Hospital/Emergency Rooms/ Urgent Care:

Castle Medical Emergency 640 Ulukahiki Street	263-5500
Hawaii Medical Center East 2230 Liliha Street	547-6011
Hawaii Medical Center West 91-1241 Fort Weaver Road	678-7000
Kahala Urgent Care 4216 Waialae Avenue	735-0007
Kahi Mohala Behavioral Health 91-2301 Old Fort Weaver Road	671-8511
Kalihi-Palama Health Center 915 North King Street	848-1438/ 841-7981
Kapiolani at Pali Momi 98-1079 Moanalua Road	486-6000
Kapiolani Women and Children 1319 Punahou Street	983-8633

Kaiser Permanente Medical Center	432-0000
Queen’s Emergency/Medical Center 1301 Punchbowl Street	536-9011
Kuakini Medical Center 347 North Kuakini Street	547-9593 or 536-2236
Rehabilitation Hospital of the Pacific 226 North Kuakini Street	531-3511
Saint Francis Health Care Liliha and West locations	547-6883
Sex Abuse Treatment Center 1319 Punahou Street/ 55 Merchant Street	533-7600
Shriner’s Hospital for Children 1310 Punahou Street	941-4466
Straub Clinic and Hospital 888 South King Street	522-4777
Straub Doctors on Call 120 Kaiulani Avenue	971-6000
Tripler Army Medical Center 1 Jarret White Road	433-6629/ 433-3710
Urgent Care Clinic of Waikiki 2155 Kalakaua Avenue	924-3399
Wahiawa General Hospital 128 Lehua Street	621-8411
Waianae Coast Comprehensive Health 86-260 Farrington Highway	697-3300
Waikiki Health Center 277 Ohua Avenue	922-4787
Waimanalo Health Center 41-1347 Kalaniana’ole Highway	259-7948

**Individual Providers Located Near the University:**

(These listings are purely by location only)

**Psychologists:**

Associates for Christian Counseling 732-1031  
4747 Kilauea Avenue, #108

Dr. Jean Adair-Leland 739-6224  
4211 Waialae Avenue, #206B

Dr. Rosemary Adam-Terem 947-5676  
1833 Kalakaua Avenue, #800

Dr. June Ching 949-9502  
1833 Kalakaua Avenue #800

Dr. Colin Denney 737-4300  
4211 Waialae Avenue #507

Dr. Thomas Glass 596-8778  
615 Piikoi #1603

Dr. Peter Guay 732-5633  
3615 Harding Avenue #304

Dr. Roger Hamada 946-6763  
1833 Kalakaua Avenue #800

Dr. Jeanne Hoffman 739-6222  
4211 Waialae Avenue #206B

Dr. Jeanne Hogan 947-7466  
1441 Kapiolani Boulevard #1413

Dr. Suzi Kiss 944-6900  
2875 South King Street #203

Dr. Edward Kubany 735-2494  
4211 Waialae Avenue #206

Dr. Barbara Sloggett 735-2494  
4211 Waialae Avenue #206

**Psychiatrists:**



(Listings are by location only)

Dr. Les Barrickman 1240 Ala Moana Boulevard #319	593-0422
Dr. Byron Eliashof 615 Piikoi Street #1509	596-7800
Dr. Jon Fairfax 615 Piiko Street #1603	596-8778
Dr. Carol Froese 1600 Kapiolani Boulevard #1306	949-7444
Dr. Wayne Goto 1600 Kapiolani Boulevard #1306	949-7444
Dr. Esther Kawano 1221 Kapiolani Boulevard #830	593-9222
Dr. Dennis Lind 615 Piikoi Street #1509	596-7800
Dr. Nancy Luckie 1833 Kalakaua Avenue #800	951-1166
Dr. Clifford Okumoto 615 Piikoi Street #1603	596-8778
Dr. David Stein 1350 South Kling Street #325	591-9116
Dr. Thomas Suyeoka 1600 Kapiolani Boulevard #1317	947-4034
Dr. Carlos Warter 4211 Waiialae Avenue #207	779-9019

**Resources at Other Universities and Colleges:**

AUCCCD (Association of University and College Counseling Center Directors) online	
BYUH Counseling Centers	293-3999 or 293-3518
HPU Counseling and Behavioral Science	544-1196 or 236-3578
St. Mary's at San Antonio, TX	210-436-3135
University of Dayton Counseling Center	937-229-3141



## Appendix G Communicable Disease Policy and Procedures

Communicable diseases are transmitted from one person to another by direct contact, through inhalation, droplets, or through contact with contaminated objects. If a student is diagnosed with a communicable disease, he/she must inform the Director of Residence Life and/or the Dean of students immediately upon being notified of his/her condition. Students diagnosed with certain communicable diseases must be isolated during the infections period of their illness. Therefore, they may not physically attend class or be present in the dining hall or residence halls. There is no provision made by the University for students who are required to leave the residence halls. Students with communicable diseases who live in residence halls must consider living with relatives, moving home, or checking into a hotel until the infections period has passed. All off-campus housing, travel and/or meal expenses will be the responsibility of the student

### Procedure:

1. Any student who is suspected of or diagnosed with a communicable or infectious disease must be examined by a licensed medical provider. A written verification from the physician must be submitted to the Residential Life Office to confirm or verify the absence of communicable or infectious disease.

#### Documentation must include:

- A. Diagnosis and treatment
  - B. Anticipated length of isolation
  - C. Activity restrictions
  - D. Ability to return to school, campus, residence halls i.e., student is no longer infectious
  - E. Continued plan of care and duration of such care
2. If a student is diagnosed with a communicable or infectious disease a determination must be made as to continued residence in the halls. If the student is over 21, with the student's authorization, parents will be notified.
  3. The student who is diagnosed with a communicable/ infectious disease, he/she will be required to vacate the residence halls. In the event the student is unable to return home or to a relative's home he/she will be immediately isolated or quarantined in a temporary assignment until arrangements are made to return home, find alternate accommodations or given medical clearance which ever comes first. An appropriate room will be determined by the Housing Coordinator. Keys will be made available to the student. If required, the Residential Life staff or a friend designated by the student will be provided protective attire and assist in relocation.
  4. The Residential Life Staff will inform the roommates or suitemates of the student who is suspected or diagnosed of a communicable/infectious disease to seek medical attention to insure they are disease free. These students will be quarantined until they receive medical clearance stating this.
  5. The Director of Residence Life (DRL) will notify the Dean of Students (DOS) of the incident. All information regarding the student's condition will be distributed by the DOS office.
  6. The DRL will initially inform the Academic Advising Office regarding the student's absence from classes. If the student is able, he/she will be responsible for communicating with their instructors regarding their assignments.

7. The Residential Life staff will contact Dining Services to coordinate meals delivery during the duration of the isolation/quarantine.
8. The Housing Coordinator will contact the Head of Dorm Maintenance to inform him of any extraordinary cleaning that may be necessary. This includes bagging and removal of the remainder of the student's belongings and a thorough cleaning of the student's and shared spaces in the room.
9. The DRL or DOS will contact the Department of Communicable Diseases to report the case.
10. The DOS will determine the form of communication to be shared with the rest of the campus community.

## A

<b>Appendix A: Media Crisis Communication Plan</b> .....	59
<b>Appendix C: Bomb Threat Form</b> .....	67
Appendix D: Ching Conference Center .....	68
<b>Appendix E: Eiben Hall First Floor Map</b> .....	69
Appendix F: Community Resources .....	70
<b>Appendix G: Communicable Disease Policy and Procedures</b> .....	75
Area Marshals .....	6, 27, 31, 42, 44, 58
Assistant Director of Finance and Business .....	41, 49
Associate Dean of Enrollment Management .....	6, 40, 49
Associate Dean of Students .....	6, 44, 50

## B

<b>Bomb Threat Checklist</b> .....	54
Budget Director .....	6, 39, 40
Building Marshals .....	6, 16, 17, 22, 26, 30, 38, 39, 43, 45, 55, 56, 58

## C

Campus Ministry .....	6, 14, 21, 45, 50
Counseling Center .....	25

## D

Dean of Enrollment Management .....	6, 38, 49, 52, 58
Dean of Information Services and Library .....	6, 39, 41, 49
Dean of Students .....	6, 41, 44, 50, 52
<b>Definitions</b> .....	57
Director of Administrative Services .....	6
Director of Campus Ministry .....	6, 21, 45, 50
Director of Dining Services .....	6, 12, 14, 17, 44, 47
Director of Personal Counseling .....	6, 44, 50
Director of Personnel .....	6, 39, 41, 49
Director of Physical Plant .....	6, 14, 15, 17, 28, 31, 42, 48
Director of Residential Life .....	7, 12, 14, 17, 18, 29, 32, 45, 47, 48, 50

## E

Emergency Planning Team Coordinators .....	8, 12, 13, 14
<b>Environmental Safety Officer</b> .....	2, 7, 11, 16, 23, 26, 30, 31, 32, 34, 36, 41, 42, 43, 47, 55, 56, 58
Executive Assistant to the President .....	7, 38, 39, 57
Executive Vice President and Provost .....	7, 38, 39
External Communications Checklist .....	53

## F

<b>Facilities Checklist</b> .....	53
Facilities Planning Team Coordinator .....	14
<b>Fire Checklist</b> .....	55
Fire Marshal .....	58
Fire/Bomb Threat .....	45
Food Service .....	17

## H

How to Report an Emergency .....	2
----------------------------------	---

**Hurricane Checklist** ..... 52

**I**

Instructors ..... 7, 29, 32

**M**

Media Crisis ..... 46  
Medical Emergencies ..... 11  
Medical Services and Campus Crisis Committee ..... 49

**P**

President ..... 7, 8, 11, 13, 14, 26, 33, 38, 39, 52, 57  
Public Information Officer ..... 7, 22, 28, 31, 35, 40, 41

**R**

Receptionists ..... 7, 26, 28  
Registrar ..... 7, 39  
Residence Hall Directors ..... 18, 29, 32

**S**

Security ..... 11  
Security Office ..... 28, 31, 33  
Security Supervisor ..... 7, 14, 16, 26, 28, 30, 31, 33, 36, 43, 47, 50, 51

**U**

University Community ..... 2, 7, 23, 33, 34, 45  
**University Media Policy** ..... 63

**V**

Vice President for Finance and Facilities ..... 7, 41, 49, 52, 53, 58  
Vice President for Institutional Advancement ..... 7, 40, 52, 58

**W**

Webmaster ..... 7, 23