

Crisis Management Plan Summary



SOUTHERN
ADVENTIST UNIVERSITY

Power for Mind & Soul

Southern Adventist University Crisis Management Plan SUMMARY

ASSUMPTIONS

- Response to a disruption of all or part of the university
- Limit crisis/alleviate impact
- Flexibility/cooperation with government
- During activation of the Crisis Management Plan, the Emergency Operations Center under the authorization of the Crisis Management Team has the authority and control of campus operations

PRIORITIES

- Protect life
- Support safety/health
- Preserve assets
- Maintain service
- Assess damage
- Restore operations

ACTIVATION OF CRISIS MANAGEMENT PLAN (Chart 3.1 attached)

For major health and safety emergencies, call 911

Campus Safety - 423.236.2100

- Central point to receive and dispense information to responders
- Consults with Emergency Operations Center director and Crisis Management Team chair to determine level of crisis

LEVEL OF CRISIS DEFINED

Level 1:

- Restricted
- Minor disruption of university function
- Limited media attention; Crisis Communication Plan may be activated

Level 2:

- Disrupts all or part of university
- Crisis Management Team and Emergency Operations Center Team notified
- Emergency Operations Center Team mobilizes divisions as needed
- Expect media notification; contact Crisis Communication Team
- External agencies

Level 3:

- Disrupts overall university function
- Crisis Management Plan activated
- Crisis Management Team convenes
- Emergency Operations Center Team convenes
- Crisis Communication Team convenes
- Divisions mobilized
- Multiple external agencies

EMERGENCY OPERATIONS CENTER

- Will be activated in the event of an emergency level 2 or 3

SPECIFIC ROLES OF:

Crisis Management Team

- Overall supervision and direction
- Chair – primary voice to university and publics
- Receive specific assignments
- Authorize plan

Emergency Operations Center Team

- Execute Crisis Management Plan with specific actions
- Inform Crisis Management Team and Crisis Communication Team

Crisis Communication Team

- Communicates with all relevant groups
- Manages communication modes

RECOVERY (Chart 3.2 attached)

DIVISIONS WITH CRITICAL RESPONSIBILITY

PRESIDENT:

Coordinates the Crisis Management Team and is the official voice of the university

Information Systems: Set up/maintain computer communication, phone services, extra cells, speakers in Emergency Operations Center, Short wave

ACADEMIC ADMIN:

Inform faculty; Class schedule; Class relocation; Maintain records

Faculty/Staff: Be informed; Provide direction and assistance; Lead Division Plans

ADVANCEMENT:

Facilitate donations and coordinate volunteers

Development Facilitate donations

Volunteer Services Coordinates volunteers

FINANCIAL ADMINISTRATION:

Critical decisions regarding finances/reconstruction

Campus Safety: Monitor; Notify; Evacuate; Provide order; Control access; Interface with government

Food Service: Provide water/food; Mobile if necessary

Health Center: Attention to injured; Local care; Arrange transport for remote care

| | |
|----------------------------|---|
| Human Resources: | Maintain remuneration and benefits; Personnel for recovery |
| Landscape Services: | Roads/walkways clear; Outside safety |
| Plant Services: | Utilities; Structures; Reconstruction |
| Risk Management: | Crisis Management Plan application; Insurance procedures; Legal counsel |
| Service Dept.: | Internal property/safety; Cleanup |
| Transportation: | Vehicles available as needed; Drivers |

MARKETING/ENROLLMENT SERVICES:

Communication

Marketing & Univ. Rel.: Crisis Communication Plan; Website; Media

Student Finance: Phone center/hotline; notify parents

STUDENT SERVICES: Student welfare

Counseling: Mobilize counselors; Activate outside counselors; Arrange follow-up sessions

Residence Halls: Identification; Shelter – Dining Hall, Iles P.E. Center for students/staff

Students: Aware; Follow plans as instructed and practiced

A. OVERALL ORGANIZATION

Chart 2.1 - Crisis Management Plan Organization, Relationships and Primary Responsibilities

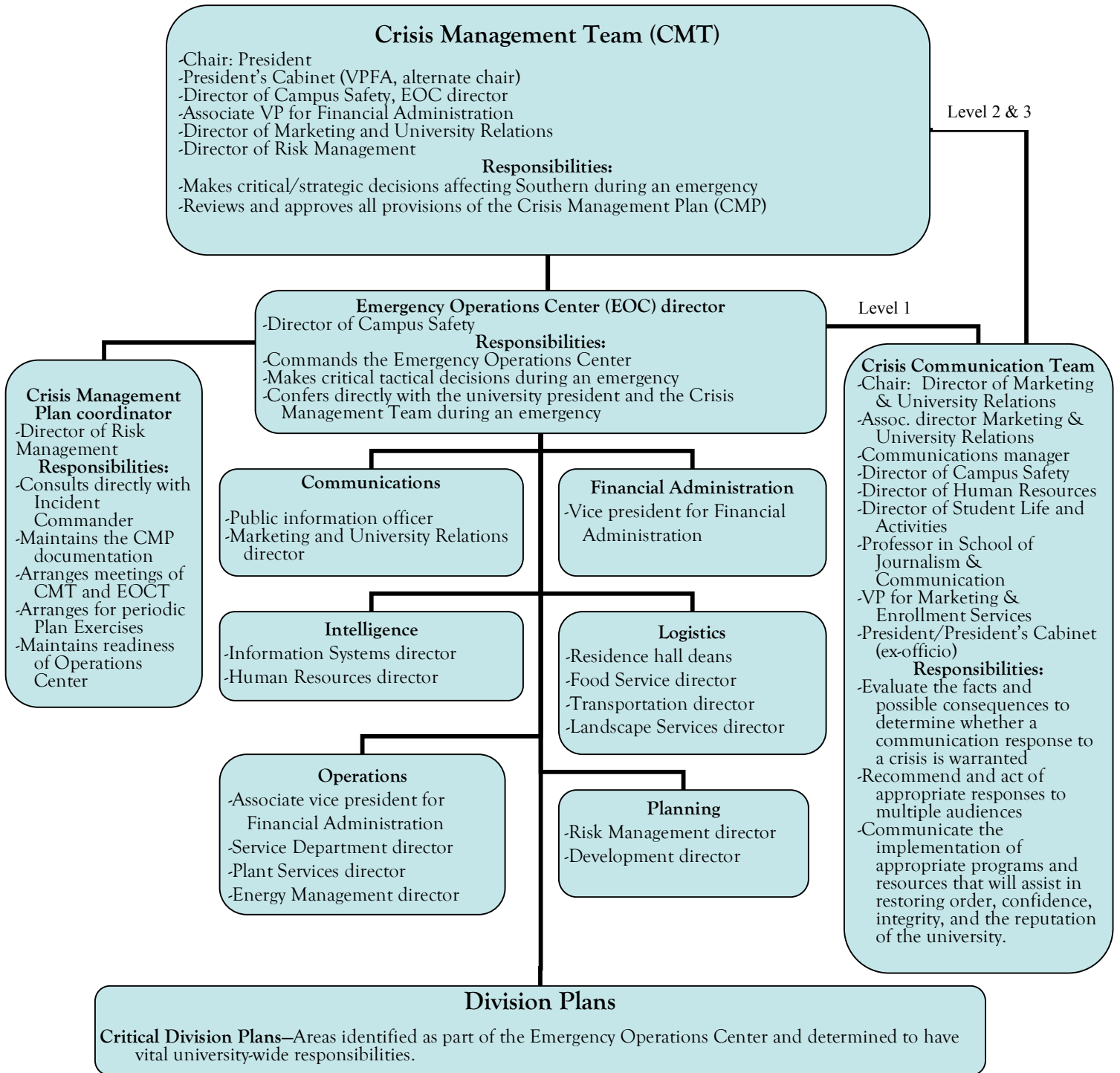


Chart 3.1 - Southern Adventist University Crisis Management Plan, Activation

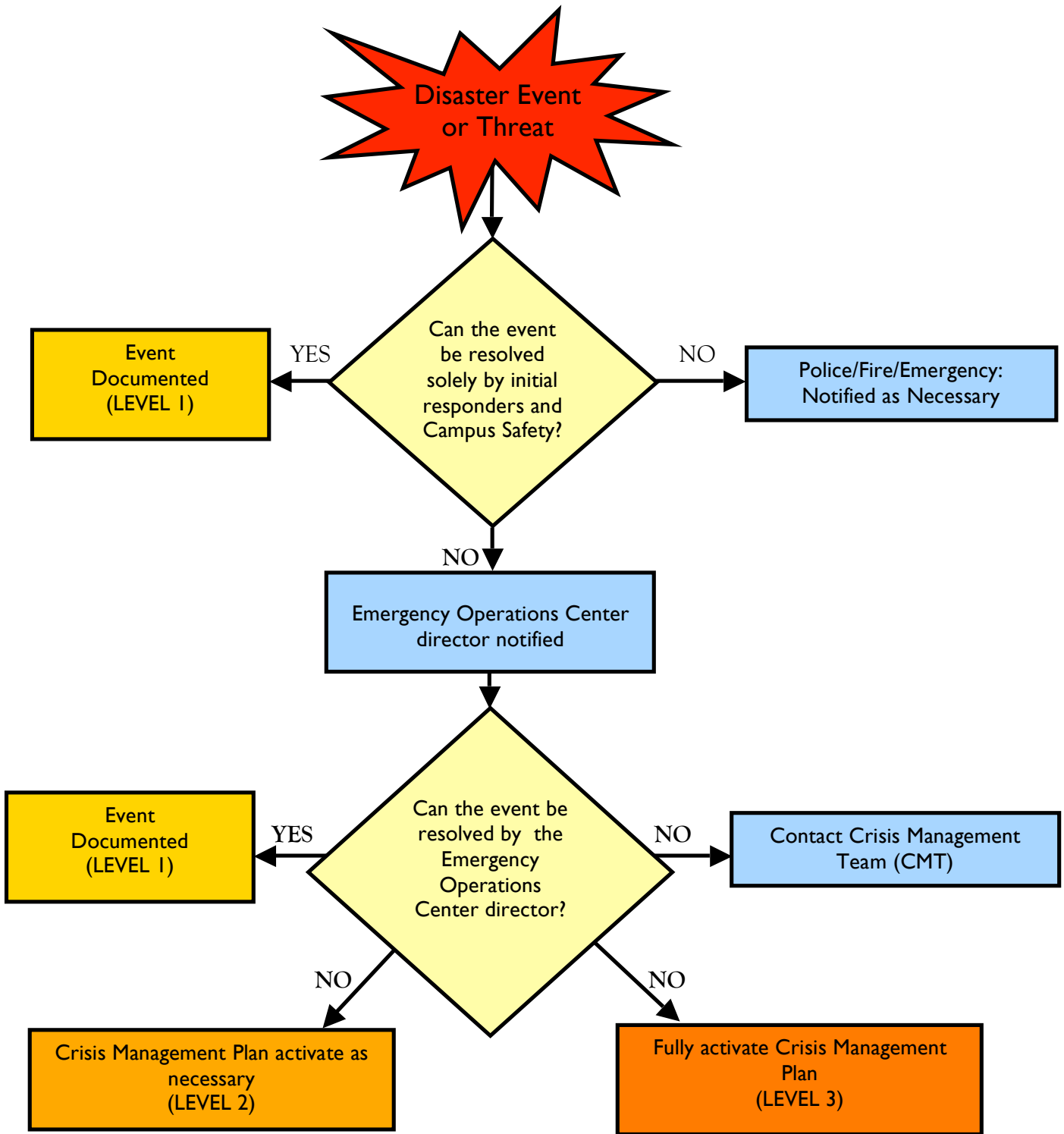


Chart 3.2 - Southern Adventist University Crisis Management Plan, Recovery

