



# **Crisis Management Plan**

Revised October, 2019

# TABLE OF CONTENTS

<b>INTRODUCTION .....</b>	<b>2</b>
<b>CRISIS MANAGEMENT TEAM ORGANIZATION AND RESPONSIBILITIES .....</b>	<b>3</b>
GENERAL RESPONSIBILITIES OF THE CMT .....	3
COORDINATOR OF CRISIS MANAGEMENT TEAM AT EACH BCTC CAMPUS .....	3
ASSISTANT COORDINATOR OF CRISIS MANAGEMENT TEAM AT EACH BCTC CAMPUS.....	4
FUNCTIONAL AREAS REPRESENTED.....	4
<b>HAZARD ASSESSMENT .....</b>	<b>6</b>
EMERGENCY AGENCIES FOR RESPONSE / RECOVERY .....	7
<b>PREPAREDNESS .....</b>	<b>9</b>
EVACUATION ROUTES.....	9
EVACUATION DRILL (MANDATORY).....	9
TORNADO DRILL.....	9
BOMB THREAT DRILL.....	10
MEDICAL EMERGENCY DRILL.....	10
HAZARDOUS MATERIALS EMERGENCY DRILL.....	10
VIOLENT/THREATENING BEHAVIOR EMERGENCY DRILL .....	10
<b>BCTC CRISIS COMMUNICATIONS PLAN .....</b>	<b>11</b>
RATIONALE AND PURPOSE.....	11
OBJECTIVES OF CRISIS COMMUNICATIONS .....	11
DEFINITION.....	11
FIRST STEPS.....	11
COMMUNICATIONS PROTOCOLS.....	12
METHODS OF COMMUNICATION .....	12
MEDIA RELATIONS.....	12
COMMUNITY RELATIONS.....	13
FOLLOW-UP.....	14
<b>SPECIFIC EMERGENCY RESPONSE PROCEDURES .....</b>	<b>17</b>
GENERAL EVACUATION PROCEDURES.....	18
EMERGENCY EVACUATION FOR INDIVIDUALS WITH DISABILITIES .....	19
BOMB THREAT .....	23
FIRE .....	29
EARTHQUAKE .....	31
ANTHRAX / BIOLOGICAL AGENT THREATS .....	32
HAZARDOUS MATERIALS EMERGENCIES.....	35
INFRASTRUCTURE FAILURE .....	39
SEVERE WEATHER.....	40
WORKPLACE VIOLENCE OR TERRORISM.....	41
CIVIL DISTURBANCE .....	43
EXPLOSION .....	45
FLOOD .....	46
ACCIDENTS; MEDICAL EMERGENCIES; DEATH NOTIFICATIONS.....	48
<b>BCTC ADMINISTRATIVE CONTACT LIST .....</b>	<b>49</b>
<b>BCTC OPERATIONS CONTACT LIST.....</b>	<b>49</b>
<b>BCTC EVENING/WEEKEND EMERGENCY CONTACT LIST .....</b>	<b>49</b>
<b>EMERGENCY AGENCIES FOR RESPONSE/RECOVERY.....</b>	<b>52</b>

## INTRODUCTION

The purpose of this document is to establish an Emergency Response / Crisis Management Plan (CMP) for use by the Bluegrass Community and Technical College (BCTC) campuses. For the purpose of this plan, a **crisis** is defined as any unplanned event that can cause deaths or significant harm to employees, students or the public; or that can shut down business, disrupt operations, cause physical or environmental damage, or threaten the institution's financial standing or public image. The **crisis** may take the form of an **emergency** requiring immediate action to save lives and protect property.

The National Safety Council recommends that all facilities have a written response plan, including procedures for emergencies that are most likely to occur at the facility. Occupational Safety and Health Administration (OSHA) standards require a planned response for every facility, including the following:

- Facilities must have a Plan that addresses the actions employees must take to assure their collective safety during an emergency.
- The Plan must include information on applicable emergency procedures for general evacuation, fire reporting, medical emergencies, bomb threats, tornado safety, notification procedure for deaths, hazardous material releases, earthquakes or structural failure, armed robbery, and media—related events.
- All employees (including employees who are new to a facility) must be trained to respond to various emergencies that may occur. Employees must be notified whenever there are major changes to the procedures.

Emergency /crisis management is an ongoing process of planning for and responding effectively to the occurrence of an unplanned event. The process consists of the following four phases:

- **Preparedness**—planning for an emergency or crisis event.
- **Response**—the planned response to an emergency or crisis event.
- **Recovery**—the process of returning to normal operations.
- **Mitigation**—steps taken to prevent the effects of an emergency or crisis event.

When these four phases are used together, they lessen crisis / emergency spillover effects that can disrupt local operations and quality of life. Advanced planning and recognition of the spillover effects of a crisis can lessen the impact on BCTC.

This Plan has the following goals:

- Protect and save people.
- Protect property.
- Protect the reputation of the institution.
- Resume normal activities.

The Plan will include the following components:

- Assessment and preparedness.
- Management team organization and responsibilities.
- Communication.
- Specific emergency response procedures.
- Recovery and restoration.

## **Crisis Management Team Organization and Responsibilities**

Each BCTC campuses shall have an Emergency Response/ Crisis Management Team (CMT) in place, appointed by the BCTC President/CEO. The BCTC team shall include, at a minimum, the President's Executive Leadership Team, and/or their designees, and any others that may be deemed appropriate. Starting in 2010, BCTC has added a full-time Operations Manager for Security and Safety. In 2018, there are 8 full-time and 4 part-time Security and Safety Officers assigned to seven campus locations within BCTC (Lexington Cooper, Lexington Leestown, Lexington Newtown, Danville, Lawrenceburg, Georgetown, and Winchester). The Officers work closely with contract security officers to provide security to our campuses. These Officers will play a prominent role in the operations phase of any crisis event.

The CMT at each BCTC campus site has at minimum a Coordinator and Assistant Coordinator with the following responsibilities:

### **General Responsibilities of the CMT**

- Assess potential hazards and develop response, recovery and restoration plans based on the assessment.
- Designated team members shall receive National Incident Management System (NIMS) training and Basic Incident Command System (ICS) training. (The BCTC Security and Safety Officer will arrange and schedule required training for CMT members.)
- Educate faculty and staff on emergency procedures through annual professional development programs and College safety manuals. The CMT at each campus site will also participate in preparedness activities each academic year.

### **First response in emergency situations:**

- Analyze the crisis; recommend steps to be taken to resolve and recover from it.
- Inform and consult with the Operations Manager for Security and Safety and the respective campus Security and Safety Officer during crisis response and recovery.
- Review and approve crisis related information, in conjunction with the Public Relations and Communications and President, to be communicated on- and off-campus to all appropriate constituencies: students, parents, faculty, staff and media.
- Coordinate crisis response and recovery efforts.
- Supervise cooperative crisis response and recovery efforts with appropriate outside agencies.
- Conduct a post-crisis evaluation of the institution's performance during crisis response and recovery efforts, and recommend necessary changes to the crisis management procedures.
- Review the crisis management plan during each academic year in order to reduce vulnerability in a crisis.

### **Coordinator of Crisis Management Team at each BCTC Campus**

- Evaluates incoming emergency-related information.
- Determines that the correct immediate response plan of action has been activated.
- Notifies and updates team members, the Operations Manager for Security and Safety of status of the emergency and the response and recovery efforts being undertaken.
- Supports and monitors the emergency response activities.
- Requests personnel as needed.
- Assists in determining when the resumption of normal activities can begin.
- Delegates responsibilities as needed utilizing the Incident Command System (ICS).

### **Assistant Coordinator of Crisis Management Team at each BCTC Campus**

- Evaluates the crisis site and assists emergency efforts of facility personnel.
- Communicates directly with the Coordinator of Crisis Management Team.
- Assists contractors, outside agencies, and other responders as necessary.
- Responds to the emergency as necessary.
- Assists outside rescue and fire agencies.
- Assumes that gates and doors are open for outside rescue and fire agencies.
- Assures guides are posted for outside rescue and fire agencies.
- Knows locations of shut-off valves for all utility services and electrical and communication panels and direct first responders to these locations.
- Assumes the role of the Coordinator of **CMT** when the Coordinator is not available.
- Delegates responsibilities as needed.

Other CMT members may come from the following areas with the following responsibilities:

### **Functional Areas Represented:**

#### President's Office:

- Activate Crisis Management Team.
- Monitor initial emergency response actions.
- Authorize immediate notification of additional service providers, necessary employees, and/or Building Coordinators.
- Direct the crisis management operations and recovery, including media notification and communication, and dissemination of information to staff and family members.

#### Facilities Management (Maintenance & Operations and Information Systems Units)

- Assist local, state and federal agencies in damage estimation.
- Maintain and provide access to blueprints and building plans.
- Ensure telephone services are established and maintained.
- Re-establish affected networks.
- Relocate affected offices if necessary.
- Make assessment of any campus area susceptible to damage. (Utilities will be secured if an unsafe condition exists, restoration of utility service will be made when appropriate.)
- Monitor/assess safety hazards and unsafe situations. Develop measures for insuring personnel safety.
- Assess/direct efforts to control hazardous materials in conjunction with first responders.
- Make emergency repairs.
- Remove debris.
- Provide necessary support to other departments (equipment, barricades, etc.).
- Provide for sanitation services during or following an emergency.

#### Advancement & Organizational Development (Strategic Communications)

- Coordinate communication between CMT and all constituencies, both internal and external.

#### Human Resources

- Arrange for expedited services of temporary employees when required.
- Coordinate mental health assistance to faculty and staff in conjunction with counseling services.
- Assist faculty/staff where needed.

#### Academic Affairs

- Responsible for all academic issues that surface during an emergency.

- Arrange for revised class, testing schedules.

Student Development and Enrollment Services

- Assess the impact of the situation on students and student life.
- Supervise Student Affairs response.
- Coordinate mental health assistance to students in conjunction with counseling services.
- Identify individuals with special needs and implement plans for assistance

Information Technology

- Implement Information Technology Services emergency procedures and disaster recovery plan as needed.
- Maintain network and computing operations.
- Secure critical data and information resources.
- Repair and restore network and computing facilities.

Finance

- Provide budget accounts for emergency spending.
- Identify funds available to meet emergency needs.
- Initiate a record-keeping system for all expenditures associated with emergency operations.

Legal (Consult with KCTCS Systems Legal Office)

- Advise BCTC President on any legal issues arising from the emergency.

# Hazard Assessment

## *Response, Recovery & Restoration Planning*

Emergency response plans are based on the identified potential emergencies that can reasonably be expected to occur at a particular workplace. To create the plan, the Operations Manager for Security and Safety will delegate the campus Security and Safety Officer to first identify all potential emergencies and then conduct a hazard assessment (also called a risk evaluation or hazard audit) on each historical or current potential emergency. These assessments will consider outside resources to assess hazards including contacting the insurance carrier; state, county, and local emergency planning agencies; and National Weather Service for a history of hazardous events. These assessments will be approached from an ‘all hazards’ emergency management principles standpoint.

The assessment analyzes on-site emergencies by determining “what if” and “how bad will it be” for each type of all-hazards events which may occur. Each event must be evaluated objectively by considering frequency, intensity, and duration.

The team also will determine if emergencies in nearby businesses might present hazards. Lines of transportation may be considered as a source of a potential hazard. For example, if a truck crash on a nearby highway releases a chemical vapor into the air, your facility may need to take action to protect your employees. Therefore, it is necessary to perform a hazard assessment to determine the potential for one emergency to cascade into expanding emergencies.

Recovery and restoration plans should address any potential major loss scenarios identified in the hazard assessment. Identify potential available external resources including space that may be available for short or long-term lease to provide a continuity of services. In the event of a major storm, tornado or earthquake, damage could be extensive, not only to the College but to the community and region and restoration could take a very long period of time.

Hazard assessments will include the following components:

- **Critical equipment list**-If critical equipment fails and causes an emergency, determine the potential consequences of various failure scenarios. Determine the minimum personnel needed to monitor and operate the equipment in the event of an emergency.
- **Site utilities list**-Determine suppliers, entry points, and shut-offs for on-site utilities such as air-handling systems (HVAC), electric, gas, water, and communications. Determine the need for and extent of backup systems.
- **Natural disasters**-Determine the potential effects of natural disasters, such as tornadoes, blizzards, ice storms, earthquakes, mud slides, floods, and/or fires.
- **Manmade disturbances**-Determine the possible effects of a bomb threat, threat of violence or violent behavior, arson, riot, vapor release, chemical/biological release, terrorist attack, and structural failures.
- **Transportation lines**-Determine if shipping, rail, air, or highway emergency events may have a spillover effect on a facility.
- **Toxic materials and/or raw materials**-Determine if a potential hazard exists on-site.
- **Other site spillovers**-Determine the effects of potential spillover emergency events from other facilities.
- **Conduct a Security assessment** to determine the effectiveness of exterior lighting, the conditions and procedure for securing buildings on campus.

## Emergency Agencies for Response / Recovery

<u>Lexington Campuses:</u> <i>Cooper, Leestown, Newtown</i>	Contact	Phone Number
Lexington Police Dept.	Chief Lawrence Weathers	859-258-3600
*University of KY Police	Chief Joe Monroe	859-257-1616
Lexington Fire/EMS	Chief Kristin Chilton	859-231-5600
KY Emergency Mgmt.		800-255-2587
Fayette Co. Health Dept.		859-252-2371
LFUCG EM	Pat Dugger	859-425-2490

\*UK Police are generally the primary responders for Cooper Campus.

Danville Campus	Contact	Phone Number
Danville Police Dept.	Chief Tony Gray	859-238-1224
Boyle Co. Sheriff's Dept.	Sheriff Marty Elliott	859-238-1123
Danville Fire Dept.	Chief James Ball	859-238-1211
Boyle Co. Fire Dept.	Chief Donnie Sexton	859-236-8238
Boyle Co. EMS	Director Brad Ellis	859-238-1134
KY Emergency Mgmt.		800-255-2587

Lawrenceburg Campus	Contact	Phone Number
Lawrenceburg Police	Chief Chris Atkins	502-839-5125
Anderson Co. Sheriff's Ofc.	Sheriff Troy Young	502-839-4021
Lawrenceburg Fire	Chief Bobby Hume	502-839-4500
Anderson Co. Fire Dept.	Chief Mike Barnes	502-839-5039
Anderson Co. EMS	Director Bart Powell	502-839-7642
KY Emergency Mgmt.		800-255-2587

Winchester Campus	Contact	Phone Number
Winchester Police	Chief Kevin Palmer	859-745-7400
Clark Co. Sheriff's Ofc.	Sheriff Berl Perdue, Jr.	859-744-4390
Winchester Fire/EMS	Chief Eric Hunter	859-744-1587
Clark Co. Fire Dept.	Chief Ralph Ladson	859-745-0260
KY Emergency Mgmt		800-255-2587

Georgetown Campus	Contact	Phone Number
Georgetown Police	Mike Bosse	(502) 863-7826
Georgetown Fire	John Ward	(502) 863-7835
Scott County Sheriff	Tony Hampton	(502) 863-7855
Scott County FD	Mike Fuller	(502) 863-7853
KY Emergency Mgmt		800-255-2587



Planning for recovery and restoration, or “continuity of operation” is often overlooked in emergency response planning but is just as important, if not more so, to the life of an institution. Most schools or universities have not experienced a major disaster such as an earthquake or tornado. Although these types of events are rare, all of our campuses are at risk on some level. Without a good recovery and restoration plan a campus will find it difficult if not impossible to return to normal operation in a reasonable period of time if subjected to a disaster of catastrophic proportion.

The recovery and restoration plan should include a time phase recovery process to take place after the initial emergency response identifying: comprehensive damage assessment; restoration of basic services; contacting external resources for temporary space and equipment needs; facility repair and any other potential activities that must be carried out to restore operations.

## **Preparedness**

A major component of emergency management is **preparedness**. A plan of action for Emergency Response Procedures must be in place, the CMT on each BCTC campus site named and organized, with roles well defined, and practice sessions, through drills and rehearsals, for team members, employees and students regularly scheduled. **Mandatory drills** include fire drills to be held on a semester basis with the appropriate paperwork forwarded to the KY State Fire Marshal's Office. Other less extensive drills or rehearsals involving fewer employees should be practiced periodically to ensure that those people having critical roles to play understand and can carry out their assignments in a timely way. Additionally, campus Security and Safety Officers train with their respective CMT members on a regular basis throughout the year.

In order to ensure that faculty and staff have quick and easy access to emergency reference material, a desktop *Faculty and Staff Emergency Procedures Guide* can be printed from the BCTC safety website. It includes concise instructions for varying types of emergency situations with emergency contact phone numbers. In addition, communication will be sent via e-mail to all employees noting the safety website for the college Crisis Management Plan and other related safety documents.

### **Evacuation Routes**

Evacuation maps are located in several areas of all BCTC campus buildings, either on doors or beside it, or in common areas of travel. Faculty, staff, and students should be advised to refer to the map for evacuation drills, and for true emergencies.

Any drills including but not limited to those listed below, shall go through the campus Security and Safety Officer and the Operations Manager for Security and Safety of BCTC.

### **Evacuation Drill (Mandatory)**

Follow these steps and note the following for an evacuation drill:

- Sound fire alarm.
- Activate SNAP for the specific campus
- Observe employee response.
- Clear the building(s)
- Did employees know their assembly area?
- Was a roll call (accountability) taken?
- Record start and end times of drills.
- Submit appropriate paperwork to Operations Mgr. for Security and Safety

### **Tornado Drill**

Follow these steps and note the following for a tornado drill:

- Test the communication process of informing your personnel. Remember that no fire alarm is used in tornado emergencies!
- Did everyone get to a safe area?
- Were M/O staff assigned the task of shutting off utilities? Did they have the tools they needed to perform the shutoff?

## **Bomb Threat Drill**

Follow these steps and note the following for a phoned-in bomb threat drill:

- Place call to campus Security and Safety Officer or the Operations Mgr. for Security and Safety immediately
- Advise that it is a drill from the beginning and identify yourself.
- Proceed with the drill.
- Observe if person taking the call recorded the exact message and used the Bomb Threat Checklist to help identify the caller.

Follow these steps and note the following for a **Suspicious Package** bomb threat drill:

- Let mailroom or other package handlers know this is a drill.
- Deliver package.
- Observe actions taken when they find the “bomb.”
- Ask what their next action would be. Would they evacuate the building? Would they contact local police?

## **Medical Emergency Drill**

Follow these steps and note the following for a medical emergency drill:

- This drill/exercise should involve those trained and certified employees demonstrating their first aid and CPR skills under emergency-like conditions.
- CPR/First Aid/AED skills can be practiced on a mannequin.
- Note if participants “called” for help from outside agencies.

## **Hazardous Materials Emergency Drill**

Follow these steps and note the following for a hazardous materials drill:

- Time and practice shutting down the air (ventilation) system and isolating the building.
- Time the length to get to the designated off-site meeting area.
- Make employees aware of the possibility of hazardous material releases from industry or transportation lines, such as highways and railroads.

## **Violent/Threatening Behavior Emergency Drill**

Follow these steps and note the following for an armed robbery emergency drill:

- In a meeting setting, test employees' ability to recall descriptions of persons witnessed.
- Question them on steps to take in sounding the alarm, securing the scene, and notifying contacts.

Drill evaluation not only provides a strong emergency response, it also lays the groundwork for a successful safety program. Documenting drills is also important for successful compliance with government regulations.

# **BCTC Crisis Communications Plan**

## **Rationale and Purpose**

Crises may take many forms - violent acts, natural disasters, mechanical breakdowns or student unrest, for example. Whatever the type of crisis, BCTC must be prepared to keep internal and external publics informed through clear, accurate, consistent and concise communications.

As a public institution, BCTC strives to be forthright and timely in communications. Decisions regarding communications during a crisis will be guided by the commitment to public disclosure and the public's legitimate right to be informed, balanced by a concern for the right of the individual for privacy and personal security. Also to be considered is the effect that immediate public disclosure could have on impending investigations or legal actions.

This plan, as a part of the broader BCTC Emergency and Crisis Response Plan, offers policies and procedures for the coordination of communication within the BCTC family and between BCTC and external audiences, including the news media. The purpose of this document is to provide a flexible blueprint that BCTC will use to communicate during crises.

## **Objectives of crisis communications**

- To factually assess the crisis and to determine whether a communications response is warranted.
- To assemble the Crisis Communication Team (President, Chief Communications Officer, Security and Safety Officers, and appropriate Vice President whose area is impacted by emergency) and determine the appropriate messages and actions.
- To identify constituencies that should be informed; communicate facts about the crisis; minimize rumors; and restore order and confidence.

## **Definition**

Crisis communication is one component of overall crisis management. Communication is key to how BCTC handles a crisis. How BCTC communicates will have a lasting impact on the college's reputation with various constituencies, including students, faculty, staff, alumni, parents, the community and the news media. An effective communications plan, coupled with the early involvement of communication professionals, will help limit the negative impact of the crisis and allow those charged with mitigating the crisis to fulfill their responsibilities.

## **First steps**

When an employee of BCTC identifies a crisis, his or her first responsibility is to determine the appropriate response to be taken in accordance with the Emergency Response Plan. The BCTC employee who discovers a crisis should first react in accordance with the Response Plan before taking steps to activate the Crisis Communications Plan.

As the next step, or as a first step in the absence of imminent danger to life or property, the employee should inform the campus Security and Safety Officer, and his or her supervisor of the crisis. In accordance with appropriate chain of command, the office of the President / CEO is notified. The president/CEO will make the decision on whether to appoint and activate the Crisis Management Team, including the appropriate Crisis Communications Team. The Team will convene in OB 210 unless another meeting location is specified by the President.

In some cases, the Crisis Communications Team may be an extension of the Crisis Management Team.

## **Communications protocols**

The most important component of BCTC and its campuses is its students and employees. Our faculty and staff must be kept informed of the crisis and our response to maintain order and facilitate a quick recovery. It is important to remember that the words and actions of employees toward external audiences will have a lasting impact on the college's reputation.

Therefore, after emergency officials are notified of a crisis, employees may be the next target audience. Other key audiences that should be kept apprised of BCTC's crisis response:

- Parents and family members of affected students or employees.
- Designated KCTCS Crisis Management Team.
- Board leadership (Board of Directors, Foundation Board).
- Political leadership (Governor's Office, key legislators, CPE, community leaders).
- News media.
- Current student population.

It is important that members of the Crisis Management Team can communicate with each other in a timely matter. Two-way radios are made available at various departments within each campus. The Office of Communications will develop a Crisis Action Checklist to ensure that all protocols are followed.

State and federal law affect dissemination of information about students. Crisis communication must consider applicable statutes and fundamental issues of fairness.

## **Methods of Communication**

Different crises warrant different methods of communications with key constituencies. Options include:

- One-on-one or small group meetings with employees and students when possible.
- Large assemblies of employees and students.
- Use of e-mail groups.
- Use of voice mail messages.
- Regular communication vehicles, such as newsletters.
- Personal letters from the President/CEO to employees, friends.
- Phone calls or visits to important external constituents, such as board members and political leadership.
- Information posted on the web.
- A telephone line established to provide assistance, or 2-way radio system.
- Counseling of employees and students.

## **Media relations**

Prompt and open communication is important when responding to a crisis. The actions of the college and how it interacts with the news media can critically shape the way the college is perceived. The news media performs a valid function by informing the public about what is happening at BCTC and its campuses. Below are steps the Crisis Management Team and the Strategic Communications will follow to maintain effective media relations. Final approval of these strategies will rest with the College President or his/her designee.

- Determine the message by deciding on a few key points to make in each communication. When speaking with the news media, answer all questions, and return to the primary message(s) to ensure that the message is the continued focus.

- Select a spokesperson. The President, a member of the President's Executive Leadership Team, the Chief Communications Officer, a person designated by the President. It is advisable to use the same spokesperson to deliver any given message in a consistent manner. The spokesperson should be articulate, poised and have a strong grasp of the facts of the situation. The spokesperson will be briefed on what to expect from the news media and how to respond. As time allows, media training for the leadership team and board members may help improve the response to crises. During a crisis, no one is authorized to speak to the news media on behalf of BCTC other than spokesperson(s) designated by the President.
- Stick to the facts. If the spokesperson does not know the answer to a question, don't guess or respond. The spokesperson should advise the media that they do not know and will find out the answer get back to them. Do not promise a certain timeline to respond. This leads back to the credibility of the person and the college if the answer is not provided when promised. It is important, however, that a response be given in a timely fashion.
- Be open and honest. If an error by BCTC or an employee caused or exacerbated a crisis, admit that fact and move on.
- "No comment" is not an option when dealing with the media. There is always a way to answer questions in a manner consistent with the BCTC message.
- A time and venue will be set by the Strategic Communications if a number of media outlets are interested in the story, by convening a news conference. This will ensure that all media outlets will receive the same message at the same time. For a small number of media outlets, briefings or one-on-one interviews may be considered. A media briefing center, or staging area, may be established and timely updates provided to the media at that location. In crises that involve major disruption to the college operations, it may become necessary to establish an emergency operations center into which and from which information will flow. In an ongoing event, information will be provided each day to ensure that the message continues to be same. The venue selected for the media briefings and or press conference will reflect the most positive aspects of the college.
- Written materials such as new releases and fact sheets will be developed to ensure accuracy and consistency. Reporters will be provided additional literature on the College and/or System.
- The team will work with local authorities to control media access and maintain order if necessary. The College has a responsibility to maintain the integrity of any crime or accident scene and to ensure the privacy of its students, faculty and staff.

### **Community relations**

An institution's relationship with the community will influence its ability to protect personnel, property and reputation and return to normal operations. BCTC will maintain a dialogue with community leaders, first responders, government agencies, community organizations and utilities, including:

- Appointed and elected leaders.
- Fire, police and emergency medical services personnel.
- Emergency management directors.
- Public works department.
- American Red Cross.

- Hospitals.
- Telephone Company.
- Electric utility.
- Neighborhood groups.
- System or college boards.

Here are suggested ways to build community relations and ensure that your constituencies will support you in times of crisis:

- Have regular meetings with emergency personnel to review emergency plans and procedures.
- Talk about what you're doing to prepare for and prevent emergencies.
- Explain your concern for the community's welfare.
- Identify ways your facility could help time community in a community-wide emergency.
- Look for common interests and concerns.
- Identify opportunities for sharing resources and information.
- Conduct confidence-building activities such as facility tours.
- Do a facility walk-through with community response groups.
- Involve community fire, police and emergency management personnel in drills and exercises.
- Meet with your neighbors to determine how you could assist each other in an emergency.

### **Follow-up**

The Crisis Communications Team should meet within two weeks of the crisis to review the actions taken to determine effectiveness and efficiency of the response. Information obtained during the critique should be incorporated into updates of the Crisis Communications Plan.

*This plan includes ideas gleaned from crisis communications plans supplied by the following colleges and universities: Kentucky Community and Technical College System, Western Kentucky University, Centre College, Northern Kentucky Technical College, Ashland Community College, Berea College and the University of Louisville.*

*BCTC has modified and adopted this plan for its Crisis Management Plan.*

## Crisis Action Checklist

**Date:** \_\_\_\_\_

**Incident description:**

---

---

---

**Crisis Situation**

A crisis is defined as any situation which:

Requires immediate and coordinated action, and/or will have a significant impact on the operation or the reputation of the College.

**Crisis Assessment**

President is notified of crisis. \_\_\_\_\_

Strategic Communications confers with appropriate BCTC Officers (the president or his/her designee in an emergency). \_\_\_\_\_

Crisis team convenes; reviews situation and communication issues. \_\_\_\_\_

The Incident Command System (ICS) will be implemented and assignments will be designated. \_\_\_\_\_

A designated crisis team member will coordinate information gathering from outside authorities. \_\_\_\_\_

Determine if injuries and/or fatalities (not to be released to media). \_\_\_\_\_

**Strategy Development**

Strategic Communications gathers information. \_\_\_\_\_

Strategic Communications will formulate the message. \_\_\_\_\_

All media contacts directed to Strategic Communications. \_\_\_\_\_

Strategic Communications recommends communications Strategy. \_\_\_\_\_

**Communication**

Inform switchboard to direct all media calls to Strategic Communications. \_\_\_\_\_

Strategic Communications prepares information for release. \_\_\_\_\_

Strategic Communications will verify all facts before releasing. \_\_\_\_\_

Strategic Communications releases information internally:

News bulletin.



BCTC main web page.  
BCTC info line (recorded message).

\_\_\_\_\_

Alert switchboard and media to time and location of press briefing.

\_\_\_\_\_

Strategic Communications coordinates notification of outside people and/or groups.

\_\_\_\_\_

Strategic Communications releases information to new media:

- Personal contact.
- Telephone.
- FAX/E-mail.
- News briefing.

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Identify staging area if necessary.

\_\_\_\_\_

**Monitoring**

Strategic Communications monitors news coverage.

\_\_\_\_\_

Strategic Communications corrects news reports as needed.

\_\_\_\_\_

Advise media of significant new developments.

\_\_\_\_\_

Log all media contact.

\_\_\_\_\_

Crisis Management Team will evaluate and report findings to the President.

\_\_\_\_\_

Crisis Management team will revise plans as necessary.

\_\_\_\_\_

## **Specific Emergency Response Procedures**

These procedures focus on the following types of crises:

- General Evacuation Procedures.
- Evacuation Procedures for Individuals with Disabilities.
- Bomb Threat.
- Fire.
- Earthquake.
- Anthrax / Biological Agent Threats.
- Hazardous Materials Incident.
- Infrastructure Failure.
- Severe Weather.
- Violent Incident.
- Civil Protest.
- Explosion.
- Flood.
- Accidents / Medical Emergencies / Death Notifications.

## **General Evacuation Procedures**

### **Responsibilities of All Facility Personnel**

All facility personnel must understand the correct emergency response and general evacuation procedures for their location. During an evacuation, all facility personnel must assist members of the public, visitors, and contractors to exit the facility premises.

### **Use of Evacuation Procedure**

The evacuation procedure can be used for a variety of events. All employees should be familiar with it.

- In the event of a fire, the fire alarm is to be activated immediately upon the discovery of smoke or flames.
- In the event of a bomb threat or other non-fire crisis, the evacuation order will be issued via SNAP (Safety Notification Alert Process) emergency notification system, which when deployed, mass notification is broadcast over IP telephones, computer screens, and text messaged to SNAP subscribers immediately and simultaneously.
- Do not use mechanism connected to electrical system in the building.
- In the event of a bomb threat, the use of cell phones or radios for communications should be avoided.

### **Evacuation Procedures**

- Upon notification that an evacuation is in progress, all faculty, staff, students and visitors will immediately use the nearest exit and proceed to their designated assembly locations a safe distance from the building.
- Mobility impaired faculty, staff, or student should be brought to the nearest exit. If the exit is not on the ground floor, one individual should remain with the mobility impaired person, and another should find an emergency official to take care of the evacuation.
- In the event of a bomb threat, designated emergency response personnel (CMT) should survey all areas for suspicious items before allowing evacuation through and /or to these areas.
- In the event of a fire, the designated emergency response personnel (CMT) and /or designated safety monitors should observe for heat and smoke along the evacuation route to ensure the exit is safe and assist in the movement of people.
- Occupants should be instructed to take personal items such as backpacks, purses, etc. with them as they evacuate the building. Do not return to offices to retrieve personal items.
- Do not use elevators during the evacuation. They will be used by the appropriate emergency response personnel to evacuate those with mobility problems.
- Faculty, staff, and students should report to their designated assembly locations and take roll calls at the assembly area.

- Visitors will remain with the staff member(s) they are seeing and their names will be reported in the roll call.
- After roll call, any individual's names, who may still be in the building, should be reported to a member of the Crisis Management Team and to emergency officials.
- All personnel will stay assembled by department until further instructions are received from their designated emergency response staff.

It is important to note that in some emergencies, employees must deviate from these instructions. Use common sense. For example, if smoke is present, employees need to begin evacuating even if the alarm has not been sounded.

### **Summary of Employees' Duties**

Following are the duties of employees during an evacuation of the facility:

- College designated emergency response personnel (CMT) with the help of the safety monitors will oversee the evacuation of their buildings and assigned areas of the buildings.
- Safety monitors will observe for heat and smoke to ensure the exit is safe and assist in the movement of people. Every employee must be trained to assume the duties of the stairwell monitor.
- The CMT searchers will check for personnel who initially failed to hear the alarm. They will observe for heat and smoke before opening any door.
- Disabled Employees: Assign at least two individuals (two students in classroom) to assist in the event of an evacuation or any other emergency that may occur.

### **Alternate Site Relocation Plan**

If it is determined that the building(s) cannot be reoccupied, arrangements will be made to resume operations at an alternate location as quickly as possible. Leased space will be procured under emergency procurement procedures and outfitted to accommodate BCTC functions.

### **Emergency Evacuation for Individuals with Disabilities**

A disabled individual is defined as anyone with a permanent or temporary disability, who for whatever reason is unable to independently evacuate a building using the stairwell or other emergency means of egress.

### **General Guidelines**

- Remember that individuals with similar disabilities are unique. Through brief communication and asking questions, evacuation can be quick and safe.
- Listen to the individual; he/she is the expert regarding his/her own disability.
- Always ask the individual how you can help before attempting any rescue technique or giving assistance.
- Ask the individual if there are any special considerations or items that need to come with the individual.
- Remember there are individuals with "hidden" disabilities that may need assistance: health, psychiatric disabilities (anxiety disorders, depression, bi-polar, personality disorders, etc.), some vision or hearing impairments.
- Some individuals may utilize service animals: guide dogs, hearing dogs, or assistance

animals. When possible, keep the team together.

**As an individual with a disability you must:**

- Identify yourself as having a disability. Notify the campus Security and Safety Officer.
- Get involved with the evacuation planning process. You are the expert on your own disability.
- Discuss with Faculty/Security and Safety Officer your abilities and needs as an individual with a disability in regards to evacuation (i.e. use a wheelchair, cannot walk unassisted, cannot hear alarm, cannot see, etc.).
- Use the "buddy system" for evacuation procedures, (i.e., to assist you to the most appropriate exit route or the nearest area of rescue.) Establish your "buddies" in each setting. "Buddies" could be co-workers, staff, faculty, classmates, or roommates.

If unable to evacuate, ask your buddy to notify emergency responders of your exact location within the building.

- Know the safest method of lifting yourself from your wheelchair and proper carrying techniques. If you do not know, ask your medical professional. Only professionally trained individuals should attempt to lift you, unless you are in immediate danger.
- Determine the best evacuation option.

**Guidelines for Specific Disabilities**

**Blindness or Low Vision:**

Even though most individuals who have visual impairments will be familiar with their immediate work/classroom areas, it is necessary to:

- Explain the nature of the emergency.
- Give verbal instructions to advise about the safest route or direction (using compass directions, estimated distances, and directional terms).
- Offer to guide the individual, especially if there is debris or a crowd; do not grasp the individual's arm, without asking if he/she needs assistance.
- Give other verbal instructions or information (i.e., elevators cannot be used).

**Deafness, Hearing Loss, and/or Speech Impairments:**

Communication varies with individuals who are deaf, hard of hearing or with speech impairments. Individuals with hearing impairments may not hear audible alarms.

- Get the attention of a person with a hearing disability by turning the light on and off, tapping the individual on the shoulder, waving your hands, or eye contact.
- Clearly state the problem; face the individual, for those who read lips. Gestures and pointing are helpful; be prepared to write a brief, concise statement if the person does not understand.
- Offer visual instructions to advise of safest route or direction by pointing toward exits or evacuation maps.

**Mobility Impairment:**

Individuals with mobility impairments may or may not use wheelchairs.

**REMEMBER: DO NOT USE THE ELEVATORS IN CASE OF AN EMERGENCY.**

- It may be necessary to help clear the exit route of debris (if possible) so that the person with a disability can move out or to a safer area.
- If individuals with mobility impairments cannot exit, they should move to a safer area (e.g., most enclosed stairwells). A secondary option is to move to an office that is a good distance from the hazard (and away from falling debris in the case of earthquakes). Keep doors closed!
- Notify police or fire personnel immediately about any individuals remaining in the building, their locations, and conditions.
- If individuals are in immediate danger and cannot be moved to a safer area to wait for assistance, it may be necessary to evacuate them using an evacuation chair or a carry technique. Ask the individual for the safest method for lifting/carrying.

If the individual is in immediate danger, it may be necessary to leave the wheelchair. Do not attempt to carry an individual in an electric wheelchair.

**Responsibilities of BCTC:****Coordinate Areas of Rescue:**

- Security and Safety Officers will identify areas in close proximity to escape routes.
- Areas are to be unobstructed egress/access.
- Where possible, provided with opening windows if that is a viable option.
- Where applicable, use rooms/areas constructed to be safe havens in structurally sound locations.

**Evacuation Options:**

Everyone must try to evacuate using the nearest, safe exit. Individuals with disabilities have four basic options.

- **Horizontal evacuation:** using building exits to the outside ground level or going into unaffected wings of multi-building complexes.
  - **Stairway (vertical) evacuation:** using stairwells, if possible, to reach ground level exits from the building.
1. **Stay in Place:** unless danger is imminent, remain in a room with an exterior window, a telephone, and a solid or fire resistant door. With this approach, the person may keep in contact with emergency services by dialing **911** and reporting his or her location directly. This information will be immediately relayed to on-site emergency personnel, who will determine the necessity for evacuation. Phone lines are expected to remain in service during most building emergencies. If the phone lines fail, the individual can signal from the window by waving a cloth or other visible object.

The Stay-in-Place approach may be more appropriate for sprinkler protected buildings or building where an area of refuge is not nearby or available. It may also be more

appropriate for an occupant who is alone when the alarm sounds. A label on the jamb or frame can identify a fire resistant door. Non-labeled 1 3/4 inch thick solid core wood doors hung on a metal frame also offer good fire resistance.

A **Area of refuge:** with an evacuation assistant, going to an area of refuge away from obvious danger. The evacuation assistant will go to the building evacuation assembly point and notify the on-site emergency personnel of the location of the person with a disability. Emergency personnel will determine if further evacuation is necessary.

Usually, the safest areas of refuge are stair enclosures common to high-rise buildings, and open-air exit balconies.

**This procedure was adapted from the websites of the University of Wisconsin- Milwaukee, University of Northern Colorado, Arizona State University, Virginia Commonwealth University, and the University of Berkeley.**

## BOMB THREAT

All personnel should know the procedures for handling a bomb threat emergency. The procedures should be readily available and in the hands of all employees who, by reason of their assignment, might be expected to receive a phone call, a verbal or physical threat, or suspicious mail or packages. This category includes all telephone operators, mail handling personnel, receptionists, administrative assistants, and staff personnel that are normally accustomed to taking phone calls at campus sites.

A bomb threat may come to the attention of the receiver in various ways. It is important to compile as much information as possible. Please **DO NOT** immediately attempt to notify or evacuate an entire building as this could consume valuable time that would be better used to gather important information. After getting as much information possible about the threat **DO** notify your immediate supervisor who will authorize the evacuation decision in consultation with the President. While it is BCTC policy to evacuate in response to all bomb threats, keep in mind that the vast majority of threats are false and are primarily intended to elicit a response from the building occupants. In the case of a written threat, it is vital that the document be handled by as few people as possible as this is evidence that should be turned over to the local law enforcement agency having jurisdiction. If the threat should come via e-mail, make sure to save the information on your computer. Most bomb threats are transmitted over the telephone; thus, the following instructions will be provided with that assumption.

### Immediate Action for the Receiver of the Threat

1. Remain calm and immediately refer to the attached bomb threat checklist. If applicable, pay attention to your telephone display and record the information shown in the display window.
2. The objective is to keep the caller on the line as long as possible to attempt to gather as much information as possible. Try not to anger the caller at any time.
3. While engaging the caller, pay attention to any background noise and distinctive sounds (machinery, traffic, other voices, music, television, etc.).
4. Note any characteristics of the caller's voice (gender, age, education, accent, etc.).
5. Attempt to obtain information on the location of a device (building, floor, room, etc.).
6. Attempt to obtain information on the time of detonation and type of detonator.
7. **Immediately** after the caller has ended the call, notify the campus Security and Safety Officer or Operations Manager for Security and Safety.
8. If the threat was left on voice mail, **do not erase**.
9. The Operations Manager for Security and Safety is to notify the President's Office to discuss available information and further actions.
10. The receiver of the threat shall remain available for interviews by investigating authorities.



## **Evaluating and Documenting the Threat**

The majority of the bomb threats received are crank calls. There is frequently a clue to the validity of the threat in the message itself or in the attitude and manner of the caller. That is why it is important to record the caller's message exactly as it was given. After receiving a threatening call, a Bomb Threat Checklist should be completed immediately after reporting the call.

A *bomber*, in placing the call, will usually prolong the call and furnish some detail as to the location of the device and reasons for planting it. The call is frequently repeated.

A *crank caller* tends to be abrupt and hurried. Seldom are details provided regarding the type of device, the location, and reasons. The crank caller repeats the call less frequently because of the fear of the call being traced.

## **Evacuation Decision**

It is the policy of Bluegrass Community and Technical College that building evacuation is mandatory when a bomb threat is received and appropriate evaluation steps and consultation with the President, Operations Manager for Security and Safety, and/or law enforcement officials has taken place. If the threat is for a specific building, only that building and any other building within close proximity should be evacuated. If the threat is non-building-specific, then all buildings on campus shall be evacuated. Evacuation should follow the established Evacuation Procedure.

## **Subsequent Procedures**

In the building search, the Campus Crisis Management Team and Maintenance and Operations staff will conduct the search for any unusual and out of place objects. Since staff will be more familiar with their work area than the team members, staff may be asked to identify boxes or objects in their work area. If a suspicious device, package, bag, etc. is discovered, it is to be left alone, DO NOT TOUCH IT! Note its location and report it to the Campus Crisis Management Coordinator or designee. Once a bomb is discovered the building will be under the jurisdiction of the local law enforcement authority having jurisdiction.

The decision to resume normal activities in the building will be made by the President/CEO in consultation with the Operations Manager for Security and Safety, and the local law enforcement authorities. The authorities will likely want to interview the person who received the threat.

## **Letter and Bomb Recognition Points**

The following are letter and parcel bomb recognition points.

- Foreign mail, air mail, and/or special delivery.
- Restrictive markings, such as "confidential" or "personal".
- Excessive postage.
- Hand written or poorly typed addresses.
- Incorrect titles.
- Titles but no names.
- Misspellings of common words.
- Oily stains or discolorations.
- No return address.

- Excessive weight.
- Rigid envelope.
- Lopsided or uneven envelope.
- Protruding wires or tinfoil.
- Excessive securing material, such as masking tape or string.
- Visual distractions.

#### **Action to Take after Receiving Suspicious Package**

**Do not handle package. Evacuate area package is in.**

Notify the Campus Security and Safety Officer or the Operations Manager for Security and Safety and they will call law enforcement officials accordingly.

## **Crisis Management Teams**

[Information for the Crisis Management Team members can be found on the BCTC website on the Crisis Management Teams page.](#)

### BCTC Administrative Contact List

Name	Title	Phone Number	Email
<b>Koffi Akakpo</b>	President/CEO	W: 246-6501	<a href="mailto:koffi.akakpo@kctcs.edu">koffi.akakpo@kctcs.edu</a>
<b>Lisa Bell</b>	VP Finance & Operations	W: 246-6564	<a href="mailto:lisa.bell@kctcs.edu">lisa.bell@kctcs.edu</a>
<b>Greg Feeney</b>	VP Academics & Workforce Dev.	W: 246-6329	<a href="mailto:greg.feeney@kctcs.edu">greg.feeney@kctcs.edu</a>
<b>Mark Manuel</b>	VP AOD	W: 246-6673 C: 509-9689	<a href="mailto:mark.manuel@kctcs.edu">mark.manuel@kctcs.edu</a>
<b>Palisa Williams-Rushin</b>	VP Student Dev. & Enroll. Mgmt.	W: 246-6522 C: 559-3076	<a href="mailto:palisa.rushin@kctcs.edu">palisa.rushin@kctcs.edu</a>

### Telephone Bomb Threat Checklist

**Keep Calm:** Do not get excited or excite others.

**Time:** Call received \_\_\_am/pm Terminated \_\_\_am/pm

**Exact Words of Caller:**

---



---

**DELAY: Ask Caller to Repeat**

**Questions you should ask:**

- A. Time bomb is set to explode?
- B. Where located? Floor \_\_\_\_\_ Area \_\_\_\_\_
- C. Kind of bomb? \_\_\_\_\_
- D. Description? \_\_\_\_\_
- E. Why kill or injure innocent people? \_\_\_\_\_

**Voice description:**

Female       Calm       Young       Refined  
 Male       Nervous       Rough       Middle-Aged

\_\_\_\_\_Old

Other Descriptors:

Accent \_\_\_\_\_Yes \_\_\_\_\_No Describe \_\_\_\_\_

Speech Impediment \_\_\_\_\_Yes \_\_\_\_\_No Describe \_\_\_\_\_

Unusual Phrases \_\_\_\_\_

Recognize Voice? If so, who do you think it was? \_\_\_\_\_

**Background Noise**

\_\_\_\_\_Music \_\_\_\_\_Running Motor (Type)\_\_\_\_\_

\_\_\_\_\_Traffic \_\_\_\_\_Whistles \_\_\_\_\_Bell

\_\_\_\_\_Horns \_\_\_\_\_Aircraft \_\_\_\_\_Tape Recorder

\_\_\_\_\_Machinery \_\_\_\_\_Other \_\_\_\_\_

**Additional Information**

A. Did caller indicate knowledge of the facility? If so, how? In what way?

\_\_\_\_\_

B. What line did call come in on?

\_\_\_\_\_

C. Is number listed? \_\_\_\_\_Yes \_\_\_No Private Number? Whose?

\_\_\_\_\_

**Signature**

\_\_\_\_\_

**Date**

\_\_\_\_\_

## **FIRE**

A fire may include visible flames or strong odors of burning. The appropriate emergency action is for persons to evacuate the building quickly and safely and notify Emergency Services by dialing **911**.

### **Immediate Action:**

#### **1. For the person discovering the fire:**

A Extinguish only if you can do so safely and quickly.

- i) After the fire is extinguished, call the Security and Safety Officer at your campus site.
- ii) In case of emergency - **DIAL 911**.

B If the fire cannot be extinguished:

- i) Confine the fire by closing the doors.
- ii) Pull the nearest fire alarm.
- iii) Call the Fire Department - **DIAL 911**.
- iv) Alert others and contact any CMT member at your campus site.
- v) If possible, contact the campus Security and Safety Officer with details.

#### **2. For occupants of the building:**

A Close the doors to your immediate area.

B **EVACUATE** the building via the nearest means of egress. Evacuation routes should be posted on each floor. Assist others in exiting the building.

C **DO NOT** use elevators.

D Avoid smoke filled areas.

#### **3. For persons evacuating from the immediate fire area:**

C Feel door from top to bottom. If it is hot **DO NOT** proceed; go back.

D If door is cool, crouch low and open the door slowly. Close door quickly if smoke is present so you do not inhale it.

E If no smoke is present, exit the building via the nearest stairwell or exit.

F If you encounter heavy smoke in a stairwell, go back and try another stairwell.

#### **4. Occupants with disabilities will be evacuated using the Evacuation Procedures for Individuals with Disabilities.**

**Decision**

The responding Fire Department will control and make decisions at the scene of the fire. The Fire Department will decide when to turn control of the scene back to BCTC. The President/CEO in consultation with the Operations Manager for Security and Safety will decide when to turn control of the scene back to normal operations.

**Decision Maker(s)**

The Fire Department will make decisions regarding the control and abatement of the fire incident, and issuing or not issuing all clear for safe building re-entry and occupancy. At the discretion of the Fire Department Incident Commander, site control will be transferred back to BCTC.

**Subsequent Procedures/Information**

Depending on the nature and degree of the fire incident, other support agencies and resource units may be brought in for service or assistance. Notify BCTC's Operations Manager for Security and Safety for follow-up information.

**AS REQUIRED BY THE MINGER ACT, ALL FIRES AND FALSE ALARMS MUST BE REPORTED IMMEDIATELY (WITHIN TWO HOURS) TO THE STATE FIRE MARSHAL'S OFFICE. CONTACT THE OPERATIONS MANAGER FOR SECURITY AND SAFETY IMMEDIATELY AT:**

**(859) 246-6422 during normal business hours, or  
(859) 753-8446 at night or on weekends**

## **Earthquake**

During a major earthquake one may experience a shaking that starts out gently but within a few seconds grows violent. A second or two later, one may find it very difficult to move from one place to another.

Because earthquakes can strike without warning, the immediate need is to protect lives by taking the best available cover. Stay calm. If in a building, remain there. Take cover under a desk, table, or bench, or in a doorway, hallway along an interior wall. Stay away from windows or shelves containing heavy or breakable objects. If you are outside, move away from buildings and electrical lines. Once in the open, stay there until the shaking or tremors stop. If one is in a moving car, stop as quickly as possible, but remain in the vehicle.

### **Immediate Action Following an Earthquake**

1. Call 911 if communication avenues are available.
2. The President in consultation with the Operations Manager for Security and Safety will take control of the situation.
3. Evacuate immediately following the established evacuation plan.
4. Provide first aid, if necessary.
5. Once at designated assembly areas, take roll to account for all staff and students.
6. Do not dismiss students or staff from premises until all are accounted for and it has been determined that conditions in the community are such that it is safe to do so.
7. No one is to be permitted to re-enter an evacuated building until it has been inspected and declared structurally sound.
8. If a building is unsafe to be reoccupied for a period of time, arrangements will have to be made to provide functions elsewhere.



## ANTHRAX / BIOLOGICAL AGENT THREATS

Many facilities in communities around the country have received anthrax threat letters or have found unknown, unidentified foreign substances in unlikely locations. Most letters were empty envelopes; some have contained powdery substances. The purpose of these guidelines is to recommend procedures for handling such incidents, however they may occur.

### ***DO NOT PANIC***

1. Anthrax organisms can cause infection in the skin, gastrointestinal system, or the lungs. To do, so the organism must be rubbed into abraded skin, swallowed, or inhaled as a fine, aerosolized mist. Disease can be prevented after exposure to the anthrax spores by early treatment with the appropriate antibiotics. Anthrax is not spread from one person to another person.
2. For anthrax to be effective as a covert agent, it must be aerosolized into very small particles. This is difficult to do, and requires a great deal of technical skill and special equipment. If these small particles are inhaled, life-threatening lung infection can occur, but prompt recognition and treatment are effective.

### **How to Treat a Suspicious Unopened Letter or Package Marked with Threatening Message, such as "Anthrax":**

1. Do not shake or empty the contents of any suspicious envelope or package.
2. PLACE the envelope or package in a plastic bag or some other type of container to prevent leakage of contents.
3. If you do not have any container, then COVER the envelope, package or material with anything (e.g., clothing, paper, trash can, etc.) and do not remove this cover.
4. Then LEAVE the room and CLOSE the door, or section off the area to prevent others from entering (i.e., keep others away).
5. WASH your hands with **soap and water** to prevent spreading any powder to your face. If you start feeling ill in any manner, dial 911.
6. What to do next...
  - If you are at **HOME**, report the incident to local police.
  - If you are at **WORK**, report the incident to local police, **and** notify your campus Security and Safety Officer.
7. LIST all people who were in the room or area when this suspicious letter or package was recognized. Give this list to both the local public health authorities and law enforcement officials for follow-up investigations and advice.

### **Envelope with Powder and Powder Spills Out onto Surface or Suspicious Foreign Powdery or Granular Substance Found in an Unlikely Location**

1. DO NOT try to CLEAN UP the substance. COVER the spilled contents immediately with anything (e.g., clothing, paper, trash can, etc.) and do not remove this cover!
2. Then LEAVE the room and CLOSE the door, or section off the area to prevent others from entering (i.e., keep others away).
3. WASH your hands with **soap and water** to prevent spreading any powder to your face.
4. What to do next...
  - If you are at **HOME**, report the incident to local police.
  - If you are at **WORK**, report the incident to local police, **and** notify your campus site CMT Coordinator 1 or an available supervisor.
5. REMOVE heavily contaminated clothing as soon as possible and place in a plastic bag, or some other container that can be sealed. This clothing bag should be given to the emergency responders for proper handling.
6. SHOWER with **soap and water** as soon as possible. *Do Not Use Bleach Or Other Disinfectant On Your Skin.*
7. If possible, list all people who were in the room or area, especially those who had actual contact with the substance. Give this list to both the local public health authorities so that proper instructions can be given for medical follow-up, and to law enforcement officials for further investigation.

#### **Question of Room Contamination by Aerosolization:**

**For example: small device triggered, warning that air handling system is contaminated, or warning that a biological agent released in a public space.**

1. Turn off local fans or ventilation units in the area.
2. LEAVE area immediately.
3. CLOSE the door, or section off the area to prevent others from entering (i.e., keep others away).
4. What to do next...
  - If you are at **HOME**, *dial "911"* to report the incident to local police and the local FBI field office.
  - If you are at **WORK**, *dial "911"* to report the incident to local police and the local FBI field office, **and** notify your CMT Coordinator or an available supervisor.
5. SHUT down air handling system in the building, if possible.

6. If possible, list all people who were in the room or area. Give this list to both the local public health authorities so that proper instructions can be given for medical follow-up, and to law enforcement officials for further investigation.

### **HOW TO IDENTIFY SUSPICIOUS PACKAGES AND LETTERS**

*Some characteristics of suspicious packages and letters include the following...*

- Excessive postage.
- Handwritten or poorly typed addresses.
- Incorrect titles.
- Title, but no name.
- Misspellings of common words.
- Oily stains, discolorations or odor.
- No return address.
- Excessive weight.
- Lopsided or uneven envelope.
- Protruding wires or aluminum foil.
- Excessive security material such as masking tape, string, etc.
- Visual distractions.
- Ticking sound.
- Marked with restrictive endorsements, such as “Personal” or “Confidential”.
- Shows a city or state in the postmark that does not match the return address.

## Hazardous Materials Emergencies

The BCTC campuses located in proximity to highways, railways, and nearby various industries are subject to exposure to hazardous materials from an unplanned release. Any release of any known or unknown material off-site and its potential effects on occupants of the building will be made known to by local Emergency officials.

The Campus Crisis Management Team Coordinator will directly contact the KCTCS Director of Crisis Management and all appropriate local, state, and federal governmental agencies. Therefore, the response will be based on recommendations from these governmental agencies.

Employees, contractors, and visitors—all building occupants—will be notified and given the course of action to be initiated and the routes to use.

### COURSES OF ACTION

- General evacuation:** Announce evacuation routes to employees. Follow the General Evacuation Procedure. All employees and other building occupants will exit to a predetermined point of assembly.
- Staggered evacuations:** The location would be evacuated in sections. All building occupants would leave to a predetermined point of assembly.
- Designate restricted areas:** Contaminated areas of a location would be evacuated. Employees and other building occupants would be advised as to what areas are deemed “safe.”
- Isolate building:** If authorities order that people be sheltered in place, employees and building occupants would remain in the building. Outside air sources, such as fans and doors, would be shut down.

If a suspicious odor or spill is observed in or near the building or property, contact the appropriate campus Crisis Management Site contact and campus M&O Supervisor/Asst. Supervisor, and they will call the Emergency Agency for Response/Recovery. The Site contact will advise the President and Chief Communications Officer.

**BCTC PRESIDENT**

Koffi Akakpo      President/CEO      w: 246-6501      [koffi.akakpo@kctcs.edu](mailto:koffi.akakpo@kctcs.edu)

**BCTC CHIEF COMMUNICATIONS OFFICER**

Michelle Sjogren      Associate VP      w: 246-6429      [michelle.sjogren@kctcs.edu](mailto:michelle.sjogren@kctcs.edu)

**BCTC OPERATIONS**

Beecher McCarty      Dean of Operations      c: 368-6738      [beecher.mccarty@kctcs.edu](mailto:beecher.mccarty@kctcs.edu)

Mike Ball      Maintenance Manager      c: 509-4556      [mike.ball@kctcs.edu](mailto:mike.ball@kctcs.edu)

### Emergency Agencies for Response/Recovery

<b>Lexington Campuses: Cooper, Leestown, Regency</b>	<b>Contact</b>	<b>Phone Number</b>
Lexington Police Dept.	Chief Lawrence Weathers	859-258-3600
University of KY Police	Chief Joe Monroe	859-257-1616
Lexington Fire/EMS	Kristin Chilton	859-231-5600
KY Emergency Mgmt.		800-255-2587
Fayette Co. Health Dept.		859-252-2371

\*UK Police are generally the primary responders for Cooper Campus

<b>Danville Campus</b>	<b>Contact</b>	<b>Phone Number</b>
Danville Police Dept.	Chief Tony Gray	859-238-1224
Boyle Co. Sheriff's Dept.	Sheriff Marty Elliott	859-238-1123
Danville Fire Dept.	Chief James Ball	859-238-1211
Boyle Co. Fire Dept.	Chief Donnie Sexton	859-236-8238
Boyle Co. EMS	Director Brad Ellis	859-238-1134
KY Emergency Mgmt.		800-255-2587

<b>Lawrenceburg Campus</b>	<b>Contact</b>	<b>Phone Number</b>
Lawrenceburg Police	Chief Chris Atkins	502-839-5125
Anderson Co. Sheriff's Ofc.	Sheriff Joe Milam	502-839-4021
Lawrenceburg Fire	Chief Bobby Hume	502-839-4500
Anderson Co. Fire Dept.		502-839-5039
Anderson Co. EMS	Director Bart Powell	502-839-7642
KY Emergency Mgmt.		800-255-2587

<b>Winchester Campus</b>	<b>Contact</b>	<b>Phone Number</b>
Winchester Police	Chief Kevin Palmer	859-745-7400
Clark Co. Sheriff's Ofc.	Sheriff Berl Perdue, Jr.	859-744-4390
Winchester Fire/EMS	Chief Eric Hunter	859-744-1587
Clark Co. Fire Dept.	Chief Ralph Ladson	859-745-0260
KY Emergency Mgmt		800-255-2587

<b>Georgetown Campus</b>	<b>Contact</b>	<b>Phone Number</b>
Georgetown Police	Mike Bosse	(502) 863-7826
Georgetown Fire	John Ward	(502) 863-7835
Scott County Sheriff	Tony Hampton	(502) 863-7855
Scott County FD	Mike Fuller	(502) 863-7853
KY Emergency Mgmt		800-255-2587



## **Infrastructure Failure**

It is understood that from time to time, any BCTC campus may experience infrastructure problems that could render the work site unsafe, uninhabitable or unusable due to failures in natural gas supplies, loss of electricity, water supply, or communication.

### **Immediate Action**

- If a critical incident is experienced relating to loss of natural gas, water or electricity, call the campus Security and Safety Officer as well as the M&O Supervisor or Assistant Supervisor (Operations Contacts).
- If a critical incident is experienced relating to telephone or computer systems, call the campus IT office.
- Contact Strategic Communications if communication with the college or the public is needed.

### **Decision**

The first responders, either Security and Safety, Maintenance and Operations, or IT, will determine whether a critical incident exists, and will report the findings to the Operations Manager for Security and Safety. In the event that a critical incident exists, the campus Security and Safety Officer or that individual acting in an Incident Command capacity, in communication with the Operations Manager for Security and Safety, may convene the Crisis Management Team.



## Severe Weather

### Tornado, Severe Thunderstorms, Severe Winds

It is advised that several NOAA all-hazards weather radios be in use on campus. Identify locations on campus where these radios should be placed.

### Watch vs. Warning

Knowing the difference between a watch and a warning can be a lifesaver.

- A *watch* means conditions are favorable for severe weather (severe thunderstorm or tornado) to form. Keep apprised of weather conditions and be ready to take shelter.
- A *warning* means that severe weather (thunderstorm or tornado) has been spotted in the area. The emergency notification systems, SNAP, will be deployed. Take shelter immediately in case the weather event approaches your location.

Local radio stations and law enforcement agencies can also be contacted for weather conditions. Non-emergency numbers for local fire and police departments are as follows:

### Immediate Action

1. All persons on campus will be alerted to the emergency situation via the deployment of the emergency notification system, SNAP, or if electrical lines are disabled, by door to door notification by the CMT members.
2. All personnel shall go immediately to identified locations for the duration of the emergency, typically an interior hallway on the lowest level of the building away from doors or windows or designated safe shelters within the building(s). Campus Security and Safety Officers along with CMT members will assist.
3. Once the emergency has passed evacuate the building if it has been damaged. Follow established evacuation procedures per the instructions of the Incident Commander.
4. Call 911 if injuries are reported.
5. Render first aid, if necessary.
6. The President/CEO in consultation with the Operations Manager for Security and Safety and the respective Campus Crisis Management Coordinator will direct any other actions as required and request assistance from other agencies, i.e., Disaster and Emergency Services, the Fire Department, Police Department, etc.

### Subsequent Procedures / Information

The campus Security and Safety Officer will coordinate with Operations Manager for Security and Safety and the Maintenance and Operations to determine the extent of damage, and if disconnecting of utility services, including water, electricity, and natural gas can safely be completed in the event that the building structure and/or services are damaged. If the structure is damaged, it should not be re-occupied until it has been determined to be safe to enter.

## **Workplace Violence or Terrorism**

Refer to the KCTCS Workplace Violence Policies for a more detailed explanation of what constitutes violence in the workplace. That policy is most instructive in stating the KCTCS position of zero tolerance for workplace violence, defining the responsibilities of all KCTCS employees in dealing with workplace violence and preventing workplace violence.

Should a violent incident occur on campus the following procedures should be followed:

### **What to do in Response to an Incidence of Threatening or Violent Behavior:**

1. In an emergency, and you are able to safely do so, call the Police immediately using **911**. The campus Security and Safety Officer will also receive a 911 notification if dialed on a VOIP phone.
2. If the situation is not an emergency, promptly inform your supervisor of the incident.
3. Evacuate all staff and students from the vicinity of the threat or behavior.
4. In either case, promptly notify the President's Office and the campus Security and Safety Officer.
5. If there are any physical injuries, contact EMS immediately using **911**.
6. In case of fire or trapped individuals, contact EMS immediately using **911**.
7. Administer first aid, if necessary.
8. Secure the scene.
9. Identify and isolate witnesses until the authorities arrive. Do not allow them to talk to anyone.

### **Terrorist Intruder/Shooter in the Building**

- Remain calm.
- Take cover in a room and lock the door if possible, otherwise, place heavy furniture against the door, stay clear of the doorway.
- Stay away from the windows and stay out of sight.
- If there are other people in the room, delegate one person to call **911** and report pertinent information to law enforcement authorities.
- Designate another individual to call the Security and Safety Officer or a CMT member if near a campus phone so the emergency notification system, SNAP, can be deployed to alert the entire campus to "lock down".
- Wait to be released from the room until you get clear instructions from proper law enforcement authorities.
- If the crisis is a hostage situation, follow the instructions of the assailant, do not antagonize him/her, and try to remain calm.

(If you are outside, go to the closest building and go to a room, and follow above steps.)

**Subsequent Procedures / Information**

1. Counseling will be made available to students, faculty, and staff in emergency situations by contacting BCTC Human Resources and Student Counseling. They will assist in obtaining support services before, during, or after an incident, crisis or traumatic event.
2. Only the President and Chief Communications Officer will provide information to media.

## **Civil Disturbance**

A civil disturbance is a mass confrontation, not sanctioned by College authorities, that disrupts planned or regular College operations, or that infringes upon the civil rights of non-participants. Most campus demonstrations such as marches, meetings, picketing and rallies are peaceful and non-obstructive. A student or public demonstration should not be disrupted unless one or more of the following conditions exists as a result of the demonstration:

- Interference with the normal operations of the College.
- Denial of access to an office, building, or other College facility.
- Threat of physical harm to persons or damage to College facilities.
- Disorderly conduct that disturbs the campus or community.

### **Immediate Action**

If any of the conditions listed above exist, the President / CEO's Office should be notified and apprised of the situation. The President / CEO or his designee will be responsible for contacting the appropriate authorities.

Depending on the nature of the protest, the appropriate procedures listed below should be followed:

### **Peaceful, Non-obstructive Protest**

- a. Generally, demonstrations of this kind should not be interrupted. Demonstrators should not be obstructed or provoked and efforts should be made to conduct College business as normally as possible.
- b. If protestors are asked, at the President's or designee's request, to leave but refuse to leave by regular facility closing time:
  1. Arrangements will be made by the College President / CEO or his designee to monitor the situation during non-business hours, or
  2. Determination will be made to treat the violation of regular closing hours as a disruptive demonstration.

### **Non-Violent Disruptive Protest**

In the event that a demonstration blocks access to College facilities or interferes with the operation of the College:

- a. Key College personnel will be asked by the President / CEO or his designee to go to the area and persuade the demonstrators to desist. Failing that, the
- b. Demonstrators will be asked to cease the disruptive activity by the President / CEO or his designee.

- c. If the demonstrators persist in the disruptive activity, they will be apprised that failure to desist the specified action within a determined length of time may result in disciplinary action, including suspension or expulsion, or intervention by law enforcement authorities.
- d. Efforts should be made to secure positive identification of demonstrators who are violating specific College, local, or state regulations to facilitate later testimony, including the use of photographs and/or videotapes.
- e. After consultation with the appropriate College officials, the President / CEO or his designee will determine the need for an injunction and/or intervention by outside authorities.
- f. If determination is made to seek the intervention of outside authorities, the demonstrators should be so informed. Upon the arrival of law enforcement authorities, the remaining demonstrators will be warned of the intention to arrest.

### **Violent, Disruptive Protests**

In the event that a violent protest in which injury to persons or property occurs or appears imminent:

- a. The President / CEO or his designee will determine a strategy for responding to the incident. The strategy may range from the methods used for nonviolent demonstrations (see above) to requesting the intervention of outside law enforcement authorities.
- b. If the determination is made to seek the intervention of outside authorities, the demonstrators should be so informed, if possible. Upon arrival of the authorities, the remaining demonstrators will be informed of the intent to arrest.
- c. Efforts should be made to secure positive identification of demonstrators in violation of a specific College, local, or state regulation, to facilitate later testimony, including the use of photographs and/or videotapes, if deemed advisable.

### **Evacuation Decision**

In the event of a major civil disturbance, the emergency notification system, SNAP, will be deployed to instruct all faculty, staff and students to remain indoors. Security patrols will be increased and emergency watches will be established on campus. All faculty, staff and students will be advised of emergency instructions and may be relocated depending on the circumstance.

Evacuation of a building, area or the entire campus may be necessary under certain conditions. The decision to evacuate shall be made by the President / CEO or his designee after a thorough evaluation of all available information as well as existing and anticipated circumstances.

### **EVACUATION PROCEDURES**

- Once the evacuation order is issued, the building(s) will be evacuated following the General Evacuation Procedures and Evacuation Procedures for Individuals with Disabilities contained in this document.

## **Explosion**

An explosion is caused by a rapid expansion of gas from chemical reactions or incendiary devices. Signs of an explosion may be a very loud noise or series of noises and vibrations, fire, heat or smoke, falling glass or debris, or building damage.

### **Immediate Action**

- Get out of the building as quickly and calmly as possible. **Call 911.**
- If items are falling off of bookshelves or from the ceiling, get under a sturdy table or desk.
- If there is a fire, stay low to the floor and exit the building as quickly as possible.
- If you are trapped in debris, tap on a pipe or wall so that rescuers can hear where you are.
- Assist others in exiting the building and move to designated evacuation areas. Refer to the General Evacuation Procedure and the Evacuation for Individuals with Disabilities Procedure.
- Keep streets and walkways clear for emergency vehicles and crews.

Untrained persons should not attempt to rescue people who are inside a collapsed building. Wait for emergency personnel to arrive.

### **Decision**

The responding emergency unit will respond and make decisions regarding the control and abatement of the explosion incident, and issuing or not issuing the all clear for safe building re-entry and occupancy.

### **Decision Makers**

The responding emergency unit or agency in control will decide when to turn control of the scene back over to BCTC. Depending on the nature of the incident, other public response and law enforcement agencies may be involved in decisions or control of the scene, e.g., criminal actions.

### **Subsequent Procedures / Information**

Depending on the nature and degree of the explosion incident, other support agencies and resource units may be brought in for services or assistance.

## Flood

### Purpose

In the event of a flood, all personnel will respond as outlined in this procedure to protect the employees and property of this facility.

### Emergency Communications

- Have at your site a NOAA all-hazards radio with a warning alarm and battery backup. This needs to be monitored at all times during potential flooding conditions.
- Establish a communications link with campus Security and Safety Officers as well as local emergency management authorities.
- Update employee contact information (their home phone number and a phone number where they will evacuate to outside the flood area).
- Distribute to employees primary facility contact phone numbers to call for reporting instructions after the flood.

### **Local Utility Contact Information for Your Campus Site (fill in the phone numbers for your reference):**

Water Company:

Electrical Company:

Gas Company:

Telephone Company:

Sewer Provider:

City Street Department:

### Flood Emergency Shutdown and Evacuation:

- College administrators will determine when to issue the order to follow established shutdown procedures to secure and protect the facility from the effects of a flood.
- Selected essential personnel will remain to complete these procedures as long as they are safely able to do so. Transportation will need to be provided.
- Non-essential personnel will be released to evacuate. Off-duty employees will be contacted not to come to work.
- Flooded roads: Tell your employees never to enter floodwaters on foot or in a vehicle.  
Half of all flood-related deaths occur in vehicles. Vehicles become inoperable when water causes electrical system failure. Occupants may become trapped in the vehicle and drown. All downed power lines are to be avoided.
- Utility considerations: If the building is subject to flood damage, gas, water, and electrical power should be isolated.
- All fuel tanks and bottled gases need to be secured and isolated.
- Selected stay-behind crew will check the following systems: status of portable water pumps to remove floodwater, alternate power sources for generators, battery-powered emergency lighting systems, etc.

Food and Water Distribution

Floodwater Contact: Food and drinking water that comes in contact with floodwater needs to be discarded. Boil all drinking water and eating utensils before use.

Red Cross Shelters and Services

Your employees and their families may need temporary housing. The Campus Crisis Management Coordinator will stay in contact with facility employees to keep them informed and determine their needs for temporary shelter. In the event of an emergency, contact the Red Cross to confirm the location of the open shelters in your area.

Other services the Red Cross provides include cleanup kits, mobile feeding, vouchers for food and clothing, critical stress debriefing, temporary shelters, damage estimates for FEMA, emergency structure repair, and incident debriefing.

Local Red Cross Chapter Phone:

<b>Cooper/Newtown/Leestown/Georgetown</b>	<b>(859) 253-1331</b>
<b>Danville Campus</b>	<b>(859) 236-6538 or (502) 589-4450</b>
<b>Lawrenceburg Campus</b>	<b>(502) 540-7000</b>
<b>Winchester-Clark County Campus</b>	<b>(559) 744-5586</b>



## **Accidents; Medical Emergencies; Death Notifications**

All safety precautions should be taken to reduce the chances of infection when dealing with injured personnel. Faculty and staff should follow the universal/standard precautions in handling body fluids as recommended by the Center of Disease Control ( i.e.,wear rubber gloves or use protective barrier between you and the injured person).

### **Accidents**

Depending on the nature of the accident, you may need to:

- a) **Call 911** if required – determine need for evacuation.
- b) Administer first aid/CPR or call the campus Security and Safety Officer. First aid should be rendered until emergency medical personnel arrive.
- c) Remove students/staff/faculty from immediate area.
- d) Determine involved parties; cause of the accident.
- e) Request assistance as required and inform campus administration including the Security and Safety Officer for your campus site.
- f) Remain in safe proximity to brief emergency personnel upon arrival.
- g) Complete KCTCS Accident Report form (FM84) and send to the Operations Manager for Security and Safety, who will forward a copy to the KCTCS Safety Office.

### **Medical Emergencies; Medical Health Emergencies**

Such as: Heart Attack, Seizure, Cuts/Lacerations, Broken Bones, Asthma Attacks, and Burns

- a) **Call 911** after assessing the emergency.
- b) Attend to the individual; remain calm; administer first aid/CPR or call campus first aid provider. First aid should be rendered until emergency medical personnel arrive.
- c) Notify the Security and Safety Officer for your campus site.

### **Death Notification or Homicide**

- a) Call 911.
- b) Notify the campus Security and Safety Officer.
- c) Secure the area.
- d) Isolate witnesses.
- e) Follow campus procedures in notifying family, in person if possible.

Complete KCTCS Accident Report form (FM84) and send to the Operations Manager for Security and Safety, who will forward a copy to the KCTCS Safety Office.

### **Recovery and Restoration**

Following the immediate crisis response comes the longer term recovery and restoration. After the situation has stabilized and generally within 12 to 24 hours after the event attention must turn to the restoration of college programs.

## **BCTC Administrative Contact List**

<b>Name</b>	<b>Title</b>	<b>Phone Number</b>	<b>Email</b>
<b>Koffi Akakpo</b>	President/CEO	W: 246-6501	koffi.akakpo@kctcs.edu
<b>Lisa Bell</b>	VP Finance & Operations	W: 246-6564	lisa.bell@kctcs.edu
<b>Greg Feeney</b>	VP Academics & Workforce Dev.	W: 246-6329	greg.feeney@kctcs.edu
<b>Mark Manuel</b>	VP AOD	W: 246-6673 C: 509-9689	mark.manuel@kctcs.edu
<b>Palisa Williams-Rushin</b>	VP Student Dev. & Enroll. Mgmt.	W: 246-6522 C: 559-3076	palisa.rushin@kctcs.edu

## **BCTC Operations Contact List**

<b>Name</b>	<b>Title</b>	<b>Phone Number</b>	<b>Email</b>
<b>Michael Ball</b>	Director of Maintenance & Operations	C: 509-4556	Michael.ball@kctcs.edu
<b>Beecher McCarty</b>	Dean of Operations	C: 368-6738	Beecher.mccarty@kctcs.edu

## **BCTC Evening/Weekend Emergency Contact List**

### **Cooper Campus**

<b>Name</b>	<b>Title</b>	<b>Phone Number</b>	<b>Email</b>
1) Scott Coleman	Operations Mgr- Security/Safety	C: 859-753-844 W: 859-246-6422	scott.coleman@kctcs.edu
2) Michael Ball	Director of Maintenance & Operations	W: 509-4556	Michael.ball@kctcs.edu
3) Nate Arnold	Security Officer	W: 351-6558	nathaniel.arnold@kctcs.edu
4) Lisa Bell	VP Finance & Operations	W: 246-6564	Lisa.bell@kctcs.edu
5) Palisa Rushin	VP Student Development and Enrollment Mgmt.	W: 246-6522 C: 559-3076	Palisa.rushin@kctcs.edu

### **Leestown Campus**

<b>Name</b>	<b>Title</b>	<b>Phone Number</b>	<b>Email</b>
1) Nancy Heine	Security Supervisor	W: 246-6834	scott.coleman@kctcs.edu
2) Michael Ball	Director of Maintenance & Operations	W: 509-4556	Michael.ball@kctcs.edu
3) Mark Manuel	VP Corporate & Community Development	W: 246-6673 C: 509-9689	mark.manuel@kctcs.edu

### **Newtown Campus**

<b>Name</b>	<b>Title</b>	<b>Phone Number</b>	<b>Email</b>
1) Michael Ball	Director of Maintenance & Operations	W: 509-4556	Michael.ball@kctcs.edu
2) Jeremy Wilson	Security Supervisor	W: 246-6659	jeremy.wilson@kctcs.edu
3) Wayne Cowan	Dean	C: 351-2060 W: 246-6858	wayne.cowan@kctcs.edu

### **Danville Campus**

<b>Name</b>	<b>Title</b>	<b>Phone Number</b>	<b>Email</b>
1) Michelle Carter	Campus Director--Danville	W: 859-246- 6862	michelle.carter@kctcs.edu
2) James Beckley	Security Supervisor	W: 227-9854	james.beckley@kctcs.edu
3) Barry Rice	M&O—Danville	W: 246-6625	barry.rice@kctcs.edu

### **Lawrenceburg Campus**

<b>Name</b>	<b>Title</b>	<b>Phone Number</b>	<b>Email</b>
1) Tiffany Drury	Campus Director-- Lawrenceburg	W: 502-839-8488 x 56811 C: 502-598-9952	tiffany.drury@kctcs.edu
2) Steve Clark	Security Supervisor	W: 246-6815	stephen.clark@kctcs.edu

### **Winchester-Clark County Campus**

<b>Name</b>	<b>Title</b>	<b>Phone Number</b>	<b>Email</b>
1) Michael Ball	Director of Maintenance & Operations	W: 509-4556	Michael.ball@kctcs.edu
2) Bruce Manley	Campus Director	W: 246-6665	bruce.manley@kctcs.edu
3) Ramsey Flynn	Security Supervisor	W: 490-1436	ramsey.flynn@kctcs.edu

### **Georgetown Campus**

<b>Name</b>	<b>Title</b>	<b>Phone Number</b>
1) Ronald Schramm	Security Supervisor	W: 859-246-6356
2) Lynn Godsey	Campus Director	W : 859-246-6648

## Emergency Agencies for Response/Recovery

<b><i>Lexington Campuses: Cooper, Leestown, Regency</i></b>	<b><i>Contact</i></b>	<b><i>Phone Number</i></b>
Lexington Police Dept.	Chief Lawrence Weathers	859-258-3600
University of KY Police	Chief Joe Monroe	859-257-1616
Lexington Fire/EMS	Kristin Chilton	859-231-5600
KY Emergency Mgmt.		800-255-2587
Fayette Co. Health Dept.		859-252-2371

\*UK Police are generally the primary responders for Cooper Campus

<b><i>Danville Campus</i></b>	<b><i>Contact</i></b>	<b><i>Phone Number</i></b>
Danville Police Dept.	Chief Tony Gray	859-238-1224
Boyle Co. Sheriff's Dept.	Sheriff Marty Elliott	859-238-1123
Danville Fire Dept.	Chief James Ball	859-238-1211
Boyle Co. Fire Dept.	Chief Donnie Sexton	859-236-8238
Boyle Co. EMS	Director Brad Ellis	859-238-1134
KY Emergency Mgmt.		800-255-2587

<b><i>Lawrenceburg Campus</i></b>	<b><i>Contact</i></b>	<b><i>Phone Number</i></b>
Lawrenceburg Police	Chief Chris Atkins	502-839-5125
Anderson Co. Sheriff's Ofc.	Sheriff Joe Milam	502-839-4021
Lawrenceburg Fire	Chief Bobby Hume	502-839-4500
Anderson Co. Fire Dept.		502-839-5039
Anderson Co. EMS	Director Bart Powell	502-839-7642
KY Emergency Mgmt.		800-255-2587

<b><i>Winchester Campus</i></b>	<b><i>Contact</i></b>	<b><i>Phone Number</i></b>
Winchester Police	Chief Kevin Palmer	859-745-7400
Clark Co. Sheriff's Ofc.	Sheriff Berl Perdue, Jr.	859-744-4390
Winchester Fire/EMS	Chief Eric Hunter	859-744-1587
Clark Co. Fire Dept.	Chief Ralph Ladson	859-745-0260
KY Emergency Mgmt		800-255-2587

<b><i>Georgetown Campus</i></b>	<b><i>Contact</i></b>	<b><i>Phone Number</i></b>
Georgetown Police	Mike Bosse	(502) 863-7826
Georgetown Fire	John Ward	(502) 863-7835
Scott County Sheriff	Tony Hampton	(502) 863-7855
Scott County FD	Mike Fuller	(502) 863-7853
KY Emergency Mgmt		800-255-2587