

*LOUISVILLE  
SEMINARY*

*EMERGENCY  
PREPAREDNESS  
AND  
RESPONSE  
PLAN*

# *LOUISVILLE SEMINARY*

## *EMERGENCY RESPONSE DIRECTIVE*

*In case of:*

*Fire* – *Pull the Fire Alarm & Call 9-1-1*

*Medical Emergency* – *Call 9-1-1*

*Suspicious Person or Assault* – *Call 9-1-1*

*Weather Emergency* – *Call 9-1-1*

*I am located at \_\_\_\_\_*

*(Actual Street Address Example: Seminary Hall at 1355 Landrum Lane.*

*NOTE: Nelson Hall is at 1044 Chapel Valley Road)*

*Follow the 9-1-1 Operator's instructions  
then contact your supervisor when possible.*

**Disaster Preparedness Committee:**

Chief Operating Officer/CFO

Director of Facilities

Director of Communications

Director of Information Technology

Faculty Representative

Dean of Students

Marketing & Special Events Director

Director of Clinical Training

**ERT – Emergency Response Team:**

Chief Operating Officer/CFO – (502) 376-1566

Director of Facilities – (502) 376-1564

Director of Communications – (502) 599-5815

Dean of the Seminary – (502) 639-2248

**Emergency Phone Numbers:**

Police - 911

Fire – 911

EMS – 911

Utilities:

LG&E – (502) 589-1444

Louisville Water Company – (502) 583-6610

MSD – call Metro Call by dialing 311

Other:

Air Pollution Control Board - (502) 574-6000

Animal Control Services - (502) 473-7387

Louisville Metro Office of Emergency Management - (502) 574-3900

Louisville Metro Department of Public Health – (502) 574-6520

Louisville Metro Office of Public Works - (502) 574-5810

Louisville Metro Solid Waste Management - (502) 574-3571

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## **Introduction and Purpose**

The Louisville Seminary is committed to the safety and well-being of its staff, students and guests. Upholding this commitment requires planning and practice. This plan exists to satisfy those needs and to outline the steps to be taken to prepare for and respond to an emergency affecting the community.

## **Goals**

The goals of the Louisville Seminary in responding to an emergency situation include:

- The safety of all staff, students, and guests.
- The physical and emotional well-being of staff, students, and guests.
- The timely stabilization of an emergency situation.
- The protection of property and belongings of staff, students, and guests.

## **Applicability and Scope**

This plan applies to all employees of the Louisville Seminary and any person occupying the buildings of the Louisville Seminary; to include students, Seminary employees, and guests.

The scope of this plan is intended to encompass all hazards. This plan may be consulted when responding to any and all emergencies. When encountering a situation which has not been expressly addressed in this plan, use good judgment and the guiding principles outlined below.

## **Responsibility**

The Seminary emergency plan is the responsibility of the Disaster Preparedness Committee. The DPC will review and update this plan at least once annually. Revisions will be made as needed throughout the year. Any suggestions, comments, or questions should be directed to the Seminary's Chief Operating Officer.

## **Emergency Response Team – Order of Succession**

Leadership authority during an emergency shall flow downward through the following list of people:

1. Chief Operating Officer in consultation with the President & Dean
2. Director of Facilities
3. Director of Communications
4. Director of Information Technology

## Timely and Immediate Notification Policy

Louisville Seminary will immediately notify the campus community upon the confirmation of a significant emergency or dangerous situation involving an immediate threat to the health or safety of students or staff occurring on campus. Examples include serious crimes, pending severe weather, possible presence of dangerous individuals or animals, etc.

If an emergency or dangerous situation exists, information is to be sent to the Chief Operating Officer for approval and activation of the Emergency Response Team and the Seminary's Emergency Notification System. The Seminary allows messages to be sent simultaneously to all registered users to the text messaging system, phone calls and/or emails. All persons should keep their information current in the Chief Operating Officer's office regarding the emergency texting system. This may also include the activation of the emergency notification siren system for the entire campus.

Five criteria must be considered to determine if activation of the Emergency Alert System is warranted and which communications will be utilized:

1. Hazard Type
  - a. What is the hazard? (fire, earthquake, flood, chemical hazard, dangerous individual)
  - b. What is the impact to the Seminary community? (Minor, major disaster)
  - c. What is the potential for the situation to worsen?
  - d. Is the situation under control?
2. Life Safety / Property Protection
  - a. What is the potential for death?
  - b. What is the potential for serious injury?
  - c. What is the potential for minor injury?
  - d. What is the potential for damage?
  - e. What is the potential for disruption to normal course of business?
3. Urgency
  - a. How soon does the message need to go out? (Seconds, hours, days)
  - b. Is there time for approval?
4. Audience
  - a. Who needs to be alerted? (Administration, faculty, staff, students, visitors)
  - b. How many people need to be alerted?
5. Capabilities / Limitations
  - a. What are the limitations of the system? (audience, delivery time, mass panic)
  - b. Which system should be used? (Press conference, siren, email, text, phone)
  - c. How quickly can the message be sent? (Immediately, minutes, hours)

## **Emergency Communications**

During an emergency, the Seminary will use the following means and methods of communication.

*Landline Telephones*

*Cell Phones (possible outages during emergency)*

*Texting (more reliable during an emergency)*

*Two-way Radios*

*Outdoor Emergency Alert System*

*Email*

## **Accessing Email**

For ongoing information concerning Seminary go to the Seminary web page at [www.lpts.edu](http://www.lpts.edu)

Email can be checked from any computer, tablet, or phone that has Internet access by going to [www.lpts.edu](http://www.lpts.edu) and selecting campus email at the bottom of the home page or by typing the following link in the address line of the browser - <https://login.microsoftonline.com>.

Enter your email address on the top line and your email password on the bottom line. Click sign in. Select the Outlook option at the top of the office365 home page if your mailbox doesn't appear.

## **Communicating in a Time of Crisis: Management Guidelines**

### **Updated September 2013**

Inquiries from the media during or after an emergency will be addressed by the Director of Communications. The Office of Communications will be consulted in releasing any information to the media. At any time the media can simply be referred to the Office of Communications.

### ***Internal Plan***

1. Gather or notify people in key positions:
  - President
  - Dean
  - VP Institutional Advancement
  - Chief Operating Officer/CFO

Director of Communications  
Director of IT or Systems Director  
Director of Facilities – on-campus emergencies  
Seminary’s legal counsel – if necessary

2. If emergency involves individuals, determine who will notify their families.
3. Gather all the facts. Designate who will be the “speaker(s)” for the crisis and have a consensus on what information will be released. Make sure designated spokesperson is available to respond to inquiries. Contact proper authorities.
4. Designate one location from where all information will be disseminated (“media” or “command” center): President’s office, Dean’s office, Communications.
5. Notify Student Body President if information needs to be given to students. (?)
6. Identify method to notify all faculty, administrators, staff of emergency or situation: Phone call from supervisors, text message, internal press release, letter, e-mail, website, social media.
7. Draft a statement with official position of the Seminary and distribute to all internal audiences so that everyone has the same information about the event. Update periodically if the situation is on-going.
8. Determine if a proactive news approach is necessary in this situation or if media will be anticipated and follow steps for External Communications.
9. Determine whether news will be released to other internal constituent groups and how: Board of Trustees, President’s Roundtable, Alum Board, alums, members at PC(USA) Center.
10. Determine if follow up care or counseling assistance will be needed and determine who will coordinate.
11. Within the first eight to 12 hours convene the key leaders to update situation and make changes as needed.
12. Keep records of contacts and actions for later evaluation.

### ***External Plan***

How Louisville Seminary communicates during a crisis has a lasting impact on the Seminary’s reputation. **The media should be considered as our conduit and partner in reporting the facts**

**of the matter at hand.** The majority of people will rely on the media for their information... and they will use that information to form their opinions.

The way a crisis is handled can:

- mold the public perception of the Seminary
- affect the goodwill felt for the Seminary
- alter – for better or worse – the support the Seminary receives.

When working with the media, keep in mind:

- Attitude: If your attitude is such that you want to defend yourself and colleagues against the media, then it's you against them, and that translates into more of a story.
- In a situation of emergency crisis like a fire or a death on campus, be prepared to give routine updates every hour.
- Your tone can color the reporter's writing and editing.
- The media will not expect you to say "yes" to every request; they will expect you to listen to the request, to consider it and to respond to it.
- Consider the media's issues involved: Does this story merit live national or local coverage? If so, then Louisville Seminary can help with things like parking, designated areas, signage, etc.
- Be familiar with the questions you will be asked. When you are caught in surprise or crisis, it is difficult to respond articulately and calmly if you have not reviewed possible scenarios.

After following steps 1 through 8 in the Internal Crisis Plan, and after determining that external communication is needed, take the following steps:

1. Notify additional key leaders (Chairperson of Board of Trustees, etc.)
2. As a group, crisis team and additional key leaders should arrange for a meeting as soon as possible and then assign the following duties as needed to manage the crisis or event.
  - a. If the crisis is an on-campus emergency, Director of Facilities may be requested to:
    - Rope off a portion of campus from public access
    - Direct traffic and possible media vehicles to appropriate locations
    - Keep in mind that some systems may be down or destroyed: phones, electricity, files etc.

If situation involves injury to individuals, designate the person who will notify families. Do not release names of individuals prior to notification of family. Determine if hospital conditions will be made available to media and public by the Seminary.

3. Designate the following locations:
  - “Information Center,” where members of the community and reporters can call or come by for information, and where reporters can use tables, chairs and a phone to reach their stations and wait for further information. Possible sites must include rooms with Internet access: Nelson Hall, Room 118 or 119; Fellowship Hall and Hundley Hall. (Know where these are located). THIS STEP LIKELY OCCURRED DURING THE INITIAL INTERNAL CRISIS PLAN ASSESSMENT
  - A press conference area as close to the information center as possible.
  - Areas for live shots for television stations. Areas should be open and at the highest possible level on campus, without trees to block signal. Possible locations: quadrangle, the lawn and parking areas between Gardencourt and Laws Lodge, area in front of Heuser Hall, open area behind Love-Sherrill.
4. Notify all faculty, administrators and staff of situation via phone tree, text message, email, website.
5. Develop proactive news approach: Determine need for a press conference and coordinate details. Determine how broadly to contact the press and media, local or national or both. **Develop an initial statement to distribute before the media asks or they will obtain it from another source.**
6. Within the first eight to 12 hours, have a meeting of all key individuals listed and others who have been called in to assess the situation, problems or successes. Make changes as needed.
7. For the first 24 to 48 hours have designated speaker(s) on call using rotating shifts if necessary. Make sure these people have been fully briefed on the situation, has knowledge of the media and a summary of how to handle media questions.
  - a. NOTE: Crisis news stories usually break in the first wave (first four hours), but they *develop* in the second wave – typically after the police/ other authorities leave campus. The second wave is when reporters begin to follow up with questions and look for the “why.” This second wave is crucially important- it’s our chance to tell the story the way we want it told.
8. Update press on regular intervals, every 30 minutes if breaking news or live situation, even if there is no new information. Maintain regular reports of the same and offer statements of progress. If the media know that you are meeting with them regularly they are less likely to “go snooping.”
9. Designate someone to record all known television and radio broadcasts to ensure accuracy and have a chance to request corrections as needed. These are also available

from many media libraries or PR firms for a fee. Media Library (local) can do this for us for a couple hundred dollars, depending on the scope of the coverage.

10. Determine who will draft an internal statement of the Seminary's position and distribute.
11. Determine who will draft a press release and the scope of distribution list.
  - Local media and press can be reached by e-mail from the Director of Communications
  - All Louisville Seminary constituent groups can be selected from the Seminary's database for a targeted press release mailing and some by e-mail.
12. When the dust settles, assess the impact on development and admissions and take a proactive approach in advertising, press releases, person-to-person contact, phone calls, and Seminary publications.

***Communicating in Crisis - Media Inquiries:***

- Can we show pictures of the crisis?
- Can we interview different perspectives on the crisis, especially those most closely involved – victims, family members, alleged perpetrators, if fire or other, those who witnessed it, those cleaning up, or preventing future problems.
- Can we interview a spokesperson for faculty, student body, in addition to administration?
- When will you have more information?
- Can we contact the individuals/family involved? Do you have a way to reach them?
- Did you have any idea this was coming?
- Did you have a plan in place or strategy to deal with this event?
- What is your plan/strategy now?
- How will you communicate with us in the next 24-48 hours.
- Where can we do a live shot?

- When will you have press conferences?
- Are there any parties, who will be upset, have an opposing view o this event/issue? Who are they and how can we contact them?
- If hospitals are involved, can we release the names of those injured? Can we release their conditions? (These questions will obviously be answered by families in the event the media has access to them; otherwise, we may be asked.) Can we get updates on individuals' conditions from you?
- How will this affect the operation of the Seminary in the short and long term? How will it affect the ability of the Seminary to recruit students, continue with teaching, continue with fundraising?
- Was there any way to prevent this event/crisis from happening?
- What will you do to prevent this from happening in the future?

### **In Preparation**

- Periodically have a “dry run” with a made up scenario and get designated spokespeople to practice being interviewed.
- Have anyone who will be in direct contact with the media receive a “training session” on what to expect and how to answer questions.
- Keep the contact information for all key leaders updated and in several places, including your home.
- Identify and document what the back-up plan will be in case:
  - No phone access
  - No internet access
  - No email
  - Certain key leaders not available

### ***Policy for Handling Sensitive Information***

From time to time, various news media request information concerning the Seminary, its personnel, students, programs or facilities.

In order to keep the lines of communication for these inquiries clear, some guidelines have been developed for these news situations.

1. All inquiries should be forwarded to the Office of Communications. If one of the key positions receives inquiry first, they will alert the Office of Communications as to the nature of the request and whether or not it has been addressed and how it has been addressed.
2. The President is the primary spokesperson for the Seminary.
3. In the absence of the President, the following individuals would be the designated person to speak for the Seminary (after consultation with the President, coordinated with the Director of Communications):
  - For events related to students, faculty, or academic programs, the Dean of the Seminary would be the spokesperson.
  - For events related to the Seminary's finances, physical plant, non-faculty employees, and members of the Board of Trustees, the Vice President for Finance would be the primary spokesperson
  - For events related to graduates of the Seminary, the Vice President for Institutional Advancement would be the primary spokesperson.
  - For issues related to the Church, the Dean of the Seminary would serve as spokesperson.
4. If possible, all administrators will be advised of the news developments prior to or concurrent with the announcement.
5. If possible, press releases will be prepared, so that any announcements made publicly to the press will be covered with a complete press release.
6. All administrators will communicate the information to the Seminary community as soon as possible, so that no one is unaware of the news.

NOTE: This is not designed to restrict or inhibit any member of the Seminary community from talking with the media about items that are not directly related to the Seminary, its personnel or its campus. For example, if a faculty member is called by someone who wants an observation about a recent news event, this should not have to be cleared through the above channels. It would be a courtesy, however, to do so.

**If Louisville Seminary Phone and Internet Systems are compromised:** utilize personal cell, home phones and personal e-mails.

**If Louisville Seminary Phone and Internet Systems are intact:**

1. Broadcast e-mails can be sent from home e-mail to community mail, students, faculty, employees:
  - [Communitymailx@lpts.edu](mailto:Communitymailx@lpts.edu)
  - [employeesx@lpts.edu](mailto:employeesx@lpts.edu)
  - [studentsx@lpts.edu](mailto:studentsx@lpts.edu)
  - [facultyx@lpts.edu](mailto:facultyx@lpts.edu)
  - [administratorsx@lpts.edu](mailto:administratorsx@lpts.edu)
  - [staffx@lpts.edu](mailto:staffx@lpts.edu)
2. Notices can be posted to the LPTS website from home location using remote access. Individuals who know how to do this include:
  - Director of Communications
  - Publications & Design Coordinator
  - Printshop Coordinator
3. The Seminary greeting at the switchboard can be changed from any outside phone location with proper passwords, which are located in the Office of Communications files, "Phone System," (top right-hand drawer) and at the home of Director of Communications.

***Crisis Communications Plan: Verbiage*****Introduction**

This Crisis Communication Plan has been developed to help us disseminate information quickly during a time of crisis in order to protect the life and health of members of the Seminary community, to protect Seminary property and to resolve issues that may divert attention and resources from Louisville Seminary's mission.

This plan is a supplement to the Crisis Management Plan.

All faculty, administrators, staff, and students of Louisville Presbyterian Theological Seminary should be familiar with this plan.

**Types of Crises**

1. Accidents causing personal injury or property damage
2. Sudden death from natural causes, accident, or suicide

3. Crimes involving members of the Seminary community (as victim or suspect) on campus; or not involving members of the seminary community but occurring on campus, including shootings.
4. Fire causing injury and/or extensive property damage
5. Severe weather conditions that might endanger people or cause property damage
6. Disease outbreak (e.g., meningitis, hepatitis, food poisoning, avian flu)
7. Charges of harassment or discrimination
8. Controversy that might damage Louisville Seminary's reputation or its relationships with any constituent group, including the denomination
9. Strikes or other public protests

### **Reporting a Crisis Situation**

**Types 1 – 5.** First responders (via 911, or otherwise) to emergency situations affecting the life and safety of seminary constituents and/or seminary property should report incidents to the Vice President for Finance who will then follow the plan outlined in this document to communicate information to other internal and external seminary constituents.

**Type 6.** Crises related to outbreak of disease should be reported by attending healthcare professionals and/or public health agencies to the Dean of Student Services who will then follow the plan outlined in this document to communicate information to other internal and external seminary constituents.

**Types 7 – 9.** Crises of this type usually evolve over a longer period of time than those of types 1 – 6. Information may begin as rumor, as informal reporting, or airing of concerns by various internal and external constituents. When a crisis of this type appears to be developing, the President will call a meeting of the Crisis Communications Team who will then follow the plan outlined in this document to communicate information to other internal and external seminary constituents.

#### **Crisis Communications Team**

- President
- Dean of Seminary/VP Academic Affairs
- Chief Operating Officer/CFO
- Vice President for Institutional Advancement
- Director of Communications
- Other personnel as determined appropriate for the situation can include:
  - Information Technology Director
  - Director of Facilities
  - Dean of Students
  - Director of Admissions
  - Director of MFT and Counseling Center
  - Marketing & Special Events Director
  - Seminary's Legal Counsel
  - Student Body President

- Chairperson of the Board of Trustees

Members of the team are considered “on call” whenever a crisis develops.

The President is the primary spokesperson for the seminary, through oral and written messages. Other members of the team are responsible for communicating with internal and external constituents as follows:

- Trustees/President’s Roundtable - President
- Security and law enforcement agencies; seminary legal counsel – Chief Operating Officer/CFO and/or President
- Students and their immediate families (on and off campus); public health agencies – Dean of Seminary and/or Dean of Students
- Faculty – Dean of the Seminary
- Staff – Chief Operating Officer/CFO
- Alums and all other external constituents – Vice President for Seminary Relations and/or Director of Alum Relations
- Media – Director of Communications

### **Beginning the Crisis Communications Process**

When a member of the Crisis Communications Team is notified about a crisis or perceives an issue to be developing into a crisis, that person should contact the President first, or a member of the President’s Cabinet if the President is not immediately available. The President will notify other members of the Crisis Communications Team (see directory at end of this document for contact information) and call a meeting of the team, and legal counsel if appropriate.

Once assembled, the Crisis Communications Team will assess the situation and develop a plan for communicating information to internal and external constituents. As appropriate to the situation, the President (or the member of the Cabinet in the President’s absence) will appoint a member of the Crisis Communications Team as captain, who will oversee the particular crisis and will direct the team’s actions. The team will gather information from crisis scene responders, by surveying the crisis scene, and/or by using “runners” to report crisis scene developments to the team.

The team will develop information for on- and off-campus release. Team members will determine content of written and oral communications and methods for release. Options may include voice mail and e-mail, written release, the seminary website, social media and/or the use of “runners” to report information throughout campus.

### **Crisis Communications Team Responsibilities**

1. Gather and share information about the existing or potential crisis.
2. Separate and clarify issues; identify additional information needed.

3. Determine overall seminary responses/positions to event.
4. Identify individuals or groups affected by the event.
5. Plan appropriate responses for each group.
6. Assign responsibility for carrying out plans.
7. Recommend initiation of internal investigation of incident.
8. Maintain written documentation of crisis situation, as it develops, and all steps taken to resolve it.
9. Determine a command center for information.
10. Identify individual(s) who will speak to media.

A checklist outlining examples of these responsibilities is provided at the end of this document. This list is intended to provide focus for discussion during a crisis and should not be considered as the only potential responses.

### Crisis check-list

#### **Gather information:**

- Nature of event
- Names, ages, phone numbers, addresses, status (e.g., student, faculty, staff) of those involved, including witnesses
- Date, time, and location of event
- Nature/number of injuries
- Property damage/estimate of loss/nature of insurance
- Nature of immediate response (what has already happened)

#### **Define issues**

- Controlled substances
- Race
- International/overseas student
- Gender/sexual orientation
- Guns
- Arson
- Security
- Safety
- Sexual/other assault
- Prominent student/staff
- Health risk
- Negligence of Seminary or other

#### **Determine additional information needed**

- What policies, procedures, educational programs are in place to address the issues (e.g., student handbook, sexual harassment policy, assault awareness programs)?

**Define overall institutional response**

- Prepare statement if appropriate
- Distribute statement to appropriate personnel
- Identify Seminary spokespersons to the public

**Identify affected people and people needing information**

- Victims
- Victims' family, friends
- Students
- Faculty and staff
- Community members/immediate neighbors
- Media
- Prospective students, families
- Trustees/President's Roundtable
- Alums and donors
- Other denominational constituents/Others?

**Define response actions and assign responsibilities**

- Contact victim, family
- Free phone calls home
- Extension of academic and fee deadlines
- Expanded escort service on and off campus
- Meeting with Faculty
- Meeting with Seminary Council
- Meeting with student organizations
- Grief or other counseling
- Special housing arrangements
- Cancellation of events
- Letters to families, alums, donors
- Send public statement to media
- Increased security
- Closing facilities
- Press conference

**Other considerations**

- Use of call list established with seminary's emergency closing policy
- Sites for managing crisis and meeting with media in relation to crisis scene
- Special security, telecommunications, computer or equipment needs

***Emergency Notification System: Operating Procedures***

In the wake of recent tragedies at several institutions of higher education related to shootings and other terrorist acts, we have developed a student/employee warning system at Louisville Presbyterian Theological Seminary. Emergencies could include weather emergencies such as tornado warnings, shootings on campus, etc. Emergency declarations will be made through the Vice President for Finance in consultation with the President, Dean of the Seminary, and the Director of Facilities.

This warning system has two primary modes of notification. The first means of notification is through text messages to cell phones sent from the Vice President for Finance's Office. When an emergency is declared that office will send a warning to all individuals who have signed up for the service. (All students and employees are periodically encouraged to sign up for the notification service.) In order to use the service the individual must have cell phone service with the ability to accept text messages. Once an emergency is declared, the text message will be sent using a data base maintained and updated in the Vice President for Finance's Office. That allows the mass sending of a message to all participants within seconds. Messages will attempt to identify the type of emergency declared and give instructions.

In order to insure that we notify all members of our campus community in the case of an emergency, including those without cell phone service, we have installed an audio emergency warning system. This commercial-grade system resides on the roof of Schlegel Hall and is designed to provide sound coverage for the complete campus. This system consists of a siren blast; warning of an emergency followed by a verbal broadcast as to the type of emergency and specific procedures to be followed. These procedures might include going to a safe place in the case of a weather emergency, assuming lock down procedures in the case of a shooting on campus, etc. This system control is housed and activated in the facilities department. Use of this system follows the same emergency declaration procedures as outlined above. Both of the notification procedures are tested at least quarterly to insure reliability. System tests will be announced clearly and conspicuously in advance. In addition, the test process will announce that it is only a test.

In the case of a tornado warning all students/staff will be instructed as to the danger and notified to take shelter in one of the safe places as outlined in the employee handbook page 37, pages 40 and 41 in the student handbook, and on pages 29 and 30 in the residential handbook.

Should an emergency requiring lock down procedures be declared, all students and staff should stay where they are, lock the doors, turn off all lights and close all window blinds and keep out of view of all window or door openings. When the danger has been cleared a follow up notification will be sent and announced stating the all clear.

Should a member of the campus community notice a dangerous situation he or she should notify the Vice President for Finance or the Director of Facilities. Any person observing a

criminal act; should notify the above and also call 911 to report the situation to the police department.

### **SAMPLE CRISIS SCENARIOS**

#### **SCENARIO: MISSING STUDENT**

*A student has gone missing from Louisville Seminary's campus.*

##### ***Immediate action:***

- Contact emergency search personnel and provide relevant geographic information
- Aid emergency responders as much as possible
- Pull the crisis team together and determine the appropriate spokesperson
- Determine facts of the situation
- Be on site to offer assistance as determined
- Be available to concerned family members
- Be available to media

##### ***Messages:***

- We are doing everything possible to find our missing student. (# of) teams are currently searching (locations).
- We are working as quickly as possible to find our missing student. We are basing the search on his/her last known location.
- Our dean of students is assisting with the search and we are offering assistance and support to the family members as the search progresses.

##### ***Communications:***

- On site availability for law enforcement and family of missing student
- Prepare statement/press release
- Prepare talking points for spokesperson/crisis team
- Post information as appropriate on website, via email, Facebook/Twitter, eblast to internal and external audiences
- Be available to media

##### ***Follow Up:***

- Follow up with student/family affected by the event
- Communicate with staff, donors, internal and external audiences on how situation evolved and was successfully resolved
- Review the response to the crisis: Overall success or failure of the crisis communication effort /problems to be avoided in the future

#### **SCENARIO: ACCIDENT- STUDENT DEATH OR INJURY**

*A student has died or been injured.*

**Immediate action:**

- Call 911
- Secure the area- keep people from leaving/ entering the area
- Aid police/ emergency workers as much as possible
- Determine facts of the situation
- Pull the crisis team together and determine the appropriate spokesperson
- Be on site to offer assistance as determined
- Notify family members/ emergency contacts. Be available to concerned family members
- Be available to media

**Communications:**

- Immediate availability for police/ emergency responders.
- On site availability for law enforcement and family of affected student
- Prepare statement/press release
- Prepare talking points for spokesperson/crisis team
- Post information as appropriate on website, via email, Facebook/Twitter, eblast to internal and external audiences

**Messages:**

- Give relevant, agreed-upon details. We are deeply saddened by the death of this student. The Seminary doing everything possible to learn as much about the situation as we can.
- Louisville Seminary is a safe campus with minimal crime....

**Follow Up:**

- Follow up with student/family affected by the event
- Communicate with staff, donors, internal and external audiences on how situation evolved and was successfully resolved
- Review the response to the crisis: Overall success or failure of the crisis communication effort /problems to be avoided in the future

**SCENARIO: BOARD OF DIRECTORS/ EMPLOYEE ISSUE**

*A member of the board of directors or an employee is involved in a controversy that might damage the Seminary's reputation. An example might include sexual harassment or discrimination accusations from someone within or outside of the Seminary community.*

**Immediate action:**

- Assess the nature and severity of the crisis internally
- Discuss options with legal counsel or law enforcement as appropriate
- Determine facts of the situation

- Alert other board members and executive staff of issue with only the strict facts of the matter
- Pull the crisis team together and determine the appropriate spokesperson
- Defer to privacy issues where appropriate
- Be ready to discuss the matter with donors and other shareholders

***Communications:***

- Once facts have been determined and action has been decided upon, prepare statement/press release.
- Be to internal audiences. Word/ rumors have likely already spread
- Post information as appropriate on website, via email, Facebook/Twitter, eblast to internal and/or external audiences

***DRAFTED EXAMPLE MESSAGES:***

- Our board of directors is a national body of strong leaders who have joined together to bolster the mission and vision of the Seminary. We are saddened that one member is dealing with deep personal issues. We require our board members maintain the highest level of integrity and are saddened by this unfortunate breach. (XXX) is no longer a member of the board.
- We cannot discuss an ongoing investigation/litigation. The board continues to support the great work of the Seminary, and that will remain our focus.
- We know our donors and friends have placed their trust in the Seminary as an institution that upholds core values of XXX. The safety and comfort of our employees is of utmost importance to us. We will work the authorities and move on from this isolated incident to focus on educating students for ministry.
- We are saddened by the turn of events, but are working as a team to put in place stronger internal processes that will prevent this from occurring again.
- We will cooperate with law enforcement and any further investigation of this matter. While the breach of trust saddens us, our primary focus is to our friends and the community, who expect the highest level of integrity from our organization. We will continue to serve the community and provide sound theological education to our students.

***Follow Up:***

- Communicate with board, staff, donors, internal and external audiences on how crisis is being handled
- Review the response to the crisis: Overall success or failure of the crisis communication effort /problems to be avoided in the future

**SCENARIO: CRIMES INVOLVING MEMBERS OF THE SEMINARY COMMUNITY (VICTIM OR SUSPECT) ON OR OFF CAMPUS.**

*A member of the community or an employee is involved in a crime (shooting, theft, vandalism, etc.)*

***Immediate action:***

- In an emergency, dial 911.
- Determine facts of the situation
- Assess the nature and severity of the crisis internally
- Discuss options with legal counsel or law enforcement as appropriate
- Pull the crisis team together and determine the appropriate spokesperson
- Alert board members and executive staff of issue with only the facts of the matter
- Defer to privacy issues where appropriate
- Be ready to discuss the matter with donors and other shareholders

***Follow Up:***

- Communicate with board, staff, donors, internal and external audiences on how crisis is being handled
- Review the response to the crisis: Overall success or failure of the crisis communication effort /problems to be avoided in the future

**Other types of crises that need to be addressed:**

- Fire causing injury and/or extensive property damage
- Severe weather conditions that might endanger people or cause property damage
- Disease outbreak (e.g., meningitis, hepatitis, food poisoning, avian flu)
- Strikes or other public protests

**Test, Training, & Exercises**

After consultation with the Disaster Preparedness Committee, an outline and schedule of testing and training exercises will be issued.



### **Shelter in Place/Safe Shelter**

Shelter in Place is useful when evacuation is not an option. Refuge is sought in an interior room with few or no windows.

It may be necessary to shelter in place following the intentional or accidental release of chemical, biological, or radiological contaminants into the environment. Shelter in place may also be necessary in the event of a hostile intruder on campus.

Shelter in place procedures will be initiated through the various notification systems used by the Louisville Seminary.

- Stop classes and/or other operations in the building.
- If there are visitors in the building, provide for their safety by asking them to stay – not leave. When public safety officials provide directions to shelter in place, they want everyone to take those steps immediately, where they are.
- Close and lock all doors, windows, and other openings to the outside.
- If necessary/possible, turn off heating or cooling system.
- Tune to 84 WHAS on an AM radio for updates.
- Select interior room(s) above the ground floor with the fewest windows and vents. The room(s) should be large enough for everyone to sit comfortably and quietly. Use multiple rooms if necessary.
- Lock the door to any rooms being used and draw the curtains/shades or cover the windows. You should not be visible from the outside or from the corridor.
- Ideally, choose room(s) with hardwired telephones as cellular networks may be unavailable. Use these phones to report any emergencies.
- Stay away from the windows and doors.
- In the event of a hostile intruder, remain absolutely quiet and follow steps outlined in the “Hostile Intruder/Active Shooter” section.
- Remain calm and await further instructions.

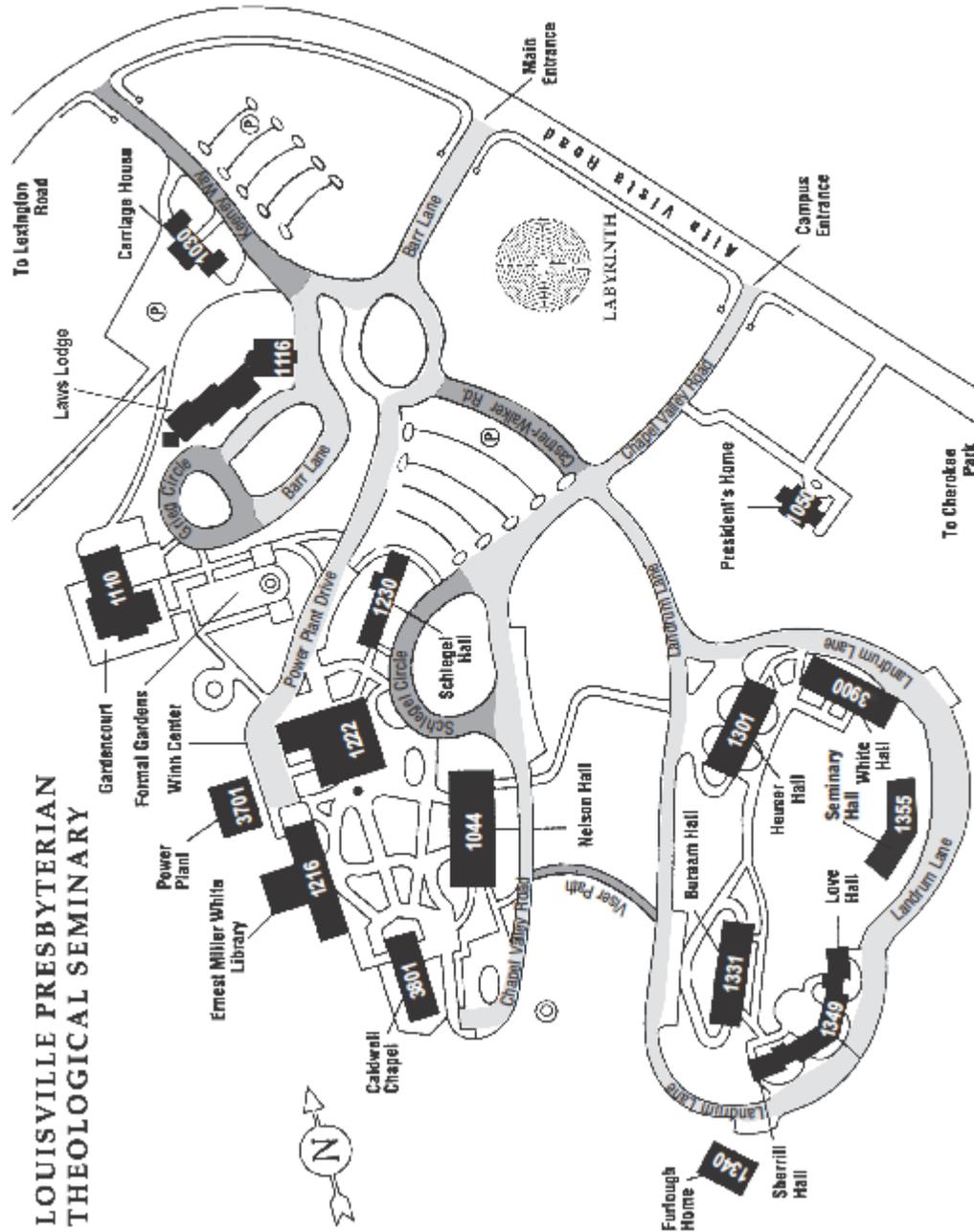
**DO NOT** leave the room until directed to do so by a public safety official.

**Emergency Building Evacuation Plan – Campus Buildings and Housing**

You should familiarize yourself with the evacuation routes posted in all campus buildings. If an evacuation order is issued for your building or if it were necessary to evacuate due to any emergency or power outage; fully cooperate with emergency personnel.

- Take only keys, wallets, and essentials belongings with you. If possible wear weather appropriate clothing.
- If you are the last one to exit the room, close and lock doors. Leave the building immediately; do not investigate the source of the emergency. Walk; don't run to the nearest exit. Use stairs not elevators. Assist persons with special needs. If there is no immediate danger, persons with disabilities/mobility limitations should be shelter in place and call 911 and the Facilities' emergency phone at (502) 376-1572 to report location and number of people needing assistance.
- If there is imminent danger and an evacuation cannot be delayed, the person with a disability should be carried/helped from the building in the quickest and most efficient manner (the person with the disability is the best authority on how to be moved out of the building).
- If you are unable to evacuate, call 911 or the Facilities' emergency phone at (502) 376-1572 and report your location.
- As you make your way out encourage others you encounter to exit as well.
- Wait for instructions before returning to your building after an evacuation.

**Campus Map:**



**Common Areas**

**Caldwell Chapel:**





**Gardencourt:**







**Laws Lodge:**

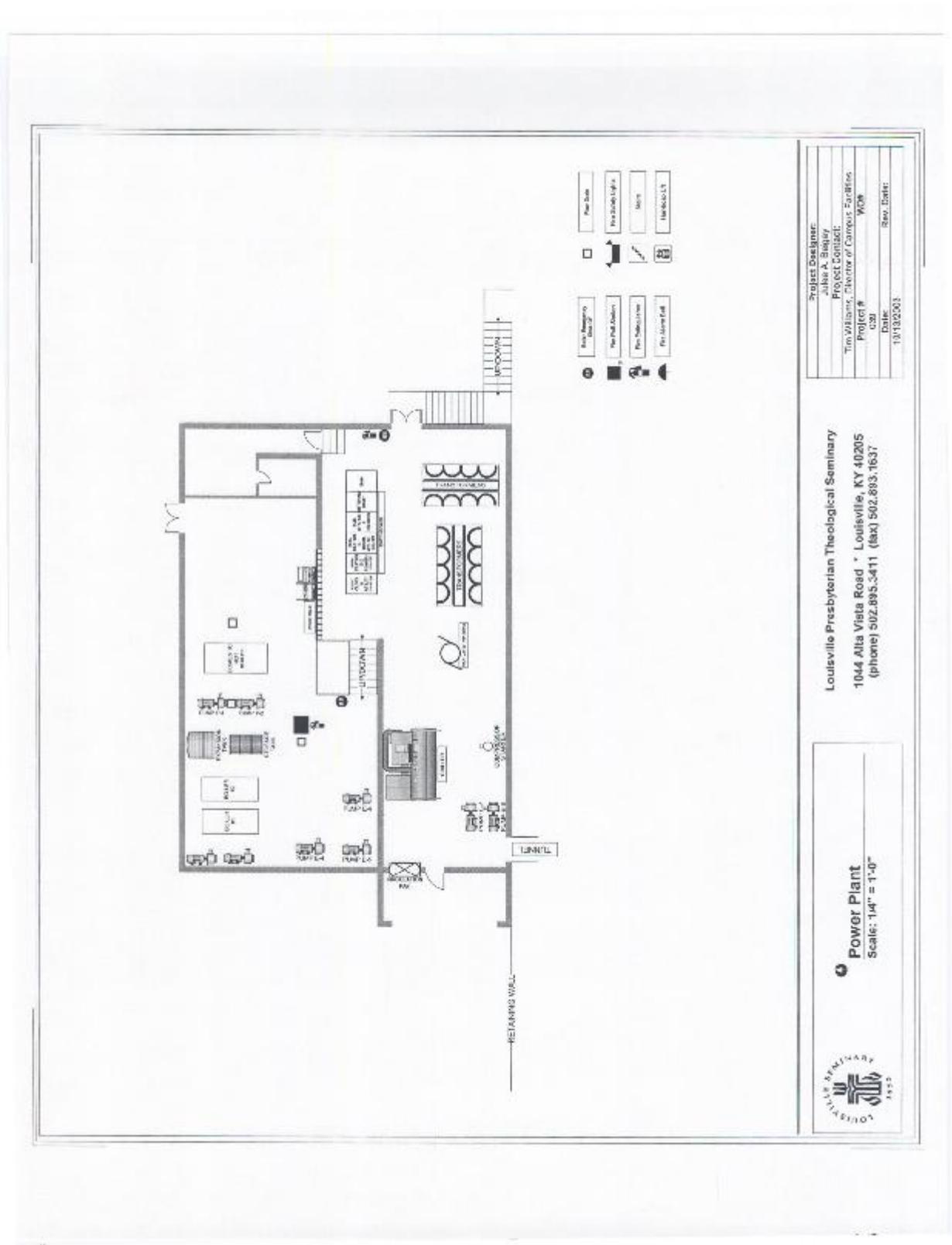




**Nelson Hall:**



**Power Plant:**



**Schlegel Hall:**







**White Library:**













**Winn Center:**



**Dormitories**

**Burnam Hall:**

**Heuser Hall:**

**Love/Sherrill Halls:**

**Seminary Hall:**



**White Hall:**

## Emergency Protocols

### *Fire and Evacuation – Campus Buildings*

#### **In the Event of a Fire:**

Pull the **Fire Alarm** and Call **911**

If you see smoke or flames:

Use CARE:

- Contain the fire by closing all the doors as you leave
- Activate the nearest Fire Alarm pull station (Pull stations are located near all building exits)
- Report the fire by dialing 911
- Evacuate

Never fight a fire if:

- You lack a safe way to escape should your efforts fail
- It has left its source of origin
- You are unsure of the type of extinguisher you need or have

### *Medical Emergency*

#### **If someone is injured or becomes ill:**

- Stay Calm
- Dial 911 and explain the type of emergency, the location, condition, and number of victims
- Let the dispatcher know of any safety hazards – fire, fumes, etc
- Do not hang up unless told to do so by the dispatcher
- Do not move the victim unless there is danger of further injury if s/he is not moved
- Render first-aid or CPR only if you have been trained
- Do not leave the injured person except to summon help
- Comfort the victim until emergency medical services arrive
- Have someone stand outside the building to flag down the ambulance and/or Facilities personnel when they reach the vicinity

*Hostile Intruder/Active Shooter***If a hostile intruder/active shooter is OUTSIDE your building:**

1. Get to a room that can be locked; close and lock the windows and doors
2. Turn off the lights
3. Try to get everyone down on the floor (so that no one is visible from outside the room)
4. Call 911. The Dispatcher will ask for, at least, the following information:
  - a. Your name
  - b. Location of the incident (be as specific as possible)
  - c. Number of shooters (if known)
  - d. Identification or description of shooter
  - e. Number of persons who may be involved
  - f. Your location
5. Stay in place (calls from unfamiliar voices to come out may be the attacker attempting to lure you)
6. Do not respond to any voice commands. Police will have keys to open your doors.

**If a hostile intruder/active shooter is INSIDE your building:**

1. Exit (get out of) the building immediately
2. Notify anyone you may encounter to exit the building immediately
3. Call 911. The Dispatcher will ask for at least the following information:
  - a. Your name
  - b. Location of the incident (be as specific as possible)
  - c. Number of shooters (if known)
  - d. Identification or description of shooter
  - e. Number of persons who may be involved
  - f. Your location

*If exiting the building is not possible, the following actions are recommended:*

1. Go to the nearest room or office
  - a. If you are locked out of all rooms, seek refuge in the nearest restroom, lock yourself in a stall and keep quiet
2. Close and lock the door and/or block it (try barricading the door with desks and chairs)

3. Cover the door windows
4. Call 911 (the Dispatcher will gather information from you)
5. Keep quiet and act as if no one is in the room (silence cell phones)
6. DO NOT answer the door
7. Stay in place (calls from unfamiliar voices to come out may be the attacker attempting to lure you)
8. Do not respond to any voice commands

**If a hostile intruder/active shooter ENTERS your office or classroom:**

1. Remain calm
2. Dial 911 (if you can't speak, leave the line open so the Dispatcher can listen to what's taking place)
3. Try to escape, but if unable, you must take action to survive!! Make a quick survival decision, either:
  - a. Try to negotiate with the hostile intruder/active shooter (perhaps not the most effective measure), or
  - b. Try to hide; bear in mind that being hidden (i.e. behind a wooden door) is not the same as being covered (i.e. behind a steel door), or
  - c. Play dead (pretend to be unconscious), or
  - d. Try to overpower the hostile intruder/active shooter by force (use anything at your disposal and fight for your life); **Only you can decide if this is something you should do**
  - e. If someone other than yourself acts to overpower the hostile intruder/active shooter it is recommended that you assist, as this will increase the chances of success and survival. **Again, only you can decide if this is something you should do**

***If the hostile intruder/active shooter leaves your area, and as soon as it is safe to do so:***

1. Close and lock the door and/or block it (try barricading the door with desks and chairs)
2. Call 911 (if not on the line already)
3. DO NOT answer the door and stay in place behind cover
4. Do not respond to any voice commands

**If you decide to flee during a hostile intruder/active shooter situation:**

1. No matter what the circumstances, make sure you have an escape route and plan in mind
2. Do no attempt to carry anything while fleeing
3. Keep your hands up and visible at all times

4. Do not attempt to remove injured people (leave wounded victims where they are and notify authorities of their location as soon as possible)
5. Move quickly, keep your hands up high and visible
6. Follow instructions of any Police Officers you may encounter

**What to expect from responding police officers:**

Police officers responding to an active shooter are trained in a procedure known as “Rapid Deployment” and proceed immediately to the area in which shots were last heard. Their purpose is to stop the shooting as quickly as possible. The first officers to arrive will not stop to aid injured people; rescue teams composed of other officers and emergency medical personnel will follow the first officers after areas have been secured to treat and remove injured persons.

Please understand that the police will be treating all those they encounter (including you) as possible suspects. When you encounter the police:

1. Remain calm
2. Do as the officers tell you
3. Put down any bags or packages you may be carrying
4. Keep your hands up and visible at all times
5. If you know where the hostile intruder/active shooter is, tell the officers
6. Once out of harm’s way remain at whatever assembly point authorities designate
7. Keep in mind that the entire area is still a crime scene; police will usually not let anyone leave until the situation is fully under control and all witnesses have been identified and questioned
8. Do not leave until you have been interviewed and released

*Bomb Threat*

If you receive a bomb threat, remain calm and:

- 1) Obtain as much information as possible:
  - Write down the number from where the call is coming
  - Write down the exact time of the call
  - Write down as accurately as possible the statements made
  - Listen to the voice to determine the sex, age, accents, lisps, tone, etc. (Note any distinguishing feature)
  - Listen for background noises
  - Try to signal for someone else to listen on the telephone line, if possible
  - Do not hang up and stay on the line as long as possible; wait for caller to hang up
- 2) Keep the bomb threat caller talking, and ask as many questions of the caller as you can:
  - When will the bomb go off? How much time remains?
  - Where is the bomb located?
  - What does it look like?
  - What kind of bomb is it?
  - How do you know about this bomb?
  - Why was it placed here?
  - Who are you?
  - What is your name?
- 3) Call 911 immediately and then the Facilities Department at ext. 387.

### *Utility Failure and Natural Disaster*

#### **Utility Failures**

These may include electrical outages, plumbing failure/flooding, gas leaks, ventilation problems, elevator failures, etc. The Louisville Seminary's Facilities Department has procedures and personnel to deal with utility failures and resumption of service. For your personal safety, in the event of a utility failure:

- Remain calm
- Immediately notify Facilities at (502) 992-9387 (ext. 387 from Campus phones)
- If the building must be evacuated, follow the instructions on [Building Evacuation Plan](#)
- Unplug all electrical equipment (including computers) and turn off light switches
- Use a flashlight: Do not light candles or use other kinds of flames for lighting
- Elevators:
  - If passengers are trapped in an elevator, advise them to stay calm and tell them you are getting help
  - If it is safe for you to stay in the building, stay near the passengers until assistance arrives
- If you are trapped in an elevator, help will be there soon:
  - Remain calm
  - Use the "call" button on phone to call for help
  - Do not try to climb out or exit elevator without assistance

#### **Utility Failure during an Academic or Rental Event**

In the event of an extended power outage during a large academic/rental event during the day, a Seminary representative or group leader should evacuate the building per the Evacuation Plan. Call Facilities at (502) 992-9387 or at extension 387 on campus phones to report the power outage and wait for further instructions.

In the event of an extended power outage during a large academic/rental event in the evening, the policy is as follows:

- The emergency lights will automatically come on. This light is adequate to follow the egress plan and evacuate the building. The event leader, sponsor or representative will be responsible to lead persons and instruct the evacuation procedures and notify Facilities via the emergency phone at (502) 376-1572.

In the event of an extended power outage during a large academic/rental event in the evening in the Chapel or Gardencourt, the policy is as follows:

- The representative from the Seminary supervising the event will be responsible for notifying the Facilities Department via the emergency phone at (502) 376-1572 about the power outage. Also call the Marketing & Special Events Director at (502) 376-1568 to report the power outage, then follow the evacuation plan until Facilities or emergency help arrives.
- Evacuation gathering areas for the Chapel for the first level are the front doors, there is a rear access stairway behind the Chancel area. The lower level exit way would be the Chapel side exit or in the rear of Fellowship Hall.
- Egress ways and gathering areas for large groups at Gardencourt are:
  - a. First floor – the front entryway, Hundley Hall exits out the front, the South porch exits or the first floor Solarium exit.
  - b. Food service and service employees can exit the fire escape located at the end of the hallway by the kitchen and stage exit.
  - c. Basement level can be exited out the rear stairwell of the basement or side exit by the laundry yard.

Laws Lodge Guest Facility - in the event of an extended power outage a representative of Law's Lodge should report the power outage to the Facilities' emergency phone at (502) 376-1572 and the Marketing & Special Events Director at (502) 376-1568. They should then follow the Emergency Evacuation Plan and evacuate the building until help arrives. Exits are as follows:

- First floor exits are at each end of the hallway or front exit.
- Second floor exits are through the stairwells at the end of the building; DO NOT use elevators.
- Lower level exits are out the side to the parking area.

## Floods

Minor or area flooding on campus could occur as a result of a water main break, loss of power to sump pumps, or major multiple rainstorms. The Facilities Department monitors the National Weather Service, and other emergency advisory systems to stay abreast of weather and alert related conditions and will provide instructions should they be necessary. For imminent or actual flooding, and only if you can safely do so:

- Report to the Facilities Department at (502) 992-9387 (ext. 387 on Campus phones)
- Secure vital equipment, records and other important papers
- Move to higher, safer ground
- Shut off all electrical equipment
- Do not attempt to drive or walk through flooded areas
- Wait for further instructions on immediate action from first responders
- If the building must be evacuated, follow the instructions on the Building Evacuation Plan
- Do not return to your building if you have been evacuated by flooding until you have been instructed to do so by College personnel
- If you are assisting with flood cleanup, report immediately to Environmental Health and Safety any oil, chemical, or radioactive materials suspected of mixing with flood waters

## Tornadoes

### Tornado Safety Procedures

Many people who have not been brought up in areas with tornado activity are not certain what precautions should be taken in time of tornados. Basically, there are two levels of preparedness according to the National Weather Service. The first is the tornado watch that usually is a time when hot, humid weather conditions are prevalent, increasing the change for the development of a tornado. The second is a tornado warning where tornados have actually been sighted in the area.

Louisville is in an area subject to tornados. The tornado period is normally from March through September. A tornado is usually a funnel shaped cloud, spinning rapidly and extending toward earth from the base of a thundercloud. When close by, they sound like the roar of hundreds of airplanes or like a freight train going through your living room. Rain and hail frequently may precede the tornado and usually there will be a heavy downpour after it has passed.

Tornados most frequently occur between 2:00 p.m. and 7:00 p.m., but can occur at any time. They normally travel in an easterly direction from the southwest. The clouds often times have a greenish-black color. The width of a tornado is only 250 yards normally, but they have cut swaths of destruction over a mile wide. They travel anywhere from 25 to 40 miles per hour land speed, but the wind speed within the tornado is estimated at more than 300 miles per hour.

Normally, it is recommended that you try to have windows or doors open so that the pressure between the inside and the outside can equalize. This helps to prevent damage to the structure where the inside pressure tends to blow the roof off and bow the walls out, then permitting the roof to come down on top.

Normally, the safest place in a large building is away from all windows on a lower floor. If you are in a room where you cannot get away from the windows, you should cover yourself with something large such as a mattress or get under a table so you can avoid flying glass and debris. "Safe Place" severe weather signs are located in all academic buildings to designate those areas as safe places to be in the event of severe weather. The signs are diamond shaped and are bright yellow and red in color. It is very important for all members of our community to know where these "Safe Places" are located. The signs are located in the following areas:

#### **Apartments:**

Seminary, Burnam  
Heuser, White, &  
Love/Sherrill Halls

Lower level, in the basement away from windows, center of your apartment, or in the bathtub with a heavy blanket over you

Nelson Hall:

Central hallway, lower floor

Library:

Lower level of the stacks.

Caldwell Chapel:

Hallway of the lower level.

Winn Center:

Cafeteria storage area and restrooms.

Schlegel Hall:	Basement
Gardencourt:	Basement
Laws Lodge:	Basement

If you are caught outside when there is a tornado warning issued, the safest place is normally in a low ditch, lying flat. Automobiles, trailers and mobile homes are definitely high-risk areas. Try to stay away from areas with trees. In a private home, the basement or lower floor (the side from which the storm is coming) in central hallways is normally the safest place.

There is no way that a warning system can adequately protect a person if they are not alert to the developing situation. In times of bad weather, it is every person's responsibility to keep informed of developing weather conditions. If you should be in an area where you happen to see a funnel cloud developing and moving, it is helpful if you notify the police, giving your location and the approximate direction that it is moving. If you are outside, it is sometimes safer to move at right angles to the direction that the storm seems to be traveling. Large open building areas should be avoided in case of storm. Also, the main thing is not to move out into the open unless it is absolutely necessary, unless you happen to be in an automobile or mobile home.

## Earthquakes

In the event of an earthquake:

- Stay away from large windows, shelving systems, or tall room partitions
- Get under a desk, table, door arch, or stairwell
- If none of these is available: move against an interior wall and cover your head with your arms
- Remain under cover until the movement subsides
- After the shaking stops, survey your immediate area for trapped or injured persons and ruptured utilities (water, gas, etc)
- If damage has occurred in your area, inform the Facilities Department immediately at (502) 992-9387 (ext. 387 from Campus phones)
- If it is safe to do so, remain at your location and await further instructions from College personnel
- Do not evacuate until instructed by emergency personnel
- If out in the open:
  - Stay in an open area away from buildings, power lines, trees or roadways
  - If in a car, pull over and stop. Do not park under an overpass or near a building. Be cautious about driving again, in the event roads are damaged
- After an earthquake:
  - Put on enclosed shoes to protect against broken glass
  - If the power is out use a flashlight. Do not light a match or candle
  - Be alert for safety hazards such as fire, electrical wires, gas leaks, etc.
  - Check on others. If there are injuries or other urgent problems, call 911 and the Facilities Department at (502) 992-9387 (ext. 387 on Campus phones)
  - Give or seek first aid. Assist any disabled persons in finding a safe place for them
  - Evacuate if the building seems unsafe or if instructed to do so:
    - Use stairs, not elevators
    - Unplug small electrical appliances
    - Bring keys, purses, wallets, warm clothing
  - Be prepared for aftershocks
  - Cooperate with emergency personnel, keep informed, and remain calm

*Sexual Assault*

If a sexual assault occurs on campus:

- Immediately alert the Police at 911. Have as much information about the situation ready as possible (assailant, location, time).
- Protect the privacy and rights of confidentiality of the victim and family. Take the necessary steps to protect the victim's identity by asking all involved not to share information with others.
- Offer the victim care and first aid, but avoid destroying any evidence until the authorities arrive. Do not permit the victim to use the restroom until instructed to do so by the police.
- If a staff member or student talks to victim prior to the arrival of law enforcement, restrict the conversation to immediate medical needs. If there is discussion about the situation, speak only in very general terms. Do not discuss the specifics of the case. It is better in court if the initial statements about the crime are recorded by the police.
- A representative of the Seminary may accompany the victim to the hospital (if appropriate).
- If applicable, the Chief Operating Officer will work with the Director of Communications to develop press releases to inform the community of the assailant's disposition.

*Suicide*

Suicide rarely occurs without warning to someone. Staff and students must take all comments about suicidal thoughts seriously, especially if details are provided.

When an individual is threatening suicide on campus:

- Remain calm and immediately alert police at 911.
- Report concern to the Dean of Students and COO/CFO.
- Provide as much information as possible to the dispatcher (location, your name, name of suicidal individual, call-back phone number, intended weapon/drug).
- Try to clear others from the scene (if applicable).
- Make a mental note of everything the threatening individual says and does, and monitor the behavior constantly.
- Do not minimize or challenge the individual's threat; take it seriously.
- Never promise confidentiality; instead, promise help and privacy.
- If possible, attempt to keep the threatening individual calm and secured in your location until police arrive.

*Suspicious Death*

If a suspicious death occurs on campus:

- Immediately alert police at 911.
- Relay as much information as possible to the police dispatcher (if the suspect is still on campus, where the suspect is now or is headed, any info on suspect, location of occurrence, number of wounded, type and location of weapon).
- If safe, evacuate others from the area as quickly as possible.
- If classes are in session, a lockdown will be implemented to contain students and faculty in their classrooms/buildings.
- Do not disrupt the scene. Be aware that the crime scene will be secured with tape. No one is to enter that area until the police arrive to do so.
- Anticipate that witnesses are to be gathered in one central location for questioning. Do not allow them to talk to one another (to protect the police investigation).

### *Suspicious Package or Object*

If you have any reason to believe that a letter or parcel is suspicious, **DO NOT** take a chance or worry about embarrassment. Call 911 immediately.

- **DO NOT** touch the package or object.
- **DO NOT** tamper with the package or object.
- **DO NOT** attempt to move the package or object.
- **DO NOT** open the package or object.
- **DO NOT** put the package or object in water or an enclosed space, such as a drawer or box.
- Isolate the package or object and evacuate the immediate area.

### Characteristics of Suspicious Packages:

- Special deliveries, foreign mail, or air mail.
- Restrictive markings such as “Confidential” or “Personal.”
- Excessive postage.
- Handwritten or poorly typed addresses.
- Incorrect titles.
- Misspelled words.
- Stains or discoloration on the package.
- Excessive weight.
- Rigid, lopsided, or uneven envelopes.
- Protruding wires or aluminum foil.
- Excessive tape or string.
- Visual distractions such as illustrations.
- No return address.

*Pandemic Policy:* **Louisville Seminary Pandemic Influenza Emergency Plan**

## **INTRODUCTION**

Influenza pandemics are unpredictable but recurring events that can cause severe social, economic, and political stress. Advanced planning and preparedness are critical in helping to mitigate the impact of influenza epidemic or pandemics.

### **Scope**

This plan is written to cover emergencies that involve widespread infectious disease outbreaks, which typically do not affect the facilities, but impact people.

### **Relationship to Current Plans**

This Pandemic Influenza Emergency Plan was developed to guide the response and recovery actions of the entire campus and to work in concert with the Louisville Seminary Crisis Management Plan.

### **Objectives**

This plan is guided by the following principles:

- To protect and support the health, safety and welfare of our faculty, staff and students, as well as the assets and property of the seminary;
- Maintain our commitment to fulfilling the seminary's mission as long as possible;
- If any of our operations must be suspended, interrupted or in any way affected, recover from these disruptions as quickly and efficiently as possible;
- Establish a multi-modal method to communicate with the campus and the community;
- Establish benchmarks or "triggers," in advance of an influenza pandemic, to signal college response or alternative actions;
- To the extent feasible, extend the services or expertise of the campus to our neighbors, in ways that provide mutual aid, recovery, service and benefit to the community.

### **Testing and Revision**

Once emergency operation plans are developed, training and exercising ensures that all faculty, staff and students are aware of the plan, how it is activated and how it is managed. Training will be scheduled for the Crisis Management Team. Training sessions on personal preparedness and a review of a summary of the written plan will be made available to all faculty, staff and students.

This Pandemic Influenza Emergency Plan is a dynamic document and will be revised as dictated by circumstances or necessity. In the absence of outbreaks, this plan will be reviewed annually.

## **RISK ASSESSMENT**

An influenza pandemic occurs when a new influenza virus emerges for which people have little or no immunity and for which there is no vaccine. The following assumptions were used in the planning process.

### **Planning Assumptions**

- A pandemic is a public health emergency that takes on significant political, social and economic dimensions, and will be governed by factors that cannot be known in advance.
- An influenza pandemic could last from 18 months to several years with at least two peak waves of activity. In an affected community, a pandemic wave will last about 6 to 8 weeks.
- Vaccinations and antiviral treatment are anticipated to be the most effective medical treatment, but they may be non-existent or in limited supply.
- Non-medical containment measures (i.e.: social isolation) will be the principal means of disease control until vaccinations are available.
- Based on previous pandemics, the clinical attack rate (those persons becoming ill) is likely to reach thirty (30) percent in the overall population.
- Mortality rates could be very high, sixty (60) percent, and potentially greater in certain high risk groups.
- If the pandemic is severe, the economic impact is likely to be significant, though predictions are subject to a high degree of uncertainty.
- Once the pandemic has run its course, economic activity should recover relatively quickly, although a severe pandemic will have a more disruptive effect.
- Operational risks (high absenteeism rates) constitute the greatest challenge to local business operation and the global financial system.

## RESPONSE

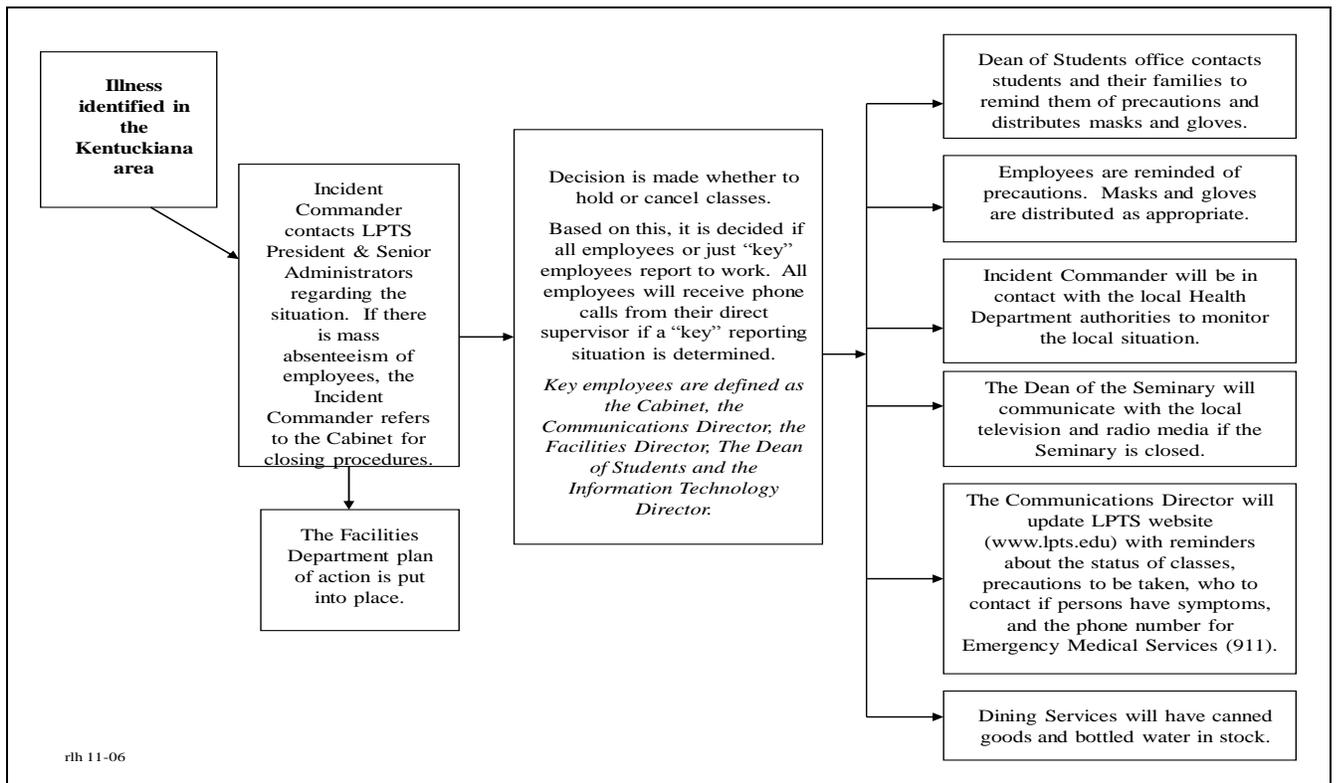
The Louisville Seminary Pandemic Influenza Emergency Plan is structured for phased implementation and is modeled after the World Health Organization Influenza Preparedness Plan. WHO uses a series of six phases of pandemic alert as a system for informing the world of the seriousness of the threat and the need to launch progressively more intense preparedness activities. Each phase of alert coincides with a series of recommended activities to be undertaken by WHO, the international community, governments and industry. Changes from one phase to another are triggered by several factors, which include the epidemiological behavior of the disease and the characteristics of circulating viruses.

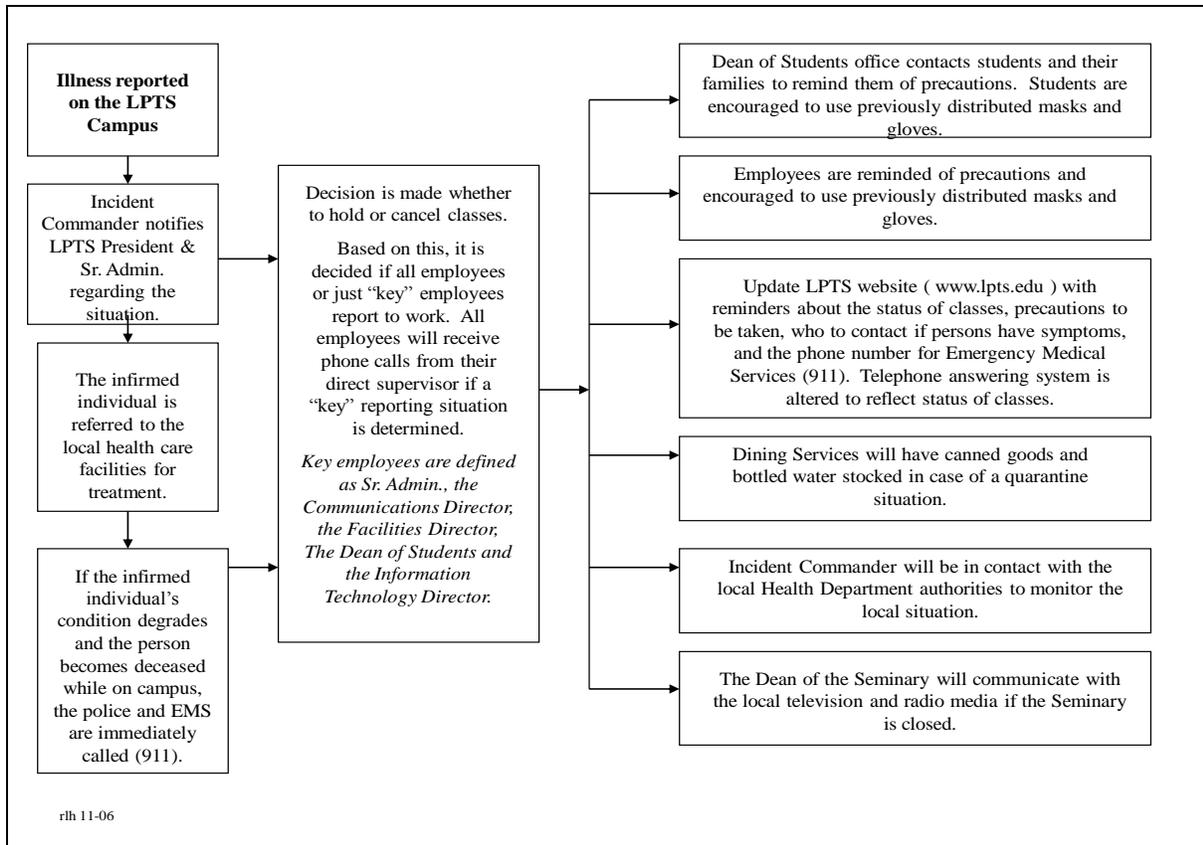
Inter-pandemic phase New virus in animals No human cases	Low risk of human cases	Phase 1
	Higher risk of human cases	Phase 2
Pandemic alert New virus causes human cases	No or very limited human-to-human transmission	Phase 3
	Evidence of increased human-to-human transmission	Phase 4
	Evidence of significant human-to-human transmission	Phase 5
Pandemic	Efficient and sustained human-to-human transmission	Phase 6

**Activation of Emergency Operation Plans**

In accordance with the Louisville Seminary Emergency Response Plan, any campus-wide emergency beyond the campus’ ability to manage with day-to-day operations could result in activation of the activities of the Crisis Management Team for centralized coordination of response, relief and recovery efforts. Activation of the Louisville Seminary Influenza Pandemic Emergency Response Plan will be left to the discretion of the President and/or his or her designee, also known as the Incident Commander.

Communication plans are as follows, for both the Kentuckiana area and LPTS Campus:





### Critical and Essential Functions

While it is impractical to consider a complete “closure” of the seminary, the nature of a pandemic emergency indicates the very real potential of ceasing social activities (i.e.: classes, public events) for some period of time. For example, during the 1918-19 pandemic, the University of California at Berkley postponed classes and pushed the end of the semester back several weeks because of missing students, faculty and staff due to illness. This plan is based on how to maintain critical and essential functions during a period of excessive absenteeism, while giving consideration to what other functions could be delayed or postponed.

The primary effects of a pandemic are on staffing and student levels. Unlike natural disasters, pandemics do not damage property or equipment; the effects are mainly human resource oriented. Absenteeism may be for a variety of reasons: illness/incapacity; caring for other family members, or school closures.

The following critical functions have been identified for Louisville Seminary:

<b>Critical and Essential Functions</b>	<b>Responsible Groups</b>
<b>Safety and Security</b> of the students, faculty staff, visitors and/or the campus facilities.	Local First Responders Facilities Department, V. P. & COO Housing Coordinator
<b>Facilities</b> and maintenance of infrastructure, utilities, custodial.	Facilities Department V. P. & COO
<b>Communications</b> <ul style="list-style-type: none"> <li>• Campus, community and media information</li> <li>• Information infrastructure</li> </ul>	Director of Communications Information Systems Director
<b>Human Health</b> , which includes students, staff, faculty and visitors; this also includes essential staff required to stay on campus.	Louisville Metro Health & Wellness V. P. & COO Housing Coordinator Director of Dining Services Director, Ernest Miller White Library Local First Responders
<b>Academics and Research</b>	Dean of the Seminary Director, Ernest Miller White Library Registrar
<b>Essential administrative functions</b> , which include employee leave, benefit and employment questions, establishing a labor pool to maintain critical functions, purchasing, payroll and student financial aid.	V. P./COO Registrar Coordinator of Financial Aid

### **SPECIAL CONSIDERATIONS**

The pandemic planning identified certain issues that were campus-wide in scope and could not be planned for on individual department levels.

#### **Academic Instruction**

The Dean of the Seminary will develop policies and procedures for making emergency decisions, waivers of regulations regarding examinations and required days of instructions as relevant to an event that would require postponing or canceling classes. Implementation of these policies and procedures will be coordinated with faculty, as well as with the Registrar's office. Information as available will be distributed to the campus and posted online.

**Human Resources Issues**

The primary effects of a pandemic are on staffing and student levels. Unlike natural disasters, pandemics do not damage property or equipment; the effects are mainly human resource oriented. Absenteeism may be for a variety of reasons: illness/incapacity; caring for other family members, or school closures. During a pandemic situation, the Vice President/CEO shall develop procedures that would be used to determine individual and campus absenteeism rates, and provide the basis for decisions made by the Crisis Management Team for implementing social distancing issues (postpone or delay classes and other public activities).

The Dean of the Seminary & Vice-President/COO must strategize independently how to manage and plan for absences among faculty, staff and students and be prepared to coordinate their efforts with the rest of the campus through the Crisis Management Team. Specific answers to many HR questions depend on identifying critical functions that must be maintained, staffing required to maintain those functions, where those functions can be performed and internal communication procedures.

**Travel**

A global pandemic will severely limit both domestic and international travel. The World Health Organization (Federal Pandemic Response Plan) anticipates that the public will voluntarily limit personal travel, and that significant portions of business travel will also be curtailed. While it is unlikely that travel restrictions will be imposed on local, state or Federal level, they will certainly be advised and strongly encouraged. It is expected that each department of the seminary will be aware of students, staff and faculty traveling on seminary business. In the event the World Health Organization designates pandemic phase 5 status (evidence of significant human-to-human transmission), seminary activities will include activating plans for travelers and making decisions about future travel based on the situation. These decisions could include recalling from travel, restricting or limiting current travel and canceling future travel. In all situations, assistance for international students, scholars, and visa management will be part of the campus-wide response.

**Public Health/Hygiene Etiquette**

As access to vaccines and antiviral drugs during a pandemic will be extremely limited, non-medical interventions may be the only way to delay the spread of the disease. Non-medical interventions would include social distancing (including prohibition of mass gatherings) and infection control measures to avoid spreading the disease.

The following information condenses the best current guidance available. In the event of a pandemic, the Centers for Disease Control and the World Health Organization websites may offer more updated information. The following are guidelines provided by the CDC in the event of any infectious disease outbreak.

- Avoid close contact with people who are sick.
- Stay home and away from work or errands when you are sick.

- Cover your mouth and nose with a tissue or the sleeve of your clothing when coughing or sneezing.
- Clean your hands often with warm, soapy water.
- Avoid touching your eyes, nose or mouth.
- Persons with respiratory infection symptoms can use a disposable surgical mask (or a NIOSH N95 respirator) to help prevent exposing others.

**Frequently Asked Questions**

It is not expected that this plan will answer all questions from faculty, staff and students about the campus response to a pandemic situation. Further information on pandemic influenza can be found at:

Department of Health and Human Services  
[www.pandemicflu.gov](http://www.pandemicflu.gov)  
Centers for Disease Control  
[www.cdc.gov/flu/avian](http://www.cdc.gov/flu/avian)  
World Health Organization  
[www.who.int/csr/disease/avian\\_influenza/](http://www.who.int/csr/disease/avian_influenza/)



**LOUISVILLE SEMINARY**  
**LAWS LODGE CONFERENCE CENTER**  
**EMERGENCY PREPAREDNESS PROCEDURES**

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## **LAWS LODGE CONFERENCE CENTER**

### **EMERGENCY PREPAREDNESS PROCEDURES**

Once a Laws Lodge guest checks in to our facility, they become our responsibility until they check-out. While they remain in our care we need to be aware of emergencies that may arise where we will need to take action to protect our guests. There will be times where we will either need to evacuate guests, or move them to a safer location within the Lodge for their safety. This section covers some of those emergencies. While it does not cover an exhaustive list, it does encompass the major areas of guest safety.

<i>Section 1: <b>Accident/Incident Occurrences</b></i>
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- Remain calm and professional and remember guests will look to us to us for instruction and guidance.
- If necessary, immediately notify **Emergency Medical Services (EMS)** by dialing “**911**”.
- If possible, have the person or persons involved complete a **Seminary Accident/Incident Report**.
- Completely and accurately note all the facts involving the situation.
- **DO NOT** render any opinions to accident victims and/or witnesses, as doing so assumes liability.
- **DO NOT** apply First-Aid; give the accident victim access to the First Aid Kit if needed.
- Once situation is under control notify the **Marketing & Special Events Director**.
- Complete Accident/Incident Report and forward to the **Marketing & Special Events Director** as soon as possible.

***What will happen next . . .***

- The **Marketing & Special Events Director** will advise what to do next.

**Section 2: Addresses & Street Names for Campus Facilities**

The Louisville Fire Marshall requires each building located on the Seminary's campus to be identified by its own specific address and street name. In event of an emergency, EMS, Police and the Fire Department will need to know exactly which building address to respond too. It's imperative that each of us communicates this information correctly, especially when time is of the essence and lives could be saved.

Please review and familiarize yourself with the addresses and street names listed below, which identifies each building on campus by their specific address and street name.

- Should emergency services be required please **Dial "911"** and communicate to the operator the following:
  - **Identify yourself** by name
  - State the nature of the **Emergency** which has occurred at **Louisville Seminary**
  - Identify the whereabouts of the crime by using the Seminary's specific **address** and **street names** assigned to each building as follows:
    - **Caldwell Chapel** – 3801 Chapel Valley Road
    - **Ernest Miller White Library** – 1216 Schlegel Circle
    - **Gardencourt** – 1110 Grieg Circle
    - **Laws Lodge Conference Center** – 1116 Barr Lane
    - **Nelson Hall** – 1044 Chapel Valley Road
    - **Winn Center** – 1222 Schlegel Circle

**Section 3: *Concealed Weapons***

A firearm or deadly weapon, which is being concealed, is considered a **Concealed Weapon**.

The Seminary **does not** permit persons to carry weapons on campus (this includes parking lots, facilities and outdoor areas), even if the person has a proper license to carry a weapon. The only exception would be peace officers acting in the course of official duties.

- If you observe a person(s) carrying a concealed weapon notify **Louisville Metro Police Department** by dialing **“911”**.
- Report as much information as possible including what the person(s) is/was doing: the location; physical and clothing description of those involved; if weapons are involved and if so, what type; vehicle description and license plate number if appropriate; direction of travel when last seen, etc.
- **DO NOT APPROACH OR ATTEMPT TO APPREHEND THE PERSON(S) INVOLVED.**
- Once you have dialed **“911”** please notify the **Director of Marketing & Special Events** of this situation.

***What will happen next . . .***

- **Louisville Metro Police Department** will respond to your call and arrive on the scene.
- The **Director of Marketing & Special Events** will notify **Senior Management** and advise what to do next.

**Section 4: Criminal Activity**

Criminal activity would be considered vandalism, weapons, theft, looting, assault, mugging and etc. If you observe a crime in progress or behavior which you suspect is criminal, please follow these steps:

- Immediately notify the **Louisville Metro Police Department** by dialing **“911”**.
- Report as much information as possible including what the person(s) is/was doing: the location; physical and clothing description of those involved; if weapons are involved and if so, what type; vehicle description and license plate number if appropriate; direction of travel when last seen, etc.
- **DO NOT APPROACH OR ATTEMPT TO APPREHEND THE PERSON(S) INVOLVED.**
- When dialing **“911”** please give the specific address of the building on campus (*see campus addresses below*) where the criminal activity is taking place.
- Once you have dialed **“911”** please notify the **Director of Marketing & Special Events** of this situation.

**What will happen next . . .**

- The Louisville Metro Police Department will respond to your call and arrive on the scene.
- The **Director of Marketing & Special Events** will notify **Senior Management** and advise what to do next.

**Please remember** to identify the whereabouts of the crime by using the Seminary’s specific address and street names assigned to each building as follows:

- **Caldwell Chapel** – 3801 Chapel Valley Road
- **Ernest Miller White Library** – 1216 Schlegel Circle
- **Gardencourt** – 1110 Grieg Circle

- **Laws Lodge Conference Center** – 1116 Barr Lane
- **Nelson Hall** – 1044 Chapel Valley Road
- **Winn Center** – 1222 Schlegel Circle

**Section 5: Elevator Emergencies / Entrapment**

- Remain calm and professional as guests will look to us to us for instruction and guidance.
- **DO NOT** try to force open the elevator door.
- Determine if there are occupants in the elevator if so; let them know you are working on getting the problem corrected and to remain calm.
- If an elevator emergency occurs during normal business hours Monday-Friday 8:30 a.m. – 5:00 p.m. notify the **Marketing & Special Events Director** and upon his/her direction then contact the **Facilities Department** at **(502) 895-3411 ext. 387** (*office*) or **(502) 376-1572** (*cell*) notifying them of the nature of the emergency.
- If elevator emergency occurs after normal business hours, notify the **Marketing & Special Events Director** at **(502) 376-1568** and upon his/her direction then telephone **“Otis Elevator”** at **1-800-233-6847**. Also, call the **Facilities Emergency Phone** at **(502) 376-1572** stating the nature of the emergency and confirm that Otis Elevator has been called.
  - When calling **“Otis Elevator”** leave the following message:

**Identify yourself** by nameBusiness Name **Louisville Seminary – Laws Lodge Conference Center**Phone Number **(502) 992-0220 ext. 600** (*Front Desk*)Account Number **CLO-399-803**Nature of Emergency **“911” Entrapment**

By stating **“911 Entrapment”** on your message it will notify the elevator company that there are occupants trapped inside the elevator which indicates their response should be immediate.

- Immediately return to the elevator notifying occupants help is on the way.

**What will happen next . . .**

- **Facilities Personnel** will respond to your message within 15 minutes of your call.
- **Otis Elevator** will respond immediately and send a repair technician to repair the elevator.

## Section 6: Fire Alarm & Smoke Detection

- If fire or smoke is observed immediately dial “911” to notify the **Louisville Fire Department**.
- **Please remember** to identify the whereabouts of the fire by using the Seminary’s specific **address** and **street names** assigned to each building as follows:
  - **Caldwell Chapel** – 3801 Chapel Valley Road
  - **Ernest Miller White Library** – 1216 Schlegel Circle
  - **Gardencourt** – 1110 Grieg Circle
  - **Laws Lodge Conference Center** – 1116 Barr Lane
  - **Nelson Hall** – 1044 Chapel Valley Road
  - **Winn Center** – 1222 Schlegel Circle
- Try to remain calm, assure guests that help is on way.
- Once “911” has been called begin evacuating the building, notifying everyone that they must precede outdoors and away from the building. **DO NOT USE ELEVATOR.**
- If possible try to pull a fire alarm to further notify any others left in the building.
- **Do not** put yourself in danger; however, if possible try to ensure everyone on each floor has been notified to exit the building.
- Before you exit the building if possible, please remove the **gray metal registration box** located beside the front desk key encoder, which contains the names and room numbers of all those guest currently residing in the building. When the Fire Department arrives notify them immediately if persons are still in the building and where they might be located.
- Once you have evacuated the building, notify the **Marketing & Special Events Director** at **(502) 376-1568** and upon his/her direction then telephone the **Facilities Emergency Phone** at **(502) 376-1572** stating the nature of the emergency and confirm that “911” has been called.

### *What will happen next . . .*

- The **Louisville Fire Department** will respond to your call and arrive on the scene.
- The **Director of Marketing & Special Events** will notify **Senior Management** and advise what to do next.

## Section 7: Maintenance & Mechanical Emergencies

After normal business hours maintenance emergencies are handled by designated Facilities personnel who carry a twenty-four hour emergency cell phone.

- A example of a maintenance emergency at the Lodge would be one of the following situations that **would** demand immediate attention (*something that could not wait until regular business hours resume*):
  - Toilet Running, Overflowing or Constant Flushing.
  - Elevator Stuck with Individual(s) inside.
  - Power Outage.
  - Air Conditioning or Heat Outage (Prior to phoning Facilities, please attempt to relocate guest should air/heat fail in only a particular guest room and not throughout the building).
  - Exterior Doors won't unlock/lock properly.
- Examples of situations that **are not** considered Maintenance Emergencies and **do not** demand immediate attention include:
  - Audio Visual Equipment not working properly.
  - Guest locked out of his or her guest room and/or building.

**Section 8: Severe Weather Procedures**

In the event of a severe storm/tornado warning, the primary method of notification for the Seminary community will be the audible siren system of Metro Louisville. The Seminary also has a Campus PA system atop the Winn Center and will attempt to provide additional information to the campus community during normal business hours (Monday-Friday, 8:30 a.m.–5:00 p.m.) as it becomes available.

If we have advance notice of impending bad weather approaching Louisville, there are several vital steps the front desk must take while we have power in order to have updated information, so that we can communicate effectively with our guests and facilities personnel:

- Notify the **Marketing & Special Events Director** of the impending probability of a power failure, if not already aware.
- Print the following Reports: *(precautionary in case of power outage)*
  1. **Print Arrival report for next two days.**
  2. **Print Registration Cards for the next two days arrivals.**
  3. **Print Departing Guest Report for next two days.**
  4. **Print In-House Guest listing and Check-out Reports.**
  5. **Make note of any handicapped guests staying in building who may need assistance.**
- Make arrival **Guest Key Cards** for the next two days if possible.
- Ensure flashlights are operating and additional batteries are available.
- Continue to monitor impending weather via the lobby television and emergency weather radio.

## Section 9: Severe Storm & Tornado Watch/Warnings

Forecasters at the National Weather Service will issue the appropriate warning when they know a severe storm or tornado is forming or has already formed. A tornado watch means conditions are favorable for a tornado, and in this case we would **not** notify guests of a problem. A tornado warning means a tornado is forming or has already formed. When we receive a tornado warning for our area, we **will immediately** start to warn our guests and instruct them on where the “**tornado safe zones**” are located throughout the building.

**As the storm approaches our area, it is very important that the front desk completes the following:**

- Remain calm and professional as guests will look to us to us for instruction and guidance.
- Once a tornado warning has been given for our area, notify each occupied guest room of the potential emergency situation by phone and/or if possible by going door-to-door stating the following:
  - *“Hello this is \_\_\_\_\_ at the front desk. The National Weather Service has just issued a tornado warning for our area, and I am calling to inform you that the Lodge does have an emergency shelter for your protection. You can access the shelter at any time by accessing the fire stairwell located on the North end of the building adjacent to the front desk and main lobby area or from the second floor meeting room pre-function area. Proceed down the steps to the lower level and through the lower level meeting room. Exit the meeting room through double doors leading into the hallway tornado safe zone. Please do not use elevator and stay away from windows and doorways. Thank you”.*
- Once you have contacted each guest room, keep an eye on the storm, and seek safe shelter when necessary. If time permits, ensure the cash drawer and office areas are

locked, take all master keys, current listing of in-house guests, Flashlights, First-Aid Kit and the Emergency Weather Radio with you.

- If a person with physical disabilities is known please assist them with relocating to emergency shelter.
- Remain in the designated safe area until the **“All Clear”** has been given. Do not try to go outside and check on the weather or to see what is going on until everyone has received notification from National Weather Service that the **“warning”** has been lifted.
- Once the National Weather service has lifted the tornado warning, you will need to call each occupied guest room stating the following:
  - *“Hello, this is \_\_\_\_\_ at the front desk again. The National Weather Service has lifted the tornado warning for our area. I will continue to monitor the status of the weather and will notify you should any changes occur. Thank you”.*

## Section 10: Power Failure/Outage

### Power Failure/Outage

Time is of the essence when it comes to a power outage because it affects so many people and our ability to serve those people. The safety and welfare of our guests and staff depend on our quick response to the problem.

This policy covers what is to be done in the event of a power outage due to man-made or weather related issues. The front desk is responsible for taking steps to initiate this policy.

#### **In the event of a power failure and/or outage at Laws Lodge Conference Center steps to follow include:**

- Remain calm and professional as guests will look to us to us for instruction and guidance.
- Notify the **Marketing & Special Events Director at (502) 376-1568** and upon his/her direction then contact the **Facilities Department at (502) 895-3411 ext. 387 (office) or (502) 376-1572 (cell)** notifying them of the problem.
- Try to keep guests calm assuring them that the situation is under control and that Facilities personnel have been contacted to correct the current conditions.
- Retrieve flashlights from front desk cabinet drawer. If possible, go door-to-door and inform guests of the situation and distribute flashlights.
- Place emergency battery operated lanterns throughout lobbies, stairways and common areas.
- Post signage on all Elevator doors located throughout the Lodge stating **“Out-of-Order”**.
- The **Marketing & Special Events Director** will direct the following activities:
  - Notifying Senior Management.
  - Assist in getting Computers systems back up and running.
  - Getting updates on when Power may be restored.
  - If we close the Lodge and when to move guests out.
  - Local Hotel referrals *(see list of hotels below)*.
  - Contacting Guests' due to Arrive *(see “What to Say” below)*.
  - Notifying other Seminary Departments.

### Local Hotels to Call

- Hawthorn Suites – (502) 899-5959
- Courtyard Marriott – (502) 429-0006
- Hyatt Place – (502) 426-0119
- Ramada Inn (*Zorn Ave.*) – (502) 897-5101
- Marriott Louisville East – (502) 499-6220
- Galt House – (502) 589-5200

### ***What to Say to In-House Guests when calling to update them on the current power failure/outage.***

- *“Hello, Mr. or Mrs. \_\_\_\_\_, This is \_\_\_\_\_ at the front desk calling to notify you that we are aware of the power outage and have notified the appropriate authorities who are looking into the problem. Unfortunately, we do not have any estimates on when the power will be restored. If you would prefer to look into relocating to another hotel which does have power and vacancies, please see the Front Desk Attendant who would be happy to assist you. We do apologize for the inconvenience and appreciate your patronage of Laws Lodge. Thank you”.*

### ***What to Say to Arriving Guests when calling to notify them of power failure/outage.***

- *“Hello, Mr. or Mrs. \_\_\_\_\_, This is \_\_\_\_\_ of Laws Lodge Conference Center calling to let you know the Lodge has experienced a power failure/outage. I see you have reservations to arrive on \_\_\_\_\_ so we are notifying our guests to please call before coming to make sure we have power and are open. I apologize for the inconvenience. If you prefer I can give you the names and telephone numbers of some local hotels that do have electricity and vacancies”*

### Unforeseen Power Failure/Outage

If we experience a power failure/outage without any type of advanced notice you will have no time for preparation. Listed below is the procedure to follow:

- Remain calm and professional and remember guests will look to us to us for instruction and guidance.
- Notify the **Marketing & Special Events Director at (502) 376-1568** and upon his/her direction then contact the **Facilities Department at (502) 895-3411 ext. 387** (*office*) or **(502) 376-1572** (*cell*) notifying them of the problem.

- Retrieve flashlights from front desk cabinet drawer. If possible, go door-to-door and inform guests of the situation and distribute flashlights.
- If power outage occurs in the evening after normal business hours, place emergency battery operated lanterns throughout lobbies, stairways and common areas.
- Post signage on all Elevator doors located throughout the Lodge stating “**Out-of-Order**”.
- The **Marketing & Special Events Director** will advise what to do next.