

CONFIDENTIAL - PROPRIETARY

MISSOURI SOUTHERN STATE UNIVERSITY

Emergency Management Plan



PREPARED FOR

Dr. Dean Van Galen
President
Missouri Southern State University
3950 E. Newman Road
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Date: December 18, 2024

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JENSEN HUGHES

December 18, 2024

Dr. Dean Van Galen
President
Missouri Southern State University
3950 E. Newman Road
Joplin, MO 64801

Dear Dr. Van Galen,

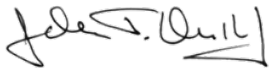
Please find attached our revised Emergency Management Plan for Missouri Southern State University (MSSU), which contains a new approach to emergency management for the university that is compliant with the National Incident Management System. This updated plan includes a customized Incident Command System (ICS) structure to support the crisis management and emergency response teams and to enhance the university's ability to respond effectively to likely threats and hazards.

Please review this draft with care and advise us at your earliest convenience if you encounter any errors or misinterpretations. Some sections of the report, such as the Key Emergency Contacts, require your input. Once we have captured your insights and comments, we will revise the draft and deliver the final publication.

This plan is a confidential and privileged work document between Jensen Hughes and MSSU. We place enormous value on the trust you have extended to us in this matter, and we look forward to supporting you in the future.

Sincerely,

Jensen Hughes



John T. Orloff
Global Service Line Leader
Security Risk Management and Security Design

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Introduction

PRESIDENT LETTER OF SUPPORT

Dear Missouri Southern State University team members:

Missouri Southern State University (MSSU) prioritizes the security and safety of our faculty, staff and students. As such, in cooperation with the Crisis Management Team (CMT) and the Emergency Response Team (ERT), MSSU has developed an emergency management plan (EMP) to protect lives, property and the environment during emergencies and disasters on campus.

The EMP identifies prevention, mitigation and preparedness techniques and response and recovery actions that the CMT and ERT will engage in to effectively respond to and recover from incidents that may negatively affect students, faculty, staff, property, critical assets, or operations.

Importantly, the EMP identifies how the ERT will coordinate its response and recovery efforts with local first responders and private sector entities.

As detailed throughout the EMP, we based our direction and coordination efforts on the National Incident Management System (NIMS) and a customized version of the Incident Command System (ICS).

We divided this all-hazards plan into five distinct sections: 1) Concept of Operations (details the crisis and emergency management team roles and responsibilities); 2) Prevention and Mitigation (threat information sharing and security measures); 3) Preparedness (security awareness, plans, resources and training); 4) Response (threat and hazard response actions); and 5) Recovery (post-event actions).

MSSU's Executive Team, CMT and senior leadership fully support this plan and are committed to its success.

Sincerely,

(Signature)

Dr. Dean Van Galen

President

KEY EMERGENCY CONTACTS

- + Call 911.
- + From an MSSU phone, call the University Police extension at 2222. If using a cell phone or landline, call 413-626-2222 or 417-623-3131, which connects to the Joplin Police Department (JPD) Dispatch Center, to report an emergency.
- + From an MSSU emergency phone outside the University Police Department (UPD) building or on the MSSU trail, contact the UPD on-duty officer or dispatcher.
- + The UPD and JPD dispatch offices are integrated to ensure a swift response.

Emergency Response Team Member	Title	Phone Number and/or Radio Channel
Emergency Manager	Dr. Tim Wilson, Chair Justice Studies	o: ext. 9858
Safety Officer	University Police Department Chief	o: 2222 c:
Security Officer	University Police Sergeant	o: ext. 2222 c:
Emergency Public Information Officer	Director of Communications	o:
Operations Chief	Director of Facility Services-Jeff Boman	o:
Logistics Chief	Information Technology Director-Jimmie Collins	TBD
Finance/Admin Chief	Chief Financial Officer-Linda Eis	TBD
Emergency Evacuation Team Leader	University Police Officer	TBD
Emergency Response Team Members	TBD	TBD
Crisis Management Team Leader	MSSU President-Dr. Dean Van Galen	TBD

PURPOSE STATEMENT

The purpose of the EMP is to guide preparedness, prevention, and mitigation actions, as well as response and recovery actions, within the framework of MSSU's emergency management structure. The EMP identifies the intended response actions that MSSU personnel, faculty, students and first responders may undertake to respond to and resolve incidents on campus that may negatively impact personnel, property, critical assets, or operations. Within this plan, personnel are defined as non-faculty university employees.

The primary objectives of the EMP are as follows:

- + Protect and preserve human life, health, and safety.
- + Guide and instruct MSSU personnel, students, and faculty to respond effectively to on-site emergencies.
- + Articulate a clear chain of command for all MSSU students, faculty, and personnel to follow during emergencies.
- + Coordinate emergency response operations with local first responder agencies (i.e., JPD, Joplin Fire Department (JFD)).
- + Identify likely threats and hazards.
- + Define the threat and hazard notification and reporting procedures.

MSSU's leadership is committed to maintaining a safe and secure workplace. MSSU partners with local authorities to ensure a safe operating environment for students, faculty, and personnel.

This plan describes security and emergency response measures that students, faculty and employees can follow to enhance their personal security and safety, as well as MSSU's security and emergency preparedness culture. This plan also seeks to promote and sustain a safe and secure working and learning environment at MSSU.

SCOPE AND IMPLEMENTATION

The EMP applies to emergencies on the MSSU campus and emergencies off the campus such as a hazardous materials release, severe weather (e.g., tornado), active assailant attack or civil unrest incident. Local first responder agencies will lead response efforts for external emergencies. However, MSSU will transfer incident command authority to the appropriate local first responder agency if a violent attack, a fire, or another emergency that occurs on campus requires external resources to neutralize the threat or hazard.

The EMP activates once any MSSU employee, CMT member, ERT member or contractor becomes aware of an emergency that may threaten the life or safety of students, faculty, and personnel. These same individuals can also activate the EMP for natural disasters, terrorist attacks and technological failures with the potential to cause casualties, property damage or business disruptions. The UPD Chief serves as the Emergency Manager and, whenever possible, will announce the emergency and lead emergency response operations. The Director of Facility Services can also implement the EMP, if necessary.

The UPD office serves as the Emergency Operations Center (EOC) for the campus.

MSSU EMPLOYEE RESPONSIBILITIES

- + Employees will read and familiarize themselves with this plan.
- + Employees will follow these guidelines during a security incident or emergency.
- + Employees will be aware of the university's security policies and know how to report and respond to an emergency should one occur at or near the campus.
- + Employees will report any suspicious behavior or security-related incident to the UPD dispatch office, extension 2222, or any UPD police officer on campus.

- + Employees will call 911 to report any emergency, then contact the UPD dispatcher.
- + Employees are responsible for building and maintaining a safe and secure work environment.
- + Employees will participate in the following trainings and drills:
 - Fire and life safety drills
 - Cybersecurity training
 - Exercises or drills developed by the CMT or ERT
- + Employees can also volunteer or be assigned to serve as members of the ERT and/or Emergency Evacuation Team (EET).

Planning Assumptions

Key assumptions underlying this plan include the following:

- + The hazards and threats identified in the plan may occur at MSSU.
- + The hazards and threats identified in the plan may have consequences with minor to catastrophic impacts.
- + MSSU may not have all the resources or the information at the time of an emergency to implement the response activities identified in this plan.
- + Those implementing the plan may need to adjust save lives, protect property, sustain critical infrastructure, and preserve the environment during the response and recovery phases of an incident or event negatively affecting MSSU.
- + MSSU employees and third-party contractors or vendors working on campus are familiar with this plan and can fulfill their roles and responsibilities during and immediately after an emergency.
- + An emergency, disaster or catastrophic event may overwhelm existing resources and prevent emergency measures from being implemented.
- + The highest-ranking JPD or JFD official on-site during an emergency or disaster will assume the Emergency Manager and/or Incident Commander position and lead response operations.
- + An emergency or disaster may extend beyond the MSSU campus and impact the surrounding neighborhood. MSSU will coordinate external response operations with local first responder agencies whenever possible.

Limitations

MSSU does not imply or guarantee that the EMP is a perfect emergency management system, as emergencies and disasters are often unpredictable and may expand beyond the scope of the plan.

This EMP represents **intended response actions**.

It is **not a script** that all stakeholders must rigidly follow.

MSSU's UPD, Facility Services Department and senior leadership strive to make every reasonable effort to respond to an emergency or disaster based on the situation, resources, and information available at the time.

UNIVERSITY PROFILE

MSSU is a public university located in Joplin, Missouri. Approximately 4,800 students are enrolled at MSSU, about 900 of whom live on campus. The MSSU President oversees approximately 600 employees, including the UPD and Facility Services Department. The senior leadership team that supports the President includes the Executive Vice President; the Provost and Vice President of Academic Affairs; the Chief Financial Officer; the Director of Athletics; the Associate Vice President of Admissions and Enrollment; and the Communications and External Relations Director. MSSU sponsors numerous special events such as football, basketball, baseball and softball games, as well as theater productions, graduations, youth sports tournaments, and banquets.

The campus has 55 residential life, academic, admissions and athletic buildings, plus a trail on its south side that connects to a local mall and movie theater. The north and south sides of the campus are divided by Newman Road, and the main intersection is located at Newman Road and North Duquesne Road. The north side of the campus contains the Residential Life Buildings (i.e., dorms), while the academic, admissions and student center buildings are located on the south side of the campus. The Leggett and Platt Athletic Center, which hosts basketball and volleyball games, is also on the south campus. The football stadium and the baseball and softball fields are located on the east campus. The UPD office and the Facility Services buildings are located across from one another on the south campus. The UPD maintains a 24/7 presence on the campus and has integrated its 911 services with the JPD.

PLAN DEVELOPMENT AND MAINTENANCE

The Emergency Manager or designee maintains and updates the EMP and completes the following tasks in coordination with the Director of Facility Services and the CMT:

- + Requests review approval from the CMT annually.
- + Reviews and updates the EMP annually or following a major emergency event.
- + Leverages the EMP to develop emergency response training and exercise programs.
- + Generates or approves after-action report recommendations following exercises and actual events.
- + Maintains an electronic version of the EMP on the internal network and hard copies in the UPD office and the offices of CMT and ERT members.
- + Shares relevant sections of the EMP with local first responder agencies, when necessary.

AUTHORITIES AND REFERENCES

The EMP derives its authority from the CMT, which designed the EMP to guide MSSU's prevention and mitigation, preparedness, and response and recovery actions related to emergencies and disasters on campus.

The CMT designates the ERT as the lead emergency response team for MSSU. As the leader of the ERT, the Emergency Manager activates the EMP; however, any ERT member may initiate the EMP if the Emergency Manager is unavailable. When necessary, the Emergency Manager or their designee may request and deploy external resources from local first responders to implement the EMP. The critical incident response procedures and protocols of local first responder agencies supersede the EMP.

This EMP aligns with the NIMS and the ICS. Other key reference documents for this plan included the following:

- + Federal Emergency Management Agency's (FEMA) Comprehensive Preparedness Guide
- + National Fire Protection Association (NFPA) 1600, Standard on Disaster/Emergency Management and Business Continuity Programs
- + Jasper/Newton Bi-County Natural Hazard Mitigation Plan (2021)
- + UPD Policies and Procedures (2022)

Concept of Operations

PHASES OF EMERGENCY MANAGEMENT

The emergency management plan (EMP) addresses all four phases of emergency management:

+ Prevention and Mitigation

- Assess and address vulnerabilities.
- Establish countermeasures.

+ Preparedness

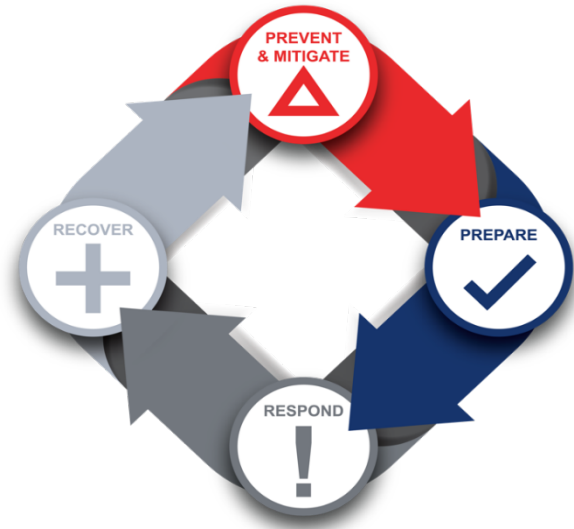
- Plan, train and exercise for an effective response.

+ Response

- Execute emergency operations plans.
- Coordinate with first responders.

+ Recover

- Restore normal business operations.
- Provide employee assistance.



DIRECTION, CONTROL AND COORDINATION

The Emergency Manager is the leader of the MSSU Emergency Response Team (ERT). The ERT is responsible for the strategic and tactical implementation of emergency procedures, with the following priorities:

- + **Life Safety:** Identify and respond to emergencies to protect students, faculty, staff, visitors, and guests.
- + **Incident Stabilization:** Gather information and deploy resources to respond to an incident.
- + **Coordination:** Coordinate response actions with MSSU personnel and with the Joplin Police Department (JPD) and other local first responder agencies, when necessary.

Whenever possible, the ERT coordinates decision-making with the JPD and Joplin Fire Department (JFD). However, if either agency is unable to respond in a timely manner, the ERT can initiate actions to mitigate the impact of an emergency on students, faculty, staff, visitors, or guests. Any ERT member can address a potential or actual emergency on or near the campus.

The Emergency Manager has the following general emergency management duties:

- + Establishes emergency management program policy.
- + Appoints ERT members.
- + Establishes the budget for emergency preparedness and security (e.g., training, equipment, supplies, contractors).
- + Reviews and approves the EMP.

- + Establishes and maintains relationships with first responders.
- + Organizes and conducts faculty and staff education and drills.
- + Investigates incidents to determine the cause, begin mitigation activities, and improve response capabilities.
- + Holds a debriefing after an incident.

The Emergency Manager coordinates response operations before the local police or fire department arrives on-site to lead response operations. The Emergency Manager serves as the main liaison to the local fire and police departments and, when necessary, other local first responder agencies that have mutual aid agreements with MSSU, JPD or JFD.

The Emergency Manager or designee has the authority to act on behalf of MSSU during an emergency and can engage in the following actions, when necessary. (See the Incident Command System section for more details):

- + Activates the EMP.
- + Leads the response.
- + Issues evacuation and shelter-in-place (SIP) orders.
- + Coordinates with first responders.
- + Directs, guides, and supervises ERT members and personnel.
- + Transfers incident command authority to the appropriate first responder agency, when necessary.

MSSU's emergency management structure consists of three interdisciplinary teams: the ERT, the Crisis Management Team and the Crisis Communications Team. To ensure proper emergency coordination during response operations, the ERT includes the following Crisis Management and Emergency Response Team members: the Provost/Vice President of Academic Affairs, the Dean of Students, the Chief Financial Officer (CFO), the UPD Chief, and the Director of Communications. Descriptions of each team and its roles and responsibilities are provided below.

Crisis Management Team

The Crisis Management Team (CMT) develops the emergency management strategy and oversees all emergency management planning programs and activities, including the development and maintenance of the EMP. The CMT makes strategic decisions to respond to and recover from a crisis. CMT members can activate the EMP to protect individuals on campus or mitigate the impact of an emergency on operations. The President serves as the overall CMT leader.

The CMT comprises the following members:

- + President
- + Executive Vice President
- + Provost and Vice President of Academic Affairs
- + CFO

- + Director of Communications
- + Director of Athletics
- + Associate Vice President of Admissions and Enrollment

Emergency Response Team

The ERT's focus during an emergency is life safety. The Emergency Manager serves as the leader of the ERT. The Emergency Manager is responsible for directing emergency response operations at MSSU. The ERT comprises management personnel or their designee from the following departments:

- + UPD
 - UPD Chief, Sergeant, officers, and dispatch
- + Facility Services
 - Director of Facility Services, engineers and custodial personnel
- + Residential Life
 - Residential Directors and Residential Assistants
 - Dean of Students
- + Finance
 - CFO and Bookstore/Card Services personnel
- + Communications and External Relations
- + Information Technology (IT)
- + Human Resources (HR)

The ERT includes two critical components: the Building Emergency Response Team and the Emergency Evacuation Team.

Building Emergency Response Team

Each campus building has a Building Emergency Response Team Leader who implements the EMP at the direction of the Emergency Manager and/or the Operations Chief (i.e. Facility Services Director).

The Building Team Leader implements any evacuation, shelter-in-place (SIP) or other emergency actions (e.g., medical emergency care) necessary to save lives and protect students, employees, visitors, and guests. Whenever possible, the Building Team Leader leads building occupants to evacuation routes or SIP locations. Following an evacuation, the Building Team Leader performs an accountability check for all building occupants at the pre-identified assembly or muster location. The Building Team Leader reports missing person information to the Emergency Manager or Operations Chief.

If a Building Team Leader becomes aware of a threat, hazard, or emergency, they call 911 as quickly as possible and alert the Emergency Manager. Building Team Leaders do not have to wait to initiate response actions if they deem a situation threatening to the well-being of a student, employee, or guest.

The Building Team Leader will identify and manage at least two backup Building Team Leader positions to assist with evacuation, SIP, and other emergency response duties. The Building Team Leader is responsible for identifying and managing floor leaders who can assist with evacuation and SIP operations.

Building Team Leaders have the following key duties:

- + Notify the Emergency Manager of incidents or emergencies in a timely manner.
- + Recruit, train, and manage staff or students to serve as floor leaders.
- + Submit floor leader rosters to the Emergency Manager.
- + During the school year, meet monthly with the Emergency Manager to review plans, policies, and resources.
- + Update contact information (for Building Team Leaders) each semester or as necessary.
- + Assist the Emergency Manager in developing and executing emergency response training and exercises for staff and students.
- + Review and update the EMP annually.
- + Make recommendations regarding security and emergency plans, policies, and resources.
- + Lead site visit tours of their buildings for local fire and police departments.

Location	Building Team Leader	Alternate Leader
Residential Life Buildings		
Blaine Hall	Residential Assistant	TBD
Dianne Mayes Student Life Center	Director of Housing and Student Conduct, Madyson Fox	TBD
Dishman Hall	Residential Assistant	TBD
Dryer Hall	Residential Assistant	TBD
East Hall	Jaclyn Shaon	Residential Assistant
FEMA Shelter	TBD	TBD
Gockell Hall	Residential Assistant	TBD
Headlee Hall	Residential Assistant	TBD
Lion Village	Jason VanMill	Residential Assistant
Maupin Hall	Residential Assistant	TBD
McCormick Hall	Abby Brower	Residential Assistant
Mitchell Hall	Residential Assistant	TBD
Quad A	Residential Assistant	TBD

Quad B	Residential Assistant	TBD
Quad C	Residential Assistant	TBD
Quad D	Residential Assistant	TBD
Quad E	Residential Assistant	TBD
Stegge Hall	Residential Assistant	TBD
Stone Hall	Residential Assistant	TBD
Academic Buildings		
Billingsly Student Center	Dean of Students, Dr. Tamika Harrell	Campus Card Services Manager & Asst. Bookstore Manager. Mr. Chris Owen
Cornell Auditorium	TBD	TBD
Jeremiah "Jay" Nixon Hall	Chair of Math Dept., Dr. Kerry Johnson	TBD
Julio S. Leon Health Science Center	Dean, CHLSE, Dr. Crystal Lemmons	Director of Simulation and IPE, Mr. Caleb Lewis
KGCS TV / KXMS Radio	General Manager, KGCS-TV, Ms. Lisa Green	Master Instructor of Communication, Mr. Brian Mehrens
Kuhn Hall	Chair of Language and Literature, Dr. Zak Watson	Dr. Michael Beilfuss
Kuhn Annex	TBD	TBD
Lion Club Academy	Director Lion Cub Academy, Ms. Nikki Tappana	LCA Admin Asst, Ms. Ceason Nance
Mills Anderson Public Safety Center & Criminal Justice Auditorium	Administrative Assistant, Justice Studies, Ms. Angela Bennett	Law Enforcement Academy Director, Mr. Chad Adams
Reynolds Hall	Chair of Biology & EH, Dr. Katie Kilmer	Chair of Chemistry and Physical Science, Dr. James Donelson
Robert W. Plaster Free Enterprise Center	Manager of IT Procurement, Mr. Jim Hartje	Ms. Debra Schow-Kwolek
Spiva Library	Prog. Coord. Honors/Global, Ms. Julie Christenson	Director of Spiva Library, James Capeci
Taylor Hall	Chair of Teacher Education, Ms. Jeri Goswick	Director of ADC, Dr. Will Mountz

Webster Hall	Chair of Social Science, Dr. Megan Bever	Admin Assist International Studies, Social Science & Social Work. Mr. Brian Palmer
Ummel Technology Building	Professor of Biology, Dr. Alla Berry	Chair of Department of Technology, Ms. Claudia Wilson
Fine Arts Complex Buildings	Chair of Performing Arts, Dr. Diana Allen	Dr. Cheryl Cotter
Bud Walton Theatre	Chair of Performing Arts, Dr. Diana Allen	Dr. Cheryl Cotter
Corley Auditorium	Chair of Social Science, Dr. Megan Bever	Admin Assist International Studies, Social Science & Social Work. Mr. Brian Palmer
Phinney Hall	Chair of Performing Arts, Dr. Diana Allen	TBD Dr. Cheryl Cotter
Cragan Art Gallery	Chair of Art and Design, Mr. Frank Pishkur	TBD, Gallery Director, Christine Bentley
Administration Buildings		
Custodial Warehouse	Devin Korth	Custodial Supervisor, (TBD)
Hearnes Hall	Asst. Registrar, Stephanie Workman	Ex. Director of Student Success, Ms. Julia Carlo
Mechanical Maintenance Shop	Shipping and Receiving Clerk, Devin Korth	TBD (procurement and contracts)
Physical Plant	Shipping and Receiving Clerk, Devin Korth	TBD (procurement and contracts)
Physical Plant Annex	Shipping and Receiving Clerk, Devin Korth	TBD (procurement and contracts)
Physical Plant Ground Shop	Shipping and Receiving Clerk, Devin Korth	TBD (procurement and contracts)
Physical Plant Warehouse	Shipping and Receiving Clerk, Devin Korth	TBD (procurement and contracts)
Mansion Annex	Director of Marketing, Abby	Editor of Publications
Ralph L. Gray Alumni Center	Development Officer, Elisa Bryant	Director Donor Relations, Melissa Thompson- Nance
University Police	Sergeant, Malachi Sjolund	Dispatch, Kyndall Winkelman

Willcoxon Health Center	Health Center Director, Julie Stamps	Admin. Assistant Health Center, Karli Fort
Athletics and Recreation Buildings		
Fred G. Hughes Stadium	TBD	TBD
Leggett & Platt Athletic Center	Assistant Athletic Director for External Operations, Markie McCoy	Building custodian, Chris Plumb
Robert Ellis Young Gymnasium & Pool	Assistant Athletic Director of Compliance & Academic Services, Carissa Cessna	Director of Event & Ticket Operations, Ryan Cline
Ron Richard Athletic Center	Associate AD for Internal Operations, Cori Reid	Assistant Athletic Trainer, Amanda Wolf
Student Recreation Center	Director of Recreation Services, Steven Benfield	Fitness Director, Cynthia Webb

Stadiums' Note: The Fred Hughes Stadium is listed, but the Pat Lapira Softball Field and the Baseball Stadium are not. Since Hughes especially is used by different organizations and have different people in charge, it will be difficult to identify a building captain. Based on the event occurring at the Fred Hughes Stadium, the Emergency Coordinator will identify a team of individuals to assist with emergency response operations.

Emergency Evacuation Team

The Director of Facility Services / Operations Chief supervises the Emergency Evacuation Team (EET). The Custodial Supervisor or another senior member of the Facility Services Department serves as the EET Leader. EET members include representatives from the Academics, Athletics and Administration Departments. The EET Leader will identify staff and faculty members who can serve as EET members in each building, excluding the Residential Life buildings. (The Residential Life Building Team Leaders recruit Resident Assistants as floor leaders.) The EET members help a Building Team Leader evacuate a building during an emergency or with shelter-in-place operations. Whenever possible, EET members will be assigned to a specific floor inside the building.

A summary of the EET's key tasks and leadership positions is provided below:

- + Helps the Building Team Leader evacuate individuals, when safe to do so.
- + Conducts weekly patrols of stairwells and escape routes to ensure emergency exits and stairwell doors are free of obstacles and suspicious activity; updates the Operations Chief.
- + Before an emergency, identifies employees who may require special assistance during an emergency evacuation or SIP operation.
- + Remains knowledgeable of multiple escape routes and SIP locations in each building.
- + Uses verbal communication to instruct individuals to initiate an evacuation or SIP order that comes from either the Emergency Manager, the Operations Chief or a local first responder agency.

- + Assists personnel in moving to evacuation routes or relocating to shelter locations.
- + Assists the Building Team Leader with escorting students, faculty, or personnel to assembly locations.
- + At the assembly locations, collects information regarding missing or injured personnel and updates the Operations Chief.

Crisis Communications Team

The Crisis Communications Team (CCT) is responsible for coordinating all public and media messaging with the President and Emergency Manager during an emergency or disaster. The CCT will organize all public information efforts during an emergency or disaster and, when possible, conduct media and social media monitoring during an emergency response. The Communications and External Relations Director will serve as the Emergency Public Information Officer during an emergency.

The CCT comprises the following members:

- + President
- + Director of Communication
- + University Marketing
- + Human Resources Director

INCIDENT COMMAND SYSTEM

MSSU uses a customized Incident Command System (ICS) based on the National Incident Management System (NIMS) to organize its emergency response operations. MSSU follows a formal chain-of-command system to manage students, faculty and personnel during emergencies and disasters. The Justice Studies Chair Program serves as the Emergency Manager for MSSU. Other personnel designated to serve as the Emergency Manager include the Director of Facility Services, the Provost/Vice President of Academic Affairs, the Dean of Students, and the Director of Residential Life. If these individuals are unavailable during an emergency, then the most senior member of the ERT will serve as the Emergency Manager.

MSSU uses a customized version of the Incident Command System (ICS) to direct, control and coordinate response actions. The Emergency Manager is the ICS decision-maker and completes the following duties during an emergency:

- + Assesses the situation.
- + Determines incident priorities.
- + Activates response operations.
- + Acquires and allocates resources.
- + Issues evacuation and SIP orders.
- + Supports interagency coordination.
- + Coordinates with local first responders.

- + Develops and maintains a common operating picture.

The MSSU ICS comprises command staff and general staff, which we detail below.

Command Staff

Emergency Manager

The **Justice** Studies Chair fills this role and completes the following tasks:

- + Assumes on-site command and leads the ERT.
- + Obtains, analyzes, and disseminates threat and hazard information and shares it with ERT members, whenever possible.
- + Prioritizes threats and hazards presenting an immediate danger to human lives or property.
- + Activates the EMP.
- + Oversees Emergency Operations Center (EOC) or virtual EOC operations and provides situational updates to the ERT and the CMT.
- + Issues protective action recommendations.
- + Monitors weather stations and media for up-to-date threat and hazard information, if necessary.
- + Instructs the Operations Chief to execute appropriate responses, such as evacuation or SIP operations.
- + Coordinates and approves emergency messaging with the President and Emergency Public Information Officer, whenever possible.
- + Serves as the main liaison with local first responder agencies.
- + Ensures first responders and emergency medical services (EMS) can access campus buildings.
- + Provides incident updates to the CMT and first responder agencies.
- + If necessary, requests updates from the EOC regarding video surveillance system (VSS) monitoring to gather immediate and long-term information about the potential duration of the emergency response.
- + Identifies alternative evacuation routes, muster points and SIP locations during an emergency, per the direction of the JPD, JFD or the CMT.
- + At assembly locations, collects information from the Operations Chief regarding missing or injured persons and updates the JFD or JPD. If necessary, updates first responders conducting search-and-rescue missions.
- + Writes the incident action plan.
- + Assists the Operations Chief with writing a post-emergency after-action report (AAR).

Emergency Public Information Officer

The Director of Communication fills this role and completes the following tasks:

- + Issues emergency messages to the public and the media at the direction of the Emergency Manager and/or President.
- + Coordinates the dissemination of official media advisories with the Emergency Manager and/or President.
- + Serves as the media spokesperson.
- + Develops accurate and timely information for the media.
- + Conducts media monitoring, including social media monitoring.
- + Arranges and directs media briefings.
- + Coordinates with the Emergency Manager and/or President to issue messages and updates to personnel and on-site JPD and JFD officials.

Safety Officer

The UPD Chief fills this role and completes the following tasks:

- + Coordinates physical inspections of campus buildings and all fundamental systems, as needed.
- + Conducts hazard analyses.
- + Per the Emergency Manager, manages the response to on-site injuries or illnesses.
- + Assists the Emergency Manager and Operations Chief with medical triage and transportation, if necessary.
- + If necessary, tracks the transport of personnel to local hospitals and updates the Emergency Manager.
- + Provides updates to the Emergency Manager.
- + Serves as the liaison to Joplin's EMS or private ambulance companies, when necessary.

Security Officer

The UPD Sergeant fills this role and completes the following tasks:

- + Coordinates physical security measures with the Emergency Manager before and during emergencies.
- + Leads security inspections of exterior and interior campus buildings prior to emergencies.
- + Supervises UPD personnel during emergencies and dispatches them to assist with evacuation and SIP operations.
- + Manages the EOC during emergencies; directs UPD personnel to conduct video surveillance and monitoring prior to and during an actual threat or hazard and during evacuation or SIP orders. If safe to do so, manages the response from the EOC.
- + Per the Emergency Manager's direction, provides video surveillance updates to JPD and JFD.
- + Provides security-related updates, including EOC video surveillance updates, to the Emergency Manager.

General Staff

Operations Chief

The Director of Facility Services fills this role and completes the following tasks:

- + Executes the emergency response at the Emergency Manager's direction.
- + Implements tactical response operations to protect lives and property.
- + Leads evacuation and SIP operations at the Emergency Manager's direction.
- + Oversees the EET Leader.
- + Directs the EET Leader to activate the EET to assist with full or partial evacuations of campus buildings, when safe to do so.
- + Deploys the EET to assist personnel with accessibility challenges to evacuation routes, SIP locations and muster points when necessary.
- + If necessary, assists with searches and sweeps conducted by UPD, JPD or JFD.
- + Obtains emergency response information (e.g., occupancy levels, evacuation status, shelter locations, injuries or illness) from Building Team Leaders and/or EET Leaders and shares it with the Incident Commander.
- + Informs the Emergency Manager and first responder agencies of any injured or missing people.
- + Coordinates alternate routes and locations with the Emergency Manager if the evacuation routes or SIP locations become overcrowded or unusable.
- + Directs Building Team Leaders and/or EET Leaders to maintain employee rosters and reports any missing personnel to the Emergency Manager.

Logistics Chief

The IT Director fills this role and completes the following tasks:

- + Leads logistical operations.
- + Maintains an electronic list of emergency resources, including personnel (e.g., CMT/ERT members) supplies and equipment, for the ERT.
- + Ensures data and phone connectivity for MSSU personnel and first responders during response and recovery operations.
- + Per the Emergency Manager's direction, identifies and obtains resources to assist with response and recovery operations.
- + Determines the impact of an emergency or disaster on IT operations and updates the Emergency Manager.

Financial/Administrative Section Chief

The CFO fills this role and completes the following tasks:

- + Leads emergency finance and administrative operations.
- + Provides financial impact briefs to the Emergency Manager and CMT.
- + Executes the emergency spending plan, when necessary.
- + Tracks personnel and payroll for staff and subcontractors involved in an emergency response.
- + Recommends emergency procurement and purchases to the Emergency Manager.
- + Refers all HR-related issues or concerns following an emergency to the HR Department.
- + If necessary, develops and submits reimbursement requests to government agencies following an official federal, state or local disaster declaration.
- + If necessary, coordinates and manages insurance claims following an emergency or disaster.

TRANSFER OF COMMAND

MSSU coordinates emergency actions with local first responder agencies, such as the JPD and the JFD. When necessary, the Emergency Manager transfers the authority to lead response operations on campus to the highest-ranking JPD or JFD officer on the scene. A transfer of command might occur during an active assailant attack, a fire or another serious incident that requires the assistance and resources of first responder agencies. The Emergency Manager and the ERT continue to implement the response actions identified in the EMP under the guidance of the JPD, the JFD or another first responder agency.

EMERGENCY ALERT LEVELS

When an ERT or CMT member, or any personnel, becomes aware of an emergency that threatens life or safety, they can activate the EMP. Such an emergency may include acts of terrorism, criminal acts, natural disasters, or technological failures (e.g., power failures) with the potential to damage or destroy property or disrupt operations.

MSSU has three alert levels to guide emergency response operations. Whenever possible, the Emergency Manager announces the emergency alert level to personnel via radio (i.e., UPD police officers), the Big Voice speaker system or email blast. The Emergency Manager may also share the emergency alert level directly with ERT members, who may then inform their staff members of the emergency. The ERT's ability to respond to an emergency alert depends on the immediacy and severity of the emergency and the availability of personnel and other resources. A description of the three alert levels is provided below.

Emergency Level 1: Minor Incident

Students and faculty can continue classes, and staff can continue working. No one has to evacuate or shelter in place. The Emergency Manager resolves the localized incident with assistance from UPD officers at the scene of the incident.

- + **Incident Types:** Suspicious package; fire or smoke alarm in one building (e.g., localized alarm); medical emergency involving one individual; altercation between students, faculty, or personnel; and missing people, among others.

Emergency Level 2: Medium Incident

The emergency response is contained to a specific building. Students, faculty, and personnel in other buildings do not have to evacuate or shelter in place. The Emergency Manager or Operations Chief directs personnel in that building to continue working, evacuate or shelter in place. An Emergency Level 2 alert could result in a partial or full evacuation or SIP order.

- + **Incident Types:** Suspicious packages in multiple locations; multiple fire or smoke alarms (e.g., smoke in more than one room or area); medical emergency involving more than one individual; power or utility failure; possible exposure to toxic chemicals; and security-related incidents, among others.

Emergency Level 3: Major Incident

MSSU students, faculty and staff must stop working and implement evacuation or SIP emergency response procedures.

- + **Incident Types:** Major fire in one or more buildings; active assailant; bomb threat; improvised explosive device (IED) attack; mass casualty incident; kidnapping or hostage incident; toxic chemical release; hazardous materials release; and severe weather or other natural disasters that damage one or more buildings.

EMERGENCY OPERATIONS CENTER

During an emergency, MSSU uses Robert W. Plaster Hall Room 131 as its primary Emergency Operations Center (EOC). The secondary location is the FEMA Shelter. Whenever possible (and when safe to do so), the Robert W. Plaster Hall Room 131 serves as the EOC meeting place for ERT leadership during an emergency. Per the direction of the Emergency Manager, UPD personnel issue campus-wide or individual building emergency notifications during an emergency response. The Emergency Manager conducts briefings and delegates tasks from the EOC. The following ERT members also serve in the EOC during an emergency: the Operations Chief, the Safety Officer, the Security Officer, the Emergency Public Information Officer, the Logistics Chief and the Finance/Admin Chief. When the EOC is activated, the Emergency Manager serves as the EOC Manager.

When the Emergency Manager activates the EOC, it becomes the central location for monitoring a threat or hazard and for issuing emergency information to students, faculty, staff, and visitors. At the direction of the Emergency Manager, UPD personnel conduct video surveillance to provide enhanced situational awareness about emergency response operations to ERT leadership. If the Operations Chief, Safety Officer, Security Officer, Emergency Public Information Officer, and Logistics Chief cannot be present in the EOC during an emergency, then they are required to send their emergency response updates to the EOC dispatch officer via radio, cell phone call or email. The EOC dispatch officer then updates the Emergency Manager.

In addition, the Emergency Manager can establish a virtual EOC when it is necessary to evacuate the UPD building or when ERT members are working remotely. ERT members will receive a text or email blast with a link to the virtual EOC (i.e., video conference or conference call meeting).

COMMUNICATIONS AND NOTIFICATIONS

Communication Equipment

UPD and Facility Services personnel primarily use two-way radios to communicate during emergencies. Emergency phones are located outside the UPD office, on the MSSU trail, and at the south entrance of the tunnel that runs underneath Newman Road. When necessary, the Emergency Manager issues blast email alerts to notify the CMT, ERT, and department heads of an emergency.

Notifications

Whenever possible, students, faculty, and personnel should call 911 to report an emergency. The JPD Dispatch Center will immediately respond and notify the UPD dispatch office. The UPD dispatcher will deploy UPD officers to respond to a potential or actual threat or hazard. The UPD dispatcher or UPD officer, in coordination with the UPD Chief, will use the following emergency communication systems to notify students, faculty and staff of an emergency.

- + **Rave:** This emergency texting system sends emergency information to students, faculty, and staff members' cell phones. Rave requires individuals to register for the program.
- + **Johnson Controls' Simplex Fire Panel Alert System:** This system issues siren alerts and voice messages via indoor speakers inside all campus buildings.
- + **Big Voice Notification System:** The UPD Chief or dispatcher can use a microphone in the UPD office to issue outdoor emergency notifications via speakers located on the top of campus buildings.
- + **Early Emergency Warning System:** Key offices in campus buildings are called simultaneously to alert them about an emergency.
- + **Email and MSSU Website:** The UPD dispatch office uses blast emails and posts to Lionet and the MSSU websites to announce an emergency.

The UPD dispatch officer will also notify key stakeholders like the JPD or JFD. Building Team Leaders, faculty department heads and staff department heads are responsible for notifying their staff of an emergency. When an individual reports an emergency to JPD via 911 or UPD, they should try and report the following information:

- | | |
|---|-----------------------|
| + What happened and where? | + Who is involved? |
| + When did this happen? | + How did it happen? |
| + Where did it happen (floor location)? | + What is being done? |

When an employee is in a safe location, they should contact their immediate supervisor, an ERT member or the Emergency Manager to notify them about the emergency. Students, faculty, and staff can use their cell phones, an emergency phone, or, if possible, inform their Building Team Leader or supervisor in person of an emergency.

WARNING

Alert Devices

MSSU has the following devices to announce an emergency or issue an emergency alert:

- + Fire alarms
- + Smoke detectors
- + Heat detectors
- + Sprinkler system
- + Strobe lights
- + Simplex 4100 fire alarm control panels
 - Issues siren and audible alerts via the indoor speaker system
 - Fire panels monitored in the UPD office
 - Fire control panels are in every building on campus
- + Fire annunciators (located at certain fire panels in campus buildings)
- + Desk phones
- + Duress buttons
 - Bursar's Office
- + Emergency exit alarms
- + Door control alarms
- + Carbon monoxide detectors
- + Building management system (Facility Services)

The UPD dispatcher and police officers monitor the fire alarm system in the evenings and on weekends and coordinate investigations to determine whether the fire alarm is false or is alerting to an actual fire. A UPD officer and a Facility Services staff member investigate fire alarms. The UPD dispatcher will immediately notify the Emergency Manager and the Operations Chief of any impending or actual emergencies; the Emergency Manager will launch the appropriate response actions and inform the UPD dispatcher of instructions to provide to students, faculty and staff.

Video Surveillance Cameras

The UPD Chief, UPD officers and UPD dispatcher monitor video surveillance footage for potential threats and emergencies. Cameras are staged in external and internal locations throughout the campus. Exterior cameras capture most entrance and exit doors, while indoor cameras cover emergency exits, hallway corridors and public or common spaces inside a building, including dorms. If a threat or hazard is detected via surveillance footage, the UPD dispatcher notifies the Emergency Manager or the Operations Chief, who analyzes the situation and decides whether to launch emergency operations.

Weather Monitoring

The UPD dispatch officer and/or the UPD on-duty officer monitor weather conditions. If severe weather makes it unsafe to host classes or other campus events, the on-duty officer alerts the UPD Chief. The UPD Chief coordinates a response with the Director of Facility Services and/or his designee before making a recommendation to CMT leadership; CMT leadership will decide if the campus should be closed or if alternate open hours should be established.

EMERGENCY PUBLIC INFORMATION

Approval and Release Sequence

Once the Emergency Manager declares an emergency and activates the ERT, the CCT mobilizes to support all emergency messaging with the public and the media. At the direction of the Emergency Manager, the CCT Leader (i.e., Emergency Public Information Officer) develops and issues emergency messaging to students, faculty, personnel, the public and the media. In coordination with the President and the Emergency Manager, the Emergency Public Information (EPI) Officer approves all public and media releases during an emergency.

The President and/or Emergency Manager direct the EPI Officer to serve as the media liaison for media briefings held on campus and to serve as the university's official spokesperson during the emergency response and recovery phases. The EPI Officer also helps prepare CMT members for interviews. When necessary, the EPI Officer identifies safe spaces to host media briefings and interviews. This might involve identifying locations off-campus. At the direction of the Emergency Manager, the EPI Officer can also arrange a conference call with CMT leadership via Zoom or Microsoft Teams.

Personnel

The CCT assists the EOC with developing and updating emergency response scripts per the direction of the President and the Emergency Manager. Such scripts are read to students, faculty, and personnel via the public address (PA) system during an emergency. EOC personnel are responsible for issuing emergency information via the PA system under the direction of the Emergency Manager. The Building Team Leaders verbally inform students, faculty, and personnel if they need to evacuate or shelter in place during an emergency.

EVACUATION

An evacuation is necessary when dangerous or threatening conditions in an MSSU building make it unsafe for students, faculty, or personnel to remain inside. An active assailant attack, terrorism attack, fire, hazardous materials release or any other event that could negatively impact a campus building might require a partial or full evacuation.

Evacuation Zones

This section identifies the evacuation zones MSSU intends to use during an emergency or disaster requiring individuals to exit a campus building. The evacuation maps (see **Appendix B**) illustrate the primary evacuation routes for personnel. Depending on the emergency and staffing levels, the ERT can also direct individuals to secondary evacuation routes.

The MSSU campus is divided into four evacuation zones:

- + North
- + South
- + East
- + West

If an evacuation of a building is necessary, the Emergency Manager and/or the Operations Chief direct a Building Team Leader to initiate it. Whenever possible, the Operations Chief activates the EET to help safely move personnel from a building or buildings requiring a partial or full evacuation. The EET is assigned specific buildings to assist with the evacuation and, when necessary, conducts sweeps of the floors to ensure everyone is safely exiting the building. The EET members serve as a resource to the Building Team Leaders and assist in evacuations, when safe to do so.

Whenever possible, the primary and/or secondary Building Team Leader is responsible for leading a partial or full evacuation from their building. In coordination with the Operations Chief and the EET, the Building Team Leader conducts accountability checks for any missing or injured students or personnel at the building's assembly point. If safe to do so, EET members also conduct searches for missing individuals before UPD officers and/or local first responders arrive. Once on-site, local police, fire and/or EMS officials lead the search, with the support of UPD officers.

North Zone

The North Zone includes all Residential Life and Academic buildings located north of Newman Road and the main campus. Key roadways in the North Zone include Newman Road, North Duquesne Road, International Avenue, East Julie Hughes Drive and North Goetz Boulevard.

Campus buildings in the North Zone include:

Residential Life Buildings

- + Blaine Hall
- + Dianne Mayes Student Life Center
- + Dishman Hall
- + Dryer Hall
- + East Hall
- + FEMA Shelter
- + Gockell Hall
- + Headlee Hall
- + Lion Village
- + Maupin Hall

- + McCormick Hall
- + Mitchell Hall
- + Quad Buildings (A-F)
- + Stegge Hall
- + Stone Hall

Residential Life Buildings: Assembly Areas

- + Lion Village Dorm:
 - Lion Village Parking Lot or the FEMA Shelter, in the event of inclement weather
- + Quad Buildings:
 - FEMA Shelter
- + Gockell, Stegge, Dishman, Dryer, Stone, Headlee, Maupin, and Mitchell Halls:
 - Dianne Mayes Student Life Center

Academic Buildings

- + Mills Anderson Public Safety Center
- + Criminal Justice Auditorium
- + Lion Cub Academy

Academic Buildings: Assembly Areas

- + Mills Anderson Public Safety Center and Criminal Justice Auditorium:
 - Buildings' Parking Lot or the FEMA Shelter, in the event of inclement weather
- + Lion Cub Academy:
 - Buildings' Parking Lot or the Mills Anderson Public Safety Center, in the event of inclement weather

South Zone

The South Zone is the largest evacuation zone and covers the main campus area. It includes Academic, Administration, Athletics, Recreation and Fine Arts buildings located south of Newman Road and **west** of North Duquesne Road. Key roadways in the South Zone also include University Parkway, International Avenue, Southern View Drive, Lantern Drive, East Victory Lane, Lion Pride Lane, and Green and Gold Boulevard.

Campus buildings in the South Zone include:

Academic Buildings

- + Billingsly Student Center

- Bookstore
- Phelps Theatre
- + Jeremiah “Jay” Nixon Hall
- + Julio S. Leon Health Science Center
 - Corley Dental Hygiene Clinic
 - Nursing Simulation Center
- + KGCS TV / KXMS Radio
- + Reynolds Hall
- + Spiva Library
- + Taylor Hall

Academic Buildings: Assembly Areas

- + Billingsly Student Center:
 - Southern View Drive parking lot or the Library, in the event of inclement weather
- + Nixon and Reynolds Halls:
 - Lantern Drive parking lot or the Library, in the event of inclement weather
- + Leon Health Science Center:
 - University Parkway parking lot or the Leggett & Platt Athletic Center, in the event of inclement weather
- + KGCS TV / KXMS Radio:
 - Parking lot east of the building or the Phinney Hall, in the event of inclement weather
- + Spiva Library:
 - Lion Pride Lane or the Leggett & Platt Athletic Center, in the event of inclement weather
- + Taylor Hall:
 - Parking lot east of the building or the Leggett & Platt Athletic Center, in the event of inclement weather

Administration Buildings

- + Hearnese Hall
- + Willcoxon Health Center

Administration Buildings: Assembly Areas

- + Hearnese Hall:
 - Lantern Drive parking lot or the Library, in the event of inclement weather

- + Willcoxon Health Center:
 - Parking lot north of the building or Reynolds Hall, in the event of inclement weather

Athletics & Recreation Buildings

- + Student Recreation Center
- + Hal Boden Soccer Field
- + Leggett & Platt Athletic Center
 - Pool and Racquetball Courts
- + Robert Ellis Young Gymnasium
- + Tennis Courts
- + MSSU Trail

Athletics & Recreation Buildings: Assembly Areas

- + Student Recreation Center:
 - Southern View Drive parking lot or the Library, in the event of inclement weather
- + Hal Boden Soccer Field:
 - Lantern Drive or the Student Recreation Center, in the event of inclement weather
- + Leggett & Platt Athletic Center and Robert Ellis Young Gymnasium:
 - Parking lots south of the buildings or the Julio S. Leon Health Science Center, in the event of inclement weather
- + Tennis Courts and MSSU Trail:
 - Green and Gold parking area or the Spiva Library, in the event of inclement weather

Fine Arts Complex

- + Bud Walton Theatre
- + Phinney Hall
- + Spiva Art Gallery
- + Taylor Performing Arts Center
- + Webster Hall
- + W. Robert Corley Auditorium

Fine Arts Complex: Assembly Areas

- + Bud Walton Theatre, Phinney Hall, Spiva Art Gallery and Taylor Performing Arts Center:
 - Parking lot north of these buildings or Webster Hall, in the event of inclement weather
- + Webster Hall and W. Robert Corley Auditorium:
 - Parking lot east of the building or Phinney Hall, in the event of inclement weather

West Zone

The West Zone is on the west side of the main campus, starting west of the Billingsly Student Center. It includes academic and administrative buildings located south of Newman Road, University Parkway and Mission Hills Drive.

Campus buildings in the West Zone include:

Academic Buildings

- + Cornell Auditorium
- + Kuhn Hall
- + Kuhn Annex
- + Robert W. Plaster Free Enterprise Center (Plaster Center)
- + Ummel Technology Building

Academic Buildings: Assembly Areas

- + Cornell Auditorium and Plaster Center:
 - Parking lot east of these buildings on Mansion Road or the Ralph L. Gray Alumni Center, in the event of inclement weather
- + Kuhn Hall and Annex:
 - Parking lot east of these buildings on Southern View Drive or the Plaster Center, in the event of inclement weather
- + Ummel Technology Building:
 - Parking lot southeast of the building on Mission Hill Road or the Plaster Center, in the event of inclement weather

Administration Buildings

- + Mechanical Maintenance Shop
- + Physical Plant
- + Physical Plant Custodial Warehouse

- + Physical Plant Warehouse
- + Physical Plant Annex
- + Physical Plant Ground Shop (separate parking lot)
- + Mansion Annex (University Relations and Marketing)
- + Ralph L. Gray Alumni Center
- + University Police

Administration Buildings: Assembly Areas

- + Mechanical Maintenance Shop, Physical Plant, Physical Plant Custodial Warehouse, Physical Plant Warehouse, Physical Plant Annex and Physical Plant Ground Shop:
 - Mission Hills Drive parking lot south of the Physical Plant or the Plaster Center, in the event of inclement weather
- + Ralph L. Gray Alumni Center:
 - Parking lot east of the building or the Mansion Annex, in the event of inclement weather
- + Mansion Annex:
 - Parking lot east of the building or the Plaster Center, in the event of inclement weather
- + University Police:
 - Parking lot south of the building on Mission Hill Road or the Physical Plant, in the event of inclement weather

East Zone

The East Zone is east of the main campus and includes all Athletics buildings, fields, and trails east of North Duquesne Road and south of Newman Road.

Campus buildings in the East Zone include:

Athletics & Recreation Buildings

- + Hal Boden Soccer Field
- + Leggett & Platt Athletic Center
- + Robert Ellis Young Gymnasium & Pool
- + Robert W. Plaster Sports Complex
 - Warren Turner Baseball Stadium
 - Fred G. Hughes Stadium
 - Ron Richard Athletic Center

- Pat Lipira Softball Complex
- MSSU Cross Country Course

Athletics & Recreation Buildings: Assembly Areas

- + Hal Boden Soccer Field:
 - Parking lot east of the field next to Tennis Courts or the Spiva Library, in the event of inclement weather
- + Leggett & Platt Athletic Center and Robert Ellis Young Gymnasium & Pool:
 - East Victory Lane Road and parking area or the Julio S. Leon Health Science Center, in the event of inclement weather
- + Warren Turner Baseball Stadium and Pat Lapira Softball Complex:
 - Parking lot west of the Baseball Stadium or the Ron Richard Athletic Center, in the event of inclement weather
- + Fred G. Hughes Stadium:
 - Parking lot west of the stadium or the Ron Richard Athletic Center, in the event of inclement weather
- + Ron Richard Athletic Center:
 - Parking lot north of the building or the Julio S. Leon Health Science Center, in the event of inclement weather
- + MSSU Cross Country Course:
 - Parking lot west of the Baseball Stadium or the Ron Richard Athletic Center, in the event of inclement weather

Special Events

Special events are defined as campus-sponsored events that community members or visitors can attend, such as football, basketball, baseball or softball games or live theatrical performances staged in one of MSSU's performing arts buildings. The UPD is responsible for determining if state or local police need to assist with protection and traffic control services for special events like football and basketball games.

Campus locations that sponsor special events in the evenings or on weekends include the following:

Athletics

- + Fred G. Hughes Stadium
- + Leggett & Platt Athletic Center
- + Warren Turner Baseball Stadium
- + Pat Lapira Softball Complex
- + Ron Richard Athletic Center

- + MSSU Cross Country Course

Fine Arts Complex

- + Bud Walton Theatre
- + Phinney Hall
- + Spiva Art Gallery
- + Taylor Performing Arts Center
- + Webster Hall
- + W. Robert Corley Auditorium

If an evacuation of these facilities or the MSSU running course is required, the Emergency Manager will deploy the Operations Chief and EET to assist the Building Team Leader with the evacuation, if safe to do so. It will be the primary responsibility of the Building Team Leader in the buildings and locations listed above to lead a partial or full evacuation to the safe areas defined in the Evacuation Zones sections.

Key Evacuation Actions for Staff

- + Follow all evacuation orders from the Emergency Manager, Operations Chief or Building Team Leader.
- + Listen to the PA system or emergency annunciator announcements and follow orders from the Emergency Manager, Operations Chief or Building Team Leader.
- + Whenever possible, wear protective clothing and shoes. The most common injury following disasters is foot lacerations.
- + Use the closest exit door to leave a building; if on an upper floor, use the closest stairwell to access the ground-level exit door.
- + Per the directions of the Emergency Manager, Operations Chief or Building Team Leader, report to one of the predesignated assembly areas outside of the building.
- + Once at the designated assembly area, report to the Building Team Leaders and/or an EET member to confirm a safe exit from the building.
- + If requested, assist the Building Team Leader and EET members with the student and staff accountability roster at the assembly area.
- + Request assistance from the Building Team Leader, an EET member or an ERT member, if necessary.

Accountability Procedures

Personnel should go to the assembly area associated with their building. Once there, the Building Team Leader and, if available, EET members confirm who is present and document this information on a cell phone or notepad. The Building Team Leader also documents if there are any injuries, issues, or concerns. This information is shared with the EET Leader and/or the Operations Chief, who shares it with the Emergency

Manager. The Emergency Manager collects this information and shares it with the JFD or JPD Emergency Manager so missing people can be found, protected, and provided with evacuation assistance, if necessary.

Key accountability tasks for the Emergency Manager include the following:

- + Obtain the names of all personnel and students at an assembly area and update the JFD or JPD Emergency Manager of any missing persons.
- + Ensure everyone remains at the assembly area rally point until the JFD or JPD Emergency Manager makes the all-clear announcement ending the emergency order.
- + Identify injured personnel and call 911 for an ambulance.
- + Record the names of anyone transported to a trauma center or hospital and update the JPD or JFD Incident Commander.
- + Establish a guest reunification area for community members at athletic or theatre buildings' assembly areas, if necessary. Appoint EET members to staff the reunification area.

Accessible Emergency Assistance Procedures

If a student, faculty, or employee wants to self-identify as needing special assistance or mobility assistance during an emergency, they should:

- + Contact the UPD to sign up for the Mobility List.
- + Update this information with the UPD and Facility Services Department every year.

Prior to an emergency, the Emergency Manager assigns EET members and Building Team Leaders to assist employees or students with accessibility or mobility issues during an evacuation. If an evacuation is required before JFD or JPD personnel arrive on-site, the Building Team Leaders and EET members will help such employees or students move from their office space or dorm room to a stairwell when it is safe to do so. EET members will inform the Emergency Manager of any employee or student using an area of refuge during an emergency. The Emergency Manager updates the on-site JFD or JPD Incident Commander. Once on-site, JFD or JPD personnel assume responsibility for assisting and evacuating people with mobility needs from a building.

SHELTER IN PLACE

A shelter-in-place (SIP) response is necessary when dangerous or threatening conditions outside the campus or a campus building make it unsafe for students, employees, visitors, and guests to leave the campus or a building. Severe weather, terrorist attacks, active shooters, civil unrest, hazardous materials incidents, or any other event with the potential to impact the campus might trigger a SIP response.

General SIP actions that the ERT can engage in to protect personnel during an emergency event are described below. Whenever possible, the Building Team Leader and floor leaders will be responsible for relocating personnel to shelter locations inside the building or to an external location such as the FEMA Shelter. Whenever possible, students and employees in the North Evacuation Zone will use the FEMA Shelter during tornados or severe weather events.

Severe Weather Shelters

The following buildings have basements or designated severe weather shelter areas on the ground level:

Residential Life Buildings

- + Dianne Mayes Student Life Center
- + East Hall
- + FEMA Shelter
- + Lion Village

Academic Buildings

- + Billingsly Student Center
- + Mills Anderson Public Safety Center
- + Julio S. Leon Health Science Center
- + Plaster Center
- + Spiva Library
- + Taylor Hall
- + Ummel Technology Building

Fine Arts Complex

- + Taylor Performing Arts Center

Administration

- + Hearn Hall
- + Ralph L. Gray Alumni Center

Athletics & Recreation Buildings

- + Leggett & Platt Athletic Center
- + Robert Ellis Young Gymnasium
- + Ron Richard Athletic Center
- + Student Recreation Center

If a campus building does not have a basement or ground-level shelter area, then students, faculty and employees should proceed to the lowest level of the building and seek shelter in an interior hallway or bathroom.

LOCKDOWN

If the campus must undergo a lockdown due to an external threat or an order from the City of Joplin, the Emergency Manager will issue a lockdown order (via the radio, the Big Voice speaker system or an email blast), and students, faculty and personnel will be directed to remain in their building and away from exit doors. The Emergency Manager or the Operations Chief will issue the lockdown order, and UPD, if safe to do so, will ensure all entrances to Billingsly Student Center, the Student Recreation Center, Hearnese Hall and the Library are locked. Any student, faculty member or employee who does not wish to stay will not be forced to remain inside a building; rather, that individual shall be informed of the external dangers and allowed to exit the building. The campus or campus building will remain in lockdown until the Emergency Manager issues an all-clear message via the radio, the Big Voice speaker system or an email blast.

Personnel

The Emergency Manager will direct the UPD dispatch or on-duty officer to announce a lockdown via the Big Voice PA system. MSSU personnel will be asked to stay where they are, if it is safe to do so, until directed otherwise. The Emergency Manager, when safe to do so, will dispatch UPD officers and ERT members to assist with the lockdown of campus buildings. Personnel will be responsible for their own safety if they leave their building during a lockdown or decline to follow the reasonable instructions of MSSU ERT personnel.

MASS CARE

A mass care event could quickly overwhelm the building's medical resources and require coordination with the JFD, JPD and local hospitals to transport injured individuals to nearby emergency rooms and trauma centers. A mass attack (e.g., a high-ground sniper, active shooter, IED or vehicle-borne improvised explosive device) or severe weather event (e.g., tornado) might involve mass care.

Triage

If a mass care incident occurs on campus, the Emergency Manager and/or on-duty officer will call 911, then contact the ERT to request assistance establishing triage stations at impacted buildings. The Safety Officer will assist the Emergency Manager with triage operations.

The Emergency Manager may use the following color codes to denote the injury level and transportation priority for injured individuals:

- + **Green:** Minor treatment required and medical care optional.
- + **Yellow:** Delayed treatment appropriate but eventually needs medical care.
- + **Red:** Immediate treatment necessary and medical treatment a necessity.
- + **Black:** No treatment, isolate for morgue.

Transportation

At the direction of the Emergency Manager, the Safety Officer and ERT members will assist in identifying injured individuals in need of ambulance transport. Once JFD emergency medical technicians (EMTs) or private ambulance companies arrive on-site, they assume command of the on-campus triage and transportation stations.

HEALTH AND MEDICAL

The Emergency Manager leads the prevention, preparedness and response efforts for all health and medical-related emergencies. The Emergency Manager coordinates these efforts with the Safety Officer, ERT members and local public health officials, when necessary.

ERT members are responsible for notifying the Emergency Manager and Safety Officer of any health or medical issues that may arise and negatively impact personnel and/or office operations.

Pandemic or Large-Scale Disease Outbreak

In coordination with the CMT, the Emergency Manager and Safety Officer monitor guidance from federal, state, and local public health agencies regarding novel disease outbreaks. If a federal, state, or local public health entity, such as the U.S. Centers for Disease Control and Prevention (CDC) or Missouri Department of Health and Senior Services announces a pandemic, epidemic or local disease outbreak, the Emergency Manager coordinates the response with the CMT, Safety Officer and ERT.

Additionally, the Safety Officer reviews the rules, guidelines and recommendations of the City of Joplin and the Missouri Department of Health and Senior Services and consults with the Emergency Manager and CMT before developing a specific pandemic response plan for students, faculty, employees, and visitors.

Prevention and Mitigation

INTELLIGENCE AND INFORMATION SHARING

Threat Reporting

If a student, faculty member or personnel receives a threat or becomes aware of a life-threatening situation to themselves or anyone else, they should call 911. The JPD will notify the UPD of the emergency call, and the UPD Chief or on-duty officer will dispatch UPD officers to the scene of the incident. The UPD Chief, or the on-duty officer during non-business hours, will decide if an evacuation, lockdown, or shelter-in-place order is required. Whenever possible, the UPD Chief or on-duty officer will coordinate this decision with the President and the CMT. If the UPD Chief is informed of a potential threat or hazard that may occur on campus but is not an imminent threat to the life and safety of individuals, they will inform the CMT. If the CMT and UPD Chief deem it a credible threat, the UPD Chief will assume the Emergency Manager position and activate the ERT.

UPD also monitors local news to identify potential threats to the campus, including severe weather reports, civil unrest/protests, and criminal acts. The UPD dispatcher or on-duty officer will notify the UPD Chief of any threats to the campus. Whenever possible, the UPD Chief will evaluate the threat with the CMT and decide if the campus needs to initiate emergency response operations.

Social Media Monitoring

The UPD conducts limited social media monitoring for threats and hazards that could impact the campus. However, the JPD conducts social media monitoring and will alert the UPD of any threats to the campus. Once the UPD becomes aware of a social media threat to the campus, the UPD dispatcher or on-duty officer will notify the UPD Chief, who will evaluate the threat with members of the CMT. If deemed a credible threat, the UPD Chief will activate the ERT and issue an evacuation, lockdown, or shelter-in-place order for the targeted facility. The UPD Chief will also notify the JPD and request assistance, when necessary.

SECURITY DEPLOYMENT

The UPD is responsible for protective and security operations on campus, and its officers are trained to respond to emergency events. The UPD Chief manages six personnel, including a sergeant, four police officers and one dispatcher (a civilian position). The UPD Chief works traditional business hours (e.g., 8 a.m. – 5 p.m.) Monday – Friday but is always on call for any emergencies. The UPD Sergeant works a 6 p.m. – 2 a.m. shift, Monday – Friday, and oversees the UPD officers. The UPD officers work 12-hour shifts, and the police have a 24/7 presence on campus. UPD officers conduct patrols of the campus from 7 a.m. – 7 p.m. and ensure that all campus buildings are locked at night.

UPD officers perform the following responsibilities:

- + Maintain a security presence on campus via vehicle or walking patrols.
- + Conduct foot patrols of campus buildings and ensure all buildings are locked at night.
- + Patrol campus roadways and parking lots; issue traffic citations, when necessary.
- + Recognize and report suspicious activity or behaviors and monitor the campus for potential threats or risks.
- + Investigate security-related events.

- + Serve MSSU minor warrants and assist other law enforcement agencies in serving minor warrants.
- + Provide security and traffic control services for special events (e.g., games, theatre productions, banquets, graduations).
- + Investigate fire alarms with Facility Services Department personnel.
- + Respond to emergencies.
 - Assist with emergency evacuation, lockdown, and shelter-in-place operations.
- + Manage the EOC (e.g., monitor alarms, alerts, and video surveillance systems; respond to emergency phone calls; dispatch personnel; document events; coordinate with the Emergency Manager and ERT during emergencies).
- + Provide security escorts to students or faculty members.
- + Protect students, faculty, personnel, and assets during after-hour athletic, community, or private events.

The UPD threat reporting system is fully integrated with the JPD. When an individual on campus calls 911, the call is routed to the JPD dispatch office. The JPD dispatcher notifies the UPD of every 911 call and sends JPD officers to assist with a threat or actual emergency event. When necessary, the UPD Chief or on-duty officer (after regular business hours) requests JPD resources to assist with potential or actual on-campus threats such as an active shooter attack, terrorist attack, violent crime or other incident that requires additional law enforcement support to neutralize a threat.

Security Technology

MSSU uses a combination of video surveillance and access control systems to protect the campus from criminal activities. Please refer below for a summary of these systems.

Video Surveillance System

The UPD monitors the campus' video surveillance system from the UPD dispatch office. The UPD dispatch office can access views of all the campus cameras, including building exteriors (e.g., building entrances) and limited interior areas of certain buildings such as ground-level lobbies, hallways, the interiors of certain restricted spaces, entrances and emergency exits.

The UPD uses the ExacqVision video surveillance software program to support its surveillance and monitoring operations. Video recordings can be retained for 30 to 60 days. Certain surveillance cameras activate their recordings when they detect motion. The IT Department manages the video recording system for UPD.

Access Control System

MSSU uses the CBORD access control system (ACS) to control access to certain buildings on campus. The Card Services Department manages the ACS for the campus and is responsible for issuing access control cards and fobs to students, faculty, and personnel.

The following campus buildings are equipped with access control readers:

- + Lion Village Dorm
 - Fobs are provided to students to access the laundry rooms.
- + Billingsly Student Center
- + Julio S. Leon Health Science Center
- + FEMA Shelter
- + The first floor of Hearnese Hall

If the ACS is breached, the Building Team Leader or other personnel should notify the UPD. The UPD responds to any unauthorized or unlawful intrusions into a campus building.

Residential Life Buildings

The Residential Life buildings or dorms have strict entry control measures. Students and residential hall directors must use a key to enter the dorm and their own rooms. Dorms that have suites are equipped with either key locks or digital keypad locks for students' bedrooms. Certain dorms have reception offices staged in the lobby that Residential Life personnel staff to monitor entry control during visitation hours. The UPD responds to any unauthorized access attempts at dorms and coordinates the response with the residential hall director and/or Building Team Leader.

CRITICAL INFRASTRUCTURE

The Facility Services Department is responsible for operating and maintaining the campus' critical infrastructure assets such as the Physical Plant, the heating, ventilation, and air conditioning (HVAC) system, and the backup emergency generators.

The Director of Facility Services uses a building automation system to monitor system operations and identify potential issues or service gaps. There are 30 Facility Services Department personnel and 38 custodians who clean campus facilities during regular and non-business hours.

The campus has three electrical power feeds, but they are independent of one another. Backup emergency generators are located at the following locations:

- + Physical Plant Parking Lot
 - Diesel and gasoline storage tanks.
- + FEMA Shelter
 - Diesel storage tank.
- + Plaster Center
 - Dedicated to the IT Department's data and server room and supports the entire campus IT structure.
- + Leggett & Platt Athletic Center
 - Mobile generators/28-hour energy source.

Protection measures for certain critical infrastructure assets include storing the FEMA Shelter generator in a locked closet, as well as protecting the FEMA Shelter electric power transformer and the Leggett & Platt Athletic Center electric power transformer and two mobile generators with bollards.

Campus buildings with interior rooms that contain mechanical, electrical, or plumbing (MEP) assets or fire panel controls (with fire annunciators) require key access. Facility Services and UPD personnel have master keys to all buildings and can access MEP and fire panel control rooms, when necessary.

MAIL ROOM OPERATIONS

MSSU's mail room personnel follow the U.S. Postal Service's (USPS's) protocols for suspicious packages and letters.¹

Suspicious packages or letters may have the following characteristics:

- + No return address
- + Misspelled words, written or bad typing
- + Incorrect title or addressed to title only
- + Sealed with tape
- + Unknown powder or substance
- + Exposed wires
- + Strange odor
- + Oily or greasy stains
- + Lopsided
- + Restrictive markings (i.e., "Personal")
- + Mailed from a foreign country
- + Excessive postage

If any personnel discover a suspicious package or letter, they should take the following steps:

- + Review USPS's suspicious mail characteristics.
- + Do not handle, open, smell or taste the suspicious package or letter.
- + Contact the UPD, the Emergency Manager or an immediate supervisor.

The UPD Chief will determine if JPD needs to be contacted to conduct a further investigation of the suspicious package or letter. If JPD determines a credible threat, the Emergency Manager will coordinate an evacuation of the affected building with the EET and ERT.

¹ <https://about.usps.com/posters/pos84.pdf>

FIRE

MSSU has a fire suppression system and Johnson Controls' Simplex 4100ES fire alarm control panels in every building. The fire panels are monitored in the UPD dispatch office. Many of the fire control panels are equipped with fire annunciators that the Building Team Leader, UPD, Facility Services or JFD personnel can use to make building-wide announcements. The UPD dispatcher can also issue campus-wide or individual building announcements via the Big Voice speaker system. If the UPD activates the Simplex speaker system for a confirmed fire, strobe lights, horns and a prerecorded message will alert students, faculty, and personnel to evacuate the building.

In addition to the Simplex system, the MSSU fire life safety system includes the following assets:

- + Automatic sprinkler system
- + Fire alarms
- + Smoke and heat detectors
- + FM-200 (Plaster Center – IT Server Room)

If a fire occurs at a campus building, MSSU employees are to call 911 and then notify the UPD dispatcher at extension 2222. When calling 911 or UPD, employees should provide their name and department, the location of the fire, and if known, the cause of the fire. The employee should notify personnel in the area of the fire while they are safely evacuating the building to their designated assembly location. The EOC will then coordinate response actions with the ERT.

CYBERSECURITY

MSSU's cybersecurity program is designed to protect the network from unauthorized intrusions. The IT Director, who serves as the ERT's Logistics Chief, is responsible for implementing the university's information security and cybersecurity program. They are supported by the IT Department, which oversees all IT data and communication networks, services, and programs for the university.

Due to the sensitive nature of the university's cybersecurity and information security program, this section provides an overview of prevention and mitigation measures. Please contact the IT Department for more information about MSSU's IT Disaster Recovery Plan and policies.

Key elements of the IT Department's information security incident response program are as follows:

- + Protection of data
- + Assessment of scope
- + Containment
- + Escalation of incident
- + Investigation/identification
- + System monitoring
- + Notification of affected individuals

- + Post-mortem and lessons learned
- + Mitigation/restoration

MSSU mitigates insider threats by performing background checks on faculty, employees, and volunteers. The IT Department provides cybersecurity awareness training; enforces need-to-access data access rules; implements data loss prevention and dedication of resources; and uses firewalls and other methods to protect data. The IT Director is responsible for responding to any cybersecurity breaches and will coordinate the response with the Emergency Manager, whenever possible.

Key cybersecurity protection measures include:

- + Encryption is enabled on computers and cell phones.
- + Passwords must be reset every 90 days.
- + The network is monitored via an intrusion prevention system, and suspicious activity or threat alerts are issued.
- + Antivirus software is placed on all workstations and servers.
- + Software patches are installed on a timely basis to address security vulnerabilities.
- + Restrictive local administrator rights prevent unauthorized software downloads and computer setting changes.
- + The network is segmented to prevent lateral system cybersecurity attacks.
- + Annual security reviews and penetration tests are conducted with external vendors.

Employee Cybersecurity Responsibilities

- + Adhere to all university cybersecurity and information security policies.
- + Participate in cybersecurity training.
- + Respond to all IT Department requests to update computers with the latest antivirus software upgrades.
- + Immediately report a cybersecurity incident or breach to the IT Department.
- + Never open a suspicious email or click on an embedded link/attachment in an email from an unknown source.
- + Use strong passwords:
 - Ensure passwords include a combination of letters and numbers or unique phrases.
 - Do not use the same password twice and do not share passwords with anyone.
- + Do not use or disclose confidential or proprietary information
- + Do not store sensitive personal identifiable information (PII), such as social security numbers or credit card numbers, on the computer.
- + Protect mobile devices with robust passwords and only install apps from trusted sources.

- + Do not use public Wi-Fi to conduct MSSU business.
- + When traveling, only use a virtual private network (VPN) connection to conduct university business.

Preparedness

SECURITY AWARENESS PROGRAM

All employees and faculty will undergo a security awareness briefing upon being hired and then participate in refresher training once per year. The UPD Chief will host the new employee security training session and review the following topics:

- + Campus safety and security procedures
- + Reporting threats or emergencies to UPD
 - Suspicious activity reporting
- + Emergency communications and notifications
- + Emergency evacuation, lockdown and shelter-in-place procedures
- + Access control procedures
- + Visitor management procedures
- + Shipping and receiving (i.e., Loading Dock) for chemicals or other harmful substances
- + EMP review
 - As part of the training, all employees will be required to review the EMP.

RESOURCE INVENTORY AND MANAGEMENT

In coordination with the Emergency Manager, the Director of Facility Services and Logistics Chief will develop and update a list of emergency resources. This will help ensure a rapid response to any emergency that impacts the campus. It is essential that stocks of certain emergency supplies, such as first-aid kits, be held on-site for both small-scale incidents and larger-scale disasters. It is the Emergency Manager's responsibility to procure such supplies as the CMT deems necessary for response and recovery efforts.

The Director of Facility Services (i.e., Operations Chief) will maintain an MSSU Resource Inventory of all personnel, assets, supplies, and equipment that can be leveraged to assist with emergency response and recovery operations. This inventory will be updated each year and shared with the CMT, the ERT and the Emergency Manager. This inventory list will also include customized inventory lists from the following departments:

- + UPD resources (i.e., personnel; security contractors; first-aid room supplies; Stop the Bleed kits; automated external defibrillators (AEDs); first-aid kits; stretchers, radios; access control, video surveillance, emergency communications, duress buttons, and Field Base security and fire life safety assets (e.g., fire extinguishers); and building keys maintained by police personnel).
 - FEMA Shelter: The UPD maintains and secures this shelter. Key resources include cots, chairs, an AED, PA speakers, a computer, a phone, and first-aid kits.

- + Facility Services resources (i.e., personnel trained in response and recovery procedures; fire and life safety assets; radios; building maintenance system software systems; and building keys maintained by Facility Services staff).
- + IT resources (i.e., personnel trained in response and recovery procedures; personal protective equipment; chemical fume hoods; fire and life safety assets; radios; and building keys maintained by Facility Services staff).

In addition, the Director of Facility Services will maintain a list of all chemicals stored on campus. Toxic or seriously harmful chemicals and substances will be highlighted and shared with the CMT and ERT.

Resource Inventory

Emergency and disaster response resources on campus, which should be updated annually, are listed below:

- + FEMA Shelter
- + Radios (UPD personnel)
- + PA system (i.e., Big Voice speakers inside each facility)
- + First-aid kits
- + AEDs
- + Emergency evacuation maps
- + Fire extinguishers
- + Police vehicles
- + Facility Services vehicles
- + Video surveillance cameras (certain buildings, see the “Video Surveillance System” section)
- + ACS card readers (certain buildings, see the “Access Control System” section)
- + Ladders
- + Plastic tarpaulins
- + Duct tape
- + Bolt cutters and axes
- + Non-electric tools, as well as cordless, rechargeable hand drills with bits
- + Carts and trolleys
- + Emergency generators and fuel
- + Plywood
- + Nails, screws and assorted fasteners
- + Rope, twine and binding wire

- + Crowbar
- + Portable humidifiers, dehumidifiers, and fans (or easy access to rental equipment through a prearranged contract)
- + Blotting paper, towels, and sponges
- + Emergency plan flipbooks (wall mounted)

Residential Life Buildings Overview – Student Facilities

In coordination with the Emergency Manager, the Facility Services Director and the Logistics Chief will develop and update a list of emergency resources for every student dorm and the Dianne Mayes Student Life Center. This will help ensure a rapid response to an emergency that impacts students. It is essential that stocks of certain emergency supplies such as first-aid kits be maintained in each student facility for small-scale incidents and larger-scale disasters. It is the Emergency Manager's responsibility to procure such supplies as the CMT deems necessary for response and recovery efforts. The Emergency Manager will provide the Director of Facility Services with an approved list of resources that can be purchased to support emergency and disaster response and recovery operations each year.

Under the supervision of the Emergency Manager, the Facility Services Director and the Logistics Chief will acquire general supplies, such as boxes, first-aid kits, and tape. They will also identify storage locations for emergency supplies in each campus building.

At a minimum, the Residential Life facilities' emergency supplies should include the following:

- + First-aid kits
- + Emergency evacuation maps
- + Ladders
- + Plastic tarpaulins, duct tape
- + Bolt cutters
- + Fire extinguishers
- + Evacuation maps

Supplies should be based on the potential emergency situations identified in this plan. Each campus building has an emergency kit that includes basic first-aid supplies and other items that can be used to treat ill or injured individuals.

TRAINING AND EXERCISES

Incident Command System Leadership Training

CMT, ERT and CCT members will undergo annual EMP training regarding priority and evolving threats and hazards to the MSSU campus.

Threat Response Training and Drills

- + CMT and ERT members will participate in annual trainings and drills that test the plans and procedures contained in the EMP.
- + These trainings and drills will ensure these individuals have a thorough understanding of the plans and procedures contained in the EMP.
 - This includes annual threat reporting training.
- + The UPD Chief will keep a record of all conducted threat response trainings and drills for at least two years.

UPD Training

Police officers will participate in the following training and exercises:

- + Threat reporting, suspicious behavior, and theft prevention
- + First-aid, CPR, AED and Stop the Bleed training
- + Recurring training for specific job duties
- + Defensive techniques training
- + Evacuation, lockdown and shelter-in-place training

The UPD Chief will keep a record of all conducted security trainings for at least two years.

Response

ACTIVE ASSAILANT

An active assailant kills or attempts to kill people in a confined and populated area. In most cases, active assailants use firearms and follow no pattern or method when selecting their targets. Active assailant situations are unpredictable and evolve quickly. Focus your immediate actions on maximizing your personal safety until UPD or JPD stops the threat. What you do matters. People around you are likely to follow the lead of anyone with a plan to survive. You must run, hide, and then fight, if necessary.

Special Considerations

- + Active assailant attacks usually occur during business hours.
- + It may take the JPD more than 10 minutes to arrive on the scene.
- + Typically, one individual engages in the attack.
- + In workplace settings, the perpetrator is usually a current or former employee.
- + Gunshots often sound like firecrackers.
- + Do not ignore sounds like firecrackers in a dorm, classroom, or office.
- + Initiate your response actions immediately (i.e., follow the Run, Hide, Fight standard protocol).

General Response

Most active assailant incidents occur without warning, making it difficult to issue alerts. If the UPD or any ERT member becomes aware of such an incident, they may issue alerts from the following sources:

- + Radios
- + Rave Alert
- + Big Voice outdoor PA system
- + Simplex PA system
- + Fire annunciators inside fire control panels
- + Verbal announcements
- + Texts or emails from the Emergency Manager or an ERT member
- + The Emergency Manager will dispatch a UPD officer to neutralize the active assailant. The Emergency Manager will also call 911 and direct the UPD dispatcher to make public and internal notifications.

If an active assailant is close to your location, do the following:

Run – If You Can

- + Identify and follow an escape route.

- + If possible, gather other individuals and leave the building.
- + Be as quiet as possible.
- + Leave belongings behind.
- + Move to a predetermined assembly point, if safe to do so.

Hide – If You Have To

If you cannot flee, lock and/or barricade yourself in a secure room.

- + Hide in an area outside of the shooter's view.
- + Lock doors and windows.
- + Block entry to your hiding place.
- + Silence your cell phone.
- + Remain quiet.
- + Do not leave the hiding place until a UPD or JPD officer instructs you to do so.

Fight – If You Must

Fight only as a last resort when your life is in immediate danger and running or hiding is impossible.

- + Act with aggression.
- + Use items around you as weapons. Throw items at the assailant.
- + Use nearby devices as weapons. Try to find:
 - A fire extinguisher.
 - Sharp objects, such as knives, scissors, letter openers or bottle openers.
 - Chairs, laptop computers or paintings.
 - Tools or gardening equipment.
- + Attempt to incapacitate or temporarily stun the assailant so you can evacuate.
- + As a last resort, launch a group effort to fight the assailant. Multiple people quickly acting in concert may overpower an assailant.

Call 911 When Safe to Do So

Provide the following information to law enforcement or the 911 operator:

- + Last known location of the assailant(s).
- + Number of assailants.
- + Physical description of the assailant(s).
- + The number and type of weapons the assailant(s) had and used.

- + The approximate number of victims.

When law enforcement arrives, do the following:

- + Remain calm and follow instructions.
- + Put down items in your hands, including bags and jackets.
- + Raise your hands and spread your fingers.
- + Keep your hands visible.
- + Do not make quick movements toward officers, such as holding on to them for safety.
- + Avoid pointing, screaming, or yelling.
- + Do not stop to ask officers for help or direction when evacuating.

Evacuations

Residential Life Buildings

If a student or Residential Life employee cannot secure themselves inside a locked dorm room or office during an active shooter incident inside their building, then they should try to evacuate to the closest stairwell and/or emergency exit and seek shelter in a nearby building. Shelter options include another dorm, the FEMA Shelter, or the Dianne Mayes Student Life Center.

Billingsly Student Center and Student Recreation Center

If a student, faculty member or employee cannot secure themselves inside a locked office during an active shooter incident inside their building, then they should try to evacuate to the closest stairwell and/or emergency exit and seek shelter in a nearby building. Shelter options include the Library, Reynolds Hall, the Ralph L. Gray Alumni Center, and the Mansion Annex.

Academic Buildings

If a student, faculty member or employee cannot secure themselves inside a locked classroom, conference room or office during an active shooter incident inside their building, then they should try to evacuate to the closest stairwell and/or emergency exit and seek shelter in a nearby building. Evacuation and shelter options for Academic buildings include the following locations:

- + Mills Anderson Public Safety Center and Criminal Justice Auditorium: FEMA Shelter
- + Lion Cub Academy: Mills Anderson Public Safety Center
- + Nixon and Reynolds Halls: Library
- + Julio S. Leon Health Science Center and Taylor Hall: Leggett & Platt Athletic Center
- + KGCS TV / KXMS Radio, Webster Hall and Corley Auditorium: Phinney Hall
- + Spiva Library: Leggett & Platt Athletic Center

- + Bud Walton Theatre, Phinney Hall, Spiva Art Gallery and Taylor Performing Arts Center: Webster Hall

Administration Buildings

If a student, faculty member or employee cannot secure themselves inside a locked office or conference room during an active shooter incident inside their building, then they should try to evacuate to the closest stairwell and/or emergency exit and seek shelter in a nearby building. Evacuation and shelter options for Administrative buildings could include the following locations:

- + Hearn Hall: Library
- + Willcoxon Health Center: Reynolds Hall
- + Mechanical Maintenance Shop, Physical Plant, Physical Plant Custodial Warehouse, Physical Plant Warehouse, Physical Plant Annex and Physical Plant Ground Shop: Robert W. Plaster Free Enterprise Center
- + Ralph L. Gray Alumni Center: Mansion Annex
- + Mansion Annex: Robert W. Plaster Free Enterprise Center
- + University Police: Physical Plant

Athletics Buildings

If a student, faculty member or employee cannot secure themselves inside a locked office, locker room or conference room during an active shooter incident inside their building, then they should try to evacuate to the closest stairwell and/or emergency exit and seek shelter in a nearby building. Evacuation and shelter options for Athletics facilities include the following locations:

- + Hal Boden Soccer Field: Spiva Library
- + Leggett & Platt Athletic Center and Robert Ellis Young Gymnasium & Pool: Julio S. Leon Health Science Center
- + Fred G. Hughes Stadium, Baseball Stadium, Gene Wild and Lea Kungle Softball Fields: Ron Richard Athletic Center
- + Ron Richard Athletic Center: Julio S. Leon Health Science Center in the event of inclement weather

Shelter in Place

In general, if exiting a campus building is not possible, personnel should shelter in place (i.e., hide) in areas such as the following:

- + Dorm room, suite or residential life office protected with a key lock or touchscreen keycode lock
- + Classroom protected with a key lock and no windows
- + Office protected with metal doors and no windows or equipped with access control or a key lock
- + Conference rooms equipped with access control or a key lock

- + Offices or conference rooms that have two exits
- + IT or custodial storage areas protected with access control or a key lock
- + Underneath or behind desks, furniture, etc.

Mills Anderson Public Safety Center and Criminal Justice Auditorium

- + Whenever possible, if faculty or personnel cannot use an emergency exit, they should try to move to a classroom equipped with a Nightlock lockdown door barricade or key lock.²

Lion Cub Academy

- + Whenever possible, if personnel cannot use an emergency exit, they should seek shelter in a room equipped with access control or a key lock.

Spiva Library

- + Whenever possible, if a student, faculty member or personnel cannot use an emergency exit stairwell, they should do the following:
 - Shelter in the closest office or conference room equipped with access control or a key lock.
 - Remain in the room until UPD or JPD tells you it is safe to leave the building.

Leggett & Platt Athletic Center

- + Whenever possible, if a student, faculty member or personnel cannot use an emergency exit, they should do the following:
 - Shelter in the closest office or locker room equipped with access control or a key lock.

BOMB THREAT

Special Considerations

- + Bomb threats usually do not result in an actual explosion because most threats are hoaxes.
- + It may take the Springfield Fire Department Bomb Squad more than one hour to arrive on the scene.
- + The JPD's search for a bomb can take hours to days, depending on the size of the building (or buildings) and potential hiding places.
- + Typically, a perpetrator announces the threat by phone.
- + Bomb threats can occur on social media.
- + In university settings, the perpetrator can be a current or former student, a disgruntled employee or faculty member, or a former spouse or partner of a student, faculty member or employee.

² All Criminal Justice classrooms are equipped with these door barricades.

- + Never ignore a bomb threat. Report it immediately to UPD at extension 2222 or contact the JPD.

Response

The person making the bomb threat usually gives building occupants sufficient time to evacuate the building.

If the UPD or a CMT or ERT member becomes aware of a bomb threat, they may issue an alert from the following sources:

- + Radios
- + Rave Alert
- + Big Voice outdoor PA system
- + Simplex PA system
- + Fire annunciators inside fire control panels
- + Verbal announcements
- + Texts or emails from the Emergency Manager or an ERT member
- + The Emergency Manager will dispatch a UPD officer to investigate the bomb threat. The Emergency Manager will also call 911 and direct the UPD dispatcher to make public and internal notifications.

Evacuation

If an evacuation is required, then the Emergency Manager will do the following:

- + Direct the Building Team Leader to lead an evacuation from the building.
- + Activate the ERT and EET and direct the Operations Chief to lead evacuation operations.
- + Instruct the Operations Chief to have the EET assist evacuees in the assembly area, including accounting for all building occupants.
- + Coordinate a bomb search of the building with the JPD or other law enforcement agencies.

EET and ERT members will relocate evacuees to the East assembly area and help account for personnel.

Bomb Threat Call

If a bomb threat is received by phone, take it seriously and act quickly. Take the following actions:³

- + Remain calm.
- + Do not hang up.
- + If speaking to the bomb threat caller on an office phone, use a personal phone to notify the UPD Chief or a colleague of the threat, if possible. Instruct the contacted individual to call 911.

³ DHS Bomb Threat Checklist at <https://www.cisa.gov/sites/default/files/publications/Bomb-Threat-Procedure-Checklist.pdf>

- + Keep the perpetrator on the phone for as long as possible.
- + Listen closely to details about the bomb and its location.
- + Listen attentively for strange or unusual background noise from the caller's phone.
- + Take detailed notes.
- + Once the call ends, immediately inform your supervisor and a member of the ERT.

If a threat comes via email or social media, alert the UPD Chief, the Building Team Leader or an ERT member.

- + Do not ignore the threat or delete the email-based threat.
- + Do not forward an email-based threat until a member of the IT Department checks it for cybersecurity threats.

Following the call, the UPD Chief will direct police officers to conduct targeted sweeps of the areas referenced in the bomb threat call for suspicious bags or items. The UPD Chief will also direct the UPD dispatcher or on-duty officer to review video surveillance footage of potential threat areas. The UPD Chief or designee will update CMT and ERT members.

CIVIL DISTURBANCE

Special Considerations

- + Civil unrest and protests can occur following local or national court cases that involve racial justice and police misconduct.
- + Protests can occur because of general or specific socioeconomic conditions in the U.S. or locally or because of hostility toward local, state, or national government officials.
- + Protests can also occur because of international events, wars, or terrorist acts.
- + It may take the JPD more than 10 minutes to arrive on the scene.
- + Multiple groups can engage in civil disorder or protests.
- + Anarchists or criminals may take advantage of a large, peaceful protest to engage in acts of violence, property destruction or other criminal activities.
- + Anarchists or criminals may target the MSSU campus near protest areas for theft and looting.
- + The UPD and JPD may implement traffic control measures to contain violence or quell riots.
- + MSSU personnel or students may have to shelter in place during violent protests.

Response

In some instances, officials with the JPD or the City of Joplin know in advance when large protests will occur. The JPD or the Mayor's Office announces if the downtown business district will close. The UPD dispatch office and the JPD monitors potential civil unrest near the campus. If the UPD or JPD dispatch offices or an ERT member becomes aware of such an incident, they will issue alerts from the following sources:

- + Radios
- + Rave Alert
- + Big Voice outdoor PA system
- + Simplex PA system
- + Fire annunciators inside fire control panels
- + Verbal announcements
- + Texts or emails from the Emergency Manager or ERT member
- + The Emergency Manager may also direct the UPD dispatcher to request additional resources from the JPD to protect the campus during a riot or protest.

Crowd Monitoring

UPD's dispatch office and roving patrol officers will monitor any suspicious crowds gathering near MSSU. If a student, faculty member or employee observes a crowd near the campus, they should attempt to answer the following questions, and then call UPD:

- + What groups are involved?
- + How large is the crowd?
- + Why is the crowd protesting?
- + Has the crowd made any threats?
- + Is the group aggressive?
- + Has the group damaged property?
- + Do the protesters have visible weapons?
- + Are the protestors obstructing entrances to any campus buildings?
- + Has anyone been injured?

Evacuation

- + If a campus building is near or becomes the site of a violent protest or riot, the Emergency Manager will activate the EET and notify UPD officers to escort personnel to a building that is far removed from the civil disturbance.
- + The Emergency Manager will direct the Operations Chief to supervise the movement of building evacuees from their assembly area to a safe building on campus.
- + If necessary, the Emergency Manager and ERT members will organize groups of students, faculty members and employees to walk safely to their personal vehicles so they can leave campus.

Shelter in Place

- + If leaving the campus is unsafe, the Emergency Manager will order all personnel to shelter in place inside their building.
- + Students can shelter in their dorm rooms while faculty and employees can shelter in their offices or in shelter areas inside the building.
- + Individuals may decline to shelter in place but will be responsible for their own safety if they leave a campus building.
- + The Incident Coordinator will direct the Operations Chief to obtain updated information about the number and location of individuals sheltering in place on campus.
- + When the UPD or JPD issues an all-clear message, the Emergency Manager will use either the Big Voice system or a blast email to inform the Building Team Leaders that it is safe to exit the building.

Crowd Management

If caught in a violent protest or civil disorder incident, personnel should do the following:

- + Keep to the edge of the crowd where it is safest.
- + At the first opportunity, break away and seek refuge in a nearby building or structure.
- + In the absence of a building or structure, find a suitable doorway or alley and remain there until the crowd passes.
- + Keep calm. The crowd should pass quickly.
- + When leaving the demonstration, walk away calmly.

If personnel are in a vehicle and in the middle of such an event, they should take the following actions:

- + Do not drive through the crowd.
- + If in the crowd's path, turn down the nearest side road, turn around and drive away calmly.
- + If you cannot drive away, park the car, lock it and leave. Take shelter in a side street or doorway.
- + If the above steps are not possible, stop and turn the engine off. Lock the doors and remain calm. Do not show hostility or anger. Wait for the crowd to dissipate, then drive away.

CYBERSECURITY INCIDENT

Special Considerations

- + All personnel need to educate themselves on current and evolving cybersecurity threats such as malware, phishing, spear phishing, spoofing, denial-of-service, SQL injection attacks and other types of attacks.
- + Employees must be familiar with MSSU's cybersecurity policies.
- + The IT Department monitors the MSSU network for cybersecurity threats.

- + Students, faculty members and employees must report cybersecurity breaches to the IT Director or an ERT member immediately.

Response

- + If an individual suspects a cybersecurity attack via a suspicious email or social engineering attempt, it must be reported immediately to the IT Department. Employees should forward the suspect email to the IT Help Desk at (TBD).
- + Employees can report cybersecurity threats or incidents to the IT Department. They should provide the following information:
 - Computer or laptop name.
 - Location and time of cybersecurity attack.
- + Students, faculty members and employees are not to turn off their computers, laptops, or mobile phones until they receive direction from the IT Director or a member of the IT Department.
- + The IT Director will evaluate the seriousness of the cybersecurity attack and coordinate the response with the CMT, Emergency Manager and third-party cybersecurity contractors, if necessary.
- + The IT Director, in coordination with legal counsel, determines if it is necessary to contact the JPD or the FBI.

DRONE INCIDENT

Special Considerations

- + The Emergency Manager will follow city and federal guidelines regarding drone detection and response.
- + If necessary, the Emergency Manager will coordinate a response with the JPD.
- + The JPD will lead any effort to contain and detain the drone.
- + The Federal Aviation Administration (FAA) does not allow local law enforcement to shoot down a drone.
- + For a drone threatening the MSSU campus, the Emergency Manager will ask JPD to search a one-mile area around the campus to identify the drone operator.
- + Most drones are programmed to return to their original launch point automatically.

Initial Response

Any personnel who observe a drone operating near the MSSU campus should do the following:

- + Immediately notify UPD at extension 2222 and report the following information:
 - Location of drone
 - Number of drones
 - Flight pattern (e.g., erratic, circular, hovering)
 - Any unusual markings or logos

- Weight and size of drone
- + After contacting Field Base, inform a Department Head and/or supervisor.
- + The UPD dispatcher or the Emergency Manager will notify JPD and report the incident to the FAA Regional Operations Center (ROC) if the drone has not been authorized to operate near the campus.
- + If possible, the UPD dispatcher or the Emergency Manager will report the drone type (e.g., fixed-wing, multi-rotor, color and if any payload/explosive).
- + If safe to do so, the Emergency Manager will have a police officer take a photo of the drone and share it with JPD.
- + If the Emergency Manager believes the drone poses a threat to personnel, then evacuation or SIP operations will be initiated.

EARTHQUAKE

Special Considerations

- + Aftershocks are possible following an earthquake, and structural damage can cause injuries.
- + Please follow all instructions from the Emergency Manager or EMT members following an earthquake.
- + Report any unsafe conditions to UPD at extension 2222, if possible.
- + Earthquakes are considered a low risk to Joplin and surrounding counties (per the 2021 Jasper/Newton Bi-County Natural Hazard Mitigation Plan).

Response

- + Take cover under a sturdy table or another piece of furniture or in a bathroom. Stay there until the shaking stops. If a table or desk is not nearby, crouch in an inside corridor and cover your face and head with your arms.
- + Do not enter or take shelter in utility rooms because of the risk of electrical power connection/wire damage and the risk of chemicals or hazardous materials spilling during an earthquake.
- + Stay away from glass, windows, outside doors, walls and anything that could fall, such as lighting fixtures or lightweight furniture.
- + Do not take shelter in a doorway. Many interior doorways are lightly constructed and do not offer adequate protection.
- + Stay inside until the shaking stops and it is safe to go outside. Do not exit a building while it is shaking.
- + Be aware the electricity may go out or the fire alarms may turn on.
- + The Emergency Manager will decide if campus buildings should be evacuated or if personnel should shelter in place. If possible, the Emergency Manager, Operations Chief and Facility Services engineers will conduct a preliminary damage assessment before making an evacuation or SIP decision.

- + The Emergency Manager and Operations Chief will review local media reports and City of Joplin recommendations regarding post-earthquake recovery operations.
- + If possible, the Emergency Manager will direct the Operations Chief, EET and ERT members to assist others with evacuation or SIP operations.
- + If necessary, the Emergency Manager will appoint the Safety Officer to oversee the implementation of a mass care response; the Safety Officer will coordinate triage and EMS transportation needs of personnel with the Operations Chief and ERT members.

Aftershocks Considerations

- + Stillness is not necessarily an indicator of safety. When the shaking stops, look for objects that could fall before exiting the building. Be cautious opening doors, closets, cabinets, and similar items, as contents may fall out. Do not re-enter the building until a structural engineer inspects and clears it.
- + Expect aftershocks. Aftershocks are very common after an earthquake. Everyone must move away from damaged buildings and other structures as soon as the initial shaking stops. Be aware of hazards the initial shockwave might have created. Stay away from overhead objects that may fall after the first earthquake or because of an aftershock.
- + Help injured or trapped individuals, if possible. Do not move seriously injured individuals unless they are in immediate danger of further injury. Contact UPD or EMT members for assistance. If unavailable, call 911.
- + Look for and extinguish small fires, which are common following an earthquake; if you do not know how to operate a fire extinguisher, contact your Building Team Leader or call UPD and request support.
- + Listen to and follow all instructions from the Emergency Manager. Listen to a battery-operated radio or TV for the latest emergency information.
- + Stay away from damaged areas, power wires or other unsafe areas. Be aware of damaged utilities.
- + If you smell gas or hear a blowing or hissing noise, open a window, if possible, and quickly leave the building. Once you are safe, contact UPD at extension 2222.
- + Do not run outside. Move cautiously when outdoors to avoid injury.
- + Watch for sparks or broken or frayed wires. Do not step in water to get to a fuse box or circuit breaker.
- + If you are in a vehicle, pull over and stop. Set your parking brake.
- + Avoid using water from the tap. Use bottled water, if possible. You can usually melt ice to obtain safe water.

FIRE

Special Considerations

- + Do not ignore smoke or heat alarms.
- + Dorms and Academic and most Administration buildings (excluding the Physical Plant buildings) are equipped with an automatic sprinkler system, strobe lights and speaker system.

- + UPD and Facility Services personnel will investigate every alarm and will recommend to the UPD Chief and/or Director of Facility Services to activate the fire alarm notification system.
- + Follow all instructions from the Emergency Manager or EMT members following a fire alarm.

General Response

- + If there is smoke or fire in the building, call 911, then notify UPD at extension 2222.
- + If the fire poses a life safety threat, evacuate to the nearest emergency exit stairwell.
- + Close doors behind you as you leave.
- + Follow all instructions from the Emergency Manager, the Building Team Leader and EET members during a fire response.
- + Listen and follow all public announcements and orders made via the PA system or fire annunciator.
- + Be careful when opening doors. Use the back of your hand to feel the closed door, the cracks around it and the doorknob before you open it. If it feels cool and smoke is not seeping through the cracks at the bottom or top, open it slowly. However, if the door feels warm or you see smoke at the cracks, leave the door closed and find another way out.
- + Stay low. If your only way out is through smoke, crawl on the floor under the smoke to get to your exit and stairwell.
- + If you are trained on how to use a fire extinguisher, use it to put out small fires that are not spreading. Before activating the fire extinguisher, place yourself between the fire and the exit. If you do not know how to use one, evacuate to the nearest emergency exit stairwell.
- + Stay in a room with the door closed and window open if the smoke is too thick or if heat or flames block your exit. If possible, hang a white sheet or another marking outside the window so firefighters can find you. Try to wave it.
- + Once you are out of the building, stay out.
- + Go to the assembly area designated for your building; check in with either an ERT member or your supervisor.
- + Await the all-clear announcement from the Emergency Manager.

Students, faculty members and personnel should familiarize themselves with the locations and types of extinguishers in their buildings and the proper techniques for handling each. Most portable fire extinguishers operate using the PASS system:

- + Pull out the pin at the top of the extinguisher.
- + Aim the extinguisher nozzle at the base of the fire.



- + **Squeeze the handle.**
- + **Sweep the nozzle from side to side, spraying the agent across the base of the fire.**

Before using the extinguisher, step a safe distance - 6 to 10 feet - away from the fire. Position yourself with the exit to your back. Pull the pin or other lever-releasing mechanism and aim the nozzle at the base of the fire, not at the flames. Sweep the nozzle from side to side until the flames dissipate. Monitor the area in case the fire reignites and repeat the above steps if necessary.⁴

Incident Command System Response

- + Once a fire alarm is received in the UPD dispatch office, a UPD officer and Facility Services engineer will be dispatched to the alarm location; if there is an actual fire, the UPD and JFD will be notified.
- + If an emergency evacuation is necessary, the UPD dispatch office will activate the fire notification system and use the PA system to instruct individuals to evacuate the building.
- + The UPD dispatch office will notify the Emergency Manager and JFD.
- + The Emergency Manager will activate the EET and the ERT and instruct them to assist in evacuating individuals to an exterior assembly location.
- + The Building Team Leader and EET members will direct individuals to the closest emergency exit stairwells.
- + When necessary, EET and ERT members will assist personnel with mobility issues to emergency exits and escort them to exterior assembly areas.
- + The Emergency Manager will direct the Operations Chief to oversee assembly point operations; the Operations Chief will work with EET and ERT members to move individuals from buildings to assembly areas.
- + The Operations Chief will collect missing person information from the Building Team Leader, EET members and ERT members and report this information to the Incident Commander, who will update JFD.

FLOOD

Special Considerations

- + Flooding can result in lane closures on the roads adjacent to MSSU's campus.

General Response

- + During severe weather episodes, employees should monitor the National Weather Service's (NWS) Emergency Alert System (EAS), NOAA Weather Radio and local alerting systems for weather updates and warnings.
- + If you are outside during flooding and it is safe to do so, relocate to a safe and dry area indoors.
- + Do not walk, swim, or drive through floodwater.

⁴ An OSHA fire extinguisher training video is available at <https://www.youtube.com/watch?v=ONUITEMSbrog>.

- It takes only six inches of moving water to knock a person off their feet and one foot of moving water to sweep away a vehicle.
- Strong currents can drown a person and move dangerous debris under the surface of floodwater.
- + If floodwater is rising near your vehicle, abandon the vehicle and seek higher ground.
- + Leave belongings if forced to abandon your vehicle.
- + Stay off bridges suspended over fast-moving water.
- + Determine how best to protect yourself based on the type of flooding.
 - Evacuate if instructed by the Emergency Manager or UPD.
 - Move quickly to the interior or core of a building.
 - Listen to the radio and other media to gain situational awareness
 - The NWS tests tornado systems on the first Tuesday of every month at 10 a.m.
 - Listen for instructions from the Emergency Manager.
 - Await the all-clear announcement from the Emergency Manager.

Incident Command System Response

- + The UPD dispatch office will conduct severe weather monitoring; if flooding conditions are a possibility in or around MSSU, the Emergency Manager will be notified.
- + The Emergency Manager, in coordination with the Operations Chief, will evaluate the potential impact of flooding on MSSU due to severe weather conditions. If conditions exist for flooding on roads surrounding the campus, then the Emergency Manager will issue an evacuation order.
- + Building Team Leaders and EET members will lead personnel out of campus buildings impacted by the flood to designated assembly areas.
- + If flash flood conditions impact MSSU with little to no notice, then the Emergency Manager will issue an SIP order for students, faculty members and personnel. If necessary, individuals will be moved to areas away from flooding to avoid conditions in lower and ground levels.
- + If necessary, the Emergency Manager will have the Operations Chief conduct a damage assessment of campus buildings for flood damage.
- + If flooding results in damage to a building and/or the closure of floors or sections of a building, then the Emergency Manager will consult with the CMT about temporarily closing the building for safety concerns. If closed, UPD dispatch and/or the EOC will use the Rave Alert and/or Big Voice PA system to inform building occupants.

HAZARDOUS MATERIALS INCIDENT

Special Considerations

- + Hazardous materials (hazmat) incidents can cause severe injury or death.

- + First responders like the JFD will evaluate a contamination site before initiating response actions.
- + Contact the Emergency Manager to report hazardous material threats, and, if necessary, request that HVAC operations cease during the response.
- + Remain outside of the incident area, if possible.
- + Direct others away from the affected area.
- + A terrorist attack, an act of sabotage or an accident could result in a hazmat incident in or near MSSU buildings that contain chemical products such as the Julio S. Leon Health Science Center, Reynolds Hall and the Leggett & Platt Athletic Center.

General Response

If a hazmat incident occurs in a campus building, a Building Team Leader, response actions for students, faculty members or employees may include the following:

- + Locate anyone who might be injured and call 911 and the UPD.
- + Isolate and secure the scene, if possible.
- + Inform victims they should remain in the designated safe area for treatment and decontamination.
- + If it is safe to monitor the incident, look for the following external exposure symptoms:
 - Burning around eyes, nose and/or mouth
 - Nausea and vomiting
 - Difficulty breathing or swallowing
 - Skin irritation
- + If it is safe to monitor the incident, look for the following internal exposure symptoms:
 - Confusion, light-headedness, anxiety, and dizziness
 - Blurred or double vision
 - Changes in skin color or blushing
 - Coughing or painful respiration
 - Tingling or numbness in extremities
 - Loss of coordination
 - Nausea, vomiting, abdominal cramping, and diarrhea

Incident Command System Response

- + Once notified of a hazmat incident, the Emergency Manager will activate the ERT.
- + The Emergency Manager will verify with the UPD dispatch office that JFD was notified.

- + The Emergency Manager will direct the Safety Officer to evaluate the incident scene, if safe to do so, and safe areas for JFD to stage once on-site.
- + If a hazmat incident occurs in the Loading Dock or another exterior area, the Emergency Manager will direct the Safety Officer to evaluate wind conditions and safe areas for JFD to stage once on-site.
- + The Incident Coordinator will direct the Operations Chief to coordinate the internal response with the Safety Officer.
- + The Operations Chief will request medical resources from the Willcoxon Health Center to assist victims if it is safe to do so.
- + The Operations Chief and Safety Officer will coordinate with JFD medical personnel to provide first aid for victims.
- + The Emergency Manager will direct the EPI Officer to develop and release public and media messaging.
- + The Emergency Manager will direct the Safety Officer to develop an internal safety message for personnel to follow during the hazmat response period.
- + The Emergency Manager will decide when and where to evacuate or shelter in place, if necessary.
- + The Emergency Manager will direct the Operations Chief to lead and implement evacuation procedures, if necessary. All evacuees will report to their building's assembly area.
- + The Operations Chief will manage assembly point areas and direct Building Team Leaders and EET members to collect information about any missing or injured personnel. The Operations Chief will share this information with the Emergency Manager, who will notify JFD, if necessary.
- + In coordination with the Operations Chief, the Safety Officer will determine if any personnel at the assembly area require medical assistance and/or ambulance transport to a nearby hospital.
- + The Emergency Manager will ensure everyone remains at the assembly area until JFD makes the all-clear announcement ending the emergency order.

Shelter in Place

- + If the hazmat incident occurs outside the building but poses a life safety threat, then the Emergency Manager will issue an SIP order.
- + The Emergency Manager will direct the Building Team Leader to organize shelter locations on each floor and to conduct a roll call to determine who is on-site.
- + The Emergency Manager will communicate with the JFD regarding the duration of the SIP order and, if necessary, request medical assistance from the JFD for personnel negatively impacted by the incident.
- + Once the JFD lifts the hazmat order, the Emergency Manager will rescind the SIP order.

MEDICAL EMERGENCY

Special Considerations

- + Medical emergencies in university settings can range from heart attacks, shock, and dehydration to choking incidents and broken limbs.
- + An employee should contact UPD at extension 2222 and alert them to the injured person. If safe to do so, the employee should stay with the injured person until first responders arrive.

General Response

Actions to Take Before Help Arrives – All Staff

If someone is sick or hurt, follow these basic first-aid steps from the American Red Cross:

- + Check the scene.
 - Make sure it is safe to get closer. Check the injured person for life-threatening conditions (e.g., constant or sudden chest pain, trouble breathing, heavy bleeding, lack of consciousness, severe injuries from falls, or head wounds or burns).
- + Call for help.
 - Call 911 if the injured person exhibits any of the life-threatening conditions listed above or have someone else call while staying with the person. After calling 911, notify UPD dispatch and/or the Emergency Manager.
 - The Emergency Manager will request any staff with CPR, AED, or first-aid training to report to the incident scene and assist until first responders arrive on-site.
 - The Emergency Manager and/or an ERT member will remain with the victim until first responders arrive.
- + Care for the injured.
 - Make the best effort to comfort the person and prevent further injury until emergency workers arrive. Below are some ways any employee can help.
 - To control bleeding:
 - Use Stop the Bleed kit resources.
 - Cover wounds with a pad, bandage, or cloth, then press firmly.
 - If the person does not have broken bones, lift, and keep the injured area above heart level.
 - If the person has a broken bone, apply a splint or sling to immobilize the injured area.
 - Put on extra bandages if the bleeding does not stop and squeeze the artery against the bone at a point between the injury and the heart, usually the inner legs or inner arms.
 - To care for shock:
 - Keep the injured person from getting too cold or too hot.

- If the person does not have broken bones, lift, and keep the injured person's legs about 1 foot above the floor or ground.
- Do not let the injured person eat or drink.
- To care for burns and injuries to muscles, bones, and joints:
 - Apply an ice or a cold pack to the injured area to control swelling and lessen pain.
 - Avoid movement or activity that causes the injured person any pain.
 - If you must move the victim because the area is unsafe, try to keep the injured area as still as possible.
 - Tend to a burn by cooling the burned area with lots of cool water and covering the burn with a dry, clean bandage or cloth.

Risks While Providing Care

It is rare to contract a disease while administering first aid. However, to further lower the risk, follow these steps:

- + Avoid direct contact with blood and other body fluids.
- + Use latex or rubber gloves and a face mask, if they are available.
- + Thoroughly wash hands with soap and water immediately after giving first aid.

Incident Command System Response

- + If an employee needs immediate medical care, an employee should call 911, then alert the UPD dispatch office.
- + Once notified, the Emergency Manager will deploy UPD officers to assist the victim.
- + When necessary, the Emergency Manager will call 911 to request JFD ambulance assistance to transport the injured or sick person to a local hospital.
- + The Emergency Manager will direct the Safety Officer to track anyone sent to a local hospital and update the CMT and ERT.

PANDEMIC/DISEASE OUTBREAK

Special Considerations

- + A pandemic can start with only a few cases in the U.S. or a foreign country but rapidly spread around the globe.
- + MSSU will typically not know of a potential pandemic or a large-scale disease outbreak until after the disease is present in the U.S., Missouri, or Joplin.
- + Prior to a vaccine, federal, state or city public health officials may enforce quarantine measures that prevent staff from traveling to work or working in a setting with large groups of people.

- + Public health officials may enforce mask mandates, university and school closures, and other social distancing measures during a pandemic or large-scale disease outbreak in Joplin or Missouri.

Response

In coordination with the CMT, the Emergency Manager monitors guidance from federal, state, and local public health agencies regarding novel disease outbreaks. If a federal entity such as the CDC announces a pandemic, the Emergency Manager coordinates the response with the ERT.

Additionally, the Emergency Manager reviews the rules, guidelines and recommendations of the Missouri Department of Health and Senior Services and the Joplin Health Department (JHD) and consults with the CMT before developing a specific pandemic response plan for the university.

The Emergency Manager may implement the following actions during a declared pandemic or large-scale disease outbreak:

- + Customize a pandemic safety plan and disseminate it to students, faculty members, employees, and third-party vendors.
 - Train all staff on the updated pandemic plan.
 - Develop specific social distancing guidelines for students, faculty members, staff, vendors and guests.
- + Require sick students to either quarantine in their dorm room or allow them to travel home to receive care from family members and their own physicians.
- + Require sick faculty, employees, and third-party vendors to stay home and instruct them to contact their doctor immediately.
- + Adopt a telecommuting policy for faculty, staff, and third-party vendors.
 - Allow only critical staff members on-site whenever possible, with the permission of the CMT.
- + Appoint an ERT member to serve as a liaison to interact with county and city health officials.
- + Follow health department requirements and recommendations regarding quarantines for exposed individuals and their family members.
- + Follow health department social distancing and mask requirements and recommendations.
- + Follow health department vaccination requirements and recommendations.

Until an effective treatment becomes widely available during a pandemic, all university students and employees should take the following actions to prevent catching the disease and spreading it to others. Although the precautions and measures described below apply specifically to the COVID-19 pandemic, many of the basic tenets – like self-isolation, following CDC and government guidelines, and monitoring for symptoms – apply to other epidemic or pandemic situations.

- + Follow CDC, State of Missouri, and City of Joplin public health recommendations.
- + Follow government restrictions, including State of Missouri emergency orders, regarding staying at home, social distancing, and personal protective equipment (PPE).

- + Monitor local media to stay abreast of government-issued alerts and disease spread in the Joplin area.
- + Wear a mask in public places.
- + When in public, practice social distancing and, whenever possible, stay at least 6 feet away from other people.
- + Wash hands with soap and water for at least 20 seconds throughout the day and especially after returning home from public places.
- + Avoid touching eyes, nose, and mouth. When coughing or sneezing, use elbow or a tissue. Dispose of the tissue and wash hands.
- + Clean and disinfect frequently touched areas at home (e.g., doorknobs, kitchen, or bathrooms).
- + Identify an isolation room at home that can be used if someone becomes ill.
- + If someone in the home is suspected to have been exposed, seek medical attention from a primary care physician. Request a test. If the physician cannot provide a test, consider getting tested at a public health testing site.
- + Ask students, faculty, and employees to self-monitor for symptoms such as the following:
 - Fever over 100.4 degrees Fahrenheit
 - Cough
 - Shortness of breath
 - Fatigue
 - Chills
 - Muscle pain or aches
 - Headache
 - Sore throat
 - Loss of taste or smell
 - Oximeter reading⁵ indicating low blood-oxygen level
- + If someone has any of the following symptoms, seek immediate medical attention:
 - Trouble breathing
 - Pain or pressure in chest
 - Mental confusion
 - Bluish lips or face

⁵ Clip-like device that fits on a finger to measure how well the heart pumps oxygen throughout the body. See <https://www.healthline.com/health/pulse-oximetry#purpose-and-uses> for more details.

- + If a faculty member or employee is sick and can quarantine at home, they should contact their supervisor to discuss updated quarantine protocols. Quarantine protocols can include the following measures:
 - Isolate in a separate room away from family members.
 - Develop a plan with family members to bring food, medicine, and disinfectant wipes without interacting face to face (e.g., drop food off outside the isolation room door).
 - Confirm with a doctor how long to remain in isolation. At a minimum, remain in isolation until at least 14 days have passed since the onset of the first symptoms and three consecutive days have passed without a fever and the use of fever-reducing medications.⁶

PHYSICAL ASSAULT

Special Considerations

- + No one should ignore a threat of violence.
- + Physical threats can occur if a student, faculty member or employee reacts negatively to a disciplinary action or during a suspension or termination discussion.
- + Physical threats generated by an individual against a fellow student, a faculty member or an employee are sometimes linked to a domestic dispute that is unrelated to university operations.
- + Domestic disputes can occur in public settings like MSSU Residential Life, Academic, Administration or Athletics buildings.
- + In some instances, individuals can enter MSSU buildings with the intent to steal or vandalize property.

General Response

If an MSSU student, faculty member or employee receives an in-person threat from an individual, do the following:

- + Do not attempt to subdue the person.
- + Do not argue with the person.
- + If possible, call the UPD dispatch office at extension 2222 and request assistance.
- + Keep the person under surveillance, if safe to do so. Try to capture the following information about the individual:
 - Physical features
 - Attire
 - Tone of voice
 - Any unusual statements or references

⁶ <https://www.cdc.gov/respiratory-viruses/guidance/index.html>

- + If someone feels threatened by an individual, they should move to a public or common area of the building and request assistance.
 - For example, students can request assistance from the Head Resident or Resident Assistant, while faculty members or employees can request assistance from a colleague in another office. Students, faculty members or employees can also ask the Building Team Leader for assistance or seek the assistance of a UPD officer patrolling the building or an area nearby.
- + If an individual tries to attack a student, faculty member or employee and they cannot locate a colleague or UPD officer, they should implement Run, Hide, Fight protocols.
 - Use any items on your person that can be used as a weapon (e.g., keys, cell phone, pens, shoes).
- + If an intruder or unknown individual aggressively approaches a student, faculty member or employee in a parking lot and there is a chance to escape, run to the nearest building and request assistance from an employee. Remember to yell loudly to attract attention when evading a threatening individual. Whenever possible, try to remain in a well-lit, visible area and avoid dark, secluded areas of the parking lot.

Incident Command System Response Escort

- + If UPD dispatch observes a potential or actual physical assault via video surveillance, UPD police officers will be deployed to assist the person who is the victim of the assault.
- + If a UPD police officer observes a potential or actual physical assault, they will intervene to protect the victim and radio for backup assistance. When necessary, the UPD officer will arrest the assailant. The UPD officer will coordinate medical care for the victim with the Emergency Manager and Safety Officer, if necessary.
 - If necessary, the Security Officer will remain with the assailant until JPD arrives on-site to make an arrest.
- + If a student, faculty member or employee is a victim of a physical assault, they should notify UPD dispatch and request assistance. The Emergency Manager will dispatch a UPD police officer and the Safety Officer to assist the injured individual. If the injured individual needs medical attention, the Safety Officer will help arrange ambulance transport. If the injured individual wishes to file an internal report or a police report, the Emergency Manager and/or UPD police officer will assist them with these tasks.
- + If a student, faculty member or employee feels unsafe due to a potential or actual threat from another individual, they can request an escort from the UPD dispatch office. The Emergency Manager will assign a UPD police officer to escort the student, faculty member or employee to their building, to their vehicle or to a campus parking lot to be picked up by a family member or via a taxi or rideshare vehicle.

SEVERE WEATHER

Special Considerations

- + Severe weather includes rainstorms, winter storms, floods, and tornados, which are high-risk events for the greater Joplin area.
- + The most common challenges associated with severe storms are the lack of mobility and loss of utilities.
- + The Joplin area is prone to multiple severe weather threats, such as:

- Blizzards
- Ice storms
- Extreme heat and cold
- Microburst storms with high winds or flooding
- Thunderstorms and lightning strikes
- High winds

Response

- + UPD dispatch monitors severe weather conditions and shares information with the Emergency Manager.
- + When severe weather is predicted, the Emergency Manager evaluates weather conditions with the ERT to determine the risks to people on campus.
- + When necessary, the Emergency Manager recommends protective actions to the ERT.
- + In coordination with the CMT and ERT, the Emergency Manager notifies employees and students the night before if the campus will close due to severe weather conditions, whenever possible.
- + The Emergency Manager may issue severe weather alerts from the following sources:
 - Radios
 - Rave Alert
 - Big Voice outdoor PA system
 - Blast email
- + Campus closure notifications may occur in the morning or during the day, depending on the severity of the storm.
- + Students, faculty, and employees must develop alternative travel routes if severe weather interrupts or disables local highways.
- + The Emergency Manager directs the Logistics Chief to evaluate data, internet, and communication systems.

Evacuation

- + If severe weather conditions will result in dangerous driving conditions, then the Emergency Manager will consult with the CMT about issuing an evacuation order. If the CMT approves it, the Emergency Manager will issue an evacuation order for the campus that allows students and faculty to conduct classes online and employees to telecommute.
- + The Emergency Manager bases the decision to close the MSSU campus based on the recommendations of the City of Joplin and the CMT.

Shelter in Place

- + If exiting the campus is unsafe due to an unforeseen storm or natural disaster, the Emergency Manager will instruct students, faculty, and employees to shelter in place.

- + Students, faculty, and employees will be directed to move away from all doors and windows and move to interior shelter locations inside a building.

Once the storm subsides or City of Joplin officials announce safe travel conditions, the Emergency Manager ends the shelter-in-place order.

TORNADO

Special Considerations

- + Although tornadoes typically follow seasonal patterns, they can occur during the fall and winter months, not just in the spring and summer.
- + Tornado warnings can be as short as five minutes.
- + The City of Joplin's Storm Siren system includes storm sirens located on the MSSU campus and throughout the city.
 - Sirens are activated when the NWS issues a tornado warning that is predicted to impact Joplin.
 - Sirens emit a steady tone for three minutes, then they remain silent for three minutes; this "on for three minutes, off for three minutes" sequence continues until the danger has passed the city.⁷
 - Sirens can also be activated when a trained tornado spotter reports a tornado in Jasper or Newtown Counties in Missouri, or in Cherokee County, Kansas, and the tornado path includes the City of Joplin.
 - Sirens can also be activated when the NWS reports a storm with life-threatening winds and a storm path that includes the City of Joplin.
 - Siren alerts occur during a tornado warning period (i.e., tornado exists/imminent) but not during a tornado watch period (i.e., tornado possible).

General Response

- + During severe weather periods, listen for City of Joplin storm sirens.
- + Get indoors.
- + Notify UPD dispatch or Emergency Manager if you observe or learn (via local media) about a tornado watch or warning.

Incident Command System Response

- + UPD dispatch and/or the JPD dispatch office will notify the Emergency Manager of any tornado watches or warnings issued by local weather stations or the City of Joplin.
- + If the City of Joplin's storm sirens alert on or near the campus, students, faculty, and employees should follow the Emergency Manager's instructions to shelter in place.
- + The Emergency Manager will instruct all students, faculty, and employees on the north side of the campus to seek shelter in the FEMA Shelter.

⁷ <https://www.joplinmo.org/589/Sirens>

- + The Emergency Manager will instruct students, faculty, and employees on the south, west and east sides of the campus to seek shelter inside their building and proceed to either the basement or ground floor. The Emergency Manager will remind individuals to stay away from windows and to shelter in designated storm shelter areas (i.e., rooms with “Storm Shelter” signs), preferably on lower-level floors of the building.
- + The Emergency Manager will issue a tornado shelter warning from the following sources:
 - Radios
 - Rave Alert
 - Big Voice outdoor PA system
 - Simplex PA system
 - Verbal announcements
 - Texts or emails from the Emergency Manager or an ERT member
- + The Emergency Manager will activate the EET and ERT and direct them to assist with the movement of students, faculty members, employees, visitors, and vendors in their building to an interior shelter area on a lower level of the building such as a basement or ground floor.
- + Time permitting (e.g., 15 minutes) and whenever possible, the Emergency Manager will direct individuals to seek shelter in the FEMA Shelter or in campus buildings with designated storm shelter areas in lower levels such as a basement or ground floor. Buildings with basement or ground-level shelter areas include:

Residential Life Buildings

- + Diane Mayes Student Life Center
- + East Hall
- + FEMA Shelter

Academic Buildings

- + Billingsly Student Center
- + Mills Anderson Public Safety Center
- + Julio S. Leon Health Science Center
- + Lion Cub Academy
- + Robert W. Plaster Free Enterprise Center
- + Spiva Library
- + Taylor Hall
- + Ummel Technology Building

Fine Arts Complex

- + Taylor Performing Arts Center

Administration Buildings

- + Hearn Hall
- + Ralph L. Gray Alumni Center

Athletics & Recreation Buildings

- + Leggett & Platt Athletic Center
- + Robert Ellis Young Gymnasium
- + Ron Richard Athletic Center
- + Student Recreation Center

Once the tornado subsides or City of Joplin officials announce the termination of the tornado-warning period, the Emergency Manager will end the shelter-in-place order.

The Emergency Manager will direct the Operations and Logistics Chiefs to conduct a preliminary damage assessment and provide updates regarding the restoration of utility or network services, if necessary.

UTILITY FAILURE

Special Considerations

- + Campus buildings that have emergency generators include:
 - Physical Plant
 - FEMA Shelter
 - Robert W. Plaster Free Enterprise Center
 - Leggett & Platt Athletic Center (mobile generators)
- + Emergency generators support life safety systems and emergency lighting.
- + During a long-term power outage, employees who can telecommute should do so.

General Response

If a power outage or other utility failure occurs:

- + Remain calm.
- + Do not call 911; contact UPD dispatch at extension 2222.
- + Listen to instructions from the Building Team Leader or to PA announcements from the Emergency Manager; remain in your building until directed to evacuate.

- + Use a flashlight or your cell phone for emergency lighting.
- + Do not try to troubleshoot or fix an electrical equipment problem unless you are a trained electrician and are authorized by the Emergency Manager or Operations Chief.
- + If you are ordered to evacuate, use flashlights and or cell phone flashlights to exit the building.
- + Follow emergency exit signs to stairwells, exit the building and report to the building's assembly area.

Incident Command System Response

- + The Emergency Manager will direct the Operations Chief to notify Liberty Power or another utility provider to respond to the incident. The Operations Chief will serve as a liaison to utility companies.
 - Liberty Utilities Emergency Number: 800-206-2300
- + The Emergency Manager will confirm with the Operations Chief if emergency generators supporting buildings are impacted by the power outage.
- + The Emergency Manager will inform employees and patrons via Rave Alert, the Big Voice PA system or the fire annunciator system if elevators can be used during a power outage.
- + If necessary, the Emergency Manager will issue evacuation orders and direct the EET and ERT to move employees, patrons, visitors, and vendors out of impacted buildings.
- + The Emergency Manager will appoint the Operations Chief to manage assembly point areas and collect any information about missing persons; updates will be shared with the Emergency Manager. All students, faculty and employees will be directed to the building's assembly area.
- + The Emergency Manager will direct the Operations Chief and Logistics Chief to coordinate critical infrastructure restoration efforts with utility and information technology service providers.
- + The Operations Chief, per the Emergency Manager's direction, will issue updates to students, faculty, and employees.
- + During a long-term power outage or utility failure that compromises people's health and/or a building's sanitation conditions, the Emergency Manager will coordinate temporary closure orders with the Operations Chief and CMT. The Emergency Manager will also inform faculty and employees if they can work remotely until services are restored.

TERRORISM

The Terrorism section address response actions for suspicious packages/mail and vehicle-borne improvised explosive device threats.

Suspicious Packages/Mail

Special Considerations

When encountering a suspicious envelope with a powdered substance, take the following steps:

- + Do not clean up the powder.

- + Do not remove any covers.
- + Leave the room and close the door, and section off the area to prevent others from entering.
- + Wash hands with soap and water to prevent powder from spreading to face and eyes, and wash eyes, if necessary.
- + Do not touch anyone or handle any items until decontaminated, if possible.

General Response

The student, faculty member or employee who identifies a suspicious package should:

- + Notify UPD dispatch (use radio or cell phone 3 to 15 feet away from suspicious bag or package).
- + Notify Building Team Leader or supervisor, if safe to do so.
- + Do not open the bag or package.
- + Document any writings on it.
- + Identify any unusual odors.
- + Monitor the package from a safe distance until a UPD officer arrives.

Threat Assessment

Characteristics of a suspicious package or item include:

- + Unusual weight relative to size
- + Rigid, uneven, irregular or lopsided packaging
- + Unprofessionally wrapped packages or an excessive use of tape or strings
- + Packages marked as "Fragile – Handle with Care," "Rush – Do Not Delay," "Personal" or "Confidential"
- + Protruding wires, strange odors or stains
- + Packages addressed to someone no longer with the organization
- + Packages in areas of high pedestrian volume or in critical areas such as HVAC systems, boiler rooms, electrical rooms or the main entrance
- + Plain boxes with no physical markings
- + Packaged staged in congested areas
- + Packages with distorted handwriting or cut-and-paste letters
- + Packages left unattended for a usually long period of time.

Incident Command System Response

The Emergency Manager will do the following:

- + Immediately assess threat information
- + Determine if evacuating or sheltering in place is appropriate
- + Review video surveillance of incident scene, if possible
- + Notifications: Activate the ERT and call JPD; request Springfield Fire Department Bomb Squad, if necessary
- + Approve EPI Officer media advisories
- + Coordinate response with JPD and Springfield Fire Department Bomb Squad
- + Emergency Manager will contact JFD to conduct decontamination procedures for employees exposed to biological or chemical agents, if necessary.
- + When necessary, Emergency Manager and/or Operations Chief will direct employees exposed to potential toxic or hazardous substances to engage in following decontamination steps:
 - Remove contaminated clothes and place them in sealed plastic bag or container
 - Shower with soap and water
 - Remind employee not to use bleach or other disinfectant on skin
 - Provide employee with new clothes provided by the Facility or Protection Services
 - Safety Officer will call an ambulance for an employee (per Emergency Manager recommendation).

Vehicle-Borne Improvised Explosive Device (VBIED)

Special Considerations

- + A VBIED attack can include more than one vehicle.
- + Quickly move at least 300 feet away from a VBIED crash site in case some IEDs did not detonate.
- + If a VBIED attack fails, avoid using a cell phone near the crash site in case IEDs did not detonate.
- + JPD and canine explosive detection teams will investigate the crash site.
- + JPD and the Springfield Fire Department Bomb Squad will search the area for secondary bombs (e.g., hidden in landscape) or attacks (e.g. suicide bomber).
- + Hostile vehicle considerations:
 - The driver may have a firearm or another weapon.
 - Immediately seek shelter inside a campus building or nearby vehicle if you witness a hostile vehicle attack.

General Response

- + If a student, faculty member or employee witnesses a VBIED attack on or near campus, call 911 and report the following information:
 - Location of attack

- Type of vehicle(s)
- Number of victims and fatalities
- Status of attacker

+ After a 911 call, notify UPD dispatch (extension 2222) and relocate to a safe area.

Incident Command System Response

- + Once UPD becomes aware of a VBIED attack, the Emergency Manager will be notified.
- + The Emergency Manager will activate the ERT and, in coordination with the CMT, order a lockdown of the campus.
 - UPD officers will be dispatched to lock all exterior doors.
- + The Emergency Manager will use Rave Alert, the Big Voice PA system, or the fire annunciator system to announce that the campus is on lockdown until JPD arrives on-site.
- + The Emergency Manager will direct the Building Team Leaders and EET members to implement SIP operations for students, faculty, and employees.
 - The Emergency Manager will direct employees to shelter in place in their offices.
- + The Emergency Manager will direct the Security Officer to assist with coordination efforts with JPD and the Springfield Fire Department Bomb Squad.
- + The Emergency Manager will direct the Safety Officer to determine with Building Team Leaders how many students, faculty and employees are on-site; department heads will be asked to update the Safety Officer. This information will be shared with the Emergency Manager, who will inform JPD of any missing persons.
- + After JPD gives an all-clear message, the Emergency Manager will rescind lockdown and SIP orders.

WORKPLACE VIOLENCE

Special Considerations

- + No one should ignore workplace violence threats.
- + Workplace violence threats can come from a variety of sources, such as:
 - Current and former employees
 - Clients
 - Vendors or contractors
 - Family members, friends, and partners
 - Visitors and guests
- + The following behaviors may be precursors to a workplace violence incident:
 - Sudden and severe mood swings
 - Signs of depression

- Increased anger or temper tantrums
- Increased alcohol and drug use
- Social withdrawal and isolation
- Implied or overt threats
- Change of appearance
- Lack of hygiene
- Increased and unexplained absenteeism
- Decreased work production
- Arguments with employees, supervisors, and customers
- Destruction, theft, or sabotage of property
- Suicidal ideations
- Increased interest in weapons, firearms, or violence
- Bullying or workplace harassment
- Changes in intimate relationships
- Changes in life insurance

General Response

Any student, faculty member or employee who is a victim of workplace violence should:

- + Initiate Run, Hide, Fight response protocol.
- + If possible, use emergency exit stairwells to exit a building.
- + When safe to do so, call 911, then notify UPD dispatch at extension 2222.

If an employee observes a workplace violence threat or incident, do the following:

- + Seek immediate shelter.
- + If safe to do so, use an emergency exit stairwell to exit the building.
- + Call 911 and provide the following information:
 - Location of the attack
 - Types of weapons
 - Any unusual sounds, statements or references the assailant made
- + Call UPD dispatch, if safe to do so, and provide the same information as listed above.
- + If an employee in the Bursar's Office activates a duress alarm button, the UPD will deploy a UPD officer to the scene.

Incident Command System Response

- + Once UPD dispatch is aware of a workplace violence incident, the Emergency Manager will be notified.
- + The Emergency Manager will deploy UPD officers to the scene of the attack.
- + The Emergency Manager will issue evacuation orders for students, faculty and employees in the impacted building.⁸
- + The Emergency Manager will direct the Building Team Leader and EET members to implement the emergency evacuation plan.
 - UPD officers will assist individuals with mobility issues to emergency exits and escort them to exterior assembly areas.
- + The Emergency Manager will direct the Operations Chief to oversee assembly point operations; the Operations Chief will work with the Building Team Leader and EET members to move individuals from the impacted building to an assembly area.
- + When JPD arrives on-site, they will assume control of the incident.

Shelter-In-Place

If students, faculty or employees are unable to evacuate a building during a workplace violence incident, they should try to seek shelter in one of the following locations:

- + Dorm room, suite or residential life office protected with a key lock or touchscreen keycode lock.
- + Classroom protected with a key lock and no windows.
- + Office protected with metal doors and no windows or equipped with access control or a key lock.
- + Conference rooms equipped with access control or a key lock.
- + Offices or conference rooms that have two exits.
- + IT or custodial storage areas protected with access control or a key lock.

Escort

- + After the incident, a student, faculty member or employee who is the target of a workplace violence threat can arrange for a UPD police officer to escort them to a building or a parking lot to retrieve their vehicle or get a ride from a family member or friend, a ride share vehicle, or a taxi.
- + If necessary, ERT members can organize a group of colleagues to walk to a building or parking lot or coordinate ride share, taxi, and personal pickup areas in a campus parking lot.

⁸ Since the attacker could be an employee with access control privileges on multiple floors, the first course of action is to remove people from direct harm and out of the impacted building, if possible.

Recovery

DAMAGE ASSESSMENT

MSSU might incur damage due to a variety of severe weather events, emergencies, and disasters, including:

- + Tornado
- + Severe storm and high winds
- + Flood
- + Major equipment malfunction
- + Hazardous materials release
- + Fire
- + Civil disturbance

The Emergency Manager, in coordination with the ERT and CMT, must implement a careful damage assessment and documentation program that includes any damages incurred during an emergency or disaster. Exercise caution before beginning any recovery activity, as the damaged area might still have hazards.

Prepare

Only access damaged spaces once they are deemed safe, and do not visit any unsafe areas. The Emergency Manager, in coordination with the Operations Chief and ERT, will determine if it is safe to assess a damaged area of the campus. Students, faculty, and employees are not to enter any damaged buildings or areas without the consent of the Emergency Manager.

Before accessing a damaged building or area, ERT members and employees will be required to wear appropriate clothing and personal protective equipment (PPE). Key tasks include carrying diagrams of the area to identify any utilities and high-value equipment, taking photos or video of the area, and inspecting the area for reported damage and verifying its extent.

Evaluate

Damaged areas can be initially and efficiently assessed using the following four categories:

- + **Affected:** Damage appears mostly cosmetic (e.g., paint discoloration; damaged gutters or landscaping; flood water line less than three inches).
- + **Minor:** Repairable nonstructural damage (e.g., nonstructural damage to interior wall components such as drywall and insulation; nonstructural damage to exterior components; multiple small vertical cracks in the foundation; damage to mechanical components such as the HVAC system or the water heater; flood water line between three and 18 inches; contaminated water).
- + **Major:** Structural or significant damage requiring extensive repairs (e.g., failure or partial failure of the structural elements of the roof, walls or foundation, such as crumbling, bulging, collapsing, shifting or horizontal cracks larger than two inches; flood water line above 18 inches or reaching the electrical outlets).

- + **Destroyed:** The equipment or area is a total loss (e.g., complete failure of two or more major structural components, imminent danger of structural failure; area inaccessible due to high water).

Whenever necessary, the CMT may also decide to have qualified, professional disaster recovery vendors conduct a comprehensive evaluation of damaged areas. Private contractors and precise measurements may be needed to define the condition of the damaged equipment or structure accurately.

Preliminary disaster assessments will be submitted to the Emergency Manager, who will share and discuss them with the Operations Chief and CMT. The notes and photos taken during the initial survey of the damaged area will be used to determine insurance coverage and payment. The CFO, in collaboration with the President, will provide the primary insurance carrier⁹ and the business interruption coverage firm with documentation of the damage and estimates of the recovery costs.

EMERGENCY MANAGEMENT PLAN DEMOBILIZATION

The Emergency Manager will notify the CMT, ERT and employees when emergency response operations have been completed. This will usually occur after the JPD or JFD issues an all-clear announcement and indicates that it is safe to return to a campus building. After this announcement, the Emergency Manager will instruct UPD dispatch to issue a Rave Alert, Big Voice PA announcement and/or blast email. The Emergency Manager will also work with the EPI Officer to issue updates to students, faculty, and employees regarding the return to class and work status and if any safety precautions must be observed when returning to an impacted building or the campus after an emergency or disaster.

GUEST REUNIFICATION CENTER

After an evacuation of MSSU, the Emergency Manager may direct the Operations Chief to set up a Guest Reunification Center at either the Ron Richard Athletic Center, the Leggett & Platt Athletic Center, or the Taylor Performing Arts Center. EET and ERT members will instruct and assist community members or visitors attending a campus event (e.g., MSSU game, youth sport tournament, theatre production, graduation) to move to one of these three Guest Reunification Centers to find a family member or friend following an emergency.

At the direction of the Emergency Manager, the Operations Chief will assign ERT members to the Guest Reunification Center. The ERT members will record any missing person information from visitors at a Guest Reunification Center and relay this information to the Operations Chief, who will share it with the Emergency Manager. The Emergency Manager will either direct UPD officers to search for missing individuals or refer the information to on-site JFD or JPD personnel to conduct the search. The Safety Officer will assist with Guest Reunification Center operations and provide visitors with contact information for local hospitals to find missing family members or friends. The Operations Chief will provide updates to visitors regarding the results of UPD, JFD or JPD missing persons sweeps of the impacted building, stadium, or campus area. Once UPD, JFD or JPD issues an all-clear announcement that it is safe to re-enter a building, stadium or playing field, the Emergency Manager will decide if the Guest Reunification Center needs to remain open.

⁹ An insurance company might engage an insurance adjuster (i.e., claims adjuster) to represent the company. Insurance adjusters determine whether a party claiming a loss is owed payment under the terms of the insurance policy and what that payment should be. Some insurance adjusters work as independent contractors to represent the claimants.

EMPLOYEE ASSISTANCE PROGRAM

Witnessing or being involved in a disaster can trigger long-term mental health challenges. MSSU's employee assistance program (EAP) is a voluntary work-based intervention program designed to identify and assist employees facing personal problems that may adversely affect their work performance. Additionally, the EAP offers free, confidential assessments and provides short-term counseling, referrals, and follow-up services to employees with work or personal problems.

Following an emergency or disaster event at MSSU, department heads or the Vice President of Human Resources will identify EAP resources for employees to address any post-incident emotional trauma and challenges. MSSU personnel can use the EAP as a key resource when addressing the emotional and stressful impacts of emergencies on employees.

CRITICAL INFRASTRUCTURE RESTORATION

When necessary, the Emergency Manager will coordinate all critical infrastructure restoration efforts with the Operations Chief and CMT following an emergency or disaster. The Operations Chief is responsible for contacting utility companies to restore power, water, wastewater, natural gas, and telecommunications services to campus buildings. The IT Director will address any disruptions to MSSU's IT network and provide updates on recovery timelines to the CMT and the Emergency Manager, when necessary.

RECOVERY RESOURCE DIRECTORY

Recovering and restoring damaged areas as quickly as possible is critical, as delays may extend damage and result in greater recovery costs. Quickly addressing smoke and water damage is especially important.

As such, the Facility Services Department will develop and implement a recovery resource directory to capture the following information:

- + Name and contact information of the primary Facility Services Department contact responsible for recovery projects
- + Primary, secondary, and tertiary recovery contractors for property remediation
- + Specialty remediation contractors MSSU uses and a description of their services
- + Key 24-hour phone numbers
- + Requested items and personnel (e.g., generator, fuel, cables, certified electrician)
- + Names, titles, contact information and maximum authorization levels of MSSU personnel who authorize the work of recovery contractors

The Director of Facility Services will document the recovery and restoration services contacted, along with the estimated time of their arrival to the campus. Additionally, they will record any requirements the contractor needs before they can begin work to avoid any restoration delays.

AFTER-ACTION REPORTS

An after-action report includes information from various MSSU department personnel who participated in resolving an incident. These reports should be written following any emergency, disaster or disaster exercise to

record the lessons learned and what MSSU must address to improve its performance during future incidents. The Emergency Manager will direct the Safety Officer to develop the after-action report.

After-action reports might include the following:

- + Brief synopsis of the event
- + Detailed sequence of events
- + Timeline of key activities
- + Participating departments and personnel
- + Identified strengths
- + Improvement recommendations and implementation timeline
- + Corrective actions and implementation timeline
- + Conclusion and next steps
- + Point of contact for questions and concerns

Appendices

APPENDIX A: EMERGENCY CONTACT LIST

TBD

APPENDIX B: EVACUATION MAPS

TBD

APPENDIX C: EMERGENCY RESPONSE CHECKLIST TABLE

Emergency Assessment Checklist

	Category	Yes/No?			Category	Yes/No?
	Life Safety Event				Merchandise/Products Destroyed	
	Injuries				Hazardous Materials Released	
	Deaths				Law Enforcement Notified	
	Property Damage				Fire Department/First Responder Agencies Notified	
	Property Destroyed				CMT Notified	
	Operations Disrupted				ERT Notified	
	Transportation Disrupted				CCT Notified	
	Inventory Damaged				Students Notified	

