



# **EMERGENCY PREPAREDNESS AND RESPONSE PLAN**

**2024/2025**

Updated June 2024

# Preface

All members of the Converse University community provide valuable leadership in our campus' reaction to an emergency situation. When emergencies arise, they are often sudden and unexpected so knowing individual responsibilities, who to call, and familiarization with proper procedures is an essential piece to campus preparedness. The safety of personnel is always the priority in an emergency response.

An emergency action plan is a written document that describes the steps to follow to assist the university community when an emergency occurs. These situations can arise at any time and may involve any degree of risk, impact, and hazard to the campus. Having a documented plan is not only best practice, it also mitigates mistakes or oversights when an emergency arises, and establishes a chain of command and communication to improve responsiveness and clarify responsibilities.

While it is impractical to prepare for every possible situation, it is our collective duty to ensure we have the best tools and resources available to prevent emergencies from occurring, and then best practices to follow when they might. These guidelines are designed to be flexible in order to accommodate various contingencies.

The University expects all employees and students to review this Converse Emergency Preparedness and Action Plan regularly, to know who to contact in the event of an emergency, and assembly areas, including the location of life safety equipment such as emergency phones, first aid kits, and fire extinguishers BEFORE an emergency situation arises.

For further information or questions related to this plan, please contact Campus Safety at [campussafety@converse.edu](mailto:campussafety@converse.edu) or via phone at 864-596-9026.

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# Reporting Emergencies

In any emergency situation, always call 911 first. All emergencies or other incidents should be reported to the **Campus Safety Department** at **(864-596-9026)**.

## Emergency Contact List

Converse University Emergency Contact List	
Campus Safety	864-596-9026 (24/7)
Campus Fire Marshal	864-596-9064
Facilities Management	864-596-9744
Wellness Center	864-596-9258
University Center Greenville	864-250-1111
Local Response & Emergency Services	
Spartanburg City Police and Fire Department	911
Greenville City Police and Fire Department	911
Greenville Tech Police (UCG Campus only)	864-250-8001
Ambulance	911
Hospital Main Number (Spartanburg Regional)	864-560-6000
Hospital Main Number (Prisma Health - Greenville)	864-455-7000
Poison Control Center	1-800-222-1222
Suicide Prevention Hotline	1-800-273-8255

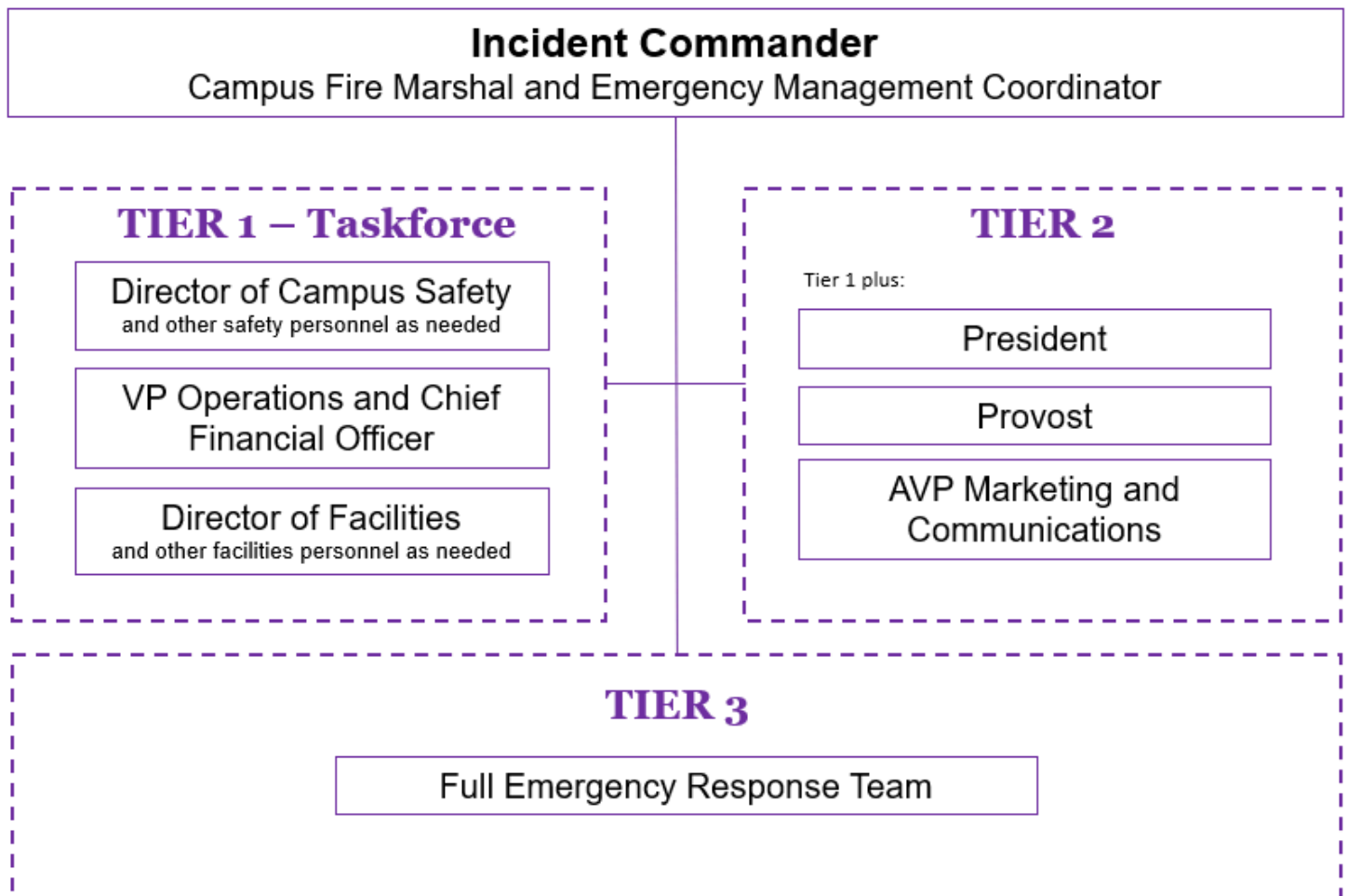
# Campus Emergency Response Team

The Campus Emergency Response Team (ERT) is tasked with planning and preparation for any disaster that may happen on campus.

Campus Fire Marshal and Emergency Management Coordinator	<a href="#">Kyle Crowder</a>
Director of Campus Safety	Daniel Huggin
Vice President for Operations and Chief Financial Officer	<a href="#">Kristin Lacey</a>
Director of Facilities	<a href="#">Gladden Smoke</a>
President	<a href="#">Boone Hopkins</a>
Provost & Vice President for Academic Affairs	<a href="#">Will Case</a>
AVP of Marketing and Communications	<a href="#">Karen Rhodes</a>
Dean of the School of Arts	<a href="#">Chris Vaneman</a>
Dean of Students	<a href="#">Rhonda Mingo</a>
Director of Human Resources	<a href="#">Keisha Jackson Gilliam</a>
Director(s) of Residential Life	<a href="#">Adrian Stowe</a>
Director of Counseling and Wellness	<a href="#">Bethany Garr</a>
Nurse Practitioner	<a href="#">Michelle Mathis</a>
Chief Information Officer	<a href="#">Cori McClure</a>
Director of Dining Services	Alexis Coppola
University Chaplain	<a href="#">Eliza Smith DeBevoise</a>
Director of Athletics	<a href="#">Jennifer Bell</a>
Campus Safety	<a href="#">Campus Safety</a>

# Crisis Communications FlowChart

## EMERGENCY RESPONSE TEAM CHAIN OF COMMAND



# Building Emergency Officers

In the event of an emergency, Building Emergency Officers will be contacted by Campus Safety via AlertMedia Alert Notification System, telephone, email, or direct contact. The Building Emergency Officers will be asked to assist Campus Safety with the situation as needed, and will receive annual training regarding expectations of the role.

## Residence Halls

Belk

## Building Emergency Officers

Residence Life Staff

Cudd

Residence Life Staff

Williams

Residence Life Staff

Andrews/Wellness Center

Residence Life Staff / Wellness  
Center Staff

Pell/West Wilson

Residence Life Staff

Dexter

Residence Life Staff

Howard

Residence Life Staff

Kate

Residence Life Staff

Fleming

Residence Life Staff

## Administrative and Academic Buildings

## Building Emergency Officers

### Wilson Hall

**Coordinator** Pamela Greenway  
Meg Tominaga  
Chandra Hopkins  
Jamie Grant-Ponce  
Alexis Coppola

### Twichell / Lawson Academy

**Coordinator** Janae O'Shields  
Mayes Hopkins  
Susan Davis  
Michael Miller



**Carnegie Hall**

**Coordinator** Kristin Lacey  
Marissa Haben

**Mickel Library**

**Coordinator** Wade Woodward  
Dell Morgan  
Wendi Arms

**Carmichael Hall**

**Coordinator**  
Julie Jones  
Eddy Woodfin

**Ezell Hall**

**Coordinator** Lee Givins

**Kuhn Hall**

**Coordinator** Cori McClure  
Sonya Mode  
Jessica Sorrells

**Montgomery**

**Coordinator** Rhonda Mingo  
Sabrina Hartness  
Cathy Gowan  
Tammy Stokes

**Facilities**

**Coordinator** Gladden Smoke  
Susan Jackson  
Ed Struble

**Phifer Hall**

**Coordinator** Jennifer Hawk  
Sheri Strickland

**Blackman Hall**

**Coordinator** Anna Neely  
Susana Lalama  
Mildred Roche  
Scott Robbins

**Milliken Arts**

**Coordinator** Susanne Gunter  
Andrew Blanchard  
Vivianne Carey

**Weisiger Center**

**Coordinator** Madeleine Collier  
Sam Davidson  
Brandon Morton

**Gibbs Field House**

**Coordinator** Jennifer Bell  
Randy Loggins  
Kevin Darlington

**Drayton Mills Facility (esports)**

**Coordinator** Katie Harry  
Randy Loggins

**University Center Greenville**

**Coordinator** Kaley Jones  
Evan Thomas

# Emergency Notifications

## CAMPUS EMERGENCY ALERT SYSTEM

Converse University has adopted the AlertMedia Alert Notification System to send information regarding potential emergency situations, ranging from severe weather warnings to more critical emergency notifications.

All Converse students, faculty and staff are automatically enrolled to receive these alerts through their university provided email. Converse also provides access to the AlertMedia mobile app to stay connected and receive important campus notifications, communicate with Campus Safety, and gain access to resources and documents you need most.

Since Converse offers programs in different counties, notifications regarding severe weather will be sent to constituents based on their location of study, whether in Spartanburg or Greenville County.

Registration is required if students and employees also wish to also receive these notifications to a mobile device. Visit the [Converse Emergency Alert System webpage](#) to learn more, including instructions on how to download the AlertMedia App.

## LEVELS OF NOTIFICATIONS

Notifications can be classified into the following three categories:

- **Emergency Notification** - Emergency notification refers to a significant emergency or dangerous situation on campus involving an immediate threat to health or safety of students or employees. Campus Safety will use the

AlertMedia emergency notification system to send emails and texts (to registered mobile devices). The scenarios for situations on campus leading to an AlertMedia emergency notification include, but are not limited to: an armed and dangerous person, a chemical hazard, a tornado warning, or some other significant and immediate threat to safety.

- **Timely Warning** - Timely warning refers to a warning required by the Clery Act regarding a Clery Act crime or a crime which poses an ongoing threat to the campus community, allowing people to protect themselves or their property from similar crimes. This notification will occur only if Campus Safety determines there is a continuing danger to the campus AND if issuing the timely warning will not compromise law enforcement efforts to address the crime. The notification will begin as a campus alert email. The campus alert email will be followed by updates as new confirmed information becomes available. In addition to issuing a timely warning for Clery Act crimes, timely warnings will be sent if a tornado or severe weather watch is issued for Spartanburg County.
- **Informational Notification** - Informational notification is for a less-urgent situation that involves health or safety issues. Campus Safety will send email messages to students and post information as a campus alert. Examples include, but are not limited to: a situation in which a perpetrator in a violent crime has been arrested or is no longer on campus, or there is a natural gas leak that does not warrant evacuation.

## CAMPUS CLOSING AND DELAY NOTIFICATIONS

In the event of inclement weather that may create hazardous conditions at or around campus, or for other emergencies that may warrant an official delay or closing of the campus, determinations regarding the campus status will be made as soon as conditions warrant institutional response.

- Faculty, students, and staff should look to the Converse website, WSPA-TV (7), and WYFF-TV (4) for the most immediate word on inclement weather closings.
- An AlertMedia Alert will be issued regarding closings or delays.

## Shelter In Place

Shelter In Place is activated when safe egress to evacuation shelters cannot be completed in a timely and safe manner. This may be used in the event of such emergencies as chemical or biological attack, severe weather, law enforcement emergencies, or other critical incidents.

Residence Life staff and/or Campus Safety officers will initiate the Shelter In Place plan based on:

- Proximity of the hazard
- Safety during accident or attack on campus
- Condition of campus utilities
- Weather conditions

When instructed to shelter-in-place, individuals must immediately move to the designated area of assembly. These areas are referred to as **Interior Safe Areas** and include the following features:

- Minimal windows and vents
- Adequate space for anticipated occupancy

Ideal areas often include hallways, interior stairwells, conference/meeting rooms, break areas, or restrooms.

### **PROCEDURES TO SHELTER-IN-PLACE (for Hazardous Incidents)**

- Close all doors and windows.
- Move all occupants to an interior room away from as many windows as possible.
- Remain indoors until an 'all clear' message is received or further instruction is provided from the **incident commander** or an **authorized emergency official**.
- Following the 'all clear' announcement, open doors and windows and turn on ventilation systems until indoor air has been exchanged with fresh air.

### **PROCEDURES TO SHELTER-IN-PLACE (for Severe Weather Incidents)**

- Move to the basement of the building.
- Move to an interior room with no windows or a hallway on the lowest floor possible.
- Move to an interior stairwell if all rooms have windows.
- Stay in the center of the room away from doors and windows.
- Stay in place until the danger has passed.

Time is the most critical element when responding during a crisis situation.

## **Evacuations**

Emergencies caused by fire, explosions, hazardous spills and/or releases may require occupants to evacuate the building, and in extreme incidents, the area or even campus. There are two levels of evacuations:

### **BUILDING EVACUATIONS**

Building Evacuations are used as an emergency response mechanism to provide timely and orderly movement of individuals out of a building and away from an identified hazard.

All building evacuations will occur when the fire alarm sounds, or upon notification by **Campus Safety** or another **authorized emergency official**.

When evacuation instructions are received from an authorized official, all individuals must leave the building by the nearest exit and alert others to do the same.

- Remain calm.
- **Immediately** stop what you are doing.
- Walk directly to the nearest exit, assisting students and visitors with evacuation procedures. Move quickly; however, do not run, push, or crowd.
- Check doors for heat before opening by touching it near the top with the back of your hand. Do NOT open a hot door.
- If smoke is present, stay low and crawl to your exit.
- Do NOT use elevators.
- Use handrails in stairwells, stay to the right.
- Keep noise to a minimum so you can hear emergency instructions.
- Assist those with disabilities in exiting the building or, if it is not possible to safely remove them from the building, to a safe interior space (area of refuge) and notify Campus Safety officials immediately regarding the location of the person.
- Once outside, move quickly away from the building and to your Assembly Area, unless otherwise instructed.
- Report missing persons to emergency response personnel.
- Actively assist in keeping roadways and walkways clear for emergency response personnel.

Once outside the building, proceed to a clear area that is at least 500 feet away from the affected building.

- Keep streets, fire lanes, hydrant areas, and walkways clear for emergency vehicles and personnel.
- Listen for any further instructions or directions from University officials.
- Do NOT return to the building until instructed to do so by Campus Safety.

## **ASSEMBLY AREAS**

There are four Assembly Areas at the main campus in Spartanburg. These areas are where every occupant of the evacuating building must go for safety and accountability purposes. It is extremely important that **ALL** people evacuating the building proceed to the appropriate assembly area to be accounted for and to avoid interfering with Emergency Service personnel.

**Assembly Area #1:** Grass area (quad) in the center of campus. This area is for the following buildings - **Carnegie, Twichell/Lawson Academy, Fleming, Andrews, Williams, Cudd, Belk, Milliken Arts, Blackman Music, Phifer, and Montgomery.**

**Assembly Area #2:** Grass area between Montgomery and Maintenance. This area is for the following buildings - **Kate, Howard, Maintenance, Theater Shop.**

**Assembly Area #3:** Emily Dickinson statue behind Dexter/Pell. This area is for the following buildings - **Wilson, Pell, Dexter, Mickel Library, Carmichael, Ezell, Kuhn.**

**Assembly Area #4:** Lower tennis courts. This area is for the following buildings - **Weisiger Center, Gibbs Field House.**



## CAMPUS EVACUATIONS

Converse University has agreements with other area sites to relocate members of the university community in the event of an emergency that requires relocation.

Campus evacuation sites could be but are not limited to:  
South Carolina School for the Deaf and Blind



Instructions will be communicated through the AlertMedia Alert Notification System regarding evacuation plans and specific details as they emerge.

## **CONSIDERATIONS FOR INDIVIDUALS WITH DISABILITIES/SPECIAL NEEDS DURING EVACUATIONS**

During an emergency, your behavior is likely to influence responses in others. Individuals who have a ready plan of action may be better prepared to handle an emergency in a calm and efficient manner. In general, be sure to check in with your neighboring peers. While this preparedness is important for the welfare of everyone, it is essential for the person with a physical disability who may need extra help in dealing with the emergency.

**Always ask a person with a physical disability what help is needed before giving emergency evacuation assistance. Ask how they can best be assisted or moved, and if there are any special considerations or items that need to come with them.**

### **Building Evacuations**

To assist persons with visual impairment:

- Announce the nature of the emergency.
- Offer to guide the person (or offer someone to do so). The individual with the visual impairment will typically take the guide's elbow for assistance.
- Tell the person with the visual impairment where they will be guided to as they walk. Inform the student of any obstacles they might encounter.
- After arrival at the safe location, orient the person to where he or she is and ask if any further assistance is needed before leaving.

To assist persons who are Deaf/ Hard of Hearing:

- If the person is using a sign language interpreter and the interpreter is present, explain to the individual what is happening and give instructions to the nearest emergency exit.
- If you must get a person's attention:
  - o Flash the room's lights
  - o Tap the person's shoulder. Perform gestures that will explain what is happening and what to do.

- o Write on the board or a piece of paper, the nature of emergency and evacuation route.

To assist persons with mobility impairments:

- Always ask them first if they have special needs or requirements. Individuals with mobility impairment who are located at ground floor locations may exit the building without help.
- If the individual is not on the ground floor and is unable to safely exit the building, every effort should be given to move the individual to the nearest and safest stairwell or landing, which are recognized Evacuation Zones.
  - o If the individual will wait in a stairwell, make sure that the fire doors are closed.
  - o Call Campus Safety (864/596-9026) to notify rescue personnel of the individual's location.

If there is imminent danger and evacuation cannot be delayed, the individual may be carried or helped from the building in the best and fastest manner. The individual is the best authority on how to move him or her out of the building.

## Environmental Hazards

### CHEMICAL OR HAZARDOUS MATERIAL SPILL

Generally speaking, spills of common chemicals less than 1 (one) Liter in volume are mitigated by trained personnel that are knowledgeable with the use of the chemical. Situations classified as an emergency spill may be due to any chemical spill of a certain volume or with a chemical/physical property that are beyond the capabilities of trained personnel.

#### Procedures

- **Immediately** report the spill to **Campus Safety Department (864-596-9026)** AND **Facilities (864-596-9744)**
- When reporting, be specific about the nature of the involved material and exact location. Campus Safety will contact the necessary specialized personnel and medical personnel (as necessary)
- If possible, the individual discovering the spill should vacate the affected area at once and seal it off to prevent further contamination of other areas until Campus Safety or other authorized emergency personnel arrive.
- Anyone who may be contaminated by the spill is to avoid contact with others as much as possible, remain in the vicinity, and give their names to Campus Safety.



Required first aid and cleanup by specialized authorities should be started at once.

- If the nature of the spill threatens other building occupants (fire conditions, toxic/acrid vapors or fumes), activate the building alarm to signal an evacuation, walk quickly to the nearest marked exit, and proceed to the building's assembly point. Follow Procedures during a Building evacuation.
- If requested, assist Emergency crews as necessary

Refer to the **Spill Prevention and Countermeasures Plan** for more details.

## Faculty, Staff and Student Crisis

### MEDICAL AND FIRST AID

If serious injury or illness occurs on campus, immediately call 911, then call the **Campus Safety Department (864-596-9026)**. Give your name, location of the victim, and description of the medical problem. Campus Safety will contact additional emergency personnel to assist when critical response is warranted.

#### Procedures

- Do not move the victim unless the individual is in immediate danger.
- Do not leave the victim unattended.
- Check breathing and give artificial respiration/CPR if necessary. **This should be done by trained personnel only.**
- Control serious bleeding – **Using protective barriers**, apply direct pressure to the wound.
- Continue to talk to and assist the victim until help arrives.
- Look for emergency medical ID, question witnesses, and give all information to the paramedics.

### MISSING PERSON

Any concern regarding a missing person should be reported to the **Campus Safety Department (864-596-9026)** and/or Student Life Staff immediately. Parents and/or City police may be notified based on the specific circumstances of the situation.

### SUICIDE THREAT OR ATTEMPT

Report all suicide attempts or threats of suicide to the **Campus Safety Department (864-596-9026)** immediately. If you have significant concerns about an individual's safety but are unable to determine if they are at imminent risk, report these concerns to Campus Safety as well.

- If you are with the person:
  - o Stay with the person.
  - o Talk with the person until help arrives.
  - o Listen, observe, and take notes that may be of assistance to Emergency Responders.
- If you are not physically with the person:
  - o Find out the person's whereabouts (as specific as possible) and current medical condition.
  - o Contact Campus Safety and provide them with the person's current location and phone number. If the person is off-campus, ask the Campus Safety officer to contact the nearest police department to conduct a welfare check.
  - o If you are on the phone with the person, stay on the phone with the person or whoever is with the person until emergency responders arrive.
  - o If someone is with the student, ask them to remain present until emergency responders arrive. Listen, observe, and take notes that may be of assistance to emergency responders.

## Mechanical Emergencies

### UTILITY FAILURE

In cases of utility failure (power, telephone, water supply, HVAC) that may affect classes, residence halls, or other university activities, the Emergency Response Team will assess the problem and issue instructions via the AlertMedia Emergency Notification System and other methods appropriate to the given situation (such as, but not limited to: email, phone calls, and campus personnel).

## Threats to Campus

### BOMB THREATS

Report all bomb threats to **Campus Safety Department (864-596-9026)** immediately. When a call is received, it is important to notify **Campus Safety** by having a colleague call while you keep the caller on your line.

**When a bomb threat is called in:**

- Keep the caller on the line as long as possible. Ask the caller to repeat the message. Record every word spoken by the person.
- If the caller does not indicate the location of the bomb or the time of possible detonation, you should ask for this information.
- Inform the caller that the building is occupied and detonation of a bomb could result in death or serious injury to many innocent people.
- Pay particular attention to peculiar background noises such as motors running, background music, and any other noise that may give a clue as to the location of the caller.
- Listen closely to the voice (male, female), voice quality (calm, excited), accents, and speech impediments.
- Report this information immediately to the **Campus Safety Department (864-596-9026)**.
- If any suspicious object is found, report its location to **Campus Safety (864-596-9026)**. **DO NOT TOUCH THE OBJECT!** Do not open drawers or cabinets; do not turn lights on or off.

## COMMUNITY / LOCAL THREATS

In the event of an off-campus incident that may pose a threat to the University community, and in compliance with the Clery Crime Awareness Act:

- An **emergency notification** may be issued through the AlertMedia Alert Notification System.
- A **timely warning** may be issued through campus email.
- An **informational notification** may be issued through campus email.
- See emergency notification levels for further information.

## POLITICAL OR PROTEST DEMONSTRATIONS

According to University policy, only current students, faculty, and staff may participate in demonstrations on campus. A demonstration should not be disrupted unless one or more of the following conditions exist:

- Interference with the normal operations of the University.
- Prevention of access to offices, buildings or other University facilities.
- Threat of physical harm to persons or damage to University facilities.

If any of these conditions exist, **Campus Safety (864-596-9026)** should be notified and will be responsible for informing appropriate University officials to determine actions needed.

Reference the Student Handbook for more information.

## DISTURBANCES

Observation of any criminal behavior, suspicious persons, or suspicious activities on campus should be promptly reported to **Campus Safety (864-596-9026)**.

- Get a description of the person causing the disturbance.
- Note details of what happened.
- Faculty – Direct disruptive persons (including students) to leave the classroom. If the safety of others is threatened, dismiss the class. Contact Student Life and/or Campus Safety to report details of the event.

## FIRE

Deaths and damages caused by fires can be mitigated if proper preparation and response procedures are taken by individuals during a fire.

All Converse students and employees shall participate in fire drills. Whenever an alarm is activated, it is mandatory that all individuals evacuate the building. Practicing evacuation procedures during drills and alarms is the best way to prepare for a real fire.

When a fire alarm is activated, all individuals must immediately begin exiting the building and proceed to the designated Assembly Area as defined in the Building Evacuation procedures. The building should be completely evacuated in a safe and timely manner.

### Procedures

- Remain calm
- Activate the nearest fire alarm pull station
- Evacuate the area immediately, using primary or alternate exit routes.
- Alert other people in the area to leave the building.
- Assist individuals with disabilities and those who appear to need direction.
- Close, **DO NOT LOCK**, doors and windows.
- Do not use elevators.
- Go directly to the designated assembly area.
- Call 911 from a safe location. Be prepared to share the exact location of the fire, location of the fire within the facility (if known), number and type of injuries (if known), your information and any other information that would be beneficial
- **Do NOT return to the building until instructed to do so by Campus Safety**

### Evacuation Tips

- Feel doors with the back of your hand for heat. Do NOT open the door if it is hot. If the door is not hot, open it slowly. Stand behind the door and to one side; be prepared to close it quickly if fire is present
- If smoke is present, stay as low as possible and crawl to an exit door. Keep one shoulder against the wall as you exit the building to avoid becoming lost
- Make note of the location of anyone who may have been unable or refused to evacuate. Notify emergency response personnel
- Yell “Fire” on your way out of the building
- In the event that you cannot safely navigate stairs due to injury or disability, proceed to that building’s Area of Emergency Rescue. These areas are the safest and will be the first areas that Campus Safety and Emergency personnel will search during the evacuation.

It is helpful to keep in mind that fire is extremely hot and heat rises. Therefore, temperatures are hottest at ceiling levels. Oxygen is burned at high levels first, so air is more available near the floor. Smoke drops down to knee level and hovers there. Remain in a prone position or crawl across the floor to a fire exit or area of rescue.

#### Areas of Emergency Rescue in Residence Halls

**Pell 2nd, 3rd, and 4th floor:** Mid-floor stairwell landing

**West Wilson 4th floor:** Stairwell behind access door

**Dexter all floors:** North and south stairwells

**Fleming 2nd and 3rd floors:** East stairs behind the self-closing fire doors

**Andrews all floors:** Enclosed stairwell in the center of building

**Williams 2nd and 3rd floors:** Front elevator stairwell and rear stairwell

**Belk 2nd and 3rd floors:** Front elevator stairwell and rear stairwell

**Belk basement:** Fire escape corridor

**Kate:** All stairwells

**Howard:** All stairwells

#### Areas of Emergency Rescue in Academic & Office Buildings

**Wilson:** East and west stairwells

**Milliken Arts 3rd floor and basement:** Brick stairwells

**Milliken Arts 2nd floor:** Back iron exterior stairs and front Belk side concrete stairs

**Phifer 3rd floor:** Rear stairwell

**Phifer 2nd floor:** If the quad door is blocked or unsafe to get to, proceed to the rear stairwell

**Montgomery 2nd floor:** Stairwell on Phifer side of the building behind the fire doors

**Kuhn 2nd and 3rd floor:** Both stairwells at the end of the halls

**Carmichael 1st and 3rd floors:** North and south stairwells

**Mickel Library 2nd and 3rd floors:** East and south stairwells

**Twichell Auditorium 3rd floor balcony:** Both south stairwells, east and west stairwells

**Twichell Auditorium main floor, stage, and backstage:** South stairs, backstage west stairs, through metal fire doors into Lawson Academy

**Lawson Academy 2nd floor:** East stairwell and west stairwell beside elevator

## **GUNMAN ON CAMPUS**

An active shooter is an individual who is actively engaged in killing or attempting to kill. In most cases, an active shooter uses firearms and there is no pattern or method to their selection of victims. Active shooter situations are often unpredictable and can evolve quickly.

To provide the best possible response, report any of the following situations to **Campus Safety (864-596-9026)** immediately:

- Weapon on campus
- Shots fired on campus
- Injury due to shots fired on campus
- Rumor of any of the above

Instructions will be sent to members of the campus community via the AlertMedia Emergency Notification System and any other methods deemed appropriate given the current situation.

### **Procedures**

Do NOT activate the fire alarm. You should quickly determine the most reasonable way to protect your own life.

Run – When an Active Shooter is in your vicinity:

- Attempt to evacuate
- Evacuate whether others agree or not
- Leave your belongings behind
- Help others escape if possible
- Prevent others from entering the area
- Call 911 when you are safe

Hide – If evacuation is not possible, find a place to hide:

- Be out of shooter's view
- Provide protection if shots are fired in your direction
- If possible, do not restrict your options for movement
- Lock and/or blockade the door
- Silence your cell phone
- Hide behind large objects
- Remain very quiet

Fight – As a last resort, and only if your life is in danger:

- Attempt to incapacitate the shooter
- Act with physical aggression
- Improvise a weapon to protect yourself
- Commit to your actions

Until and when law enforcement arrives:

- Remain calm and follow instructions
- Keep your hands visible at all times and do not carry backpacks, handbags, or any items that may lead officers to think you are carrying a firearm
- Avoid pointing, screaming, and/or yelling
- Avoid making any sudden movements
- Know that help for the injured is on its way. Rescue personnel will be in a safe area to provide assistance.

## SUSPICIOUS PERSON OR ACTIVITY

Contact the **Campus Safety Department (864-596-9026)** to report a suspicious person or activity. Provide a description of the individual, the location, any information on the individual's behavior and interactions (if known).

In certain circumstances, it may be deemed appropriate to issue a trespass notice when Campus Safety determines that disruptive behavior on campus may:

- Cause harm or inflict injury to University community members
- Threaten or intimidate members of the community
- Disrupt academic or administrative business of the University
- Cause damage to University or personal property
- Involve serious or other criminal activity
- Violate University policy

Reference the [Trespass Policy](#) for more details.

## Severe Weather

Severe weather can cause serious threats to employees and students. Severe weather may include high winds, thunderstorms, lightning, hail, floods, tornadoes, hurricanes, and other weather systems that have the potential to create safety hazards or cause damage to property.

## EARTHQUAKE

- If indoors, seek refuge in a doorway or under a desk or table. Stay away from glass windows, shelves and heavy equipment that may fall.

- If outdoors, move quickly away from buildings, utility poles and other structures. **Caution:** Always avoid power or utility lines as they may be energized.
- If in an automobile, stop in the safest place available, preferably away from power lines and trees. Stop as quickly as safety permits, but stay in the vehicle for the shelter it offers.
- After the initial shock, evaluate the situation and if emergency help is necessary call the **Campus Safety Department (864-596-9026)**. If indoors, evacuate the building. Protect yourself at all times and be prepared for aftershocks.

Report damaged facilities to the **Campus Safety Department (864-596-9026)** and **Facilities Management (864-596-9744)**. **Caution:** Be alert for and report gas leaks and power failures that create special hazards.

## HURRICANE

- Phase 1 – **Hurricane watch in effect.** Tier 1 Emergency Response Team members will meet. The University community will evaluate and determine the University plan and issue instructions via AlertMedia Alert Notification System.
- Phase 2 – **Hurricane warning in effect.** Emergency has been declared. Tier 1 & 2 Emergency Response Team members will meet to execute emergency instructions as provided earlier via AlertMedia Alert Notification System. The emergency alert will give instructions as to the suspension of non-essential University operations. All emergency procedures will assume that resident students will remain on campus during the emergency (unless otherwise specified). All instructional, classroom, and related activities will cease.
- Phase 3 – **During the storm.** Per official instructions, persons on campus will stay in a safe location and listen for further instructions. Emergency assessment of damages will be made as promptly as conditions permit.
- Phase 4 – **After the storm.** The University will remain closed until the emergency condition has been officially declared at an end. As conditions permit, information regarding the status of the University will be sent via the AlertMedia Alert Notification System as well as local media (television and radio).

## TORNADO

A tornado **watch** indicates that the weather conditions are such that a tornado could occur. A tornado **warning** indicates that a tornado has been sighted on radar or by individuals.

When Campus Safety is notified by the National Weather Service that Spartanburg County is under a tornado watch or warning, an AlertMedia Alert will be sent to notify the university community.



- **Phase 1 – Tornado watch in effect.** Tier 1 Emergency Response Team members will meet. The University community will evaluate and determine the University plan and issue instructions via AlertMedia Alert Notification System.
- **Phase 2 – Tornado warning in effect.** Emergency has been declared. Tier 1 & 2 Emergency Response Team members will meet to execute emergency instructions as provided earlier via AlertMedia Alert Notification System. The emergency alert will give instructions as to the suspension of non-essential University operations. All emergency procedures will assume that resident students will remain on campus during the emergency (unless otherwise specified). All instructional, classroom, and related activities will cease.
- **Phase 3 – During the storm.** Per official instructions, persons on campus will stay in a safe location and listen for further instructions. Emergency assessment of damages will be made as promptly as conditions permit.
- **Phase 4 – After the storm.** The University will remain closed until the emergency condition has been officially declared at an end. As conditions permit, information regarding the status of the University will be sent via the AlertMedia Alert Notification System as well as local media (television and radio).

## Procedures

- If indoors, seek refuge in a doorway, interior hallway or under a desk or table. Stay away from windows and exterior doors. Stay in the safe area until **official all-clear** has been issued by either Campus Safety, or AlertMedia Alert.
- If outdoors and unable to get to shelter, seek a ditch or depression in the ground and lie flat on the ground. **Caution:** Avoid power or utility lines as they may have live current.
- If in an automobile, stop as quickly as safety permits, exit the vehicle and seek shelter in a ditch or depression in the ground. Lie flat on the ground. **Caution:** Avoid power or utility lines as they may have live current.

If you are on campus after the tornado has passed, notify Campus Safety (864-596-9026) of any immediate emergency action that may be necessary.

## SPECIFIC TORNADO PROCEDURES FOR RESIDENCE LIFE

The AlertMedia Alert Notification System will be used to alert the campus regarding impending bad weather.

During daylight hours and normal business hours, personnel should be alert to the weather conditions, listen for any warning sirens, and take action consistent with the situation. During the night hours, when residents are normally in the residence halls, Residence Life personnel should be alert for tornado watch or warning announcements. If an alert is sent, the staff will assist residents in moving to safer areas.

Residents should move to the interior of the buildings away from exterior windows (and away from interior windows if possible) and to the lower floors (basements if possible). Residence Life personnel should become familiar with their building and identify areas that offer the best protection for the safety of the residents.

After a tornado, the Residence Life personnel should conduct an accounting of all the residents assigned to the building. If warranted, Campus Safety (864-596-9026) should be notified of any critical situation to process any needs for emergency assistance (i.e., medical attention, locating residents, etc).

## **Training and Procedure Review Requirements**

Frequent training of campus personnel is critical to the success of the Emergency Preparedness and Response Plan. The Director of Campus Safety will initiate annual training sessions for emergency response tactics, and annual review of the Emergency Preparedness and Response Plan by members of the Campus Emergency Response Team. The guide shall be amended if necessary.

## **Policy for Media Relations**

All inquiries from the media should be directed to the AVP of Marketing and Communications or designee, who will act as official spokesperson. No individual should speak about the situation with members of the media unless arranged through the AVP of Marketing and Communications.

## **Student or Employee Death Protocol**

News of a student's or employee's death may be received through various sources, by any member of the University community, at any time. More importantly, the cause of a death may vary considerably and must be handled with respect for the individual's family, classmates, colleagues, and friends.

While it is not feasible to anticipate every situation that may impact students and employees concerning death, there are certain activities that should occur no matter the cause of the death. When the death of any Converse student or employee occurs, whether on or off campus, it is important for designated officials and administrative

offices to provide swift, caring, and professional assistance to the family and the campus community.

The Dean of Students (in the event of a student death) and Human Resources (in the event of an employee death), once notified, coordinates the notification of appropriate University officials and communications with the campus community.

### **Initial Notification of a Death**

Any University department or community member who becomes aware of the death shall immediately notify the Director of Campus Safety and either the Dean of Students (for a student death) or Human Resources (for an employee death).

### **The Office of the President**

The Office of the President, in coordination with the Dean of Students / Human Resources, will contact the family of the deceased individual to:

- Offer condolences.
- Determine if the family has any immediate needs from the University (e.g. gathering items from the residence hall room or office, notifying other university members, etc.).
- Gather information about funeral, visitation, and memorial arrangements.
- The Office of the President will notify the President's Cabinet.

### **Dean of Students / Human Resources**

- The Dean of Students / Human Resources will work with necessary Level 1 Emergency Response Team members to verify the death via the county coroner, local law enforcement agency, funeral home, newspaper obituary, or family member.
- The Dean of Students / Human Resources will verify the enrollment or employment status of the deceased.
- The local law enforcement agency or appropriate external official agency will notify the next of kin of the deceased.
- The Dean of Students / Human Resources will work in coordination with the Director of Campus Safety and AVP of Marketing and Communications to gather information regarding cause of death, time of death, memorial arrangements, involvement on campus etc. from the local authorities, family, and other pertinent parties and make this information available to appropriate parties.
- The Dean of Students / Human Resources (or designee) will immediately notify remaining Level 1 Emergency Response Team Members and other appropriate personnel.
- Level 1 Emergency Response Team Members will notify Level 2 Emergency Response Team Members per existing reporting structures.
- When appropriate, grief counseling, crisis intervention, and referral services via the Wellness Center and University Chaplain will be offered to students, faculty,

and staff, as well as the immediate family of the deceased while they are on campus.

- If appropriate, the Dean of Students / Human Resources will work with the Office of Communications and Marketing to coordinate emails to faculty, students, and staff regarding visitation and funeral arrangements.
- The Dean of Students / Human Resources (or designee) will designate a staff member to serve as the primary campus contact to assist the deceased student or employee's family. If possible, this should be the same staff member who initially contacted the family.
- The Dean of Students / Human Resources will determine appropriate representation at viewings and funerals, and decide who will represent the University at the funeral if feasible. The Dean of Students / Human Resources will also facilitate student and employee attendance at the funeral as needed/appropriate. (Be respectful of the family's wishes.)
- The Dean of Students / Human Resources will coordinate with the President's Office to send flowers on behalf of the University to the funeral service or family home, as appropriate.
- The Dean of Students / Human Resources will coordinate with the University Chaplain to arrange memorial services (as appropriate).

### **Campus Safety**

- If the death occurs on campus, Campus Safety (or designee) will immediately establish contact with local authorities and emergency personnel.
- The Director of Campus Safety (or designee) will assume the role of liaison between the University and the local law enforcement agency.
- If necessary, the Director of Campus Safety (or designee) will notify the President, Provost, and the Dean of Students / Human Resources.
- Campus Safety officers will advise law enforcement and first responders of the least public and most practical route to use when removing the deceased's body.
- If the death occurs on campus in a public space, Campus Safety officers will lock the room and/or any other affected areas after the body has been removed, and will ensure that the space(s) remains locked until clearance from local law enforcement has been obtained. Once clearance has been obtained, the Director of Campus Safety will notify all appropriate parties that the area has been cleared by law enforcement. The Director of Campus Safety will also notify the Senior Director of Facility Services and Planning, who will ensure that the area is professionally cleaned.
- The Director of Campus Safety (or designee) will deactivate the deceased student or employee identification card and key card access.
- The Director of Campus Safety (or designee) will notify the Business Office to remove any charges such as parking tickets, keys, etc.

### **The Office of Residential Life**

If a deceased person is discovered in a residence hall, the Residence Director or the Director of Residential Life (whoever arrives at the scene first) will immediately contact Campus Safety. If the death occurs on campus, Campus Safety will establish contact with local authorities and emergency personnel. All staff will immediately vacate the room and leave the site untouched until the room is released by local law enforcement.

- The Residence Director will notify the Director of Residential Life of the student's death.
- If necessary, the Residence Director will take appropriate measures to ensure to the extent possible that other residents, students, and visitors are not viewing the body or disturbing the site in any way.
- The Director of Residential Life will immediately notify the Dean of Students.
- After first responders and law enforcement have arrived at the scene, and have completed their determination of death, the Director of Residential Life (or designee) will:
  - ❖ Assist any roommates and/or suitemates who shared the room/apartment with the deceased student in making alternate housing arrangements.
  - ❖ Notify building residents.
- The Director of Residential Life (or designee) will notify building residents.
- The Director of Residential Life (or designee) will advise students, faculty, and staff to avoid posting anything about the student's death on social media or any other public forum until the student's family or next of kin has been notified. The Director of Residential Life (or designee) will also advise students to avoid speaking to the media.
- The Director of Residential Life and Residence Director should assist the local law enforcement agency in identifying individuals who might have knowledge of the circumstances surrounding the death. The Director of Residential Life, in collaboration with the Division of Student Development and Success, should attempt to identify those individuals who will be most affected by the death (family members, significant others, roommates, work supervisors, close friends, etc.). The Director of Residential Life and the Director of Counseling and Wellness will take appropriate action to console the victim's roommate and other impacted students.
- The Resident Director will complete and submit an occurrence report.
- Residential Life staff may not release information about the death of a student to any non-staff person. Media (radio, television, newspaper) representatives should be referred to the AVP of Marketing and Communications. If a resident student death occurs off campus, staff should notify the Director on Call immediately, who will immediately notify the Director of Residential Life, the Director of Campus Safety, and the Dean of Students.
- The Director of Residential Life (or designee) will consult with the Director of Counseling and Wellness to determine whether crisis counseling is necessary for the residents and staff members in the environment where the student resided.

This assistance could be extended to residents and staff members in other halls as well.

- Once local law enforcement has notified the University that they have completed their investigation of the deceased student's room, the Director of Residential Life (or designee) will advise the Residence Director about packing the deceased resident's possessions. Family members, roommate(s), and/or staff may pack the deceased resident's possessions. If it is determined that the roommate(s) and/or staff will pack the deceased student's possessions, they must develop an itemized list of the student's belongings. The Director of Residential Life (or designee) will arrange for the return of the deceased's personal property.

### **Assistant Vice President of Marketing and Communications**

The AVP of Marketing and Communications will coordinate and disseminate all campus wide communication of the student's death.

- If the student's death is likely to generate media inquiries, the AVP of Marketing and Communications, in collaboration with the President, Provost, and/or appropriate Dean, will designate an appropriate spokesperson(s) to serve as media contact(s).
- As necessary, the AVP of Marketing and Communications will brief and prepare the designated spokesperson.
- The release of information will be coordinated by the AVP of Marketing and Communications in consultation with the Dean of Students and the President. The release will include only what can be reported from police or medical authorities (without speculating on facts still officially under investigation), and also include enough information, if possible, to dispel possible rumors about the circumstances of the death (i.e. include the fact that "no foul play is suspected" or that "there are no public health concerns in relation to the death"). The information to be released could include the following information:
  - ❖ The student's name (after it has been officially released), age, hometown (when appropriate), year in school, and major.
  - ❖ Basic information about the circumstances of the death (as appropriate).
  - ❖ A statement from the President involving condolences and/or an appropriate message for the campus community. In his/her absence, the statement will be sent from the office of the Dean of Students and/or the Provost.
  - ❖ A summary of personal Converse information about the student (as appropriate).
  - ❖ Information about planned community support meetings and possible memorial services, and information about student support and counseling services.
- Information should be posted in a timely manner on Converse's website.

- When a student death involves suicide (or the likelihood of suicide), the University will not include that information in any distributed or posted information unless it is a public occurrence, or there is an official coroner's determination and/or the family agrees to having that information released. Any mention of suicide should not include reference to the method used, simply that the individual "died by suicide."
- In most student deaths, any official statement outlining the cause of death will be issued by the Spartanburg County Coroner's office. Questions about the death and its circumstances will be directed to local law enforcement. Students, faculty, and staff will be reminded by members of the Office of Residential Life not to speak with the media.

### **The Registrar's Office**

- The Registrar places a "deceased" indicator on the deceased student's academic record.
- If necessary, the Registrar works with the AVP of Marketing and Communications and the Dean of Students to coordinate campus-wide communication to faculty, students, and staff to ensure that information regarding the student's death is accurate.
- The Registrar initiates procedures that close the student's academic records. As noted by AACRAO (American Association of Collegiate Registrar and Admissions Officers) and FERPA, the privacy interests of the individual are no longer in effect with the student's death. FERPA rights and the rights of privacy regarding the student's academic record end at death. As a matter of institutional policy, the following are the procedures regulating under what conditions the student's academic information should be disclosed to survivors or other third parties:
  - ❖ Converse University continues to treat the academic records of the deceased student the same as a living student in that only directory information may be released to third parties. Converse University requires documents that certify power of attorney or executor/executrix authorization to allow disclosure of information (other than directory) to survivors or other third parties. Either the parents or next of kin, with proper documentation, are considered the owner of the student's academic records.
  - ❖ Unless authorized by the executor/executrix, parent, or next of kin, the University does not permit release of the deceased student's educational record information for a period of 10 years after death.
  - ❖ Pertinent information on the student's academic record is updated, such as: a deceased indicator, addresses will be updated to prevent inadvertent or additional mailings, and enrollment and matriculation will be updated to reflect the reason for the closure of the academic records.



### **The Office of Financial Planning**

- The Associate Vice President for Student Financial Services will coordinate the suspension of future financial aid disbursement.
- The Associate Vice President for Student Financial Services will coordinate the return of financial aid funds to their appropriate sources.
- The Director of Financial Planning will coordinate the suspension of future financial aid communication, including current and future years.
- If necessary, the end dates of the financial aid hold to the withdrawal date (date of death).
- If the student incurs student loan debt, the Director of Financial Planning will inform the family member and/or next of kin of the type and amount of loan(s), the name and contact information of the loan holder, and the procedure to discharge the loan debt due to the borrower's death.
- If the deceased student received financial aid, upon receipt of the death certificate, provide proof of death to the auditor and the U.S. Department of Education to have the financial aid removed and loans discharged from the federal processor. For privately funded scholarships, the Director of Financial Planning collaborates with the Registrar and donors to determine appropriate actions to be taken.
- If the student is employed on campus, contact the student's immediate supervisor, Human Resources, and the Payroll Department to request that the student's employment and payroll records be closed and that a final paycheck be issued as appropriate.

### **Business Office**

- If the student's withdrawal date (date of death) is prior to the end of the 100% drop/add period, a full refund of tuition and fees, room and board will be processed.
- If the withdrawal date (date of death) is after the end of the 100% add/drop period but prior to the end of the 30 percent refund period; refunds will be processed based upon the dates publicized in the academic calendar.
- Refunds may be processed for a withdrawal (date of death) after the 30 percent refund period if approved by senior administration on a case-by-case basis.
- If the student was a financial aid recipient, the Student Billing Office will work with the Office of Financial Planning to determine funds due to the sources (federal, state or private lender) for repayment.
- Housing, meal plan, and flex dollars charges are refunded on a prorated basis after the end of the 30 percent refund period.

### **University Chaplain**

- The University Chaplain will coordinate with the Dean of Students to arrange memorial services for students (as appropriate).



- The Chaplain will gather information on the student's and their family's religious preferences and customs, and will ensure that these preferences are incorporated into all memorial services.
- Other requests for memorial services for those in our Converse community can be brought to the Chaplain as well. As long as the person is currently connected to the school in an immediate way, the chaplain will work with proper areas on campus to arrange a memorial service reflective of the traditions, values and wishes of the deceased.
- The content of any service on campus is discussed and reviewed with the Dean of Students.
- The Chaplain will establish location(s) for all memorial services.
- The Chaplain will coordinate additional pastoral responses as necessary.
- The Chaplain will arrange to have a "Grieving Room" on campus in the case of a student death. This room is intended to be a place where students can come and gather to grieve with their peers.
- The Chaplain and the Director of Counseling and Wellness will arrange staffing of this room as needed.
- Entry to the grieving room will be limited to members of the deceased student's family, faculty, staff, and students. Members of the public will be allowed entry only upon invitation of the family or a faculty/staff member. Media, including student media, will not be allowed access to the "Grieving Room."

## **Special Circumstances**

### **International Student or Employee Death**

- The Provost (or designee) will contact a representative at the appropriate embassy to notify next of kin of the death.
- The Provost (or designee) will serve as the campus contact to assist family members throughout the repatriation process.
- The Provost (or designee) will obtain a translator to assist in communication with family members if necessary.
- The Provost (or designee) will follow all aforementioned procedures outlined in the event of an international death.
- The Provost, in collaboration with the University Chaplain, will gather information on the student's and family's cultural preferences and customs, and will ensure that these preferences are taken into account when coordinating arrangements with family members.

### **Study Abroad Student or Employee Death**

- The Director of Study Abroad (or designee) will contact a representative at the appropriate embassy to notify next-of-kin of the death.
- The Director of Study Abroad (or designee) will serve as the campus contact to assist family members throughout the repatriation process.

- The Director of Study Abroad (or designee) will follow all aforementioned procedures outlined in the event of a study abroad death.

**Student or Employee Death on a University Sponsored Trip**

If a death occurs during a University sponsored trip, the faculty or staff member accompanying the trip should immediately contact local emergency services and law enforcement agencies. The faculty or staff member should then contact the following:

- The head of the related department
- The Dean of Students / Human Resources
- The Director of Campus Safety