

Jumps:

[Emergency Communications
Resource Directory](#)

[Travel Related Emergency
Assisting Persons with Disabilities](#)

EMERGENCY OPERATIONS PLAN

Introduction

The Emergency Operations Plan was established to facilitate an effective response to emergency situations, or events, that impact the campus community at Ashland University. Administration of the plan is a collaborative effort of the Ashland University Compliance Committee and the President's Cabinet.

Because not every emergency situation can be foreseen, or a response protocol may need modified after an incident evaluation, this plan is dynamic and will be revised as determined by the University.

The goal of the Emergency Operations Plan is to enhance the safety of everyone in the campus community, protect the infrastructure and facilities of the University and expedite recovery and resumption of normal business activities.

Because emergency situations can be chaotic, this plan was developed to be clear, concise and easy to implement. Suggestions to improve or modify the Plan can be made to the Director of Safety Services at extension 5555.

Scope

The Emergency Operations Plan addresses preparedness, response, and recovery for emergency situations that have an impact on the campus community. The Plan applies to all members of the campus community (students, faculty, staff, administrators and guests) and, when implemented, takes precedence over any other Ashland University policy.

Authority to declare a campus state of emergency and/or initiate the Emergency Operations Center, as indicated in the Emergency Operations Plan, resides with the AU President, or his or her designate. This authority was established by the President's Cabinet. This authority also includes terminating a declared campus state of emergency. In the event the president is not available, the decision to declare a campus state of emergency resides with the Executive Director of Facilities Management and Planning. If neither the president nor director is available, authority to declare a campus state of emergency resides with the available members of the Policy Group.

For Level I non-medical or fire emergencies that occur during normal operating hours, the involved department, personnel or student may directly contact the appropriate primary responder. When offices are closed, please notify the Safety Services Department. The Safety Services Department will provide assistance and notify the appropriate primary responder.

In the event urgent outside assistance is required (i.e. fire, police, or emergency medical), these calls will be made by the Safety Services dispatcher before notification to the on-campus primary responder.

General Responsibilities

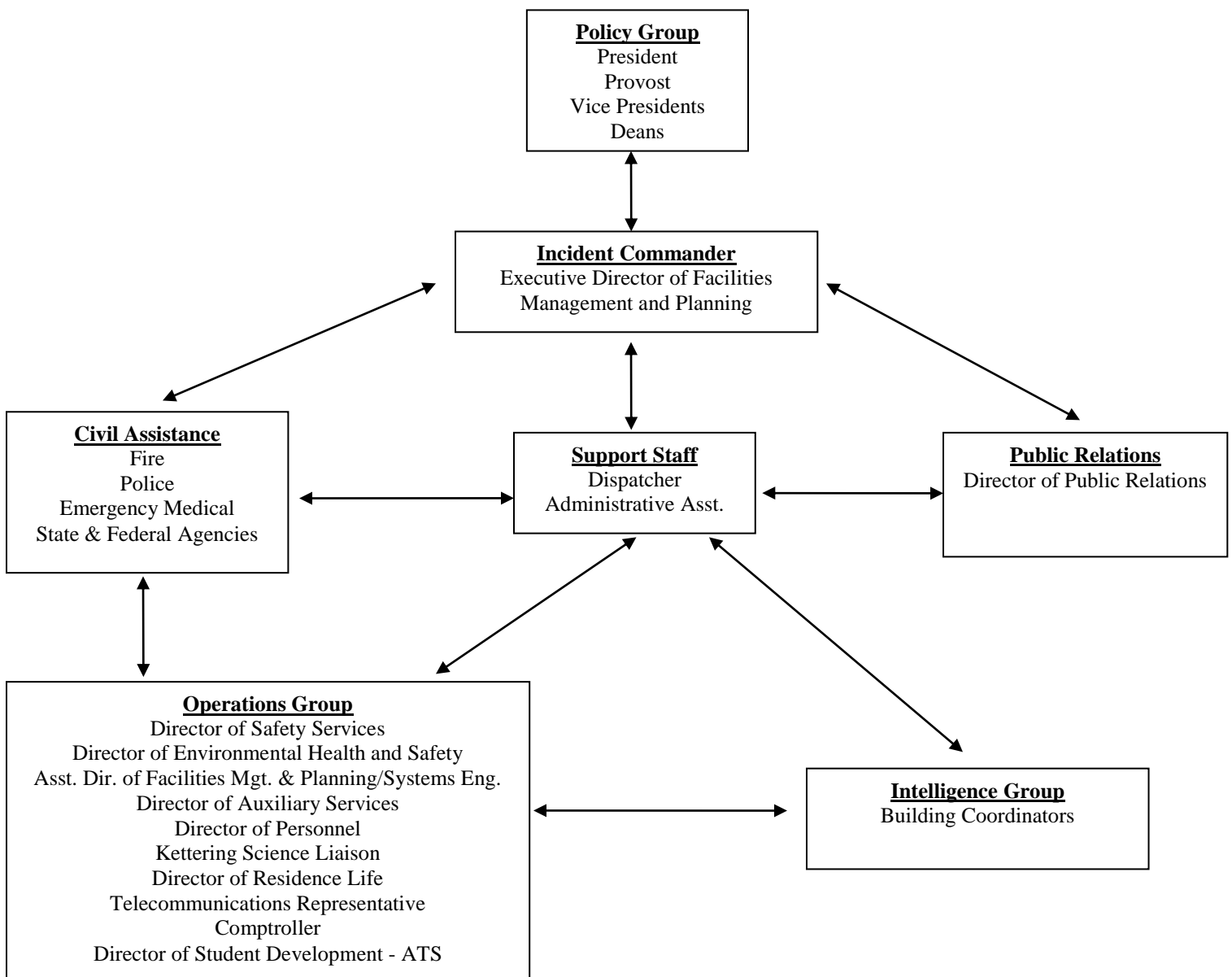
It is the responsibility of any employee who supervises another employee to include the Emergency Operations Plan as part of the orientation process. Updates to the Plan will be communicated to all the deans, department chairs, personnel office, vice presidents and directors so information can be shared with staff. It is the employees' responsibility to adhere to the guidelines outlined in this plan. A hard copy of the Emergency Operations Plan will be maintained by the Building Coordinators. Emergency response guides are available on

the Ashland University website. These guides provide the Ashland University campus community a brief outline of what to do in certain emergencies.

Resident students should be informed of the Emergency Operations Plan as part of the check-in process to the residence halls. Both resident and commuter students should be made aware of the published emergency response guides available on the Ashland University webpage.

Administrative Structure

While the administration of the Emergency Operation Plan is with the Compliance Committee and the President’s Cabinet, the Executive Director of Facilities Management and Planning will be the Incident Commander when the Emergency Operations Center is activated. The Incident Commander will be working with the Policy Group to initiate the most effective response to the emergency situation. The diagram below outlines the administrative structure of the Ashland University’s Emergency Operations Center.



Responsibilities:

Policy Group

The Policy Group will assist and advise the Incident Commander.

Incident Commander

The Incident Commander will coordinate the University's response to an incident, or event, using intelligence reports from the Building Coordinators, the Operations Group and from responding civil agencies.

Public Relations

All communications to external audiences are to be cleared through the AU Public Relations representative. The Public Relations representative will also issue statements to local media regarding emergency information (i.e. class cancellations, offices closings and event cancellations, etc.) If the AU network is available, communications to the campus will also be through the network.

Operations Group

Members of the Operations Group will coordinate available staff in their department to respond to the incident or situation and provide intelligence information directly to the Incident Commander. Operations Group members may be dispatched, by the Incident Commander, from the Operations Center to other areas on campus. For example, if communications are severely disrupted, members of the Operations Group may be dispatched to provide "field intelligence" to the Incident Commander via radio communications.

Intelligence Group

Building Coordinators comprise the Intelligence Group. Primary responsibility of this group is to facilitate an effective response specific for their building and provide information to the Incident Commander.

Support Staff

The Safety Services Dispatcher and a representative from Telecommunications will help maintain effective communications. In the event the Safety Services Department must be evacuated and use of the repeater/transmitter is compromised, communications will be via hand held radios.

Emergency Operations Center Communications

Summons to Operation Center

When the President declares a campus state of emergency and/or initiates the Emergency Operations Center, the Safety Services dispatcher will attempt to contact personnel listed in the Administrative Structure of the Emergency Operations Plan. Because communications may be limited, personnel who are part of the Administrative Structure should contact the dispatcher or proceed to the Safety Services Department for further instructions. Building Coordinators should check-in with the dispatcher, and then proceed to their designated building (if safe to do so). If Building Coordinators are already in their designated building when an emergency is declared, respond to the immediate needs of your building, and then initiate contact with the Emergency Operations Center.

Location

The designated primary Emergency Operations Center is Eagles Landing in the Hawkins-Conard Student Center. In the event the student center is not operational, the designated secondary Emergency Operations Center site is the Recreational and Sport Sciences Center. If neither building is intact, the order of alternative sites follows; Founders Hall (Business Office), Dauch College of Business & Economics, Convocation Center (upper lobby). If none of the designated locations are available, response personnel should proceed to the area between the Hawkins-Conard Student Center and Physical Education Center for further instructions.

In the event the civil response units include a Mobile Incident Command Post, the AU Emergency Operations Center will be located as logistically close to the Mobile Command Post as possible. This is to facilitate effective communications, and an organized response, between the AU responders and the civil responders. An AU representative will be designated by the Incident Commander to act as a liaison to the civil authorities Incident Command Post.

General Communications

All efforts will be made to maintain or restore phone communications. In the event phone (including cell phone) communication is not possible, hand held radios will be used to facilitate communications between the Emergency Operations Center and personnel in the field. All radios will be signed out through the Safety Services dispatcher.

Emergency communications to the campus community will be a priority of the Emergency Operations Center. Broadcast communications (if possible) will be made via the e-mail, phone broadcast, local radio and television stations, written bulletins and a personal communication network. Please refer to the Media Guide of this plan for a listing of local and regional media that will be contacted to assist in broadcasting emergency information.

Crisis Communications

Unless otherwise directed by the Incident Commander, or the Director of Public Relations, all communication with the media should be through the aforementioned entities.

With the guidance of the Public Relations office, communication to audiences impacted by an event affecting the AU campus may also be handled by other university departments. For instance, the Alumni & Parent Relations office could coordinate the dissemination of information to AU alumni. Information Technology would be responsible for setting up a web site, or a link from the AU site, for web updates. If the resources are available, communication to the main constituencies (students, employees, alumni, local community, etc.) should be a priority.

Emergency Levels

Level I

Initial response and recovery can be resolved with existing University resources and limited outside assistance (if needed). A Level I emergency does not have an immediate and significant impact on the normal operations of the entire campus, or the entire student population. These events or situations, while part of the Emergency Operations Plan, do not require activation of the Emergency Operations Center and will be referred to the appropriate primary responder (Emergency Notification Team) noted on the appropriate Incident

Response Sheet. Level I emergencies listed in the Incident Directory include, broken water pipes, single victim medical emergencies, most crimes, minor contained fire not involving hazardous chemicals, localized loss of electricity not lasting for an extended period, etc.

Level II

A Level II emergency will impact a sizable portion of the campus community and may require non-university resources to respond and resolve. Initial response will be determined by the type of emergency. If an emergency, or incident, is student oriented (i.e. assaults, student suicide on campus, bias related crime against a person, etc), primary contact will be to the Vice President for Student Affairs. For emergencies involving the infrastructure of the University or employees, primary contact will be to the Executive Director of Facilities Management and Planning. Level II emergencies include, extended power outages, major fire, civil unrest, medical emergencies involving multiple people, bomb threats, inclement weather (including forecasted weather), “Severe Condition” (Red) advisory issued by the U.S. Department of Homeland Security, etc.

When areas of responsibility are not mutually exclusive, as in a bomb threat to a residential facility, the Executive Director of Facilities Management and Planning and Vice President for Student Affairs will be the primary contact persons. After evaluating the circumstances involving a Level II emergency, the Executive Director of Facilities Management and Planning, or his or her designate, may initiate the Emergency Operations Plan.

Level III

Level III emergency events and situations have an immediate and significant impact on the entire campus community and will require outside resources (if available). Level III emergencies include natural (or manmade) disasters and local, regional or national acts of terrorism directly affecting Ashland University. These emergencies may include casualties and significant property loss. The Emergency Operations Center will automatically be initiated for Level III emergencies. The only exception to automatically initiating the Emergency Operations Center for a Level III emergency would be if an armed intruder is on campus. In this situation, persons should not attempt to leave their immediate area until the location and status of the threat is determined.

EMERGENCY COMMUNICATIONS

Primary AU Resources:

AU Safety Services:

on campus	5555 or 911
off campus	(419) 207-5555

AU Communication Outlets:

AU Snow Line (from on campus)	SNOW (7669)
AU Snow Line (from off campus)	(419) 289-5079
AU General Number	(419) 289-4142
AU Toll Free Number	1-800-882-5079
AU Public Relations	(419) 289-5766

Emergency (or crisis) communications originate in the AU Public Relations office. This includes communications from class cancellations due to severe weather to crisis communications for a major incident affecting the AU campus community. Other AU departments (i.e. Safety Services, Information Technology, Residence Life, etc.) may disseminate the information under the direction of the AU Public Relations office. While the university will make every effort to effectively communicate to the campus community, it is also up to the campus community to monitor communication outlets for updates, etc. Some modes of emergency communication require the recipient to register for the service (i.e. text messaging).

The AU Public Relations office also distributes updates regarding closings and cancellations to local and regional media outlets. In the event emergency information needs conveyed via media outlets; the AU Public Relations office will distribute this information as well.

Text Messaging:

- AU will issue instant alerts regarding emergency situations, severe weather advisories, class cancellations, and school closings.
- The AU campus community (including parents) is encouraged to sign up for text messaging services to their cell phones.
- For students to register your cell phone to receive text messages please register here: www.ashland.edu/emergency.
- Parents of AU students who wish to receive text messages should register here: www.ashland.edu/parents/parentnewsletter.php.

Intercoms:

- The main administrative and class buildings at the AU Theological Seminary have an internal intercom system that will be used for an emergency affecting the seminary campus community.
- For the AU main campus the chapel and Bixler Hall have an intercom system that can be accessed from the Safety Services office in the event of an emergency. Select buildings on main campus have an intercom system that is accessible via the fire alarm system for that building.

AU Website:

- Emergency communications, updates, class cancellations, school closings and alerts will be posted on the AU website as soon as possible (www.ashland.edu).

Email:

- All-campus emails can be sent to the campus community for emergency communications, class cancellations and school closings.

Electronic Message Boards:

- An electronic sign located at the point on Claremont Avenue may be used for class cancellations, school closings and some emergency communications.
- Several buildings on campus have television monitors in high traffic areas that are available for emergency communications, class cancellations and closings.

Miscellaneous Methods:

- Notification to resident students by the Residence Life office may be via floor meetings and/or signs of fliers to the residents.

- In some situations signs may also be posted around campus in conspicuous places (i.e. building entrances, mail distribution, etc.).
- Informational meetings.

Television Stations:

- Cleveland
 - WEWS-TV5
 - WJW-TV8
 - WKYC-TV3
 - WOIO-TV19
 - Consult your local cable provider for channel information
- Columbus
 - WBNS-TV10
 - WCMH-TV4
 - WSYX-TV6
 - WTTE-TV29
 - Consult your local cable provider for channel information

Radio Stations:

- Ashland
 - WRDL 88.9 FM
 - WNCO 1340 AM
 - WNCO 101.3 FM
- Mansfield
 - WVNO 106.1 FM
 - WRGM 1440 AM
 - WMAN 1400 AM
 - WYHT 105.3 FM
- Cleveland
 - WTAM 1100 AM
 - WMVX 106.5 FM
 - WMJI 105.7 FM
 - WGAR 99.5 FM
 - WMMS 100.7 FM
 - WHLO 640 AM
- Akron
 - WONE 97.5 FM
 - WQMX 94.9 FM
 - WKDD 98.1 FM
 - WNIR 100.1 FM
- Columbus
 - WTVN 610 AM
 - WCOL 92.3 FM
 - WNCI 97.9 FM
 - WSNY 94.7 FM
 - WZNX 1230 AM

- Others
 - WKVX 960 AM Wooster
 - WQKT 104.5 FM Wooster
 - WMVO 1300 AM Mount Vernon
 - WQIO 93.7 FM Mount Vernon
 - WSYR 100.1 FM Shelby
 - WGLN 102.2 FM Galion
 - WBZW 107.7 FM Loudonville
 - WEOL 930 AM Elyria
 - WHBC 1480 AM Canton
 - WHBC 94.1 FM Canton
 - WJER 1450 AM Dover
- For a listing of all Ohio stations go to www.ohioradio.com.

TRAVEL RELATED EMERGENCY

Primary Responders:

AU Safety Services: on campus 5555 or 911
off campus (419) 207-5555

AU departments, organizations, clubs, teams, etc. should have a travel policy for their department. A component of the policy should be plans that include response protocol in the event of an emergency and a directive that a Travel Itinerary and Travel Roster be submitted to Safety Services before leaving AU. For criteria necessary to complete and submit the Travel Itinerary and Travel Roster, please refer to your travel plan.

Domestic Travel Emergencies:

- Notify the appropriate response agency for your current location. Call **911**.
- Account for all individuals in the group and attend to needs. Keep the group together (if safe to do so).
- If an individual requires transport to a hospital and you can have someone accompany them, then do so. If that is not possible, verify the name and location of the hospital.
- Refer to your copies of the travel roster (for group travel) for individual's emergency contact information.
- Notify AU Safety Services. AU Safety Services will have a copy of your roster and itinerary.
- Don't disclose personal information to the media until information is verified by the local authorities and contact has been made with the appropriate AU contact and the emergency contact of the person(s) involved.

International Travel Emergencies:

- Notify the appropriate response agency for your current location.
- Account for all individuals in the group and attend to needs. Keep the group together (if safe to do so).
- If an individual requires transport to a hospital and you can have someone accompany them, then do so. If that is not possible, verify the name and location of the hospital.
- Refer to your copies of the travel roster (for group travel) for individual's emergency contact information.

- Notify AU Safety Services. AU Safety Services will have a copy of your roster and itinerary.
- Don't disclose personal information to the media until information is verified by the local authorities and contact has been made with the appropriate AU contact and the emergency contact of the person(s) involved.
- Contact the appropriate U.S. Embassy/Consulate for your location. Family members in the U.S. can call the U.S. Department of State at (202) 647-0900 in the event of a crisis, or emergency, abroad.
- In the event of a crisis, evacuate to the nearest embassy/consulate. The U.S. department of State may establish an operations center and calls will be directed to (202) 647-0900.
- A website listing U.S. Embassies, Consulates, and Diplomatic Missions is available at <http://usembassy.gov>.

Important Considerations:

- Notify your cellular provider before traveling abroad so you can maintain service to the United States.
- Before international trips consult the U.S. Department of State website for current travel warnings and alerts.
- If traveling to a foreign country involved in a crisis you are to register with the U.S. Embassy or Consulate. You can do this on-line, by phone, fax, email, or in person.
- Please refer to the Emergency Communications section for a more comprehensive list of communication outlets.

RESOURCE DIRECTORY

Primary Responders:

AU Safety Services: **on campus 5555 or 911**
 off campus (419) 207-5555
AU Facilities & Management (419) 289-5490

Ashland City Police/Fire: 911 (involvement determined by primary AU responders)

Note: 911 calls made from an AU extension are routed through AU Safety Services. 911 calls from cell phones, off campus phones, or by dialing 8-911 from an on campus phone will access the Ashland County 911 system directly.

Alcohol & Drug Abuse:

- AU Counseling Center.....5307
- AU Student Health Center.....5200
- AU Center for Religious Life.....5489
- AU Personnel Office.....5033
- Ashland County Council on Alcoholism & Drug Abuse (ACCADA).....(419) 289-7675
- Alcoholics Anonymous.....1-800-897-6737

Crisis Intervention:

- AU Counseling Center.....5307
- AU Student Health Center.....5200
- AU Center for Religious Life.....5489
- AU Personnel Office.....5033
- AU Theological Seminary.....5161
- Appleaseed Community Mental Health Center
Local Crisis Line.....(419) 289-6111
- 24 Hour Toll-Free Crisis Line.....1-888-400-8500
- Rape Crisis Domestic Violence Safe Haven.....(419) 289-8085
- Domestic Violence Shelter.....1-800-931-7233
- Suicide Prevention Lifeline.....1-800-273-8255
- National Hopeline Suicide Prevention.....1-800-784-2433
- Victim Assistance.....(419) 289-8857
- Samaritan Regional Health System.....(419) 289-0491
- Ashland Co. Mental Health & Recovery Board...(419) 281-0000

Disaster Response:

- AU Safety Services.....**911**
- AU Facilities Management & Planning.....5490
- Police/Fire.....**911**
- Ashland County Office of Homeland Security &
Emergency Management.....(419) 289-4272
- Red Cross (Ashland Chapter).....(419) 289-3535
- Salvation Army.....(419) 289-8001
- Catholic Charities.....(419) 289-1903

Other Resources:

- Poison Control Center.....1-800-222-1222
- AIDS Hotline.....1-800-342-2437
- United Way of Ashland.....(419) 281-5551
- Ashland County Animal Shelter.....(419) 289-1455
- Ashland Transit.....(419) 207-8240

ASSISTING PERSONS WITH DISABILITIES

Primary Responders:

AU Safety Services: **on campus** **5555 or 911**
 off campus **(419) 207-5555**

Ashland City Police/Fire: **911** **(involvement determined by primary AU responders)**

Note: 911 calls made from an AU extension are routed through AU Safety Services. 911 calls from cell phones, off campus phones, or by dialing 8-911 from an on campus phone will access the Ashland County 911 system directly.

Visually Impaired:

- Explain nature of the emergency.
- Do not grasp the persons arm, or hand. Ask if they would like to hold onto your arm as you exit. Be mindful of obstacles in their way as well.
- Give verbal instructions as well (i.e. we are approaching steps in about 10 feet; we will be turning left in about 5 steps, etc.).

Hearing Impaired:

- If the person is not alerted to the emergency, get their attention by touching and eye contact.
- Clearly and directly state the emergency facing the individual. Use gestures and point if necessary.
- Be prepared to write down instructions.

Mobility Impaired:

- If persons who are mobility impaired cannot exit, they should be moved to a safe location near the stairwell, or an area with a window and phone. Relay the person's location to the emergency responders.
- If safe to do so, have someone stay with the person.
- Let the person borrow a cell phone if a land line isn't handy.
- If the person is in imminent danger remaining at that location, and you can physically do so, ask the person how best to carry them out.

Important Considerations:

- Before rendering assistance always ask someone with a disability how you may be able to assist them.
- In both an office setting and housing, co-workers and other resident students should be aware of how to assist co-workers, or residents, with disabilities.
- Resident students are encouraged to report limitations to the Safety Services office at the start of the school year so plans can be developed for emergency notification and/or evacuations. In emergency situations (i.e. fire alarms, etc.) there is an AU protocol for assisting these residents. Employees are encouraged to do the same.
- Only execute a rescue for persons in a wheelchair in situations of extreme and immediate danger. In most cases it's best to help the person to an area near the stairwell, or shelter in a secure location near a window. In either case, emergency responders of the locations of persons in the building.
- Please refer to the Emergency Communications section for a more comprehensive list of communication outlets.

[Return to top](#)