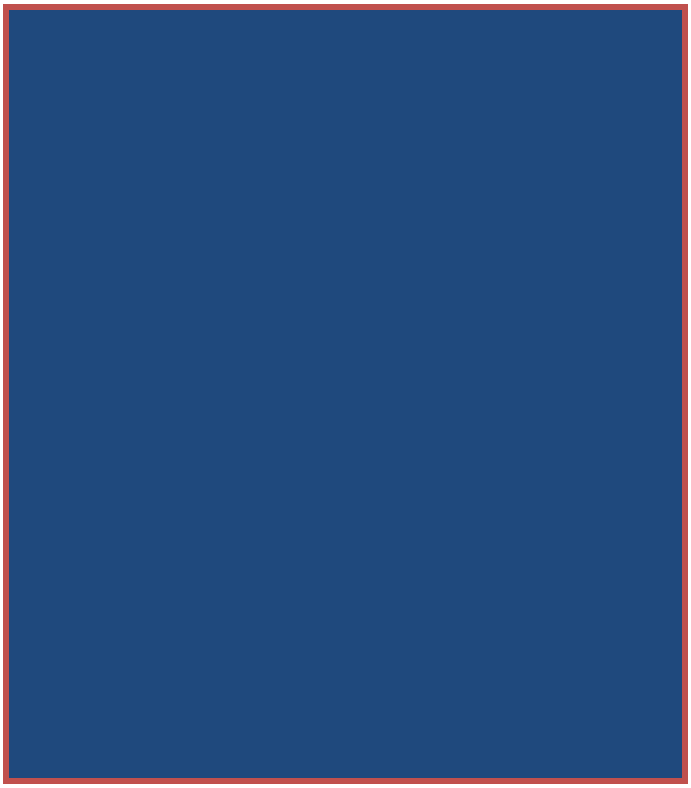

2012-2013

Crisis and Emergency Response Manual

Washington Bible College/Capital Bible Seminary

June 2012

Dear WBC/CBS Community:

42 Therefore, stay awake, for you do not know on what day your Lord is coming. **43** But know this, that if the master of the house had known in what part of the night the thief was coming, he would have stayed awake and would not have let his house be broken into. *Matthew 24:42-43*

It is the intent of the Crisis and Emergency Taskforce that this document serves as a guide, if our community has to ever respond to an emergency and/or crisis situation. The practices and processes that are presented are meant to serve as a base structure in which we can effectively manage whatever incident may occur. Although we believe that we have done a thorough job in our preparations, there are no guarantees that we can anticipate and prepare in advance for every emergency/crisis scenario.

What we can be assured of is God's continual protection over us and His comfort if we are ever faced with a challenging situation. It is our prayer that these plans remain general concepts that we never have to make operational.

WBC/CBS would like to personally thank the faculty and staff who sacrificially committed themselves to serving on the Task Force which developed this Manual.

This is an update of the original document, created in 2008.

Sincerely,

Brian P. Smith
Dean of Students,
WBC/CBS

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CRISIS & EMERGENCY RESPONSE MANUAL

Academic Year 2012-2013

Table of Contents

Page	Section	
3		General letter
5-6		Table of Contents
7-8	I.	Emergency Numbers
9		Institutional Personnel Emergency Contact Information
11	II.	Scope & Purpose
12-13	III.	Key Definitions and Descriptions
14-15	IV.	Campus Emergency Response Plan
18		Emergency Response Plan Diagram
20-21	V.	Campus Crisis Response Plan
22		Crisis Response Plan Diagram
24-25	VI.	Communications
26	VII.	Staff Reporting
27-30	VIII.	Evacuations
27-29		A. Building Evacuation Plans
29		B. Campus Evacuation Plans
30-31		C. Evacuation for Persons with Disabilities
31		D. Lockdown Plans
32	IX.	Annual Review of the Crisis Response Manual
		Attachments: Emergency Scenario Plans:
		A: Medical Emergency
37		A-1: Illness / Accident / Injury
37-38		A-2: Basic First Aid
39		A-3: Psychological Emergency
39		A-4: Epidemic / Pandemic
		B: Fire
40		B-1: Fire
40		B-2: Explosion
41		B-3: Gas leak
41		B-4: Hazmat
		C: Weather & Natural Disasters
42		C-1: Snow storm / Ice storm
42		C-2: Flooding
42		C-3: Tornado
43		C-4: Hurricane / Tropical Storm
43		C-5: Earthquake
		D: Infrastructure & Utilities
44		D-1: Utilities
44		D-2: Building Collapse
		E: Transportation Accident
45		E-1: Car accident

Table of Contents *(Continued)*

Page	Section
45	E-2: Aircraft crash on or near campus
46	F: Dangerous Animal
	G: Protest & Violence
47	G-1: Individual with a grievance
47	G-2: Protest
48	G-3: Suicide / Attempted Suicide
48	G-4: Sexual Assault
48	G-5: Hostage situation
49	G-6: Shooting / Attempted homicide
50-53	G-7: Bomb threat
54	G-8: Mail threat / dangerous package
55	G-9: Bomb / IED explosion
55	G-10: NBCR attack
	H: Community Support
56	H-1: Tragic death
56-57	H-2: Emergency away from campus
57	H-3: Missing person
58	H-4: Mass Casualty Incident
59	Addendum- Northern VA Location Emergency Plan
61	Emergency Numbers- Northern VA
62	Emergency Procedures for Northern VA Location
63	Resources

I. EMERGENCY NUMBERS

911 - EMERGENCY – 911 (dial 9911, if calling from campus telephone)

CAMPUS	
Guard's cell phone	301-366-3105 (24 hours)
Guard House	x1249
Director of Security office	x1236
Help Desk	x1236
Switchboard	0 or 301-552-1400
Any extension	301-552-1400 x (extension) or 240-387-(extension)
Virginia Extension Location	703-752-1624
POLICE	
Maryland State Police Department	410-653-4200 410-486-0677 TDD
Prince George's County Police Department	301-333-4000 *(non-emergency)*
Prince George's County Sheriff's Department	301-883-7000
Federal Bureau of Investigation (Baltimore field office)	410-265-8080
FIRE	
West Lanham Hills Fire Department	301-883-7748 (non-emergency)
Other Prince George's County Fire Departments	301-583-2200 (non-emergency)
HOSPITAL	
Doctors Community Hospital 8118 Good Luck Road Lanham MD 20706	301-552-8665
Bowie Health Center 15001 Health Center Drive Bowie MD 20716	301-262-5511
Prince George's Hospital Center 3001 Hospital Drive Cheverly MD 20785	301-618-2000
Laurel Regional Hospital 7300 Van Dusen Road Laurel MD 20707	301-725-4300 410-792-2270
Hospital & Nursing Center 2900 Mercy Lane Cheverly MD 20785	301-618-2010

EMERGENCY NUMBERS *(continued)*

EMERGENCY MANAGEMENT

Federal Emergency Management Agency	1-800-621-FEMA (800-621-3362)
Maryland Emergency Management Agency	1-877-MEMA-USA
Prince Georges County Emergency Management	301-583-1899
American Red Cross	301-559-8500

HOTLINES

AIDS Information	1-800-342-2437
Abuse / Assault	301-808-5624 (Day) 301-699-8605 (Evening)
Sexual Assault	301-618-3154
Alcoholics Anonymous	202-966-9115
Al-Anon / Alateen	202-882-1334
Arson	301-772-7766
Missing Children	800-843-5678
National Runaway Hotline	800-231-6946
Poison Center	800-222-1222
Poison Control	800-492-2414
Red Cross	240-487-2100
Suicide Prevention	301-322-2606
Animal Control & Shelter	301-499-8300
Blood Donations	800-448-3543
Communicable Disease	301-883-7834
Homeless Hotline	888-731-0999

TTY NUMBERS

Fire and Ambulance Emergency	911
Police Emergency	911
Maryland Relay Service	800-735-2258
PG County Information	301-925-5167 (TDD)

UTILITIES

Allegheny Power	800-255-3443
Baltimore Gas & Electric	800-685-0123**
PEPCO	202-833-7500
Washington Gas & Electric	888-941-HEAT**
WSSC	800- 828-6439 x4002 **

*** Indicates utility companies used by the Lanham Campus*

USEFUL EMERGENCY WEBSITES:

Prince George's County Website	www.co.pg.md.us
Federal Emergency Management Agency Website	www.fema.gov
Maryland Emergency Management Agency Website	www.mema.gov

Institutional Personnel Emergency Contact Information

2012-2013

Name	Title	Cell	Home	Ext	Email	Personal Email
George Harton	President	301.957.4126		1200	gharton@bible.edu	
President's Council						
Brian Smith	Dean of Students	301.366.3104		1211	bsmith@bible.edu	bgbcsmith@gmail.com
Ed Curtis	Academic Dean, WBC	443.618.5474		1224	ecurtis@bible.edu	
Neil Holliker	Acad Dean, CBS	202.355.4027	301.805.1024	1270	nholliker@bible.edu	nholliker@msn.com
Doug Crow	CFO	301.633.4347	410.586.1566	1205	dcrow@bible.edu	doug@dlcrow.com
Brenda Ulman	Advancement Director	301.742.8341		1201	bulman@bible.edu	Brenda@ulmaninc.com
CAMPUS EMERGENCY RESPONDERS						
Brian Shields	Dir, Maintenance	240.620.3798			bshields@bible.edu	
Brian Smith	Dean of Students	301.366.3104		240.387.1211	bsmith@bible.edu	
Bryant Keith	Dir, Dining Svcs	301.523.8109		1230	bkeith@bible.edu	
Kathi Haley	Ofc Mgr, NoVa Ext	703.895.7290		703.752.1624	Khaley@bible.edu	
Dina Martinez	Hosp Coordinator			1227	CACC@bible.edu	
Security		301.366.3105		1415	isecurity@bible.edu	helpdesk@bible.edu
CAMPUS RADIO CHANNELS						
Security						
Maintenance						
IT						

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II. SCOPE & PURPOSE

The Crisis and Emergency Response Manual is the basic framework for emergency preparedness. This manual establishes Emergency and Crisis Response Plans for Washington Bible College/Capital Bible Seminary (WBC/CBS) and assigns responsibilities for the development, implementation, and maintenance of the plans. The Crisis and Emergency Response Manual applies to the Lanham campus of WBC/CBS, an addendum will be made for extension locations and host churches. All requests for procedural changes, suggestions, or recommendations should be submitted in writing to the Dean of Students and final approval will come from the President.

Washington Bible College/Capital Bible Seminary will conduct continuous planning to minimize the risk of personal injury and property loss from crises and emergencies, will cooperate with public agencies charged with disaster control, and will take necessary and prudent steps to assure continuity of operations and restoration of normal activities as quickly as possible following an emergency or a crisis. WBC/CBS is committed to ensuring the welfare of its students, faculty, staff, and visitors.

This manual is developed to reflect the best practices and most current thinking in the areas of crisis and emergency preparedness. The Crisis and Emergency Response Manual is designed to maximize human survival and preservation of property, minimize danger, restore normal operations, and assure responsive internal and external communications. The intent of this document is to serve as a tool to give direction and to alleviate confusion. Additionally, this coordinated response will provide the following:

1. A rapid and systematic response to emergencies and crises

2. A venue for promptly identifying and supporting institutional decision makers

3. A system for evaluating the response to all emergencies and crises with the goal of providing improvements

4. Improved management of critical internal and external communication

III. KEY DEFINITIONS AND DESCRIPTIONS

For the purpose of understanding WBC/CBS has institutionalized terminology with the following definitions:

An Emergency

Emergency: A situation that can cause significant injuries to faculty, staff, students, or the public or cause physical or environmental damage, yet institutional operations can be maintained. Decisions in an emergency should be handled by the Leadership Team member whose natural responsibility it is, in collaboration with the Dean of Students, Campus Emergency Response Team, the Office of Safety and Security, and professional emergency responders.

A Crisis

Crisis: An elevated emergency situation that has resulted in substantial disruption of institutional operations, and it becomes necessary for the well-being of the campus community to modify/alter normal operations, established procedures, and/or policies without submitting to the usual formal process. A crisis is declared by the President or President's designee. Decisions in a crisis should be handled by the President and President's Council.

Office of Safety and Security: 301-366-3105 (24 hour cell phone)

Office of Safety and Security (OSS): WBC/CBS personnel whose job functions are related to the safety and security of the campus. They are the initial campus personnel who respond to a critical incident once an individual calls 301-366-3105 (24 hour cell). They are also tasked with calling and guiding professional emergency responders to the scene of the emergency, as well as notifying the Campus Emergency Response Team.

Professional Emergency Responders: 911 (from campus phone 9911)

Professional Emergency Responders (PER): External emergency professionals (i.e. Fire Department, Police Department, EMT) who respond to a campus emergency or crisis based upon a call from the Office of Safety and Security or an individual's call of 911. They are the experts who control the incident until the situation has been contained.

Campus Emergency Response Team

Campus Emergency Response Team (CERT): WBC/CBS personnel by nature of job functions give decision making oversight to an emergency once OSS and professional emergency responders are at the scene of an incident. They have institutional responsibility at the scene and render assistance in accordance with their institutional knowledge and training. Also, they determine the next appropriate action based on the Crisis and Emergency Response Plan. In a crisis, the Campus Emergency Response Team manages the crisis from the field. The Campus Emergency Response Team will consist of the following individuals:

1. Office of Safety & Security
2. Director of Maintenance
3. Dean of Students
4. Director of Athletics
5. Campus Nurse *(when applicable)*

The Campus Emergency Response Team will determine if other institutional personnel may become involved in an emergency based upon the situation and/or environment (refer to page 16).

President's Leadership Team

President's Leadership Team (LT) is generally members of the President's Council that consists of the Academic Deans, the Chief Financial Officer, and the Advancement Director. They may become involved in an emergency and/or crisis at the request of the President.

Command Team

The Command Team (CT) is a subset of the President's Leadership Team who is responsible for the decision making during a declared campus crisis. The Command Team consists of:

1. President (or designee)
2. The Academic Dean, CBS
3. The Academic Dean, WBC
4. The Chief Financial Officer
5. The Dean of Students*

** The Dean of Students serves as the campus liaison between the Command Team and CERT as well as the coordination of other responders.*

The President or designee may add to or subtract from the Command Team (CT) on an *ad hoc* basis based on the nature of the crisis.

Communication Center

The Communication Center: The centralized structure where management of all external and internal communication of a crisis occurs. It is under the management of the Office of the President. Staff from other departments may be assigned to work in this capacity during a crisis.

IV. CAMPUS EMERGENCY RESPONSE PLAN

An EMERGENCY RESPONSE is an incident that has caused significant injuries to faculty, staff, students, or the public or cause physical or environmental damage, yet institutional operations can be maintained. This is depicted in the EMERGENCY RESPONSE PLAN on page 19. Decisions in an emergency should be handled by the Leadership Team member whose natural responsibility it is, in collaboration with the Dean of Students, Campus Emergency Response Team (CERT), the Office of Safety and Security (OSS), and professional emergency responders (PER). At any point during an emergency response, based on the nature of the incident, the President or designee may upgrade the response level to crisis status. At that point, the Command Team will be immediately activated to manage the response and the CRISIS RESPONSE PLAN (page 21) is in effect.

A. Initial Alert

If you become aware of an emergency or a crisis, **CALL THE OFFICE OF SAFETY & SECURITY (OSS) 301-366-3105 and**, if necessary, **911.** The Office of Safety & Security has primary responsibility for immediate response and will cooperate with, as well as coordinate with, professional emergency responders and WBC/CBS personnel. The Office of Safety & Security will notify other emergency responders as necessary.

1. Office of Safety & Security (OSS) will facilitate the arrival of professional emergency responders (PER) to the scene of the incident. Special note: Give the 911 operator the address **8401 Good Luck Road** (back gate entrance).

2. Professional emergency responders (PER) will determine the immediate needs of the incident and respond appropriately.

3. Office of Safety & Security (OSS) will alert Campus Emergency Response Team (CERT) and the Dean of Students.

4. The Dean of Students will contact the President's Office as necessary to determine external and/or internal communications (i.e. facilitation of telephone calls, email alerts to the campus community).

B. Actions at the Scene of the Incident

1. The Office of Safety & Security (OSS) will cooperate and provide information or assistance to professional emergency responders (PER). Professional emergency responders (PER) will control the incident area until the situation has been contained.

2. Decisions to close and evacuate a building or to isolate an area immediately after an incident may be made by professional emergency responders (PER), the Dean of Students, CERT, Office of Safety and Security (OSS), or the most senior-level institutional personnel at the scene. Decisions to reoccupy a building will be made by the same authorities. The primary consideration for reoccupying will be whether the safety of all occupants can be assured.

3. Once the Campus Emergency Response Team (CERT) is at the scene of the

incident, they will assume institutional responsibility of the emergency until the Dean of Students and/or the Leadership Team member arrives. The Dean of Students and/or Leadership Team member will contact other institutional personnel who are needed and update the President or designee.

C. Campus Emergency Response Team (CERT)

Office of Safety & Security (OSS) will alert the Campus Emergency Response Team (CERT) when there is an emergency. The Campus Emergency Response Team will consist of some or all of the following individuals:

1. Maintenance
2. Office of Safety & Security
3. Dean of Students
4. Director of Athletics
5. Campus Nurse (if applicable)

The Campus Emergency Response Team will alert the following institutional personnel if the situation warrants:

1. Dean of Students (always contacted no matter the situation)
2. Presidents Office (to determine internal and external communications)
3. Leadership Team Member (refer to page 19)

The Campus Emergency Response Team (CERT) should respond to the scene of the incident and render assistance in accordance with their training. The team along with the Dean of Students will assess the incident and determine the next appropriate action based on the Crisis & Emergency Response Manual (CERM).

The Campus Emergency Response Team (CERT) may also alert the following institutional personnel if the situation warrants:

1. Hospitality Coordinator (for guests & rental groups)
2. Information Technology Department (in case of power outages and protection of electronic data)
3. The Resident Director for Steiner Hall (for Residential Hall students)
4. Virginia Extension Location Administrator (for incidents affecting Northern VA)
5. Head of Maintenance (for incidents affecting contractor services and personnel)
6. Registrar (for accessibility of students' information)
7. Human Resources or designee (for dissemination of personnel information)
8. Director of Dining Services (emergency meal service and facilities issues with Dining Hall)

**Other institutional personnel may become involved based on the situation and/or environment.*

D. Emergency Recovery

Ongoing emergency management of the incident will be facilitated by the Campus Emergency Response Team (CERT), and the Dean of Students, in conjunction with the Leadership Team member whose natural responsibility it is:

1. The President will handle situations involving employees.
2. The Dean of Students will handle situations involving students.
3. The Chief Financial Officer and Hospitality Coordinator will handle situations involving campus facilities and contracted vendors.
4. The Academic Deans for WBC and CBS will handle situations that deal with the cancellation and resumption of classes (including extension and host church locations) and issues involving information technology.
5. The Hospitality Coordinator and the Dean of Students will handle situations involving guests and rental patrons.

The Office of Safety & Security (OSS) will keep a record of the incident and submit a briefing report to the Dean of Students, the Leadership Team member, and the President. The Campus Emergency Response Team (CERT) will be responsible for follow-up, facilitating debriefings, and conducting appropriate assessments of the incident. This should be done in conjunction with the Leadership Team member(s) most responsible, the Dean of Students, and the President. The Office of the President (Institutional Outreach) will provide appropriate internal and external communications. When appropriate, members of the campus community may be as asked to give their evaluation. The President or designee may assign additional institutional personnel to assist in follow-up, debriefing, and assessment.

Even if an emergency is resolved without the direct involvement of the Campus Emergency Response Team (CERT), all emergencies must be reported to the Office of Safety and Security (OSS), and the Dean of Students to ensure contiguity in institutional reporting. The President or designee has the authority to give direct leadership during an emergency. Refer to the diagram on page 19 for a depiction of the EMERGENCY RESPONSE PLAN.

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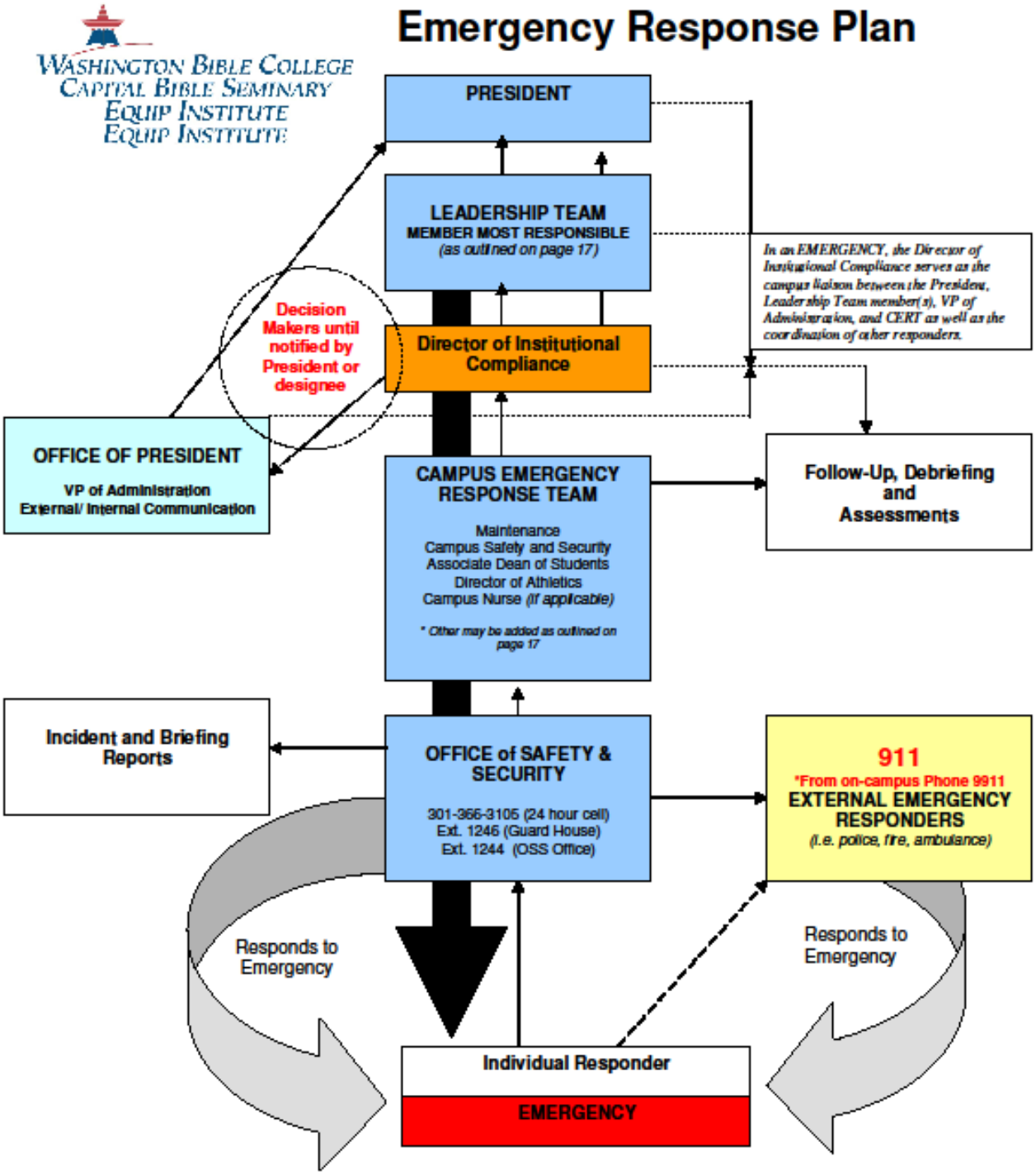
Emergency Response Plan



Special Notes: This diagram acknowledges that individual responders may be students, residence hall staff, athletic staff, maintenance staff, guests, and/or other institutional staff members. Even if an emergency is resolved without the direct involvement of the Campus Emergency Response Team, **all emergencies must be reported to Campus Security and The Office of Institutional Compliance to ensure contiguity in institutional reporting.** The President or designee has the authority to give direct leadership during an emergency. Refer to pages 15-17 for description of diagram.

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V. CAMPUS CRISIS RESPONSE PLAN

A crisis is an elevated emergency situation that has resulted in substantial disruption of institutional operations, and it becomes necessary for the well-being of the community to modify/alter normal operations, established procedures, and/or policies without submitting to the usual formal process. The critical incident may begin as an emergency and be resolved based upon the EMERGENCY RESPONSE PLAN; however, at any point the critical incident can be evaluated to a crisis situation causing the CRISIS RESPONSE PLAN to be operational. When the President or designee declares a crisis, the Command Team will be immediately activated to manage the response. This is depicted in the CRISIS RESPONSE PLAN on page 22.

A. Role of the Leadership Team

The Leadership Team is the President's Council and consists of the President, the Academic Deans, the Chief Financial Officer, the Dean of Students, and the Advancement Director. The Leadership Team is responsible for the administrative operations of WBC/CBS/EQUIP Institute (the Institution).

B. The Role of the Command Team

The Command Team is a subset of the Leadership Team consisting of the President or designee, the Deans, and the Chief Financial Officer. The President or designee may add to or subtract from the Command Team on an *ad hoc* basis based on the nature of the crisis.

1. The Command Team (CT) is charged by the President with handling the Institution's response to a crisis. Professional Emergency Responders (PER) at the scene (assisted by the Office of Safety & Security) will isolate, contain, and neutralize the incident. It is the responsibility of the Campus Emergency Response Team (CERT) to provide the Command Team (CT) with status reports and to request resources. The Command Team (CT) will be responsible for managing and directing the activities of the various departments that will be involved in crisis response and recovery.

2. The Command Team (CT) will normally meet in the Miles Hall 1st floor President's Conference Room. The Dean of Students will make provision for a recorder to document timelines, events and decisions that are made as they happen. Some members of the Command Team (CT) may not be physically present but may communicate via various forms of technology.

C. Chain of Command

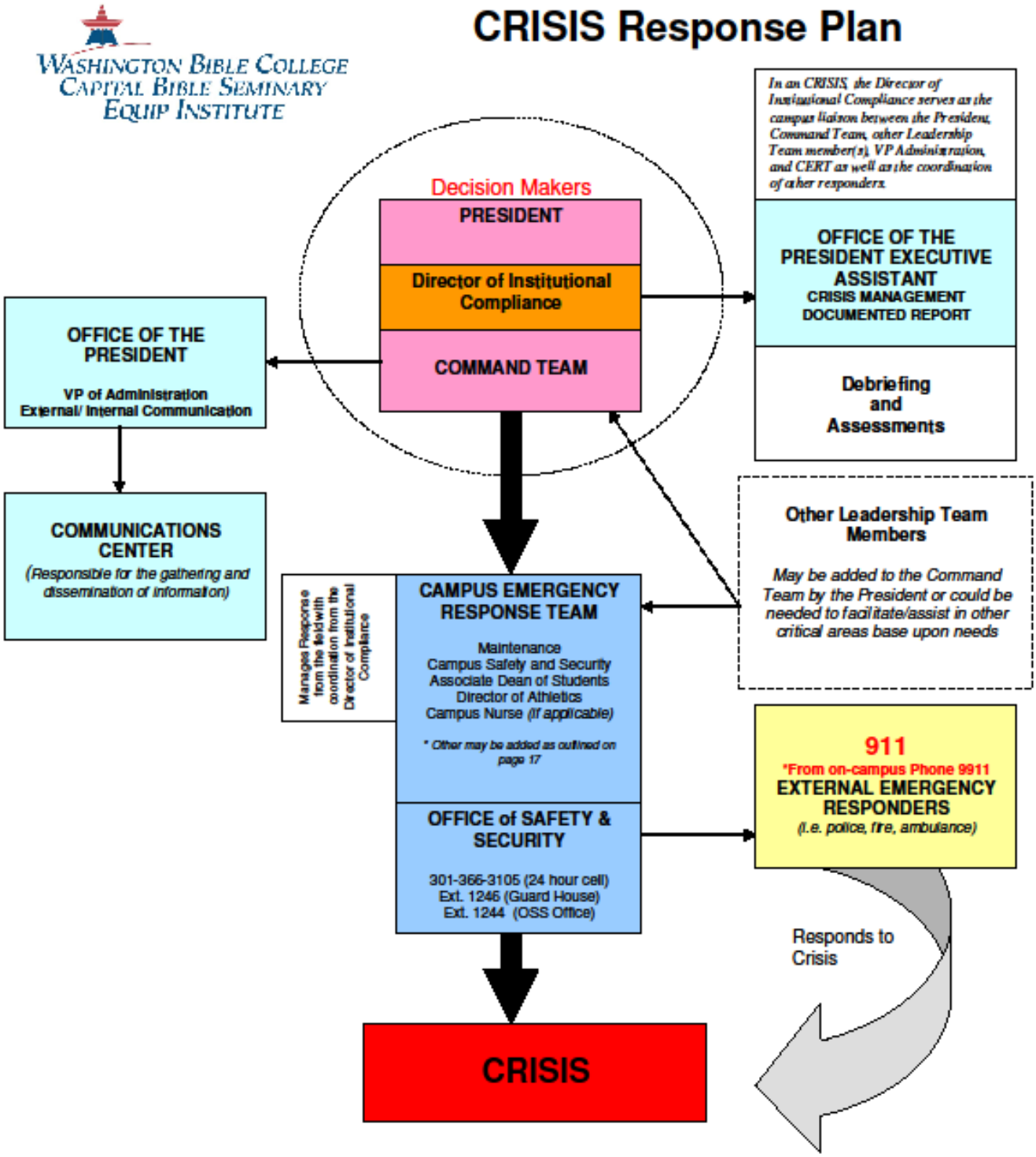
The President or designee shall make decisions for WBC/CBS in a crisis situation. If the President anticipates being on travel, the on-site Council member will act on his behalf. The Dean of Students will serve as the facilitator of the Command Team as well as serve as a liaison between the Command Team and CERT.

D. Crisis Recovery

A crisis situation may become containable by eliminating the extreme threat. Therefore, the on-going maintenance can cause the President or designee to lower the status back to an emergency. At this point, the EMERGENCY RESPONSE PLAN will be operational.

The Dean of Students will coordinate with the assistance of the Office of the President all follow-ups, facilitating debriefings, and conducting appropriate assessments of the crisis incident. When appropriate, members of the campus community may be as asked to give their evaluation. The President or designee may assign additional institutional personnel to assist in follow-up, debriefing, and assessment.

Refer to the diagram on the next page (page 22) for a depiction of the CRISIS RESPONSE PLAN.



Special Notes: This diagram acknowledges that a crisis may begin with an incident going through the emergency stages (as outlined on pages 13-15) and is at some point elevated to crisis status. Also, this diagram acknowledges that an incident may begin at the crisis stage. Refer to pages 19-20 for description of diagram.

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VI. COMMUNICATIONS

The President's Office coordinates all communication. The President is the official spokesperson for the institution and must be contacted for all public comment. The Office of the President will communicate with the media and facilitate appropriate media access. In his absence, the President may designate another spokesperson for the institution.

The President or designee's declaration of a crisis also activates a Communication Center. The President's Office will assign WBC/CBS faculty and staff to the Communication Center as necessary (see below). The Communication Center is tasked with forwarding information to the Command Team (CT), passing information and instructions from the Command Team (CT) to the campus community, and directing incoming communications. The Communication Center will be located at the Office of the President, 1st floor Miles Hall. In the event that Miles Hall is unavailable, the President will decide on an alternative location (i.e., Seminary receptionist's area, Wagner Center administrative offices, or off campus). This may involve alternate forms of communications.

A. Duties of Communication Center Personnel

1. Manner and tone of voice should reflect that the institution is responding efficiently and sensitively to the crisis.

2. Route all calls from emergency personnel to the appropriate person.

3. Route all calls from family members or victims, or others concerned about the status of affected family members to the Office of Student Life and Development.

4. Route all media calls from reporters, news media, TV, radio, etc. and any others to The Office of the President.

5. When taking messages, be certain to gather all important information (i.e., name, title, phone and fax numbers, and email addresses).

6. The Office of the President will send one or more persons to serve as recorders to the WBC/CBS Receptionist to keep a record of who called, who was called, when, and the nature of the call.

7. Remember that all external dissemination of crisis information must be routed through The Office of the President as well as information concerning the media; family and student information is handled by the Office of Student Life and Development; and employee information by the Office of Human Resources.

8. Be circumspect but truthful in all communications. Inform inquirers that the information you are giving them is the best available at that time.

9. Unless there is a public safety issue, ensure parents/family members, spouses, and employees are informed before any public media.

10. The Office of the President will prepare a brief statement that can be read, faxed or handed to the media. Contact names will be provided. Allow this statement to stand until more information is available. The Office of the President will update the statement periodically as new information warrants.

11. The Office of the President will monitor media reporting of an emergency/crisis so as to be in a position to give out appropriate information to the media.

12. The Office of the President will make arrangements for reception of media visiting the campus. If WBC/CBS is in a secure lockdown mode, there will be no press access to campus. In this case, accommodation will be made to set up an off-campus briefing location, if practical.

13. Avoid impromptu verbal responses.

VII. STAFF REPORTING

In an emergency situation where staff has to evacuate or relocate to another area, managers/supervisors are required to conduct a roll call to ensure that everyone is accounted for and is out of harm's way. This information should be reported to their Leadership Team member as soon as possible. If a staff member accompanies someone who is injured to the hospital, please inform their manager/supervisor. Professors should take attendance of their class to ensure all students are accounted for and report this information immediately to the Academic Dean.

In a crisis situation, all staff is required to check-in with their manager/supervisor. Managers/Supervisors are expected to give an account for all personnel under their direct leadership and then report this information to their Leadership Team member. All Leadership Team members are expected to forward this information, preliminary facility damage assessment, and all injuries reports (including possible fatalities) to the Office of the President. This should be done via telephone, e-mail (if applicable), or a hand-written note. Likewise, professors should take attendance of their class to ensure all students are accounted for and report this information immediately to their Academic Dean.

It should be understood that in a crisis situation, staff may be reassigned to other areas within the institution to render needed assistance and support. For example, administrative assistants may be assigned to serve as recorders in a particular area (i.e. Communication Center) to document the response.

In a crisis situation the following staff should report to the following areas:

1. Admissions staff reports to the Communication Center (Office of the President, 1st Floor Miles Hall, if operational) to assist the WBC/CBS Receptionist and will receive instructions from the Dean of Students or designee.

2. Financial Aid staff and OSLD staff will assist the Office of Student Life and Development and will receive instructions from the Dean of Students or designee.

3. Administrative Assistants and clerical support staff should contact the Advancement Director for an assigned post as a recorder.

4. Leadership Team Members who are not on the Command Team should contact the Office of the President for an assigned post.

VIII. EVACUATIONS

A. BUILDING EVACUATION

In the event that a specific building(s) must be evaluated due to fire, intrusion, bomb threat, gas leak, etc. the following procedures should be implemented:

1. Adhere to all alarm signals. The primary alarm signal in an evacuation will be the fire alarm, unless informed differently (i.e. silent alarm or text messaging).
2. Evacuate the building based upon the following procedures:

Miles Hall

Terms Defined

Miles' middle stairwell – This is the stairwell in the middle of Miles Hall.
Miles' western stairwell – This is the stairwell on the side of Miles Hall facing Linton.
Miles' eastern stairwell – This is the stairwell on the side of Miles Hall by the library entrance.

Specifications for each department

Miles 1st Floor
Dining Hall:
- Exit through nearest cafeteria exit
- Congregate on the soccer field

Student Lounge Area:
- Exit through the nearest exit door
- Congregate on the soccer field (if exit closer to picnic area); Congregate in Linton Hall Courtyard (if exit door closer to Bookstore)

Admissions/Financial Aid:
- Exit through Miles' western stairwell
- Congregate in the Linton Hall Courtyard

Office of Student Life and Development:
- Exit through Miles' Hall main entrance
- Congregate at the flagpole

Library Staff:
- Exit through Miles' Hall eastern stairwell
- Congregate on the soccer field

Bookstore Area:
- Exit through front door
- Congregate in the Linton Hall Courtyard

Miles 2nd Floor
Advancement Staff:
- Exit through Miles' Hall western stairwell
- Congregate in the Linton Hall Courtyard

Business Office:
- Exit through Miles' Hall western stairwell
- Congregate in the Linton Hall Courtyard

Faculty/Academic Affairs:

- Exit through Miles' Hall middle and eastern stairwells
- Congregate on the soccer field

Miles 3rd Floor

- Exit through Miles' Hall middle and western stairwells
- Congregate in the Linton Hall Courtyard

Miles Hall residence **(if applicable)**

- Exit through Miles' Hall eastern stairwell
- Congregate on the soccer field

Linton Hall

Linton Hall 1st Floor

Offices, Studios, and Classrooms (2-5)

- Proceed to the nearest EXIT and leave the building (follow emergency exit signs and postings)
- Congregate in large student parking area adjacent to Linton Hall on the other side of the Prayer Barn

Linton Hall 2nd Floor

Offices and Classrooms (7-9)

- Proceed to the nearest EXIT and leave the building (follow emergency exit signs and postings)
- Congregate in large student parking area adjacent to Linton Hall on the other side of the Prayer Barn

Steiner Hall

- Proceed to the nearest EXIT and leave the building (follow emergency exit signs and postings)
- Congregate in large student parking area adjacent to Linton Hall on the other side of the Prayer Barn

Wagner Center

Wagner Center General Building

Athletic Department, Department of Sport Ministries, Team Rooms, and Classrooms

- Proceed to the nearest EXIT and leave the building (follow emergency exit signs and postings)
- Congregate on soccer field

Seminary Building (CBS)

CBS 1st Floor

Office of Academic Affairs, Administrative Offices, and Chapel

- Proceed to the nearest EXIT (front or back entrance) and leave the building (follow emergency exit signs and postings). If exiting the building through front entrance, congregate in main parking lot; if exiting the building through the back doorway, congregate on the lower concrete surface in the back of the building.

CBS 2nd Floor

MACCD Office Suites, Classroom 8, Faculty Offices 17-14B

- Proceed to the nearest EXIT (western stairwell) and leave the building (follow emergency exit signs and postings)

- Exit the building at the end of the stairwell and congregate on the lower concrete surface in the back of the building.

Classrooms 6 & 7, Faculty Offices 11-14A

- Proceed to the nearest EXIT (eastern stairwell) and leave the building (follow emergency exit signs and postings)
- Exit the building at the end of the stairwell to side grass area and congregate in the front parking lot.

CBS Basement

Student Lounge Area towards Boiler Room

- Proceed to the nearest EXIT (eastern stairwell) and leave the building (follow emergency exit signs and postings)
- Exit the building through the door in the stairwell and congregate on the lower concrete surface in the back of the building.

Classroom B1, Computer Room, Reading Room, Additional Offices

- Proceed to the nearest EXIT (western stairwell) and leave the building (follow emergency exit signs and postings)
- Exit the building through the door in the stairwell to side grass area and congregate in the front parking lot.

Collamore Apartments

Collamore General Building

All residents should:

- EXIT through the nearest stairway of the apartment building (follow emergency exit signs and postings)
- Congregate in apartment parking lot (if wooded area poses a potential emergency threat congregate in front parking lot of Wagner Center)

Maintenance Building

Maintenance General Building

Maintenance Staff should:

- EXIT through the nearest doorway in the building (follow emergency exit signs and postings)
- Congregate in parking lot

B. CAMPUSWIDE EVACUATION (VACATING CAMPUS)

The Command Team may direct an evacuation of a WBC/CBS campus if a crisis warrants. During an evacuation, all WBC/CBS students and faculty/staff are requested to depart campus for their own safety and proceed to an identified location (if applicable).

Provision will be made to relocate all residential individuals. (This includes Collamore and guests.)

If campus is dismissed, commuter students and institutional personnel should proceed on their own.

Monitor WTOP 103FM or WMAL 630AM during an evacuation as well as WBC/CBS

radios and cell phones if you have them.

WBC/CBS will not be responsible for anyone who chooses to depart on his or her own. Once an individual departs, WBC/CBS will cease accounting for that individual.

Anyone departing from the main evacuation group (as advised by the institution) during an evacuation, they **MUST** alert his/her supervisor, professor, or resident assistant.

C. EVACUATION FOR PERSONS WITH DISABILITIES

PLANNING AHEAD

Even though emergency personnel are usually available to assist with evacuation, this may not always be the case. Those with mobility concerns or other concerns that would make independent evacuation difficult are encouraged to make alternative plans and arrangements in advance which will increase the likelihood that individuals will be able to exit a building safely in the event of an emergency.

For those who have difficulty speaking or those with hearing impairments who have difficulty judging volume, it may be useful to carry a whistle or a similar device for the purpose of announcing your location to emergency services personnel who will be attempting to search for those in need of assistance.

Advise others (supervisors, administrators, instructors, colleagues, fellow students, etc.) about any concerns that you may have related to emergency exiting and how they can assist you in the event of an emergency.

ASSISTING THOSE WITH DISABILITIES TO EVACUATE

It is recommended that each department establish a “buddy” system in which volunteers and alternates are recruited and paired with persons who have self-identified disabilities that would create special evacuation needs. Volunteers should become familiar with the special evacuation needs of their buddies and plan to alert and assist them if an evacuation is ordered. Volunteers should keep in mind that many people with disabilities can assist in their evacuation.

Persons with Visual Impairments
In the event of an emergency, tell the person the nature of the emergency and offer to guide him/her. As you walk, tell the person where you are and advise of any obstacles. Do not grasp a visually impaired person’s arm. Offer your arm for guidance.

Persons with Hearing Impairments
Not all fire systems have a flashing light. Most are sound alarms. Therefore, persons with impaired hearing may not perceive emergency alarms and an alternative warning technique is required. Two methods of warning are:

- Writing a note telling what the emergency is and the nearest evacuation route/safe staging area.
- Tapping the person on the shoulder or turning the light switch on and off to gain attention, then indicating through gestures, or in writing, what is happening and what to do.

Persons Using Crutches, Canes, or Walkers

If the person is having difficulty exiting quickly, treat him/her as if injured for evacuation purposes. Carrying options include using a two-person, lock-arm position, or having the person sit in a sturdy chair, preferably with arms. For level travel, an office chair with wheels could be utilized.

Non-Ambulatory Persons

The needs and preferences of non-ambulatory persons will vary. Most non-ambulatory persons will be able to exit safely without assistance if on the ground floor. Some people have minimal ability to move and lifting them may be painful and/or injurious. Frequently, non-ambulatory persons have respiratory complications. Remove them from smoke or fumes immediately. Always consult the person as to his/her preference with regard to:

- Ways of being removed from the wheelchair
- The number of people necessary for assistance
- Whether to extend or move extremities when lifting because of pain, catheter bags, braces, etc.
- Whether a seat cushion or pad should be brought along if he/she is removed from the chair
- Being carried forward or backward on a flight of stairs
- After-care, if removed from the wheelchair

D. CAMPUS LOCKDOWN/SHELTER IN PLACE

In some crisis situations, the Command Team may direct a lockdown/shelter in place of the WBC/CBS campus, which may mean moving everyone to a specific building. The alerts for a “LOCKDOWN/SHELTER IN PLACE” situation will be Office of Safety and Security personnel notification and/or campus-wide emails, paging system, and/or telephone calls.

During a lockdown, all WBC/CBS students and faculty/staff are requested to remain on campus for their own safety. Once the campus has been declared to be “LOCKDOWN/ SHELTER IN PLACE” no individuals can depart campus until official notice comes from the Office of the President changing the campus status.

Once the campus locks down, all faculty, staff, and students are required to remain in their current location (i.e. classrooms, library, or computer labs). It is advisable to shut and lock yourselves in individual offices and/or rooms, close any blinds, and stay away from glass exteriors (such as windows and doors).Only emergency personnel and responders are permitted to move about buildings and the campus. The Office of Safety and Security will be responsible in closing all perimeter gates (if applicable) at the request of the President and/or Command Team.

During a sustained lockdown further instructions on mobility will come from the President and Command Team. In this situation, other institutional personnel may be assigned to assist those responsible for providing food, water, housing, and/or communication.

IX. REVIEW OF THE CRISIS RESPONSE PLAN

A. There will be an institutional committee named by the President and chaired by the Dean of Students which will review the Crisis & Emergency Response Manual on an annual basis and revise as needed. Before a date is set for review of the plan, notification will be sent to the campus community to solicit input and concerns.

B. Additionally, the plan will be reviewed following a crisis as part of the debriefing process.

C. Copies of the Crisis & Emergency Response Manual will be available and electronic copies will be available on the campus drive and the website.

D. Emergency drills will be carried out at least once a semester. Fire drills will happen regularly.

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ATTACHMENTS

EMERGENCY SCENARIO PLANS

EMERGENCY RESPONSE PLAN A:
MEDICAL EMERGENCY

PLAN A-1: ILLNESS / ACCIDENT / INJURY

PLAN A-2: BASIC FIRST AID

PLAN A-3: PSYCHOLOGICAL EMERGENCY

PLAN A-4: EPIDEMIC / PANDEMIC

EMERGENCY RESPONSE PLAN B:
FIRE / EXPLOSION / GAS LEAK / HAZMAT

PLAN B-1: FIRE
PLAN B-2: EXPLOSION
PLAN B-3: GAS LEAK
PLAN B-4: HAZARDOUS MATERIALS INCIDENT

EMERGENCY RESPONSE PLAN C:
WEATHER & NATURAL DISASTERS

PLAN C-1: SNOW STORM / ICE STORM
PLAN C-2: FLOODING
PLAN C-3: TORNADO
PLAN C-4: HURRICANE / TROPICAL STORM
PLAN C-5: EARTHQUAKE

EMERGENCY RESPONSE PLAN D:
INFRASTRUCTURE & ULTILITIES

PLAN D-1: UTILITIES
PLAN D-2: BUILDING COLLAPSE

EMERGENCY RESPONSE PLAN E:
TRANSPORTATION ACCIDENT

PLAN E-1: CAR ACCIDENT
PLAN E-2: AIRCRAFT CRASH

EMERGENCY RESPONSE PLAN F:
DANGEROUS ANIMAL

EMERGENCY RESPONSE PLAN G: PROTESTS & VIOLENCE

PLAN G-1: INDIVIDUAL WITH A GRIEVANCE
PLAN G-2: CIVIL PROTEST
PLAN G-3: ATTEMPTED SUICIDE
PLAN G-4: SEXUAL ASSAULT
PLAN G-5: HOSTAGE SITUATION
PLAN G-6: SHOOTING / ATTEMPTED HOMICIDE
PLAN G-7: BOMB THREAT
PLAN G-8: MAIL THREAT
PLAN G-9: BOMB / IED EXPLOSION
PLAN G-10: NBCR ATTACK

EMERGENCY RESPONSE PLAN H: COMMUNITY SUPPORT

PLAN H-1: TRAGIC DEATH
PLAN H-2: EMERGENCY AWAY FROM CAMPUS
PLAN H-3: MISSING PERSON
PLAN H-4: SUSTAINED EMERGENCY SITUATION

EMERGENCY RESPONSE PLAN A: MEDICAL EMERGENCY

PLAN A-1: ILLNESS / ACCIDENT / INJURY

Medical emergencies include illness, workplace accidents, and athletic injuries, and are the most common emergency encountered by WBC/CBS.

Life Threatening:

1. Have someone call the Office of Safety & Security (OSS) stay on the line as OSS contacts **911.** If for some reason you are not sure if the Office of Safety & Security has contacted 911, call immediately. Remember to dial 9 before 911, if calling from a campus phone.
2. Ask the person calling OSS and/or 911 to have someone report to you what the 911 dispatcher said. The Office of Safety & Security will station someone to help direct the emergency responders to the correct location.
3. DO NOT move the victim. The Office of Safety & Security personnel and emergency responders have been trained how to do so safely. If you are properly trained, initiate basic first aid. DO NOT render first aid unless you are trained and certified.
4. Comfort the person. Do not leave the person alone unless staying would place you in danger.
5. Keep area around the injured as calm as possible.
6. The Office of Safety & Security will inform the Campus Emergency Response Team. The CERT will ensure the proper institutional personnel are contacted (i.e. Dean of Students, Office of President, President's Council)
7. If possible, someone should accompany the person to the hospital.
8. If the victim refuses to go to the hospital in an ambulance, you are not obligated to take them. Encourage them to use the ambulance if the medical response team says that they need to go to the hospital.

PLAN A-2: BASIC FIRST AID

Bleeding:

1. Control bleeding by applying direct pressure to the wound.
2. Do not remove embedded object.
3. Elevate affected areas if there are no broken bones.
4. Bandage with clean dressing.
5. Transport to hospital for deep wounds, puncture wounds, or imbedded objects.

Poisoning:

1. If the victim is unconscious, call for help immediately! If LIFE THREATENING, call 911 (9-911 from campus phone).
2. Wait for further instructions and provide as much information as possible such as the type of poison that was ingested, the age of victim, approximately how long he/she has been unconscious
3. If victim is conscious and not nauseated or vomiting, give water to dilute poison (3-4 glasses).
4. Do not induce vomiting unless directed to do so by trained emergency personnel or the directions on the poison container tell you to do so.

Burns:

1. If the victim is badly burned, call for help immediately! If LIFE THREATENING, call 911 (9-911 from campus phone).
2. Immerse burned area in cold water until pain subsides. If unable to immerse in water, gently pour cold water over area for 10-20 minutes.
3. Do not apply butter, creams, or liquids other than water.
4. Cover lightly with clean dressing.
5. Transport to hospital

Shock:

Signs: cold, clammy, pale skin; faint, rapid pulse; quick irregular breathing; weakness, nausea; agitation or confusion

1. Call the Office of Safety & Security (OSS) stay on the line as OSS contacts **911.** If for some reason you are not sure if the Office of Safety & Security has contacted 911, call immediately. Remember to dial 9 before 911, if calling from a campus phone.
2. Keep victim quiet, warm, and lying down.
3. If victim is unconscious, place on side to maintain a clear airway.
4. If victim is conscious, place on back and elevate legs.

Currently, the Dean of Students, Brian Smith is the certified medical responder for our campus. He can be reached at 301-366-3104 (cell phone) and/or 240-387-1211 (Miles Office).

PLAN A-3: PSYCHOLOGICAL EMERGENCY

1. If someone is exhibiting psychological symptoms (or you believe they might be), contact the Office of Student Life and Development. In an emergency of LIFE THREATENING SITUATION, call the Office of Safety & Security and/or 911.
2. If you are unsure as to the person's actual intentions, report to a staff member immediately.

PLAN A-4: EPIDEMIC / PANDEMIC

1. If a number of students are sick at any one time, the Office of Student Life and Development will inform the President and appropriate action will be taken.
2. If the local, state, or federal government announces the outbreak of an epidemic or pandemic, the President will convene the Command Team. WBC/CBS will follow recommended procedures. This may possibly include immunization, sending students home, business as usual with certain precautions, or sheltering in place.

EMERGENCY RESPONSE PLAN B:
FIRE / EXPLOSION / GAS LEAK / HAZMAT

PLAN B-1: FIRE

1. Extinguish the fire only if you can do so safely and quickly. Make sure you know what kind of fire extinguisher to use.
2. Call the Office of Safety & Security and/or (9) 911.

If the fire cannot be extinguished or if you smell smoke and cannot locate the source:

1. Call the Office of Safety & Security and/or (9) 911.
2. Pull the nearest fire alarm, if there is one.
3. **EVACUATE** the building via the nearest exit. See the evacuation plans on pages 25-29. Get at a minimum 300 feet away from the building.
4. Assist others in exiting the building. For persons with mobility concerns, see pages 30-31.
5. Feel doors from top to bottom. If it is hot DO NOT proceed; go back.
6. If door is cool, crouch low and open the door slowly. Close door quickly if smoke is present so you do not inhale it.
7. If you encounter heavy smoke in a stairwell, go back and try another stairwell.
8. Close doors behind you (if applicable). This will confine the fire.
9. DO NOT use elevators.
10. Avoid smoke filled areas. Do not open doors that are hot to the touch.
11. Assemble at a safe distance and account for everyone.
12. The Office of Safety & Security will guide the Fire Department to your building and provide them with floor plans.

PLAN B-2: EXPLOSION

An explosion is caused by a rapid expansion of gas from chemical reactions or incendiary devices.

1. Get out of the building as quickly and calmly as possible. Call the Office of Safety and Security and/or (9) 911.
2. If items are falling off of bookshelves or from the ceiling, get under a sturdy table or desk.
3. If there is a fire, stay low to the floor and exit the building as quickly as possible.
4. If you are trapped in debris, tap on a pipe or wall so that rescuers can hear where you are.
5. Assist others in exiting the building and move to designated evacuation areas. See pages 30-31: Evacuation for Persons with Disabilities.
6. Assemble at a safe distance (a minimum of 300 feet) and account for everyone.
7. Keep streets and walkways clear for emergency vehicles and crews. Untrained persons should not attempt to rescue people who are inside a collapsed building. Moving wreckage can crush people underneath. Wait for emergency responders to arrive.
8. SEE ALSO: PLAN B-1: FIRE and PLAN D-2: BUILDING COLLAPSE

PLAN B-3: GAS LEAK

1. Call the Office of Safety & Security and/or (9) 911 and have them get the gas turned off immediately and send the fire department. The gas company is Baltimore Gas & Electric.
2. Evacuate the area, including nearby buildings. A gas explosion will destroy a building, and pieces of that building will destroy adjoining buildings. Evacuate to Wagner, CBS, or the baseball field as appropriate. At a minimum get at least 300 feet away from the building.
3. Assemble at a safe distance and account for everyone.
4. SEE ALSO: PLAN B-1: FIRE, PLAN B-2: EXPLOSION and PLAN D-2: BUILDING COLLAPSE.

PLAN B-4: HAZARDOUS MATERIALS INCIDENT

A hazardous materials incident may be a spill or release of chemicals, radioactive materials or biological materials inside a building or to the environment. In the case of WBC/CBS, hazmat incidents are most likely to be oil spills and cleaning solution spills. The user may manage simple spills. Major spills or emergencies require emergency assistance from 24-hour emergency agencies, i.e. the Fire Department or Prince George's County or State of Maryland Hazardous Material (HAZMAT) Team.

Simple Spill	Major Spill or Emergency
Does not spread rapidly	Spreads rapidly
Does not endanger people	Endangers people.
Does not endanger environment	Endangers environment
Individual(s) can clean up	Must call 911
Examples:	Examples:
Bleach	Large amount of fuel
Paint	Bleach / ammonia mix
	Freon

PREVENTION:
1. Do not leave chemicals outside. Do not **ever** leave fertilizer outside.
2. Do not mix bleach & ammonia when cleaning.
3. Notify the Office of Institutional Compliance to endure the institution is aware of any potentially dangerous substances that your department has in stock.

In case of a major spill:
1. Call the Office of Safety & Security and/or (9) 911. State any special circumstances: ground water contamination, radioactive materials, etc.
2. Assemble at a safe distance and account for everyone.
3. Wait for and provide information to emergency responders. Either the Fire Department or the Prince George's County HAZMAT Team or the State of Maryland HAZMAT team will respond.

EMERGENCY RESPONSE PLAN C: WEATHER & NATURAL DISASTERS

PLAN C-1: SNOW STORM / ICE STORM

1. There is an established policy & procedure for canceling classes due to inclement weather.
2. Department of Maintenance personnel will respond to all snow or ice storms to remove snow and spread sand and salt if ice is present.
3. Dining Services will attempt to pre-position personnel on campus when significant amounts of snow or ice are predicted.
4. In the event that no Dining Services personnel are able to reach campus, meals still need to be served to resident students and Maintenance and Security employees. A kitchen team will be assembled by asking for volunteers from the following groups in order:
    - Dining Services student employees
    - Other members of the campus community present with food service experience
    - Resident Community Leaders

PLAN C-2: FLOODING

In the past, floods have been confined to the area around the creeks and the lower level of Linton Hall. As can be seen from the hurricane Katrina floods in 2005, however, colleges that do not expect floods are not immune to them. Many recent developments in college emergency response planning stem from the Red River floods in the Dakotas in the late 1990s.

1. The Office of Safety and Security should lock the Princess Garden Parkway gate whenever the creek is up to its banks. The creek can flood the road in from the Princess Garden Parkway gate deeply enough to stall vehicles and the water flow over the road may have a strong current.
2. The Office of Safety and Security officers should also check the basement of Linton Hall from time to time during severe rainstorms.
3. **Do not stand in or drive through moving water.** Currents can sweep away people and vehicles. Additionally, air intakes on recent vehicles are generally in the wheel wells, and water will cause engines to seize.

PLAN C-3: TORNADO

Approximately once a year tornadoes touch down in the Washington area. In 2001, a tornado destroyed large sections of La Plata, Maryland, in Charles County, 1 hour south of the Lanham campus.

The sky often turns green in tornado conditions. Warnings are also given on TV & radio stations. Should you see a green sky or tornado warnings:

1. Contact the Office of Safety and Security so that the entire campus community can be warned.
2. Stay inside. Take shelter at or below ground level in the southwest corner of the building. (Tornadoes move from the southwest to the northeast. Sheltering in the southwest corner should result in any building debris blowing over your head rather than landing on top of you.) For all buildings except CBS, southwest is toward the Princess Garden Parkway gate.
3. Close all windows. (Note: It used to be taught that windows should be opened one inch to equalize air pressure inside and out. This is no longer the case. Recent studies suggest that once wind enters a building, it will seek an escape, blowing out whatever is in the way. Keep the windows closed.)
4. Take a battery-powered radio to shelter with you. Radio stations will track tornadoes and keep you informed.
5. Take your cell phone with you and call the Office of Safety and Security if your building is damaged.
6. SEE ALSO: PLAN C-2: FLOODING and PLAN D-2: BUILDING COLLAPSE

PLAN C-4: HURRICANE / TROPICAL STORM

1. Hurricanes and tropical storms are infrequent in the Washington area. The Lanham campus experienced tropical storms in 1999 and 2003 that did little damage but did result in the cancellation of off-campus events.
2. Warning of a hurricane or tropical storm will be provided at least 2-3 days in advance. The President or Dean of Students will active the Command Team if the storm's predicted track will take it through the Washington area. The Command Team will direct any necessary preparations (taping / boarding up windows, moving anything mobile inside, rescheduling teams coming to or going out from campus, etc.).
3. SEE ALSO: PLAN C-2: FLOODING and PLAN D-2: BUILDING COLLAPSE

PLAN C-5: EARTHQUAKE

1. Exit the building. Earthquakes can break gas lines.
2. If threatened by falling objects, take shelter under a desk or other furniture or shelter in a doorway. Leave the building once the earthquake stops.
3. DO NOT reenter a building until told to do so. Aftershocks may be as severe as the earthquake.
4. SEE ALSO: PLAN D-2: BUILDING COLLAPSE and PLAN B-3: GAS LEAK

EMERGENCY RESPONSE PLAN D: INFRASTRUCTURE & ULTILITIES

PLAN D-1: UTILITIES

1. Power
2. Heat
3. Air Conditioning
4. Water
5. Telephones
6. Computer Network

If a utility is not functioning, notify the appropriate point of contact. Please do not assume that someone else will notify the appropriate people.

1. For electricity, heat, air conditioning, or water, contact Maintenance (x1247).
2. For phones, contact the switchboard (x0).
3. For computers or internet, contact Internet Technology (x1241/x1251).

The Academic Deans, after consulting with the President and the Dean of Students will determine whether WBC and CBS classes will be cancelled or relocated The Office of the President determines whether staff will be released early. The President, or the Command Team may specify whether buildings are to be closed early or held open later as necessary.

The President's Council will make provision for alternate working locations if necessary.

PLAN D-2: BUILDING COLLAPSE

A building collapse may happen in isolation (Seminary building, 1981) or as the result of another emergency or crisis.

Exit the building if possible.

1. Call the Office of Safety & Security and/or (9) 911.
2. The Office of Safety & Security, and/or Maintenance Department will provide emergency responders with building plans.
3. DO NOT begin moving debris to located trapped individuals because:
   - Moving one piece of debris can cause other pieces to shift and crush someone.
   - Trapped individuals can be further injured by the removal of debris that has pierced them or even by the sudden removal of pressure.

EMERGENCY RESPONSE PLAN E: TRANSPORTATION ACCIDENT

PLAN E-1: CAR ACCIDENT

1. Call Office of Safety & Security and/or (9) 911.
2. Move yourself and your party out of danger. If there is a fuel spill or a fire, get the occupants out of their vehicles.
3. Render first aid as you are trained and certified to do so.
4. Make the crash area safe. Put out flares as necessary (especially on Good Luck Road!). Move cars out of the road in case of a minor accident.
5. If you are engaged in an official institutional function, see PLAN E-3: EMERGENCY AWAY FROM CAMPUS.

PLAN E-2: AIRCRAFT CRASH

The Lanham campus lays in several flight paths. Additionally, Medivac helicopters routinely land on or just off campus.

1. **CALL the Office of Safety & Security AND (9) 911.**

2. Aircraft carry fuel. An air crash will involve either a hazmat spill or a fire/explosion. See PLAN B-1: FIRE, PLAN B-2: EXPLOSION, and PLAN B-4: HAZARDOUS MATERIALS INCIDENT.
3. Therefore, injured persons are to be evacuated from the scene of an air crash as soon as possible. Risks are taken in moving air crash survivors that are never taken in moving injured persons in other circumstances.
4. If you are not actively involved in rescue operations, stay well away from the crash site. Touch nothing. There will be a federal investigation that needs all evidence intact and in place.
5. The National Transportation Safety Board and emergency responders will have custody of the crash area. This may last for several days, and the Command Team will find alternate locations for any institutional operations disrupted as a result.

<u>EMERGENCY RESPONSE PLAN F</u>: DANGEROUS ANIMAL

The Lanham campus is home to a number of animal species including fox, deer, and raccoon.

1. Call the Office of Safety & Security. Safety & Security will call the Prince George's Animal Management Division if an animal is acting peculiarly. Give clear directions to the Animal Management Division.
2. Do not making assumptions about whether an animal is or is not rabid. The fact that you "saw a rabid animal once" does not make you an expert. Do not panic the institutional community. At the same time, **do not approach** an animal which is acting oddly.
3. SPECIAL CASE: If a hunting dog is loose on campus the first step is to call the West Lanham Hills Fire Department at 301-552-1312. They have two hounds that have upon occasion gotten loose on campus and chased rabbits, foxes and even students. They will come over immediately and catch the dogs.

EMERGENCY RESPONSE PLAN G: PROTESTS & VIOLENCE

PLAN G-1: INDIVIDUAL WITH A GRIEVANCE

1. Be polite and helpful. The situation will not get better if you get angry in response. You are unlikely to have all the facts. Do not take sides, particularly when you have not heard all viewpoints. Instead expedite the individual's contact with the appropriate staff members. Do not make promises on which you cannot deliver.

2. Conduct the person to the appropriate office:
    a. Current and former students should be directed to the Office of Student Life and Development or Academic Affairs.
    b. Current and former faculty and staff should be directed to the Office of Human Resources.
    c. Members of public should be directed to the Office of the President.
    d. Some grievances may be specific to the Athletic Department, the Academic Affairs Office, Business Office, Financial Aid, or the Library.

If you feel threatened or believe that a reasonable person will feel threatened when confronted by this individual, contact the Office of Safety and Security immediately.

PLAN G-2: CIVIL PROTEST

A civil protest will usually take the form of an organized public demonstration of disapproval or display disagreement with an idea or course of action. It should be noted that in many cases campus protests such as marches, meetings, picketing and rallies will be peaceful and non-obstructive.

If a protest occurs, contact the Office of Safety and Security immediately. The Office of Safety and Security will ascertain if the protest is disruptive or threatening and will be responsible for contacting the President or Dean of Students.

- Generally, peaceful protests should not be interrupted. Protesters should not be obstructed or provoked and efforts should be made to conduct institutional business as normally as possible. Let the President (or designee) and the Office of Safety and Security handle the situation.
- The President, designee, or Office of Safety & Security will call the police if a protest becomes disruptive or violent.
- If the work area needs to be evacuated, employees should save any computer data (if there is time to do so safely). Evacuate to designated areas as advised by the Command Team.
- Efforts should be made to secure positive identification of protesters in violation to facilitate later testimony, including photographs if deemed advisable. Additionally, efforts should be made to videotape any police action for future reference. Institutional personnel should not place themselves at risk in order to obtain either of these.

PLAN G-3: ATTEMPTED SUICIDE

1. If someone is contemplating suicide (or you believe they might be), you need to do two things at the same time: keep them talking and summon help.
2. If you are unsure as to the person's actual intentions, involve a staff member immediately.
3. If the intention is clear, one person should go dial 911 and summon staff members while another person keeps the individual talking. You will feel that you have nothing to offer the person and are the last one in the world who should be doing this. That's okay. Your job is to stall for time; it is not necessarily to talk the person completely out of it. Keep them talking as much as possible.
4. If a suicide occurs, follow Emergency Response Plan H-1.
5. If you find a deceased person, the Office of Safety & Security and/or (9) 911 immediately. Do what they tell you to.

PLAN G-4: SEXUAL ASSAULT

1. Avoid dangerous situations, particularly isolated locations after dark. Do not travel in unfamiliar areas alone.
2. It is ultimately up to the individual whether and how much to resist if threatened with death if you resist. If you resist: a solid stamp to the kneecap means you can now run faster than your assailant. If fighting, aim for soft tissue. If you fight, yell. If you pull an assailant down, make sure he stays there.
3. Sexual assault and rape are crimes and should be reported to the police, even if you do not wish to press charges. Your information may help catch the assailant. No one should be pressured or penalized for not reporting a sexual assault or for not pressing charges.
4. Call 911. The police will request that you not change clothing or bathe and will transport you to a hospital. This simultaneously allows them to care for you and to preserve evidence.
5. The Counseling Departments and/or professional counselors will be made available to the extent you desire. You cannot be compelled to receive counseling against your will. However, counseling is strongly recommended.
6. You control how much information about is made public about you. The fact that there was an attack needs to be made public for others' protection and safety, but whether your name and other details about you are made public is up to you.

PLAN G-5: HOSTAGE SITUATION

1. Those taken hostage should remain calm. Avoid arguing with hostage takers.
2. Those not taken hostage should call the Office of Safety & Security and/or (9) 911, and evacuate campus immediately! Remaining in the area offers the hostage takers the opportunity to take more hostages.
3. In the event that campus personnel are in contact with the hostage takers, attempt to stall for time until the police arrive.
4. Do not tell the hostage takers "no" – you will check on their request, confer with your superiors, etc.
5. Do **not** provide the hostage takers with anything. Minimize their access to supplies.
6. Do not compromise the police negotiator's options before he or she arrives.

7. Inform the authorities of any cell phones known to be in the possession of hostages or hostage takers.
8. The Command Team will assemble everyone possible at one or more locations out of harm's way and take attendance.
9. If you have been taken hostage and for some reason you are able to communicate with people on the outside, use the word "whiskey" in conversation to indicate you are under duress and being told what to say. If you can speak freely – the hostage-taker doesn't know you're talking – say so.
10. If there are deaths during a hostage situation, see PLAN H-1: TRAGIC DEATH.

PLAN G-6: SHOOTING / ATTEMPTED HOMICIDE

Effectively there is no difference between a terrorist shooting and a criminal shooting. Terrorists tend to use explosives and not be as interested in their own personal survival whereas criminals tend to very focused on their own personal survival.

SHOOTING

1. **Get down and take cover.** (Note that "cover" is something thick enough to stop bullets. Concealment behind non-bulletproof objects is a last resort if nothing else is available.) **Get out of the line of fire.**
2. **Call 911 and the Office of Safety & Security.**
3. Shooters in cars are generally trying to survive. Move into buildings or into the woods. Remember that if you can still see out, the shooter(s) can probably still see in.
4. Shooters on foot may not be interested in personal survival. Try to avoid them. Do not run long distances in straight lines. Zigzag.
5. The Command Team activates and will move everyone possible to safety and take attendance, warn off anyone who may be en route to WBC/CBS, and notify families of anyone injured.

NON-FIREARM THREAT

1. Take cover and lock yourself in. Knives and clubs do not go through doors. If you are caught in the open, try to stay more than ten yards away from the assailant.
2. **The Office of Safety & Security and/or (9) 911.**
3. If you are attacked, intercept the weapon arm (which will be moving relatively slowly) **not** the end of the weapon (which will be moving very rapidly and may be sharp). If you have self-defense training, follow it. If not, strike at soft tissue.
4. You may not use an assailant's weapon(s) on him once he is no longer a threat. For example, if his hand gets cut when you take the knife out of it, not a problem. If you then stab him sixteen times, that is assault with a deadly weapon on your part.
5. **Call 911. Maintain pressure on your assailant if you have him immobilized.**
6. The Command Team activates and will move everyone possible to safety and take attendance, warn off anyone who may be en route to WBC/CBS, and notify families of anyone injured.

PLAN G-7: BOMB THREAT

A bomb threat may come to the attention of the receiver in various ways. It is important to compile as much information as possible.

IF YOU RECEIVE A BOMB THREAT:

1. Remain calm and take as many notes as you can. If you have a green Bomb Threat Checklist under your phone, fill it out as you take the call. Your objective is to keep the caller on the line as long as possible to attempt to gather as much information as possible. Try not to anger the caller at any time.
2. If there is a yellow Bomb Threat Warning Card under your phone and there is anyone else in sight, hold it up so that they can see it & begin an evacuation.
3. Do not hang up the phone at the end of the call. There is a small chance that this will help police trace the call. If the threat was left on voice mail, do not erase it.
4. Please keep in mind that the vast majority of bomb threats are false and are primarily intended to elicit a response from the building occupants. In our case, the person making the threat is going to achieve his aim, because you (or preferably a co-worker who saw you waving the yellow Bomb Threat Warning Card while you were still on the phone) will call the Office of Safety & Security and/or (9) 911. The Office of Safety & Security will begin evacuating buildings.
5. No one on campus has the expertise to assess whether or not the threat is real, so ALL BOMB THREATS WILL BE TREATED AS IF THERE IS A REAL BOMB until the police or fire department (not WBC/CBS) confirm otherwise.
6. In the case of a written threat, it is vital that as few people as possible handle the document as it is evidence that will be turned over to the police for fingerprinting, handwriting/printer analysis, etc. Making a bomb threat is a crime, and the police will investigate. If the threat should come via e-mail, make sure to both print out the message and save it on your computer. Most bomb threats are transmitted over the telephone; thus, the following instructions will be provided with that assumption.

IF YOU SEE A CO-WORKER HOLDING UP A YELLOW BOMB THREAT WARNING CARD:

1. Your co-worker is gathering all possible information from the caller, so it is your responsibility to alert the campus. **Call the Office of Safety & Security and (9) 911.** Look over your co-worker's shoulder and see what building(s) have been threatened.
2. **TURN YOUR CELL PHONE OFF.** You do not want to trigger a radio-controlled detonator. Likewise, do not use radios. Use landlines or runners.

IF YOU ARE TOLD THERE HAS BEEN A BOMB THREAT:

1. Evacuate to the field by Princess Garden Parkway gate. Remember we are talking about a <u>bomb</u> threat. Fifty or a hundred feet is not going to make you safe. Adjoining buildings should not be presumed to be safe either.
2. **EVERYONE TURN ALL CELL PHONES OFF.** You do not want to trigger a radio-controlled detonator. Likewise, do not use radios. Use runners.

3. Staff may be asked to volunteer to help the police, the fire department, and the Office of Safety and Security search their work areas. DO NOT TOUCH ANY PACKAGE THAT YOU CANNOT PERSONALLY IDENTIFY. Orderly work areas are easier to search.
4. Maintenance will cut utilities to the threatened building or call agencies that will do so.
5. Publicity concerns must & will remain secondary to safety concerns.
6. ALL BOMB THREATS ARE REAL BOMBS UNTIL PROVEN OTHERWISE.
7. Should a bomb explode, implement both Explosion (Plan B-2) and Shooting (Plan G-6) protocols immediately. Move everyone outside, into cover if possible.

TELEPHONE BOMB THREAT CHECKLIST

KEEP CALM. Hold up the yellow Bomb Threat Warning Card if there is anyone in sight of you who can notify the Office of Safety & Security and (9) 911.

TIME: Call received _____AM/PM Terminated _____AM/PM
LINE RECEIVED ON: _____ LISTED? Y/N
CALLING FROM (look at your display): _____
EXACT WORDS OF CALLER:

DELAY: ASK CALLER TO REPEAT HIMSELF. Questions you should ask:

A. When is the bomb set to explode?

B. Where is the bomb located? Building? Floor? Area?

C. What kind of bomb is it?

D. Describe the bomb.

E. Describe the detonator.

F. Why kill or injure innocent people?

G. How do you know so much about the bomb?

H. What is your name?

VOICE Male / Female Young / Middle-Aged / Old Calm / Nervous
Loud / Soft Spoken Deep Voice / High Voice Laughing / Crying
___ Angry ___ Refined ___ Rough___ Distinct ___ Slurred
___ Nasal ___ Lisp ___ Stutter ___ Ragged ___ Disguised
___ Well-spoken ___ Profane ___ Irrational ___ Incoherent
___ Deep breathing ___ Taped message ___ Prepared statement
___ Accent (Describe) _____
___ Speech Impediment (Describe) _____
Recognize Voice? If so, who do you think it was? _____
BACKGROUND NOISE ___ Voices_____
___Static ___Clear ___Traffic ___Aircraft ___Machinery
___Music ___Whistles ___Bells ___Horns ___Tape Recorder
___Office ___Bar ___ PA system ___Running Motor (Type) _____
___Other_____

Did caller indicate knowledge of the facility? If so, how?

Signature_____ Date_____

BOMB THREAT WARNING CARD

IF YOU SEE ME HOLDING THIS UP THEN I AM CURRENTLY RECEIVING A BOMB THREAT.

CALL OFFICE OF SAFETY & SECURITY. CALL 911.

PLAN G-8: MAIL THREAT

If you receive a letter that you consider to be suspicious, but NOT necessarily harmful or threatening, you should do the following:

1. Put the letter in plastic bag or envelope and seal it so that it is airtight;
2. Take the letter and place it outside of the building, away from where any one might handle it;
3. Wash your hands with soap and water;
4. Call the Help Desk, or Office of Student Life. They will come and try to ascertain if WBC/CBS should show the letter to the authorities.
5. Suspicious mail will not be discarded under any circumstances. If you don't feel comfortable opening it, automatically call The Office of Safety and Security, the President's Office, and the police.

However, if you believe that the letter or parcel may contain a hazardous material such as a chemical or biological agent or an explosive device (see below), do NOT handle the letter or parcel in the manner described above. Instead, call the Office of Safety & Security and 911 and evacuate the building.

The following is taken directly from the U.S. Postal Service website regarding suspicious mail:

WHAT CONSTITUTES A SUSPICIOUS LETTER OR PARCEL?

Some typical characteristics include:

- Have any powdery substance on the outside.
- Are unexpected or from someone unfamiliar to you.
- Have excessive postage, handwritten or poorly typed address, incorrect titles or titles with no name, or misspellings of common words.
- Are addressed to someone no longer with your organization or are otherwise outdated.
- Have no return address, or have one that can't be verified as legitimate.
- Are of unusual weight, given their size, or are lopsided or oddly shaped.
- Have an unusual amount of tape, string, or protruding wires or foil on them.
- Are marked with restrictive endorsements, such as "Personal" or "Confidential."
- Have strange odors or stains.
- Show a city or state in the postmark that does not obviously align with the return address.

WHAT SHOULD I DO IF I RECEIVE AN ANTHRAX THREAT BY MAIL?

- *Do not handle the mail piece or package suspected of contamination.*
- Make sure that damaged or suspicious packages are isolated and the immediate area cordoned off.
- Ensure that all persons who have touched the mail piece wash their hands with soap and water.
- Notify your local law enforcement authorities.
- List all persons who have touched the letter and/or envelope. Include contact information and have this information available for the authorities.

- Place all items worn when in contact with the suspected mail piece in plastic bags and have them available for law enforcement agents.
- As soon as practical, wash and shower with soap and water.
- Notify the Center for Disease Control Emergency Response at 770-488-7100 for answers to any questions.

PLAN G-9: BOMB / IED EXPLOSION

- A bomb explosion is treated as an Explosion (Plan B2) **AND** as a Shooter (Plan G4). You don't know where the driver went. However, realistically you may not know the cause of the explosion.

- The Command Team will assemble everyone possible at one or more locations out of harm's way and take attendance.

- Leave the area if you are not providing assistance. Follow-up bombs are often placed to kill first responders and bystanders.

- Make way for rescue vehicles.

- Report observation of anything or anyone suspicious to police.

PLAN G-10: NBCR ATTACK

NBCR stands for nuclear, biological, chemical, or radiological attack. A nuclear attack uses a fission or fusion bomb. Typically there will be a mushroom cloud. A radiological attack releases radioactive matter without a sustained nuclear reaction. It is often referred to as a dirty bomb and uses a conventional explosion to spray radioactive material throughout an area.

- Notify the Office of Safety & Security immediately if you are informed of an NBCR attack. The President or a Leadership Team member will confirm the report, and the President or designee will convene the Command Team immediately.

- Based on official (federal government) advice, the Command Team will direct either a campus evacuation or sheltering in place.

- In case of campus evacuation, the Command Team will direct the route and will use campus vehicles to transport everyone who requires transportation. Since prevailing wind patterns will blow contaminants east (straight out Route 50), in the absence of federal directives to the contrary, evacuation should be north to clear the Washington metropolitan area, and then west. Take 295 / Baltimore-Washington Parkway north to 32 or 175 west to I-70 west toward Frederick. In case of sheltering in place, the Command Team will direct the campus community to one or more specific buildings.

EMERGENCY RESPONSE PLAN H: COMMUNITY SUPPORT

PLAN H-1: TRAGIC DEATH

1. If you are informed of a death in the campus community, please inform the Office of the President immediately.
2. The President or designee will determine appropriate steps to take and whether to convene the Command Team.
3. Counseling should be made available for anyone in the campus community desiring it.

PLAN H-2: EMERGENCY AWAY FROM CAMPUS

A deployed team is any number of WBC/CBS personnel (faculty/staff, students, or some combination) engaged in a school-sponsored activity away from the Lanham campus. This includes admissions staff, athletic teams, missions trips, planned student activities, and informal activities.

While a deployed team may encounter any sort of emergency, from the perspective of the Lanham campus, the overriding dynamic is that of a team isolated away from campus.

PREPAREDNESS

1. Teams should be aware of any emergency conditions at their destination before they leave. (For example, an away game at Mid-Atlantic Christian University when a hurricane is hitting the Outer Banks would be ill-advised.)
2. Teams should always have a means of communication with the Lanham campus. Generally cell phones will suffice. This only works if you have each other's numbers first!
3. If multiple vehicles are used, each vehicle should be able to contact the others. Cell phones are best. (Accelerating past the other vehicle and pointing to the next exit may not be possible in emergency conditions.)
4. **Every deployed team must have a designated team leader.**

ALL EMERGENCIES AWAY FROM CAMPUS

1. While authority rests with the department administrator, Leadership team or Command team, and ultimately with the President, the team leader has the advantage of being on the scene and usually has more complete information. A team leader's recommendation should be given due consideration and never overridden lightly.

2. Decisions about whether to continue on with the trip, whether to split up the team if some require medical care and others do not, etc. are usually best made on the scene. Therefore the President or designee may go to or dispatch others to the scene. There needs to be a balance between fulfilling commitments and not taking foolish risks.

EMERGENCY EN ROUTE

1. The most common en route emergency is a transportation breakdown. Phone your department at WBC/CBS and/or the Maintenance Department. Make decisions that will allow your team to continue the mission if at all possible.
2. Natural disasters may be encountered en route. Particularly in the case of storms, the team leader is in a far better position to make a decision than anyone at the Lanham campus.

OVERSEAS

1. Missions trips should pay special attention to US State Department advisories.
2. If the deployed team is on a missions trip, the US Embassy or Consulate should be notified of any emergencies, as well as the sponsoring department and WBC/CBS President or Administrator on Duty (President's Designee).

EMERGENCY AT ANOTHER INSTITUTION

1. Generally speaking if a WBC/CBS team is deployed at another school or on a missions trip, the team leader should consider following the host's lead in case of emergency. The team leader, in consultation with the department administrator, President, or designee, may also decide to curtail the trip and return to WBC/CBS or to some intermediate location. It may also become necessary to shelter in place, and the department administrator and Chief Financial Officer should arrange for appropriate resources.
2. Note that the WBC/CBS has a declared policy of not canceling games due to terrorism or shooting threats. This was made policy in October 2002 during the sniper crisis in the Washington area. Also, WBC resumed away games in major east coast cities two days after 9/11.
3. Team leaders may make a decision to shelter in place at another institution or at a hotel.

PLAN H-3: MISSING PERSON

If a member of the campus community is missing, the department involved will inform the Office of Safety & Security (i.e., the Office of Student Life & Development for a student, the Office of Hospitality Services for a guest, supervisor for an employee).

The Office of Safety & Security will inform the President or designee. The President or designee decides whether the Command Team is activated, when to call the police, and how many institutional personnel will be asked to join search teams.

If you are aware of any of the following information, please report it to the Office of Safety & Security:

1. Name
2. Date of birth
3. Physical description, including clothing
4. Any medical conditions
5. Any medication
6. Special interests of the person
7. Special circumstances

PLAN H-4: SUSTAINED EMERGENCY SITUATION

This plan assumes an emergency not directly involving WBC/CBS but occurring nearby and requiring a prolonged commitment from emergency services. Examples include any incident that overloads Doctors' Hospital or keeps first responders on prolonged duty.

Anyone in the campus community who becomes aware of a sustained emergency situation in the surrounding area should inform the Office of Safety & Security. The Office of Safety & Security will inform the President or designee who may use non-emergency numbers to contact emergency services and offer assistance.

Examples:

1. In case of a mass casualty incident with the injured being taken to Doctors' Hospital, WBC/CBS could offer additional helicopter landing space and family housing.
2. In case of a days-long fire or ongoing rescue effort nearby, WBC/CBS could offer food & housing to emergency personnel.
3. In case of overflow at Doctors' Hospital, WBC/CBS may be able to set up space for triage in Wagner Center.
4. In case of a missing person, WBC/CBS may be able to provide a large number of searchers.
5. In case of a tragedy, WBC/CBS may provide counseling to family members and emergency personnel.

This is a time to minister outside of WBC/CBS and offer assistance to those who need it. It requires a general awareness of what is happening around us and creativity in finding solutions.

ADDENDUM

NORTHERN VA LOCATION EMERGENCY PLAN

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EMERGENCY NUMBERS- Northern VA

POLICE, FIRE, AND AMBULANCE..... 911

MAIN CAMPUS (Lanham, MD)
Guard's cell phone 301-366-3105
Guard house ……240-387-1246
Director of Security office 240-387-1244
Help desk 240-387-1236
Switchboard 301-552-1400

POLICE
Fairfax County Police ..... 703-691-2131 (non-emergency)
West Springfield District Station ..... 703-644-7377 (non-emergency)
Federal Bureau of Investigation..... 703-762-3000 (VA field office)

FIRE
Annandale Fire Station 8..... 703-256-2552 (non-emergency)

Hospital
INOVA Fairfax Hospital ……..703-776-4001
3300 Gallows Road
Falls Church, VA 22042

EMERGENCY MANAGEMENT
Fairfax County Office of Emergency Management 703-324-2362
Virginia Department of Emergency Management . 1-804-897-6500
Federal Emergency Management Agency..... 1-800-621-3362
Department of Homeland Security..... 1-866-347-2423

TTY NUMBERS
Police, fire, and ambulance 911

AN EMERGENCY AT NORTHERN VA LOCATION CALL:

1. Police, fire, or ambulance: call 911.

- State your name and job description.
- Give location: 8001 Forbes Place Suite111, Springfield, VA, 22151.
- Describe nature of the crisis: what happened, how many people are involved, whether or not there are injuries and how serious they are.
- Describe what has been done so far.
- Describe what resources are needed.
- Stay on the phone until the 911 operator has dismissed you, and you have given them your contact information.

2. Immediately report incident to:

- Main campus security 301-366-3105
- Kathi Haley.....703-645-4027 or 832-647-4351
- Brian Smith…….301-366-3104 (cell); 240-387-1211

3. Once the professional emergency responders have arrived and the situation is under control, the Institutional Compliance Officer along with the Northern VA Administrator will access the incident to determine the next level of response. (i.e. EMERGENCY RESPONSE PLAN, CRISIS RESPONSE PLAN).

4. The President, the Dean of Students, and the Academic Dean of CBS should be notified of all emergency and crisis incidents that takes place at the Northern VA location.

Resources

Washington Bible College/Capital Bible Seminary acknowledges the following institutions for allowing us to use sections of their emergency plans:

Bowling Green State University

University of Iowa

Moody Bible Institute

Philadelphia Biblical University

Rocky Mountain College

Jackson State University

Mississippi State University

Prince George's County Guide to Emergency Preparedness

Additional emergency preparedness resources can be located at the following websites:

http://www.higheredcenter.org/violence/emergency-preparedness.html

http://www.disaster-resource.com/content_page/articles.shtml

http://www.edfacilities.org/rl/natural_disasters.cfm