Facilities Services: Answering the Telephone

Facilities Standard Operating Procedure (SOP)

Guidelines: All incoming calls should be answered and directed in a prompt and professional manner. To project the best possible image of Kennesaw State University, Facilities Services, and to ensure that our customers, vendors and contractors are treated in a polite and satisfactory manner.

Purpose: To standardize and make employees aware of proper telephone procedures.

Scope: This procedure affects the receptionist and other employees who answer Facilities Services’ telephones. The procedure covers:

1. Answering techniques & etiquette
2. Incoming calls
3. Types of inquiries or calls
4. Outgoing calls
5. Bomb threat
6. Suspicious package(s)
7. Natural gas

Responsibilities: The receptionist should be primarily responsible for answering the telephone. They should be proficient in using the telephone system, transferring calls and taking detailed messages.

All employees should be familiar with KSU phone procedures. Everyone in the office who answers the telephone or support as back up for the receptionist should understand that answering the telephone properly is a part of his or her job.

Procedure:

1. **ANSWERING TECHNIQUES AND ETIQUETTE**
   a. **Respect:** Treat people the way you want to be treated.
treated.
b. **Promptness:** Answer the telephone within two rings.
c. **Greetings:** Answer the phone with “Good morning (or afternoon), Facilities or Facilities Services, this is (name) how may I assist you.”
d. **Messages:** Should be detailed and accurate. Get the caller’s name, association or company name, telephone number (including area code), and the purpose of the call.
e. **Holding Call:** Ask the caller if he or she mind being placed on hold, and wait for their response before placing them on hold. Do not keep the caller on hold for extended periods of time; instead, pick up the phone after one minute and ask if they would like to remain on hold or leave a message instead.

### 2. INCOMING CALLS

a. **Be Prepared:** Be prepare to answer the telephone and take notes. Have items needed for taking notes in a convenient location.
b. **Do not interrupt the caller:** Write one or two words on your message form that will remind you about the key points of the call.
c. **Screen the call:** It is important to screen calls, particularly for staff members who do not want to be interrupted.
d. **Phone System:** Become familiar with the phone system so that you can transfer calls efficiently and promptly.
e. **Learn Departmental Functions:** In order to transfer calls efficiently, learn the function of each department within your company.

### 3. TYPES OF INQUIRIES: The front desk receptionist may receive:

a. **Maintenance Requests**
   - Emergency services (service requests or problems which threaten life, safety, research, or which cause physical damage to a facility)
   - Environmental concerns
   - Custodial/landscaping and grounds
   - Building maintenance services
   - Elevator problems
   - Heating and cooling (HVAC) issues

b. **Departmental Requests**
   - Estimates for facilities projects
   - Renovation/repair services
   - Special event support (electrical, temporary lighting, temporary generator cleaning, etc.)
   - Internal building signage
b. **Promptness**: Answer the telephone within two rings.

c. **Greetings**: Answer the phone with “Good morning (or afternoon), Facilities or Facilities Services, this is (name) how may I assist you.”

d. **Messages**: Should be detailed and accurate. Get the caller’s name, association or company name, telephone number (including area code), and the purpose of the call.

e. **Holding Call**: Ask the caller if he or she mind being placed on hold, and wait for their response before placing them on hold. Do not keep the caller on hold for extended periods of time; instead, pick up the phone after one minute and ask if they would like to remain on hold or leave a message instead.

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      - Heating and cooling (HVAC) issues

   b. **Departmental Requests**
      - Estimates for facilities projects
      - Renovation/repair services
      - Special event support (electrical, temporary lighting, temporary generator cleaning, etc.)
      - Internal building signage
4. OUTGOING CALLS

a. Keep your vendors / suppliers, services, and contractors contact information updated. Know the best time to call the supplier or contractor.
b. Plan your calls. Before you place a call, jot down the main goal of the call and the key points you want to cover; avoid having to call back due to you not remembering something.
c. If you reach someone’s answering service or voice mail, leave a message; give the name of your organization, your telephone number and the reason for your call. For example, this is Jane Doe at (phone number), from Kennesaw State University Facilities Service. I am calling you regarding estimate # XXXXX. Before hanging up, leave your telephone number again.

5. IF A BOMB THREAT IS RECEIVED BY PHONE (In accordance with Kennesaw State University Emergency Operations Plan 2015-2016, 45-47) follow the below procedures:

a. If your phone is equipped with caller ID, write down the caller’s number.
b. Listen carefully. Be polite and show interest. Use the bomb threat checklist in Appendix G to take notes regarding the threat.
c. As soon as possible, contact or have someone else contact the Department of Public Safety and University Police at 470-578-6666, or at extension 6666 to notify them of the threat.
d. Provide the communications officer with as much information as soon as possible, including the following:
   • Information about the caller’s voice.
   • All information provided by the caller, including the location of the device, the detonation method, why the device was placed on campus, etc.
   • Name and address of caller, if known
   • Possible gender and/or age of the caller
   • Number the threat was received on
   • Length of the call
   • Identifying background noises

6. SUSPICIOUS PACKAGE(S) In accordance with Kennesaw State University Emergency Operations Plan 2015-2016, pages 45-47). Any of the following characteristics could indicate a suspicious package:

a. Listen carefully. Be polite and show
interest. Use the bomb threat checklist in Appendix G to take notes regarding the threat.

b. Powder or liquid being emitted by the package
c. Oily stains or discolorations
d. Excessive tape or strings
e. Strange odors
f. Misspelled words
g. Unusually lopsided or uneven packages
h. Excessive postage
i. No return address

If a suspicious package or device is located, follow these procedures:

a. Do not move, jar or touch the package
b. Notify the Department of Public Safety and University Police immediately at 470-578-6666 or extension 6666 and be prepared to provide the following information:

• What makes the package suspicious?
• Are there any liquids leaking from the package?
• Are there any oily stains on the package?
• Are there any odors coming from the package?
• Are there any wires protruding from the package?
• How long has the package been there?

c. Alert others in your area and begin an evacuation of the building.
d. Do not use cell phones or radios near the suspicious package.
e. Notify the crisis coordinator in your building to assist with the evacuation.
f. Attempt to prevent others from entering the area near the suspicious package or device, if possible.
g. Proceed to an evacuation area at least 1000 feet from the center of the building.
h. Any further decisions regarding the package will be made by the Department of Public Safety and University Police in conjunction with any additional emergency response agencies.

7. NATURAL GAS LEAKS

a. In the event you that you receive a phone call regarding a gas leak call, ask the person(s) to leave the location
and move to a safe location where they no longer can smell the gas.

b. Write down the caller's name and number.
c. Identify the campus and location of the leak; include building and room number if inside the building.
d. Call the Kennesaw State University Public Safety Department at 470-578-6666. Give your name, your contact information and location of the problem.

Two Attachments:
(1) KSU 2015 - 2016 Emergency Operations Plan (PDF)
(2) Bomb Threat Checklist from DHS 2014-508 (PDF)
# Table of Contents

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Table of Contents</td>
<td>1</td>
</tr>
<tr>
<td>Security Disclosure Statement</td>
<td>4</td>
</tr>
<tr>
<td>Preface</td>
<td>5</td>
</tr>
<tr>
<td>Purpose of the Emergency Operations Plan (EOP)</td>
<td>6</td>
</tr>
<tr>
<td>Scope of the Emergency Operations Plan</td>
<td>7</td>
</tr>
<tr>
<td>Authority</td>
<td>8</td>
</tr>
<tr>
<td>Kennesaw State History and Demographics</td>
<td>100</td>
</tr>
<tr>
<td>Plan Distribution and Maintenance</td>
<td>13</td>
</tr>
<tr>
<td>KSU Resources and Contacts</td>
<td>14</td>
</tr>
<tr>
<td>Emergency Management System</td>
<td>15</td>
</tr>
<tr>
<td>The National Incident Management System (NIMS)</td>
<td>18</td>
</tr>
<tr>
<td>Situation Overview</td>
<td>20</td>
</tr>
<tr>
<td>Concept of Operations</td>
<td>22</td>
</tr>
<tr>
<td>Plan Activation</td>
<td>24</td>
</tr>
<tr>
<td>Emergency Notification System</td>
<td>32</td>
</tr>
<tr>
<td>Executive Notifications</td>
<td>33</td>
</tr>
<tr>
<td>Drills and Exercises</td>
<td>34</td>
</tr>
<tr>
<td>Mutual Aid Agreements</td>
<td>35</td>
</tr>
<tr>
<td>Emergency Evacuation Plan</td>
<td>35</td>
</tr>
<tr>
<td>Shelter-In Plan</td>
<td>37</td>
</tr>
<tr>
<td>Acts of Violence</td>
<td>39</td>
</tr>
<tr>
<td>Appendix A</td>
<td>40</td>
</tr>
<tr>
<td>Hazard-Response Annexes</td>
<td>40</td>
</tr>
<tr>
<td>Acts of Violence</td>
<td>40</td>
</tr>
<tr>
<td>Psychological Crisis</td>
<td>44</td>
</tr>
<tr>
<td>Bomb Threat/Suspicious Package</td>
<td>45</td>
</tr>
<tr>
<td>Civil Disturbance/Protest</td>
<td>47</td>
</tr>
<tr>
<td>Medical Emergencies</td>
<td>50</td>
</tr>
<tr>
<td>Natural Disasters</td>
<td>52</td>
</tr>
<tr>
<td>Appendix N</td>
<td>Campus Maps</td>
</tr>
<tr>
<td>-----------------</td>
<td>-------------</td>
</tr>
<tr>
<td>Campus Maps</td>
<td>112</td>
</tr>
</tbody>
</table>
Security Disclosure Statement

Records, the disclosure of which would compromise security against sabotage or criminal or terrorist acts and the nondisclosure of which is necessary for the protection of life, safety, or public property, will not be released to members of the public and/or in response to Open Records Requests. O.C.G.A § 50-18-72(a) (15) (A).

Sections of this emergency operations plan would compromise the safety and/or security of Kennesaw State University, if released.

The disclosure of information in this plan could potentially compromise the security of critical resources, services, and systems of Kennesaw State University or otherwise impair Kennesaw State University's ability to carry out essential emergency response or recovery processes. Distribution of the Kennesaw State Emergency Operations Plan in its entirety is limited to Kennesaw State University personnel who need to know the information in order to successfully activate and implement the Emergency Operations Plan.

Portions of this plan contain information that raises personal privacy or other concerns, and those portions may be exempt from mandatory disclosure under the Freedom of Information Act. See 5 U.S.C. §552, 41 C.F.R. Part 105-60.

Any decision to disclose information in this plan outside Kennesaw State University or to withhold information located within this plan from a non-institution requester must be coordinated with the Kennesaw State University Office of Emergency Management (OEM), a division of the Department of Public Safety.

Personnel must maintain the physical security of this plan whether in printed or electronic form. Dissemination of certain sections of the Kennesaw State Emergency Operations Plan is prohibited unless prior approval is received from the Office of Emergency Management.
Preface

The Kennesaw State University (KSU) Emergency Operations Plan (EOP) is designed to be a resource for KSU administrators, personnel, faculty, and students to assist with information and provide guidelines for crisis planning. While the EOP does not cover every conceivable contingency situation, it does supply the basic administrative guidelines necessary to cope with most campus emergencies.

All campus administrators, especially those whose responsibilities and authority include the operational areas specified in this manual, must adhere to the guidelines set forth in the KSU EOP. Only those University administrators responsible for directing and/or coordinating emergency operations may approve exceptions to these crisis management procedures.

The Office of Emergency Management, a division of the Department of Public Safety, will be responsible for annual review of these procedures with input from the Directors of Environmental Health and Safety (EH&S) and the Department of Public Safety and University Police.
Purpose of the Emergency Operations Plan (EOP)

The Kennesaw State University EOP has the purpose of establishing policies and procedures, roles and responsibilities, and organizational structure for the University’s response to a major incident or disaster. The EOP incorporates best practices in emergency management for Institutes of Higher Education as well as the National Incident Management System (NIMS) and Incident Command System (ICS).

The purpose of this plan is to facilitate emergency response to a wide range of potential situations that could occur on the Kennesaw State University campuses. This plan provides guidelines and procedures to address the mitigation of, preparation for, response to, and recovery from emergency situations.

The KSU EOP covers many natural and manmade hazards that could affect the Kennesaw State University campus and population. Portions of this plan may be activated in response to local, regional, or national emergencies affecting the University System of Georgia, the Metro Atlanta or North Georgia regions, or the State of Georgia.

If an emergency reaches the stage that it cannot be handled by campus resources, the President of the University may declare a State of Emergency. Additional discussion of the Presidential State of Emergency is found in the Authority Section of this plan.
Scope of the Emergency Operations Plan

The Kennesaw State University EOP is a campus-level response plan for KSU employees, students, and resources during a disaster or major emergency situation. The 2015 iteration of this plan supersedes all previous versions of the KSU EOP, which covers the geographic areas of the Kennesaw Campus, the Marietta Campus, and the KSU Stadium and Sports Park.

The EOP is designed to assist KSU employees and students in successfully coping with campus emergency situations. As such, an all-hazards approach has been taken during the planning process to allow this plan to be implemented for many different types of emergency situations on campus. All four phases of the emergency management system – mitigation, preparedness, response, and recovery – were considered when developing this Emergency Operations Plan.
Authority

This Emergency Operations Plan is promulgated under the authority of the President of Kennesaw State University. Primary responsibility for the development of this plan rests with the Office of Emergency Management, under the direction of the Chief of Police, including all updates, distribution, and implementation activities. Leadership and overview for the Assistant Vice President for Public Safety/Chief of Police, and subsequently the EOP, is provided by the Vice President of Operations.

Succession of Authority

While the President of Kennesaw State University normally has overall operational authority for the whole University, a succession of authority has been established to maintain continuity of operations in the President’s absence during extended emergency response operations. This succession also allows for clear lines of operational authority during extended emergency response activities that require multiple operational periods. The succession is listed below:

1. President
2. Provost
3. Vice President of Operations
4. Vice President of Student Affairs
5. Associate Vice President of Operations

Campus State of Emergency

Under normal circumstances, a Campus State of Emergency can only be declared, in writing, by the President of Kennesaw State University. In their absence, however, the authority to declare a Campus State of Emergency follows the same Succession of Authority listed above.
<table>
<thead>
<tr>
<th>Revision Date</th>
<th>Revised Section</th>
<th>Reason for Revision</th>
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</tr>
</thead>
<tbody>
<tr>
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Kennesaw State History and Demographics

History

Kennesaw State University (KSU) is the third-largest university in Georgia with more than 32,000 undergraduate and graduate students representing over 130 countries. Kennesaw State was originally established by the University System of Georgia in 1963 as Kennesaw Junior College serving 1,000 students. The college became a four-year institution in 1976 and was named Kennesaw College in 1977. In 1988, it was named Kennesaw State College and in 1996 became Kennesaw State University.

KSU is located just northwest of Atlanta in Cobb County near historic Kennesaw Mountain; allowing students to experience the best of Atlanta while enjoying the serenity of two campuses. The Kennesaw Campus is situated on a 380-acre beautifully landscaped campus near Kennesaw, Georgia. The Marietta Campus, formerly Southern Polytechnic State University, is a beautiful 280-acre campus located in the City of Marietta.

Accredited by the Southern Association of Colleges and Schools (SACS), KSU offers over 100 bachelors, masters, and doctorate degree programs in 13 colleges, including undergraduate degrees in education, health, business, the humanities, the arts, engineering, science, and math. The university’s graduate degree programs include nursing, business, information systems, conflict management, public administration, education and professional writing. KSU’s expanding doctoral programs currently offer doctorates in education, business and nursing, as well as KSU’s first Ph.D. program in International Conflict Management.

The University’s national reputation continues to gain steam -- recognized for its first-year experience program for ten consecutive years and as one of the top universities in the region by U.S. News & World Report in its America’s Best Colleges issue. Kennesaw State has also been ranked among only 19 universities in the country that scored an A by the American Council of Trustees and Alumni in its "What Will They Learn?" guide.

In addition, Kennesaw State’s nursing program is the largest nursing program in Georgia. The University's nursing students have one of the highest passing rates on the statewide licensing exam and are highly sought-after in the medical community. The College of Education is the second-largest preparer of teachers in the state. And the Executive MBA program, housed in the Michael J. Coles College of Business, is recognized among the best in the world by CEO Magazine.

The university has committed itself to expanding the global experience of students, faculty, and staff since 2009. Kennesaw State has awarded Global Engagement Certifications to graduate and undergraduate students. This certification recognizes students’ achievements in learning global perspectives and developing intercultural skills.

As a destination campus, the University offers students plenty of opportunities to experience campus life by participating in more than 150 student groups and organizations, including student government, sororities and fraternities, club and intramural sports, social and special-interest organizations, student publications, and honor societies.
Since becoming a member of the NCAA Division I, competing in the Atlantic Sun Conference, the Kennesaw State Owls have won a total of 12 conference championships with the men's golf team making a national championship appearance in 2011. During the transition from 2005-2009, Kennesaw State teams won six Atlantic Sun Conference crowns in five sports, including men’s indoor and outdoor track, women’s soccer, softball, and cross-country.
Plan Distribution and Maintenance

The Office of Emergency Management will distribute this plan throughout campus and to the following non-campus groups:

- Cobb County Emergency Management Agency
- Cobb-Douglas County Public Health
- Cobb County Police Department
- Kennesaw Police Department
- Marietta Fire Department
- Marietta Police Department
- Cobb County Fire Department
- Georgia State Patrol
- Georgia Emergency Management Agency
- University System of Georgia Safety and Security Department

The KSU EOP and all applicable procedures herein will be updated on an annual basis to adhere to best practices, state and federal guidelines, and lessons learned during live emergency situations and training drills/exercises.
<table>
<thead>
<tr>
<th>Emergency Resource</th>
<th>Contact Information</th>
<th>Purpose and Responsibilities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Office of Emergency Management (OEM)</td>
<td>Office Annex</td>
<td>OEM conducts mitigation, preparedness, response, and recovery programs for both campuses of KSU, which includes developing community response programs for natural and manmade disasters, first aid certification, and NIMS certification. Establishes and operates KSU Emergency Notification Systems. Oversees Department of Public Safety dispatch functions.</td>
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<tr>
<td>470-578-6985</td>
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<td>OEM Emergency Operations Center (EOC)</td>
<td>Office Annex</td>
<td>At the direction of enumerated authorities at Kennesaw State University, the Early Warning Notifications and Emergency Operations Center of OEM will be manned and operated during crisis situations. Although small, B120 has been designated as a potential EOC for the Marietta campus.</td>
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<tr>
<td>470-578-6985</td>
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<tr>
<td>Department of Public Safety and University Police</td>
<td>Police Emergency</td>
<td>Responds to all calls for service including but not limited to: fire and medical emergencies, hazardous material spills, and motor vehicle accidents. Pursuant to NIMS protocol, the Incident Commander, in consultation with the KSU Crisis Management Team, will decide on the use of available resources as well as communicating with outside agencies and authorities.</td>
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<tr>
<td>470-578-6666</td>
<td>Non-Emergency</td>
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<tr>
<td>470-578-6206</td>
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<tr>
<td>Police Building # 20 Kennesaw Campus</td>
<td>Norton Hall #R2 Marietta Campus</td>
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<td>Strategic Communications and Marketing</td>
<td>Town Point Office Complex Kennesaw Campus</td>
<td>Serves as the point of contact between the media and members of the University community.</td>
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<td>470-578-6203</td>
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<td>Environmental Health and Safety</td>
<td>Chastain Point Kennesaw Campus</td>
<td>Provides support, training, and consultation for building emergencies. Ensures environmental guideline compliance for hazardous waste management, fire, life and safety, biological safety, industrial hygiene, and recycling operations.</td>
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<td>470-578-3321</td>
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<tr>
<td>Plant Operations and Facilities</td>
<td>Chastain Point Kennesaw Campus</td>
<td>Plant Operations maintains buildings, facilities, vehicles, grounds, and responds to fire, HVAC system, plumbing, electrical, and utilities emergencies. After hours and holiday issues should be addressed to Public Safety.</td>
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<td>470-578-6777</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Emergency Management System

National Preparedness Goals

The National Preparedness Goal emphasizes that individual and community preparedness is fundamental to our success. The federal government defines success as a secure and resilient Nation with the capabilities required across the whole community to prevent, protect against, mitigate, respond to, and recover from the threats and hazards that pose the greatest risk. Kennesaw State University strives to achieve this level of success for the entire campus community. To accomplish this goal, KSU encourages a collaborative, unified community approach to preparedness.

To reach these lofty goals, Kennesaw State applies the direction provided in the National Preparedness goal by incorporating threat, hazard identification, and risk assessment (THIRA) elements into key emergency planning activities. The THIRA considers all potential threats and hazards that may impact our community and then evaluates our vulnerability to each. The result is a quantitative measure of KSU’s risk to the identified hazard or threat. This measure allows for an objective look at the capabilities that KSU should develop or attain to mitigate our risk to a given threat or hazard.

When determining overall vulnerability, Kennesaw State will consider many factors, including but not limited to, probability, impact, spatial extent, warning time, and duration. KSU will strive to have an All-Hazards view of emergency planning. This approach allows the University community to address common response activities for an event in a general plan instead of multiple times in multiple plans. For example, evacuation is a common response to many types of emergency incidents. Instead of listing the evacuation protocols for each of these multiple events multiple times, the all-hazards approach allows KSU to determine a single evacuation plan and apply it to multiple emergency event types.
Kennesaw State University’s Office of Emergency Management, a division of the Department of Public Safety, has the primary responsibility of the emergency management function at KSU. It is important to understand what functions and responsibilities are associated with that designation.

Emergency Management is broken up into four core functions or phases: Mitigation, Preparedness, Response, and Recovery. Each phase makes up an integral aspect of the overall Emergency Management System. The four phases are generally identified as a cycle.

**Mitigation:** Mitigation involves activities taken before an emergency occurs to lessen the impacts and losses associated with that emergency. At Kennesaw State, many steps have been taken to lessen the impacts of emergencies, both natural and manmade. These include the installation of warning sirens, hardening of safe sheltering locations in some buildings, and the implementation of building construction codes. Kennesaw State has a Natural Hazard Mitigation Plan that was created in 2007 as part of the Disaster Resilient University program.

**Preparedness:** Preparedness activities also occur before an emergency. Unlike mitigation activities, which are generally physical in nature, preparedness activities involve informing the Kennesaw State campus of the hazards that face our campus, how to be ready if they were to occur, and planning on what actions and resources to pull from in the event an emergency happens. This Emergency Operations Plan is a prime example of the preparedness activities undertaken by KSU.
Response: Response involves the actions taken immediately prior to, during, and after an emergency to protect life, property, and the environment. Response actions are carried out by many members of the Kennesaw State University student body, faculty, and staff. This plan outlines the proper responses associated with specific hazards that could impact the Kennesaw State community.

Recovery: Recovery efforts begin shortly after response. These actions involve returning the KSU Campus to a sense of normalcy. This can include counseling the population, clearing debris from the emergency, or rebuilding the damaged area. Recovery also involves reviewing the actions that were taken during the response phase to see what lessons can be learned and what best practices should be adopted as the mitigation and preparedness phases begin again. Kennesaw State University is in the process of developing a Continuity of Operations Plan (COOP) to allow for a quick recovery of the campus community from an emergency or disaster situation.

Emergency management is a never-ending process. To coincide with operating KSU’s emergency management function, the Office of Emergency Management will monitor best practices in the University emergency management community; remain abreast of changes in policy and procedure guidelines from the United States Department of Education, NFPA, and Federal Emergency Management Agency; and be diligent in mitigating against, preparing for, responding to, and recovering from all potential disasters and emergency situations threatening the Kennesaw State campuses.

The Kennesaw State University Office of Emergency Management adheres to the emergency management concept of best practices, which allows for constant innovation based upon the successes and failures of other emergency management programs nationwide. A major source of best practice information adhered to by Kennesaw State’s OEM is the Emergency Management Accreditation Program (EMAP). EMAP is a voluntary accreditation process for federal, state, territorial, tribal and local government, and Institutions of Higher Education emergency management programs. EMAP has established the Emergency Management Standard, which is a document that emergency managers can use to “grade” their program against the accepted national best practices in all four phases of emergency management. This standard has been approved by both the National Emergency Management Association (NEMA) and the International Association of Emergency Managers (IAEM). EMAP holds all emergency management programs to this same standard. EMAP has developed a document to provide special guidance to Institutions of Higher Education regarding the emergency management standard.
Kennesaw State University has adopted the National Incident Management System (NIMS) and Incident Command System (ICS) in response to Homeland Security Presidential Directive 5 (HSPD-5) issued in 2003, which requires all federal preparedness grant applicants at the state, tribal, and local level to adopt NIMS as a condition of assistance.

The National Incident Management System is a core set of concepts, principles, procedures, processes, standards, and technology integrated into emergency management practices. The application of NIMS across all local incident response disciplines creates a common operating picture, promotes mutual goals and responsibilities, and improves the efficiency and effectiveness of response services.

The NIMS structure features six integrated components that are the foundation of its systematic approach for responding to incidents: Command and Management, Preparedness; Resource Management, Communications and Information Management, Supporting Technologies, and Ongoing Management and Maintenance. The NIMS framework forms the basis for interoperability and compatibility for all agencies with a key role in emergency management. Through joint planning, exercises, training, and evaluation activities, NIMS enables a diverse set of public and private organizations to conduct well-integrated and effective incident response operations.

The Incident Command System is a standardized, on-scene, all-hazards incident management approach that allows for integration of many parts into a single organizational structure, promotes coordination among multiple jurisdictions, multiple disciplines and functional agencies, and establishes common processes for planning and resource management. ICS is used by all levels of government as well as many nongovernmental organizations and the private sector for emergency response.

During an emergency, the Incident Command System should be established as soon as possible, even in potential or threatening situations. The Incident Commander is identified as the individual who manages and leads the incident response system. The Incident Commander should possess specialized knowledge, training, skills, and/or immediate access to resources appropriate for the specified event. The Incident Commander (IC) designates section chiefs as needed. In the event that the incident changes from a response to a recovery operation, or otherwise necessitated, command may be transferred to a more appropriate Incident Commander to continue the response/recovery efforts.

In all situations, the Incident Commander has primary responsibility for:

1. Ensuring incident safety
2. Providing information services to internal and external stakeholders
3. Establishing and maintaining liaison with other agencies participating in the incident.
The Incident Commander also assigns personnel to additional ICS roles as needed. Personnel assigned by the IC have the authority of their assigned positions, regardless of the rank they hold within their respective agencies, according to FEMA NIMS regulations.

A full description of the NIMS/ICS structure for Kennesaw State can be found in Appendix B.
Situation Overview

Emergency Operations Center (EOC)

The Emergency Operations Center (EOC) serves as a secondary operations center for information management, resource allocation and support, and decision making to support the Incident Commander and on-scene operations during the response and recovery phases of emergency management. Activation of the EOC will be determined by the Incident Commander, Chief of Police, Director of Emergency Management, or the Vice President for Operations.

EOC Locations:

- **Primary EOC**: Office of Emergency Management, Kennesaw Campus, Office Annex (Building 14) Room 142
- **Marietta Campus Forward EOC**: Department of Public Safety, Marietta Campus, Norton Hall (Building R2)
- **Alternate EOC on Kennesaw Campus**: Burruss Institute, KSU Center, Room 310
- **Alternate EOC on Marietta Campus**: B120
- **Executive EOC**: President’s Conference Room in Kennesaw Hall.

The primary Emergency Operations Center contains access to seven phone lines, multiple analog and digital radios, network communications, HAM radio, WebEOC and satellite television. The EOC can monitor the campus cameras, activate the Emergency Warning Sirens and the Emergency Notification System, and monitor the situation occurring at other University System facilities and Cobb County. The Marietta Campus Forward EOC (FEOC) will be activated for any event or situation that is only affecting the Marietta Campus. The Alternate EOC will be activated in the event that the EOC or FEOC is not operational due to damage or other circumstances. When activated, the Director of Emergency Management, or their designee, will notify both Cobb County EMA and the Georgia Emergency Management Agency of the EOC activation.

The EOC will be staffed by each Emergency Support Function Coordinator, or their designee, with decision-making authority during a full activation. During a partial activation, designees of the involved agencies and departments who have decision making authority will staff the EOC. During monitoring-only activities, the Office of Emergency Management will staff the EOC.

A Crisis Management team will also likely be formed to assist with strategic decisions and resource needs and liaison with University executives.

Crisis Coordinators and CERT

The Office of Emergency Management, a division of the Department of Public Safety, has trained personnel from across campus to be crisis coordinators for the buildings they occupy. The crisis coordinators serve as a point of contact in the emergency response initiative for Kennesaw State University. Each building on campus should designate a crisis coordinator to
serve as the point of contact to the Office of Emergency Management for emergency information and response.

Crisis coordinators have been trained in basic incident response protocols applicable to Kennesaw State University, fire extinguisher use, terrorism, CPR/AED, and basic first aid. Their responsibilities include:

- Assist with decision-making, communication flow, and operational response
- Attend training sessions on emergency response, preparedness, and mitigation
- Hold training sessions, team meetings, and drills that may include any of the incident response protocols outlined in the hazard-response annexes of this EOP

Each building will designate a lead crisis coordinator who has the additional following duties:

- Act as the emergency management building coordinator during an emergency
- Serves as a conduit for information between the Office of Emergency Management and the crisis coordinators in their buildings
- Maintain order and discipline during an emergency
- Lead evacuation and/or shelter-in-place initiatives in their building
- Maintain a “red book” of rosters, evacuation plans, shelter-in-place plans, and procedures from both templates and documents provided by the Office of Emergency Management

Communication between the Office of Emergency Management and the crisis coordinators is handled in two main ways. KSU email is used as a notification of potential situations, particularly with regard to weather. In the event of an emergency, radio communication is used, either initiated by the Office of Emergency Management to the crisis coordinators or vice versa.

Kennesaw State University also has a growing Community Emergency Response Team (CERT) contingent. While most CERT members are also crisis coordinators, some students and other staff members have also joined the team and attended training sessions. CERTs are trained for many of the same situations as crisis coordinators, but with more in-depth training regarding first aid, search and rescue, personal preparedness, and team building.
Concept of Operations

This Emergency Operations Plan provides for an organized management system during and immediately following the development of an emergency situation. It is designed as a flexible system in which part or the entire plan may be activated, as appropriate to the situation. It is based on a worst-case scenario and provides for the critical operational functions and roles of Kennesaw State University during a response and prepares for an effective transition to short- and long-term recovery efforts.

The Kennesaw State all-hazard EOP is considered a management tool, in that it provides an overall organization and general procedures for the management of information, activities, and operations during an emergency. The planning is based on the Department of Homeland Security’s National Incident Management System (NIMS), the Federal Emergency Management Agency’s Comprehensive Preparedness Guide (CPG) 101, and the Guide for Developing High-Quality Emergency Operations Plans for Institutions of Higher Education, a joint venture between the Departments of Education, Justice, and Homeland Security. These planning foundations allow for the application of proven best practices in emergency management and align Kennesaw State University with the planning initiatives of both contiguous agencies and other institutes of higher education nationwide.

Kennesaw State University makes many assumptions when developing an operational approach to emergency situations in the Emergency Operations Plan. These general assumptions are:

*Emergencies can occur at any time*

Emergencies can occur during, after, or before normal business hours. As such, emergency planning must take all times of day into consideration.

*Most incidents are handled locally and outside resources could be delayed*

Almost all incidents are handled locally. KSU Police will almost always be the first responder on scene to any kind of emergency. It is important that they immediately establish the Seven Critical Tasks in Response:

1. Assess the Situation and Establish Communications & Control
2. Identify the “Hot Zone” (danger zone)
3. Establish Inner Perimeter
4. Establish Outer Perimeter
5. Establish Incident Command Post (call into Communication Center)
6. Establish Staging Area (possibly press staging area)
7. Identify and Request Additional Resources
However, some incident may require assistance from outside resources, including those of city, county, state, or federal government entities, and private or non-governmental entities. However, if KSU is not the only area affected by the incident, those resources may be delayed due to other priorities. Therefore, KSU will anticipate delays in outside assistance for up to 72 hours.

*Plans must be flexible*

The events of an emergency cannot be fully anticipated. Therefore, it is necessary for all emergency plans to be flexible and adaptable for the situation as it unfolds.

*Operational response must consider sustainability issues*

Some emergencies may require long, protracted responses that could exceed 24 hours. As a result, shifts may be assigned to essential personnel for the duration of the response. Emergency response activities may also necessitate cancellation of leave and/or holidays to complete critically required work.

*Communication links will likely fail or be disrupted*

Due to the large nature of natural and manmade emergencies, it is likely that communication systems will be interrupted for an unknown duration due to infrastructure damage both on and off campus. Prior Wireless Priority Service (WPS) agreements with cellular companies should be discussed to provide secure and usable operating channels during an emergency.

*Declaration of a Campus State of Emergency*

The decision to declare a Campus State of Emergency falls solely to the President of Kennesaw State University or their designee.

*All media inquiries are to be directed to the Public Information Officer*

To ensure a coordinated and consistent message from the University community, all media inquiries are to be directed to the Public Information Officer (PIO) for the event. If the incident involves assistance from outside agencies, all public information releases should be coordinated between the responding entities.
Plan Activation

The Kennesaw State Emergency Action Plan can be implemented by the Vice President of Operations, the Chief of Police, the Director of Emergency Management, or their designees.

For planning purposes, Kennesaw State University has identified three levels of potential campus emergencies. These levels are identified below:

- **Level I:** A minor, localized incident that can be handled using University resources and limited outside assistance. These incidents cause little to no disruption of services and do not require the activation of the Emergency Notification System or Emergency Operations Center. Limited activation of the Emergency Operations Plan may be required. Examples include:
  - Small, localized chemical spills
  - Small, localized fires
  - Localized utility issues
  - Minor medical emergencies

- **Level II:** A major incident, emergency, or potential threat that affects a large proportion of the campus community. These incidents may require additional assistance from external organizations and could potentially lead to casualties, property damage, or environmental damage if not properly mitigated. These events would require the activation of the Emergency Notification System, Emergency Operations Plan, and, potentially, the Emergency Operations Center. Incident Command protocols identified in this plan would be implemented during this level of emergency. Examples include:
  - Large structure fire
  - Widespread utility failure
  - Structural collapse
  - Significant hazardous materials release
  - Severe weather warnings
  - Multi-fatality incidents

- **Level III:** A major disaster event impacting the entire campus, or campuses, and the surrounding areas. These events would require additional assistance from external organizations and likely include casualties, damage to property, and environmental damage. These events are wide-ranging, complex, and require multi-agency coordination efforts. The Emergency Operations Plan, Emergency Notification System, and Emergency Operations Center would all be activated as part of this type of event. Incident Command protocols identified in this plan would be implemented during this level of emergency. Examples include:
  - Active shooter situations
  - Severe weather events with significant damage
  - Large-scale hazardous materials release
During Level II or Level III events, the Vice President of Operations would be directly notified and kept abreast of the situation by the Chief of Police, Director of Emergency Management, or their designee. It is the responsibility of the Vice President of Operations to gather needed information during this notification and advise the President of the University and the rest of the Executive Cabinet.

Normally, only the President of Kennesaw State University can declare a Campus State of Emergency. In cases where the President is not available or is incapacitated, the Order of Succession is followed for Campus State of Emergency declarations. The Order of Succession can be found in the Authority Section of this Plan.

**Division of Operational Responsibility**

Kennesaw State University has adopted the Emergency Support Function (ESF) model. This model is part of the Federal Emergency Management Agency’s National Response Framework. This model has also been adopted by both the Georgia Emergency Management Agency and the Cobb County Emergency Management Agency, two agencies who would be direct supporters of the Kennesaw State emergency management mission during a disaster situation. Due to the differences in both mission and structure between a state or local EMA and Kennesaw State, adjustments were made to the National ESFs. Two ESFs (#16 Academics and Research; #17 Athletics) were added to the 15 ESFs found in the National Response Framework to accommodate the unique needs of the University setting while maintaining the structure and integrity of the Emergency Management System.

During an emergency, the ESF Coordinators, which are representatives of each ESF with decision-making authority, will meet in the Emergency Operations Center or via conference call to coordinate emergency response activities. Decisions regarding the incident will be made by using the Unified Command model of the National Incident Management System. Unified Command is discussed further in Appendix B. *Any department or ESF representative (or their designee) not participating in the Unified Command structure will relinquish their decision-making authority to the Unified Command and their department or ESF will adhere to the decisions made by Unified Command.* This avoids duplication of effort and provides greater efficiency and flexibility in regard to resource allocation.

The ESF Coordinators, along with key representation from other campus organizations, compose the Kennesaw State University Crisis Management Team. This Crisis Management Team will meet periodically to review emergency protocols and procedures, assist in the planning of exercises, and provide additional guidance for the emergency management program at Kennesaw State University. This team will be notified of any Level II or III event on campus that is in need of a whole-campus response and will assist in the decision-making process for protracted response and recovery operations.
The Director of Emergency Management will notify the Chief of Police, who will notify the Associate Vice President for Operations, who may decide to convene a meeting with the Crisis Management Team (CMT) of the situation and request that the CMT be alerted to prepare for coordination of the University’s response. The AVP of Operations will Chair the CMT, and the staff member with associated responsibilities with the incident will serve as the Vice Chair. Likely CMT Members will include representatives from:

1. Operations (Chair)
2. Student Affairs
3. Emergency Management
4. Public Safety
5. Environmental Health and Safety
6. Strategic Communications and Marketing

Other members may include:

7. Facility Operations
8. Residence Life
9. Health Services
10. University Information Technology Services

The CMT participants may vary for different incidents. For example, the Health Services Director would be added to an infectious disease disaster and pandemic response.

It must also be understood that University executives will be involved in strategic, and at times, operational decisions. The Vice President of Operations will serves as the senior university executive for incidents that occur on campus.
ESF Responsibilities

ESF #1 – Transportation

ESF 1 is tasked with coordinating transportation assets to support emergency operations. This includes: mass transportation of student, faculty, staff, and visitors during an emergency(evacuation and the transportation of emergency personnel, equipment, and supplies as dictated by emergency operations.

- LAZ Parking
- Department of Public Safety and University Police

ESF #2 – Communications and Information Technology

ESF 2 is tasked with providing coordination of local actions to be taken to assure the provision of required communications and information technology support to emergency operations. This ESF will establish procedures to provide information and guidance concerning acquisition and deployment of communication and information technology equipment, personnel, and resources to support disaster response and recovery operations, notifications, and public information considerations.

- UITS
- Department of Public Safety and University Police
- Office of Emergency Management
- Diversified Electronics (Motorola)
- Verizon Wireless
- AT&T

ESF #3 – Public Works/Engineering

ESF 3 provides coordination of engineering, public works activities, roads, and infrastructure. This includes emergency construction, demolition, repair, operation and management of water, sanitary sewer/storm drains and roadways, the inspection of facilities for structural condition and safety, and the coordination of heavy equipment resources to support emergency operations.

- Plant Operations
- Facilities
- Environmental Health and Safety

ESF #4 – Fire Safety and Operations

ESF 4 supports fire suppression and control, emergency medical care, and immediate life safety services.

- Cobb County Fire Services
- Marietta Fire Department
ESF #5 – Emergency Management

ESF 5 involves directing and coordinating of all four phases of emergency management: mitigation, preparedness, response, and recovery. This includes compiling, analyzing, and coordinating the overall information and planning activities in the KSU EOC in support of disaster response and recovery operations.

- Office of Emergency Management
- Department of Public Safety and University Police
- Cobb County Emergency Management Agency
- Georgia Emergency Management Agency

ESF #6 – Mass Care/Housing/Human Assistance

ESF 6 is tasked with coordinating activities involved in emergency sheltering, feeding, and first aid at mass care facilities and/or designated site, and family reunification.

- KSU Housing
- Residence Life
- Student Recreation
- Wellstar Student Health Services
- Culinary and Hospitality Services/Sodexo
- Wellstar School of Nursing
- American Red Cross

ESF #7 – Logistics, Resource Support, and Finance

ESF 7 encompasses purchasing/procurement activities supporting response agencies while working in an emergency or disaster. Resource support also includes the provision of personnel, equipment or facilities support to support the emergency management system. This ESF addresses the necessity to evaluate, locate, procure, and provide essential materials and resources.

- Central Receiving and Distribution
- Procurement
- Human Resources
- Information Technology
- Office of Emergency Management
ESF #8 – Public Health and Medical

ESF 8 consists of health and medical services and resources. This includes Medical Care (EMS, pharmaceutical, medical personnel and facilities), Epidemiology (personnel and supplies essential to prevent communicable diseases, develop and monitor health information, and disease vector and epidemic control and investigation), and Environmental Health (staff and supplies to prevent communicable disease and contamination of food and water supplies, develop and monitor health information, inspection and control of sanitation measure, inspection of individual water supplies, facility and shelter inspections).

- Cobb-Douglas Public Health
- Metro Ambulance
- Wellstar School of Nursing
- Wellstar Student Health Services
- Office of Emergency Management
- Environmental Health and Safety

ESF #9 – Search and Rescue

ESF 9 is tasked with searching for and locating victims of natural and/or manmade disasters and the emergency rescue of those victims. These include air, ground, and water searches for lost or missing persons and rescue of endangered, sick, or injured people.

- Cobb County Fire Services
- Georgia Search and Rescue (GSAR) Team
- Office of Emergency Management
- Department of Public Safety and University Police

ESF #10 – Hazardous Materials

ESF 10 includes substances (Chemical, Biological, Radiological, Nuclear, and Explosives or CBRNE) that pose an immediate threat to life and safety. This includes releases from fixed facilities, roadways, or railways.

- Cobb County Fire Services
- Environmental Health and Safety
- Office of Emergency Management

ESF #11 – Agriculture/Natural Resources

ESF 11 is tasked with identifying, procuring, and distributing food, bottled beverages, and supplies; supporting the provision for sanitary food storage, distribution, and preparation during emergency operations; addresses provisions for nutrition assistance, control/eradication of contagious or economically devastating animal disease, infective exotic plant disease, or pest
infestations; protection of natural or cultural resources and historic properties prior to, during, or after an incident.

- Culinary and Hospitality Services
- Sodexo
- Georgia Department of Agriculture

**ESF #12 – Utilities**

ESF 12 is tasked with coordinating of emergency power to support emergency response and recovery operations and to normalize campus functions. This includes addressing power services, natural gas sources, and arranging for temporary sources of electrical power. This function is also responsible for fuel and distribution of emergency generators.

- Plant Operations
- Cobb EMC
- Georgia Power
- Marietta Power
- Marietta Water
- Atlanta Gas Light
- Gas South

**ESF #13 – Public Safety/Security**

ESF 13 includes enforcement of laws, traffic control, investigation of crimes and other public safety activities, such as security, victim recovery and investigation, and deceased identification.

- Department of Public Safety and University Police
- Marietta Police
- Georgia State Patrol
- Cobb County Police
- Cobb County Medical Examiner
- Office of Emergency Management

**ESF #14 – Long Term Recovery**

ESF 14 includes debris removal, repair or replacement of damaged facilities, protective measures for public health, and property improvement. This includes mitigation, which is an ongoing process including development of plans and projects that will reduce or eliminate hazard exposure, thereby reducing potential damages to life and property.

- Risk Management
- Office of Emergency Management
- Plant Operations and Facilities
- Auxiliary Services
Continuity of Operations Plan
Hazard Mitigation Plan

ESF #15 – External Affairs

ESF 15 includes direction, policies, responsibilities, and procedures for disseminating timely, accurate, and easily understood information to the public before, during, and after a disaster or emergency situation. A primary goal is to be ready to respond to all requests from media and the public for life-saving information and instructions. This will include providing accurate, coordinated, and timely information to affected audiences, including media, government, and the private sector.

- Strategic Communications and Marketing
- Department of Public Safety and University Police
- Office of Emergency Management

ESF #16 – Research and Academics

ESF 16 includes direction, policies, and responsibilities for maintaining research initiatives and academics during emergency situations. This ESF will attempt to maintain campus academic normalcy to the greatest extent possible immediately following a disaster, particularly in regards to academic research requiring specialized care and/or attention. In conjunction with ESF #14, this ESF will focus on resuming normal operations as part of the campus recovery.

- Academic Affairs
- Office of Research
- Academic Departments

ESF #17 – Athletics

ESF 17 includes direction, policies, and responsibilities regarding athletic issues. This ESF will work to assist with the use of Athletic facilities for emergency functions, the reorganization of athletic plans and timelines, student athlete volunteer efforts and the continued operation of the athletic programs during disaster situations.

- Department of Athletics

** Each Emergency Support Function should have an ESF Coordinator who holds decision-making authority **
Kennesaw State University Emergency Operations Plan

Emergency Notification System

Kennesaw State University takes a layered approach to the emergency notification of its population before, during, and after an emergency. This layered approach allows KSU to saturate the campus audience and consists of the following products:

- Warning Sirens
- Mass Notification System
- KSU Inform
- KSU Campus Advisory webpage
- Social Media
- KSU Emergency Desktop Alert Notification

All of these systems can be activated by the Office of Emergency Management in accordance with Emergency Notification Standard Operating Procedures (SOPs), located in Appendix N. Below is a description of each notification product.

Warning Sirens

Kennesaw State University has six (6) sirens to notify the campus community of an immediate threat: three (3) on the Kennesaw Campus, one (1) at KSU Center, and two (2) at the Sports Park/Stadium area. These sirens can be activated by a variety of means by the Department of Public Safety and Office of Emergency Management. Cobb County EMA has one siren serving the Kennesaw Campus and two sirens serving Marietta Campus and all three are activated by Cobb County EMA. The warning sirens operated by Kennesaw State are omnidirectional sirens that have a prerecorded message to indicate the type of emergency situation that is occurring on campus. The siren warning system is only used for situations that require the KSU community to take shelter indoors immediately from an imminent threat. This system is tested on the first Wednesday of every month. The warning siren system is intended to be used for only the following situations:

- Active Shooter/Violent Incident on campus
- Hazardous Materials Release
- Tornado Warning

Cobb County operated sirens will only be activated for a Tornado Warning.

Mass Notification System

The Mass Notification system is designed to send rapid emails, text messages, and/or phone message announcements to all faculty, staff, and students. Unlike many other universities nationwide, the system at Kennesaw State is an “opt out” system. This means that faculty, staff, and student data is automatically uploaded into the system and does not require the receiver to register for the system. The system has the ability to send text, email, and voice calls as well as
push information out to social media outlets. Currently, Kennesaw State deploys Rave Alert as its mass notification system. This system is tested annually.

**KSU Inform**

The KSU Inform is a system for the campus-wide delivery of announcements and notifications to faculty and staff via email. The Inform produces a daily digest and can also be used to send immediate, urgent messages to be pushed out immediately.

**KSU Campus Advisory Page**

The Campus Advisory page can be used for emergency or non-emergency messages and is linked directly to the front page of the Kennesaw State website. This page can be accessed at [www.kennesaw.edu/advisories](http://www.kennesaw.edu/advisories). This advisory is also populated on the main KSU webpage.

**Social Media**

Kennesaw State University Department of Public Safety and University Police maintains a Facebook™ page ([www.facebook.com/KSU.police1](http://www.facebook.com/KSU.police1)) and the Office of Emergency Management maintains a Twitter™ (@KSU_Safety) account. These social media accounts are maintained to provide daily valuable information to the Kennesaw State community. This includes weather updates, preparedness tips, and event announcements. The social media platforms are also used during emergency situations as a means of notification. Emergency notifications through social media would also be pushed to the main Kennesaw State Facebook page and Twitter feeds.

**KSU Emergency Desktop Alert Notification System**

When activated, an emergency notification message window will pop-up and be displayed on all computer monitors campus wide. This message will remain on all computer screens until cancelled by the original sender. The system also populates the scrolling marquee and digital signage across campus and is tested on the first Wednesday of every month.

**Executive Notifications**

During Emergency situations requiring the activation of the Emergency Notification System of Kennesaw State University, the Vice President of Operations will be directly notified by the Chief of Police, Director of Emergency Management, or their designee. It will be the responsibility of the Vice President of Operations to provide additional notification to the President of the University and other Executive Cabinet members, as needed.
**Drills and Exercises**

To maintain operational readiness, Kennesaw State University conducts and participates in drills and exercises. The Office of Emergency Management uses exercises to validate and update plans, while serving as an excellent means to train personnel. Fire drills are conducted each semester in student housing, in accordance with state and federal codes and regulations. All buildings and departments are encouraged to conduct localized drills, such as a severe weather drill. The Office of Emergency Management is available to assist in the planning and execution of such drills.

Beyond the scope of localized drills, many Kennesaw State departments, such as the Department of Public Safety and University Police and the Office of Emergency Management, regularly participate in tabletop and emergency exercises on and off campus in conjunction with community partners. Kennesaw State typically conducts a full-scale live simulation every two years to assess response capabilities and to test the applicability of the Emergency Operation Plan. During the design of these drills, KSU reaches out to community partners for assistance and best practices. KSU also recruits volunteers from both community partners and the campus community to serve as victims and role players during the exercise. KSU also designs and conducts table top exercises and functional exercises on a smaller scale, such as with the Executive Cabinet, building clusters, or colleges on campus to test policies procedures, plans, and response actions of specific groups.

Emergency Notification Drills are conducted throughout the year to ensure emergency information can be disseminated in a timely matter to all KSU students, faculty, and staff. The Emergency Desktop Alert System, Siren System, and Crisis Coordinator radio system are tested on the first Wednesday of each month. The Mass Notification (Rave Alert) System is tested once a year in the summer.

Kennesaw State conducts After Action Reviews (AARs) of all exercises and actual events to determine best practices, areas of strength, and areas of corrective action for future events.
Mutual Aid Agreements

Kennesaw State University has mutual aid agreements with the following agencies and departments:

- Cobb-Douglas Public Health
- Cobb County Police
- Cobb County Fire Services
- Cobb County Emergency Management

Emergency Evacuation Plan

Situations may arise that necessitate an evacuation of a building for the safety of that building’s occupants. Emergencies that could lead to an evacuation include fire, hazardous material spills inside the building, utility failure, and bomb threat. When any of these situations occur or any other situation leads to an evacuation order, each person should follow the following guidelines:

1. Remain calm
2. Leave your work area/classroom immediately and proceed to the nearest exit and leave the building
3. Do NOT use elevators. Use the stairs and proceed down the stairs on the right hand side
4. If it is safe to do so, assist anyone who is physically impaired. If he/she is unable to exit the building without using the elevator, assist that person to a safe area in or near a stairwell and immediately notify first responders (such as KSU Police or the fire department) of the person’s location.
5. Proceed to an area at least 300 feet away from the building and keep roads and walkways clear for emergency vehicle access
6. Do not re-enter the building
7. Follow the directions of the crisis coordinators and public safety personnel

After an evacuation, individuals in leadership positions should account for students, faculty, staff, and visitors who were under their supervision at the time of the evacuation. If anyone is unaccounted for, notify public safety personnel or a crisis coordinator. If you know the person’s last known location, provide that information as well.

In the unlikely event of a campus wide evacuation, people will be provided additional instructions through Rave alerts and social medial. Depending on the nature of the threat, and possible location of the threat, campus personnel will likely be instructed to “walk off campus.” This assumes that there are no inherent dangers moving persons in those directions.
Provisions for Specific Situations

Fire

If the evacuation is the result of a fire and you are the first one to recognize the situation, pull the fire alarm pull station, evacuate the building, and call the Department of Public Safety and University Police at 470-578-6666.

As you exit the building, close doors behind you.

Take personal belongings with you that can be gathered and carried quickly.

Bomb Threat

Time permitting, take personal belongings.

Leave the area just as it is. This includes lights and doors.

Turn off your cellphone and/or radio before exiting the building.

Proceed to an area 1000 feet from the building.

Hazardous Materials Incident

Evacuees should proceed uphill and upwind of the evacuated area.

Anyone with a known exposure should be isolated and emergency response personnel should be notified of the exposure.

Assisting People with Disabilities

Visually Impaired

1. Explain the nature of the emergency
2. Offer your arm for guidance and lead the person to the nearest safe exit
3. Provide further assistance as necessary

Hearing Impaired

1. Gain the person’s attention with light signals or hand gestures to provide directions
2. Explain the nature of the emergency by facing the person and speaking slowly and clearly, through writing, or by using American Sign Language, or hand gestures
3. Guide the person to the nearest safe exit
4. Provide further assistance as necessary

Mobility Impaired

1. Never transport a person down the stairs in a wheelchair
2. Assist the person to the nearest safe exit or stairwell
3. If the person cannot be fully evacuated from the location, notify public safety personnel
4. Remain with the person only if it is safe to do so
**Shelter-In Plan**

Many emergency situations will require students, faculty, staff, and visitors to take shelter within the buildings they are currently occupying. Some of these situations include violent incidents, severe weather, and hazardous material releases outside the building. Response to acts of violence will be covered extensively in the next section, so this plan is focused on non-violent incidents.

Here are a few general guidelines for hazardous, non-violent events requiring shelter-in response:

1. **Remain calm**
2. **Proceed to an interior area of your building, away from windows and doors**
3. **Take direction for the Crisis Coordinators and emergency response personnel as to the best place to shelter in your building**
4. **If it is safe to do so, assist anyone who is physically impaired**
5. **Remain in your shelter location until the all clear is given or you are advised to move by emergency response personnel**

**Provisions for Specific Situations**

**Hazardous Materials**

If possible, shut off the HVAC system to prevent outside air from being drawn into the ventilation system

If possible, use plastic sheeting to seal off windows and doors from outside air

If anyone has been exposed, they should be isolated and emergency response personnel should be notified immediately

If possible, protect any storm drains or other water structures near the hazardous material to prevent the material from entering any waterways

**Severe Weather**

Shelter locations should be away from glass, exterior walls, high roofs, and wide-span roofs

Monitor weather outlets via smartphone, computer, or television if available in the shelter-in location
Assisting People with Disabilities

Visually Impaired

1. Explain the nature of the emergency
2. Offer your arm for guidance and lead the person to the nearest shelter location
3. Provide further assistance as necessary

Hearing Impaired

1. Gain the person’s attention with light signals or hand gestures to provide directions
2. Explain the nature of the emergency by facing the person and speaking slowly and clearly, through writing, or by using American Sign Language
3. Guide the person to the nearest shelter location
4. Provide further assistance as necessary

Mobility Impaired

1. Never transport a person down the stairs in a wheelchair
2. Assist the person to the nearest shelter location
3. If the person cannot be fully evacuated from the location, notify public safety personnel
4. Remain with the person only if it is safe to do so
Acts of Violence Plan

Acts of violence on campus pose a direct and devastating threat to the Kennesaw State University community. These incidents can happen anywhere and without warning. They are unpredictable and evolve quickly. Any action taken during this type of incident must be performed quickly and decisively.

In general, an individual has three response options when faced with an active shooter or other type of violence. Here are those three options:

1. Evacuate
   a. Remain calm
   b. If you decide to evacuate, have a route in mind
   c. Do not wait for others to decide whether or not to evacuate
   d. Leave belongings behind
   e. Help others, if possible
   f. Notify others who may be attempting to enter the area you are evacuating
   g. Follow the directions of any emergency responders you encounter
   h. Notify the Department of Public Safety and University Police at 470-578-6666 or extension 6666, if possible

2. Hide
   a. Remain calm
   b. If you choose to hide, find a location that offers both cover (strong, sturdy walls and doors) and concealment (out of sight)
   c. Lock the door, if possible, and barricade the door if it opens inward
   d. Silence cellphones or other noise-making devices
   e. Remain quiet
   f. Notify the Department of Public Safety and University Police at 470-578-6666 or extension 6666 if it can be done quietly

3. Take Action
   a. Only as a last resort and only when your life is in imminent danger, you can choose to try and disrupt or incapacitate the shooter
Appendix A

Hazard-Response Annexes

Acts of Violence

Kennesaw State University is committed to the protection of its students, staff, and faculty against acts of violence. Acts of violence could include, but are not limited to, active shooter situations, hostage situations, work place violence, and terrorism. Such acts of violence have occurred on multiple campuses and multiple types of campuses across the nation. These incidents have happened with little or no warning on campus or in close proximity to campus. Violent situations are oftentimes dynamic and evolve rapidly, demanding immediate notification of first responders and quick responses to protect the innocent.

Active Shooter

An active shooter is an armed subject that is actively engaged in shooting and killing or attempting to kill in populated areas with no pattern or method to target selection. Active shooter situations are highly fluid and dangerous. Oftentimes, it takes law enforcement intervention before the situation comes to an end.

It is important to understand the following:

- No “profile” exists for a school shooter
- School shooter situations are rarely impulsive acts
- Usually, these type of events are well planned and thought out
- Oftentimes, other students have been aware prior to a school shooting but failed to notify anyone
- The most common goal of a school shooter is retribution
- In many cases, other students were involved in the attack in some capacity

If anyone believes that a threat exists on campus, immediately contact the Kennesaw State Department of Public Safety and University Police at 470-578-6666 or extension 6666. If you have concern about a student or faculty member, you can access the Red Flag reporting system at http://www.kennesaw.edu/brt/.

In the event of an active shooter situation, the following protocols will be implemented:

1. The Office of Emergency Management will initiate the mass notification procedure for an active shooter situation, which includes:
   a. Rave Alert mass notification system, including text, email and phone calls
   b. Early Warning Sirens
   c. Crisis Coordinator radio communication
   d. Kennesaw State Emergency Desktop Alert System
   e. Direct notification of the Vice President of Operations
2. The Department of Public Safety and University Police will respond to the incident and activate mutual aid from surrounding jurisdictions and agencies, as needed

For individuals on campus, follow these procedures:

1. Remain as calm as possible
2. Determine your course of action. The best way to survive an active shooter incident is to not be where the shooter is and to not go where he or she can see you. You have two choices:
   a. Secure-in-Place
      i. Go to the nearest room or office
      ii. Close, lock, and barricade the door with any heavy furniture possible
      iii. Cover windows, if possible
      iv. Turn out the lights, if possible
      v. Silence all noise producing sources, including your cell phones
      vi. If you can provide any valuable information to the responding units, such as the whereabouts of the shooter, call 470-578-6666 or extension 6666
   b. Evacuate
      i. Exit the building immediately, if it is safe to do so
      ii. Move quickly to a safe location away from the shooter
      iii. Leave belongings behind that will slow you down
      iv. When you see police vehicles, move toward them when it is safe to do so with your hands on your head and presenting no threat to them
      v. Follow the directions of any emergency responders you encounter
3. If you are in a room with others, spread out in the room, keep quiet, and determine a plan of attack if the shooter enters your room
4. If you are faced with the shooter, you have a choice to make and only you can make the choice. You can stay still and hope they don’t shoot you, run for an exit while zigzagging, or even attack the shooter. This is very dangerous. A moving target is much harder to hit than a stationary one and the last thing the shooter will expect is to be attacked by an unarmed person. Any option you choose may still result in a negative response.
5. If someone near you has a life-threatening injury, and it is possible for you to safely provide first aid, do so up to but not exceeding your level of training

**Hostage Situation**

A hostage situation involves a person or persons taking control over another person or group of people, demanding some type of action, and not allowing the person or group of people to leave. In hostage situations, the hostage taker or takers are not actively shooting or injuring people. They are, instead, holding people against their will. Each hostage situation is different depending on the specific circumstances of the encounter.

For a hostage situation, follow these procedures:
1. Try to remain calm
2. It is recommended that you follow the directions of the hostage taker(s)
3. Remain alert
4. Keep a low-key, non-provocative posture towards the hostage taker(s)
5. Personalize/humanize yourself
6. Say as little as possible, if questioned
7. Be determined to survive the situation

Any other survival techniques are situation-dependent and must be applied carefully and at your own discretion.

All negotiation operations will be handled by the Kennesaw State Department of Public Safety and University Police and any outside agency they defer to for assistance.

**Work Place Violence**

Work place violence is defined as any physical assault, threatening behavior, or verbal abuse occurring in the workplace setting, which includes the campus and immediate surrounding area. Workplace violence should be reported promptly to the appropriate authorities. Faculty, staff, and students are encouraged to report any behavior that they reasonably believe poses a potential workplace violence threat as described above. It is important for all members of the Kennesaw State University community to take the responsibility to report such behavior seriously to maintain a safe and secure working and learning environment.

Anyone experiencing or witnessing anyone in imminent danger or actual violence involving weapons or personnel injury should immediately contact the Department of Public Safety and University Police at 470-578-6666 or extension 6666. This includes, but is not limited to: physical assault and/or threat; stalking or continuous harassment that causes fear, worry, or intimidation; actions intended to disrupt or sabotage operations; and indirect threats, such as “I know where you live.”

If there is a threat without the accompanied apparent ability to carry out the threat, notify the Department of Public Safety and University Police and your supervisor.

**Terrorism**

The Federal Bureau of Investigation (FBI) defines terrorism as a violent act or acts dangerous to human life that violate federal or state law, appear to be intended to intimidate or coerce a civilian population, affect the conduct of a government by mass destruction, assassination or kidnapping, and is calculated to influence or affect the conduct of government by intimidation or retaliate against government conduct. Terrorism is usually referenced as being premeditated and politically motivated.

Terrorist acts are, by their very nature, designed and carried out with the intention of inflicting mass casualties and extensive property damage. When an act of terrorism occurs on a college
campus, it will likely be necessary to implement multiple parts of the emergency management system and summon additional resources to respond to the incident.

Due to the unknown nature of implementation of a terrorist event, the appropriate response protocol for the incident, such as hazardous material release, bomb detonation, or active shooter, should be implemented and followed.

To help ensure the safety of the campus community, Kennesaw State University encourages all faculty, staff, students, and visitors to implement the Department of Homeland Security’s “see something, say something” approach to identifying potential terroristic threats. If anyone sees anything that is out of the ordinary, they are encouraged to report it to the Department of Public Safety and University Police at 470-578-6666 or extension 6666.
Psychological Crisis

A Psychological Crisis exists when an individual is threatening to harm himself/herself or another person, or is out of touch with reality, exhibiting uncontrollable behavior or hallucinations. Persons in this condition may also exhibit radical changes in their demeanor with little or no warning.

For the safety and well-being of the individual, it is recommended that transportation to a medical facility be conducted under the supervision of emergency medical personnel and with the aid of the Kennesaw State Department of Public Safety and University Police, if necessary. This is largely because emergency medical personnel are trained in handling and transporting persons undergoing psychological distress.

Kennesaw State University has established a Behavior Response Team at both campuses to assist in identifying and providing assistance to those who exhibit distressing behavior.

If you observe a person undergoing psychological distress, notify the Department of Public Safety and University Police immediately at 470-578-6666 or extension 6666. Be prepared to provide the following information:

1. Your name and the name of the person suffering distress, if known
2. Location
3. Observed behaviors or symptoms

Do not confront or attempt to detain the individual as this may exacerbate the situation. If you are unsure whether the person poses an immediate threat to yourself or others use extreme caution. Your protection and the protection of those around you are the first priority.

See Annex G for Crisis Counseling Plan.
Bomb Threat/Suspicious Package

Every bomb threat is unique and should be handled in accordance with the needs of the facility. Bomb threats should be treated with the utmost concern. Threats can be received by phone, in any written form (note, email, graffiti, etc.), in person, or by discovering a suspicious package. Any person receiving a bomb threat by phone should remain calm and obtain as much information as possible from the caller. The KSU Department of Public Safety and University Police should be contacted immediately and will initiate appropriate responses. Each threat or discovered suspicious package should be considered individually as every situation is different and requires different responses from both public safety authorities and the KSU campus community. Each threat will be properly analyzed to determine the best course of action for the particular situation.

Bomb Threat Received

If you receive a bomb threat via telephone, follow these procedures:

1. If your phone is equipped with caller ID, write down the caller’s number
2. Listen closely to the caller and use the bomb threat checklist in Appendix G to take notes regarding the threat
3. As soon as possible, contact or have someone else contact the Department of Public Safety and University Police at 470-578-6666 or extension 6666 to notify them of the threat
4. Provide the communications officers with as much information as possible, including the following:
   a. Information about the caller’s voice
   b. All information provided by the caller, including the location of the device, the detonation method, when the device will detonate, why the device was placed on campus, etc.
   c. Name and address of caller, if known
   d. Possible gender and/or age of the caller
   e. Number the threat was received on
   f. Length of the call
   g. Identifying background noises
5. Decisions regarding searches for potential explosive devices or evacuations will be made by the Department of Public Safety and University Police in conjunction with the building administrators.
Suspicious Package

A suspicious package or device discovered on campus poses a direct, immediate threat to the life safety of the campus population. However, packages may be delivered through normal means and may not immediately seem suspicious. Before opening any packages, carefully examine the item for anything unusual. Any of the following characteristics could indicate a suspicious package:

- Powder or liquid being emitted by the package
- Oily stains or discolorations
- Excessive tape or strings
- Strange odors
- Misspelled words
- Unusually lopsided or uneven packages
- Excessive postage
- No return address

If a suspicious package or device is located, follow these procedures:

1. Do not move, jar, or touch the package
2. Notify the Department of Public Safety and University Police immediately at 470-578-6666 or extension 6666 and be prepared to provide the following information:
   a. What makes the package suspicious?
   b. Are there any liquids leaking from the package?
   c. Are there any oily stains on the package?
   d. Are there any odors coming from the package?
   e. Are there any wires protruding from the package?
   f. How long has the package been there?
3. Alert others in your area and begin an evacuation of the building
4. Do not use cell phones or radios near the suspicious package or device
5. Notify the crisis coordinator in your building to assist with the evacuation
6. Attempt to prevent others from entering the area near the suspicious package or device, if possible
7. Proceed to an evacuation area at least 1000 feet from the center of the building
8. Any further decisions regarding the package will be made by the Department of Public Safety and University Police in conjunction with any additional emergency response agencies
Evacuation

Evacuation decisions will be made by the Department of Public Safety and University Police, building administrators and other involved emergency response agencies. If the decision is made to evacuate the building, follow these procedures:

1. Check your work area for any unfamiliar items as you evacuate. *Do not touch anything suspicious, but report it to emergency responders.*
2. Turn off your cell phone and/or radio
3. Take personal belongings with you
4. Leave doors and windows as they are, leave light switches as they are
5. Do not use the elevators
6. Proceed to an area 1000 feet from the center of the affected building
7. Attempt to stay with your office/department staff for improved accountability
8. Other buildings may need to be evacuated

Explosion/Detonation

If an explosion or detonation of an explosive device occurs, follow these procedures:

1. Immediately evacuate the area
2. Help others evacuate, as needed
3. Notify the Department of Public Safety and University Police at 470-578-6666 or extension 6666 as soon as possible and advise them of the situation
4. Move to a safe location, preferably away from potential travel routes of emergency response vehicles
5. Avoid using a cell phone or radio
6. Assist any injured persons up to, but do not exceed, your level of training
7. Follow any directions provided by emergency responders

Suspicious Substances and Letters

Anyone exposed to a suspicious substance should call KSU Police. Never remove the substance from the area where discovered, and do not expose others. *First responders will provide guidance.* All suspicious substances and unknown powders should be screened for explosive hazards. The threat posed by reports of suspicious letters, and unknown substances ranges from none to credible, and no set of guidelines can cover every possible variation. Even if a credible biological threat does not exist, there may be threat posed by other radiological, chemical and/or nuclear materials. These incidents must be coordinated on a case-by-case basis with the FBI WMD Coordinator. If the threat is deemed credible, the following should be notified:

1. KSU Police
2. Cobb Fire
3. FBI
4. District Public Health
5. Cobb County Emergency Management
6. State Public Health Office
Civil Disturbance/Protest

Statement on Free Speech and Assembly: Freedom of thought, inquiry, speech, and lawful assembly are fundamental rights of all persons. These rights include the freedom to express opinions; to hear, express, and debate various views, no matter how unpopular; and to voice criticism. Free speech is uniquely important to the University setting as it brings about a free interchange of ideas integral to the University’s fundamental mission of teaching, research, and public service. However, civil disobedience is not protected speech under the Constitution. The Constitution does not guarantee any right to engage in civil disobedience – which, by its very definition, involves the violation of laws or regulations – without incurring consequences. Civil disobedience may have a negative effect on the protected interests of others and may interfere with University business or threaten public safety or University assets, in ways that may require the University to act to protect those other interests.

Kennesaw State University has an identified Free Speech Area located just off the Campus Green between the Carmichael Student Center and the Burruss Building.

Civil disturbances or protests can be disruptive, peaceful and non-obstructive, or violent situations. This section will focus on disruptive or peaceful/non-obstructive incidents. For violent civil disturbances, please refer to the acts of violence section of this annex.

Most campus demonstrations, such as marches, meetings, picketing, and rallies, are peaceful and non-obstructive situations. Generally, these types of demonstrations should not be interrupted and the demonstrators should not be obstructed or provoked and normal Kennesaw State business operations should continue. If one of the following situations exist, then it may be necessary to disrupt the demonstration:

- Interference with normal operations of the University
- Blocking of access to offices, buildings, or other University facilities
- Threat of physical harm to persons or damage to University facilities/property
- Failure to vacate the premises of a closed University facility

If any of the above conditions are met, the Department of Public Safety and University Police should be notified immediately at 470-578-6666, or extension 6666, who will then respond appropriately to the situation.

During a civil disturbance situation, follow these procedures:

1. Avoid the disturbance area, if possible
2. Avoid provoking or obstructing demonstrators
3. If the disturbance is outside, remain indoors and stay away from windows and doors
4. Secure your area(s) by locking all doors and continue normal operations as much as possible
5. Prepare for an evacuation or relocation
6. Any decision regarding an evacuation or relocation will be made by the Department of Public Safety and University Police and building administrators.

7. If a decision to evacuate or relocate is made, log off and shut down all computers to protect files and vital records, and secure all doors as you exit.
Medical Emergencies

A medical emergency is any situation in which a person or persons become ill or injured and require immediate medical attention.

In the event of a medical emergency perform the following actions:

1. Immediately call the Department of Public Safety and University Police at 470-578-6666 or extension 6666 to activate emergency response personnel. Provide the Department of Public Safety and University Police with all available information regarding the patient and situation including the following:
   a. Your name
   b. Nature of the emergency
   c. Location of the ill or injured person
   d. Condition of the ill or injured person
   e. Any existing dangerous conditions
2. If you are comfortable doing so, administer medical assistance up to the level of your training. **Never exceed your level of training in a medical situation.** You may do more harm than good if you exceed your level of training.
3. If possible, obtain the following information from the patient:
   a. Name
   b. Any medical information about their current condition
   c. Allergies
   d. Medications they are currently taking
   e. Any additional information regarding their current situation
4. Do not attempt to move a person who has fallen or appears to be in pain unless absolutely necessary to do so for their safety
5. Help keep the person as comfortable as possible
6. Never transport someone who is ill or injured in your personal or university vehicle
7. If possible, have someone outside the building ready to meet emergency responders and direct them to the correct location
8. If possible, have someone meet the ambulance at the nearest gated parking lot entrance to ensure quick access
9. Remain at the scene after emergency personnel have arrived to provide additional information as needed

During a Medical Emergency, the Department of Public Safety and University Police will serve as the primary conduit of information to the medical responders. The Department of Public Safety will provide the following functions in a medical emergency:

1. Upon receiving information regarding a medical emergency on campus, the Department of Public Safety and University Police Communications Center will notify Cobb County’s designated EMS service to initiate emergency response
2. The Communications Center will notify on duty police personnel, who will respond to the scene of the incident
3. Upon arrival on scene, the responding officer will establish contact with the patient and original reporter of the incident
4. Incident Command will be established by the first responding officer, as necessary
5. The officer(s) on scene will acquire as much information regarding the nature of the incident, signs and symptoms, and other applicable information to relay to emergency medical personnel
6. If possible, an employee of the Department of Public Safety and University Police will ensure access to the appropriate closest parking lot
7. If possible and/or if necessary, an employee of the Department of Public Safety and University Police will provide an escort for the emergency medical personnel to the incident scene
8. If the involved party is a student, the Department of Public Safety and University Police will notify the Dean of Students.
9. If the situation is life threatening, Strategic Communications and Marketing should also be called.
10. Department of Public Safety and University Police personnel will remain with the emergency medical personnel until the patient is transported or released from care on scene
Natural Disasters

**Severe Weather/Tornado**

Severe weather is a continuous, active threat in Georgia. Severe weather can include, but is not limited to: hail, lightning, heavy rain, high winds, and even tornadoes. When preparing for severe weather, it is important to know the difference between a **Watch** and a **Warning**.

**Watch**: Conditions are favorable for the development of the severe weather indicated by the watch. For example, if a flash flood watch is in effect, then conditions are favorable for the development of a flash flooding incident. Preparations for a warning should commence, if they have not already.

**Warning**: A warning is issued when the identified severe weather condition has been indicated on radar, reported by trained weather spotters, or reported by public safety agencies. For example, a tornado warning means a tornado has been spotted or indicated by radar and an immediate response is necessary.

The Kennesaw State University Office of Emergency Management will maintain situational awareness regarding potential weather and brief campus partners accordingly. The National Weather Service in Peachtree City will be the official source of weather information, including forecasts and potential impact analysis.

**Severe Thunderstorm**

A Severe Thunderstorm is a thunderstorm that produces winds of at least 58 mph and/or hail at least 1 inch in diameter. These storms can sometimes produce winds stronger than that of weak tornadoes. Torrential rain and cloud-to-ground lightning are also possible with Severe Thunderstorms.

If a Severe Thunderstorm Warning is issued, the following steps will be taken:

1. The Office of Emergency Management will monitor the conditions to determine if any additional actions are required
2. If possible, individuals should remain indoors until the storm passes
3. Individuals should stay away from large glass windows, if possible
4. Individuals should prepare to take appropriate shelter if conditions dictate

**Tornado**

A Tornado is defined as a rotating column of wind in touch with the ground. Tornadoes are considered nature’s most violent storm and can produce winds in excess of 300 mph. Damage paths from tornadoes have been measured at over one mile in width.

If a Tornado Warning is issued, the following steps will be taken:
1. The Department of Public Safety and Office of Emergency Management will initiate the mass notification procedure for a Tornado Warning, which includes the following activations:
   a. Mass notification text, email, and phone call
   b. Warning Sirens
   c. Crisis Coordinator radios
   d. Kennesaw State Emergency Desktop Alert System
2. All individuals outside when the warning is issued should take cover in the building nearest to them
3. All individuals inside when the warning is issued should remain indoors
4. Individuals should take appropriate shelter on the lowest possible floor in interior rooms away from windows and doors. When determining the best shelter area, consider the following guidelines:
   a. Avoid areas near glass
   b. Avoid areas near exterior walls
   c. Avoid areas with high roofs
   d. Avoid areas with wide-span roofs
   e. Avoid non-structural hazards, such as heavy equipment on shelving
   f. Do not enter elevators during a tornado warning
5. Help direct special needs populations and visitors to safe sheltering areas
6. Take direction from Crisis Coordinators in the building in which you are sheltering
7. Crouch close to the ground, if possible, and cover the back of your head and neck with your hands
8. Remain in your sheltering location until the all-clear is issued from the Department of Public Safety and Office of Emergency Management.

Flooding
Flooding is the temporary inundation of a normally dry area caused by rising water in an existing waterway or by the ponding of water at or near the point where the rain fell. The National Weather Service identifies three types of flooding for which they will issue a warning: Flash Flooding, Areal Flooding, and River Flooding.

- **Flash Flood**: A rapid or extreme flow of high water in a normally dry area due to intense rainfall or dam failure
- **Areal Flood**: Gradually flooding from prolonged and persistent moderate to heavy rainfall
- **River Flood**: Flooding of an area due to a nearby waterway’s flow rate exceeding its capacity

Kennesaw State University has a relatively low risk of flooding due to the lack of nearby waterways. The areas most at risk are the Houses along Campus Loop Road and the areas surrounding 5/3 Bank Stadium. However, there are areas on the periphery of the Kennesaw
State campus that could be impacted by River Flooding. Additionally, flash flooding and areal flooding of low lying areas on campus is also a concern.

For a flooding event, evacuation of the affected area is the most prudent response. This evacuation can be accomplished in two ways.

1. Evacuation of the building using the identified evacuation plan and relocation to an adjacent building on higher ground
   a. Adhere to the evacuation plan guidelines
   b. Move to an area uphill from the affected building
2. Vertical evacuation within the building
   a. Move all persons from the lower floors affected by flooding to the upper floors

**Inclement Weather Process**

For this document, inclement weather is defined as weather conditions that are forecasted to occur that could lead to a campus delayed opening or closure. This includes, but is not limited to, winter weather, tropical cyclones, and extreme temperatures.

For inclement weather, the Office of Emergency Management will perform a detailed hazardous weather analysis of the situation with guidance from the National Weather Service, Cobb County Emergency Management Agency, and the Georgia Emergency Management Agency. This analysis will include forecasted weather conditions, expected onset and duration of conditions, and expected travel impacts and considerations. This information will be relayed to the Chief of Police and the Vice President of Operations for a decision regarding the closing of campus or delaying campus activities. **All attempts to make the decision will be done by 5:00 a.m., and when at all possible, the night before.** The following options will all be considered when determining appropriate action:

1. Closure of campus
2. Suspension of classes
3. Suspension of campus events
4. Delayed opening of campus
5. Remain open with no changes to scheduled normal operations

Decisions made by the Vice President of Operations, in conjunction with the Provost of Kennesaw State University and the President of Kennesaw State University and under the advised analysis of the Chief of Police and the Director of Emergency Management, will be made and relayed to the Department of Public Safety and University Police for immediate dissemination. Dissemination of information will follow all emergency notification protocols.

Kennesaw State University faculty, staff and students will be notified through the following mediums:

1. Mass notification system, including text, email, and/or phone call
2. KSU Emergency Desktop Alert System
3. Local and regional radio and television networks (Strategic Communications and Marketing)
4. Campus website
5. Official Social Media accounts
6. Notify Board of Regents Public Safety

When determining campus closure decisions overnight, the Department of Public Safety and University Police will monitor road conditions, along with conditions in the parking lots and parking decks, and be prepared to relay that information to the Chief of Police and the Director of Emergency Management. Decisions made by the Vice President of Operations will be relayed to the Director of Strategic Communications and Marketing, the Vice President of Student Affairs, the Director of Facilities, the Department of Public Safety and University Police, and the appropriate Finance and Business offices.

If inclement weather develops during the day, the same processes will be utilized to decide campus closures, early dismissal of employees, cancellation of classes, and cancellation of events.

Departments with responsibility for critical, 24/7 operations should develop prearranged plans for staffing needs during periods of inclement weather to maintain essential services, operations, and infrastructure.

It is important to remember that forecasts in general, but especially winter weather forecasts have marginal accuracy beyond 72 hours. Forecasts of 5-7 days should be used as a general guide to potential “interesting weather” but are certainly not accurate enough to act as firm triggers. It’s also important for University community members to understand that they should communicate with their supervisor if they do not feel safe to come to work based on road conditions in their neighborhood or commute route.

Official NWS advisories for the North Georgia region, including Cobb County, can be located at www.weather.gov/atlanta or www.srh.noaa.gov/ffc.

When a Winter Storm Advisory is issued by the National Weather Service, the Office of Emergency Management will notify key campus stakeholders, and utilize the KSU Inform and social media to notify the campus community.

When a Winter Storm Watch or Warning is issued by the NWS, the Office of Emergency Management will notify the campus through KSU Inform and social media. Furthermore, when a Winter Storm Watch is issued, essential personnel must make plans to accomplish critical functions in the event of a campus closure. When a Winter Storm Warning is issued by the NWS, essential personnel must action their plans to maintain critical functions.

This document is to be used as a guideline for winter weather procedures for determining potential closings or delayed openings of Kennesaw State University.
4am-4:30am – Office of Emergency Managements will:

- Check weather forecasts (National Weather Service and local weather media outlets)
- Call KSU Patrol for status check of KSU roadways/parking lots
- Contact other Metro Atlanta Institutions of Higher Education

Other Considerations for the Office of Emergency Management:

- Contact National Weather Service in Peachtree City for Weather Information
- Contact Cobb and Cherokee County Public Schools for status
- Contact Cobb County EMA for updates
- Contact Cobb County DOT for status on roads (770-528-1600) and http://www.cobbcounty.org/index.php?option=com_content&view=article&id=896&Itemid=613 to view traffic cameras
- Contact GSP Troop for status on interstate and state roads (404-624-6077)

5am – Contact Vice President for Operations at home with status and recommendations

- When time permits, also email Cobb County EMA, Cobb Public Safety, Cobb Public Schools and GEMA.

Continue to monitor weather and campus conditions and provide updates to VP of Operations.

**Earthquakes**

While the State of Georgia isn’t generally known for having earthquakes, they do occur within the State’s borders. According to Georgia Tech’s School of Earth and Atmospheric Sciences, 15% of the world’s earthquakes occur in areas without clearly defined active faults. Cobb County lies just south of an area of Northwest Georgia that is considered to be at a greater risk of earthquakes. This is due to the proximity to the Eastern Tennessee Seismic Zone, which runs along the western Appalachian Mountains from West Virginia to Alabama.

Earthquakes have the ability to cause significant impacts, particularly in areas where building codes are not written to include earthquake-proof construction practices. Earthquakes are caused by a sudden slip on a fault, resulting in a release of energy that travels away from the fault surface as seismic waves.

The following are procedures to follow during and after an earthquake:

1. Remain calm
2. If you are indoors, drop to the ground, cover your head and neck with your arms, and hold on to any sturdy shelter, such as a desk or table, until the shaking stops
3. Stay clear of exterior walls, glass, heavy furniture, and appliances
4. DO NOT get in a doorway
5. If you are outside, get into the open and stay clear of buildings, street lights, and power lines
6. Once in the open, drop to the ground and cover your head and neck with your hands
7. After the earthquake is over, initiate evacuation protocols
8. Assist others with evacuation, if possible
9. Follow the directions of your Crisis Coordinators and any emergency response personnel
10. Do not re-enter the building until it has been deemed safe by emergency response personnel
Fire

Any person discovering a fire or smoky conditions should immediately locate the closest fire alarm pull station and activate the fire alarm to provide the building occupants the greatest amount of time to evacuate. Immediate notification of any fire or smoky conditions should be made to the Department of Public Safety and University Police at 470-578-6666 or extension 6666.

During a fire alarm activation, follow these procedures:

1. Evacuate the building immediately by using the nearest safe exit
2. If there is smoke in the building, remain below the smoke by staying close to the ground and even crawling to exit the building if necessary. *Most fatalities related to fires are due to smoke inhalation.*
3. Try to remain calm and assist others when evacuating
4. Close and secure all doors as you exit
5. If possible, evacuate with your department or office personnel for better accountability
6. Proceed to an area at least 300 feet from the building
7. Do not block access routes to the building that may be utilized by emergency responders
8. Await further instructions
9. *Just because the alarm stops sounding does not mean it is safe to re-enter the building*
10. Decisions regarding re-entry into the building will be made jointly by the Department of Public Safety and University Police and local responders.
11. If it is safe to do so, you know where the fire is, and you have been trained on the proper use of a fire extinguisher, locate the nearest fire extinguisher and attempt to extinguish any small fires. Remember to implement the PASS (*Pull, Aim, Squeeze, Sweep*) technique when using a fire extinguisher.
12. If your first attempt to extinguish the fire using a fire extinguisher fails, exit the building immediately
13. Never re-enter a building once evacuated, unless emergency response personnel advise it is safe to do so
Hazardous Materials Incident

Hazardous materials incidents involve the release of a product that is hazardous to human health, animal health, or the environment. Hazardous materials can be broken down into three main response sections: Chemical, Biological, and Radiological. Each of these three main response sections can be additionally divided into interior and exterior releases.

Incidents involving a hazardous materials leak or spill can present dangerous and sometimes uncertain situations to those in the immediate area of the spill as well as first responders to the scene. Oftentimes, the danger associated with the substance is unknown at first. Sometimes, the identification of the substance itself is also unknown, making it difficult to properly assess the danger it poses. When a substance is present or suspected to be hazardous and appears to not be properly contained, a presumption of danger shall be made. Extreme caution will be exercised. Immediate efforts may be made to identify the substance and render the substance and/or the scene safe by personnel who are in proper personal protective equipment and have received proper training.

There are a series of priorities when responding to hazardous materials incidents. Those priorities are:

1. Prevention of harm to individuals
2. Treatment of injuries
3. Stabilization of the situation
4. Decontamination
5. Return to normal facility operations
6. After Action Review

There are several general guidelines which should be observed with hazardous materials.

1. Never assume that gases and/or vapors are harmless because they lack odor and/or color
2. Avoid the inhalation of all gases, fumes, and smoke, even if no hazardous materials are involved
3. Direct contact with any spilled hazardous material should be avoided, even with proper protective equipment.
4. If chemicals are not identified and the hazards are unknown, treat the chemicals as if they are hazardous
5. Be prepared to move in the event circumstances change, such as a change in wind direction or a change in precautionary directions from public safety officials
6. Hazardous materials should not be washed into drains, particularly those that are known to be flammable and/or toxic in nature

Chemical
Chemical spills are one of the most likely hazardous materials incidents to be faced by Kennesaw State University. Large quantities of chemicals are housed at multiple locations across the KSU campus. In addition, the proximity of Interstate 75 to the KSU campuses increases the likelihood of a transportation incident involving a chemical release.

Exact chemical emergency response actions are dependent on many variables including, but not limited to, the chemical involved, the size of the spill, the location of the spill, and current weather conditions. Ultimately, emergency response personnel have the final say in proper emergency response actions.

**Interior**

If there is a chemical spill inside a building, follow these procedures:

1. Evacuate the spill site immediately and proceed to a safe location
2. Assist others with evacuation, if necessary
3. Alert others of the spill and notify the Department of Public Safety and University Police at 470-578-6666 or extension 6666 and Environmental Health and Safety at 470-578-3321
   a. When calling the Department of Public Safety and University Police or Environmental Health and Safety, be prepared to provide the following information:
      i. Your name and phone number
      ii. Location of the spill
      iii. Nature of the spill (what was spilled, how much)
      iv. Extent of injuries, if any
      v. Your assessment of the danger resulting from the spill
4. Confine the hazardous material by closing any doors or windows as you leave the area, if it safe to do so and contact can be avoided with the spilled materials
5. If anyone has been exposed to the chemical, use eyewash stations and/or emergency showers to rinse the exposed areas, limit their contact with others, and seek immediate medical attention
6. Follow the directions of emergency response personnel regarding additional evacuation decisions
7. If it is decided to evacuate the building, move to an area uphill and upwind from the spill
8. Do not re-enter the building until the “all clear” has been given by emergency response personnel

**Exterior**

If there is a chemical spill outside the building, follow these procedures:

1. Initiate shelter-in protocols
2. Proceed to an interior room of the building
3. Assist others with moving to shelter-in locations, if possible
4. Shut down the HVAC system, if possible
5. Seal air access from all windows and doors
6. Alert others of the spill and notify the Department of Public Safety and University Police at 470-578-6666 or extension 6666 and Environmental Health and Safety at 470-578-3321
7. Follow the direction of the Crisis Coordinators and emergency response personnel
8. If emergency response personnel advise to evacuate, proceed to an area uphill and upwind of the spill, or to a specific area as directed by emergency responders
9. Assist others with evacuation, if possible
10. If anyone has been exposed to the chemical, use eyewash stations and/or emergency showers to rinse the exposed areas, limit their contact with others, seek immediate medical attention, and notify emergency responders
11. Do no re-enter the building until the “all clear” has been given by emergency responders

**Special Protocol for Mercury Spill**

Mercury may be found on campus in various mercury-containing devices including thermometers, switches, thermostats, instruments, and bulbs, among other. While Mercury Spills are uncommon at KSU, there is always a possibility that a mercury-containing device will break and release mercury in a lab or other settings. Most such spills are likely to be small in scale (less than 2 tablespoons) and can be handled internally by the lab or EHS personnel, using established protocol for handling small mercury spills.

However, Lab E-223 in the Crawford building on the Marietta Campus has a wall-mounted barometer that contains a significant quantity of mercury (more than 1 lbs). A spill involving this amount of mercury would constitute a release above the EPA Reportable Quantity (RQ) for mercury. Therefore, spill of the mercury in the barometer would require mandatory immediate notification (within 15 minutes) to the Georgia EPD Emergency Operations Center (800-241-4113). In addition, this quantity of Mercury would require a full HazMat response.

In the event of spill of mercury from the Barometer, it’s essential that people evacuate the immediate area. In addition, because of the proximity of the barometer to the HVAC room, the area served by the HVAC unit should be evacuated as well. Contact Public Safety and EHS immediately. Incident Command will be set up to determine the likely additional responses that may include:

- Marietta Fire Department
- Decontaminating personnel
- Requesting an outside clean up

It is very important for the PI to report to the Incident Command Post, and to account for everyone that was in the lab that may have been exposed.
Radiological

Radiological incidents, while rare, can cause damage ranging from very minor to catastrophic. Every day, we come into contact with items and areas with miniscule amounts of radioactivity. Often, these amounts are not harmful and our bodies are generally protected by just our outer layers of skin. However, some radioactive material can be very powerful and radioactive waves can penetrate deep within our bodies and the buildings on campus. To protect against this possibility, the transport and storage of highly radioactive materials is closely guarded and carefully regulated.

In general terms, the three best protections from radiological incidents are time, distance and shielding.

Time

The time aspect of radiological incident protection involves limiting the time a person is in the exposure area. As radioactivity saturates an area, that area becomes increasingly toxic. To avoid increased danger, a person should avoid the area as much as possible and limit their exposure.

Distance

Distance involves getting away from the radioactive material. In general terms, it is a good idea to get as far as you can as quickly as you can to protect yourself from radioactive exposure. The further away you can get from the radioactive material, the safer you will be from any potential radioactive impacts.

Shielding

Shielding involves protecting the body or other areas from radioactivity. For some radiation, our exterior layers of skin and clothes provide adequate protection. However, for other types of radiation, much stronger materials, such as lead, are needed to provide adequate protection.

When combined, these three protection techniques result in a simple approach to a radiological incident: *Get as far away as you can, for as long as you can, with as much shielding between you and the radioactive material as you can.*

Additionally, anyone who has been directly exposed to the radioactive material should be isolated and emergency response personnel should be notified of the exposure immediately. Avoid contact with or close proximity to an exposed individual, as radioactive material still on a person can inflict others.

Biological

Due to the Wellstar College of Nursing and scientific research performed at Kennesaw State University, there exists a potential for exposure to hazardous biological material. In addition, terrorist groups could potentially use biological agents, such as Ricin or Anthrax, to inflict mass casualties.
Due to differences in response recommendations, the biological response protocols have been split into interior and exterior responses. With any biological response, anyone who has potentially been exposed should be monitored in accordance with recommendations from the Georgia Department of Public Health guidelines for the particular biological agent.

**Interior**

Follow these procedures if a biological release occurs within a building:

1. Evacuate the spill site immediately and proceed to a safe location
2. Assist others with evacuation, if necessary
3. Alert others of the spill and notify the Department of Public Safety and University Police at 470-578-6666 or extension 6666 and Environmental Health and Safety at 470-578-3321
4. Confine the hazardous material by closing any doors or windows as you leave the area, if it is safe to do so without further exposure
5. Shut down the HVAC system, if possible, to prevent additional spread of the biological material
6. If anyone has been exposed to the biological agent, use eyewash stations and/or emergency showers to rinse the exposed areas and seek immediate medical attention
7. Follow the directions of emergency response personnel regarding additional evacuation decision
8. If it is decided to evacuate the building, move to an area uphill and upwind from the spill
9. Do not re-enter the building until the “all clear” has been given by emergency response personnel
10. Isolate anyone who has been exposed to the agent to prevent additional contamination of individuals

**Exterior**

If there is a biological agent spill outside the building, follow these procedures:

1. Initiate shelter-in protocols
2. Proceed to an interior room of the building
3. Assist others with moving to shelter-in locations, if possible
4. Shut down the HVAC system, if possible
5. Seal air access from all windows and doors
6. Alert others of the spill and notify the Department of Public Safety and University Police at 470-578-6666 or extension 6666 and Environmental Health and Safety at 460-578-3321
7. Follow the direction of the Crisis Coordinators and emergency response personnel
8. If emergency response personnel advise to evacuate, proceed to an area uphill and upwind of the spill
9. Assist others with evacuation, if possible
10. If anyone becomes exposed to the involved biological agent, immediately notify emergency responders and isolate the exposed personnel
11. Do no re-enter the building until the “all clear” has been given by emergency responders
Utility Failure

Utility failures can have significant primary and secondary impacts on the ability of the university to operate. As such, it is important that all utility failure incidents be reported immediately so that response and recovery operations can be conducted promptly. Many campus buildings have backup power generators to allow for the immediate restoration of critical infrastructure, such as emergency lighting. However, not all campus buildings have generators in place.

Power

Power outages on the Kennesaw State campuses are usually a result of off-campus issues. All power supplies at Kennesaw State are buried underground, and are therefore not affected by falling trees that may occur on campus. However, during a major disaster event, it is likely that power failure will occur due to the surrounding areas being impacted. Emergency lighting in each building should activate during a power failure. However, these lights will only remain operational for 15-30 minutes. In the event of a power failure:

1. Immediately report the outage to the Kennesaw State Department of Public Safety and University Police at 470-578-6666 who will handle notification for Plant Operations personnel to respond.
2. If the power is out for more than five (5) minutes, and if emergency lighting does not work, initiate an evacuation of the building
3. Follow the evacuation protocol and assist others, as needed
4. Never try to “fix” any electrical problems on your own
5. If there is inclement weather preventing the evacuation of the building, proceed to the lowest level of the building
6. If the inclement weather is severe, implement severe weather sheltering protocols

Gas

Gas lines at Kennesaw State are owned by Atlanta Gas Light. Anyone who believes they smell gas should:

1. Immediately report the smell to the Kennesaw State Department of Public Safety and University Police at 470-578-6666
2. Follow evacuation protocols for chemical agents listed in the Hazardous Materials Hazard-Response section
3. Evacuations should be uphill and upwind of the affected area

Water

Water utility failures will be handled on a case-by-case basis depending on the expected duration and extent of the failure. Failures of the water system may require an evacuation or the initiation of a Fire Watch for the affected buildings. Water utility failures will likely cause plumbing issues (i.e. no flushing), which can become a critical issue in the residence halls. All decisions regarding proper response will be made jointly by the Department of Public Safety and Plant Operations personnel.
Appendix B

NIMS/ICS Structure and Requirements

In the event of a large-scale incident involving the Kennesaw State University campus or resources, the National Incident Management System (NIMS) becomes a critical piece in facilitating effective and appropriate assistance based on the size and complexity of the incident.

Benefits of Incident Command System

The Incident Command System (ICS) allows KSU personnel and outside responders to meld rapidly into a common management structure to respond to an emergency situation. Incident command allows for management by best practices and helps to ensure the safety of responders, students, faculty, staff, and others. The achievement by objectives process outlined in the ICS structure allows for the efficient use of resources to support the incident response operations.

Training

Training requirements associated with NIMS and ICS are based on roles and responsibilities in incident response and the emergency management structure. The U.S. Department of Homeland Security and the U.S. Department of Education recommend all “key personnel” involved in emergency management and incident response take the appropriate NIMS training courses and support the implementation of NIMS.

All key personnel are required to complete four courses in order for Kennesaw State to be considered NIMS compliant. Key personnel are identified as those with a critical role in response, such as the Incident Commander, command staff, general staff, or member of any campus emergency management team. These four courses are:

- ICS-100HE: Introduction to the Incident Command System for Institutes of Higher Education
- ICS-300: Intermediate Incident Command System
- ICS-400: Advanced Incident Command System
- ICS-700: NIMS, An Introduction

Each of these classes can be taught in a classroom setting and are also available online at training.fema.gov, with the exception of ICS-300 and ICS-400, which are only available in a classroom setting.

It is recommended that any personnel with a role in emergency preparedness take ICS-100HE, at a minimum, including Crisis Coordinators.
In addition to the requirements for key personnel, leadership personnel who could potentially be in the position to command or manage an incident at Kennesaw State University are recommended to take the following additional NIMS courses:

- ICS-200: *ICS for Single Resources and Initial Action Incidents*
- ICS-800: *National Response Framework, An Introduction*

These courses are only available in a classroom setting.

Finally, it is recommended that Senior and Executive Staff members of Kennesaw State University take ICS-402: *Incident Command System Overview for Executives and Senior Officials*.

**Structural Components of ICS: Unified Command**

Unified Command is, perhaps, the most important aspect of the Incident Command System for Kennesaw State University. Unified Command enables agencies with different legal, geographical, and functional responsibilities to coordinate, plan, and interact efficiently to appropriately respond to an emergency. Incident commanders from each representative response agency or department will make joint decisions within the Unified Command structure and speak with one voice. As the incident evolves, the lead Incident Commander would change within the Unified Command to match the needs of the incident. For example, as an incident switched from a law enforcement centered response to an active shooter to a medical centered response to deal with the patients, the decisions made by Unified Command would lean more towards law enforcement representatives for the first part and medical representatives for the second.

Under Unified Command, unity of command, which is where each responder reports to only one supervisor, would remain intact. Each agency or department would maintain their own incident command structure, but overarching decisions would be made by the Unified Command and decisions would then be filtered down through the ICS structure. There would be a single set of general staff and/or command staff positions. These positions should be filled by the most qualified and experienced persons available. Decisions on who should fill these positions must be agreed upon by the Unified Command. For example, for a response operation requiring emergency response from fire personnel, law enforcement personnel, and plant operations personnel, there would be a single Operations Section Chief directing all of the tactical operations. There would then be a Branch Director over each of the three emergency response groups to direct their operations.

A Unified Command results in a shared understanding of priorities and restrictions, as well as a single set of incident objectives for all agencies. This allows for collaborative strategies and improved informational flow, both internally and externally. By having all response agencies following the same strategies and objectives, duplication of effort is decreased and the efficient use of resources increases.
Unified Command allows for a single planning process that produces one Incident Action Plan (IAP) for the incident, instead of each department of agency having their own IAP. Along with coordinated planning activities, logistics and resource ordering can also be coordinated to decrease logistical duplication and increase potential cost saving.

The Director of Emergency Management will notify the Chief of Police, who will notify the Associate Vice President for Operations, who may decide to convene a meeting with the Crisis Management Team (CMT) of the situation and request that the CMT be alerted to prepare for coordination of the University’s response. The AVP of Operations will Chair the CMT, and the staff member with associated responsibilities with the incident will serve as the Vice Chair. Likely CMT Members will include representatives from:

1. Operations (Chair)
2. Student Affairs
3. Emergency Management
4. Public Safety
5. Environmental Health and Safety
6. Strategic Communications and Marketing
   Other members may include:
7. Facility Operations
8. Residence Life
9. Health Services
10. University Information Technology Services

The CMT participants may vary for different incidents. For example, the Health Services Director would be added to an infectious disease disaster and pandemic response.

It must also be understood that University executives will be involved in strategic, and at times, operational decisions. The Vice President of Operations will serves as the senior university executive for incidents that occur on campus.

**Structural Components of ICS: Command Staff**

The Incident Commander (IC) is the person with overall responsibility for managing the incident by objectives, planning strategies, and implementing tactics. Depending on the severity of the
situation, the IC may require the services of Command Staff personnel, which includes a Safety Officer, a Liaison Officer, and/or a Public Information Officer.

- **Safety Officer:** ensures the safety of all on-scene personnel
- **Liaison Officer:** primary contact for supporting agencies and is generally only required during a multi-agency, multi-jurisdictional response
- **Public Information Officer:** responsible for sharing information with University constituencies and the media in reference to the incident. This position will maintain the Executive Cabinet’s situational awareness by providing the Cabinet with information updates

**Structural Components of ICS: General Staff**

Depending on the severity of the incident, the Incident Commander may assign Section Chiefs to direct major functional areas of the incident response. The four major functional areas are: Operations, Logistics, Planning, and Finance/Administration

**Operations**

The Operations Section is responsible for directing and coordinating all incident tactical operations. Generally, the Operations Section Chief is the person with the greatest technical and tactical expertise in dealing with the situation. This section generally expands to include additional layers of supervision as more resources are deployed to maintain a manageable 3-7 person “span of control,” which is the number of people that can be effectively supervised by a single person.

As an incident grows larger, the Operations Section may be split based upon function or geography, as the situation dictates. Each situation is different and could require vastly different operational solutions and resources.

**Logistics**

The Logistics Section is responsible for all of the resource and facility support requirements for the incident. Some of the tasks the logistics section may include, but are not limited to: ordering, obtaining, maintaining and accounting for essential personnel, equipment and supplies; providing communication planning and resources; setting up food services for responders; providing support transportation; and providing medical services to incident personnel.

Logistics can be split into Service and Support Branches. The Service Branch includes Communications, Medical, and Food units. The Support Branch includes Supply, Facilities, and Ground Support units. Each of these units provides valuable support to the overall incident operations.

The Communications Unit prepares and implements the Incident Communications Plan, distributes and maintains communications equipment, supervises the Incident Communications Center, and establishes adequate communications over the incident. The Medical Unit develops
a medical plan, provides first aid and light medical treatment for personnel assigned to the incident, and prepares procedures for a major medical emergency. The Food Unit supplies the food and potable water for all incident facilities and personnel, and obtains the necessary equipment and supplies to operate food service facilities at Bases and Camps.

The Supply Unit determines the type and amount of supplies needed to support the incident. It is also responsible for ordering, receiving, storing and distributing those supplies, as well as maintaining proper inventory and accountability of supplies and equipment. The Facilities Unit sets up and maintains required facilities to support the incident. This unit is also responsible for facility security and maintenance needs, including sanitation, lighting, and cleanup. The Ground Support Unit prepares the incident Transportation Plan. This unit is also responsible for fueling, maintenance, and repair of ground resources as well as supplying transportation for all personnel, supplies, and food.

Planning

The Planning Section is responsible for the incident action planning process and information collection and analysis. The planning section is also responsible for tracking resources assigned to an incident, maintaining all incident documentation, and developing demobilization plans and procedures.

The Planning Section can be staffed by four additional units. They are the Resources, Situation, Documentation, and Demobilization units. In addition to these units, any technical specialists or subject-matter experts would be placed in the planning section to aid in proper Incident Action Plan development.

The Resources Unit conducts all check-in activities and maintains the status of all incident resources. This unit plays a significant role in the development of the Incident Action Plan. The Situation Unit collects and analyzes information on the current situation, prepares situation displays and summaries, and develops maps and projections. The Documentation Unit provides duplication services, including the written IAP, and maintains incident-related documentation. The Demobilization Unit assists in ensuring that all resources are released from the incident in an orderly, safe, and cost-effective manner.

Finance/Administration

The Finance/Administration Section monitors costs associated with the response and provides cost analysis, as needed. This section is involved in contract negotiating and monitoring, timekeeping, damage or injury compensation, and documentation for reimbursement. The Finance Section can be split into four units: Procurement, Time, Cost, and Compensations/Claims.

The Procurement Unit is responsible for administering all financial matters pertaining to vendor contracts, leases, and fiscal agreements. The Time Unit is responsible for all incident personnel time-recording needs. The Cost Unit is responsible for collecting all cost data, performing cost-
effectiveness analysis, providing cost estimates, and making cost-saving recommendations. The Compensation/Claims Unit is responsible for the overall management and direction of all administrative matters pertaining to compensation for injury-related and claims-related activities kept for the incident.

These structures would be assigned by the Incident Commander in incidents where the IC could not appropriately handle all four aspects due to incident size or complexity.

**Pre-Determined Incident Commanders**

Although it’s understood that the first arriving first responder (likely a KSU Police Officer) will start off as incident commander, in an attempt to alleviate confusion as to which incident response agency/department is expected to take the lead during emergency situations, the following list of potential hazardous incidents identifies an associated agency or department to take the lead. As with any emergency situation, it is important to remember that mitigating circumstances can supersede this list.

*Acts of Violence* – Chief of Police or designee

*Utility Outage* – Assistant Vice President of Facilities Services or designee

*Hazardous Materials Spill* – Director of Environmental Health and Safety or designee

*Hazardous/Inclement Weather* – Director of Emergency Management or designee

*Earthquake* – Director of Emergency Management or designee

*Medical Emergency* – Metro Ambulance (Chief of Police or designee until Metro Ambulance or Cobb County Fire personnel arrive)

*Fire* – Cobb County Fire (Chief of Police or designee until Cobb County Fire personnel arrive)

It must also be understood that University executives will be involved in strategic, and at times, operational decisions. The Vice President of Operations will serves as the senior university executive for incidents that occur on campus.

**Incident Command Charts**
Full ICS Structure

Incident Command General and Command Staff Only
Incident Command Forms

All incidents require record-keeping techniques to allow for proper documentation of the event. The requirements for each event, like the events themselves, will vary depending upon the agencies involved and the nature of the incident. To allow for a streamlined approach to documentation, 21 ICS forms have been made available by the Department of Homeland Security. For KSU’s purposes, the following ten forms are the most likely to be implemented during any large-scale event or emergency at Kennesaw State University.

ICS 201 – Incident Briefing Form

This form provides the incident command/unified command and general staff with basic information regarding the incident situation and the resources allocated to the incident. This form also serves a permanent record of the initial response to an incident.

ICS 202 – Incident Objectives

This form serves as the first page of a written Incident Action Plan (IAP) and describes the basic strategy and objectives for use during each operational period.

ICS 203 – Organizational Assignment List

This form, typically used as the second page of the IAP, provides information on the response organization and personnel staffing of the incident.

ICS 204 – Division/Group Assignment List

This form is used to inform personnel of their assignments after the objectives are approved by incident command/unified command.

ICS 205 – Incident Communications Plan

This form provides a single location for all communications equipment assignments for each operational period.

ICS 206 – Incident Medical Plan

This form provides information on incident medical aid stations, ambulances, hospitals, and medical emergency procedures.

ICS 207 – Incident Organization Chart

This form allows for a visual wall chart depicting the ICS organization position assignments for the incident.
**ICS 209 – Incident Status Summary**

This form can be utilized as a situational report to give an overall view of the most recently completed operational period accomplishments and needs for the next operational period.

**ICS 211 – Check-in List**

This form is used to check in personnel and equipment arriving at or departing from the incident.

**ICS 214 – Activity Log**

This form records details of notable activities and events. It provides a basic documentation of incident activity to be used as a reference for after-action reports (AARs).
Appendix C

Emergency Notification System Standard Operating Procedure

Purpose

The Kennesaw State University Emergency Notification System Standard Operating Procedure (SOP) provides guidelines regarding the activation of the multi-faceted Emergency Notification System deployed to inform all KSU faculty, students, and staff of an emergency situation on or close to campus. All KSU faculty, students, and staff should become knowledgeable of the University’s emergency notification procedures and ensure their personal information remains updated in ADP (for faculty and staff) and Owl Express (for students).

Activation of the Emergency Notification System will be carried out by the Office of Emergency Management division of the Department of Public Safety.

Concept of Operations

The Kennesaw State University Emergency Notification system can be activated for any emergency event affecting a large area of either the Kennesaw or Marietta campus. The following individuals can authorize the activation of the Emergency Notification System:

- Vice President of Operations
- Chief of Police
- Director of the Office of Emergency Management
- Deputy Chief of Police
- Assistant Director of the Office of Emergency Management
- Emergency Management Coordinators
- Communications Manager
- Any Department of Public Safety Command Staff member
- Patrol Officer in Charge

The Chief of Police, Director of the Office of Emergency Management, and the Vice President of Operations should be notified of any event necessitating the activation or partial activation of the Emergency Notification System, regardless of time, situation, location, or severity.

Operational Guidelines

The Emergency Notification System is to be used for emergency messages only. Routine notifications should not be broadcast to the entire faculty, student, and staff population except in extraordinary circumstances. A routine broadcast to the entire faculty, student, and staff populations must be approved by the Chief of Police, Director of the Office of Emergency Management, or Vice President of Operations.

The following methods may be deployed as part of the Emergency Notification System:
• Emergency Warning Sirens
• Mass Notification System (Rave Alert)
• Emergency Desktop Alert System
• Campus Advisory Webpage
• Social Media
• KSU Inform
• KSU MotoTRBO Radio System

A notification may require only a partial activation of the Emergency Notification System. Three types of events would necessitate a full activation:

1. Active Shooter/Act of Violence in progress on or near campus
2. Tornado Warning
3. Major Hazardous Materials release on or near campus

These three types of events pose the greatest threat to the greatest portion of the Kennesaw State University campuses. Beyond these three major emergency events, smaller emergencies may necessitate activation of part of the Emergency Notification System.

Each potential hazard is listed below with the recommended notification methods:

_active Shooter/Act of Violence in progress on or near campus – ALL
Tornado Warning – ALL
Major Hazardous Materials release on or near campus – ALL

Bomb Threat – Method of deployment will be determined by Incident Command

Civil Disturbance – KSU Inform, Social Media, KSU MotoTRBO Radio System, others as determined by Incident Command

Medical Emergency – KSU MotoTRBO Radio System

Severe Weather Watches – KSU Inform, KSU MotoTRBO Radio System, Social Media

Severe Thunderstorm Warning – KSU Inform, KSU MotoTRBO Radio System, Social Media

Inclement Weather (Campus Closure) – Mass Notification System, Campus Advisory Webpage, Social Media, Emergency Desktop Alert (if closure is announced during the day)

Earthquakes – Typically, self-announced with no prior warning

Fire or Fire Alarm – KSU MotoTRBO Radio System

Utility Failure – The location(s), severity, and impact of the utility failure will determine the notification protocol to be implemented
All other events will be at the discretion of the Vice President of Operations, Chief of Police, Deputy Chief of Police, Director of Emergency Management, or their designee.

During an emergency situation, update notification should be sent every 8-10 minutes to continually inform the Kennesaw State population of the most accurate information and response guidelines. These updates can include a reaffirmation that the event is ongoing and to maintain response actions, additional information relevant to the emergency situation that was not immediately available at the initial broadcast, or changes in the recommended response actions. At the conclusion of an emergency event, the campus population will be notified by an “all clear” broadcast.

**Special Considerations for a Tornado Warning**

Since a Tornado Warning is issued by the National Weather Service and uses Common Alerting Protocol (CAP) standards, Kennesaw State University has leveraged available technologies to automatically generate Tornado Warning notifications through Rave Alert. This means that Rave Alert will automatically send out a text, email, and voice call message to all persons in the Rave Alert system, notifying them that a Tornado Warning has been issued for Cobb County and to seek shelter immediately. This automatic activation allows for the quickest possible deployment of the Tornado Warning information to the general public and allows for the greatest amount of time to find safe sheltering.

**If the Communication Specialists on duty in Kennesaw State University’s Communications Center do not receive the RAVE Alert within 90 seconds, the Communications Center should manually activate the RAVE Alert system.**

**Notification Methods**

**Emergency Warning Sirens**

Kennesaw State University has six (6) sirens to notify the campus community of an immediate threat: three (3) on the Kennesaw Campus, one (1) at KSU Center, and two (2) at the Sports Park/Stadium area. These sirens can be activated by a variety of means by the Department of Public Safety and University Police and Office of Emergency Management. Cobb County EMA has one siren serving the Kennesaw Campus and two sirens serving the Marietta Campus. All three are activated by Cobb County EMA. The warning sirens at the Kennesaw Campus are omnidirectional sirens that have a prerecorded message to indicate the type of emergency situation that is occurring on campus. The siren warning system is only used for situations that require the KSU community to take shelter indoors immediately from an imminent threat. This system is tested on the first Wednesday of every month.

**Mass Notification System**

The Mass Notification system is designed to send rapid emails, text messages, and/or phone message announcements to all faculty, staff, and students. Unlike many other universities nationwide, the system at Kennesaw State is an “opt out” system. This means that faculty, staff,
and student data is automatically uploaded into the system and does not require the receiver to register for the system. The system has the ability to send text, email, and voice calls as well as push information out to social media outlets. Currently, Kennesaw State deploys Rave Alert as its mass notification system. This system is tested annually.

In the Rave Alert system, template messages have been created to allow for quick deployment of the mass notification system. These messages are subject to character limitations for text messages, but are not limited for email and voice notifications. All messages should attempt to inform the receiver what is going on and what action(s) should be taken to immediately provide for their personal safety.

Follow-up messages should be sent every 8-10 minutes during and event to provide adequate updates.

*Emergency Desktop Alert System*

When activated, an emergency notification message window will pop-up and be displayed on all computer monitors campus-wide. This message will remain on all computer screens until cancelled by original sender. This system also populates the scrolling marquee and digital signage across campus with the same message. This system is tested on the first Wednesday of every month.

*Campus Advisory Page*

The Campus Advisory page can be used for emergency or non-emergency messages and is linked directly to the front page of the Kennesaw State website. This page can be accessed at [www.kennesaw.edu/advisories](http://www.kennesaw.edu/advisories). Additionally, Kennesaw State University has activated a Health Advisories page, which can be accessed at [www.kennesaw.edu/healthadvisory](http://www.kennesaw.edu/healthadvisory).

*Social Media*

Kennesaw State University Department of Public Safety and University Police maintains a Facebook™ page (www.facebook.com/KSUsss) and the Office of Emergency Management maintains a Twitter™ (@KSU_Safety) account. These social media accounts are maintained to provide daily valuable information to the Kennesaw State community. This includes weather updates, preparedness tips, and event announcements. The social media platforms are also used during emergency situations as a means of notification. Emergency notifications through social media would also be pushed to the main Kennesaw State Facebook page and Twitter feeds.

*KSU Inform*

The KSU Inform is a system for the campus-wide delivery of announcements and notifications to faculty and staff via email. The Inform produces a daily digest and can also be used to send immediate, urgent messages.
KSU MotoTRBO Radio System

While not traditionally considered part of the Emergency Notification System, the KSU MotoTRBO Radio System would be activated during an emergency situation to notify the crisis coordinators, who are trained to initiate emergency response protocols in their buildings. This radio system serves as a conduit of information to these trained responders and provides situational awareness and follow-up information during a crisis.

Other Notification Methods

There are some other notification methods that can be implemented in response to an emergency event. Some of these methods include, but are not limited to: Commend Public Address System (Marietta Campus only), Code Red System (through Cobb County EMA), HAM Radio System, and Fire Alarm Public Address Systems (in some buildings). These methods would be implemented on an as-needed basis.

Additionally, media outlets will be provided information during certain situations, such as a campus closure, to provide additional community notification. These decisions will be made by Strategic Communications and Marking with input from the Vice President of Operations, the Chief of Police, the Director of Emergency Management, or their designee. All media releases will be coordinated with assisting jurisdictions and public safety agencies.

All notification activations involving the Mass Notification System, Emergency Desktop Alert System, KSU MotoTRBO Radio System, and Social Media must also have an “all clear” message at the conclusion of an emergency event to initiate a return to normal operations.
Keys to Successful Emergency Notification

To provide for the most successful deployment of the Kennesaw State Emergency Notification System, the following items should be kept in mind during all activations.

- Decisions to alert should be made quickly to provide the faculty, students, and staff of KSU the greatest amount of time to respond to the emergency or threat
- Messages should be descriptive and provide action recommendations, while staying within the character limitations of the message
- Use templates, when applicable, for efficiency
- Provide follow up information for any emergency notification system activation

Mass Notification System Templates

Kennesaw State University Office of Emergency Management has established templates for use in the mass notification system during an emergency situation. These templates have been created for use on both the Marietta and Kennesaw campuses.

Note: Templates have been created that pre-populate the [insert campus] notation in these templates

Armed Intruder

Text: KSU Alert: [insert campus]: Armed Intruder reported at Kennesaw State. Seek shelter in a secure location until further notice. Lock all doors and windows.

Email: KSU Alert: This is an Alert from the Kennesaw State University Department of Public Safety and Office of Emergency Management. An armed intruder has been reported on the Kennesaw State University [insert campus]. Immediately seek shelter in a secure location and remain there until further notice. Lock all doors and windows. If you are outdoors, seek shelter in the nearest secure location. If you are off campus, do not enter the [insert campus]. All campus streets are closed.

For more information, visit www.kennesaw.edu/advisories

Voice: KSU Alert: [insert campus]: An armed intruder has been reported on the Kennesaw State University [insert campus]. Seek shelter immediately in a secure location and remain there until further notice. Lock all windows and doors. If you are outdoors, seek shelter in the nearest secure location. If you are off campus, do not enter the [insert campus].

Campus Closure – Inclement Weather
Text: KSU Alert: Kennesaw State University will be closed on (day/date) due to inclement weather

Email: KSU Alert: This is an emergency alert from the Kennesaw State Department of Public Safety and Office of Emergency Management. Kennesaw State University will be closed on (day/date) due to inclement weather. Continue to follow local media or visit kennesaw.edu/advisories for additional information.

Voice: KSU Alert: This is an emergency alert from the Kennesaw State Department of Public Safety and Office of Emergency Management. Kennesaw State University will be closed on (day/date) due to inclement weather. Continue to follow local media for additional information.

Civil Disturbance

Text: KSU Alert: [insert campus]: Shelter indoors immediately due to a campus emergency situation on the Kennesaw State Kennesaw campus. Lock all doors and windows.

Email: KSU Alert: This is an emergency alert from the Kennesaw State University Department of Public Safety and Office of Emergency Management. Seek shelter indoors immediately and remain sheltered until further notice due to a campus emergency situation on the [insert campus]. If you are outdoors, seek shelter immediately in the nearest location. Lock and secure doors and windows. Contact the Department of Public Safety at 470-578-6666 to report any suspicious or dangerous behavior.

For more information, visit www.kennesaw.edu/advisories.

Voice: KSU Alert: This is an emergency alert from the Kennesaw State University Department of Public Safety and Office of Emergency Management. Seek shelter indoors immediately and remain sheltered until further notice due to a campus emergency situation on the [insert campus]. If you are outdoors, seek shelter immediately in the nearest building. Lock and secure doors and windows. Contact the Department of Public Safety at four seven zero five seven eight six six six to report and suspicious or dangerous behavior.

Evacuation

Text: KSU Alert: [insert campus]: Kennesaw State is ordering the immediate evacuation of campus. Leave campus quickly and orderly on foot. More info to come.

Email: KSU Alert: [insert campus]: This is an Alert from the Kennesaw State Department of Public Safety and Office of Emergency Management. Kennesaw State is ordering the immediate evacuation of the [insert campus]. Please leave the campus quickly in an orderly fashion. To expedite this evacuation, please evacuate by foot or
bicycle away from the Kennesaw State [insert campus]. Local law enforcement will help
direct you to safe areas off campus.

Voice: KSU Alert: [insert campus]: This is an Alert from the Kennesaw State Department
of Public Safety and Office of Emergency Management. Kennesaw State is ordering the
immediate evacuation of the [insert campus]. Please leave the campus quickly in an
orderly fashion. To expedite this evacuation, please evacuate by foot or bicycle away
from the Kennesaw State [insert campus]. Local law enforcement will help direct you to
safe areas off campus.

**Hazardous Materials**

*Text:* KSU Alert: [insert campus]: Shelter indoors immediately away from windows
and doors due to a Hazardous Materials release near the Kennesaw State Kennesaw
campus

*Email:* KSU Alert: This is an alert from the Kennesaw State University Department of
Public Safety and Office of Emergency Management. Seek shelter indoors
immediately and remain sheltered until further notice due to a Hazardous Materials
release on or near the [insert campus]. If you are outdoors, seek shelter immediately in
the nearest building. Shelter in an interior room away from windows and doors.

For more information, visit www.kennesaw.edu/advisories

Voice: KSU Alert: [insert campus]: This is an alert from the Kennesaw State Department
of Public Safety and Office of Emergency Management. Seek shelter indoors
immediately and remain sheltered until further notice due to a hazardous materials
release on or near the [insert campus]. If you are outdoors, seek shelter immediately in
the nearest building. Shelter in an interior room away from windows and doors.

**Suspect Description (Update)**

*Text:* KSU Alert: Kennesaw Campus: UPDATE Suspect described as (description).
(Last seen location and direction). Report if seen.

*Email:* KSU Alert: This is an UPDATE from the Kennesaw State University Department
of Public Safety and Office of Emergency Management. The suspect is described as
(race) (gender) approximately (height/weight) wearing (clothing description) last seen
near (location) headed towards (location/direction of travel). Remain indoors in a secure
location. Contact the Department of Public Safety at 470-578-6666 with any information.

For more information, visit www.kennesaw.edu/advisories

Voice: KSU Alert: This is an UPDATE from the Kennesaw State University
Department of Public Safety and Office of Emergency Management. The suspect is
described as (race) (gender) approximately (height / weight) wearing (clothing description) last seen near (location) headed towards (location/direction of travel). Remain indoors in a secure location. Call four seven zero five seven eight six six six six with any information.

Test Message (Annual)

Text: KSU Alert: This is a test of the Kennesaw State University emergency alert system. Please text STOP to 67283 to stop receiving text alerts.

Email: The Kennesaw State University Department of Public Safety and Office of Emergency Management has partnered with Rave Mobile Safety to provide an emergency alert system to notify you via text message, email, and phone about a possible emergency situation that could affect lives or property on both the Kennesaw and Marietta campuses. Examples of emergency messages include crime alerts and alerts of potentially dangerous weather events.

Emails will be sent to your official Kennesaw State University email address, and text and phone notifications will be sent to the telephone number on record with KSU. If you are a student, you may update your contact information in Owl Express. If you are an employee, you may update your contact information within ADP. If your affiliation with the university is as a student and an employee, the contact information in Owl Express and ADP must be updated to accurately receive alert messages.

Owl Express: https://owlexpress.kennesaw.edu

ADP: https://web.kennesaw.edu/hr/content/hr-self-service-adp-portal

Language preferences and opt-out options may be set within the Rave console. You may log in to the Rave console using your NetID and password at https://www.getrave.com/login/kennesaw.

For questions about accessing the Rave console, please contact the KSU Service Desk. Students: by Phone: 770-499-3555 or by e-mail: studenthelpdesk@kennesaw.edu Faculty/Staff: by Phone: 770-499-6999 or by e-mail: service@kennesaw.edu

Sincerely,

KSU Department of Public Safety and Office of Emergency Management

Voice: KSU Alert: This is a test of the Kennesaw State University emergency alert system. This is only a test. If this had been an actual emergency, this message would
have been accompanied by a description of the type and location of emergency and emergency response recommendations. This is only a test.

\textit{Tornado Warning}

\textbf{Text:} KSU Alert: The National Weather Service has issued a Tornado Warning for both Kennesaw State campuses. Seek shelter indoors immediately!

\textbf{Email:} KSU Alert: This is an emergency alert from the Kennesaw State Department of Public Safety and Office of Emergency Management. The National Weather Service has issued a Tornado Warning for both Kennesaw State campus areas. Seek shelter immediately in the interior of a building, away from windows and doors. If you are outdoors or in a vehicle, get inside a building immediately. This is a dangerous situation. Again, both Kennesaw State Campuses are under a Tornado Warning. Immediately, seek shelter in the interior of the building away from windows and doors.

\textbf{Voice:} KSU Alert: The National Weather Service has issued a Tornado Warning for both Kennesaw State Campus areas. Seek shelter immediately in the interior of a building away from windows and doors. If you are outside or in a vehicle, seek shelter indoors immediately. This is a dangerous situation. Again, the National Weather Service has issued a Tornado Warning for both Kennesaw State Campuses. Seek shelter indoors immediately.

\textit{Tornado “All Clear”}

\textbf{Text:} KSU Alert: The National Weather Service has discontinued the tornado warning for the Kennesaw State campuses. Resume normal activities

\textbf{Email:} KSU Alert: This is an emergency alert from the Kennesaw State Department of Public Safety and Office of Emergency Management. The National Weather Service has discontinued the tornado warning for both Kennesaw State Campus areas. Be cautious in returning to your normal activities. Call the KSU Department of Public Safety at 470-578-6666 to report any injuries, gas or chemical smells, or damage to your building.

\textbf{Voice:} KSU Alert: The National Weather Service has discontinued the Tornado Warning for both Kennesaw State Campus areas. Be cautious as you return to your normal activities. Call the Kennesaw State Department of Public Safety at 470-578-6666 to report any injuries, gas or chemical smells, or damage to your building.
Appendix D

Recovery Annex

Purpose

Emergency situations may require the immediate response of contractors to strengthen facilities, start immediate actions to prevent further damage to facilities and property, and conduct assessments of damage. This appendix establishes procedures for using pre-qualified contractors that were identified through a University System of Georgia qualifications-based selection process as having the requisite abilities to respond to emergency situations that may occur on campus.

Discussion

Pre-qualified contractors have been identified through a qualifications based selection process. This process focuses on qualifications and not necessarily pricing. Kennesaw State University is responsible for monitoring contractor activities to ensure the best use of fiscal resources. Furthermore, Kennesaw State University will develop additional relationships and vendor arrangements for continuity of operations needs specifically to meet the mission of the university.

Authorities

Only the following KSU personnel (or their designee, in their absence) have the authority to initiate a contractor response for immediate disaster recovery purposes:

a. Vice President for Operations
b. Associate Vice President for Operations
c. Associate Vice President of Facility Services
d. Assistant Vice President for Public Safety and Chief of Police
e. Director of Emergency Management
f. Director of Environmental Health and Safety

Pre-Qualified Vendors

a. University System of Georgia Pre-Qualified Vendors can be found on their Disaster Recovery Services page at http://www.usg.edu/facilities/services/safetysecurity/disaster_recovery_services
b. Additional vendors that may be used for KSU are:
   a. Local Generator Company
   b. Local Equipment Agency
   c. Fencing, Temporary Shelter, Port-o-potty, etc
   d. Other vendors as part of the emergency recovery process can be used without going through the standard procurement process if approved by the VP for Operations.
**Procedure**

**Request for Contractor Response**

1. Authorizing official will contact a pre-qualified vendor providing available information such as: type of event, visible damage, specific location of facility and damaged area, location of any hazard materials that may interfere with the response, and where to report to when arriving on campus.
2. Contractor(s) should be selected from the pre-qualified contractor list and contacted using the information provided.

**Initial Assessment/Estimate**

1. Contractor will conduct an initial assessment of the grounds and/or facility to determine elements of a response.
2. Projected costs for stabilization activities will be obtained from the contractor within 24 hours to include initial scope of activities.
3. The NON-EXCLUSIVE FACILITY DISASTER RESTORATION AND RECOVERY SERVICES CONTRACT has been developed for use in such situations. Pre-qualified vendors have agreed to sign the contract as required. Authorizing official will request a price list from vendor for services to be provided. NOTE: this does not prohibit the institution from negotiating pricing, etc. with vendors.

**Information and Updates**

Contractors may request information about the institution and/or conduct a site visit to gather information about the institution.

Updated vendor lists will be periodically received from the Board of Regents office and will be attached to this appendix.
Appendix E
Continuity of Operations Planning

Emergency planning, including continuity of operations planning, is a critical function for the University. In addition, it is good business practice. Kennesaw State University (KSU) must have the capability to conduct critical operations during an emergency and to resume others rapidly and efficiently once the immediate crisis has passed. While the impact of an emergency cannot be predicted, planning for operating under such conditions can mitigate impacts on our people, our facilities, and our mission.

The purpose of the Continuity of Operations Plan (COOP) is to ensure continued operation of critical functions in the event of an emergency that requires continuity operations and to ensure a rapid response to any emergency situation requiring continuity plan implementation.

The COOP contains administrative and academic department plans that allow them, and their respective sub-departments, to define their critical assets and functions. KSU used BoldPlanning in the past to capture departmental plans; **Departmental plans are the backbone of the University COOP Plan.** In the near future, the tools to facilitate and record plans will be decided and funded. Not only will departmental plans ensure that critical functions are met during a disaster, but the planning process itself will strengthen the resiliency of the various departments on campus. Information gathered from the departmental plans is used to update the Institute’s comprehensive COOP, focusing on strategic and potentially business halting critical functions and solutions.

The University’s COOP is a companion to and consistent with the campus Emergency Operations Plan, which delineates the policies and procedures related to the response and management of an emergency.

A wide variety of disruptive events may cause the need for a COOP to be implemented. It could be a disaster that is wide in scope (terrorist bombing, wildfire across campus) or localized (fire in your building, or even the failure of your hard drive!). It could be anticipated with plenty of warning (ice storm) or happen quite suddenly (explosion). Additionally, it would not be unusual for more than one event to happen simultaneously.

Other examples include:

- Sustained power outage
- Major damage to buildings on campus (fire, earthquake, weather)
- Biotoxin/Investigation
- Pandemic infections disease causing loss of personnel
- Sustained closure for severe winter weather
- Significant water damage to an area
- Sudden loss of key personnel and/or system(s)
The goal of continuity planning is to enable us to continue our mission despite these events. Some departments – the health center or police department, for example – may be expected not only to continue, but to expand their services during these times.

The COOP is designed to address the activities necessary in the immediate aftermath of a disaster, as well as short-term and long-term plans (up to 30 days) with focus on continuing essential functions. The plan would become extremely important in the event of a catastrophic event that would disable a building or system for an extended time period.

The COOP should cover all University operations, colleges, departments, and service areas, including contracted operations. Using an all-hazards approach, the COOP plan ensures that regardless of the event, critical functions will continue to operate and services will continue to be provided, to the extent possible, to faculty, staff, and students. This approach anticipates the full range of potential emergencies, from those that cause the temporary interruption of a single function to the shutdown of the entire campus or region requiring the suspension of all non-critical functions and the relocation of critical functions to an alternative site for an extended period of time.

A Critical Function is an activity that is essential to the core mission of the organization. For disaster planning, a Critical Function is one that must be continued throughout disaster, or resumed soon after a disaster event, to ensure either the viability of the department, or its ability to serve its customers.

The methodology used in this planning tool defines four levels of criticality:

- **Critical 1**: Must be continued at normal or increased service load. Cannot pause. Necessary to life, health, security. (Examples: inpatient care, police services).
- **Critical 2**: Must be continued if at all possible, perhaps in reduced mode. Pausing completely will have grave consequences. (Examples: health services for students, functioning of data networks, at-risk research)
- **Critical 3**: May pause if forced to do so, but must resume in 30 days or sooner. (Examples: classroom instruction, research, payroll, student advising)
- **Deferrable**: May pause; resume when conditions permit. (Examples: routine building maintenance, training, marketing).
Appendix F

Board of Regents Emergency Notification Plan

BOARD OF REGENTS OF THE UNIVERSITY SYSTEM OF GEORGIA

EMERGENCY NOTIFICATION PLAN

Revised August 2012
Part I. Purpose, Scope and Authority

A. Purpose
To establish procedures for University System of Georgia (USG) Unit(s), University System Office Departments/Divisions to notify University System Office core personnel of incidents or emergency situations. Procedures are identified for responding to requests for USG resources from the Georgia Emergency Management Agency (GEMA).

B. Scope
This Emergency Notification Plan applies to all USG Unit(s) and USO Departments/Divisions.

C. Authority
This plan is developed under the authority of the Chancellor for the Board of Regents of the University System of Georgia.

D. Responsibility
1. The USO Office of Facilities will be responsible for conducting an annual review of the Emergency Notification Plan, completing revisions as required.

2. USG Units are responsible for maintaining accurate, up-to-date contact information for core personnel and providing the information to the Director of Safety & Security, USO.

E. Distribution
This plan will be disseminated to:
1. Core USO personnel identified in Part II.
2. Core USG Unit personnel identified in Part II.
3. Copy of this plan will be included in each institution Emergency Action/Operations Plan as an appendix or annex.

F. Requests for USG Resources

1. GEMA requires a bi-annual critical resource inventory. Each institution will complete and submit a critical resource inventory when requested by the USG Director of Safety and Security. NOTE: dependent upon specific situations or needs, the Director of Safety and Security may request inventory updates or resource information apart from GEMA requests.

2. Requests received from, or in response to Georgia Emergency Management Agency requests:
The University of Georgia Emergency Operations Plan Version: June 2013 88
In the event USG resources, personnel and/or equipment are requested by the Georgia Emergency Management Agency, the Director of Safety and Security will be notified and will coordinate the response to the request.

3. Requests received by USG Unit(s) by local agencies, or in response to localized emergency:

Requests received by USG Unit(s) in response to localized emergencies as a part of mutual aid agreements will be coordinated by the USG Unit. USG units will direct requests for resources beyond their capability to the Director of Safety and Security.

G. Notification Procedure

Institutions will make notify the Director of Safety & Security as defined in Parts II & III, or when a request is received for resources in response to an emergency as noted in F above as follows:

1. Bruce Holmes, Director of Safety & Security
2. In the event the Director cannot be contacted:

Dependent upon the circumstances and situation reported, the Director of Safety & Security may notify:

1. Chief Operating Officer
2. Associate Vice Chancellor for Media and Public Relations and/or Senior Vice Chancellor for External Affairs
3. Others as required for response to the situation/incident.
Part II, Definitions
A. Situation Definitions
For the purposes of this Emergency Notification Plan, situations are defined as follows:

1. **Disaster** – Any event or occurrence that seriously impairs or halts the core operations of the USG Unit or USO Department/Division. Event could have occurred contiguous to the USG Unit or USO Department/Division requiring the Unit or Department/Division to respond. In some cases, mass casualties and severe property damage may be sustained.

2. **Emergency** – Any incident, potential or actual, which negatively impacts an entire building or buildings, or human life or well-being, and which disrupts the overall operation of the Unit or Department/Division.

3. **Emergency Conditions** – Conditions that are developing, or have the potential to develop, that could threaten the safety/security of the Unit or Department/Division personnel and facilities.

4. **Incident** – Any situation or event that may result in the temporary disruption of operations; impair the use of facilities; or place the institution or System at greater risk. The primary threat to the institution may have ended or been greatly reduced.

B. USG Unit Core Personnel
1. President
2. Chief Business Officer
3. Chief Information Officer
4. Chief Academic Officer
5. Emergency Coordinator
6. Physical Plant Director
7. Director of Public Safety or Security Director

C. USO Core Personnel
1. Chancellor
2. Executive and Senior Vice Chancellors
3. Vice Chancellors
4. Associate and Assistant Vice Chancellors
5. Director of Safety & Security
### Part III. General Responses/Notifications

#### A. USG Unit(s)

The following diagram provides general guidance for USG Unit(s) in notifying the Director of Safety & Security, USO. Event

<table>
<thead>
<tr>
<th>Incident</th>
<th>Emergency Conditions</th>
<th>Emergency</th>
<th>Disaster</th>
</tr>
</thead>
<tbody>
<tr>
<td>Any situation or event that may result in the temporary disruption of operations; impair the use of facilities; or place the institution or System at greater risk. The primary threat to the institution may have ended or been greatly reduced.</td>
<td>Conditions that are developing, or have the potential to develop, that could threaten the safety/security of the Unit or Department/Division personnel and facilities.</td>
<td>Any incident, potential or actual, which negatively impacts an entire building or buildings, or human life or well-being, and which disrupts the overall operation of the Unit or Department/Division.</td>
<td>Any event or occurrence that seriously impairs or halts the core operations of the USG Unit or USO Department/Division. Event could have occurred contiguous to the USG Unit or USO Department/Division requiring the Unit or Department/Division to respond. In some cases, mass casualties and severe property damage may be sustained.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Operations</th>
<th>Duration</th>
<th>Response</th>
<th>Notification</th>
<th>Examples</th>
</tr>
</thead>
<tbody>
<tr>
<td>No disruption to minor disruption</td>
<td>Generally event has concluded prior to being reported</td>
<td>Limited to standard USG Unit, USO response(s)</td>
<td>Director of Safety &amp; Security is notified as soon as possible</td>
<td>Serious crimes, such as felonies, involving students, on or off campus; facility evacuations due to fires or threats of violence.</td>
</tr>
<tr>
<td>Minor temporary disruption</td>
<td>Predictable amount of time, generally not exceeding 48 hours</td>
<td>USG Unit/USO, or local services responses</td>
<td>Director of Safety &amp; Security is notified as soon as possible</td>
<td>Threats of violence or harm to others have been received; Confirmed case of Pandemic type flu</td>
</tr>
<tr>
<td>Medium to severe interruption</td>
<td>Extended period of time in the response and recovery from the event.</td>
<td>Low to high response required from USG Unit, USO and/or off-campus personnel.</td>
<td>Director of Safety &amp; Security is notified as soon as possible</td>
<td>Long-term power outages, other than routine maintenance/repairs; structure failures.</td>
</tr>
<tr>
<td>Full interruption of operations</td>
<td>Extended period of time to allow for recovery</td>
<td></td>
<td></td>
<td>Severe flooding, and/or facility damage, injuries, from severe weather event.</td>
</tr>
</tbody>
</table>
Appendix F

Public Health Response Plan

Typically University campus have been charged with developing a Pandemic Influenza Plan. Although KSU has such a plan, it is important to be prepared for any kind of a public health issue on campus. Bacterial meningitis, tuberculosis, Varicella, West Nile virus, and measles, mumps, or rubella are all possibilities.

The keys to public health response include:

- Quick response from health services, university leadership and local public health.
- Confirming the threat
- Identifying those exposed and/or at risk
- Effective communication plan
- Treatment

The initial response includes:

Crisis Management Team

1. The Medical Director of Health Services will immediately notify the Associate Vice President for Operations, who may decide to convene a meeting with the Crisis Management Team (CMT) to discuss the situation and request that the CMT be alerted to prepare for coordination of the University’s response. Likely CMT Members will include representatives from:
   A. Dean of Students
   B. Emergency Management
   C. Public Safety
   D. Environmental Health and Safety
   E. Strategic Communications and Marketing
   Other members may include:
   F. Plant Operations
   G. Residence Life
   H. Academic Affairs

2. Appropriate members of the campus CMT will collaborate to determine target individuals who may be at risk.

3. The Medical Director of Health Services will collaborate with, provide on-going situational updates to, and serve as the primary medical/health resource for the AVP for Operations and CMT.

4. The Medical Director of Health Services will notify Cobb/Douglas Public Health.
Priority Actions/Decisions

A. Health Services

- The Medical Director of Health Services (or Health Services’ designee) will be responsible for coordinating the efforts of Health Services and for preparation of the clinic office, facilities and staff to respond to inquiries and administer preventive treatment.

- As part of a coordinated response, Health Services will collaborate closely with the office of Health Education and Promotions in the preparation of educational materials for distribution to patients as they arrive at Health Services. These materials will also be distributed on campus to educate specific groups of people (or the community in general).

- The Medical Director of Health Services will contact the Cobb-Douglas Public Health Office to notify them of the situation and to initiate a collaboration of Public/Community Health and campus efforts.

- The Medical Director of Health Services will contact local hospitals/ERs within Cobb and Kennesaw. May also need to contact the Cobb/Douglas Public Health director and staff so they can prepare for possible patients.

B. Identification and treatment of possible at-risk individuals/groups

Individuals/groups who may be “at-risk” for exposure will be identified and notified in collaboration with Medical Director of Health Services, Dean of Students, and Strategic Communications and Marketing. KSU Human Resources, and possibly the Departmental Chairs and Faculty.

C. Notification of “at-risk” individuals/groups

Once target individuals / groups have been identified, it will be necessary to have a specific briefing with representatives from the groups that would be responsible for contacting students who may have been exposed to the index case; for example the coach of a sports team, an RA or other Residential Life staff member, or representatives for a student club or organization. A designated member of Health Services will be responsible for speaking with these group representatives. They should be provided with a summary of what has occurred, what needs to be done, and the need to contact students who may be potential secondary cases. These representatives may be asked to contact individuals and direct them to report to Health Services.

D. Communications

The Assistant Vice President for Strategic Communications and Marketing and the Office of the President will be the primary contacts for on and off-campus communication of important information related to a public health incident in the Kennesaw State University community.
Communications developed in coordination with their offices and Health Services will be used throughout the crisis to educate the community about the situation and what steps are being taken. The Assistant Vice President for Strategic Communications and Marketing is the representative designated to coordinate information to the media.

Depending on the situation, other student groups, campus departments, or faculty/staff will be briefed about the incident and related procedures. For example, a special briefing could be held in the residence hall of the index case. Information shared would be helpful in providing correct information, alleviating rumors, and dispelling potentially needless worry.

E. **Collaboration with local, district, and State Public Health Agencies**

The Cobb-Douglas Department of Public Health will collaborate with Kennesaw State University in determining whether campus-wide/community mass immunization/chemoprophylaxis is indicated, and in decisions regarding other possible community-based considerations such as: quarantine, cancellation of classes and/or community/athletic events, restriction of public/visitor access to campus, campus “closure”, etc. Georgia Board of Regents, and by extension the University, does not have the legal authority to designate a quarantine order. The Georgia Department of Public Health, and by extension the Cobb-Douglas Department of Public Health, is the only entity that has legal authority in Georgia to issue and execute a quarantine order.

If mass vaccination and/or prophylaxis is recommended, Health Services will work with campus Facilities staff to coordinate on on-campus Point of Distribution site with Cobb-Douglas Public Health officials.

F. **Other Important Considerations**

If relevant, arrangements should be made for thorough cleaning and disinfection of their residence hall room(s). All potentially contaminated materials should be removed from their room(s) and the room itself thoroughly cleaned and disinfected. Housekeeping personnel responsible for the cleaning and disinfection process should utilize appropriate personal protective equipment (PPE) provided by the University. If the student was seen in Health Services, the same procedures should be followed for the Health Services office.

Identify students on campus who have not provided proof of immunization for the concern (including new, transfer, online) and develop plan to immunize, quarantine, or exclude from campus.

Educate the campus community about the risk factors related to the concern. Reassure those individuals who are not at risk.

Prepare for second and/or further cases.
Appendix G

Crisis Counseling Plan

Kennesaw State University must be prepared to assist in a sudden need for sustained crisis counseling. Although unlikely, an event like a Virginia Tech in 2006 shooting or the Marshall University plane crash in 1970, would not only result in mass casualties, but the immediate and sustained need for counseling for the campus community.

If there is a need for immediate and sustained counseling services, the following will take place:

1. Director of Emergency Management will confer with the Vice President of Operations
2. The Vice President of Operations will notify the President
3. Director of Emergency Management will contact the:
   a. Executive Director of Counseling and Psychological Services
   b. Dean of Students
   c. Chief of Police
   d. AVP for Operations
   e. KSU Center Director (Note: this will still need to be worked out….)
4. The Executive Director of Counseling and Psychological Services will determine the number of counselors that are immediately needed and begin considering the needs beyond the first few hours. Counseling services will be considered from:
   a. KSU Counseling Services
      i. 10 – Kennesaw Campus
      ii. 4 – Marietta Campus
   b. 3-5 – other licensed mental health clinicians among administrators and faculty
   c. University Systems of Georgia Counseling Director’s Association (CDA) crisis response network
   d. Off-campus Counseling Partners (e.g., Red Cross Disaster Mental Health)
5. A member of the Office of Emergency Management will meet with the Executive Director (or designee) at the KSU Center to set up the counseling operation.
Appendix H

Off Site Locations and Emergency Information

Although Kennesaw State University main campuses reside in Cobb County (Kennesaw Campus and Marietta Campus), there are smaller sites that primarily rely on local public safety officials for response efforts. Special events with advanced planning may utilize Kennesaw State University Public Safety and Police resources; critical events would likely include delayed and supportive response from KSU Public Safety and Police.

**Paulding Site**

Point of Contact:

Paula Bechtler
pbechtle@kennesaw.edu
Desk Phone: 678-946-1099
Cell phone: 770-296-0725

Address  Henry Winn Building, 125 E. Memorial Drive, Dallas, GA 30132

- Police: Dallas Police Department, 911 or 770-443-8100
- Fire Department: Paulding Fire Rescue Department, 911 or 770-222-1160
- Paulding County Emergency Management
  EMA Director, Joey Pelfrey, 770-222-1160 ext.207
  EMA Deputy Director, Vickie Thompson, 678-383-3420
  EMA Coordinator, MaryAnn Tidmore, 678-383-3421

**Hickory Grove Farm**

Point of Contact

Address: 1800 Hickory Grove Road, Kennesaw, GA 30144

- Police: Cobb County Police, 911
- Fire: Cobb County Fire, 911
- Cobb County Emergency Management
  EMA Director, Cassie Reece, 770-499-4567
  Public Programs Coordinator, Bernard King, 770-499-4568

**Cora Harris Property (In the Valley)**
Point of Contact

Address: 591 Mt. Pleasant Road, Rydal, GA 30171

- Police: Bartow County Sheriff’s Office, 770-382-5050
- Fire: Bartow County Fire Department
- Bartow County Emergency Management
  Director, Paul Cuprowski, 770-387-5089

Tanyard Creek Property

Point of Contact

Address: Tanyard Creek Road, Acworth, GA 30102

- Police: Bartow County Sheriff’s Office, 770-382-5050
- Fire: Bartow County Fire Department
- Bartow County Emergency Management
  Director, Paul Cuprowski, 770-387-5089
Appendix I

Crisis Communications Plan

Strategic Communications and Marketing serves as KSU’s official source of information with all internal and external messaging released or coordinated through this department. A crisis is defined as a significant event that threatens the University community including its population, operation, resources and reputation.

Goals:

- Provide factual, consistent information to the University’s diverse constituencies in a timely manner.
- Coordinate campus communications, addressing both internal and external communication needs.
- Maintain the University’s reputation, credibility and relationships.
- Monitor media coverage and provide rumor control.
- Support the University’s Emergency Operations Plan.

Emergency Communications to the campus population are handled through the Department of Public Safety and Office of Emergency Management. This communication includes, but is not limited to, Rave Alert mass notification system, outdoor warning sirens, digital signage, desktop emergency override system, social media, and UHF radio communications.

A more detailed Crisis Communications Plan is intended to be utilized for notifications and communications after the initial emergency response operations. The Crisis Communications Plan that is maintained within Strategic Communications and Marketing provides procedures for the coordination of communications, both internally and externally, in the event of a crisis situation. The plan outlines the roles, responsibilities, and protocols to guide the University in sharing information with all of KSU’s audiences during an emergency or crisis.
Appendix J

Educational Abroad Emergency Communication and Response Plan

The Faculty Director traveling with the group is primarily responsible for an immediate and appropriate response to any incident occurring in an education abroad program. The general rule in all crisis situations is to remain calm and act as would a responsible person under the circumstances and document actions, and contact the KSU Police at the first available opportunity to report that an incident has occurred. Their emergency response team will respond to the call and triage concerns to the Director of Education Abroad and other campus units appropriate. When necessary, the Director of Education Abroad will escalate the response by contacting senior University administration as and arrange a critical incident team to respond to all ramifications of the incident.

KSU’s Division of Global Affairs/Educational Abroad Security and Risk Management Protocol provides detailed information for students, and accompanying faculty. For the purpose of EOP, faculty or students traveling abroad through sanction programs should contact the KSU Public Safety Communications Center for emergencies. The KSU Public Safety Communication Center will contact a member of the Global Affairs/Educational Abroad Office for assistance.

Education Abroad Office Contact Telephone Numbers

*Hours: Monday – Friday 8am-5pm EST; Phone: 770-423-6336*

<table>
<thead>
<tr>
<th>Name</th>
<th>Title</th>
<th>Office Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lance Askildson</td>
<td>Executive Director; Institute for Global Initiatives</td>
<td>+1-678-797-2368</td>
</tr>
<tr>
<td>Iyonka Strawn-Valcy</td>
<td>International Programs Manager</td>
<td>+1-770-794-7787</td>
</tr>
<tr>
<td>Michele Miller</td>
<td>Education Abroad Advisor</td>
<td>+1-678-797-2175</td>
</tr>
<tr>
<td>Tara McDuffie</td>
<td>Senior Education Abroad Advisor</td>
<td>+1-678-797-2672</td>
</tr>
<tr>
<td>Jan Morian</td>
<td>Education Abroad Advisor</td>
<td>+1-770-794-7629</td>
</tr>
<tr>
<td>Cynthia True</td>
<td>Education Abroad Advisor</td>
<td>+1-770-794-7628</td>
</tr>
<tr>
<td>Gil Eisner</td>
<td>Education Abroad Advisor</td>
<td>+1-678-797-2924</td>
</tr>
<tr>
<td>Nadine Northcutt</td>
<td>Education Abroad Advisor</td>
<td>+1-678-797-2092</td>
</tr>
<tr>
<td>Ashley Johnson</td>
<td>Business Manager</td>
<td>+1-770-794-7709</td>
</tr>
</tbody>
</table>

The Kennesaw State Division of Global Affairs
Appendix K

Memorandums of Understanding

USE AGREEMENT

THIS AGREEMENT by and between The Board of Regents of the University System of Georgia by and on behalf of Kennesaw State University (hereinafter the "Granting Organization"), and Cobb County, Georgia, acting by and through the Cobb County Emergency Management Agency, (hereinafter "the County").

WITNESSETH THAT:

WHEREAS, the parties recognize the need for emergency management functions to ensure that preparations will be adequate to deal with emergencies or disasters resulting from manmade or natural causes or enemy attack and to provide for the public peace, health and safety; and

WHEREAS, the County desires to use premises, areas, equipment, and/or materials (hereinafter, "the Property") of the Granting Organization for the purpose of joint interagency training exercises and/or in the event of a natural disaster or other emergency, consistent with the Georgia Emergency Management Act and any other local emergency management acts or resolutions; and

WHEREAS, the Granting Organization is willing to provide access to and/or use of the agreed upon premises, areas, equipment, supplies and materials for the purpose of present or future exercises or in the event of a natural disaster or other emergency;

NOW THEREFORE, for valuable consideration, the receipt and sufficiency whereof is hereby acknowledged, and in further consideration of the mutual promises, covenants, and conditions contained herein, the parties do hereby agree as follows:

1. Authority: This agreement is authorized under the provisions of Georgia Constitution Art. IX, Sec. III, Para. I.

2. Terms and Conditions: The Granting Organization agrees to provide to Cobb County the use of the Property described below, on an "as-is" basis, and on the date(s) stated:

   Premises or area located at 1000 Chastain Road, Kennesaw, Georgia 30144; the specific area(s) to be utilized will depend upon the nature and severity of the emergency or the training.

   Equipment, supplies or materials furnished:

   To be determined based on the circumstances of the emergency/training.

   Dates/time of use: during crisis situations, or pre-approved dates and times by both parties during non-emergency large scale incidents

3. Property Utilization: The County agrees to limit its use of the Property to activities connected with the purposes aforementioned. Unless agreed to in writing by the parties, any physical premises or equipment furnished by Granting Organization to the County for use will remain the property of the Granting Organization. Unless agreed to in writing by the parties, any supplies or materials furnished by the Granting Organization or to the County for use will be used and disposed of as determined by the County.

4. Removal of Trash: If the Property involved is real property, Cobb County and/or any participating agencies shall be responsible for the removal of trash/waste on the Property resulting from the County’s use of the Property.

5. Staffing: During an inter-agency training event or in the event of a natural disaster or other emergency, Cobb County shall provide adequate staffing to ensure the intent of the agreement is maintained.
6. **Notice:** Any notices given by either party to the other shall be in writing as follows:

   **Cobb County**
   - County Manager
   - Cobb County Government
   - 100 Cherokee Street, Ste 300
   - Marietta, Georgia 30090

   **Kennesaw State University**
   - Robert F. Lang, CPP, CSO
   - Assistant Vice President for
     Strategic Safety and Security
   - Kennesaw State University
   - 1000 Chastain Rd NW, MD#1402
   - Kennesaw, GA 30144

7. **Termination:** Either party reserves the right to terminate this Agreement upon 30-days written notice to the other party, as described in paragraph 6.

8. **Governing Law:** This Agreement is to be governed by the laws of the State of Georgia.

9. **Entire Agreement:** This Agreement and Attachment sets forth all the provisions, agreements, and understandings between the parties relative to the described Premises. Nothing in this Agreement is intended to conflict with current laws or regulations of the State of Georgia or relevant local units of government. If a term of this Agreement is inconsistent with such authority, then that term shall be invalid, but the remaining terms and conditions of this Agreement shall remain in full force and effect.

10. **Effective Date:** The terms of this Agreement will become effective on the 27th day of April, 2010 for a period of one year, and will automatically renew on a year to year basis for up to five years, unless either party wishes to terminate as described in paragraph 7.

**COBB COUNTY GOVERNMENT**

By: [Signature]

G. Woody Thompson
Vice Chair
Cobb County BOC

Title: Chairman, Cobb County Board of Commissioners

**THE BOARD OF REGENTS OF THE UNIVERSITY SYSTEM OF GEORGIA BY AND ON BEHALF OF KENNESAW STATE UNIVERSITY**

By: [Signature]

Daniel S. Papp, Ph.D.

Title: President, Kennesaw State University

**APPROVED**

PER MINUTES OF COBB COUNTY BOARD OF COMMISSIONERS

_4-27-10_ \( \Phi \)
Appendix L

Open Closed Delay Flier

HOW WILL I KNOW IF CAMPUS IS OPEN, CLOSED OR DELAYED?

Check the following resources to determine whether the University is open, closed or delayed due to inclement weather.

The Campus Home Page
www.kennesaw.edu

The Campus Advisory Page
www.kennesaw.edu/advisories

Twitter
www.twitter.com/kennesawstate
www.twitter.com/KSU_Safety

Facebook
www.facebook.com/KennesawStateUniversity
www.facebook.com/kennesawstateOEM

Local Media Outlets
www.cbs46.com
www.wsbtv.com

Important Reminders
Call KSU Campus Police at (470) 578-6666 for all on Campus emergencies
Call 911 for off Campus emergencies
For non-emergencies call KSU Campus Police at (470) 578-6206

Kennesaw State University
Office of Emergency Management
Phone (470) 578-6985 | Fax (470) 578-9125 | Email: KSUalerts@kennesaw.edu
Appendix M

Severe Weather Triggers

To be better prepared to respond to a severe weather event, the Office of Emergency Management has developed the following protocols and triggers based upon information provided by the Storm Prediction Center and the National Weather Service local office.

Storm Prediction Center Information

The Storm Prediction Center issues a convective outlook for potential severe weather as much as seven days in advance. This information is provided as a Day 1 Outlook, a Day 2 Outlook, a Day 3 Outlook, and a Day 4-8 Outlook. The Storm Prediction Center issues risk based upon a five-level scale to provide a general idea of the threat of severe weather. Below is a graphic of this scale and a definition of each level:

```
Understanding Severe Thunderstorm Risk Categories

<table>
<thead>
<tr>
<th>THUNDERSTORMS</th>
<th>1 - MARGINAL (MRGL)</th>
<th>2 - SLIGHT (SLGT)</th>
<th>3 - ENHANCED (ENH)</th>
<th>4 - MODERATE (MDT)</th>
<th>5 - HIGH (HIGH)</th>
</tr>
</thead>
<tbody>
<tr>
<td>No severe thunderstorms expected</td>
<td>Isolated severe thunderstorms possible</td>
<td>Scattered severe storms possible</td>
<td>Numerous severe storms possible</td>
<td>Widespread severe storms likely</td>
<td>Widespread severe storms expected</td>
</tr>
<tr>
<td>Lightning/flooding threats exist with all thunderstorms</td>
<td>Limited in duration and/or coverage and/or intensity</td>
<td>Short-lived and/or not widespread, isolated intense storms possible</td>
<td>More persistent and/or widespread, a few intense</td>
<td>Long-lived, widespread and intense</td>
<td>Long-lived, very widespread and particularly intense</td>
</tr>
</tbody>
</table>

- Winds to 40 mph
- Small hail

- Winds 40-60 mph
- Hail up to 1”
- Low tornado risk

- One or two tornadoes
- Reports of strong winds/wind damage
- Hail >1”, isolated 2”

- A few tornadoes
- Several reports of wind damage
- Damaging hail, 1”-2”

- Strong tornadoes
- Widespread wind damage
- Damaging hail, 2”+

- Tornado outbreak
- Derecho

* NWS defines a severe thunderstorm as measured wind gusts to at least 58 mph, and/or hail to at least one inch in diameter, and/or a tornado. All thunderstorm categories imply lightning and the potential for flooding. Categories are also tied to the probability of a severe weather event within 25 miles of your location.

National Weather Service
www.spc.noaa.gov

For each definition level, the Office of Emergency Management will have a subsequent reaction designed to provide the most comprehensive monitoring. These actions are listed below:

Marginal
**Definition:** 2% chance of a Tornado and/or a 5-10% of 58+ mph winds and/or hail up to 1 inch within 25 miles of the designated area

**Office of Emergency Management personnel will:**
- Monitor weather conditions
- Review emergency notification protocols
- Check all emergency notification devices to ensure mission readiness

**The Communications Center will:**
- Monitor the weather conditions

---

**Slight**

**Definition:** 5% chance of a Tornado and/or a 15-30% of 58+ mph winds and/or hail from 1-2 inches within 25 miles of the designated area

**Office of Emergency Management personnel will:**
- Monitor weather conditions
- Review emergency notification protocols
- Check all emergency notification devices to ensure mission readiness
- Notify all Department of Public Safety personnel of the threat of severe weather
- Review University events for outside activities

**The Communications Center will:**
- Monitor weather conditions
- Review emergency notification protocols
- Check all emergency notification devices to ensure mission readiness

**The Patrol Captain or designee will:**
- Take the Outdoor Warning Siren radio out of the cradle
- Review siren activation protocols

*Note: When the Patrol Captain is not available, these duties fall to the Officer in Charge. The person assigned to this task will remain on the Kennesaw Campus*

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**Enhanced**

**Definition:** 10% chance of a Tornado and/or a 30-45% of 58+ mph winds and/or hail from 1-2 inches within 25 miles of the designated area

**Office of Emergency Management personnel will:**
- Monitor weather conditions
- Review emergency notification protocols
- Check all emergency notification devices to ensure mission readiness
- Notify all Department of Public Safety personnel of the threat of severe weather
- Prepare and implement a staffing plan for non-business hour monitoring of weather conditions
- Notify the campus community of the threat of severe weather via KSU Inform and Social Media
- Review University events for outside activities

The Communications Center will:

- Monitor weather conditions
- Review emergency notification protocols
- Check all emergency notification devices to ensure mission readiness

The Communications Manager and Supervisors will:

- Discuss staffing plans for the Communications Center during anticipated severe weather windows

The Patrol Captain or designee will:

- Take the Outdoor Warning Siren radio out of the cradle
- Review siren activation protocols

*Note: When the Patrol Captain is not available, these duties fall to the Officer in Charge.
The person assigned to this task will remain on the Kennesaw Campus

**Moderate**

**Definition:** 15-30% chance of a Tornado and/or a 45-60% of 58+ mph winds and/or hail of two inches or greater within 25 miles of the designated area

Office of Emergency Management personnel will:

- Monitor weather conditions
- Review emergency notification protocols
- Check all emergency notification devices to ensure mission readiness
- Notify all Department of Public Safety personnel of the threat of severe weather
- Review University events for outside activities
- Prepare and implement a staffing plan for non-business hour monitoring of weather conditions, including on-site monitoring of weather conditions during non-business hours
- Notify the campus community of the threat of severe weather via KSU Inform and Social Media
- Evacuate the Office Annex and perform monitoring activities from the Department of Public Safety

The Director of Emergency Management will:
• Directly notify the Chief of Police, Associate Vice President of Operations, and Vice President of Operations of the impending threat of severe weather

The Communications Center will:

• Monitor weather conditions
• Review emergency notification protocols
• Check all emergency notification devices to ensure mission readiness

The Communications Manager and Supervisors will:

• Implement staffing plans for the Communications Center during anticipated severe weather windows

The Patrol Captain or designee will:

• Take the Outdoor Warning Siren radio out of the cradle
• Review siren activation protocols

Note: When the Patrol Captain is not available, these duties fall to the Officer in Charge. The person assigned to this task will remain on the Kennesaw Campus

High

Definition: 30+% chance of a Tornado and/or a 60+% of 58+ mph winds and/or hail of 2 inches or greater within 25 miles of the designated area

Office of Emergency Management personnel will:

• Monitor weather conditions
• Review emergency notification protocols
• Check all emergency notification devices to ensure mission readiness
• Notify all Department of Public Safety personnel of the threat of severe weather
• Recommend the cancellation of all outdoor events
• Prepare and implement a staffing plan for non-business hour monitoring of weather conditions, including on-site monitoring of weather conditions during non-business hours
• Notify the campus community of the threat via KSU Inform and Social Media
• Evacuate the Office Annex and perform monitoring activities from the Department of Public Safety
• Prepare the Emergency Operations Center for activation

The Director of Emergency Management will:

• Directly notify the Chief of Police, Associate Vice President of Operations, and Vice President of Operations of the impending threat of severe weather

The Communications Center will:

• Monitor weather conditions
- Review emergency notification protocols
- Check all emergency notification devices to ensure mission readiness

The Communications Manager and Supervisors will:

- Implement staffing plans for the Communications Center during anticipated severe weather windows

The Patrol Captain or designee will:

- Take the Outdoor Warning Siren radio out of the cradle
- Review siren activation protocols

Note: When the Patrol Captain is not available, these duties fall to the Officer in Charge. The person assigned to this task will remain on the Kennesaw Campus

NOTE: The Vice President of Operations is the decision-maker for all decisions regarding the closure of campus in anticipation of a severe weather outbreak

In addition to the Convective Outlooks issued by the Storm Prediction Center, Kennesaw State University will also take specific actions as a result of severe weather watches and warnings issued by the National Weather Service.

### Severe Thunderstorm Watch

The Office of Emergency Management will:

- Monitor weather conditions
- Review emergency notification protocols
- Check all emergency notification devices to ensure mission readiness
- Notify the Communications Center of the Watch
- Notify the campus community of the Watch via KSU Inform and Social Media

The Communications Center will:

- Notify all units of the watch via the 800MHz radio system
- Monitor weather conditions
- Review emergency notification protocols
- Check all emergency notification devices to ensure mission readiness

### Tornado Watch

The Office of Emergency Management will:

- Monitor weather conditions
- Review emergency notification protocols
- Check all emergency notification devices to ensure mission readiness
- Notify the Communications Center of the Watch
- Notify the campus community of the Watch via KSU Inform and Social Media
• Consider adding an Advisory to the KSU Web Page

**The Communications Center will:**

• Notify all units of the watch via the 800MHz radio system
• Monitor weather conditions
• Review emergency notification protocols
• Check all emergency notification devices to ensure mission readiness

**The Patrol Captain or their designee will:**

• Take the Outdoor Warning Siren radio out of the cradle
• Review siren activation protocols

*Note: When the Patrol Captain is not available, these duties fall to the Officer in Charge. The person assigned to this task will remain on the Kennesaw Campus*

### Severe Thunderstorm Warning

**The Office of Emergency Management will:**

• Monitor weather conditions
• Review emergency notification protocols
• Check all emergency notification devices to ensure mission readiness
• Ensure the Communications Center is aware of the Warning
• Notify the campus community of the Watch via KSU Inform, Social Media and Crisis Coordinator UHF radio system

**The Communications Center will:**

• Notify all units of the warning via the 800MHz radio system
• Monitor weather conditions
• Review emergency notification protocols
• Check all emergency notification devices to ensure mission readiness

**The Patrol Captain or their designee will:**

• Take the Outdoor Warning Siren radio out of the cradle
• Review siren activation protocols
• Notify all patrol officers to limit traffic stops to only those that are necessary for the safety of the public due to weather conditions

*Note: When the Patrol Captain is not available, these duties fall to the Officer in Charge. The person assigned to this task will remain on the Kennesaw Campus*

*Note: The person assigned to this task will remain on the Kennesaw Campus*

### Tornado Warning
In a Tornado Warning, the Kennesaw State Emergency Notification System will be fully activated, including:

- RAVE Alert (Common Alerting Protocol)
- Emergency Desktop Override System
- Emergency Outdoor Warning Siren
- 800MHz radio system
- Crisis Coordinator UHF Radio System
- KSU Web Page Advisory (time permitting)
Appendix N

Campus Maps
## Appendix O

### Bomb Threat Checklist

**Description Detail Report**

**Questions to ask:**

1) When is the bomb going to explode?

2) Where is it right now?

3) What does it look like?

4) What kind of bomb is it?

5) What will cause it to explode?

6) Did you place the bomb?

7) Why?

8) What is your address?

9) What is your name?

**Exact wording of the threat:**

<table>
<thead>
<tr>
<th>Sex of Caller:</th>
<th>Race:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Length of call:</td>
<td>Age:</td>
</tr>
</tbody>
</table>

| Date: | Time: |

**Number at which call was received:**

**Notes:**

**Caller’s Voice - Circle as applicable:**

- Calm
- Angry
- Excited
- Slow
- Rapid
- Soft
- Loud
- Laughter
- Crying
- Normal
- Distinct
- Slurred
- Nasal
- Stutter
- Lisp
- Raspy
- Deep
- Clearing Throat
- Deep Breathing
- Cracked Voice
- Disguised
- Accent
- Familiar

If voice is familiar, whom did it sound like?

**Background Sounds:**

- Street Noises
- Animal Noises
- Factory Machinery
- Voices
- Clear
- Static
- PA System
- Music
- Local Call
- Long Distance
- House Noises
- Weather
- Motor Engine
- (wind, rain, thunder, etc.)
- Office Machinery
- Other

**Threat Language:**

- Well Spoken (educated)
- Incoherent
- Taped
- Foul
- Message read
- Irrational by threat maker

**Remarks:**

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Kennesaw State University Emergency Operations Plan 2015

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Kennesaw State University Emergency Operations Plan 2015

Appendix P

Kennesaw State University Crisis Coordinator Program

Originally staffed by 35 volunteers, the Kennesaw State University Crisis Coordinator program has grown to 200+ volunteers. All volunteer personnel are trained in emergency preparedness, emergency response, crisis mitigation, CPR, AED, and security awareness. Our Crisis Coordinators act as immediate responders to many critical incidents, such as fire alarms and medical incidents. Our Crisis Coordinators mitigate the immediate situation while awaiting the arrival of trained first responders, such as law enforcement, fire, and/or emergency medical personnel. In this way, immediate help is rendered along with trained support for sustained assistance.

The Crisis Coordinator Program is a volunteer program supported by the administration of Kennesaw State University. Through declaration from the University President and the Vice President of Operations, volunteers were requested to step forward within every building, preferably on every floor or from each discipline, within larger buildings. Crisis Coordinators perform regular daily tasks as part of the everyday campus function. Crisis Coordinators serve when called upon, within the KSU Campus community, and are encouraged to become engaged with the community where they live as part of a national awareness.

KSU Crisis Coordinators serve as a point of contact in the emergency response initiative for the university. Crisis Coordinators are a core element of KSU Campus response with the goal of ensuring a safe and secure environment for students, faculty, staff and visitors.

Examples of events where Crisis Coordinators may activate:

- Medical Emergency: Render aid and summon medical care
- Building Fire Alarm Activation: Evacuate building
- Internal Chemical spill or gas leak: Evacuate building
- External Hazardous Material threat: Shelter in
- Severe Weather: Shelter in
- Violent Intruder/Active Shooter: Secure in

Crisis Coordinators may be called upon to assist with daily crowd control monitoring on a campus wide disaster.

Crisis Coordinators should strive to complete “Basic Certification” as a basis for their development as initial responders. Crisis Coordinators are further encouraged to continue to develop their own personal preparedness and response capabilities through additional training offered throughout the year.
Organizational Structure

The Office of Emergency Management is responsible for recruiting, training, equipping, and supervising the all-volunteer Crisis Coordinator program. The trained, civilian, volunteers provides the support needed by the Department of Public Safety and University Police and they are empowered to engage in the emergency preparedness and awareness of the university’s population without continued taxation on the resources of the Department of Public Safety and University Police. This helps keep in balance the cooperative effort and mutual support fostered between the civilian population of Kennesaw State University and the Department of Public Safety and University Police.

In order to provide comprehensive coverage throughout the University, each building has a Lead Crisis Coordinator who serves as the primary point of contact for emergency events. He or she is responsible for organizing their team, ensuring effective radio communication within the building, encouraging continued improvement in offered training opportunities and providing personal, on-site leadership during a crisis event.

Training

The Crisis Coordinator function performs a vital role in the overall safety and security for the interest of Kennesaw State University. Once an individual has been initialized into the Crisis Coordinator function by personal choice or delegation, they should make an appointment with the Office of Emergency Management to come to them for formal initiation and orientation. This meeting will provide an insight into the program as well as provide an opportunity for equipment issue and a Q&A session. As soon as an individual has been provided with the basic orientation into the Crisis Coordinator program they should take part in the Crisis Coordinator Basic Certification training regimen. The earlier an individual can get into these classes and complete them, the better prepared they will be for providing support to the campus wide preparedness and awareness culture.

The concept of the Crisis Coordinator program at Kennesaw State University is to strive to grow and develop an every expanding culture of campus-wide awareness and preparedness through self-motivation and education.

In addition to the Basic Certification, other levels of training achievement include “Advanced” and “Master” certifications. These levels can be reached by completed the requisite training needed for these levels. Below is the full training regimen, including course descriptions:

Basic Certification

- Basics of OEM/CC Program: This course describes the Office of Emergency Management structure and mission. This includes emergency notification, integration with the Department of Public Safety and University Police, and the capabilities of the Office of Emergency Management. In addition, this course reviews the Crisis
Coordinator program, including the training regimen, expectations, equipment, and history of the program.

- **Emergency Response Operations:** Emergency Response Operations reviews the basic emergency responses as outlined in the Kennesaw State Emergency Operations Plan (EOP). This includes evacuation, shelter-in-place, secure-in-place, and response expectations for the Crisis Coordinators in each facility.

- **CPR/AED/Basic First Aid:** Provides students with the vital information needed to recognize and care for breathing and cardiac emergencies in adults, children, and infants. Includes information on how to identify and care for life-threatening bleeding, sudden illness, and injuries. Certification card and textbook included.

- **ICS 100.He:** Introduction to the Incident Command System for Higher Education, introduces the Incident Command System (ICS). This course describes the history, features and principles, and organizational structure of ICS. It also explains the relationship between ICS and the National Incident Management System (NIMS). This online course uses the same objectives and content as other ICS courses with higher education examples and exercises. [https://training.fema.gov/.../is100he.asp](https://training.fema.gov/.../is100he.asp)

- **Campus Fire Safety:** One in three persons will have an experience with fire during his or her lifetime. Are you sure you know what to do in case of fire? Do you know how to use a fire extinguisher? Do you know when not to use an extinguisher? This fast-paced program will help you make better choices in emergency situations...at work and at home. You'll also learn some basic tips to reduce the likelihood of a fire in your work area or home. Topics covered in this course include: Fire Science, Fire Suppression Systems, Fire Alarm Systems, Electrical Safety, Safe Storage Practices, Fire Extinguishers, and Emergency Preparedness.

- **Plan Prepare React: Active Shooter Response Options:** An "active shooter" is an armed individual who has attacked with deadly force one or more persons, and who will continue to randomly seek out and kill as many people as possible. Active shooter situations can occur anywhere, even on a university campuses. This class is intended to educate people on response options for active shooter situations.

- 2 of the Electives

**Advanced Certification**

- CERT (21 hours)
- 5 of the Electives

**Master Certification**

- Completion of both Basic and Advanced Certification, plus GEMA Certified Emergency Management (CEM), OR
- Completion of both Basic and Advanced Certification, plus the KSU Citizen’s Police Academy.
Electives

- **National Weather Service StormSpotter**: This course, taught by the National Weather Service, describes how to recognize weather structures that indicate the potential for severe weather. Additionally, this course describes the types of weather phenomena that the NWS would like to receive reports from the public on, including damage, hail size, wind speed, and rain totals.

- **Continuity of Operations Planning (COOP)**: Provides personnel with the background and template for building departmental continuity of operations plans. The COOP plan is designed to address the immediate aftermath, short-term and long-term with focus on continuing essential functions, which would become extremely important in the event of a catastrophic event that would disable their building for an extended time period. Participants will learn how to conduct a hazard analysis, identify and prioritize departmental essential functions.

- **Disaster Psychology**: This course presents an overview of disaster psychology, addresses responders well-being and how to work with survivors’ trauma. (This class is covered in CERT, but can be taken/signed-up for as a standalone course.).

- **Medical Operations I and II**: The course introduces participants to the possible roles they might play in simple triage of the injured and in treating the three most common life threatening conditions: airway obstruction, bleeding, and shock. (This class is covered in CERT, but can be taken/signed-up for as a standalone course.).

- **KSU Laboratory Safety Workshop (EHS)**: Designed for employees who work in an industrial, clinical, or academic laboratory setting to educate the employee to diverse safety and health concerns related to their job. Learner objectives include the following: identify general requirements of the Laboratory Safety Standard, recognize the importance of a Chemical Hygiene Plan in your workplace, define the purpose of a Safety Data Sheet, describe safety guidelines specific to laboratory fire and burn hazards, and identify general emergency guidelines to be followed in the laboratory.

- **Disaster Preparedness**: Roles and responsibilities in community preparedness, hazards and their potential impact, personal, home and workplace preparedness, disaster response, and protection for disaster workers. (This class is covered in CERT, but can be taken as a standalone course.).

- **Weather Safety and Response**: Learn the difference between Severe Thunderstorm Warnings, Tornado Watches and Tornado Warnings. More importantly, learn what to look for, and then what to do if a storm is heading your way. Class attendees will also learn about lightning, straight line wind, winter weather and more.

- **Disguised/Concealed Weapons**: Discusses concealment techniques and the indicators that a person may be carrying a weapon. It discusses different screening techniques, how to apply those techniques, and what procedures should be followed if a weapon is suspected. Laws concerning weapons on campus are also examined.

- **General Campus Safety - Concerns and Issues**: Crime Prevention is everyone’s job on campus; be a part of the solution. Class discusses a variety of topics: ticketing processes, pedestrian misconceptions, alcohol, drugs, cyber security, common mistakes made by resident students, RAD program, victim services and the KSU Police Explorer Program.
Attendees will depart with enhanced campus situational awareness and better equipped to advise those in their charge.

- **Students in Conflict**: KSU strives to promote a culture of safety, support and care. This class will provide information on how to identify and work with student in distress, basics of conflict resolution and de-escalation, and measure you can take to support those impacted by a crisis, including KSU’s Behavioral Response Team process.

- **Travel Abroad Safety & Security**: Regardless if you are going on an exotic overseas vacation, planning a sabbatical into the far corners of the earth or studying abroad, you should be prepared BEFORE leaving the United States. Be informed about safety and security issues, crime, health and travel tips. Learn what and who to avoid, and common sense steps to make your travel enjoyable and safe. This class is co-taught by Emergency Management and Health Services.

- **Bomb Threat Management**: What would you do if you received a bomb threat in your building or area? During the 2011-2012 academic year that there were 133 bomb threats at institutions of higher education. This course examines how KSU would respond to a bomb threat and handle the many types of threats that may occur. You, too, would likely have a role in this process! This class discusses the types of threats, how and when to evacuate, as well as how to conduct searches for suspicious packages. We'll also have a short demonstration with one of our K9 units.

- **SPECIAL TOPICS COURSES**: Each semester one or two special topic courses will be added to the elective courses within the CC program. These courses will be delivered based on current threats, concerns and past incidents. Currently enrolled and those who have already completed the EPC program are encouraged to attend. Examples include Ebola, HazMat Awareness, and Terrorism and Radicalization.

- **Online Classes** ([http://training.fema.gov/is/crslist.aspx](http://training.fema.gov/is/crslist.aspx))
  - IS-5.A: An Introduction to Hazardous Materials
  - IS-235.B: Emergency Planning
  - IS-340: Hazardous Materials Prevention

Any TEEX/NDPC Course ([https://teex.org](https://teex.org))
# Appendix Q

## Emergency Quick Reference

### FIRE

- When a fire alarm sounds, **EVACUATE**
- Gather your personal belongings, if time permits (clothes, keys, purse, etc.), and exit the building
- **DO NOT** use elevators
- Use stairs to reach ground level
- Follow all instructions given by Crisis Coordinators, wearing orange vests and/or black and gold KSU I.D. badges

### EVACUATION

When evacuation is ordered, follow the directions of Crisis Coordinators, Public Safety, and Campus Administrators.

- Take personal belongings if time permits
- Evacuate in a safe, orderly manner via the closest exit
- Help direct people with special needs to a safe place
- **DO NOT** use elevators to transport people
- Do not re-enter the building until Campus Administrators issue the “ALL CLEAR” message

### TORNADO WARNING

You will receive a message via KSU’s mass notification system

- **Shelter in place**
- Select an interior room closest to ground level
- Stay away from exterior doors and windows
- If in residence halls, move to the lowest level
- Remain sheltered in place until Campus Administrators give the “ALL CLEAR” message

### SHELTER-IN-PLACE

- If outside, seek shelter indoors immediately
- Remain inside for your own safety
- Select interior rooms closest to ground floor
- Stay away from exterior doors and windows
- Do not exit building until Campus Administrators issue the “ALL CLEAR” message

### ACTIVE SHOOTER

- Run, hide, or fight
- **DO NOT** activate fire alarms
- Help direct people with special needs to a safe place
- Go to the nearest room or office
- Close, lock, & barricade doors and cover windows
- Silence cell phones
- **DO NOT** answer the door
- Remain calm, quiet and patient
- Remain in a secure location until Campus Administrators issue the “ALL CLEAR” message

### SECURE-IN PLACE

- Remain indoors for your own personal safety
- Lock exterior doors
- **DO NOT** exit the building
- Remain in a secure location until Campus Administrators issue the “ALL CLEAR” message
- If outside:
  - Seek shelter inside the building closest to you
  - Stay indoors
  - Go directly to an enclosed, windowless area
  - Help direct people with special needs to a safe place

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For small fires, and if trained, use a fire extinguisher and remember P.A.S.S. “Pull, Aim, Squeeze, Sweep”

**Pull** the pin, **aim** at base of fire, **squeeze** the handle, **swipe** from side to side
Appendix R

Other Standalone Plans

KSU’ has several standalone plans not included in the EOP due to sensitivity and/or space considerations. These plans are available through the Office of Emergency Management:

- Pandemic Flu Plan
- Point of Dispensing (POD) Plan
- Stadium Emergency Operations Plan
- Residence Life Protocols
- KSU Student Handbook, which includes information on Free Speech areas and monitoring protocols.
- Division of Global Affairs/Educational Abroad Security and Risk Management Protocol
- Special Event Incident Action Plans (IAPs)
- KSU Public Safety and Police General Orders
- Crisis Communications Plan

The EOP and standalone plans are often the starting point for developing specific IAPs.
Appendix S

Glossary of Key Emergency Management Terms

After Action Review

The main product of the evaluation and improvement planning process is the After Action Report. This document is created after an actual emergency event or an exercise to capture observations, make recommendations, identify strengths, and identify corrective actions to improve future planning and response initiatives.

All-Hazards

An approach to emergency planning that creates response protocols that can be applied to multiple hazard events. This planning approach attempts to incorporate all potential hazards a jurisdiction may face into an emergency plan.

Command

The act of directing, ordering, or controlling by virtue of explicit statutory, regulatory, or delegated authority.

Continuity of Operations Plan (COOP)

A planning initiative to ensure that primary mission critical functions continue to be performed during and after an emergency with as little interruption as possible.

Coordinate

To advance an analysis and exchange of information systematically among partner organizations who have or may have a need to know certain information to carry out specific incident management responsibilities.

Emergency

Any incident, whether natural or manmade, that requires response actions to protect life, property, and/or the environment.

Emergency Management

The managerial function charged with creating the framework within which communities reduce vulnerability to hazards and cope with disasters. This is accomplished through mitigation, preparedness, response, and recovery operations and initiatives.

Emergency Operations Center
The physical location at which the coordination of information and resources to support incident management activities normally takes place.

**Emergency Support Function**

A functional area of response activity established to facilitate the delivery of response actions and resources during the immediate response phase of a disaster to save lives, protect property and public health, and maintain public safety.

**Evacuation**

The organized, phased, and supervised withdrawal, dispersal, and removal of persons from dangerous, or potentially dangerous, areas and their reception and care in safe areas.

**Exercise**

An instrument to train for, assess, practice, and improve performance in prevention, protection, response, and recovery capabilities in a risk-free environment.

**Hazardous Materials**

Substances or materials which may pose unreasonable risks to health, safety, property, and/or the environment when used, transported, stored, or disposed of.

**Incident Command**

The organizational element responsible for overall management of the incident and consisting of the Incident Commander and any assigned supporting staff.

**Incident Commander**

The individual responsible for all incident activities, including the development of strategies and tactics and the ordering and release of resources.

**Incident Command System**

A standardized, on-scene emergency management construct specifically designed to provide an integrated organizational structure that reflects the complexity and demands of single or multiple incidents without being hindered by jurisdictional boundaries. ICS is the combination of facilities, equipment, personnel, procedures, and communications operating within a common organizational structure, designed to aid in the management of resources during incidents.

**Logistics**

The process and procedure for providing resources and other services to support an incident.

**Mitigation**
Activities providing a critical foundation in the effort to reduce the loss of life and property from a natural and/or manmade disaster by avoiding or lessening the impact of a disaster and providing value to the public by creating a safer community.

**Mutual Aid Agreement**

Written agreement between and among agencies/organizations and/or jurisdictions that provides a mechanism to quickly obtain emergency assistance in the form of personnel, equipment, materials, and other associated services.

**National Incident Management System**

A set of principles that provide a systematic, proactive approach guiding government agencies at all levels, non-governmental organizations, and the private sector to work seamlessly to prevent, protect against, respond to, recover from, and mitigate against the effects of incidents, regardless of cause, size, location, or complexity, in order to reduce the loss of life, damage to property, and harm to the environment.

**National Weather Service**

The federal agency tasked with providing localized weather information to the population, and during a weather-related emergency, to state and local emergency management officials.

**Preparedness**

A continuous cycle of planning, organizing, training, equipping, exercising, evaluating, and taking corrective action in an effort to ensure effective coordination during incident response.

**Recovery**

The development, coordination, and execution of service and site restoration plans; the reconstitution of operations and services; long-term care and treatment of affected persons; additional measures for social, political, environmental, and economic restoration; evaluation of the incident to identify lessons learned; post-incident reporting; and development of initiatives to mitigate the effects of future incidents.

**Response**

Activities that address the short-term, direct effects of an incident. This includes immediate actions to save lives, protect property, and meet basic human needs.

**Secure-in-Place**

The application of locks, barricades, and other protective measures to secure one’s self from an active, violent situation.

**Shelter-in-Place**
The initiation of protective measures against a chemical release or severe weather event.

**State of Emergency**

The condition declared by the University President when, in his or her judgment, a threatened or actual disaster is of sufficient severity and magnitude to warrant disaster assistance from other state organizations and institutions.

**Terrorism**

Any activity that involves an act that is dangerous to human life or potentially destructive of critical infrastructure or key resources; is a violation of the criminal laws of the United States or any State or other subdivision of the United States; and appears to be intended to intimidate or coerce a civilian population, to influence the policy of a government by intimidation or coercion, or to affect the conduct of government by mass destruction, assassination, or kidnapping.

**Unified Command**

An Incident Management System application used when more than one agency or department has incident jurisdiction or when incidents cross political jurisdictions. Department work together through the designated members of the Unified Command, often the senior person from departments participating in the Unified command, to establish a common set of objectives and strategies and a single Incident Action Plan.
Appendix T

Acronym List and Emergency Operations Plan Definitions

AAR – After Action Report
AED – Automated External Defibrillator
AI – Avian Influenza
AVP – Assistant/Associate Vice President
CBRNE – Chemical, Biological, Radiological, Nuclear, and Explosives
CDC – Center for Disease Control
CEM – Certified Emergency Manager
CERT – Community Emergency Response Team
CMT – Crisis Management Team
COOP – Continuity Operations Plan(ning)
CPG – Comprehensive Preparedness Guide
CPR – Cardiopulmonary Resuscitation
DHS – Department of Homeland Security
DOCS – Department Operating Centers
DPS – Department of Public Safety
EAP – Emergency Action Plan
EH&S/EHS – Environmental Health and Safety
EMA – Emergency Management Agency
EMAP – Emergency Management Accreditation Program
EMC – Electric Membership Corporation
EMS – Emergency Medical Service
EOC – Emergency Operations Center
EOP – Emergency Operations Plan
ESF – Emergency Support Function
FEMA – Federal Emergency Management Agency
FEOC – Forward Emergency Operations Center
GEMA – Georgia Emergency Management Agency
GSAR – Georgia Search and Rescue
HHS – Health and Human Services
HPAI – Highly Pathogenic Avian Influenza
HVAC – Heating, Ventilation, and Air Conditioning
IAEM – International Association of Emergency Managers
IAP – Incident Action Plan
IC – Incident Command
ICS – Incident Command System
JIC – Joint Information Center
KSU – Kennesaw State University
NCAA – National Collegiate Athletic Association
NEMA – National Emergency Management Association
NFPA – National Fire Protection Administration
NIMS – National Incident Management System
NRF – National Response Framework
OCGA – Official Code of the State of Georgia
OEM – Office of Emergency Management
PAG – President’s Advisory Group
PIO – Public Information Officer
POD – Point of Dispensing
PPE – Personal Protective Equipment
Q&A – Questions and Answers
RAs – Resident Assistants
SACS – Southern Association of Colleges and Schools
SHS – Student Health Services

THIRA – Threat Hazard Identification and Risk Assessment

UC – Unified Command

UITS – University Information Technology Services

USG – University System of Georgia

USO – University System Office

WHO – World Health Organization
Appendix U

References

DHS National Incident Management System (2009)
EMAP IHE Assessment Guide (2010)
Georgia Emergency Management Agency State Hazard Mitigation Plan (2014)
Georgia Tech Emergency Action Plan (2014)
Kennesaw State Emergency Action Plan (2012)
Penn State Comprehensive Emergency Management Plan (2012)
Southern Polytechnic State University Emergency Operations Plan (2013)
University of California – Santa Cruz Labor Strike Plan (2014)
University of Georgia Emergency Operations Plan (2013)
University of Vermont Emergency Support Functions (2013)
BOMB THREAT PROCEDURES

This quick reference checklist is designed to help employees and decision makers of commercial facilities, schools, etc. respond to a bomb threat in an orderly and controlled manner with the first responders and other stakeholders.

Most bomb threats are received by phone. Bomb threats are serious until proven otherwise. Act quickly, but remain calm and obtain information with the checklist on the reverse of this card.

If a bomb threat is received by phone:
1. Remain calm. Keep the caller on the line for as long as possible. DO NOT HANG UP, even if the caller does.
2. Listen carefully. Be polite and show interest.
3. Try to keep the caller talking to learn more information.
4. If possible, write a note to a colleague to call the authorities or, as soon as the caller hangs up, immediately notify them yourself.
5. If your phone has a display, copy the number and/or letters on the window display.
6. Complete the Bomb Threat Checklist immediately. Write down as much detail as you can remember. Try to get exact words.
7. Immediately upon termination of call, DO NOT HANG UP, but from a different phone, contact authorities immediately with information and await instructions.

If a bomb threat is received by handwritten note:
- Call _______________________
- Handle note as minimally as possible.

If a bomb threat is received by e-mail:
- Call _______________________
- Do not delete the message.

Signs of a suspicious package:
- No return address
- Excessive postage
- Stains
- Strange odor
- Strange sounds
- Unexpected delivery

* Refer to your local bomb threat emergency response plan for evacuation criteria

DO NOT:
- Use two-way radios or cellular phone. Radio signals have the potential to detonate a bomb.
- Touch or move a suspicious package.

WHO TO CONTACT (Select One)
- 911
- Follow your local guidelines

For more information about this form contact the DHS Office for Bombing Prevention at OBP@dhs.gov