



ROANOKE
COLLEGE®

Crisis/Emergency Management Plan

For Use by Authorized Personnel Only

Division of Student Affairs
Roanoke College

Revised February 2022

TABLE OF CONTENTS

<u>Item</u>	<u>Page</u>
Introduction	
Purpose & Goals	4
Levels of Response	4
Basic Plan	
Basic Response Plan	5
Basic Response Plan Flow Chart	6
Crisis Response Team	7
Incident Command System	
Incident Command Structure	8
ICS Emergency Personnel Directory	9
Emergency Situational Protocols	
Emergency Protocols	11
Accident or Serious Illness of a Student	12
Alcohol or Drug Overdose	13
Blood Spill	14
Bomb Threat	15
Campus Disturbance	17
Campus Wide Student Prank	18
Crime Against Persons	20
Curtailment of Utilities	21
Death of a Student	22
Death of Employee (at work)	24
Death of Employee (not at work)	25
Facility Disaster	26
Fire	27
Flooding	29
Hazardous Materials Emergency	31
International Student Crisis	33
Missing Student	34
Pandemic Flu	35
Public Health Problem	41
Serious Accident or Illness of Employee	42
Sexual Misconduct	43
Student Arrest	46
Suicide Attempt/Emotional Distress	48
Violence in the Workplace	51
Warrant or Summons for Employee/Student	53
Weather Emergency	54

Emergency Notification/Communication	
Campus Notifications Required by Federal Law	60
Who on campus can perform each communication function?	61
Maroon Alerts Mass Messaging	62
Message Templates for Maroon Alerts & Telephone Emergency Alert System	63
Appendices	
Appendix A: Campus Emergency Checklist	66
Appendix B: Campus Building Addresses	69
Appendix C: Academic/Administrative Buildings	70
Roanoke College Campus Map	71
Appendix D: Family Educational Rights & Privacy Act	
FERPA Quick Guide for Faculty & Staff	72
Balancing Student Privacy & School Safety: Guide to FERPA	74
Appendix E: Pandemic Flu Resources	
WHO Pandemic Phase Descriptions & Main Actions	76
Appendix F: RC Educational & Training Resources	
RC Community Guidelines: Early Detection & Intervention for Students in Emotional Distress	82
RC Faculty & Staff 911 Guide	83
RC Maroon Alert System	85

INTRODUCTION

The Roanoke College Crisis/Emergency Management Plan Manual provides an orderly set of procedures that College officials should use when confronted with different emergency situations on campus.

PURPOSE

The purpose of this manual is to offer quick reference and guidance so that the institution can effectively manage a campus emergency. The manual should not be construed as official policy and is subject to revision without prior notice.

GOALS

- To ensure the safety of people and maintain an orderly response to crisis events.
- To minimize loss or damage to property.
- To restore normal college operations and business continuity.

LEVELS OF RESPONSE

Level 1 - Critical Incident: an emergency event with localized and limited impact and does not affect the overall operations of the College. Response would rely heavily on individual department and unit plans to address the event. Relevant members of the Crisis Response Team would be involved using the Basic Plan.

Level 2 - Campus Crisis: an emergency event that effects multiple units or functions within the College and significantly disrupts College operations. The Crisis/Emergency Management Plan would be initiated and primary Crisis Response Team members activated using the Basic Response Plan. In major situations involving significant outside resources the Incident Command Structure (see section on ICS) may be implemented.

Level 3 - Disaster: an emergency event that seriously impairs or halts the College's ability to operate and has significant impact on the surrounding community. The RC Crisis/Emergency Management Plan is initiated with full activation of Crisis Response Team members. Such events will involve local emergency management resources and the response will be conducted through the Incident Command Structure (see section on ICS).

BASIC RESPONSE PLAN

The following are basic procedures for responding to campus emergencies. Variations to the procedures may occur depending on the nature of the situation.

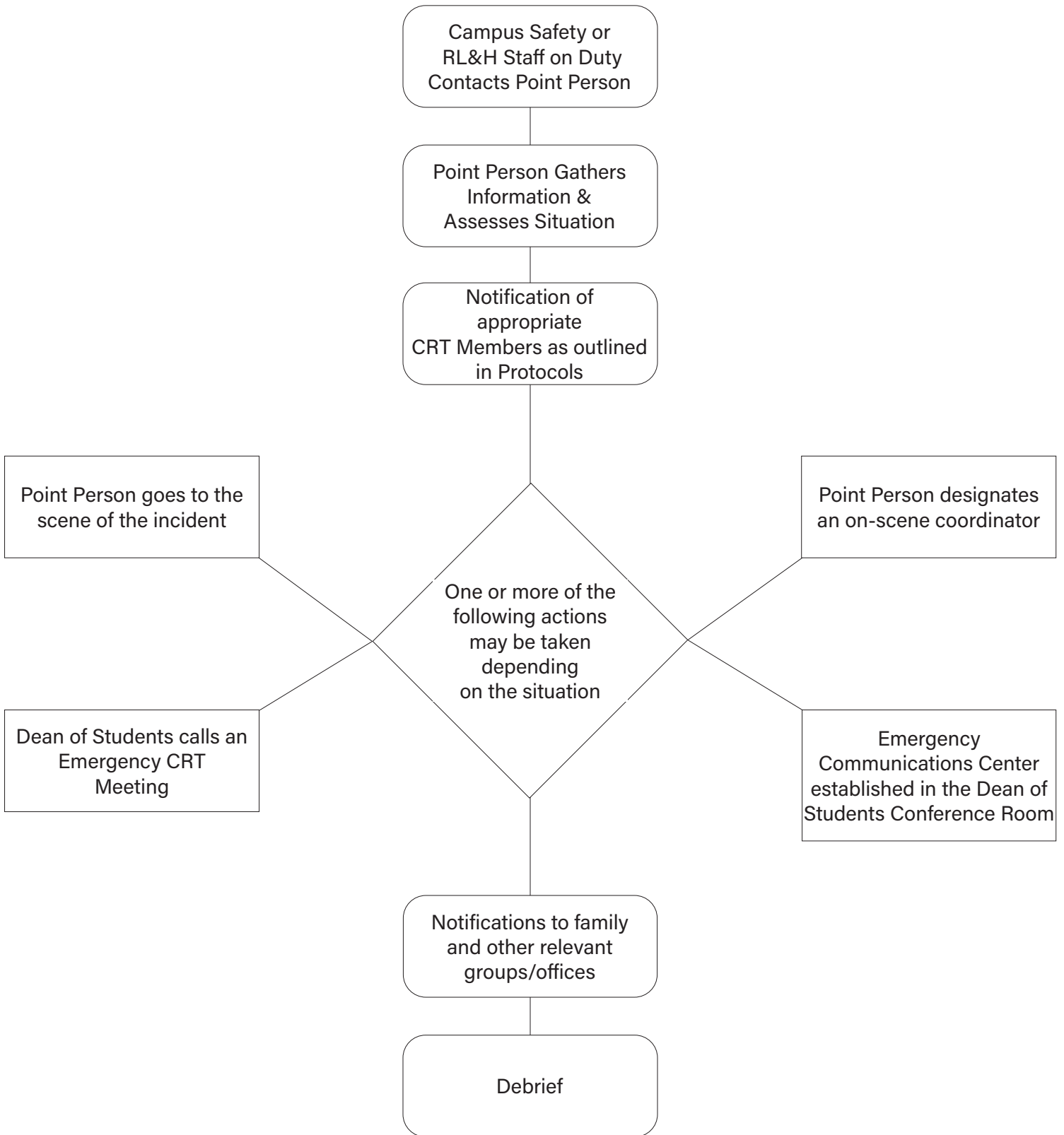
1. **Notification of Campus Emergency:** Typically Campus Safety is notified of a campus emergency, however initial notification may come from other sources. The incident could be on or off campus. Campus Safety notifies the relevant Point Person as outlined in Emergency Protocols.
2. **Communication to CRT:** The Point Person gathers necessary information on the situation (see Campus Emergency Checklist), and contacts appropriate Crisis Response Team (CRT) members (see Emergency Protocols). In major incidents or campus crises, the Vice President for Student Affairs/Dean of Students may call a meeting of all CRT members.
3. **On-Site Coordination:** If the situation warrants, the Point Person will immediately proceed to the site of the incident or hospital to serve as an on-site coordinator. In some situations, other members of the CRT may be designated as the on-site coordinator.
4. **Notification of Family/Others:** The Point Person verifies that contact has been made with the family of the affected individual(s) by appropriate emergency personnel, and then ensures that official College contact has been made with the family and offer appropriate support services.

The emergency duty staff member also verifies that contact is made with the affected individual's roommate(s), siblings, supervisor, co-workers and others relevant parties to inform them of the situation and offer appropriate support services.

Note: This process may last for several days, weeks or even months.

5. **Campus Visit:** If the situation warrants, a campus visit is arranged with the family. The Point Person will work with the Dean of Students Office to make arrangements for the family to meet with appropriate individuals. Once the family arrives, a College escort is designated for the family.
6. **Debrief:** Emergency duty staff and other CRT members involved in the situation meet to debrief. Appropriate follow-up programs or activities may be identified for future implementation. Response procedures and protocols are evaluated and changes or revisions are made.

BASIC RESPONSE PLAN FLOW CHART

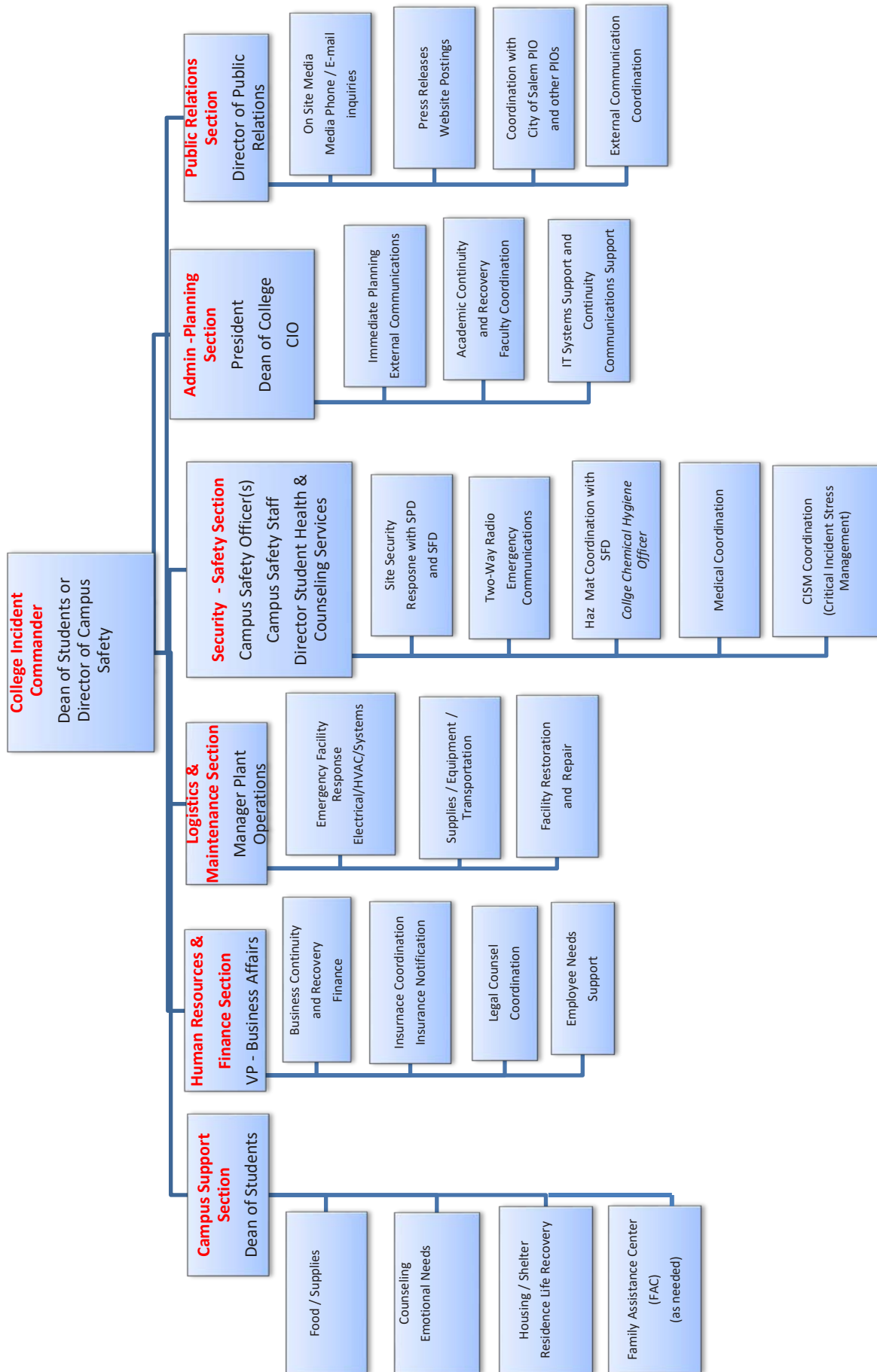


CRISIS RESPONSE TEAM

PRIMARY & SECONDARY CONTACTS

Student Affairs	Office	Cell
Richard Grant, Interim VP Academic Affairs	375-2203	204-6007
Tom Rambo, Dean of Students	375-2592	524-0741
Campus Safety	Office	Cell
Joe Mills, Director of Campus Safety	375-2310	597-0878
Kevin Assenat, Lieutenant, Campus Safety	375-2310	580-3923
April McCadden, Lieutenant, Campus Safety	375-2310	982-0118
Marketing & Communications		
Teresa Gereaux, Director of Public Relations	375-2282	815-2421
Whitney Anderson, Internet Communications Manager	375-2241	540-597-8891
Melanie Tolan, VP Executive Director	375-2468	917-837-6933
Residence Life & Housing	Office	Cell
Jimmy Whited, Director Residence Life & Housing	375-2305	540-797-5133
Amanda Beard, Associate Director Residence Life & Housing	375-5207	540-354-9649
Student Health & Counseling Services	Office	Cell
Sandy McGhee, Assistant Dean/Director Student Health & Counseling Services	375-2286	312-4325
Drew Taylor, Associate Director Student Health & Counseling Services	375-2286	
Chaplain	Office	Cell
Chris Bowen, Chaplain	375-2300	759-0357
Plant Operations	Office	Cell
Ben Irvin, Director of Plant Operations	375-2280	529-5437
Jeff Taylor, Manager of Housekeeping	375-2279	814-806-4093
Human Resources	Office	Cell
Kathy Martin, Associate VP of Human Resources	375-2262	400-1865
Leighann Boyer, Human Resources Generalist	375-2288	589-5787
Auxiliary Services/Dining	Office	Cell
Tim Tenon, Director of Auxillary Services & Sustainability	375-2260	793-3588
Matt Phillips, Executive Chef	375-2328	293-4458
International Education	Office	Cell
Carmen Boggs-Parker, Director of International Education	375-2068	598-3805
Academic Affairs	Office	Cell
Richard Grant, VP Academic & Student Affairs	375-2203	
Gail Steehler, Assoc Dean Academic Affairs	375-2434	580-6276
Business Affairs	Office	Cell
David Mowen, VP Business Affairs	375-2283	225-4782
Adam Neal, Director of Finance & Budget	375-2285	239-7930
Information Technology	Office	Cell
Terri Fox, Chief Information Officer	375-2395	815-2442

All Area Codes are 540 unless otherwise indicated



RC ICS Emergency Personnel Directory

College Incident Commander	Office	Cell Phone
Joe Mills, Director of Campus Safety or Designee	(540) 375-2269	(540) 597-0878
Campus Support /Student Affairs	Office	Cell Phone
Tom Rambo, Dean of Students	(540) 375-2592	(540)
Amy Perkins, Assistant Dean of Students	(540) 375-2592	(540) 797-8405
Jimmy Whited, Director of RL&H	(540) 375-2305	(540) 797-5133
Amanda Beard, Associate Director RL&H	(540) 375-5207	
Rachael Clark, Assistant Director RL&H	(540) 375-2507	(904) 449-2609
Res. Life Emergency Phone	(540) 204-6008	(540) 204-6008
Joe Boucher, Director of Student Activities & Colket Center	(540) 378-5125	(310) 245-1497
Tim Tenon, Director of Auxillary Services & Sustainability	(540) 375-2260	(540) 793-3588
Matt Phillips, Executive Sous Chef	(540) 378-5118	
Rev. Chris Bowen, Chaplain/Dean of the Chapel	(540) 375-2300	(540) 759-0357
Sandy McGhee, Assistant Dean/Director Student Health & Counseling Services	540) 375-2286	(540) 312-4325
Drew Taylor, Associate Director Student Health & Counseling Services	(540) 375-2286	
Security - Safety	Office	Cell Phone
Joe Mills, Director of Campus Safety or Designee	(540) 375-2269	(540) 597-0878
Kevin Assenat, Campus Safety Lieutenant	(540) 375-2310	(540) 580-3923
April McCadden, Campus Safety Lieutenant	(540) 375-2310	(540) 982-0118
Rich Cooper, Campus Safety Officer	(540) 375-2310	(540) 761-4643
Kenny Assenat, Campus Safety Officer	(540) 375-2310	(540) 580-0531
Robert Ross, Campus Safety Officer	(540) 375-2310	(757) 705-5706
Tim Spence, Campus Safety Officer	(540) 375-2310	(540) 556-9240
Sandy Duffey, Campus Safety Officer	(540) 375-2310	(540) 529-5236
Andy Maslich, Campus Safety Officer	(540) 375-2310	(540) 761-3446
Mary Jones, Campus Safety Operations Coordinator	(540) 375-2310	(540) 797-1460
Logistics/ Maintenance/ Housekeeping	Office	Cell Phone
Ben Irvin, Director of Facilities Management	(540) 375-2280	
Jeff Taylor, Manager of Housekeeping	(540) 375-2279	(814) 806-4093
Housekeeping Department Cell phone		(540) 597-2728
Bill Martin, Manager Landscaping and Grounds	(540) 375-2278	(540) 400-4298
Maintenance		(540) 204-6308
Locks		(540) 204-6309
Housekeeping		(540) 201-0393
Human Resources & Finance	Office	Cell Phone
David Mowen, Vice President of Business Affairs	(540) 375-2283	(540) 255-4782
Kathy Martin, Associate VP of Human Resources	(540) 375-2262	(540) 400-1865
Adam Neal, Director of Finance & Budget	(540) 375-2285	(540) 239-7930

Marketing & Communications	Office	Cell Phone
Melanie Tolan, Vice President for Marketing & Communications	(540) 375-2468	(917) 837-6933
Teresa Gereaux, Director of Public Relations	(540) 375-2282	(540) 815-2421
Whitney Anderson, Internet Communications Manager	(540) 375-2241	(540) 597-8891
Kelsea Pieters, Public Relations Specialist	(540) 375-2242	(804) 314-1360
James France, Graphic Designer	(540) 375-2236	(540) 420-0564
Leslie Taylor, College Editor	(540) 375-2325	(540) 588-5171
Tanya Ridpath, Director of Community Programs & Special Events	(540) 375-2323	(540) 257-0376
Administration/Planning	Office	Cell Phone
Mike Maxey, President	(540) 375-2200	(540) 798-1493
Richard Grant, Interim VP Academic /Dean of the College	(540) 375-2379	
Gail Steehler, Associate Dean for Academic Affairs & General Education	(540) 375-2436	(540) 580-6276
Leah Russell, Associate Dean/Registrar	(540) 375-2571	(540) 353-2712
Other Resources		
Information Technology	Office	Cell Phone
Terri Fox, Chief Information Officer	(540) 375-2395	(540) 815-2442
Michael Santoroski, Director of Web Services	(540) 375-2063	(540) 520-2006
Bradley Stone, Network & Information Security Architect	(540) 375-2401	(540) 353-2225
Randy Stubstad, Director of Systems, Networking & Telecom	(540) 375-2259	(540) 353-2227
Help Desk	(540) 375-2225	
Switchboard	(540) 375-2500	
Library	Office	Cell Phone
Elizabeth McClenney, Director of the Library	(540) 375-2293	(805) 451-5264
Admissions	Office	Cell Phone
Brenda Poggendorf, VP for Enrollment/Dean of Admissions & Financial Aid	(540) 375-2270	(540) 529-2974
Courtney Penn, Associate Dean for Strategy & Admissions	(540) 375-2270	(540) 588-4011
Bryan Ryberg, Associate Dean for Student Success & Admissions	(540) 375-2446	(540) 314-2313
Resource Development	Office	Cell Phone
Kim Blair, Vice President for Resource Development	(540) 375-2230	
Mary Grace Theodore, Assistant VP & Campaign Director	(540) 375-2487	(540) 597-7469
Athletics	Office	Cell Phone
Scott Allison, Director of Athletics	(540) 375-2337	(540) 815-2434
John Farmer, Assistant Director of Athletics	(540) 375-2495	(540) 353-8628

EMERGENCY PROTOCOLS

The manual contains protocols for over 25 situational campus emergencies. Each protocol is formatted alike. The protocols identify College personnel who need to be part of a particular crisis response team and actions that should be taken.

PROTOCOL DEFINITIONS

- **Typical Situation:** Provide a general description of the type of crisis event for which the protocol was developed.
- **Point Person:** The individual responsible for initiating the protocol and coordinating the relevant aspects of the College's response to that particular crisis event. The Point Person is responsible for reporting to the Dean of Students whom has been designated as the College Crisis Manager.
- **CRT Members:** The individuals listed are the primary Crisis Response Team members for that particular crisis event. Specific team members in any given incident will depend on the specific nature of the crisis event.
- **College Actions:** Provides typical guidelines for responding to that particular crisis event. Specific College actions may vary depending on the specific nature of the crisis event.

AN EFFECTIVE CRISIS MANAGEMENT RESPONSE REQUIRES THE FOLLOWING ITEMS TO BE PRESENT:

- **Leadership:** Point Person, crisis management team members and incident command staff must provide leadership to other employees and students in emergencies.
- **Teamwork:** College employees are expected to work cooperatively as a team for an effective response. Cooperation with involved outside agencies is crucial.
- **Priority of Actions:**
 1. Safety of people and maintaining an orderly response.
 2. Minimize loss or damage to property.
 3. Restoration of normal College operations and business continuity.
- **Timeliness:** All emergency responses must be in a timely fashion.
- **Sensitivity:** Team members must be sensitive to the needs of the individuals who are affected as well as to the needs of the institution.
- **Information:** The campus community must be kept informed of what is happening. Information release is to be done while observing appropriate confidentiality guidelines and policies. All information released publicly will be coordinated through the Public Relations Department. (See also Emergency Notification)

ACCIDENT OR SERIOUS ILLNESS OF A RESIDENTIAL STUDENT

TYPICAL SITUATION

Auto accident, serious illness, recreational or general accident (alcohol overdose see Critical Incident Involving a Student).

Point Person:

Assistant/Associate Director RL&H on Duty

Crisis Team Members:

Assistant Director RL&H of Hall in which student lives

Dean of Students

Campus Safety Officer on Duty

Director of Campus Safety

Director of Student Health & Counseling Services/Assistant Dean of Students

Director of Residence Life & Housing

College Actions:

1. Assistant/Associate Director RL&H reports to the scene of the incident if the student is still on campus and ensures immediate medical attention has been given. Call 911 if necessary and Campus Safety.
2. Depending on the severity of injury/illness, the Assistant/Associate Director RL&H on duty should proceed to the hospital to check on the student's condition, provide medical personnel with appropriate student information, and coordinate with student's roommate or friends at the hospital.
3. Communicate with Crisis Team Members as needed/indicated.
4. Depending on the severity of injury/illness, Assistant/Associate Director RL&H on Duty, the Student Health & Counseling Services staff, or Dean of Students contacts student's family.
5. Student Health & Counseling Services staff monitors the care being given and keeps the College community informed, as deemed necessary.
6. If student dies, protocol for "Death of Student" is activated.
7. Student Health & Counseling Services staff monitors follow-up needed as the emergency situation continues. Information will be passed on for further follow-up when the acute aspects of the situation have ended.
8. Any accident on campus requires an accident report and supporting documentation be taken and filed by the Campus Safety Office and notification of College Insurance.

ALCOHOL OR DRUG OVERDOSE

TYPICAL SITUATION

A self-induced condition on the part of a student that results in the student being taken to the hospital emergency room. This includes alcohol poisoning (overdose), or a drug overdose or other life-threatening incident.

Point Person:

Assistant/Associate Director RL&H on Duty

Crisis Team Members:

Assistant/Associate Director RL&H of Hall in which student lives

Dean of Students

Assistant Dean of Students

Director of Campus Safety or designee

Director of Student Health & Counseling Services/Assistant Dean of Students

Director of Residence Life & Housing

College Actions:

1. Contact the Assistant/Associate Director RL&H (AD) on duty and advise of the situation.
2. Determine if a College official needs to go to the hospital. The Assistant Director RL&H on duty should report to the hospital in all critical incidents.
3. The AD should inform the hospital personnel if the student is a minor. If the student is a minor, the AD should remain at the hospital until the student's parent is notified whether or not the student's condition is determined to be a life threatening or non-life threatening condition.
4. If the student's condition is determined by medical personnel to be non-life threatening, the AD may return to campus. If the student's condition is determined to be life threatening, the AD should remain at the hospital until notified otherwise.
5. The AD should contact Campus Safety to notify them of the student's condition and contact the student's emergency contact.
6. As soon as possible after the student returns to campus and their condition has stabilized, a Student Affairs administrator is to make personal contact and meet with the student.
7. During this meeting, an initial assessment of what occurred needs to be made. If the Campus Safety Office was not involved in the original response and investigation, the Director of Campus Safety or designee needs to be made aware.
8. The Director of Campus Safety will conduct an inquiry into the matter and make a report to the Dean of Students Office. The report needs to document all facts surrounding the incident, including identification of other students who may have been involved.
9. Based on the report and other relevant information, a determination will be made what administrative action needs to be taken. Actions may include a complaint for violation(s) of the Student Conduct Code.*
10. If a conduct complaint is submitted, adjudicate the matter through informal or formal resolution.
11. Ensure that any contributing physical or emotional problems of the student are addressed.

* Conduct a review of the case to see if any criminal offense has occurred and take appropriate action if circumstances dictate.

BLOOD SPILL

TYPICAL SITUATION

An accident or injury occurs on campus where human blood has contaminated floors, furniture or other surfaces. Typically might include broken window or door glass.

Point Person:

Campus Safety Officer on Duty

Crisis Team Members:

Assistant/Associate Director RL&H
Director of Campus Safety or designee
Director of Human Resources
Manager of Housekeeping

College Actions:

1. Notify Campus Safety Officer on duty to respond, secure and isolate the area where blood is present. Area is to be off limits to all persons until the clean-up is complete.
2. If spill occurs in a residential room, temporarily relocate occupants until area is cleaned.
3. Cleanup of the blood or area is to be conducted by a trained and properly equipped Housekeeping employee using appropriate methods.
4. Campus Safety Officer is to notify the housekeeping staff person on call or a housekeeping supervisor.
5. A Blood Borne Pathogens trained housekeeping staff person must clean and disinfect the area.
6. Items contaminated with blood such as broken glass, clothing, or cleaning materials that cannot be disinfected must be disposed in accordance with the College's written Exposure Control Plan.
7. A report is to be made documenting the incident, persons injured and those persons involved in the response and clean up.
8. If an exposure incident occurs it must be reported immediately to the Director of Campus Safety or designee and the Director of Human Resources.

* Further information concerning Blood Borne Pathogens, clean up, and disposal procedures is found in the college's "Written Exposure Control Plan." A copy is available to employees through the Human Resources Office or Office of Campus Safety.

BOMB THREAT

TYPICAL SITUATION

A bomb threat is received by telephone, e-mail, text message, or hand written note to one of the academic, administrative or residential buildings.

Point Person:

Director of Campus Safety or Designee

Crisis Team Members:

Director of Public Relations
Manager of Plant Operations
Salem Police and Fire
Vice-President for Academic & Student Affairs/Dean of the College
Dean of Students

College Actions:

1. Talk to informant – Get all information about the threat to include:
 - the exact time of call
 - detonation time
 - exact location
 - caller description from voice
 - background noise

Immediately use Call Trace (*57) telephone feature to trace the number once caller has hung up.

1. Notify Campus Safety Office immediately. Campus Safety will contact Salem Police Dispatch by telephone and request response. (see Campus Safety SOP 2/320). If the threat is after hours, the Director of Campus Safety or Designee must be notified immediately.
2. Implement an Incident Command response.
3. Issue Maroon Alert as appropriate.
4. Campus Safety Staff will respond to the location and begin evacuation of the building. Elicit the assistance of Faculty and Staff to help. Call Manager of Plant Operations and Physical Plant personnel to assist in perimeter control.
5. Campus Safety Staff will meet and coordinate with Salem Police and Fire Units.
6. Establish a secure perimeter 300 feet from building. If the threat is during normal business hours, notify the Admissions Office so that any campus tours can be rerouted away from the area.
7. Evacuate parts or all of any adjacent building where injury could occur if actual bomb explosion. Use Alumni, Bast or Student Centers for relocation of building occupants in severe weather.
8. Notify Director of Public Relations of situation.
9. Have a Vice-President come to scene to consult with the Point Person. Typically this would be the VP for Academic & Student Affairs or VP for Business Affairs.
10. The target building will remain vacant for a specified period of time. Under the best of circumstances, this will be at least 2 hours. Campus Safety personnel will conduct a building search with assistance from police as per CS SOP 2/320.
11. Should a search have negative results, then a decision to allow persons back into the building will be made jointly by the Point Person.

12. If a search reveals a suspicious item or possible explosive device, the Salem Police and Campus Safety will notify State Police and request bomb disposal unit.
13. Follow up investigation by Salem Police and Campus Safety. Appropriate reports submitted.
14. Coordinate any information release to the media through the Director of Public Relations at 375-2282.

* Further information on this matter can be found in the Campus Safety Procedure Manual SOP 2/320

CAMPUS DISTURBANCE

TYPICAL SITUATION

A spontaneous, large group of students have gathered and may become disruptive.

Point Person:

Director of Campus Safety or Designee

Typical Team Members:

Dean of Students

Assistant Dean of Students

Director of Public Relations

Director of Residence Life & Housing

Salem Police (as needed)

College Actions:

1. The attitude and activities of the crowd will determine whether intervention or monitoring is needed.
2. If the group appears likely to become unruly or disruptive, Campus Safety officers or other College staff persons should attempt to identify the group leaders and point out the disturbance the group is causing and solicit their cooperation in bringing matters under control.
3. If the group appears to be connected to a residential unit, the Assistant/Associate Director RL&H responsible for that unit should be notified.
4. The Dean of Students should be notified to come to the site if the group does not disperse.
5. Contact the Salem Police Department for back-up and intervention if there are threats of violence or destruction of property or if violence or destruction of property appears imminent.
6. Notification - Ensure notification of other appropriate college administrators. Media inquiries should be directed to the Director of Public Relations.
7. Peaceful organized protests such as sit-ins, rallies or demonstrations will be handled on a case by case basis. Organizers of such events should work with College officials in planning for the event.
8. Salem City Code requires parade permits for large gatherings, demonstrations, or parades on City property or streets. City code also requires a bonfire permit if a bonfire is part of the gathering.
9. Every effort should be made to monitor any campus unrest and effectively deal with the situation before any of the above actions take place.
10. Documentation and follow-up reports as needed.

CAMPUS WIDE STUDENT PRANK

TYPICAL SITUATION

A student or group of students anonymously commit a prank, or an incident occurs that affects the campus community. The prank would typically involve the sudden disappearance of College property, tampering with College property or buildings or disrupting a College function. The prank could involve the outside community.

Point Person:

Director of Campus Safety or Designee

Team Members:

Assistant/Associate Director RL&H on Duty
Director of Public Relations
Director of Residence Life & Housing

College Actions:

1. Gather all known facts related to the incident. The Dean of Students, Director of Campus Safety or Designee, and other administrators should meet and review the facts to determine if the incident is a prank.
2. If it is determined that the incident is likely a prank, plan an appropriate preliminary course of institutional action in the event the perpetrators are caught or identified. Attempt to determine what, if any, the student or students are attempting to accomplish by the prank. Keep the College President, Director of Public Relations and other appropriate administrators informed.
3. Attempt to communicate with the pranksters and give them sufficient time to come forward or to rectify the situation before the College initiates more serious action. Communication can be established or information solicited by:
 - E-Mail to campus.
 - Posting flyers throughout the residence halls.
 - Meeting with officers of student organizations.
 - Meeting with the SGA.
 - Placing articles in the Brackety-Ack
4. Have Campus Safety Staff and Residence Life & Housing staff attempt to discretely solicit information from student sources on campus.
5. Establish a reasonable period of time during which the pranksters are given an opportunity to come forward and/or to rectify the situation. This must be communicated clearly through the methods mentioned above. A reasonable period of time would normally be within 24 to 48 hours after the prank.
6. Any damages or costs associated with the prank must be satisfied. Disciplinary action and/or criminal charges (if appropriate) should be considered if the matter is not rectified in a reasonable manner and time period. The institutional response/action should be in keeping with the College philosophy that students must accept responsibility for their actions. The response should also be such that future pranks of a similar nature or pranks in general are not rewarded or encouraged.
7. Notification - Keep the media Public Relations office abreast of what is happening. Consider preparing a press release in the event that the media hears of the situation. Prepare a response to the incident for the College community such as a letter to the editor of the Brackety-Ack.
8. During the course of investigating the occurrence, staff should be careful not to publicly accuse or imply that certain groups, organizations, or individuals are involved without substantiating information. If a particular group of students or a recognized student organization is suspected of being involved, call in their officers or leaders and talk with them about the incident and explain why they are suspect. Keep discussions of particulars about the incident to a minimum of those persons with a "need

to know." All staff should be prepared to answer questions or respond to comments from the college community during the daily routine. A prepared response to be used by staff should be considered. Staff should understand that different members of the College community might have differing feelings about a prank. Some people might consider it humorous while others consider it very serious or offensive.

9. Be prepared to communicate with the pranksters through letters, intermediaries or faculty and staff who may not be involved with the prank. Faculty or Staff Advisors to recognized student groups may be a way to communicate with suspected groups.
10. Once the prank is over, situation rectified, property returned or the matter is otherwise resolved, ensure that faculty, staff and others are "debriefed" about the incident so that no hard feelings remain.

CRIME AGAINST PERSONS

TYPICAL SITUATION

A student or group of students is involved as a victim in an assault, robbery, fight or other violent crime.

Point Person:

Campus Safety Officer on Duty

Crisis Team Members:

Assistant/Associate Director RL&H on Duty

Dean of Students

Assistant Dean of Students

Director of Campus Safety or designee

Director of Student Health & Counseling Services/Assistant Dean of Students

Director of Public Relations

Director of Residence Life & Housing

College Actions:

1. Talk to first informant to obtain all necessary information and facts as possible. Determine identity and whereabouts of victim(s) and perpetrators.
2. Dispatch Campus Safety Officer(s) as needed.
3. Assess situation. Determine if other team members need to be involved. Determine if Salem Police need to be notified
 - Provide medical attention if someone is injured. 911 should be called for transport by Rescue Squad / Salem EMS to hospital as needed.
 - Begin an investigation of the incident
 - Provide support for victims through team members, friends, Assistant/Associate Directors RL&H, Resident Advisors, etc.
4. Ensure notification of appropriate College administrators: Director of Campus Safety or Designee, Director of Residence Life & Housing, Dean of Students, and the Assistant Dean of Students.
5. Campus Safety Notice – Issue timely notice to the campus community is giving adequate warnings and precautionary advice if violent crime has occurred and a threat to others is present.
6. The Director of Public Relations will handle all contact with the media and should be kept informed of the situation. 375-2241 or 375-2282. Consult with the Salem Police Department if a press release from them is forthcoming. Coordinate releases.
7. Take appropriate College disciplinary action if investigation reveals misconduct on behalf of a student(s).
8. Document and file all necessary College reports.
9. Ensure victim(s) are aware of criminal and civil options available to them.
10. Ensure Salem Police receive a report as soon as possible.

CURTAILMENT OF UTILITIES

TYPICAL SITUATION

Unscheduled interruption of gas, water or electrical service to one or more campus buildings, an area of the campus, or the entire campus.

Point Person:

Manager of Plant Operations

Crisis Team Members:

Assistant/Associate Directors RL&H

Director of Auxiliary Services

Director of Campus Safety or Designee

Director of Colket Center & Student Activities

Director of Residence Life & Housing

College Actions:

1. Talk with informant and determine the location and description of the problem.
2. Have Campus Safety Officer or Physical Plant Staff respond to scene and assess the nature and extent of problem. Notify the Manager of Plant Operations.
3. If Physical Plant Staff is unable to correct the problem, then City of Salem utilities needs to be contacted to respond to campus to restore the service. Coordinate repairs by utility company.
4. Issue a Maroon Alert should the problem be widespread, prolonged, there is a risk to the health and safety of people or disruptive to the normal operations of the College.
5. Implement appropriate Incident Command sections.
6. If the problem is electrical and the building(s) affected have an elevator, the elevator needs to be checked for stranded people and assistance rendered as needed.
7. If Trexler Hall is affected after normal business hours, notify the Chief Information Officer so that Information Technology staff can take appropriate action in to maintain continuity of systems and operations.
8. If the curtailment is prolonged or is such that the building(s) are unsafe for occupancy or do not have use of basic facilities, the occupants need to be temporarily relocated to building(s) that are not affected. This would include identifying available classrooms, office space or residence rooms.
9. If the curtailment is electrical, prolonged and 9. N. College is affected, emergency generation of electricity for the Campus Safety Office needs to be arranged. This is for lighting and operation of the two-way radio system of the College.
10. Ensure affected occupants are kept informed of the status of the situation and an estimated time for restoration of the utility. Keep appropriate College officials, Public Relations staff and Cabinet informed.
11. Once the utility is restored, ensure all building mechanical devices that were shut down or affected are restarted, reset, and are functioning properly. Document and file reports.

* Also see Roanoke College Weather Emergency Protocol *

DEATH OF A STUDENT

TYPICAL SITUATION

Death of a student by apparent natural causes or suicide.

Point Person:

Director of Campus Safety or Designee

Crisis Team Members:

Dean of Students

Assistant Dean of Students

Dean of Chapel

Director of Student Health & Counseling Services/Assistant Dean of Students

Director of Public Relations

Director of Residence Life & Housing

College Actions:

1. Verify identity of student with Campus Safety; gather as much information about the student and circumstances of their death as possible. If death occurred on campus, the Campus Safety Office and Salem Police must be notified. The Director of Campus Safety or designee must also be notified immediately. An initial on-scene investigation will be conducted. Before the body is moved, the medical examiner must be notified. The Salem Police Department will handle this.
2. Ensure that Vice President for Academic & Student Affairs/Dean of the College, President, Dean of Students, Director of Residence Life & Housing, Director of Student Health & Counseling, Director of Public Relations, and Registrar have been notified. Send message to Board of Trustees members to inform them.
3. Notify family of the student and offer any supportive help they may need. Help arrange overnight accommodations if they are not from the local area.
4. Notification: Campus wide notification by Director of Public Relations.
5. Coordinate the plan for dealing with the situation. Construct the network to offer appropriate support to all involved parties, e.g., meeting the family at the airport, providing accommodations, arranging a meeting with the attending physician, counseling friends. If student was from local area, consider offering support for others from the same high school.
6. Inform student's roommates and close friends. This is best done in conjunction with Residence Life & Housing Staff, Director of Student Health & Counseling, and/or the Dean of Chapel. When the student lives off-campus, the Campus Safety Officer on Duty will coordinate the informing of student's roommate.
7. Contact student's Academic Advisor and other offices that would be affected. The Dean of Students Office is responsible for sending flowers. Lower College flag to half-staff.
8. Arrange for appropriate Memorial Service.
9. Inform the Dean of Students Office of needed follow-up measures when acute aspects of the situation have ended. Specifically, academic and personal support recommendations for friends, roommates, etc.
10. Notify Mail Services to have mail collected and ready for collection by family. Make sure student and parent names are deleted from mailings, bills, notices, etc. unless otherwise requested by family.
11. Assist family in packing up student's personal effects if appropriate.

12. Documentation and reports filed with appropriate College offices. If death occurs on campus, the Campus Safety Office will handle this step. Notify College insurance.
13. The Salem Police Department, with the assistance of the Campus Safety Office, will conduct an investigation.

DEATH OF EMPLOYEE AT WORK

TYPICAL SITUATION

Death of employee while at work caused by accident or natural causes

Point Person:

Director of Human Resources

Director of Campus Safety or Designee

Crisis Team Members:

Dean of Chapel

Director of Student Health & Counseling Services/Assistant Dean of Students

Director of Public Relations

Divisional Vice-President

Immediate Supervisor

Salem Police

College Actions:

1. Have Director of Campus Safety or designee, or Officer on Duty respond to the scene. Secure the area.
2. Notify the Salem Police. The State Medical Examiner has to be notified before a body can be moved. The police department makes this contact.
3. Determine if a Maroon Alert needs to be sent.
4. Gather as much information as possible about the circumstances of the employee's death.
5. Notify Director of Human Resources.
6. Notify divisional Vice-President and immediate supervisor.
7. If available, the Dean of the Chapel should make the family notification after consultation with the College Point Person and police command on site.
8. Ensure that the Vice President of Academic & Student Affairs, President, and other Cabinet members have been notified in a timely fashion.
9. Coordinate a plan for dealing with the situation.
 - Construct a network to offer appropriate support to family, students, co-workers and other community members affected.
 - Notify the College attorney of the death and relevant information.
 - If appropriate, consult with attorney in formulating institutional response.
10. Notify campus community as appropriate.
11. Arrange for flowers and sympathy card to be sent.
12. Ensure College representation at funeral services.
13. Arrange for appropriate campus memorial service and other details. Lower College flag to half-staff.
14. File necessary reports with worker's compensation, liability and life insurance carriers. Work with family to process beneficiary details.
15. If suspicious circumstances are involved, an investigation will be conducted by the Salem Police assisted by Campus Safety.

DEATH OF EMPLOYEE -NOT AT WORK

TYPICAL SITUATION

The College receives notification from deceased employee's family or friend(s).

Point Person:

Director of Human Resources

Crisis Team Members:

Dean of Chapel

Director of Student Health & Counseling Services/Assistant Dean of Students

Director of Public Relations

Divisional Vice-President

Immediate Supervisor

College Actions:

1. Notify President, Divisional Vice President, and Dean of Chapel.
2. Coordinate a plan for dealing with the situation. Construct a network to offer appropriate support to family, students and co-workers.
3. Notify the Director of Public Relations for media release if appropriate.
4. Notify campus community as appropriate.
5. Arrange for flowers and sympathy card to be sent.
6. Ensure College representation at services.
7. Arrange for appropriate memorial services and other details. Lower College flag to half-staff.
8. File necessary reports with life insurance carrier.
9. Work with family to process beneficiary details.

FACILITY DISASTER

TYPICAL SITUATION

A building related occurrence resulting in disruption of normal business, threat to person safety, damage to property, loss of facility use (Flooding, Fire, Hazardous Materials Incident, Explosion).

Point Person:

Director of Campus Safety or Designee

Crisis Team Members:

Associate Dean of Academic Affairs

Chemical Hygiene Officer

Director of Auxiliary Services

Director of Public Relations

Director of Student Health & Counseling Services/Assistant Dean of Students

Manager of Housekeeping

Manager of Plant Operations

Vice-President for Business Affairs

Dean of Students

College Actions:

1. Respond and assess the situation. Determine location, type of emergency, and if there are any injured persons.
2. Notify Salem Fire Department/EMT/Police as needed.
3. Implement the College Incident Command response.
 - Campus Safety responds to scene to assist in evacuation and securing perimeter.
 - Salem Police may be needed if a public street is blocked by emergency equipment.
 - Notification of Director of Campus Safety or designee, Manager of Plant Operations, Director of Public Relations, and Vice-President of Business Affairs.
4. Issue Maroon Alert as appropriate.
5. Coordinate any information release to the media through the Director of Public Relations at 375-2282.
6. Assist victims in obtaining all necessary services, transportation, alternate housing, clothing, toiletries, books, and school supplies.
7. Assist in helping victims notify friends and relatives.
8. Ensure notification of appropriate college administrators – President and Cabinet members.
9. Ensure that the facility and victim's possessions are secured. This may include salvage operations to remove possessions to another location.
10. Cooperate with local officials – fire department/police in initial investigation if needed.
11. Campus Safety will photograph and document damages prior to clean up/repair.
12. Initiate necessary facility clean up and repair.
13. Documentation and reports to Business Office, College Insurance Company, and Campus Safety.

FIRE

TYPICAL SITUATION

Fire in campus building

Point Person:

Director of Campus Safety or Designee

Crisis Team Members:

Assistant/Associate Directors RL&H

Associate Dean of Academic Affairs

Dean of Students

Director of Auxiliary Services

Director of Public Relations

Director of Residence Life & Housing

Manager of Housekeeping

Manager of Plant Operations

Vice-President for Business Affairs

College Actions:**Alarm Only:**

1. Campus Safety responds to the scene to investigate alarm and determine cause.
2. Faculty and Staff must assist in evacuating the building.
3. If there is no indication of fire, the alarm will be reset. If the alarm will not reset or there is indication that there are problems, notify Physical Plant personnel and Fire Department as needed.

Alarm and Evidence of Actual Fire:

1. Contact 911 and Campus Safety for immediate response.
2. Immediate evacuation of building.
3. Implement the College Incident Command Structure. The Point Person is the campus incident commander and works with the Salem Fire, EMS, and Police who respond.
4. Campus Safety and Physical Plant personnel secure the perimeter of the building and assist with SFD response. Keep unauthorized persons from entering the fire area.
5. Public Relations will come to scene to coordinate media response. Set up a media area outside fire perimeter.
6. Issue a Maroon Alert as needed.
7. After immediate situation has been brought under control, ensure notification of appropriate College administrators, the President, and Cabinet members.
8. Relocate evacuees to safe area. Use the Colket Center, Alumni and Bast Gyms to shelter evacuees from severe weather or at night until safe to re-enter the building.
9. Notify College's insurance carrier and encourage students to notify their parent's insurance.

10. Campus Safety will photograph and document damages prior to clean up and repair.
11. Cooperate with local officials – fire department and / or police during investigation as needed.
12. Crisis management team will meet as soon as possible once situation has stabilized. Discuss courses of action and coordination of continued response.
13. If deaths or serious injuries occur, establish and staff a telephone “Hot Line” for concerned parents to contact the campus and get information.
 - Consider an 800 number.
 - Activate the Campus Emergency Web page.
 - If parents will be coming to campus, establish a “Family Assistance Center” staffed by administrators to assist parents.
 - Implement Death of Student or Serious Injury protocols.
14. Meet with victims (Faculty/Staff/Students) who may be displaced and disrupted by the fire.
15. Assist victims in obtaining necessary supplies such as clothing, toiletries, books and school supplies that may be damaged or destroyed.
16. If damage to a residence hall requires temporary alternate housing of students at off campus location such as a motel – provide transportation to and from campus. Consider staffing site with Residence Life & Housing personnel. Ensure those affected are aware that College policies apply the same as in campus housing. Assign administrative responsibility for the site to the Director of Residence Life & Housing or Assistant/Associate Director RL&H.
17. Academic/Administrative building – Temporarily relocate any classes/offices/events that are affected. Ensure notification of same to students, employees and general public as needed. Coordinate disaster recovery efforts for college records that may be damaged or destroyed. Consult with Information Technology.
18. Ensure that the facility and victim’s possessions are secured. May include salvage operations to remove possessions or college property to another location. A secure location is likely to be needed for storage until insurance adjusters can view items.
19. Initiate necessary facilities clean up and repair. Keep victims informed of clean up progress and estimated time facility can likely be occupied again.
20. Assist in helping victims notify friends and relatives. A letter to the parents of students from the Vice-President of Student & Academic Affairs/Dean of the College or the President is appropriate.
21. Provide counseling or emotional support to victims if needed.
22. CISM (Critical Incident Stress Management) for employees and first responders.
23. Assist the Salem Fire Marshall during the investigation into the cause of the fire.
24. Coordinate any information release to the media through the College Public Relations Office at 375-2282 or 375-2236.
25. Keep College community informed often of developments through e-mail & other communication means.
26. Documentation and reports to VicePresident of Business Affairs, College Insurance Company, and Campus Safety.

FLOODING ON CAMPUS

TYPICAL SITUATIONS

Weather conditions are occurring that have potential to flood parts of campus, a particular building or cause water damage.

Point Person:

Manager of Plant Operations

Crisis Team Members:

Assistant/Associate Directors RL&H
 Campus Safety Officer on Duty
 Director of Campus Safety or designee
 Director of Residence Life & Housing
 Manager of Housekeeping
 Resident Advisors

College Actions:

Past history of significant flooding in Salem and the Roanoke Valley indicates that certain campus areas are prone to property damaging by flooding. Shenandoah, Blue Ridge, & Tabor on North Market Street are at the highest risk. The adjacent Market Street parking lot is also high risk. Buildings not in a flood plain, but prone to take water in basement or other area are Sections, Chalmers, Crawford, & Bartlett.

Flooding conditions are forecast - actions are to be taken:

1. Campus Safety staff will monitor weather conditions and notify Physical Plant staff and Residence Life & Housing staff of the weather predictions and that flooding is possible so that appropriate action can be taken.
2. Residence Life & Housing staff will alert students who reside in flood prone areas of campus (especially Shenandoah Hall) to be prepared to move valuables and easily damaged items off of the floor or to a more secure area.
3. Residence Life & Housing staff will alert all residential students to contact a staff member in the event of flooding or water damage in their residence rooms.
4. Residence Life & Housing staff will specifically monitor ground floor rooms in Chalmers, Crawford, and Bartlett Halls.
5. Send all notifications (Maroon alerts, campus email, etc) regarding precautions.
6. Residence Life & Housing staff will alert all students to move their vehicles from parking lots adjacent to creek areas (they will be allowed alternative places to park).
7. Campus Safety staff will cordon off sections of parking lots adjacent to creek areas that are prone to flooding and will notify the specific drivers to move their cars.
8. Physical Plant should place sand bags at all flood prone areas (especially around Shenandoah Hall).
9. Physical Plant will ensure that all drains (especially in Shenandoah, Chalmers, Crawford, and Bartlett Halls) are clear and free of debris.
10. Housekeeping and Physical Plant staff should be prepared to respond with wet vacs, fans, and dehumidifiers to rooms as needed.

If flooding conditions occur the following actions should be taken:

1. Send Maroon Alerts as appropriate.
2. Residence Life & Housing staff should ensure that students in flood prone areas have moved their valuables and easily damaged items off of the floor or to a more secure area.
3. Residence Life & Housing staff should be prepared to move students temporarily to other room assignments if necessary.
4. Housekeeping and Physical Plant staff will respond with wet vacs and dehumidifiers to rooms as needed.
5. Director of Campus Safety or designee will keep the Weather Emergency CRT and all students apprised of forecasted weather conditions.
6. Campus Safety and Residence Life & Housing staff will closely monitor flood zones until rainfall and runoff water abates.
7. Notify College Insurance Company.

HAZARDOUS MATERIAL EMERGENCY

TYPICAL SITUATION

Accidental spill or leak of a hazardous chemical or material on the College campus or in a College building

Point Person:

Director of Campus Safety or Designee

Crisis Team Members:

Associate Dean of Academic Affairs
College Chemical Hygiene Officer
Director of Human Resources
Director of Public Relations
Manager of Plant Operations
Salem Fire Department Hazardous Materials Unit
Vice President for Business Affairs
Dean of Students

College Actions:

1. Determine the location and type of the spill and preliminary assessment.
2. Contact the Director of Campus Safety or designee immediately. First responder should attempt to determine the severity of the situation.
3. Isolate area and begin immediate evacuation the building or area where an exposure to harmful materials by employees or students could occur.
4. Notify the Salem Fire Department for response and assistance from the Hazardous Materials Team.
5. Implement an Incident Command Response if Hazardous Materials emergency is significant.
6. Contact the College Chemical Hygiene Officer.
7. Issue Maroon Alert as appropriate.
8. Notify Director of Public Relations to handle media inquiries. Depending on the scope and duration of the emergency, have Director of Public Relations come to the scene to coordinate media response.
9. The building perimeter or area should be sealed off and access controlled by Campus Safety Officers and Physical Plant personnel. Only authorized persons can enter the area.
10. Ensure medical attention for any persons that are injured or may have been exposed.
11. The Chemical Hygiene Officer coordinates clean up in a college laboratory. Non-laboratory clean-up is coordinated by the Manager of Plant Operations. An outside contractor is to be employed for this purpose.
12. If a building or area has to remain closed for a prolonged period of time, temporary relocation of offices, classes and/or residential housing needs to be coordinated.
13. Conduct internal investigation into the incident, document and file necessary reports internally, insurance, and with any outside agency.

Salem Fire Department – Hazardous Materials Officer
540- 75-3080

DEQ – Virginia Department of Environmental Quality
L. Allen Linkenhoker – Pollution Response Coordinator
540-562-6814

Outside Contractor - 24 Hour Hazardous Materials Clean-Up

W.E.L. Inc.
1-800-847-2455
Roanoke Office – 540-561-0735

* See College's Hazard Communication Plan & Chemical Hygiene Plan for further information.

INTERNATIONAL STUDENT CRISIS

TYPICAL SITUATION

An international student(s) is involved in a crisis/critical incident listed in this manual.

Point Person:

See appropriate page for specific incident

Crisis Team Members:

Crisis Team Members listed for the specific incident protocol

Director of International Education

College Actions:

Should an international student be involved in a crisis situation, the emergency guidelines for that particular crisis need to be followed; however, special circumstances unique to international students exist and the following steps should be followed or considered in a crisis response.

1. The Director of International Education is to be notified and included as part of the crisis management team.
2. Emergency information forms are kept on file for each international student with specific information concerning home contacts, language spoken at home, Visa and Passport information, Embassy or Consulate information, citizenship, and medical conditions.
3. Parental notification and communication by telephone, if home is outside the US, could be difficult.
 - Consider time differences between US and home country.
 - An interpreter may be needed if family at home speaks little or no English.
 - Parents may not be familiar with or understand United States medical or legal processes or terms.
 - Determine if there are relatives in the US that need to be involved or could help in the crisis response.
4. Be aware that the student may not have a full understanding of the United States medical, legal, or other processes involved and might need extra support and help.
5. In the event of the death, the Embassy needs to be contacted regarding regulations or procedures for repatriation of the body. Ensure funeral home can handle necessary arrangements. If the student's insurance does not cover the cost or the family is unable to, determine how the institution is to handle the situation.
6. In the event of death, a high level administrator needs to be involved in official communications with the family.
7. In the event of an arrest for a serious misdemeanor or felony ensure that the police, Commonwealth Attorney, or courts of the jurisdiction are aware the student is not a US citizen. Determine if any agencies such as the Immigration and Naturalization Service, State Department, or Embassy need to be notified.
8. If the international student is a victim of a violence or hate crime consider the potential for repercussions from concerned non-campus groups or individuals.
9. Consider that an incident involving an international student (even a relatively minor one) could attract unusually high interest and attention from local and national media. Have the Director of Public Relations prepare for same.
10. Consider that any emotional/spiritual support or counseling that the student or family may need could be affected by cultural or religious differences. A professional outside the campus community might need to be involved to assist or provide services in an appropriate manner.

MISSING STUDENT

TYPICAL SITUATION

Student is reported missing from campus.

Point Person:

Director of Campus Safety or Designee

Crisis Team Members:

Assistant/Associate Director RL&H on Duty

Dean of Students

Campus Safety Officer on Duty

Director of Student Health & Counseling Services/Assistant Dean of Students

Director of Residence Life & Housing

College Actions:

1. Contact Office of Campus Safety. They will check hospital admissions and municipal records for possible police information (surrounding jurisdiction). Contact the Director of Student Health & Counseling Services to determine if person has been admitted to psychiatric center.
2. Notify missing student's Assistant Director RL&H, Head Resident Advisor, and Resident Advisor. These staff members should contact neighbors and friends in the immediate vicinity of the student's room and report back any information to the Director of Residence Life & Housing.
3. The Director of Residence Life & Housing should contact the Registrar's Office or utilize student locator data for a list of the missing student's classes. Faculty members for the courses should be contacted to determine when the person was last seen in class and to provide the other relevant information.
4. The Dean of Students should be kept informed of the progress of locating the student.
5. The Director of Campus Safety or Designee

PANDEMIC FLU

TYPICAL SITUATION

An influenza pandemic occurs with the appearance of a new influenza virus against which none of us has any immunity. Declaration of a pandemic is made by the World Health Organization (WHO).

Point Person:

Dean of Students

Crisis Response Team Members:

Chief Information Officer

Dean of Students

Director of Campus Safety or Designee

Director of Student Health & Counseling Services/Assistant Dean of Students

Director of Human Resources

Director of International Education

Director of Public Relations

Director of Residence Life & Housing

Housekeeping Manager

Manager Plant Operations

General Manager of Dining Services

College Actions:

1. Monitoring Pandemic Status - Information sources will be monitored on a regular basis so that the College administration can keep abreast of any relevant information and be able to act upon "triggering events" that would result in a change from normal College operations. The primary sources for information concerning a flu pandemic include the World Health Organization (WHO), the Center for Disease Control (CDC), the Virginia Department of Health (VDH), and the Virginia Department of Emergency Management (VDEM).
 - a. The Director of Student Health & Counseling Services is the liaison and contact with the local VDH representative for the Roanoke Valley.
 - b. The Director of Campus Safety is the liaison and contact with VDEM and the Salem Emergency Services Staff.
2. Infection Control & Community Education
 - a. The Student Health & Counseling Services (in conjunction with Residence Life & Housing Office and the Human Resources Department) is responsible for educating the College community on an ongoing basis regarding personal hygiene, infection control and flu prevention.
 - b. The Housekeeping Department and Food Services Department will work to maintain clean and hygienic campus facilities during high risk times for flu and other communicable illnesses.
3. Activation - If a pandemic outbreak appears eminent (WHO Phase 4) full activation of the Crisis Response Team will be implemented. (See Appendix for WHO Pandemic Phase Descriptions.) The Dean of Students will convene a meeting of the Crisis Response Team to review the current status of the pandemic, identify the impact of the pandemic on the college, and initiate contingency plans as noted below.

Dean of Students

1. Convene and chair the Crisis Response Team.
2. Establish a central reporting plan for daily monitoring of the prevalence of illness on campus, including: employee

absences, number of students in isolation and quarantine, number of lab confirmed cases, and number of student transports to the hospital.

3. Establish a system for notification/alerts to essential personnel.
4. Establish a structure for recording and reporting key activities, events, and decisions made during the crisis.
5. Advise the President on appropriate College actions including recess, closure, and evacuation.
6. Develop a procedure for campus recess, closure, and evacuation.
7. Establish the criteria for calling an end to the pandemic event and resuming campus business and activities.
8. Develop the sequence and timeline for restoration of operations and essential services/activities.

Student Health & Counseling Services

1. Review stock of supplies that would be needed, such as respiratory protection equipment, gloves, gowns, protective eyewear, medications (antivirals), disinfectants, and IV fluids. Confirm supply sources and storage area.
2. Review plan for continuation of cleaning services and waste removal services including triggers to increase the frequency of the scheduling of these services.
3. Review plan for setting up an infirmary and expanding clinical space, including identification of alternate locations (Sections Handicap student rooms), equipment, supply, and staffing needs.
4. Develop a triage and treatment protocol that can be easily adapted once a case definition is established.
5. Develop clinic signage and voice messages that would give ill students directions about how to access services.
6. Implement plan for conducting mass immunization clinics.
7. Develop a protocol for monitoring cases residing in on and off campus apartments/residences.
8. Develop a protocol for care of the deceased that addresses storage until transfer and notification of the family.
9. Develop a plan for providing 24/7 counseling & support services for students, staff, and faculty. Consider use of telephone and internet for delivery of appropriate services.
10. Ensure that Student Health & Counseling Services personnel receive training regarding personal protection and hygiene precautions.
11. In the event of a highly virulent strain consider appropriate outreach to campus community to address the possibility of a significant number of deaths.
12. Develop plans for critical stress management for essential personnel involved in the campus response.

Public Relations

1. Disseminate information to the campus community, parents of students, and the general public. Information will be disseminated through e-mails, College website, direct mailings, Maroon Alerts, and other appropriate means.
2. Provide information to the campus community on: the status of disease on campus; travel advice; self-care; personal preparedness planning; proper hand washing techniques and cough etiquette; federal, state, and local public health resources; and how/when to access services in case of illness.
3. The Director of Public Relations will be the official spokesperson for the institution.
4. Coordinate with local, regional, and national media.

5. Develop a communication plan for advising employees, students, and other partners and constituencies of a campus recess, closure or evacuation.
6. Develop a communication plan for advising employees, students, and other partners and constituencies of the resumption of business.

Academic Affairs

1. Develop a policy or guidelines to address academic concerns of students absent from classes due to illness or quarantine. Communicate to faculty and students.
2. Develop a procedure for students who are in isolation or quarantine to obtain class notes.
3. Develop and disseminate alternative procedures for completing course work (i.e., web-based instruction, lessons and assignments delivered via e-mail) in conjunction with Information Technology.
4. Establish contingency plans for issues dealing with financial aid, withdrawal from school due to illness, and other factors related to tuition and registration in conjunction with Business Affairs.

Residence Life & Housing

1. Confirm availability of rooms and buildings that could be used for quarantine, isolation, and residence for students who cannot go home. NOTE: Residential space with self-contained heating and cooling in individual rooms or suites may be more desirable settings in which to isolate or quarantine persons.
2. Develop procedures for notifying and relocating students.
3. Ensure that Residence Life & Housing staff receive training regarding personal protection and hygiene precautions.
4. Review communication protocols with Residence Life & Housing staff for surveillance and reporting illness in the residence halls.
5. Formulate plans to address anticipated student needs ranging from delivery of food and medication to providing emotional support.
6. Residential students and their parents are encouraged to develop personal "evacuation and travel plans" should a recess be implemented. Travel from campus during a recess is the responsibility of each student and their family.
7. Timely notice of residence hall closing for a recess will be given students and a reasonable amount of time given to vacate halls (generally this would be within 48 hours of the announced recess).
8. The College should be prepared to maintain a very limited amount of temporary on site lodging for essential staff that may need housing while providing essential services to the College.

Human Resources

1. Coordinate the identification of essential personnel and ensure that departments are depth charted.
2. Encourage staff and faculty to update emergency contact information.
3. Prepare call-off guidelines and review vacation/sick leave guidelines for applicability in a pandemic event. Employees who have been exposed or are suspected of having the illness should not come to work. Therefore, liberal, non-punitive policies should be established in order to ensure compliance with public health recommendations.
4. Prepare work-at-home guidelines that address telecommuting issues.
5. Establish return-to-work guidelines consistent with the case definition.
6. Prepare communications for supervisors and the campus work force addressing guidelines related to reporting of ill,

business travel procedures, information to persons returning from affected areas, and access to Employee Assistance Program, Student Health & Counseling Services, and Chaplain's Office.

7. Ensure that College personnel receive training regarding personal protection and hygiene precautions.
8. Coordinate the recruitment of a volunteer work force and identification of cross-training needs.

Housekeeping

1. Develop plans for continuation of housekeeping services and stockpiling items such as cleaning and disinfecting supplies, facial tissues and toilet paper, and disposable towels.
2. Ensure that housekeeping personnel receive training regarding personal protection and proper cleaning procedures.
3. The College should be prepared to maintain a limited amount of temporary on site lodging and provide other essential services to the college.

Dining Services

1. Compile a list of non-perishable foodstuffs and drinks, including water that can be stockpiled and stored. Consideration should be given to students who may not be able to go home, health care staff, facilities staff, or other key personnel who may need to shelter-in-place and will be dependent on campus dining services for food. Plans should consider maintaining services for a 5-8 week period.
2. Develop a procedure for delivery of foodstuffs to residential areas and quarantined students.
3. Ensure that dining services personnel receive training regarding personal protection and proper cleaning procedures.

Campus Safety

1. Maintain ongoing communication with local police, fire, and emergency response personnel in order to coordinate efforts for managing safety issues.
2. Ensure that Campus Safety personnel receive training regarding personal protection and hygiene precautions.
3. Develop triage protocols for responding to students in distress either due to illness or illness of others or requesting transport for medical care.
4. Review communication plan with personnel in Student Health & Counseling Services, Residence Life & Housing, and the Dean of Students Office for reporting calls and transports.
5. Train personnel in use of personal protective equipment and equip cars with disinfectants, surgical masks, gloves, and hazard waste bags in the event Campus Safety vehicles are used for student transport when other emergency transport is not available.
6. Develop procedures for securing buildings, protecting stored supplies, and restricting access to campus in the event of campus recess or closure.

International Students & Study Abroad

1. Monitor student and faculty travelers entering the campus from affected regions and provide information to Student Health & Counseling Services.
2. Communicate with international students and their families regarding travel restrictions and re-entry.
3. Communicate with students who are studying abroad or plan to study abroad regarding travel restrictions and re-entry.
4. Communicate with study abroad program leaders about planning procedures for sheltering-in-place, closure decisions, and resources for assisting students who cannot get home.

5. Establish guidelines for temporary closure of study abroad programs.

Plant Operations

1. Identify building ventilation systems especially in those areas considered for quarantine, isolation, and health care delivery.
2. Develop contingency plans in case of fuel, water, and energy shortages including the availability of emergency generators.
3. Ensure that Plant Operations personnel receive training regarding personal protection and hygiene precautions.
4. The College should be prepared to maintain a limited amount of temporary on site lodging and provide other essential services to the college.
5. Physical Operations will maintain the physical facilities and related supplies in a state of readiness for re-opening the facilities from a recess.

Information Technology

1. Develop plans to maintain uninterrupted computer and technology services that will support essential academic and administrative functions.
2. Develop and disseminate alternative procedures for completing course work (i.e., web-based instruction, lessons and assignments delivered via e- mail) in conjunction with Academic Affairs.

Business Affairs

1. Evaluate the potential financial ramifications of pandemic, estimate the impact and identify emergency funding to cover purchases and business continuation.
2. Collect information from departments (i.e., student health, dining, housing) related to costs for stockpiling supplies.
3. Ensure that the College has a plan for the availability of financial resources to maintain continuity of essential operations should the college recess.
4. Develop procedures for rapid procurement and payment for supplies, equipment, and services.
5. Develop a plan for ensuring the continuation of payroll and accounting operations in the face of high employee absenteeism.
6. Establish contingency plans for issues dealing with financial aid, withdrawal from school due to illness, and other factors related to tuition and registration in conjunction with Academic Affairs.
7. Maintaining mail services in accordance with guidance with the U.S. Postal Service.

Online Resources

World Health Organization: <http://www.who.int>

Center for Disease Control: <http://www.cdc.gov>

Virginia Health Department: <http://www.vdh.state.va.us/>

American College Health Association Pandemic Flu Resources:
http://www.acha.org/info_resources/pandemic_flu.cfm

Appendices

- Appendix WHO Pandemic Phase Descriptions & Main Actions By Phases
- Appendix CDC Guidance for HEI in Response to H1N1
- Appendix CICV Pandemic Recess Policy

PUBLIC HEALTH PROBLEM

TYPICAL SITUATION

Students with salmonella infection, hepatitis, food poisoning, influenza, measles, or meningitis.

Point Person:

Director of Student Health & Counseling Services/Assistant Dean of Students

Crisis Team Members:

Assistant Director RL&H on Duty

Dean of Students

Director of Campus Safety or Designee

Director of Student Health & Counseling Services/Assistant Dean of Students

Director of Public Relations

Director of Residence Life & Housing

College Actions:

1. Make an assessment of the public health problem. Define which parts of the College community are at risk, how much time to we have to offer preventative measures, etc.
2. Specialists from the Roanoke County Health Department, State Health Department, and State Sanitation Department are available as consultants. Consultation with other College officials such as faculty, Dining Services, and Housekeeping may be necessary.
3. Develop a plan to treat and contain the situation. This may involve collection of specimens, laboratory testing, immunization, and treatment of students and faculty.
4. Notification – If the health problem is widespread or poses a risk to others, notify the campus community via email of situation and precautions to take. Coordinate the notification with the Director of Public Relations.
5. Consider a letter or e-mail to the parents of all students.
6. Monitor the control measures.
7. Follow up by Student Health & Counseling Services after initial crisis.
8. Documentation – all staff involved should document actions taken.

SERIOUS ACCIDENT OR ILLNESS OF EMPLOYEE AT WORK

TYPICAL SITUATION

Employee is seriously injured or becomes seriously ill while at work.

Point Person:

Director of Human Resources

Crisis Team Members:

Campus Safety Officer

Dean of Chapel

Director of Campus Safety or Designee

Director of Student Health & Counseling Services/Assistant Dean of Students

Director of Public Relations

Divisional Vice-President

Immediate Supervisor

College Actions:

1. Ensure that immediate medical attention is provided.
2. Call 911 if immediate medical attention is needed.
3. In conjunction with Campus Safety, gather as much information as possible about the circumstances of incident and assess the extent/severity of illness or injury.
4. Notify divisional vice president and/or immediate supervisor to determine appropriate College representative to notify family and offer any supportive help that they may need.
5. Ensure that the Director of Human Resources, Director of Student Health & Counseling Services, the Dean of the Chapel, and the Director of Public Relations have been notified.
6. Coordinate a plan for dealing with the situation. Construct a network to offer appropriate support for family, students, and co-workers.
7. Notify campus community as appropriate.
8. Arrange for a get well card to be sent.
9. Offer help to employee and/or family members in processing medical bills.
10. File necessary reports with worker's compensation and liability insurance carriers.
11. Investigation and report by Campus Safety Office if an accident has occurred.

SEXUAL MISCONDUCT

TYPICAL SITUATION

A report is received that a student has been sexually assaulted or is a alleged victim of improper sexual behavior.

Point Person:

Assistant Dean of Students

Crisis Team Members:

Assistant/Associate Director RL&H on Duty

Dean of Students

Director of Student Health & Counseling Services/Assistant Dean of Students

Campus Safety Officer on Duty

College Actions:

Listed below are services and support offered by the Roanoke College Community. Use of any or all of the services and support groups by a student alleged victim of sexual misconduct must be fully voluntary. Staff members should offer and assist alleged victim in obtaining the service(s) they choose.

*In addition to this guideline, staff members should refer to the College's Sexual Misconduct Policy.

Crisis Intervention - Medical Treatment - Reporting

1. If someone other than the alleged victim reports the event, talk to informant to determine identity, condition, and present location of alleged victim.
2. Provide immediate in-person support for alleged victim (preferably a same sex staff member). Arrange for someone to accompany alleged victim to the hospital. Provide numbers of Sexual Assault Recovery Team or for SARA (Sexual Assault Response and Awareness). They provide services 24 hours a day. Other support could be a friend, RA, Chaplain, or Student Health & Counseling Services staff.
3. Ensure alleged victim receives medical attention.
4. A staff member should have an initial interview with the alleged victim and obtain the following information. The Assistant Dean of Students or a designee needs to be notified immediately (unless the incident is reported to a professional staff member in Student Health & Counseling Services) and a description of the incident given.
 - Extent of injuries, if any, to alleged victim
 - Brief description of what happened
 - Location of incident
 - Identity or description of assailant, if known
 - Time of incident
 - Home or work address of assailant
 - The direction in which the assailant left and by what means
 - Whether a weapon was used
5. A staff member should explain the alleged victim's options and give the alleged victim a copy of the College's Sexual Misconduct policy and other resource materials deemed appropriate.
6. Advise the alleged victim of the procedure to follow to preserve evidence, determine if the Police or Campus Safety should be notified. Campus Safety is required to report offenses to the local authorities if they are notified. Reporting does NOT mean the alleged victim has to press criminal charges. Encourage the alleged victim to report the offense.
7. Assist alleged victim in contacting Campus Safety or Salem Police if he/she chooses to report. Reporting needs to be done as soon as possible after the assault.

8. Assist the alleged victim in obtaining transportation to the hospital emergency room and/or to the police dept. if needed.
9. Assist with any other requests the alleged victim may have.

Notification

1. College officials dealing with the situation should document all actions taken and file necessary reports to College insurance.
2. Ensure the notification of appropriate College officials such as the Assistant Dean of Students (Point Person), Dean of Students, and Director of Student Student Health & Counseling Services. The Dean of Students or his designee will notify the President and Public Relations officer and others with a need to know at his discretion.
3. The Public Relations Department should prepare a statement to be used if needed.
4. Campus Safety Notice – In accordance with the Clery Act, issue a timely notice to notify members of the College community if there is a threat to the College community. Inform the alleged victim of the requirement to report a dangerous situation and that their confidentiality will be maintained.
5. Assist the alleged victim in notifying their parents and/or notify the parents of the student if appropriate and if the student gives permission. Explain the College Sexual Misconduct process and civil/criminal options that are available to alleged victims.
6. Keep the alleged victim informed of what actions are being taken. Keep alleged victim's parents informed on regular basis if they are involved.

Immediate Campus Needs

1. Arrange any special housing needs or interim measures for the alleged victim.
2. Provide protection/safety escorts for alleged victim if appropriate or requested.
3. Arrange for any class scheduling changes that may be needed.
4. Initiate interim measures depending on the circumstances of the violation. Actions to be considered:
 - Ban contact with alleged victim, friends or person who reported incident (written notice)
 - Restriction from alleged victim's residence hall or other appropriate areas on campus (written notice)
 - Change of housing assignment or removal from campus housing
 - Restriction from participation or representing in College sponsored events such as athletics
 - Interim suspension
5. Provide any support or services that may be needed and appropriate for the accused student.
6. If circumstances dictate, advise the alleged victim to avoid contact with the accused student, especially if criminal or conduct charges appear likely to result. Alleged victim should be advised of the implications of such contact.

Student Health & Counseling

1. Assist in arranging any professional counseling that is appropriate or requested (e.g. Student Health & Counseling Services and SARA).
2. Assist in arranging transportation to counseling if needed by the alleged victim.
3. Meet with others who may be affected by the event, such as friends or other residents on the hall, and provided needed support.
4. Advise the alleged victim of the possible availability of state funds to pay for counseling.

Investigation - Conduct Action

1. An investigation under the direction of the Dean of Students Office will be started immediately if the perpetrator is a student.
2. Conduct proceedings are to be started immediately if a suspect is identified, the accusations are substantiated by the investigation, and the alleged victim wishes to pursue charges. (See Section on Immediate Campus Needs, Section 4).
3. The alleged victim needs to be kept aware of the conduct proceedings, informed of what is to take place, and given support before, during, and after any hearing.
4. Ensure College conduct actions do not interfere with any criminal investigation. Consult with the Commonwealth's Attorney and police as needed.

Criminal Investigation

1. The Salem Police or the law enforcement agency having jurisdiction will conduct the criminal investigation. A report has to be made to the agency as soon as possible after the event before an investigation is started. Reporting does not mean a alleged victim must prosecute.
2. The Office of Campus Safety will maintain a liaison with the Police and Commonwealth's Attorney in the matter.
3. Provide transportation to subsequent interviews or court hearings for alleged victim if appropriate.
4. Keep the Dean of Students informed.

Other College Resource Materials

Student Handbook & Student Conduct Code

Roanoke College Sexual Misconduct Policy

STUDENT ARREST

TYPICAL SITUATION

The Salem Police Department or other local jurisdiction arrests a student and is holding the student pending the posting of a bond.

Point Person:

Director of Campus Safety or Designee

Crisis Team Members:

Dean of Students

Assistant Dean of Students

Campus Safety Officer on Duty

Director of Student Health & Counseling Services/Assistant Dean of Students

Director of Public Relations

Director of Residence Life & Housing

College Actions:

1. Remind the student that they have a constitutional right to remain silent and the right to have legal counsel present.
2. Encourage the student to notify his/her parents about the incident. A Student Affairs divisional staff member will contact the student's parents if the student requests this action. Remind the student that they have the right to withhold notification of parents or anyone else if the student is 18 years or older.
3. It is College policy to not post bond for an arrested student. A student will have to post his own bond, have someone else post the bond, or contact a professional bondsman.
4. Should a student desire the services of an attorney he/she should contact the Campus Safety Office or Dean of Students Office for a list of local attorneys. The College cannot recommend any specific attorney.
5. Campus Safety Office or Dean of Students Office personnel can provide a brief description of general court proceedings. For legal counsel, see #4 above.
6. Notify Registrar's Office if incarceration will result in absence from class.
7. Campus Safety Office and Dean of Students Office personnel will meet to decide if further action by College is needed if the offense or student could jeopardize the safety and security of the campus community.
8. Provide support through counseling as needed for person through the Counseling Center at 375-2300.
9. Notification - Coordinate any information and release to the media through the Director of Public Relations at 375-2241 or 375-2236.

SALEM ATTORNEYS

Last	First	Address	Phone
Bosen	Harry	306 A E. Main Street	389-6940
Davis	Nanda	PO Box 1268	400-6889
Dillon	Elizabeth	415 S. College Ave	387-2320
Doubles	Mac	26 W. Main St.	389-7648
Frank	Robert	212 E. Main St.	389-1483
Gregory	John	103 S. College Ave.	389-2565
Guynn	Jim	415 S. College Ave	387-2320
Jordan	James	201 S. College Ave.	389-6735
Lindsay	William	628 S. Colorado St.	375-3833
Memmer	Kailani	415 S. College Ave	387-2320
Padgett	Richard	300 Second St.	389-8626
Schottmiller	Matt	30 E. Clay Street	815-6288
Shandor	Andrew	103 S. College Ave.	389-2565
Walker	David	103 S. College Ave.	389-2300

SUICIDE ATTEMPT/SEVERE EMOTIONAL DISTRESS

TYPICAL SITUATION

A student has current suicidal plans; has made a recent suicide attempt; is exhibiting bizarre or psychotic behavior; or is otherwise incapacitated or a danger to self or others due to severe emotional distress or disorder.

Point Person:

Associate Director of Student Health & Counseling Services (Counselor on Call after hours & on weekends)

Crisis Team Members:

Assistant/Associate Director RL&H on Duty (if residential student)

Dean of Students

Director of Campus Safety or Designee

Director of Student Health & Counseling Services/Assistant Dean of Students

Associate Director of Student Health & Counseling Services

Director of Residence Life & Housing (if residential student)

College Actions:

A. Initial Response

1. Assess the situation to identify key participants and specific behaviors exhibited in a sequence of relevant events.
2. Assess the support network such as the Resident Advisor, close friends, roommate, family, etc, that are immediately available for response.
3. Assess whether the student can and will cooperate with those offering assistance.

B. Determine the apparent level of threat to anyone involved.

1. Contact the Director/Associate Director of the Student Health & Counseling Services, or after hours, the Counselor on Call to assess the situation for interventions.
2. Upon any apparent endangerment of life or health, including when a person or situation is out of control or uncooperative, call Campus Safety to the scene to ensure the safety and well-being of all involved and to enable emergency actions.
3. In situations where immediate intervention is not called for or available, notify the Director of Campus Safety who may convene an adhoc meeting of the Crisis Team Members to make decisions regarding a course of action.
4. Notify the Dean of Students and any relevant campus offices such as Residence Life & Housing.

C. Student is Cooperative With Assistance

1. Develop an initial intervention plan, which may involve only campus resources or require off-campus community resources and hospitalization. Work with the student to the extent possible to elicit their active participation in the intervention.
2. Involve family and social support, as is facilitative of interventions. Family may take custody and responsibility for the student if no imminent risk of harm is present.

Voluntary Hospitalization Procedures:

The Counselor on Call will call the appropriate emergency department to provide them preliminary information about the student's condition. If involuntary commitment is needed, Counselor on Call will also alert Blue Ridge Behavioral Healthcare (BRBH) Assessment and Emergency Services (AES) to provide triage information. Assessment services will occur at the emergency department. There are typically fees for emergency medical services but not for the psychiatric admission assessment. If the psychiatric evaluator determines that the person needs an involuntary commitment, the action will be initiated by BRBH.

D. Student Will Not or Cannot Sufficiently Cooperate With Assistance

1. It will be the responsibility of the Director/Associate Director of the Student Health & Counseling Services or Counselor on Call to intervene with the student and notify them of the College's actions to secure their well-being. It may be necessary to notify the parents or a responsible family member.
2. If a student exhibits apparent psychological challenges to the degree of serious functional impairment and does not cooperate with efforts to secure their well-being, then an involuntary commitment may be necessary. Virginia law regarding this currently reads as follows:

Any magistrate shall issue, upon the sworn petition of any responsible person, treating physician, or upon his own motion, an emergency custody order when he has probable cause to believe that any person (i) has a mental illness and that there exists a substantial likelihood that, as a result of mental illness, the person will, in the near future, (a) cause serious physical harm to himself or others as evidenced by recent behavior causing, attempting, or threatening harm and other relevant information, if any, or (b) suffer serious harm due to his lack of capacity to protect himself from harm or to provide for his basic human needs, (ii) is in need of hospitalization or treatment, and (iii) is unwilling to volunteer or incapable of volunteering for hospitalization or treatment.

3. Some situations may require the separation of the student from the College for a period of time. The decision to involuntarily withdraw a student is made by the Dean of Students in consultation with relevant Crisis Team members. The Dean will establish conditions for re-enrollment including determining that the individual is capable of meeting the demands of the College environment without detriment to the health or educational progress of other campus community members, or the educational process of the institution. (Roanoke College reserves the right to withdraw a student or take other appropriate action if College officials determine a student's conduct or condition is detrimental to the health or educational progress of other campus community members or the educational process of the institution.)

Involuntary Commitment Procedures:

1. Contact Campus Safety personnel first for direction about obtaining an Emergency Custody Order (ECO). Obtain an ECO at a Magistrate's Office in concert with Campus Safety personnel if deemed appropriate and necessary. A professional staff member with knowledge about the student's dysfunctional behavior must go to the Magistrate's Office at the Roanoke County Courthouse on Main Street. This information does not have to be firsthand in order to request an ECO. The professional staff member will explain to the Magistrate the reasons an ECO is needed. This will involve completing a petition describing the dysfunctional behavior observed/reported. If the Magistrate determines that legal criteria are met, the ECO will be issued.
*The Counselor on Call should be an active participant in this process.
2. Law Enforcement Officer Serves the Emergency Custody Order. The Salem Police or a Sheriff's Deputy will be given the ECO and will come to the location of the student to serve the order taking the student into custody. The student will be transported to a medical facility, usually Lewis Gale Hospital (LGH) for an evaluation which has to be done within eight hours or the person must be released.
3. Evaluation by Assessment and Emergency Services (AES). AES (a function of BRBH) is state mandated to evaluate the student to determine the need for involuntary psychiatric commitment. If indicated, the AES evaluator will recommend to the magistrate that a Temporary Detention Order (TDO) be issued. If it is not recommended or ordered, the person is released.
4. Temporary Detention Order and Mental Health Hearing. If a TDO is issued, the person is committed involuntarily for no more than 72 hours to a psychiatric facility for more extensive evaluation and treatment. A Mental Health Hearing is scheduled at the facility within that time (usually the next day) to determine whether the person will be kept involuntarily for treatment or released. A Special Justice presides over the hearing attended by a physician, the patient, the patient's attorney (appointed if they do not have one), and the ECO petitioner.

E. Follow up and return to campus

1. Update Crisis Team Members, and other involved staff, as necessary. Prepare to appropriately inform and reassure family, roommates, fellow students, the original informant, and others who may become upset as a result of the incident. If local or college-wide repercussions are anticipated, plan/coordinate follow-up outreach and public information activities.
2. Student Health & Counseling Services will notify the Registrar to authorize that the student will be absent from classes and upon the student's return.
3. The Dean of Students Office will notify the Registrar if the student is withdrawn from school. Students withdrawn from the College may be eligible for reimbursement (potentially prorated) of tuition, room, board, and other fees for the semester in which the action was taken.
4. If the student is 18 or older, they are considered an adult and the legal and health care personnel may not divulge information to the parents or the College, though they are likely to encourage the student to call their parents. For a student treated at or admitted to the hospital, the Dean of Students Office, Student Health & Counseling Services and Residence Life & Housing & Housing must know about the functional status and aftercare needs for a student returning to campus and College housing. A staff Counselor will request the hospital notify Student Health & Counseling Services when the patient/student is released and provide information regarding their ability to function within the campus environment. The hospital will do so only if the patient/student consents. A form to request and authorize release of this information is available at Student Health & Counseling Services.
5. A staff Counselor will meet with the student at the time they return to campus and work with the Dean of Students, the Director and Associate Director of Student Health & Counseling Services, the Director of Residence Life & Housing, and other offices as necessary to confirm the student can function within the college environment and to prepare a College response for the student's needs.
6. The Assistant Dean of Students/Director of Student Health & Counseling Services or Associate Director of Student Health & Counseling Services will endeavor to follow the progress of the student and update others as is appropriate.
7. File necessary reports with College liability insurance carrier.

VIOLENCE IN THE WORKPLACE

TYPICAL SITUATION

- A situation in the workplace arises that could potentially lead to violence against an employee.
- Actual threats of physical harm by an employee or customer toward an employee.
- A situation outside the work place has the potential to result in violence to an employee(s) by non-employee while on the job.
- A workplace violence incident has occurred.

Point Person:

Director of Campus Safety or Designee

Crisis Team Members:

Department Chair or Department Manager
Director of Human Resources
Director of Public Relations
Divisional Vice-President
Immediate Supervisor of Employee
Salem Police (as needed)
Dean of Students

College Actions:

A threat is made or the potential for violence is present

1. All threats of or situations that have the potential for workplace violence must be taken seriously and timely action taken to prevent an occurrence. Supervisors and employees need to be alert for conflict situations between employees or between employees and customers that could lead to workplace violence.
2. Employees experiencing a conflict in their personal lives that has a risk of bringing non-employees into the workplace who may cause disruption to college operations or threat of violence to employees should inform their supervisor.
3. The Director of Campus Safety or Designee need to be alerted to any situations that have occurred that could lead to workplace violence. Campus Safety officers will be briefed as necessary in order to respond in a timely and appropriate fashion should a workplace violence situation develop.
4. If a specific threat has been made, Campus Safety staff will take the necessary steps to temporarily secure the particular workplace to help ensure the safety of employees and students until the threat has passed.
5. Send employees in a particular work area home if the threat of violence is imminent.
6. Consider having the Campus Safety Office issue a trespass notice to the person who is causing a threat.
7. Initiate a threat assessment to decide short and long term course of action.
8. Document the occurrence.

A violent act such as an assault, threats with a weapon or active shooter is in progress

1. Contact the Office of Campus Safety for immediate response.
2. Call 911 for Salem Police back-up.
3. Eliminate the violent act as quickly as possible.
4. Activate College Incident Command response. Follow directions of Point Person.
5. Issue a Maroon Alert.
6. Evacuate the particular building or area OR have people seek safe shelter in place to prevent others from being injured if violence is in progress.
7. Assess the situation.
 - Provide medical attention to anyone who is injured.
 - Begin investigation.
 - Interview witnesses, gather facts, and identify those involved.
 - Provide support and/or trauma – crisis counseling for victim(s) and co-workers through team members, Chaplain's Office, outside agencies.
 - Close the office or work area for the remainder of the day.
8. The Director of Public Relations will handle all contact with the media and should be kept informed of the situation. 375-2241 or 375-2282. Consult with Salem Police Department if they are involved and a press release from them is forthcoming. Coordinate releases as appropriate.
9. Ensure notification of appropriate college administrators: President, Dean of Students, Divisional Vice-President, and Director of Human Resources.
10. Take appropriate steps to prevent a re-occurrence.
11. If the offense is a misdemeanor, make sure victim(s) are aware of procedures and location of Magistrate's Office if they desire to file criminal charges against perpetrator. Direct them to seek legal counsel or contact EAP if they need legal advice concerning other options for redress. College officials should consult with the Police and Commonwealth Attorney if a felony such as an aggravated assault has occurred.
12. Campus Safety conducts an investigation and files an investigative report with the Director of Human Resources. Determine if further action is needed.
13. The Dean of Students Office initiates college disciplinary action if investigation reveals misconduct on behalf of a student.
14. Issue trespass notice to perpetrator as appropriate.
15. Ensure Salem Police receive an offense report per usual procedure if they have not been involved and a criminal offense has occurred.
16. Timely Warning: Ensure the campus community is notified and given adequate warnings and precautionary advice if violent crime has occurred and a threat to people in the community remains. Give summary of event if deemed appropriate to curtail rumors.

WARRANT OR SUMMONS FOR EMPLOYEE OR STUDENT

TYPICAL SITUATION

Law enforcement authorities arrive on campus with an arrest warrant for an employee or student.

Point Person:

Campus Safety Officer

Typical Team Members:

Director of Campus Safety or Designee

Director of Human Resources (if employee)

Director of Public Relations

Assistant/Associate Director RL&H on Duty

College Actions:

1. Work with law enforcement authorities to facilitate serving of warrant, summons or subpoena in a confidential and discrete manner.
2. If circumstances permit have the person come to the Office of Campus Safety to meet the officer or deputy.
3. If employee or student needs to be located on campus, a Campus Safety Officer will accompany Police Officer or Deputy to office or residence hall.
4. Notification
 - Employee's supervisor and Director of Human Resources.
 - Dean of Students Office – Assistant/Associate Director RL&H on Duty if a residential student.
5. Notify appropriate College officials (President and Cabinet) as needed.
6. Notify the Director of Public Relations in the event media inquiries concerning the event.
7. Notify College insurance carrier if appropriate.
8. Initiate appropriate personnel action or student disciplinary action.
9. Follow up with requirements under any federal or state regulations if appropriate.

WEATHER EMERGENCY

TYPICAL SITUATION

A weather related emergency is defined as severe or inclement weather that has the potential to disrupt the normal operation and /or activities of the college. Examples include snow, ice, severe cold, or flooding.

Point Person:

Director of Campus Safety or Designee

Crisis Team Members:

Associate Dean of Academic Affairs
 Dean of Students
 Director of Public Relations
 Internet Communications Manager
 Manager of Grounds
 Manager of Plant Operations
 Manager of Housekeeping
 Vice-President for Academic & Student Affairs/Dean of the College
 Vice-President for Business Affairs
 General Manager of Dining Services

College Actions:

1. If a Weather Emergency is anticipated the Crisis Team will meet during normal business hours should severe weather be forecast to begin within the next 24-48 hours. The team will be briefed on the latest forecast, review emergency procedures and discuss departmental action should the predicted weather occur. These personnel will be on "standby" and available by phone or pager during the time preceding the predicted weather. The latest forecast may be obtained from the Campus Safety Office where a National Weather Service emergency radio is located. There is also access to weather information and forecast maps via the internet and television. Director of Campus Safety will send periodic forecast updates via e-mail to team members.
2. Weather Monitoring-The Campus Safety Officer(s) working the evening and midnight shifts will monitor weather conditions, forecasts by the National Weather Service, and road and campus conditions throughout the night. Should inclement weather occur, the duty officer will notify the Director of Campus Safety no later than 4:45 a.m.
3. The Manager of Plant Operations and Manager of Grounds will mobilize physical plant staff to begin clearing sidewalks and parking lots of snow or ice, spread ice melt, and perform other associated precautionary tasks. This will be done regardless of which response category is activated. The Physical Plant can contact the Campus Safety Office after 5:30 a.m. to check on the status of school opening.
4. The Director of Campus Safety will contact the Vice- President for Student & Academic Affairs/Dean of the College at approximately 5:15 a.m. and will brief the Dean of the current weather, road and campus conditions, short and long range forecast, pertinent area college or school closings, and discuss the appropriate college response options.
5. Decision Making -The authority for implementing an emergency response category rests with the Vice-President for Academic & Student Affairs/Dean of the College. Should the Dean be unavailable, the progression of decision-making will be as follows: Associate Dean for Academic Affairs, Vice-President for Business Affairs, and Dean of Students. A decision to implement a response category will be made by 5:30 a.m.

Response Categories

If inclement weather occurs and has the potential to disrupt normal college operations, one of four response categories will be implemented as appropriate.

- A. Delayed Opening - Administrative offices will open and classes begin at 9:30 a.m. or 10:30 a.m. and will follow the Delayed Schedule on page 72. Emergency personnel report to work at regular times. The Sutton Commons opens at 8:30 a.m.

General Criteria - The weather and road conditions are such that the majority of the commuter students and faculty/staff would have difficulty arriving by 8:00 a.m. but improving road and campus conditions indicate that arrival at campus to open and begin classes at 9:30 a.m./10:30 a.m. is feasible. This response would be typically used when early morning (6:00 a.m.- 8:00 a.m.) weather conditions make traveling on the primary highways hazardous but predicted rising temperatures (above 32 degrees) and improved conditions are expected by midmorning. A 1-3 inch snowfall with mild temperatures and no ice or sleet would fall into this category

- B. Half Day Delayed Opening - Administrative offices will open at 1:00 p.m. Classes begin with Block 5 at 1:10 p.m. on Monday, Wednesday, and Friday, and Block 11 at 1:10 p.m. on Tuesday and Thursdays. Emergency personnel report to work at regular times. The Sutton Commons opens at 10:30 a.m.

General Criteria - Weather and road conditions are such that a large number of commuter students and faculty/staff would be unable to arrive at the campus by early morning; however, they could be expected to arrive without difficulty by 1:00 p.m. Campus conditions are such that Physical Plant would need until noon to get the campus cleared. This response would be used when early morning weather conditions make traveling on the primary and secondary highways hazardous. Rising temperatures (above 32 degrees) and improved conditions are expected by late morning or early afternoon. A 4-6 inch snowfall with moderate temperatures would fall into this category. Early morning sleet or ice that is expected to melt by late morning or early afternoon would be included.

- C. College Closed - All classes are canceled and administrative offices are closed during the specified time. Emergency personnel report to work at their regular work times unless previously notified of an earlier or later time by their supervisor. Non-emergency personnel need not report to work. Sutton Commons opens at 10:30 a.m.

General Criteria - This response would be typically used when early morning weather conditions make traveling on primary and secondary highways extremely hazardous and conditions are predicted to remain the same or deteriorate throughout the day. Another factor is that local Law Enforcement Agencies are advising people to stay off the highways or there is a likelihood of interrupted utility (gas, electric, water) service to the campus. This response should be considered if faculty, non-emergency staff and students commuting to campus might become stranded or travel home would be hazardous. Campus conditions are such that the Physical Plant is unable to maintain safe conditions for parking lots and sidewalks. Typical conditions when closing the College would be considered are: subfreezing temperatures throughout a storm, blizzard conditions, heavy snow of 6 or more inches, ice or freezing rain preceding or following a snow storm, an ice storm, bitter cold temperatures where being outside for extended periods would be unsafe, or high wind warnings making wind chill factors dangerously low and walking across campus hazardous.

- Classes Canceled - This category is for specific situations. An example would be that day classes are held but due to severe weather conditions developing throughout the day night classes cannot be held. It can also be used for situations where conditions in the Roanoke Valley are not severe enough to close the college but severe conditions in other parts of the country are causing ground and air travel to be delayed preventing a significant number of students from returning to campus after a break period.
- Public Events – Normally all public events will be cancelled. A decision not to cancel a previously scheduled public event will be made by the event sponsor in conjunction with the Director of Campus Safety and Manager of Physical Plant. They will determine whether the campus building can be safely utilized, sidewalks and parking lots can be cleared to allow for safe passage, and that predicted weather conditions are acceptable. Providing essential services to residential students takes priority over a public event. Non-emergency personnel who have not reported to work due to the closing are not expected to come to campus to provide services for a public event that is not cancelled.
- Events catered by the College Dining Services are canceled when the College is closed.

6. Notification – When a response category is implemented, notification will be as follows (see page 4 also).

- The Vice President for Academic & Student Affairs/Dean of the College will notify the President and other Cabinet members.
- The Director of Campus Safety will notify the Director of Public Relations, the Campus Switchboard, and the Campus Safety Duty Officer of the decision.
- The Director of Public Relations will:
 - Notify local media
 - Record a closing or delay message on the College voice mail
 - Notify the Internet Communications Manager
- The Internet Communications Manger will:
 - Post pre-written notifications on the College Website under News Center
 - Post any additional information related to the announcement as needed (i.e. on the emergency page located at www.roanoke.edu/emergency)
- The Director of Campus Safety will:
 - Activate the Maroon Alerts system for closings and delays
 - Send a campus e-mail message by use of the RC Portal Notification System
- The Managers of Plant Operations and Grounds Departments will be responsible for checking Maroon Alerts or contacting the Campus Safety Office after 5:30 a.m. to check on the opening status and coordinate snow and ice removal accordingly.
- Employees and students seeking information need to check local broadcast media and media websites, check for a Maroon Alerts text message, check their e-mail, the College webpage, or the campus voice mail.

7. Information - Information about the status of Roanoke College can be obtained from:

- Maroon Alerts and Campus e-mail
- RC Weather Phone Line Message at 375-7777
- Radio and Television broadcasts
- Media Websites - www.wdbj7.com, www.wset.com, www.roanoke.com, www.wsls.com, www.wvtf.org

The communications room at Campus Safety is the “clearing house” for information about the status of the College. Should events on campus be canceled or postponed, the operator needs to be advised as soon as possible in order that questions from callers can be answered appropriately. Call 375-2500. Sponsoring departments should use the College “e-mail” network as appropriate to disseminate information to the campus community about the status of specific events.

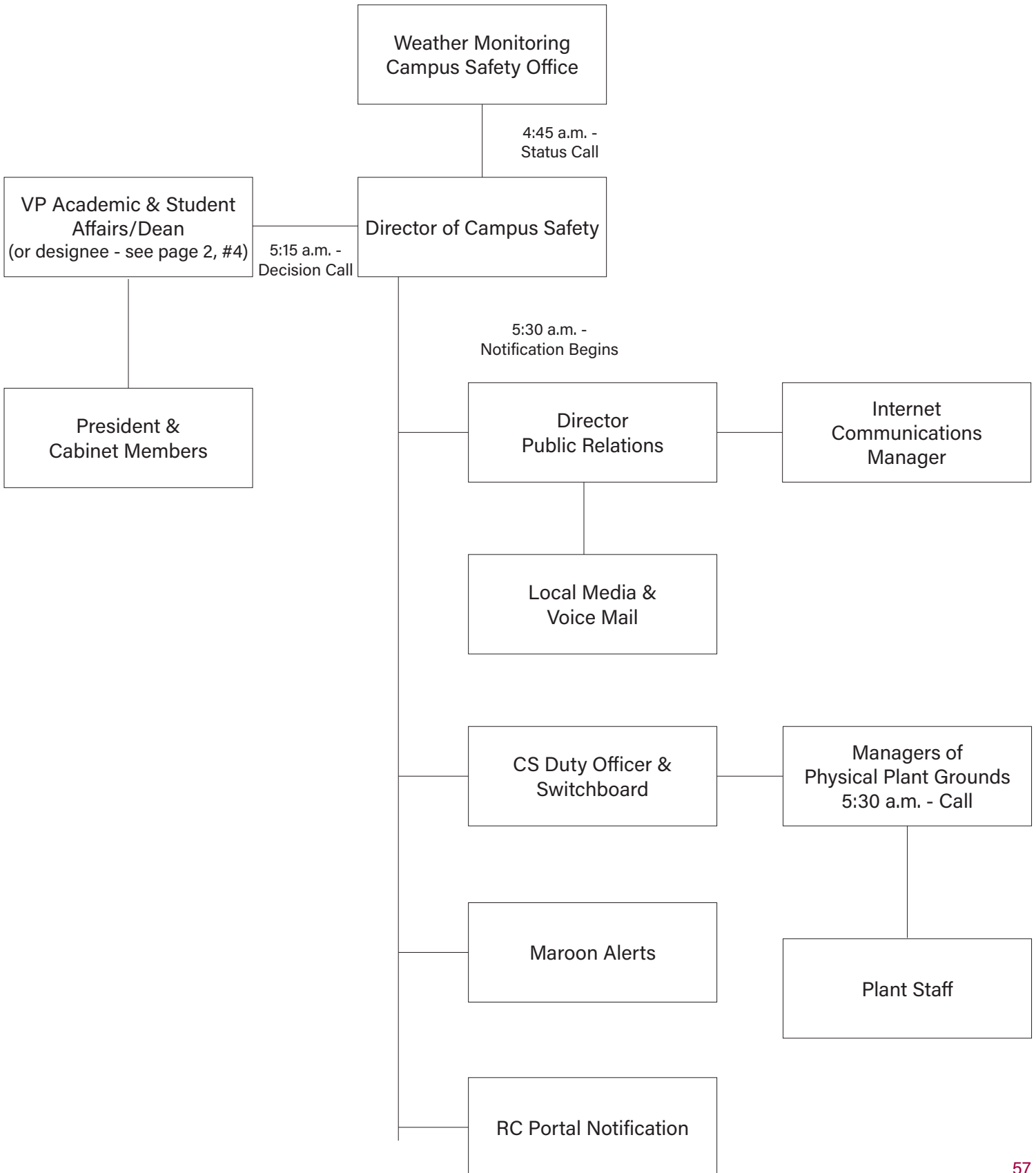
Other sources of weather related information:

- VDOT Road Conditions Report 1-800-367-ROAD
- Weather Channel Web Site www.weather.com
- National Weather Service www.noaa.gov

In the absence of any broadcasts about Roanoke College, employees and students should assume the College is operating on a normal schedule.

Members of the Weather Emergency Team will maintain frequent communication with each other throughout the weather emergency in order to ensure essential services are being provided and to determine if additional actions are needed.

Early Morning Weather Response Plan Communications and Information Flow Chart



DELAYED CLASS SCHEDULE

REGULAR DELAYED SCHEDULE – 9:30 AM OPENING

Monday-Wednesday-Friday		Tuesday-Thursday	
Offices open 9:30 AM		Offices open 9:30 AM	
Block 1*	9:30 - 10:15 AM	Block 9*	9:30 - 10:30 AM
Block 2*	10:25 - 11:10 AM	Block 10*	10:40 - 11:40 AM
Block 3*	11:20 - 12:05 PM		
Block 4*	12:15 - 1:00 PM	Block 11	1:10 - 2:40 PM
Block 5	1:10 - 2:10 PM	Block 12	2:50 - 4:20 PM
Block 6	2:20 - 3:20 PM	Block E3	4:30 - 6:00 PM
Block 7a	2:20 - 3:50 PM	Block E4	6:15 - 7:45 PM
Block 8	4:00 - 5:30 PM		
Block E1	5:45 - 7:15 PM		
Block E2	7:30 - 9:00 PM		
Block E5	5:45 - 8:45 PM		
	6:00 - 9:00 PM		

EXTENDED DELAYED SCHEDULE – 10:30 AM OPENING

Monday-Wednesday-Friday		Tuesday-Thursday	
Offices open 10:30 AM		Offices open 10:30 AM	
Block 1*	10:30 - 11:10 AM	Block 9*	10:30 - 11:30 AM
Block 2*	11:20 - 12:00	Block 10*	11:40 - 12:40 PM
Block 3*	12:10 - 12:50 PM	Break*	30 minutes
Block 4*	1:00 - 1:40 PM	Block 11	1:10 - 2:40 PM
Block 5*	1:50 - 2:30 PM	Block 12	2:50 - 4:20 PM
Block 6*	2:40 - 3:20 PM	Block E3	4:30 - 6:00 PM
Block 7a*	2:40 - 3:50 PM	Block E4	6:15 - 7:45 PM
Block 8	4:00 - 5:30 PM		
Block E1	5:45 - 7:15 PM		
Block E2	7:30 - 9:00 PM		
Block E5	5:45 - 8:45 PM		
	6:00 - 9:00 PM		

HALF-DAY DELAYED SCHEDULE – 1:10 PM OPENING

Monday-Wednesday-Friday		Tuesday-Thursday	
Offices open 1:00 PM		Offices open 1:00 PM	
Block 1	NO CLASS	Block 9	NO CLASS
Block 2	NO CLASS	Block 10	NO CLASS
Block 3	NO CLASS		
Block 4	NO CLASS	Block 11	1:10 - 2:40 PM
Block 5	1:10 - 2:10 PM	Block 12	2:50 - 4:20 PM

Block 6	2:20 - 3:20 PM	Block E3	4:30 - 6:00 PM
Block 7a	2:20 - 3:50 PM	Block E4	6:15 - 7:45 PM
Block 8	4:00 - 5:30 PM		
Block E1	5:45 - 7:15 PM		
Block E2	7:30 - 9:00 PM		
Block E5	5:45 - 8:45 PM		
	6:00 - 9:00 PM		

Sutton Commons Hours

Delayed Opening at 9:30 /10:30 Commons opens at 8:30 a.m.
 Delayed Opening at 1 p.m. or Closed Commons opens at 10:30 a.m.

Fintel Library Inclement Weather Hours

Delayed Openings College Closed or Classes Cancelled
 Mon.-Thurs. 9:30/10:30 a.m. - Midnight Mon. – Thurs. 9:30 a.m. – 10:00 p.m.
 Fri. 9:30/10:30 a.m. – 5:30 p.m. Fri. 9:30/10:30 am – 4:30 p.m.
 Sat. Noon – 5:30 p.m. Sat. Noon – 5:30 p.m.
 Sun. Noon – Midnight Sun. Noon -10:00 p.m.

If night classes are cancelled Fintel Library will close at 10:00 p.m.

CAMPUS NOTIFICATIONS REQUIRED BY FEDERAL LAW

The "Clery Act", which is part of the Higher Education Act, requires colleges and universities to notify the campus communities about certain events, situations, or crimes. There are two types of notices. "Timely Reports" are required for certain crimes that have been reported to campus security or local law enforcement agencies. "Significant Emergency or Dangerous Situation" reports are also required.

1. Timely Reports

Each institution participating in any program under this title shall make timely reports to the campus community on crimes considered to be a threat to other students and employees described in paragraph (1)(F) that are reported to campus security or local law police agencies. Such reports shall be provided to students and employees in a manner that is timely and that will aid in the prevention of similar occurrences.

Crimes are murder; sex offenses, forcible or non-forcible; robbery; aggravated assault; burglary; motor vehicle theft; manslaughter; arson.

Campus Safety Notices are sent through the use of campus wide e-mail for incidents or situations that do not pose an imminent threat but which require a timely notice in compliance with the Clery Act. Notices may also be made by campus mailings; announcements posted on bulletin boards and specially called residence hall meetings.

2. Significant Emergency or Dangerous Situation Reports (added August 2008)

Institutions are required to immediately notify the campus community upon the confirmation of a significant emergency or dangerous situation involving an immediate threat to the health or safety of students or staff occurring on the campus, as defined in paragraph (6), unless issuing a notification will compromise efforts to contain the emergency.

Maroon Alerts are sent through the use of the Maroon Alerts emergency text messaging system and the use of the college Emergency Web Page.

The Director of Campus Safety or designee in consultation with senior administration and College public relations officials (time permitting), is responsible for coordinating these notifications. In situations that have been pre-approved or for situations posing an immediate threat to the health and safety of the College community, consultation with senior administration is not required prior to sending out the notification.

WHO ON CAMPUS CAN PERFORM EACH COMMUNICATIONS FUNCTION?

MAROON ALERTS

Public Relations: Teresa Gereaux, Melanie Tolan
Information Technology: Terri Fox, Michael Santoroski
Campus Safety: Joe Mills
Dean of Students Office: Tom Rambo

WEB PAGE UPDATES

Public Relations: Teresa Gereaux, Whitney Anderson
Information Technology: Michael Santoroski

CAMPUS E-MAILS

Public Relations: Teresa Gereaux, James France, Leslie Taylor, Melanie Tolan
Campus Safety: Joe Mills
Registrar's Office: Leah Russell
President's Office: Whitney Aldridge
Dean of Students Office: Tom Rambo
Business Affairs: David Mowen
Community Programs: Tanya Ridpath
Information Technology: Terri Fox, Helpdesk

RC FACEBOOK

Public Relations: Teresa Gereaux, Kelsea Pieters, James France, Leslie Taylor, Melanie Tolan

INFORMATION HOTLINE

Public Relations: Teresa Gereaux

NEWS RELEASES

Public Relations: Teresa Gereaux

CELL PHONE NUMBERS FOR PR STAFF

Two are on call year round with exception of break weekends.
Teresa Gereaux: 540-815-2421
Whitney Anderson: 540-597-8891
Leslie Taylor: 540-588-5171
James France: 540-420-0564
Melanie Tolan: 917-837-6933

MAROON ALERTS MASS MESSAGING

For use only by authorized personnel.

Definitions

Emergency Alerts: Notifications regarding incidents that pose imminent threats to the health and safety of the College community. Examples include, but are not limited to: severe weather, fire, chemical spills and acts of violence, which pose imminent dangers.

Text messages: Brief, direct notifications (typically not more than 125 characters in length) received on a cellular phone or similar device.

Policy Statement

Roanoke College maintains a subscription to third party text messaging service that enables administrators to create text messages for the purpose of communication with campus constituents in the event of an emergency. Messages are to be sent to a list of subscribed cell phones and e-mail addresses.

“Maroon Alerts” are one element of the College’s comprehensive plan for emergency response. Alerts allow for rapid notification of emergency situations to students, faculty and staff. The service is designed for those living on campus and/or conducting daily College-related business on campus or in the surrounding areas.

Members of the College community are automatically enrolled in Maroon Alerts. However, members are able to “opt out” as registered users. This means that anyone wishing not to receive alerts must opt-out at www.roanoke.edu/maroonalerts. Subscribers may incur a charge from wireless providers for receiving text messages. Roanoke College uses text messaging primarily for emergency alerts. The only other information to be communicated via the Maroon Alerts system is a weather-related closing/delay notice. At registration, users may opt out of this service if they only wish to receive notices regarding campus emergencies.

Creation and Distribution of Maroon Alerts

Designees from the following Roanoke College offices will have the ability to access the text messaging system as administrators and to send Maroon Alerts messages

1. Campus Safety
2. Information Technology
3. Public Relations

Follow-up after a Maroon Alert

The messaging system archives “sent” messages, but creators of messages also should record the date, time, location, purpose and content of all messages sent. This information should be submitted to the director of campus safety as official College record.

College Contact with Message Service Provider

The College’s web administrator is responsible for monitoring and renewing the annual subscription to the service, performing regular system reviews and tests and serving as the primary point of contact between the service provider and the College.

This person also will be contacted by the service provider whenever system issues affect the performance of the system. Any problems will be communicated to all designees and offices as listed above.

Related Information

Detailed emergency information is available at www.roanoke.edu/emergency.

MESSAGE TEMPLATES FOR USE IN ROANOKE COLLEGE'S MAROON ALERTS AND TELEPHONE EMERGENCY ALERT SYSTEM

(with character counts, including spaces. Maroon Alerts have character limits.)

Emergency situations:

Active Attacker

- Gunman reported at [location]. Shelter in place. See www.roanoke.edu. (71 characters +/- for identifying location)
- Shots fired at [location]. Shelter in place. See www.roanoke.edu. (67)
- Shots fired at [location]. [Location] closed. See www.roanoke.edu. (68)

Note: Do not say "shooting" or "shots fired" unless entirely sure it happened. Add "no injuries" to message whenever possible.

All Clear

- All Clear – Emergency Over – Resume Normal Activities. (53)

Animal Alert

- Bear Alert: A bear has been sighted on campus at ____ . Go indoors. Do not approach the bear. (102)

Bomb Threat

- Bomb threat at [location]. Classes relocated. See www.roanoke.edu. (68)
- Bomb threat at [location]. Evacuate building immediately. See www.roanoke.edu. (80)

Chemical Spill

- Chemical spill at [location]. Avoid area. See www.roanoke.edu. (65)
- Hazmat Emergency (name facility) – building occupants leave now. THIS IS NOT A DRILL. (86 +/-) (to evacuate a single facility)
- Hazmat Emergency – Leave campus in orderly fashion. This is NOT a drill. (72) (to be used for major HAZMAT incident posing imminent threat to campus)
- Hazmat Emergency – Stay Indoors where you are – Shut windows & close doors, turn off heat & AC. (98)

Damage (unspecified)

- Damage expected at [location]. Avoid area. See www.roanoke.edu.

Fire

- Fire at [location]. Avoid area. See www.roanoke.edu.

Gas Leak

- Gas leak at [location]. Avoid area. See www.roanoke.edu.

Hurricane

- Hurricane-force winds expected at [time]. Shelter inside. See www.roanoke.edu.

Police Emergency

- Police Emergency – All Campus Alert – Campus Closed. Go inside, Lock Doors. THIS IS NOT A DRILL. (97) (to be used for major criminal activity, not in a building)
- Police Emergency (name facility) – Building occupants evacuate or seek shelter, lock doors. THIS IS NOT A DRILL (114 +/-) (this one should be followed by the next one)
- Police Emergency (name facility) – All Campus Alert – Campus Closed – Seek Shelter & Lock Doors – THIS IS NOT A DRILL (120 +/-) (to be used for major criminal activity in a specific location, but whole campus goes on alert)

Power Lines

- Power lines down at [location]. Avoid area. See www.roanoke.edu.
- Widespread power outages shut down [specify] College functions. See www.roanoke.edu.

Severe Weather

- Severe weather expected [X] pm-[X] am. Shelter in place. See www.roanoke.edu.

Tornado

- Tornado warning. Shelter inside away from windows. See www.roanoke.edu.

Closings/Delays

Morning delay:

- Due to inclement weather, Roanoke College opens 9:30 am. See roanoke.edu.

Half day delay:

- Due to inclement weather, Roanoke College opens 1 pm. See roanoke.edu.

Evening Classes Canceled:

- Due to inclement weather, Roanoke College evening classes canceled. See roanoke.edu.

College Closed:

- Due to inclement weather, Roanoke College is closed today. See roanoke.edu.

APPENDICES

Appendix A: Campus Emergency Checklist

Appendix B: Campus Building Addresses

Appendix C: Maps

- Roanoke College Campus Map
- Salem, VA Map

Appendix D: Family Educational Rights & Privacy Act

- FERPA Quick Guide for Faculty & Staff
- Balancing Student Privacy & School Safety: Guide to FERPA

Appendix E: Pandemic Flu Resources

- WHO Pandemic Phase Descriptions & Main Actions
- CDC Guidance for Higher Ed. Institutions in Response to H1N1
- CICV Pandemic Recess Policy

Appendix F: RC Educational & Training Resources

- RC All Hazards Community Checklist
- RC Community Guidelines: Early Detection & Intervention for Students In Emotional Distress
- RC Faculty & Staff 911 Guide
- RC Maroon Alert System

CAMPUS EMERGENCY CHECKLIST 2021-2022

Responding Staff Member: _____
 Contacted By: _____ Date & Time Contacted: _____

Individual Affected

Name: _____
 SID #: _____ Classification: 1 2 3 4
 Local Address: _____ Major: _____
 Res. Hall/ _____
 Apt. Address: _____ City/State/Zip: _____
 Phone: _____ Phone (Other): _____

Emergency Notification Information

	Contacted Date /Time	Contacted By
Parent/Spouse: _____	_____	_____
Address: _____ City/State/Zip: _____	_____	_____
Phone (Home): _____ Phone (Work): _____	_____	_____

Other Individuals Impacted

- Brother/Sister
 Spouse/Sig. Other
 Roommate
 Co-Worker

	Contacted Date /Time	Contacted By
Names: _____ Phone (Day/Other): _____	_____	_____
Names: _____ Phone (Day/Other): _____	_____	_____
Names: _____ Phone (Day/Other): _____	_____	_____

Incident Information

Incident Location: On Campus Off Campus
 Specify Location: _____

Nature of Incident: (Check All that Apply)

<input type="checkbox"/> Accident or Serious Illness of a Student	<input type="checkbox"/> Blood Spill	<input type="checkbox"/> Bomb Threat	<input type="checkbox"/> Campus Disturbance
<input type="checkbox"/> Campus Wide Student Prank	<input type="checkbox"/> Crime Against Persons	<input type="checkbox"/> Critical Incident Involving a Student	<input type="checkbox"/> Curtailment of Utilities
<input type="checkbox"/> Death of a Student	<input type="checkbox"/> Death of Employee (at work)	<input type="checkbox"/> Death of Employee (not at work)	<input type="checkbox"/> Facility Disaster
<input type="checkbox"/> Fire	<input type="checkbox"/> Flooding	<input type="checkbox"/> Hazardous Materials Emergency	<input type="checkbox"/> International Student Crisis
<input type="checkbox"/> Missing Student	<input type="checkbox"/> Pandemic Flu	<input type="checkbox"/> Public Health Problem	<input type="checkbox"/> Serious Accident or Illness of Employee
<input type="checkbox"/> Sexual Misconduct (assault)	<input type="checkbox"/> Student Arrest	<input type="checkbox"/> Suicide Attempt / Emotional Distress / Psychotic Behavior	<input type="checkbox"/> Violence in the Workplace
<input type="checkbox"/> Warrant or Summons for Employee / Student	<input type="checkbox"/> Weather Emergency		

	N/A	YES	Contact Time	Contacted By
CRT Notification				
Vice President for Student Affairs	<input type="checkbox"/>	<input type="checkbox"/>	_____	_____
Associate Dean of Students	<input type="checkbox"/>	<input type="checkbox"/>	_____	_____
Campus Safety	<input type="checkbox"/>	<input type="checkbox"/>	_____	_____
Public Relations	<input type="checkbox"/>	<input type="checkbox"/>	_____	_____
Director of Residence Life	<input type="checkbox"/>	<input type="checkbox"/>	_____	_____
Director of Health Services	<input type="checkbox"/>	<input type="checkbox"/>	_____	_____
Director of Counseling	<input type="checkbox"/>	<input type="checkbox"/>	_____	_____
Chaplain	<input type="checkbox"/>	<input type="checkbox"/>	_____	_____
Plant Operations	<input type="checkbox"/>	<input type="checkbox"/>	_____	_____
Human Resources	<input type="checkbox"/>	<input type="checkbox"/>	_____	_____
Auxiliary Services/Dining	<input type="checkbox"/>	<input type="checkbox"/>	_____	_____
International Education	<input type="checkbox"/>	<input type="checkbox"/>	_____	_____
Academic Affairs	<input type="checkbox"/>	<input type="checkbox"/>	_____	_____
Business Affairs	<input type="checkbox"/>	<input type="checkbox"/>	_____	_____
Information Technology	<input type="checkbox"/>	<input type="checkbox"/>	_____	_____

College Notification				
Academic Department	<input type="checkbox"/>	<input type="checkbox"/>	_____	_____
Admissions	<input type="checkbox"/>	<input type="checkbox"/>	_____	_____
Athletics	<input type="checkbox"/>	<input type="checkbox"/>	_____	_____
Colket Center/Student Activities	<input type="checkbox"/>	<input type="checkbox"/>	_____	_____
Financial Aid	<input type="checkbox"/>	<input type="checkbox"/>	_____	_____
Multicultural Affairs	<input type="checkbox"/>	<input type="checkbox"/>	_____	_____
Registrar	<input type="checkbox"/>	<input type="checkbox"/>	_____	_____
Resource Development	<input type="checkbox"/>	<input type="checkbox"/>	_____	_____
President	<input type="checkbox"/>	<input type="checkbox"/>	_____	_____

Other Notification				
Salem Police Department	<input type="checkbox"/>	<input type="checkbox"/>	_____	_____
Salem Fire Department	<input type="checkbox"/>	<input type="checkbox"/>	_____	_____

Additional Information



All Hazards Community Checklist

Contacting Authorities

- Campus Safety Office: (540) 375-2310
- Salem Police, Fire and Rescue: 911

Fire

- Pull Fire Alarm and call 911.
- Evacuate the building using closest exit.
- Help others to evacuate.
- Do not use elevators.
- Do not re-enter the building until the all clear is given by Campus Safety or Fire Department.

Medical Emergency

- Contact Campus Safety (540) 375-2310
- Give name, location, description of emergency and number of people injured.
- Call 911 if injury or illness appears immediately life threatening.
- Stay on the phone.

Severe Weather

- Follow instructions via Maroon Alerts system.
- Check e-mail, local media outlets and RC Web site for campus status.

Tornado

- Seek safe shelter indoors.
- Shelter in place away from windows.
- If time permits, go to the lowest level of building away from windows.

Suspicious Person / Activity

- Contact Campus Safety immediately at (540) 375-2310
- Give description of suspicious person.
- Give location or direction of travel of person.
- Stay on the phone with Campus Safety staff.

Sign up to receive Maroon Alerts
at www.roanoke.edu/maroonalerts

Appendix F

Active Attacker

- Contact 911 / Campus Safety (540) 375-2310
- Follow instructions of Maroon Alerts.
- You will be notified whether to seek safe shelter in place or to evacuate.

Seeking safe shelter: Securing the area.

- Lock or barricade doors.
- Turn off lights.
- Close blinds / block windows.
- Turn off radios, TVs and computer monitors.
- Keep occupants calm, quiet and out of sight.
- Keep yourself out of sight and take adequate protection / cover i.e. under or behind desks, file cabinets, concrete walls.
- Silence cell phone ringers.

Un-Securing an Area

- Consider risks before un-securing rooms.
- An attempt to rescue people should only be made if it can be done without further endangering persons in a secure area.
- If doubt exists for the safety of people inside a secure room, the area should remain secured.
- Follow instructions of police, campus safety and first responders.

What to Report to Authorities

- Your specific location: building name and room number.
- Number of people at your location.
- Injuries – the number of injured and types of injuries of people at your location.
- Assailant(s):
 - Location and number of suspects.
 - Gender / race / physical features.
 - Clothing description / backpack.
 - Types of weapons if known.
 - Identity of suspect(s) if known.

Campus Building Addresses

Residence Halls

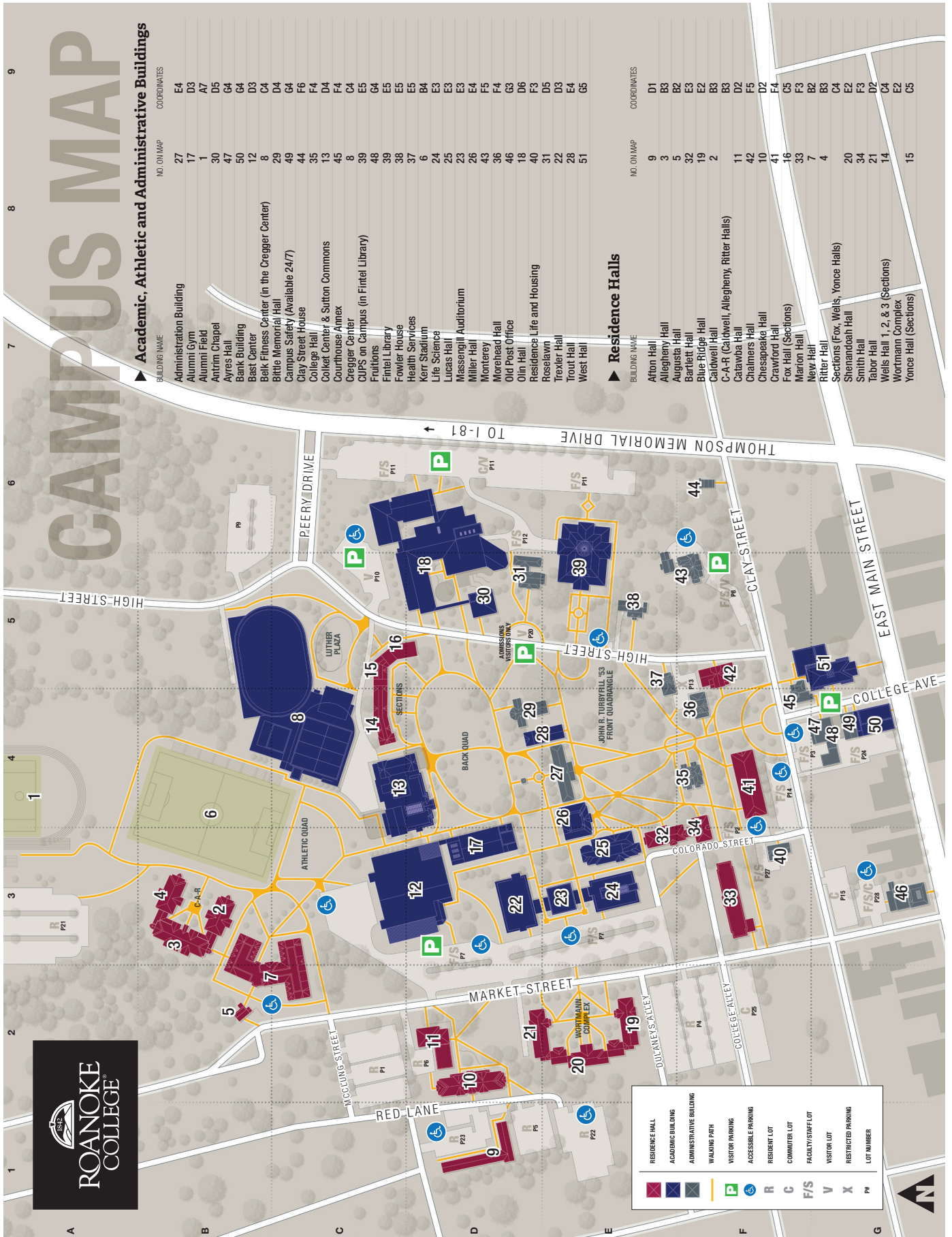
Afton	20 McClung St.
Augusta Hall	358 N. Market St.
Bartlett Hall	118 N. Colorado St.
Beamer Hall	350 N. Market St.
Blue Ridge Hall	219 N. Market St.
Caldwell Hall	350 N. Market St.
Catawba Hall	319 N. Market St.
Chalmers Hall	201 High St.
Chesapeake Hall	226 Red Lane
Crawford	201 College Lane
Elizabeth Hall	960 Kime Lane
Kappa Alpha House	966 Kime Lane
Pi Kappa Alpha	1001 Kime Lane
Marion Hall	118 N. Market St.
New Hall	360 N. Market St.
Pi Lambda Phi House	981 Kime Lane
Ritter Hall	354 N. Market St.
Sections-Wells 1	315 Campus Lane
Sections-Wells 2	319 Campus Lane
Sections-Wells 3	321 Campus Lane
Sections-Yonce 4	325 Campus Lane
Sections-Yonce 5	329 Campus Lane
Sections-Fox	335 Campus Lane
Shenandoah Hall	219 N. Market St.
Sigma Chi House	957 Kime Lane
Smith Hall	112 N. Colorado St.
Tabor Hall	325 N. Market St.

Academic / Administrative Buildings

Administration Building	221 College Lane
Alumni Gym	301 Campus Lane
Alumni House (Fowler)	202 High St.
Annex	20 N. College Ave.
Ayers Hall	19 N. College
B & G Shops	1210 Tennessee St.
Bank Building	223 East Main St.
Bast Center	310 N. Market St.
Bittle Hall	251 College Lane
Chapel	236 High St.
Colket Center	305 Campus Lane
College Hall	225 College Lane
Elizabeth Campus Field House	324 Idaho St.
Fintel Library	220 High St.
Health & Counseling Services	211 High St.
Life Science	220 N. Market St.
Lucas Hall	122 N. Colorado St.
Massengill	240 N. Market St.
Miller Hall	211 College Lane
Monterey (Faculty/Guest House)	110 High St.
Morehead Hall	210 College Lane
Olin Hall	240 High St.
Assoc. Dir RL&H	402 Idaho St.
President's House	535 N. Market St.
Residence Life & Housing	105 N. Colorado
Roselawn	226 High St.
Trexler Hall	300 N. Market St.
Trout Hall	241 College Lane
West Hall	301 E. Main St.
9. N. College	9 N. College Ave.
13 N. College	13 N. College
15 N. College	15 N. College

Other Properties

306 Hawthorne (residence-visiting professor.)
 402 N. Market St. (residence-visiting professor.)
 502 N. Market St. (occupied)
 510 N. Market St. (occupied)
 516 N. Market St. (occupied)
 432 N. Market St. (occupied)
 402 A & B Idaho St. (occupied)



FERPA QUICK GUIDE FOR FACULTY AND STAFF

FERPA (The Family Educational Rights and Privacy Act) is a set of federal regulations that places restrictions on the types of information about a student that can be shared with others without the explicit consent of that student.

What information do faculty members have that requires student consent to release?

- Grades and graded papers
- Rosters (because they contain student ID numbers)
- GPA and similar information available through Datatel
- Anything else that would identify a student's grades or academic standing

If you get a request for this type of information about a student, send the request to the Registrar unless you have written and signed permission from the student.

Can information be released to parents?

We ask students to sign a consent form to release information to parents. These forms should be in advising files and the information is also on Datatel. Even if the student doesn't want information released, parents have a right to see information on any student who is a dependent for tax purposes. In such cases, parents must document this for the Registrar's Office. FERPA specifically allows information on drug and alcohol use by minors to be shared with their parents regardless of the student's preference.

"Legitimate educational interest" allows sharing information about grades and academic standing without obtaining consent

You may share grades and similar information about students with other faculty and staff members if they have a "legitimate educational interest" in the information. Curiosity isn't sufficient; but advisors, program directors, staff involved academic support, etc will often have a legitimate reason to need information on students.

"Directory Information is NOT covered and MAY be released without consent"

This includes the student's:

- Name, Address, Telephone Number, E-mail address
- Dates of Attendance, Schedule of Classes
- Major, Minor, and Concentrations
- Awards and honors
- Photographic or videotaped image
- Participation in officially recognized sports and activities

Students may request that the college not release any directory information. This is noted in Datatel.

What other information do faculty members have that DOES NOT require consent to share?

"Law enforcement records" are not subject to FERPA and may be shared with parents or others. You may also share your personal knowledge about the student as long as it isn't related to grades or information you got from official files held by the Registrar. For example, a faculty member may know that a student isn't attending class, has a substance abuse problem, has been hospitalized, etc. None of this is subject to FERPA and thus it may be shared with parents or others in a position to aid the student.

Prior consent is NOT always needed before releasing a student's education record

Prior consent is not necessary under certain other conditions stated in FERPA, such as by court order or subpoena. However, it is our policy that information from a student's education record be released only by the Registrar's Office and within constraints as stated in FERPA. If non-directory information is needed to resolve a crisis or emergency situation, we may release that information if the institution determines that the information is "necessary to protect the health or safety of the student or other individuals." The Registrar can provide guidance.

Medical records are subject to tighter restrictions

Professional counselors and health services professionals are constrained by their professional ethics, FERPA, and HIPAA (Health Insurance Portability and Accountability Act). This significantly limits the information they may share with others. Information that faculty share with the counselors may help them aid students even though information cannot normally flow the other way from counselors to faculty members.

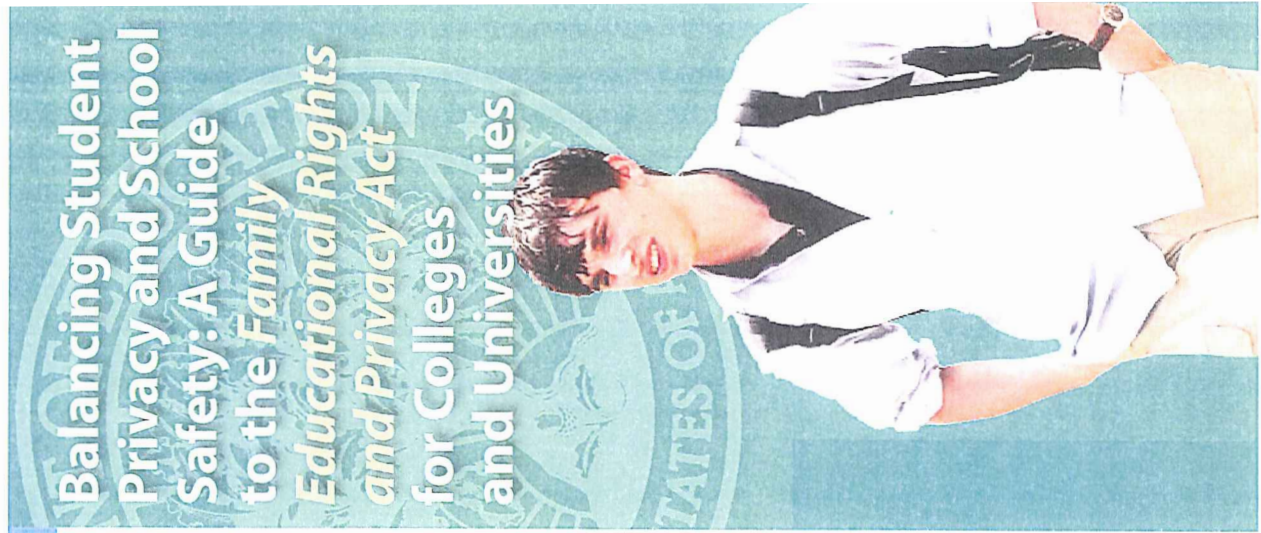
Who should I contact with questions?

Ms. Leah Russell, Associate Dean/Registrar

russell@roanoke.edu; 540-375-2211

Thomas Rambo, Dean of Students

rambo@roanoke.edu; 540-375-2592



Balancing Student Privacy and School Safety: A Guide to the Family Educational Rights and Privacy Act for Colleges and Universities

make a reasonable attempt to notify the student about the disclosure, unless the student initiates the disclosure. Additionally, upon request, the institution must provide a copy of the information disclosed and an opportunity for a hearing. See 34 CFR § 99.31(a)(2) and § 99.34(a).

Contact Information

For further information about FERPA, please contact the Family Policy Compliance Office or visit its Web site.

Family Policy Compliance Office
 U.S. Department of Education
 400 Maryland Ave. S.W.
 Washington, DC 20202-5920
 202-260-3887

For quick, informal responses to routine questions about FERPA, school officials may e-mail the Family Policy Compliance Office at FERPA@ED.Gov.

For inquiries about FERPA compliance training, contact FERPA.Client@ED.Gov.

Additional information and guidance may be found at FPCO's Web site at: <http://www.ed.gov/policy/gen/guid/fpco/index.html>.



- A school official may generally share with a parent information that is based on that official's personal knowledge or observation of the student.

FERPA and Student Health Information

Postsecondary institutions that provide health or medical services to students may share student medical treatment records with parents under the circumstances described above. While these records may otherwise be governed by the *Health Insurance Portability and Accountability Act of 1996 (HIPAA)*, the HIPAA Privacy Rule excludes student medical treatment records and other records protected by FERPA. The Department plans to issue further guidance on the interplay between FERPA and HIPAA.

FERPA and Student and Exchange Visitor Information System (SEVIS)

FERPA permits institutions to comply with information requests from the Department of Homeland Security (DHS) and its Immigration and Customs Enforcement Bureau (ICE) in order to comply with the requirements of SEVIS. Officials who have specific questions about this and other matters involving international students should contact the U.S. Department of Education's Family Policy Compliance Office.

Transfer of Education Records

Finally, FERPA permits school officials to disclose any and all education records, including disciplinary records, to another institution at which the student seeks or intends to enroll. While student consent is not required for transferring education records, the institution's annual FERPA notification should indicate that such disclosures are made. In the absence of information about disclosures in the annual FERPA notification, school officials must

Postsecondary officials are regularly asked to balance the interests of safety and privacy for individual students. While the *Family Educational Rights and Privacy Act (FERPA)* generally requires institutions to ask for written consent before disclosing a student's personally identifiable information, it also allows colleges and universities to take key steps to maintain campus safety. Understanding the law empowers school officials to act decisively and quickly when issues arise.

Health or Safety Emergency

In an emergency, *FERPA* permits school officials to disclose without student consent education records, including personally identifiable information from those records, to protect the health or safety of students or other individuals. At such times, records and information may be released to appropriate parties such as law enforcement officials, public health officials, and trained medical personnel. See 34 CFR § 99.31(a)(10) and § 99.36. This exception to *FERPA*'s general consent rule is limited to the period of the emergency and generally does not allow for a blanket release of personally identifiable information from a student's education records. In addition, the Department interprets *FERPA* to permit institutions to disclose information from education records to parents if a health or safety emergency involves their son or daughter.

Disciplinary Records

While student disciplinary records are protected as education records under *FERPA*, there are certain circumstances in which disciplinary records may be disclosed without the student's consent. A postsecondary institution may disclose to an alleged victim of any crime of violence or non-forcible sex offense the final results of a disciplinary proceeding conducted by the institution against the alleged perpetrator of that crime, regardless of whether the institution concluded a violation was committed. An institution may disclose to anyone—not just the victim—the final results of a disciplinary proceeding, if it determines that the student is an alleged

perpetrator of a crime of violence or non-forcible sex offense, and with respect to the allegation made against him or her, the student has committed a violation of the institution's rules or policies. See 34 CFR §§ 99.31(a)(13) and (14).

The Clery Act

The *Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act* requires postsecondary institutions to provide timely warnings of crimes that represent a threat to the safety of students or employees and to make public their campus security policies. It also requires that crime data be collected, reported, and disseminated to the campus community and to the Department annually. The *Clery Act* is intended to provide students and their families with accurate, complete, and timely information about safety on campuses so that they can make informed decisions. Such disclosures are permitted under *FERPA*. The following Web site provides more information about these and other provisions about campus safety: <http://www.ed.gov/admins/lead/safety/campus.html>.

Law Enforcement Unit Records

Many colleges and universities have their own law enforcement units to monitor safety and security in and around campus. Institutions that do not have specific law enforcement units may designate a particular office or school official to be responsible for referring potential or alleged violations of law to local police authorities. Investigative reports and other records created and maintained by these law enforcement units are not considered education records subject to *FERPA*. Accordingly, institutions may disclose information from law enforcement unit records to anyone, including outside law enforcement authorities, without student consent. See 34 CFR § 99.8.

While an institution has flexibility in deciding how to carry out safety functions, it must also indicate in its policy or in information provided to students which office or school official serves as the college or university's "law enforcement unit." (The institution's notification to students of their rights under *FERPA* can include this designation. As an example, the Department has posted a model notification on its Web site at <http://www.ed.gov/policy/gen/guid/fpco/ferpa/ps-officials.html>.)

Law enforcement unit officials who are employed by the college or university should be designated in the institution's *FERPA* notification as "school officials" with a "legitimate educational interest." As such, they may be given access to personally identifiable information from students' education records. The institution's law enforcement unit officials must protect the privacy of education records it receives and may disclose them only in compliance with *FERPA*. For that reason, it is advisable that law enforcement unit records be maintained separately from education records.

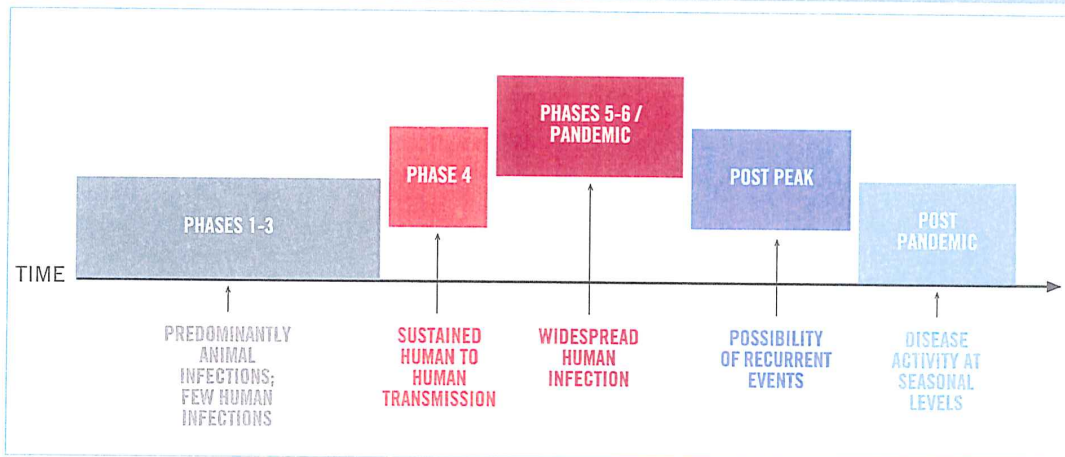
Disclosure to Parents

When a student turns 18 years old or enters a postsecondary institution at any age, all rights afforded to parents under *FERPA* transfer to the student. However, *FERPA* also provides ways in which schools may share information with parents without the student's consent. For example:

- Schools may disclose education records to parents if the student is a dependent for income tax purposes.
- Schools may disclose education records to parents if a health or safety emergency involves their son or daughter.
- Schools may inform parents if the student who is under age 21 has violated any law or its policy concerning the use or possession of alcohol or a controlled substance.



FIGURE
PANDEMIC INFLUENZA PHASES



WHO PANDEMIC PHASE DESCRIPTIONS AND MAIN ACTIONS BY PHASE

PHASE	DESCRIPTION	MAIN ACTIONS			
		PLANNING AND COORDINATION	SITUATION MONITORING AND ASSESSMENT	COMMUNICATIONS	REDUCING THE SPREAD OF DISEASE
PHASE 1	No animal influenza virus circulating among animals have been reported to cause infection in humans.				
PHASE 2	An animal influenza virus circulating in domesticated or wild animals is known to have caused infection in humans and is therefore considered a specific potential pandemic threat.	Develop, exercise, and periodically revise national influenza pandemic preparedness and response plans.	Develop robust national surveillance systems in collaboration with national animal health authorities, and other relevant sectors.	Complete communications planning and initiate communications activities to communicate real and potential risks.	Promote beneficial behaviours in individuals for self protection. Plan for use of pharmaceuticals and vaccines. Prepare the health system to scale up.
PHASE 3	An animal or human-animal influenza reassortant virus has caused sporadic cases or small clusters of disease in people, but has not resulted in human-to-human transmission sufficient to sustain community-level outbreaks.				
PHASE 4	Human to human transmission of an animal or human-animal influenza reassortant virus able to sustain community-level outbreaks has been verified.	Direct and coordinate rapid pandemic containment activities in collaboration with WHO to limit or delay the spread of infection.	Increase surveillance. Monitor containment operations. Share findings with WHO and the international community.	Promote and communicate recommended interventions to prevent and reduce population and individual risk.	Activate contingency plans.
PHASE 5	The same identified virus has caused sustained community level outbreaks in two or more countries in one WHO region.	Provide leadership and coordination to multisectoral resources to mitigate the societal and economic impacts.	Actively monitor and assess the evolving pandemic and its impacts and mitigation measures.	Continue providing updates to general public and all stakeholders on the state of pandemic and measures to mitigate risk.	Implement contingency plans for health systems at all levels.
PHASE 6	In addition to the criteria defined in Phase 5, the same virus has caused sustained community level outbreaks in at least one other country in another WHO region.	Plan and coordinate for additional resources and capacities during possible future waves.		Regularly update the public and other stakeholders on any changes to the status of the pandemic.	Evaluate the effectiveness of the measures used to update guidelines, protocols, and algorithms.
POST PEAK PERIOD	Levels of pandemic influenza in most countries with adequate surveillance have dropped below peak levels.	Review lessons learned and share experiences with the international community. Replenish resources.	Evaluate the pandemic characteristics and situation monitoring and assessment tools for the next pandemic and other public health emergencies.	Publicly acknowledge contributions of all communities and sectors and communicate the lessons learned; incorporate lessons learned into communications activities and planning for the next major public health crisis.	Rest, restock resources; revise plans; and rebuild essential services.
POST PANDEMIC PERIOD	Levels of influenza activity have returned to the levels seen for seasonal influenza in most countries with adequate surveillance.				Evaluate the response of the health system to the pandemic and share the lessons learned.





Centers for Disease Control and Prevention **H1N1 Flu**
Your Online Source for Credible Health Information

Interim CDC Guidance for Institutions of Higher Education and Post-secondary Educational Institutions in Response to Human Infections with Novel Influenza A (H1N1) Virus

May 11, 2009 6:30 PM ET

NOTE: On May 22, 2009, CDC issued updated [Interim Recommendations for Facemask and Respirator Use to Reduce Novel Influenza A \(H1N1\) Virus Transmission \(/h1n1flu/masks.htm\)](#). This new guidance should be considered the most up-to-date and supersede previously issued guidance.

Content related to masks and respirators on this web page will be updated to reflect the new guidance in the near future.

These recommendations are based on current information and are subject to change based on ongoing surveillance and risk assessment.

For the purpose of this guidance, the term “institutions” is used to refer to institutions of higher education, such as universities, colleges, and community colleges and other post-secondary educational institutions, such as proprietary and postsecondary institutions of higher education.

Background

This document provides interim guidance to institutions on suggested means to reduce the spread of the novel influenza A (H1N1) virus in their communities. These recommendations are based on the recognition of sustained human to human transmission of this new virus, which has spread across much of the United States, and information that suggests most cases of illness from this virus are similar in severity to seasonal influenza. However, recommendations may need to be revised as more information becomes available.

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Interim Recommendations:

- CDC is not currently recommending that institutions cancel or dismiss classes or other large gatherings.
- If confirmed cases of novel influenza A (H1N1) virus infection or a large number of cases of influenza like illness (ILI) (i.e. fever with either cough or sore throat) occur among students, faculty, or staff or in the community, institutions officials should consult with state and local health officials regarding an appropriate response.
- Because the spread of novel influenza A (H1N1) within a health professions school may pose special concerns, school administrators are strongly encouraged to contact their state and local public health authorities if they suspect that cases of ILI are present on their campuses.
- Students, faculty or staff who live either on or off campus and who have ILI should self-isolate (i.e., stay away from others) in their dorm room or home for 7 days after the onset of illness or at least 24 hours after symptoms have resolved, whichever is longer.
- If possible, persons with ILI who wish to seek medical care should contact their health care provider or campus health services to report illness by telephone or other remote means before seeking care. Institutions should assure that all students, faculty and staff receive messages about what they should do if they become ill with ILI, including reporting ILI to health services.
- If persons with ILI must leave their home or dorm room (for example, to seek medical care or other necessities) they should cover their nose and mouth when coughing or sneezing. A surgical loose-fitting mask can be helpful for persons who have access to these, but a tissue or other covering is appropriate as well. (See [Interim Guidance for H1N1 Flu \(Swine Flu\): Taking Care of a Sick Person in Your Home \(/h1n1flu/guidance_homecare.htm\)](#)).
- Roommates, household members, or those caring for an ill person should follow guidance developed for caring for sick persons at home. (See [Interim Guidance for H1N1 Flu \(Swine Flu\): Taking Care of a Sick Person in Your Home \(/h1n1flu/guidance_homecare.htm\)](#)).
- Persons who are at high risk of complications from novel influenza A (H1N1) infection (for example, persons with certain chronic medical conditions, children less than 5 years, persons 65 years or older, and pregnant women) should consider their risk of exposure to novel influenza if they attend public gatherings in communities where novel influenza A virus is circulating. In

communities with several reported cases of novel influenza A (H1N1) virus infection, persons who are at risk of complications from influenza should consider staying away from public gatherings.

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Large gatherings

On the basis of what is currently known about the ongoing spread of novel influenza A (H1N1) and, as a means to prevent the further spread of disease on and off campus, institutions should encourage persons with ILI to stay home and away from large gatherings. Persons who are sick should be instructed to limit their contact with other people as much as possible and to stay home for 7 days after their symptoms begin or until they have been symptom-free for 24 hours, whichever is longer. In addition, they should be reminded to use appropriate respiratory and hand hygiene. (See [H1N1 Flu and You \(/h1n1flu/qa.htm\)](#)). Gatherings may include graduations and commencement activities, concerts, sporting events, and other gatherings where close contact is likely among a large number of attendees.

Large public gatherings offer a good opportunity for officials and event organizers to deliver key educational messages about measures attendees can take to help protect themselves and their family members from novel influenza A (H1N1) infection, including active promotion of good hygiene practices. (See [H1N1 Flu and You \(/h1n1flu/qa.htm\)](#))

Institutions should consider the following in preparation for possible outbreaks of novel influenza A (H1N1):

- Establishing a relationship with their state and local health departments
- Keeping informed regarding the evolving situation through regular visits to the [CDC's H1N1 Flu web site \(/h1n1flu/\)](#)
- Developing educational messages in a variety of formats regarding the illness and how to reduce the spread of influenza. (See [H1N1 Flu and You \(/h1n1flu/qa.htm\)](#)).
- Alternative educational delivery such as distance learning, web-based learning, or other ways to increase social distancing.
- Planning for assistance for students with ILI, including provision for meals, medications, and other care.
- Developing contingency plans for how to reduce exposure of non-ill students, staff and faculty to ill students, staff and faculty.

For more information, see: [H1N1 Flu Guidance \(/h1n1flu/guidance/\)](#)

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- Links to non-federal organizations are provided solely as a service to our users. These links do not constitute an endorsement of these organizations or their programs by CDC or the federal government, and none should be inferred. CDC is not responsible for the content of the individual organization Web pages found at these links.

File Formats Help:



[How do you view different file formats\(PDF, DOC, PPT, MPEG\) on this site?](#)

Page last reviewed May 11, 2009 10:00 AM ET

Page last updated May 11, 2009 6:30 PM ET

Content source: [Centers for Disease Control and Prevention](#)

*Centers for Disease Control and Prevention 1600 Clifton Rd. Atlanta, GA 30333, USA
800-CDC-INFO (800-232-4636) TTY: (888) 232-6348, 24 Hours/Every Day - cdcinfo@cdc.gov*

*CICV Pandemic Planning- Policy Recommendation**

Recess Policy:

A minimum of a 2-week recess will be initiated at CICV institutions in the event of the following trigger point:

- 1.) World Health Organization (WHO) declaration of Phase 4***
and
- 2.) confirmed cases of sustained human-to-human transmission of a highly virulent pandemic influenza in North America.**

(*Phase 4 is defined as “evidence of increased human-to-human transmission” anywhere in the world. We are currently in WHO Phase 3- defined as “no or very limited human-to-human transmission”.)

Implementation of Policy:

A plan for how this policy would be implemented was also discussed and unanimously approved by the group. A summary of this plan follows:

1. Pandemics are unpredictable, and there is no way to know the characteristics of a pandemic virus before it emerges. A CICV Pandemic Advisory Task Force will be established to monitor technical issues related to the pandemic's status and progression. This task force will be comprised of an appointed staff member from each of the following institutions:

Hampden-Sydney College
Hollins University
Lynchburg College
Marymount University
University of Richmond
Virginia Wesleyan College

A Virginia Department of Health staff member will also be appointed to serve on this task force. This task force will monitor changes in the pandemic's status and provide advisory assistance to the CICV Executive Committee for initiating a recess if required.

2. At the declaration of Phase 4 by the World Health Organization, the task force will convene for intensive monitoring of various factors related to the severity of the pandemic. These include, but are not limited to, transmissibility, morbidity (rate of infection), and mortality (death rate) of the virus. The task force will determine the impact any of these relevant factors may have on the policy stated above and provide additional recommendations to the CICV Executive Committee as needed.

3. In the event the CICV Pandemic Advisory Task Force agrees that there are confirmed cases of sustained human-to-human transmission of a highly virulent pandemic in North America, they will inform the CICV Executive Committee that a recess should be initiated.

4. At the discretion of the CICV Executive Committee, a meeting may be called to discuss the current status of the pandemic. If there are no objections to the assessment and recommendation by the CICV Pandemic Advisory Task Force, a recess announcement will be distributed to all CICV member institutions via the CICV list serve. All CICV member institutions would begin initiating their recess procedures.

5. During the 2-week recess, the CICV Pandemic Advisory Task Force will convene to monitor the pandemic. As characteristics continue to emerge or sufficient data can be evaluated, the task force will make further recommendations to the CICV Executive Committee regarding necessary length of recess beyond the initial 2-week period.

**Unanimously approved by CICV Presidents at CICV Annual Meeting- Sept. 27, 2007 Currently under revision.*



Community Guidelines: *Early Detection and Intervention for Students in Emotional Distress*

The college years are a period of many changes in an individual's life. These changes are sometimes experienced as stressful. Financial worries, leaving home and being on one's own for the first time and academic challenges can contribute to stressful transitions to college life. In most cases the person, with the help of friends, family and the Roanoke College faculty and staff, is able to successfully adapt to the transition. If someone in the college community appears to be in emotional distress, depressed or showing other signs of emotional problems, please contact a college staff person at one of the numbers below so that counseling services or other help can be obtained.

Signs of On-Going Distress:

- " Sudden unexplained changes in behavior or demeanor
- " Nervousness or agitation
- " Infrequent class attendance
- .. Indecisiveness, confusion, fearfulness
- " Lack of energy
- o Marked change in personal hygiene and appearance
- o Withdrawal from or lack of interest in usual activities
- " Increased irritability, undue aggressive behavior
- " Talk of harm to self or others, indications of self harm
- " Prolonged depressed state
- o Bizarre, alarming or dangerous behavior
- o Significant personal, family, financial or relationship problems
- o Increased alcohol or drug usage

Dean of Students Office: (540) 375-2592 Residence Life & Housing: (540) 375-2308

Chaplain's Office: (540) 375-2300

***Student Health & Counseling Services:
(540) 375-2286***

Violence Prevention

- " Any talk of self harm, threats of violence or indications of volatile behavior need to be taken seriously and need to be reported to campus officials immediately.
- " Keep Campus Safety and Residence Life & Housing staff aware of any situation or personal/ relationship problems that have the potential to lead to violence.
- " If you know of an **off campus** situation involving a member of the college community that could result in violence against that person and/or which has the potential to affect others on campus, please inform Campus Safety or the Salem Police Department.
- " Get help for yourself or anyone who appears to be a victim of abuse or violence.

***Office of Campus Safety: (540) 375-2310
Salem Fire, Police & Rescue: 911***



FACULTY & STAFF “911” GUIDE Helping Distressed and Disruptive Students

Students in Distress

This informational guide was developed by the Dean of Students Office to aid faculty and staff in assisting students who are experiencing difficulties at Roanoke College.

Distressed Students

Students who are experiencing emotional and/or psychological problems that are interfering with their ability to learn.

Disruptive Students

Students whose behavior makes teaching and learning difficult for others within the campus living-learning environment.



Emergency	911
Campus Safety	ext. 2310
Care Team	ext. 2592
Center for Learning & Teaching	ext. 2247
Chaplain's Office	ext. 2300
Dean of Students Office	ext. 2592
Residence Life & Housing	ext. 2305
Registrar's Office	ext. 2211
Student Health & Counseling Services	ext. 2286

If you are dealing with a student who displays questionable behavior:

- Be aware of the location of the nearest telephone, whether it is within the building or a personal cell phone.
- If you are concerned for your safety or that of others, call Campus Safety or 911 immediately.
- If the student is causing a disruption to the living-learning environment but does not pose a threat:
 - discuss the situation with the student to address the inappropriate behavior.
 - ask the student to leave the room.
- refer the matter to Care Team using the RC Cares online form (www.roanoke.edu/rccares).

If in doubt, call Campus Safety!

Consultation or Question

Student Health & Counseling ext. 2286
Dean of Students Office ext. 2592

Potential Harm to Self/Others

Campus Safety ext. 2310
Salem Police 911

Administrative/Conduct Question

Dean of Students Office ext. 2592

Administrative/Conduct Question

Dean of Students Office ext. 2592

Academic Question

Center for Learning & Teaching ext. 2247
Registrar's Office ext. 2211

Consultation/Emergency Counseling

Student Health & Counseling ext. 2286
Dean of Students Office ext. 2592

RELEVANT COLLEGE POLICIES

Student Behavior at Roanoke College

Roanoke College is an academic community guided by the principles of honesty, respect, and personal responsibility. Consequently, there is both an Academic Integrity and Student Conduct Code.

Student Conduct Code Violations

Violations of the Student Conduct Code are categorized as follows:

1. Offenses Against Persons
2. Offenses Against Property
3. Offenses Against the Community
4. Offenses Against the Student Conduct System
5. Other Offenses
6. Offenses Against the Commonwealth of Virginia & Other State, Local & Federal Jurisdictions.

For a list of specific violations found within each category or to submit a Student Conduct Code complaint, go to www.roanoke.edu/studentconduct

Sexual Misconduct

Consistent with its commitment to providing an educational environment free of sex discrimination, Roanoke College has established a Sexual Misconduct Policy that applies to all students and employees of the College. The College encourages prompt reporting of any Sexual Misconduct in order to provide a timely and fair response. All reports of Sexual Misconduct will be investigated.

Any staff, faculty, or other non-student member of the College community who becomes aware of possible sexual misconduct must report the possible misconduct to one of the College's Title IX Coordinators as soon as possible. (Excluded from this requirement are licensed counselors, clergy, and health care professionals.)

Cases of sexual misconduct should be reported to one of the Title IX Coordinators:

Teresa Ramey, VP Community, Diversity, & Inclusion, & Title IX Coordinator
(540) 444-4535; ramey@roanoke.edu

Dr. Gail Steehler Associate Dean of Academic Affairs & Deputy Title IX Coordinator -Faculty
(540) 375-2436 gsteehle@roanoke.edu

Amy Perkins, Assistant Dean of Students, Deputy Title IX Coordinator -Students
(540) 375-2262; kmartin@roanoke.edu

Kathy Martin, Director of Human Resources & Deputy Title IX Coordinator-Staff
(540) 375-2262; kmartin@roanoke.edu

Anonymous reports of alleged sexual misconduct can be submitted in writing to any of the Title IX Coordinators listed above or by using the RC Cares online form (www.roanoke.edu/rccares).

Roanoke College Policy on Hazing

Hazing, defined as an act which endangers the mental or physical health or safety of a student, or which destroys or removes public or private property, for the purpose of initiation, admission into, affiliation with, or as a condition for continued membership in, a group or organization. Assisting, directing, or in any way causing others to participate in degrading behavior and/or behavior that causes ridicule, humiliation, or embarrassment of a student also constitutes hazing. The express or implied consent of the victim will not be a defense. Apathy or acquiescence in the presence of hazing are not neutral acts; they are violations.

Class Attendance at Roanoke College

Regular class attendance is expected in all courses. Individual instructors who have specific attendance requirements will state these on the syllabus distributed at the beginning of each course. Every student is accountable for all work missed because of class absence. Instructors, are under no obligation to make special arrangements for students who are absent. Decisions to excuse an absence for any class meeting rests solely with the instructor.

Illness Policy

Students who are absent from classes or examinations because of illness should contact their professors. Student Health and Counseling Services will only write excuse notes for illness or injuries that have resulted, or will result, in an absence of three or more days of class. Any shorter term absence will not receive notes. If an instructor requires a note for an absence of fewer than three days, one can be written upon request of the instructor.

Notification from the Registrar's Office

Students who experience a family or personal emergency may contact the Dean of Students Office or the Registrar's Office and request that professors be notified. The Registrar's Office will communicate with the professors of the courses in which the student is registered. Such communications should not be considered verified excuses, but instead are a courtesy extended to students who have reported an emergency and are unable to contact faculty members prior to their departure. Students are required to provide faculty members with appropriate documentation to support their absence.

FAQ WHEN DEALING WITH DISTRESSED AND DISRUPTIVE STUDENTS

What are some signs that a student may be in distress?

A student in distress may not be disruptive to others, but may exhibit behaviors which indicate something is wrong. Show signs of emotional distress and indicate that assistance is needed. They may also be reluctant or unable to acknowledge a need for personal help. Behaviors may include:

1. Serious grade problems or a change from consistently passing grades to unaccountably poor performance.
2. Excessive absences, especially if the student has previously demonstrated consistent attendance.
3. Unusual or markedly changed patterns of interaction, i.e., avoidance of participation, excessive anxiety when called upon, domination of discussions, etc.
4. Other characteristics that suggest the student is having trouble managing stress successfully e.g., a depressed, lethargic mood; very rapid speech; swollen, red eyes; marked change in personal dress and hygiene; or falling asleep during class.
5. Repeated requests for special consideration, such as deadline extensions, especially if the student appears uncomfortable or highly emotional while disclosing the circumstances prompting the request.
6. New or repeated behavior which pushes the limits of decorum and which interferes with effective management of the immediate living-learning environment.
7. Unusual or exaggerated emotional responses which are obviously inappropriate to the situation.

How should I respond to a student in distress?

For students that are mildly or moderately distressed you can choose to handle them in the following ways:

1. Deal directly with the behavior/problem according to classroom protocol.
2. Address the situation on a more personal level.
3. Consult with a colleague, academic department head, the Dean of Students Office, or a campus professional in Student Health & Counseling Services.
4. Refer the student to one of the Roanoke College resources. See the referral phone numbers on the front page of this guide.

How should I respond to a disruptive student?

1. Remain calm and know who to call for help, if necessary. Find someone to stay with the student while calls to the appropriate resources are made. See the referral phone numbers on the front page of this guide.
2. Remember that it is NOT your responsibility to provide the professional help needed for a severely distressed/disruptive student. You need only to make the necessary call and request assistance.
3. When a student expresses a direct threat to themselves or others, or acts in a bizarre, highly irrational or disruptive way, call Campus Safety at ext. 2310 or dial 911 immediately.

How should I respond when a student is disrupting my class?

Faculty members have broad authority to manage their classrooms and establish reasonable guidelines for class discussions that ensure everyone has an opportunity to participate in an orderly manner. If you believe a student's behavior is inappropriate, consider a general word of caution rather than singling a student out or embarrassing the student. "If the behavior in question is irritating, but not disruptive, try speaking with the student after class. Most students are unaware of distracting habits or mannerisms, and have no intent to be offensive or disruptive. There may be rare circumstances where it is necessary to speak to a student during class about his or her behavior. Correct the student in a manner indicating that further discussion can occur after class." (Pavela, 2001, ¶ 5).

If a student's behavior reaches the point that it interferes with your ability to conduct the class or the ability of other students to benefit from the class, the student should be asked to leave the room for the remainder of the class period. The student should be provided with a reason for this action and an opportunity to discuss the matter with you as soon as is practical. In such situations, consultation and referral to the Dean of Students office may be appropriate.

This item adapted from ASJA Law & Policy Report, No. 26, ASJA & Gary Pavela, 2001.

What are warning signs of disruptive student behavior?

A disruptive student exhibits behaviors that signify an obvious crisis and that necessitate emergency care. These problems are the easiest to identify. Examples include:

1. Highly disruptive behavior (e.g. hostility, aggression, or violence).
2. Inability to communicate clearly (garbled, slurred speech; unconnected, disjointed, or rambling thoughts).
3. Loss of contact with reality (seeing or hearing things which others cannot see or hear; beliefs or actions greatly at odds with reality or probability).
4. Stalking behaviors.
5. Inappropriate communications (including threatening letters, e-mail messages, and harassment).
6. Overtly suicidal thoughts (including referring to suicide as a current option or in a written assignment).
7. Threats to harm self and/or others.

HOW TO MAKE A REFERRAL

While many students go to Student Health & Counseling Services on their own, your exposure to students increases the likelihood you will identify signs or behaviors of distress in a student. What can you do?

- Recommend campus services to the student. See the Roanoke College resources on the front page of this guide.
- Determine the student's willingness to go to a helping resource. Reassure the student that it is an act of strength to ask for help.
- Dispute the myth that only "weak or crazy" people go for counseling or use other services for personal help.
- Remind them that the Student Health & Counseling Services are free and confidential care.
- Offer to help make the initial contact with the helping resource for them.
- Report concerns to Care Team using the online form www.roanoke.edu/rccares.

Faculty & Staff "911" Guide

Maroon Alerts

Subscribe to
Maroon Alerts



Roanoke's new emergency messaging system

As students return to the Roanoke College campus this fall, the College is utilizing an emergency notification service called "Maroon Alerts." The mass text messaging system gives the College the ability to contact students quickly via text messages on cell phones and by e-mail.

Even with phones, e-mail and other methods of communication, students, faculty and staff can be difficult to contact when they are in class or outside on campus. Maroon Alerts gives Roanoke College staff an additional method of contacting the campus community in the event of an emergency or a bad weather situation.

Maroon Alerts are provided through E2Campus, an off-site vendor. Using a system outside the College computer network helps ensure consistent communications, especially in the event of a campus event affecting electricity or computing capability. Roanoke uses Maroon Alerts for two main purposes: for inclement weather requiring a change in the College schedule and for any incidents posing an imminent threat to the health and safety of the College community. Maroon Alerts will be supplemented by the usual communication methods, which include campus e-mails and weather changes announced through local media.

Maroon Alerts is an "opt-in" system, meaning students, faculty and staff must sign up for the service themselves at www.roanoke.edu/maroonalerts. The Web site asks for a cell phone number and then sends a text message to that number with a verification code. Once the code is received on the cell phone, users enter it and update the page with the preferred e-mail address.

Cellular service providers limit the length of text messages so Maroon Alerts will be very brief and likely direct subscribers to the College Web site for additional details. As an example, if a tornado warning were issued for the Salem area, subscribers would receive a Maroon Alert that reads: "Tornado warning. Shelter inside away from windows. See www.roanoke.edu."

Frequently Asked Questions

Who can get Maroon Alerts?

The Maroon Alerts system is designed for students, faculty and staff who may be affected directly by an emergency situation on or nearby campus.

Why should I sign up for Maroon Alerts?

The Maroon Alerts system allows information to be disseminated very quickly via text messaging and e-mail. The College can notify registered users in a short time frame. Text messages can be received via cell phone without access to a computer, and often it is true that texts may go through when phone calls will not.

Will my cell phone number be kept confidential?

Yes. Cell phone numbers obtained by Maroon Alerts are not shared or sold to any other systems or services.

How many Maroon Alerts text messages will I receive?

Maroon Alerts text and e-mail messages will be sent only to alert you to emergency situations when there is an imminent threat to public safety. If you sign up for weather-related alerts, you also will receive Maroon Alerts when weather conditions impact the College's operating schedule. The exact number is difficult to predict, but there should be very few. You will receive messages within seconds of their transmission, assuming your cell phone is powered on.

What do I need to get Maroon Alerts, and how much does it cost?

All you need is a cell phone with text messaging capabilities. There is no charge to users for signing up. Individual cell phone plans will apply normal charges for the text message.

What if I change my cell phone service provider or phone number?

If you change your phone number or cellular service provider, you need to make the appropriate changes to your Maroon Alerts account to avoid an interruption in service.

How do I sign up for Maroon Alerts?

Follow these simple steps, which also appear on the Web site, to register as a Maroon Alerts user:

1. Complete the online form. (You'll need to create a separate user name and password from your Roanoke College account.)
2. After you hit Create Account, a confirmation page will appear and ask you for your validation code.
3. Check your cell phone — You should receive a text message with a 4-digit validation code. (The message should come from e2campus@omnialert.net.)
4. Enter the code on the confirmation page and hit Validate. That's it—you're signed up!

Why are there two categories?

There are two categories called “campus alerts” and “closings and delays”. Signing up for “campus alerts” means you will get information regarding imminent safety concerns. Signing up for “closings and delays” means you will receive a Maroon Alert when the College makes a change to its schedule due to weather conditions. In the event of weather-related schedule changes, all other methods of notification (local media, campus wide e-mail, etc.) still will be employed in addition to the Maroon Alerts system. To sign up for both services, two separate online forms must be completed. See www.roanoke.edu/maroonalerts for details.

What is my username and password?

At the sign-up Web page, you will be prompted to create an account especially for Maroon Alerts. This is different from any information stored on the Roanoke College network. You can choose a similar or dissimilar username and password, but they are not related to those on the Roanoke College network and, therefore, will not change when you change your Roanoke College network information.

What if I am not able to register?

For registration assistance, e-mail your mobile phone number and the name of your provider to support@e2Campus.com. Indicate you want to register with Roanoke College’s Maroon Alerts system.

What is e2Campus?

e2Campus is the off-site vendor with whom Roanoke College has contracted to provide the Maroon Alerts service. There are advantages to having an off-site vendor host the service. For example, if a widespread power outage affected Roanoke’s campus, we could still use the e2Campus service to communicate with Maroon Alerts users.

How can I opt-out of or unsubscribe for Maroon Alerts?

The system is totally optional. You must sign up to begin service, but if you would like, you can opt-out (discontinue) at any time just as quickly and easily as you signed up. Log in to your Maroon Alerts account for detailed instructions.

What will the Maroon Alerts tell me?

A short text message will state the type of threat and indicate suggested action. For instance, in the event of a hurricane threat: Hurricane-force winds expected at [time]. Shelter inside. See www.roanoke.edu.” Because the messages must be brief, you will always be directed to go to the College’s Web site where more details will be available.

Can parents sign up for Maroon Alerts?

Although Maroon Alerts are intended primarily for students, faculty and staff, it is possible for parents to sign up if they wish. The college does not use Maroon Alerts as a primary method of contacting parents.

I don’t have text messaging on my cell phone. Will I still be notified by email?

Yes, the College will continue to use all-campus e-mails to notify the campus community of emergency situations. In weather cases, the College also will notify local news media as it has in the past. Maroon Alerts also offers an e-mail distribution so even those who do not use text messaging can sign up for e-mail delivery of Maroon Alerts. E-mail sign up is a separate step so even those who sign up for text messaging need to log into Maroon Alerts and enter their preferred e-mail.

An important reminder: The Roanoke College Web site is the primary and most complete resource for current emergency information. Maroon Alerts is just one of the methods the College will use to communicate emergency information. If appropriate, global e-mails, the telephone switchboard, flyers, local media and other communication tools also will be used.

Sign up at www.roanoke.edu/maroonalerts.