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**SOUTHSIDE VIRGINIA COMMUNITY COLLEGE  
INFORMATION TECHNOLOGY  
SECURITY PLAN**

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**IT Contingency Planning: *IT Disaster Recovery*  
*Planning*  
SVCC Crisis Management Plan**

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## GUIDELINES FOR CRISIS MANAGEMENT

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A crisis can happen at any time and can impact individuals, a single building or the entire College, depending on the nature of the crisis. The most important consideration in dealing with a crisis is the health, safety and welfare of the students, faculty and staff.

Communication within the college is very important in handling emergencies. Many situations impact more than one department. Regardless of size, there are certain persons who need to be called in particular crisis situations. This booklet is designed to give guidelines in handling emergencies along with persons to contact.

In situations of public interest, the President or Information Officer will be the only source of information to the press.

Name	Work Phone (Area Code 434)	Home Phone (Area Code 434)
Dr. John J. Cavan President	949-1003	676-3690
Peter G. Hunt Vice President of Finance & Administration	949-1005 736-2015	447-6174 865-4105 Cell
Dr. David Johnson Provost	736-2005	390-7491 Cell
Dr. John J. Sykes Provost	949-1019	848-4420
Dale Wooding Buildings & Grounds Supervisor	736-2055	767-4667
Roger Wray Buildings & Grounds Supervisor	949-1040	634-5394
Christie C. Hales Public Relations Officer	949-1068	848-2526
Dr. Linda Sheffield Vice President of Information Technology	949-1010 736-2002	696-3440

## FIRE OR EXPLOSION

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- Anyone detecting a fire should activate the fire alarm system and notify the switchboard operator during work hours, or the security guard when the switchboard operator is off-duty. The signal for the fire alarm is a continuous blast of the fire horns located throughout the buildings.
- The switchboard operator and/or security guard is responsible for notifying the local Fire Department, Rescue Squad (if needed), Sheriff's Office, Vice President of Finance and Administration, Buildings and Grounds Supervisor and the President.
- If the fire alarm system is activated without report of fire, the switchboard operator will notify the Buildings and Grounds department. It is the responsibility of the Buildings and Grounds department (during normal work hours) and the Security Guard (after normal work hours) to check the building throughout to determine if there is a fire. DO NOT deactivate the fire alarm system until all areas have been checked and the building evacuated. If fire is discovered, notify the Fire Department and other officials as listed above. If no fire is discovered, a report will be prepared stating what transpired and given to the Buildings and Grounds Supervisor for inclusion in the annual fire report to the Chancellor. The fire alarm may be reset by moving the toggle switch to the upward position at the station(s) that was used to activate the alarm.
- Whenever the fire alarm is heard, it is the responsibility of each instructor to evacuate his/her students to a point 300 feet from the building. The evacuation route posted near the door of each room should be followed. Because elevators are not to be used during a fire, instructors will need to direct students to assist any handicapped students in their classes. In administrative areas, it is the responsibility of each supervisor to evacuate his/her area.
- The Buildings and Grounds Supervisor or a designated employee from the maintenance department will meet the fire department and direct them to the scene of the fire and will rope off or erect barricades to contain a safe area for all personnel not actively engaged in the fire fighting effort.
- Students and employees should stay clear of the buildings until an "all clear" signal has been given by the senior on-site administrator.

## INJURIES

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- Keep the injured person(s) quiet and clam.
- If needed, call the Rescue Squad or ask the switchboard operator to make the call.

Christanna Rescue Squads:           911 or 447-3104  
Daniel Rescue Squads:               911 or 736-8293

- Contact the Buildings and Grounds Supervisor and/or the Vice President of Finance and Administration for possible first aid. The Nursing Department may be able to assist with initial first aid.
- Since the College does not maintain a medical staff on campus to administer to students, faculty, or staff, some first aid equipment and supplies may be found in these locations:

Maintenance Office  
Welding Shop  
Switchboard  
Student Services Offices  
Nursing Labs  
Financial and Administration Office

- Advise the Vice President of Finance and Administration of the injury and emergency measures taken.
- Report all accidents to the Vice President of Finance and Administration Office and Student Services Office if the accident involves a student. All job related accidents require an Employer's Report of Accident to be filed by the employee immediately in connection with worker's compensation coverage.
- Any person injured on College property must be advised or assisted in obtaining medical assistance. This may require follow-up on initial recommendations that treatment be sought from a medical facility.
- Under no circumstances will College employees state that the College will be responsible for any cost involved relating to accidents.
- Immediate reporting of all accidents/injuries should give the facts of how, what, where, when, and who was involved.

## ASSAULT AND RAPE

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- In the even of rape and/or serious assault, render first aid to the victim. Accompany the victim to the hospital if necessary.
- The Vice President of Finance of Administration or the Provost will contact the Sheriff's office and the victim's parent, guardian, spouse or next of kin.
- Obtain as much information regarding the assailant and the incident as possible.

### Notify Building and Grounds Supervisor

Christanna 1040                      Daniel 2055

### Notify Vice President of Finance and Administration

Christanna 1005                      Daniel 2015

### Notify the Provost

Christanna 1019                      Daniel 2005

### Phone Police

Christanna                      Sheriff              848-3133  
   State Police      757-424-6820

Daniel                              Sheriff              542-5141  
   State Police      800-552-0962

NOTE:              The President or the Information Office will be the only source of information to the Press.

## CHEMICAL SPILLS

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- In the event of a chemical spill inside the building, evacuate the area immediately.
- Notify the Buildings and Grounds Supervisor immediately. Also contact the Vice President of Finance and Administration. After assessing the situation, the Vice President will contact the Fire Department if necessary.
- For chemical spills outside the building, insure that all students, faculty and staff remain inside the building.
- The Buildings and Grounds Supervisor will shut off all outside air ventilators to keep chemical fumes out of the building.
- Keep telephone lines clear for emergency calls only.

## GAS LEAKS

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- Evacuate the building immediately following the evacuation route posted near the door of each room.
- Notify the Buildings and Grounds Supervisor and the Vice President of Finance and Administration. The Buildings and Grounds Supervisor will turn off the main gas valve and contact the Fire Department.
- Keep faculty, staff and students a safe distance from the leak until the problem has been corrected and an "all-clear" signal has been given by the senior administrator.

## BOMB THREATS/TELEPHONE THREATS

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- Anyone receiving a threatening call should try to keep the caller on the phone as long as possible; first by asking if the caller will speak to the President or the Vice President of Finance and Administration; if not, by asking questions from the checklist below. Do not convey a feeling of excitement or confusion. Keep calm during the conversation. Do not mention the call to anyone except the President, the Vice President of Finance and Administration, or other Administrator on duty.
- Immediately report the threat to the President, Vice President of Finance and Administration, or other Administrator on duty.
- The President, Vice President of Finance and Administration, or Administration will sound the fire alarm to evacuate the building, Standard fire evacuation procedures will be followed. Administrators and buildings and grounds workers must report to the Vice President of Finance and Administration for further instructions.
- The President, Vice President of Finance and Administration, Administrator present, or their designee will call the Sheriff's Department, Fire Department, and State Police to stand by for possible action.
- All personnel will be advised concerning reentry of the building.
- The President, Vice President of Finance and Administration, or Administrator on duty will notify the Chancellor's Office of the bomb threat. Every effort will be made to find out the name of the person(s) making the threat.

**Bomb Threat Check List:**

Date	
Time	
Length of Call	
Approximate Age of Caller	
Male or Female	
Accent (Southern, Asian, Spanish, French, etc.)	
Background Noise (Quiet, noisy, pay phone, music, people, plant noises, etc.)	

Where possible, ask the following questions:

1. Where is the bomb
2. What time is it set to go off?
3. What does the bomb look like?
4. In what area of the school?
5. Why are you doing this?
6. Why are you picking on this college?
7. What do you have against Southside Virginia Community College?
8. Who are you? (When you ask this question the caller will probably hang up.)

Authorities to be involved:

Police:	Christanna:	757-424-6820
	Daniel:	800-552-0962
Explosion Ordinance Disposal (Fort Lee)		434-734-5555
President		1003 (C); 2001 (D)
Vice President of Finance and Administration		1005 (C); 2015 (D)
Provosts		1019 (C); 2005 (D)
Buildings and Grounds		1040 (C); 2055 (D)
Public Relations Officer		1068 (C); 2046 (D)

Consider the safety of faculty, staff and students as the prime factor. If advised, direct faculty, staff, and students to safe areas of the campus. Do not touch or alter anything.

**For all emergency situations which require building evacuation, the following physical security controls will be implemented:**

- All employees will shut and lock their office doors prior to exiting the building.
- IT staff will secure MDF's, IDF's, and wiring closets before leaving the building.
- Buildings and Grounds will secure all computer labs, building exits, and any other doors as deemed necessary before they exit the building.

**Do not reenter any building until authorized.**

Alert staff of situation and do not search for any bomb until the police arrive.

The recommendation to close the College will be made only after consultation between the President, the respective Provost, and the Vice President and Finance and Administration.

IF a call is received in the evenings, notify the Student Services Office (Ext. 1063 or 2067) or the security/maintenance personnel (ext 1040 or 2055). If unsuccessful in contacting the guard, call the Sheriff (848-3133/C; 542-5141/D). The night maintenance man will notify immediately the Buildings and Grounds Supervisors, the respective Provost, the President, and the Vice President of Finance and Administration.

## NATURAL DISASTER OR ATOMIC ATTACK

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- East class and office area will be notified of an impending disaster by the Provost's Office or the Vice President of Finance and Administration.
- Students and staff should seek shelter in interior corridors and restrooms.
- Keep away from windows and doors to avoid shattering glass.
- Do not allow students, faculty or staff to go outside until advised to do so. If the building is unsafe, dismiss classes one at a time through safe exists.
- If possible, set up a first aid center and refer injured persons for treatment.
- In the event of nuclear attack, turn off all ventilation until fallout has passed.

## HARRASSMENT, THREATS, SUSPICIOUS PERSONS

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- In the event of harassment or threats to students, faculty or staff, notify the Provost and the Vice President of Finance and Administration. These individuals will contact the appropriate officials if needed.
- Notify the Buildings and Grounds Supervisor and the Vice President of Finance and Administration concerning any suspicious persons on campus.
- If the situation requires banning a person from campus, the Vice President of Finance and Administration will contact the local Sheriff's Department to have a written notice issued. The Vice President of Finance and Administration will also notify the College security of the situation.

## SUICIDE THREATS

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- Intervention by College personnel may include the following:
  - A. Let THEM talk; focus on the individual's needs.
  - B. Try to determine the extent of suicidal thinking and the person's potential plan.
  - C. In severe cases, insure the safety of the individual through supervision at all times (stay with them; do not leave them alone).
  - D. Contact spouses or parents.
  - E. Call 911 if necessary.
- Contact the Provost/or Director of Student Activities concerning the situation. The Provost may refer the individual for on-campus or off campus counseling services.

## SUICIDE ATTEMPTS

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- Handle suicide attempts as medical emergency by calling 911
- Notify the President, Vice President of Finance and Administration, and the Provost.
- The Public Relations Coordinator may be contacted by the President of necessary.

## VANDALISM OR THEFT

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- If vandalism or theft is discovered in process, call the Sheriff's Office and the State Police. DO NOT TRY TO APPREHEND THE OFFENDER(S) INDIVIDUALLY [unless the person(s) is a minor or non-threatening].
- Notify the Buildings and Grounds Supervisor, the Vice President of Finance and Administration, and the Provost.
- If the vandalism or theft has already occurred, the Vice President of Finance and Administration will determine whether to call the Sheriff's Office or State Police to investigate the occurrence.
- If College property is involved, the Vice President of Finance and Administration will prepare necessary insurance reports using information provided by those who witnessed or discovered the incident.
- If student property is involved, the Vice President of Finance and Administration will advise the student to call the Sheriff's Department and/or State Police if related to a vehicle.

## COMMUNICATING WITH THE MEDIA IN TIMES OF CRISIS

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- The primary goal should be to keep the public informed about the crisis while trying to maintain the privacy of students and ensure as little interruption of the educational process as possible
- As soon as possible, prepare a written statement that gives the basic facts clearly and concisely or ask the Public Relations Officer to prepare one for you. News people will always want to know who, what, when, why, and how. Try them out on your colleagues and see if they have any recurring questions. Use the same facts in dealing with all media so the story is consistent.
- If news media personnel arrive on campus while students are in class, guide their activities so they will not disrupt the education process. The news media can come onto the campus but should not be permitted to enter classrooms.
- Don't presume to tell a reporter what is or isn't newsworthy; that decision is made by the reporters and their editors. And never, absolutely never, lie to a reporter. Tell the bad news quickly; get it over with. It may be your only chance to set the record straight. It is vital to establish the College as the best source for information on the crisis. If the media thinks you are hiding something, they are likely to dig hard for information from other sources and play the story more sensationally, and perhaps less accurately. Protecting and enhancing the College's credibility is important.
- Talk conversationally, or you will inadvertently pitch your voice up and sound strained. If you do not understand the question, say so. Parroting the reporter's question is very dangerous on radio or video tape because the tape can be edited to sound like you concur whether you do or not. Suppose the reporter asks, "How are you handling this terrible shock?" Do not respond by saying, "We are handling this terrible shock by..." Instead, respond in your own words.
- Answer each question and then be silent. Stick with the statement. Do not embellish it and do not respond to media pressure to chat about it. Just because a TV reporter sticks a microphone in your face or a radio reporter lets the tape run does not mean you have to fill that prolonged silence. Do not worry; your pauses will be removed in the editing process. If you are standing for the interview, do not back up, even though a microphone seems to be put down your throat. Plant your feet firmly and stand your ground. Suggest that everyone sit down if you need "space."
- Remember that conflict is news, and reporters often form their questions to bring out the conflict or emotion in a story. Guard your staff and students against such intrusions if grief is involved in the response.
- If a reporter asks several questions at once, say something like, "you have asked me several questions; where would you like me to begin?" If a reporter interrupts you before you have finished answering a question, pause, let the reporter finish, and then continue your answer. So not let the reporter get you off track or tell you

when you have finished your answer. However, do not go into lengthy detail or run off with their interview either.

- Do not let a reporter's friendly, sympathetic manner disarm you unto giving him/her additional information. Do not assume any chatty comments "are off the record" even if you say they are. Keep in mind that the media are not in business to help you with your communication needs; the media are in business to (1) make money and (2) disseminate news. "News" can be defined as any information of interest to the public.
- Reporters are under constant deadlines, but no deadline is so important that it is worth making an inaccurate statement. If a reporter says he/she has deadline problems, ask how long you have to get the information, and then try to obtain it within that amount of time. Do not put reporters off; they will only get more insistent and abrasive if you do so.
- It is best not to answer query with "No comment." Otherwise, the reporters may report that you would not answer questions or many interpret for themselves why you are not answering. Instead, say, "I cannot share that information with you right now, but I will call you as soon as I can release it." Or say, "I don't know the answer, but I should have it in an hour. Please call me." If you cannot reveal information at all, tell the reporter why.
- After you provide the written statements to the media or answer subsequent questions, keep a media log of whom you speak to and what you give them. Whether it is the basic statement or a subsequent update. This allows you to track which medium received what information.
- Do not ask a reporter for editing rights or to see the story for approval before it runs. Most news media have specific policies preventing this. Reporters may well interpret these requests as insults or a slight on their importance. Do not complain to the media if you feel you were treated unfairly.

## WHO IS IN CHARGE WHEN THE PRESIDENT IS AWAY

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- It is understood that the President of the College is charged with the responsibility of faculty, staff, and students. Therefore, it is the responsibility of the President to designate an administrator to be responsible and to make decisions during a crisis in his absence.
- As a precaution, the following are designated to act on behalf of the President in his absence:
  - A. Dr. David Johnson, Provost, Daniel Campus
  - B. Dr. John J. Skyes, Provost, Christanna Campus
  - C. Peter G. Hunt, Vice President of Finance & Administration
  - D. Senior Person present (if none of above are present)