



**KNOX**  
COLLEGE

# Campus Emergency Operations Plan

Revised March 2024

## Contents

<i>Authentication</i> .....	iii
Distribution List .....	iv
<i>Memorandum of Understanding</i> .....	v
<i>Knox County Emergency Management Agency (EMA) Acceptance</i> .....	vii
<i>Update Log</i> .....	viii
1 Introduction .....	1-1
1.1 Purpose .....	1-1
1.2 Assumptions.....	1-1
1.3 Scope.....	1-2
1.4 Concept of Operations .....	1-3
1.5 Resources .....	1-3
2 Community Response & Guidance .....	2-1
3 Evacuation/Shelter in Place .....	3-1
3.1 EVACUATION LOCATIONS .....	3-1
3.1.1 RESIDENTIAL BUILDINGS .....	3-1
3.1.2 OTHER BUILDINGS/LOCATIONS .....	3-3
3.2 Shelter in Place.....	3-4
4 Fire .....	4-1
5 Violent Incident.....	5-1
6 Terrorism.....	6-1
6.1 TYPES OF ADVISORIES: .....	6-1
6.2 Heightened Security State of Alert .....	6-1
6.2.1 Suspicious Behavior/Circumstances .....	6-2
7 Suspicious Package .....	7-1
8 Bomb Threat .....	8-1
8.1 Telephone Bomb Threat Checklist .....	8-2
9 Explosion .....	9-1
10 Hazardous Materials .....	10-2
11 Civil Disturbance or Demonstration.....	11-1

11.1	Peaceful, Non-Obstructive Protest .....	11-1
11.2	Disruptive Protest .....	11-1
11.3	Violent Protest .....	11-2
12	Infrastructure Failure .....	12-1
12.1	IT Infrastructure Failure .....	12-1
13	Severe Weather — Tornadoes, Thunderstorms, Snowstorms .....	13-1
13.1	Severe Weather Watches and Warnings: Definitions.....	13-1
13.2	Procedures During a Tornado Warning .....	13-1
13.3	Snowstorm Procedures.....	13-2
14	Earthquakes .....	14-1
15	Public Health Emergency .....	15-1
16	Cyberthreats .....	16-1
16.1	Preventing Data Breaches.....	16-1
16.2	The Chain of Responsibility.....	16-1
16.3	Responding to Digital Data Security Breaches.....	16-2
16.4	Breach Response Guidelines and Procedure .....	16-2
16.4.1	Documentation .....	16-2
16.4.2	Required Notifications .....	16-2
16.4.3	Investigation.....	16-3
16.4.4	Assessment .....	16-3
16.4.5	Remediation.....	16-3
16.4.6	Other Notifications.....	16-4
17	Mass Casualty Incident .....	17-1
18	Campus Closure .....	18-1
18.1	DELAYED OPENING or EARLY CLOSURE .....	18-1
18.2	PARTIAL CLOSURE .....	18-1
18.3	FULL CLOSURE.....	18-1
18.4	DESIGNATED PERSONNEL .....	18-2

# *Authentication*

Higher education institutions in Illinois are required by the Campus Security Enhancement Act of 2008 (110 ILCS 12/20) to develop a Campus Emergency Operations Plan (CEOP) that describes the organization, mission, and functions of the higher education institution and supporting services for responding to and recovering from disasters/emergencies.

The Knox College Campus Emergency Operations Plan has been developed to establish policy, guidance, and procedures that will provide the President, administrative personnel, various governmental departments, private, and volunteer agencies with the information required to function in a coordinated and integrated fashion to ensure timely and organized management of emergencies/disasters.

As President, I approve this plan, and direct all personnel involved to assume the roles and responsibilities and take appropriate actions as outlined herein.

If any section, provision, or clause of this plan shall be held invalid, the invalidity shall not affect any other provision in this plan.

This Campus Emergency Operations Plan shall be in full effect on the date of its approval.

Approved this 1<sup>st</sup> Day of August, 2022

By:



C. Andrew McGadney, President  
Knox College

## **Distribution List**

The Knox College CEOP will be available to select staff in its entirety. Sections 1-18 of this plan will be posted on-line and will be accessible by all for an emergency reference. Faculty, Students, and Staff should familiarize themselves with this plan in order to best respond to an emergency situation. A paper copy of the entire Campus Emergency Operations Plan will be on file at the Office of Campus Safety.

Paper copies of the CEOP will also be provided to the following entity:

Knox County Emergency Management Agency

Updates to this plan may be provided electronically. It will be the responsibility of the CEOP holders who choose to print hard copies of this document to print and place the new page(s) in the printed CEOP, destroying the obsolete material. In addition, the Update Log in the printed CEOP should be completed in accordance with the changes to record the edits to the plan.

**Emergency Management Memorandum of Understanding (MOU) between Knox College and the City of Galesburg which calls for both authorities to establish and maintain a coordinated program for enhancing Emergency Management.**

WHEREAS, Knox College and the City of Galesburg are subject to danger and damage anytime from flooding, tornadoes, high winds, lightning, hazardous material incidents and other act of nature or terrorism; and

WHEREAS, Knox College and the City of Galesburg propose this Emergency Management Memorandum of Understanding (MOU) to establish a formal working Mutual-Aid relationship between the City of Galesburg and Knox College in support of Emergency Management planning, response and recovery programs; and

WHEREAS, the City of Galesburg Emergency Management mission is to reduce the loss of life and property and protect its citizens from all types of hazards through a comprehensive, riskbased, all-hazards emergency management program of mitigation, preparedness, response and recovery; and

WHEREAS, the mission of the Knox College Emergency Management is to administer a campus-based comprehensive emergency management program in partnership with Knox College Academic departments operating units, staff, administration and its neighboring jurisdictions to safeguard lives and property; and

WHEREAS, in light of their respective common goals to reduce the loss of life and property from natural or man-made emergencies or disasters, Knox College and the City of Galesburg recognize the need to maintain a strong coordination at a level that ensures efficient use of all available resources, consistent with the principles of each entity; and

WHEREAS, Knox College and the City of Galesburg agree to encourage, coordinate, promote, and support an ongoing relationship between both entities and to hold periodic partnership meetings to focus on, but not limited to, identifying and assessing an all hazards approach and associated risks, particularly as they relate to the Knox College and the City of Galesburg; and

WHEREAS, Knox College and the City of Galesburg would benefit from the development and adoption of this MOU; and

**WHEREAS, both parties agree, but not limited to the following:**

- Cooperate in all areas of mutual interest as it relates to Emergency Management: sharing data, information, planning, response, recovery, and other operational support programs;
- Enhance and maximize both Emergency Management program capabilities of both participants for the purpose of protection the public health and safety, the College environment, and to preserve and safeguard property;
- The City of Galesburg Emergency Management program is designated the primary external warning control point for the College when a serious external threat exists for the College; the College will still be responsible for the internal emergency notifications.

- Provide a rapid coordinated and effective response with full utilization of all resources of both participant jurisdictions, including any resources on hand or available that are essential to the safety, care and welfare of those impacted in the event of an emergency or disaster declared by the jurisdiction.
- Each jurisdiction shall appoint an individual representative to serve as a point of contact for matters relevant to this MOU.
- This MOU becomes effective on the date of execution and shall remain in effect unless terminated by written notification by either jurisdiction to the other.
- This MOU may be amended by written mutual agreement.

CITY OF GALESBURG, a municipal corporation,  
Knox County, Illinois

By:  \_\_\_\_\_ Mayor

ATTEST:

  
\_\_\_\_\_  
City Clerk

Knox College

By:  \_\_\_\_\_  
President

## Knox County Emergency Management Agency (EMA) Acceptance

The Knox College Campus Emergency Operations Plan (CEOP) is the College's guidance on how to respond to emergencies on the Knox College campus. This CEOP was developed in conjunction, and through coordination, with local and county emergency response agencies.

This plan documents some hazards that could potentially affect the Campus. This CEOP is a dynamic document going through planned testing and review. As the Knox County Emergency Management Coordinator, I accept the Knox College CEOP.

Date of Acceptance: 9/24/2019

Reviewer:   
Tom Simkins  
Knox County EMA Coordinator



# Update Log

Date Entered	Pages or Sections Changed	Entered by:
Feb 11, 2020	All sections repaginated – Multiple Revisions	Campus Safety
June 2, 2020	Snowstorm Procedures (13.3) expanded	Campus Safety
June 3, 2020	Health & Counseling Services now primary contact (Sec 15)	Campus Safety
June 4, 2020	Line of succession (Sec 19) for Campus Safety changed	Campus Safety
July 16, 2020	Staff contact information updated	Campus Safety
Aug 7, 2020	Public Health Emergency advisory information added to Sections 3, 4, 8, 9, 10, 13 and 14	Campus Safety
Dec 15, 2020	Added additional information to Section 15	Campus Safety
Dec 15, 2020	Updated Staff Contact Information in Part II	Campus Safety
Aug 25, 2021	Updated Staff Contact Information in Part II	Campus Safety
Dec 7, 2021	Updated Contact Information/Corrected Page Number errors	Campus Safety
April 12, 2022	Updated Staff Contact Information in Part II	Campus Safety
April 28, 2022	Corrected formatting errors and punctuation errors	Campus Safety
July 27, 2022	New Authentication Letter (p. iv)	Campus Safety
July 27, 2022	Changes to Distribution List (p. v)	Campus Safety
Aug 4, 2022	Updated Staff Contact Information in Part II	Campus Safety
Aug 4, 2022	Updated Page 2-2 and 5-2 to refer to “electronic devices”	Campus Safety
Oct 27, 2022	Updated Page 1-3 to reflect 1 hospital & Section 19.7	Campus Safety
Jan 27, 2023	Updated State Police and Staff Contact Information in Part II	Campus Safety
Dec 5, 2023	Updated Staff Contact Information	Campus Safety
Mar 6, 2023	Updated Staff Contact Information	Campus Safety

# 1 Introduction

## 1.1 Purpose

This document provides guidelines for reacting to campus emergencies. It consists of multiple parts, with sections 1-18 (only) intended for dissemination to the entire Knox College Community. These are only guidelines because crises demand immediate attention, are unpredictable, and require decisions and actions unique to that specific emergency. The College (and others as necessary) will manage emergencies and will react as quickly as possible under the circumstances to protect the health, safety, and property of the Knox College Community. The President (or in their absence the Academic Dean) shall determine when to call together the President's Senior Staff for this purpose. This plan has been developed to provide for the implementation of an Incident Command/Unified Command (IC/UCS) as a method of direction and control during emergency situations. This plan is compliant with the National Incident Management System (NIMS).

Knox College is located within the city limits of Galesburg, Illinois. The College normal academic year is from mid-August to late May. During its peak time period, the College has approximately 1400 students on campus and 500 faculty/staff employed.

Knox College recognizes that our institution is exposed to many different hazards, all of which have the potential to threaten the health, safety, and welfare of our students, faculty, staff, and guests. Because of this wide variety of hazards the CEOP is designed to provide the framework for an institutional response to an emergency posed by these hazards. The basic concept of any plan is to minimize risks to individuals and properties during an actual emergency.

The purpose of this plan is to direct the appropriate actions to protect lives and minimize property destruction in the event of an emergency. This plan establishes a process to direct and control operations of the College during an emergency situation by addressing responsibilities in the event of an emergency. All essential individuals are to utilize any and all available resources when preparing for, responding to, and recovering from a natural or man-made emergency.

## 1.2 Assumptions

1. That, generally, a warning will be received by the College and Campus Safety will be alerted immediately to the possibility of an emergency.
2. That some assistance will be available from local area resources to assist in the emergency.

3. That Campus Safety will implement the CEOP and follow the necessary procedures during an emergency.
4. That full cooperation between faculty, staff, administrators, and students will exist.
5. That proper authority, if needed, will restrict the routes of ingress and egress to the College.
6. That, if necessary, all College personnel will be evacuated in a timely manner.

## **1.3 Scope**

This plan applies to all Knox College students, faculty and staff. Knox College will cooperate with local, state and federal officials in their delivery of emergency services.

The plan applies to a broad range of emergencies and may be activated during any of the following:

1. Evacuation/Shelter in Place
2. Fires
3. Active Shooter or Acts of Violence
4. Terrorism
5. Suspicious Packages
6. Bomb Threats
7. Explosions
8. Hazardous Materials Incidents
9. Civil Disturbances
10. Infrastructure Failure
11. Tornadoes/Severe Weather
12. Earthquakes
13. Public Health Emergencies
14. Cyberthreats
15. Mass Casualty Incidents
16. Campus Closure

## **1.4 Concept of Operations**

The Knox College CEOP is designed to provide a framework and guidance for coordinated response to minor and major emergencies and disasters. The CEOP is an “all-hazards” document. It contains procedures that apply regardless of the nature of an emergency or disaster. Since this plan is designed as a flexible management system, part or the entire plan may be activated as appropriate to the situation. Although it addresses worst-case scenarios, its procedures for the management of information and operations can be applied as needed. The CEOP is based on the Incident Command System (ICS), a management structure adopted throughout the United States. It also stems from the National Incident Management System (NIMS). The plan’s approach to emergency management is geared to a four-phase structure where the phases of mitigation, preparedness, response, and recovery are addressed. When the disaster/emergency may or has become too large and Knox College resources are insufficient to handle the emergency, the Incident Commander will request assistance from the Galesburg Police and/or Fire Department and the Knox County EMA.

## **1.5 Resources**

Knox College has a Department of Campus Safety with staff members on duty 24/7. In addition, the College is located one block from the Police Station and Fire Department. The Fire Department spends time on site every year conducting drills on the Campus. Galesburg has 1 hospital and an ambulance service.

# 2 Community Response & Guidance

## *General Emergency Guidelines*

- Get help – call emergency services using 911 and Campus Safety at 309-341-7979 (Campus Safety Alternate Number: 309-335-4080) providing your name, location, and facts.
  - Do not put yourself in danger.
  - Report suspicious person(s), action(s), or package(s).
  - Person(s) sick or injured
    - Assess whether life threatening (for example, spurting blood, unconscious, loss of vital signs).
    - Only give aid that you are reasonably knowledgeable about.
    - Do not move seriously injured person(s) unless they are in danger of further serious injury.
    - Remove other people from the area around injured person(s).
  - Fire or other immediate danger
    - Evacuate the building to the nearest safe location.
    - Begin taking attendance.
  - Tornado/earthquake
    - Take cover on the lowest accessible level under a desk or table or against interior walls away from windows.
    - Kneel down, head down, arms and hands cover your eyes and head.
    - Once you are in a safe place, stay there; Emergency notification messages or emergency personnel will advise when it is safe to relocate.
  - Active Shooter/Violence - Follow the Department of Homeland Security guidelines of RUN-HIDE-FIGHT.
1. RUN
    - Have an escape route and plan in mind.
    - Leave your belongings behind.

- Keep your hands visible.

2. HIDE

- Hide in an area out of the shooter's view.
- Block entry to your hiding place and lock the doors.
- Silence your phone and other electronic devices.

3. FIGHT

- As a last resort and only when your life is in imminent danger.
- Attempt to incapacitate the shooter.
- Act with physical aggression and throw items at the active shooter.

# 3 Evacuation/Shelter in Place

In instances where a building needs to be evacuated, such as a fire alarm or if the occupants are otherwise notified by an official, evacuate using the nearest exit or alternative if the nearest exit is unsafe.

Assist others in evacuating, including persons with disabilities, if safe to do so.

Notify emergency personnel of the location of people who are still in the building or not accounted for.

Do not return to the building or move to another location unless told to do so by officials.

During public health emergencies, persons should attempt to maintain compliance with the guidelines disseminated by the Centers for Disease Control, Illinois Department of Public Health, and Knox County Health Department pertaining to gatherings and contact with others.

## 3.1 EVACUATION LOCATIONS

The following evacuation locations are categorized by residential and other buildings. The listed places are the designated initial evacuation site in circumstances where it is safe to remain at that location. Since emergency situations are by nature unpredictable and may consist of circumstances that could warrant these places being deemed unsafe, they are listed as a *guideline* for an initial evacuation spot. An ongoing evaluation of the safety of the evacuees may necessitate moving the evacuation location to another site.

### 3.1.1 RESIDENTIAL BUILDINGS

- 112 W. South Street (BETA House): South of the residence near Seymour Library
- 143 W. South Street (Williston Hall): Parking lot northeast of the residence
- 151 W. Knox Street (Sherwin): East side of building near tennis courts
- 160 W. South Street (TKE): South of the residence near the Seymour Library
- 167 W. Knox Street (Neifert): East side of building near tennis courts

- 168 W. Tompkins Street: (ABLE House): Southeast corner of Tompkins and West Streets
- 175 W. Knox Street (Furrow East/West): East side of building near tennis courts
- 218 S. Cedar Street (FIJI): Parking lot south of residence
- 237 W. Knox Street: Northwest corner of S. West and W. Knox Street
- 240 W. Tompkins Street (Executive Arms): Hamblin Hall parking lot
- 247 W. Knox Street: Parking lot west of the residence
- 251 S. West Street (Townhouses): Hamblin Hall parking lot across the street from the Townhouses
- 251 W. South Street (Hamblin Hall): Hamblin Parking lot near 284 W. Tompkins Street
- 260 W. Tompkins Street: Hamblin Hall parking lot
- 265 S. Academy Street: Hamblin Hall parking lot
- 270 W. Tompkins Street: Hamblin Hall parking lot
- 284 W. Tompkins Street: Hamblin Hall parking lot
- 401 S. West Street (Seymour Hall): North of residence between Seymour and Alumni Halls
- 418 S. West Street (International House): Parking lot west of the residence
- 461-463 S. West Street (Post Hall): Grass (hill) area east of Post
- 480 W. South Street (Peterson or Botanical House): Softball field west of the residence
- 511 S. West Street (Griffith): North of residence near Post Hall
- 513 S. West Street (Drew): North of residence near Post Hall
- 516 S. West Street: Parking lot West of the residence
- 517 S. West Street (Longden): North of residence near Post Hall
- 519 S. West Street (Simonds): North side of residence near Post Hall
- 530 S. West Street: Parking lot west of the residence
- 531 S. West Street (Conger): East side of building near tennis courts
- 542 S. West Street: Parking lot west of the residence
- 543 S. West Street (Neal): East side of building near tennis courts
- 553 S. West Street (Sellew): East side of building near tennis courts
- 556 S. West Street (Sigma Nu): Parking lot west of residence
- 561 S. West Street (Campbell): East side of building near tennis courts



- 563 S. West Street (Raub): East side of building near tennis courts
- 577 S. West Street (Elder): East side of building near tennis courts
- 616 S. West Street (Sigma Chi): Parking lot on southeast corner of West Knox and South West Streets
- 643 S. West Street (Casa Latina): Parking lot on the southeast corner of W. Knox and S. West Streets
- 675 S. West Street (Eco House): East of residence near soccer field
- 697 S. West Street (Asian Culture House): East of residence near soccer field

### **3.1.2 OTHER BUILDINGS/LOCATIONS**

- 2 E. South Street (Old Main): North of Old Main near flagpole
- 52 W. South Street (Alumni Hall): West of Alumni Hall in grassy area east of Beta House
- 60 E. South Street (George Davis Hall): Northeast side of building near flagpole north of Old Main
- 109 E. Knox Street (Memorial Gym): Trevor Field
- 115 E. South Street (Borzello Hall): Parking lot west of Borzello Hall
- 127 East North Street (Gale House): Grassy area south of the Gale House (North Street)
- 161 East Berrien Street (Heating Plant): Parking lot west of Heating Plant
- 161 West South Street: Parking lot north of the building
- 175 West Knox Street (Health & Counseling Services): Parking lot on southeast corner of West Knox and South West Streets
- 182 W. South Street (Howard Wilson House): South of the building in grassy area west of Library
- 193 East Berrien Street (Maintenance & Grounds): Parking lot west of Heating Plant
- 199 East Knox Street (Fleming Field House): Trevor Field
- 305 South Cherry Street (H.O.P.E. Center): Parking lot west of the Heating Plant
- 320 West Brooks Street (Kappa Gamma House): Grassy area south of the Human Rights Center
- 323 South Prairie Street (Whitcomb Art Center): Grassy area south of Whitcomb Art Center just north of Berrien Street
- 337 South Cherry Street (Old Jail): Parking lot west of the Heating Plant

- 340 South West Street (Science and Mathematics Center): Parking lot south of SMC
- 362 South Academy Street (Alpha Sigma Alpha House): Parking lot north of house
- 368 South Prairie Street (Administrative Services Center): Large sidewalk north of ASC parking lot
- 371 South West Street (Seymour Library): Grassy area west of Library
- 386 South Academy Street (Delta Delta Delta House): Parking lot north of Alpha Sigma Alpha
- 396 South Academy Street (Pi Beta Phi House): Grassy area south of the Human Rights Center
- 422 South Academy Street (Human Rights Center): Grassy area south of the Human
- 462 Depot Street (Warehouse): Large grassy area south of warehouse
- 466 South West Street (Center for Teaching and Learning): Parking Lot north of building
- 500 South Prairie Street (Center for Fine Arts): Trevor Field
- 523 South West Street (Quad Cottage): East side of building near tennis courts
- 560 South West Street (Staff Residence): Long parking lot west of residence
- 640 North Prairie Street (Ingersoll House): Sidewalk east of house (Prairie St)
- 1797 Knox Highway 15 Victoria, IL 61485 (Green Oaks): Sign-in stand at main entrance

## 3.2 Shelter in Place

In the event a “Shelter in Place” order is given, persons should take the following actions:

- Stay in the building one currently occupies.
- Close and lock all doors and windows.
- Move to an interior room or office away from all windows if possible.
- If safe to do so, turn off all fans, heating and air conditioning systems.
- Stay in place until emergency personnel make notification that it is safe (or desirable) to leave.

There may be situations when it's best to stay where you are and avoid any uncertainty outside. Here are some indicators and steps to take if the situation arises:

- Use common sense and available information to assess the situation and determine if there is immediate danger.

- If you see large amounts of debris in the air, or if local authorities say the air is badly contaminated you may want to take this kind of action.
- If a Knox Alert message advises to shelter in place.

Persons Sheltering in place should take the following actions:

- Bring yourself and Emotional Support Animals inside.
- Lock doors, close windows, and air vents.
- If safe to do so, turn off fans, air conditioning and forced air heating systems.
- Go into an interior room with few windows if possible.
- If the situation is warranted, consider sealing all windows, doors and air vents with improvised plastic sheeting (e.g. trash or grocery bags, etc.) and tape if available. Tape plastic at corners first and then tape down all edges.
- Remain in place until emergency personnel notify you that it is safe to leave.

# 4 Fire

A fire may or may not include visible flames or strong odors of burning. The appropriate emergency action is for persons to evacuate the building quickly and safely, notify the Fire Department by dialing 911, and then notify Campus Safety at 309-341-7979.

For the person(s) discovering the fire

- Alert others in the immediate area.
- Extinguish the fire only if you have been trained, know the proper fire extinguisher to use, and can do so safely and quickly.
- If the fire cannot be extinguished
  - Confine the fire by closing the doors.
  - Pull the nearest fire alarm and exit the building.
  - Call the Fire Department at 911.
  - Notify Campus Safety at ext. 7979.

For occupants of the building

Evacuation:

- Employees, students and guests should not fight fires unless properly trained and should evacuate the building immediately at the sound of an alarm.
- Evacuation should be made via the nearest safe exit.
- Employees and students should not alter their course of exit in order to search for or notify other occupants — Notification should only be made on the way to the closest exit.
- If conditions permit, close all doors as you leave in order to help contain the fire and smoke.
- If you have to exit through smoke, crawl low to your exit keeping your head one or two feet above the floor, where the air will be cleanest.
- Use the stairs; never use an elevator during a fire.
- Once you have exited the building, stay out — Under no circumstances is anyone, other than responding emergency personnel, allowed to enter or to re-enter a building that is in alarm.

- Re-entry can only be made after an “all-clear” signal is given by the Fire Department or Campus Safety and the fire alarm system is reset.

Respond to every alarm as if it were a real fire. Report information on false alarms to Campus Safety.

Test doorknobs and spaces around the door with the back of your hand. If the door is warm, try another escape route. If it’s cool, open it slowly. Slam it shut if smoke pours through.

If you are trapped, call 911 and tell them your location. Seal your door with rags and signal from your window. Open windows slightly at the top and bottom, but close them if smoke comes in.

Hazardous equipment or processes, including laboratory experiments, should be shut down before leaving the building, unless doing so presents a greater hazard.

After you have left the building, go to the designated evacuation location (Section 3.1 of this plan) if safe to assemble there. If not, go to an alternate safe location. Once safely evacuated, begin taking attendance.

During public health emergencies, persons should attempt to maintain compliance with the guidelines disseminated by the Centers for Disease Control, Illinois Department of Public Health, and Knox County Health Department pertaining to gatherings and contact with others.

# 5 Violent Incident

Violent incidents (including but not limited to acts of terrorism, assaults, and incidents of workplace violence) can occur on the College campus with little or no warning. It should be noted that the following instructions are intended for incidents that are of an emergency nature (i.e., imminent or having just occurred).

- Emergency situations should be reported to the Galesburg Police Department by dialing 911.
- Then contact Campus Safety at 309-341-7979.
- When you call 911, be prepared to provide as much information as possible, such as the following:
  - What is happening.
  - The location.
  - Who is involved.
  - Type of weapon(s) involved, if any.
  - Your name and location.
  - The nature and extent of any known injuries and/or fatalities.
- Should gunfire or discharged explosives occur on campus, take cover immediately using available concealment – warn others to stay out of the area if you can do so safely.
- If the location of the assailant is not known, stay in your building, proceed to a space that can be secured or barricaded, close and lock all windows and doors, barricade if possible, and turn off the lights. Get down on the floor and ensure that no one is visible from outside the room. Silence all electronic devices.
- If the assailant enters your hall or room, try to remain calm, alert the police of the assailant's location. If it is not safe to speak, leave the line open so the dispatcher can hear what is happening.
- If the assailant leaves the area, proceed immediately to a safer place and do not touch anything that was in the area of the shooter.
- Follow the Department of Homeland Security guidelines of RUN-HIDE-FIGHT.

## 1. RUN

- Have an escape route and plan in mind.
- Leave your belongings behind.
- Keep your hands visible.

## 2. HIDE

- Hide in an area out of the shooter's view.
- Block entry to your hiding place and lock the doors.
- Silence your cell phone and/or electronic devices.

## 3. FIGHT

- As a last resort and only when your life is in imminent danger.
- Attempt to incapacitate the shooter.
- Act with physical aggression and throw items at the active shooter.

After the police have responded to the incident:

- Keep your hands empty and in plain view at all times for police officers.
- Follow the directions of emergency personnel.

# 6 Terrorism

Colleges and universities are on the list of locations that are considered to be vulnerable to terrorists. The Department of Homeland Security will issue advisories with respect to potential acts of terrorism.

## 6.1 TYPES OF ADVISORIES:

- Bulletin

Describes current developments or general trends regarding threats of terrorism.

- Elevated Alert

Warns of a credible terrorism threat against the United States.

- Imminent Alert

Warns of a credible, specific and impending terrorism threat against the United States.

A person can help improve campus safety by reporting any suspicious or unusual behavior (such as abandoned parcels, bags, vehicles, other items, or unauthorized people in restricted areas) to Campus Safety at 309-341-7979.

If you wish to learn more about how you can personally prepare for a violent incident, view the Department of Homeland Security's response booklet at [https://www.dhs.gov/xlibrary/assets/active\\_shooter\\_booklet.pdf](https://www.dhs.gov/xlibrary/assets/active_shooter_booklet.pdf).

## 6.2 Heightened Security State of Alert

A heightened state of alert is a mindset that leads one to notice unusual or suspicious behavior/circumstances, and to report these observations to authorities in a logical, rational, and timely manner.

It is not intended to induce fear and panic. It is designed to have people go about their normal business while being particularly attentive to their surroundings. Be sure that normal security procedures are carefully followed.



## 6.2.1 Suspicious Behavior/Circumstances

Be aware of and report:

- People in buildings or areas who do not appear to be conducting legitimate business (loitering).
- Persons monitoring areas, buildings or entrances.
- Unauthorized personnel in restricted, sensitive or private areas.
- Persons requesting information who appear to have no need for it.
- Persons wearing clothing not consistent with the weather conditions at mass population events (bulky coat in warm weather, etc.).
- Persons abandoning parcels or other items in unusual locations, especially high traffic areas (pedestrian/vehicle).
- Persons attempting access to utility locations (water, electrical, petroleum, telecommunications, information systems).
- Multiple persons who appear to be working in unison, committing the above.

Vehicles — Be Alert To

- Abandoned vehicles.
- Vehicles parked near buildings/public and common areas.
- Unexpected/unfamiliar delivery trucks.
- Unfamiliar vehicles parked for long periods of time.
- Person in vehicles “casing” buildings/areas.
- Vehicles operating in closed areas.
- Vehicles containing unusual/suspicious parcels or material.
- Vehicles arriving and being left behind at odd hours.
- Substances leaking or spilling from vehicles.

Building/Office Security

- Don't prop open or compromise building/residence hall entrance doors/windows.
- Account for and secure keys; don't leave them unattended or give to unauthorized persons. Report lost keys to Campus Safety.

- Secure all areas when not attended.
- Be aware of unfamiliar persons in or visitors to your office/residence hall/lab and so on.
- Be prepared. Take time to familiarize yourself with building evacuation plans/routes.
- Report suspicious tampering with physical security (doors, locks, and so on).
- Talk with colleagues; know what is out of place (unclaimed items, and so on).

# 7 Suspicious Package

In any instance in which a suspicious package or item is observed (e.g., a package, suitcase, knapsack, etc., whose appearance and/or location appears implausible), contact Campus Safety at 309-341-7979. The importance of good housekeeping will be very apparent at this time; throughout the year, it is important to keep areas free of unnecessary debris.

Since the September 11, 2001, terrorist attacks and the subsequent anthrax cases in Florida, New York and Washington, there is heightened public concern about bio-terrorism. The following advice on precautions to take is based upon U.S. Postal Service guidelines. These steps are similar to normal precautions that should be followed as good mail-processing protocols.

## Inspecting and Opening Mail

- Common sense and care should be used in inspecting and opening mail or packages.
- Examine unopened envelopes for foreign bodies or powder.

## What constitutes a “suspicious parcel”?

Some typical characteristics Postal Inspectors have detected over the years are which ought to trigger suspicion include parcels or envelopes that:

- Are unexpected or from someone unfamiliar to you.
- Bear no return address, or one that cannot be verified as legitimate.
- Are addressed to someone no longer at your address.
- Are of unusual weight, given its size, or are lopsided or lumpy.
- Exhibit protruding wires, strange odors, stains, or crystallized material.
- Exhibit a city or state in the postmark that does not match the return address.
- Have excessive postage, no postage, or non-canceled postage.
- Are packaged using excessive amounts of tape or string.
- Have improper spelling of common names, places or titles.

What should I do if I have received a suspicious parcel in the mail?

- Do not try to open the parcel.
- Isolate the parcel.
- Leave the immediate area and call Campus Safety at extension 7979 (309-341-7979).

What should I do if I open a parcel containing a suspicious substance?

- Cover parcel immediately (with a plastic container, wastebasket, plastic bag, paper, article of clothing, or anything else available).
- Call Campus Safety at extension 7979 (309-341-7979) for further instructions.

# 8 Bomb Threat

A bomb threat may come to the attention of the receiver in various ways. It is important to compile as much information as possible. Please keep in mind that the vast majority of bomb threats are false and are primarily intended to elicit a response from the building occupants. In the case of a written threat, it is vital that the document be handled by as few people as possible; this is evidence that should be turned over to Campus Safety. If the threat should come via email, make sure to save the information on your computer. Most bomb threats are transmitted over the telephone; thus, the following instructions are provided with that assumption.

- Remain calm and immediately refer to the bomb threat checklist that follows. If applicable, pay attention to your telephone display and record the information shown on the display window.
- The objective is to keep the caller on the line as long as possible to gather as much information as possible. Try not to anger the caller at any time.
- While engaging the caller, pay attention to any background noise and distinctive sounds such as machinery, traffic, other voices, music, television, and so on.
- Note any characteristics of the caller's voice such as gender, age, education, accent, and so on.
- Attempt to obtain information on the location of the device: building, floor, room or any other descriptive information.
- If receiving the call, get as much information as possible pertaining to the appearance/location of the bomb and when it will detonate.
- If the threat was left on your voicemail, do not erase it.
- If it is determined that an evacuation is necessary, EVACUATE the building
- During public health emergencies, persons should attempt to maintain compliance with the guidelines disseminated by the Centers for Disease Control, Illinois Department of Public Health, and Knox County Health Department pertaining to gatherings and contact with others.
- DO NOT use cell phones or radios within 300 feet of the area suspected of containing the explosive device.
- Check for, but do not disturb, unusual objects as you evacuate. Report your observations to the emergency personnel.
- Immediately after the caller has disconnected, contact the police at 911 and then notify Campus Safety at 309-341-7979.

# 8.1 Telephone Bomb Threat Checklist

Keep Calm – do not get excited or excite others.

Time Call Received \_\_\_\_\_ am/pm    Terminated \_\_\_\_\_ am/pm

Exact Word(s) of Caller \_\_\_\_\_

Delay – Ask Caller to Repeat

Questions You Should Ask:

- What time is the bomb set to explode? \_\_\_\_\_
- Where is the bomb located? (Floor/Area) \_\_\_\_\_
- What kind of a bomb is it? \_\_\_\_\_
- Can you describe the bomb? \_\_\_\_\_
- Why kill or injure innocent people? \_\_\_\_\_

Voice Description

Female   Calm   Young   Refined   Male   Nervous   Rough   Old   Middle-Aged

Other Descriptors

Accent  Yes    No   Describe: \_\_\_\_\_

Unusual/Repeated Phrases: \_\_\_\_\_

Recognize Voice?  Yes    No   If so, whom do you think it was? \_\_\_\_\_

Background Noise

Music   Traffic   Whistles   Bells   Horns   Machinery

Aircraft   Tape Recorder   Running Motor (Type) \_\_\_\_\_ Other \_\_\_\_\_

Additional Information

Did the caller indicate knowledge of the facility? If so, how? In what way? \_\_\_\_\_

What line did call come in on? \_\_\_\_\_

Is number listed?    Yes    No   Private Number

What Number (if on Caller ID) \_\_\_\_\_

Name \_\_\_\_\_ Date \_\_\_\_\_

# 9 Explosion

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

- Evacuate the building as quickly and calmly as possible and call 911; then notify Campus Safety at 309-341-7979.
- During public health emergencies, persons should attempt to maintain compliance with the guidelines disseminated by the Centers for Disease Control, Illinois Department of Public Health, and Knox County Health Department pertaining to gatherings and contact with others.
- If debris is falling, take refuge, for example, under a sturdy table or desk.
- If there is a fire, stay low to the floor and exit the building as quickly as possible.
- If you are trapped in debris, tap on something so that rescuers can hear where you are.
- Assist others in exiting the building and move to designated evacuation areas.
- Keep streets and walkways clear for emergency vehicles and crews.
- Untrained persons should not attempt to rescue people who are inside a collapsed building. Wait for emergency personnel to arrive.

# 10 Hazardous Materials

A hazardous materials incident may be a spill or release of chemicals inside a building or into the environment. Such an incident may affect only a portion of campus, the entire campus, or the entire region. Major spills or emergencies require emergency assistance from 24-hour emergency agencies, i.e. the city Fire Department and HAZMAT Team. The College does not have a fire department or HAZMAT Team. Therefore, in case of a major spill or emergency do the following:

- Evacuate the area as quickly and calmly as possible and call 911; then notify Campus Safety at 309-341-7979.
- Isolate exposed individuals for decontamination, evaluation, and treatment.
- Wait for and provide information to responders.
- When reporting the spillage, be as specific as you can about the nature of the involved material and its exact location.
- In the event a Shelter in Place order is given, refer to Section 3 of the Campus Emergency Operations Plan for additional guidance.
- During public health emergencies, persons should attempt to maintain compliance with the guidelines disseminated by the Centers for Disease Control, Illinois Department of Public Health, and Knox County Health Department pertaining to gatherings and contact with others.



# 11 Civil Disturbance or Demonstration

Most campus demonstrations such as marches, meetings, protests and rallies will be peaceful and non-obstructive. A student demonstration should not be disrupted unless one or more of the following conditions exists as a result of the demonstration:

- Disruption of the normal operations of the College.
- Obstructing access to offices, buildings, or other College facilities.
- Threat of physical harm to person(s) or damage to College facilities.
- Willful demonstrations within the interior of any College building or structure, except as specifically authorized and as subject to reasonable conditions imposed to protect the rights and safety of other persons and to prevent damage to property.
- Unauthorized entry into, or occupation of, any College room, building, or area of the campus, including such entry or occupation at any unauthorized time, or any unauthorized or improper use of any College property, equipment, or facilities.

## 11.1 Peaceful, Non-Obstructive Protest

- Generally, peaceful protests should not be interrupted. Protesters should not be obstructed or provoked and efforts should be made to conduct College business as normally as possible.

## 11.2 Disruptive Protest

- In the event that a protest blocks access to College facilities or interferes with the operation of the College, the Dean of Students or his/her designee will go to the area and ask the protesters to leave or to discontinue the disruptive activities. Efforts will be made to explain the situation to the protesters and to make them aware that such action is a violation of the Student Handbook.

## **11.3 Violent Protest**

In the event that a violent protest in which injury to person(s) or property occurs or appears imminent, the following should occur:

- Campus Safety should be notified immediately at 309-341-7979. They will in turn contact the Dean of Students and other key administrators.
- If possible and appropriate, an attempt should be made to communicate with the protesters to convince them to desist in order to avoid a possible violent confrontation.
- If advisable, the Dean of Students will alert the President.
- The President will determine any further actions, including whether to contact law enforcement officials.
- In emergency situations where serious injuries to persons are being sustained, 911 will be called as soon as possible by the entity/person aware of the situation.

# 12 Infrastructure Failure

From time to time the campus may experience infrastructure problems. These problems could involve electricity, computers, steam, water or gas, telephone failures, and/or interruption of deliveries. Specific interventions will vary depending on the nature and scope of the infrastructure failure. The President's Senior Staff will collect all available information concerning the event and will formulate a plan of action.

## 12.1 IT Infrastructure Failure

Knox College Information and Technology (IT) Department has established procedures to provide for the recovery of lost data services in the event a natural or man-made disaster renders the IT infrastructure inoperable for any reason.

A remote server location has been established with Lake Forest College located at 555 North Sheridan Road, Lake Forest, IL 60045. Knox College maintains an off-site duplicate back-up of critical servers.

In the event of a disaster at Knox College, the IT department maintains the ability to establish the functionality of critical services (not including telephone services) and some non-critical services from the Lake Forest location. This contingency measure is not intended for extended operation but is intended primarily to preserve critical data and software for restoration to the primary IT infrastructure once that framework is restored/repaired.

On the remote servers, all services will be downgraded as the limitations with the remote site are both on compute power and bandwidth. The College may need to limit access to only critical personnel and limit their volume of access at certain times. Given these limitations, the processes and frequency they are used will be determined by the Information Services Council (ISC) in alignment with the IT Disaster Recovery Plan.

ISC is represented by a group of users from each major area on campus and will be charged with the responsibility of determining priority and volume of system access based on the circumstances experienced at the time access is needed.

Assumptions:

1. A loss of IT services resulting in a long-term and significant disruption has occurred.
2. The Lake Forest College server is operational.
3. Network services are available in some fashion to allow connectivity with Lake Forest College.

4. The College has the ability to operate in some fashion either with complete or limited services available.
5. "Non-critical data" as designated by IT, will not be backed-up and therefore lost in the event a full restoration of data is required.
6. The Disaster Recovery Team (see below) will be the entity responsible for establishing and restoring IT functions when applicable.
7. The ISC will establish a strategy and method to prioritize access to computer functions in order to maintain efficient interim operation.

#### Disaster Recovery Team:

1. The Director of System and Network Operations
2. The Network Manager
3. The System's Administrator
4. Network Technicians

#### Procedures

In order to access Knox Anyware on the alternate server, the following steps need to be taken:

1. Begin by opening a web browser. For this step using Internet Explorer is recommended, as other browsers require an additional authentication step.
2. Enter the following URL: <https://knoxdr.knox.edu>. The user should enter their full email address and password. Then the user should click "Sign In". If necessary, "Allow" the add-on: Microsoft Remote Desktop Services Web Access Control.
3. On the Applications page, open the desired application by clicking on an icon. Microsoft Office applications - Word, Excel, PowerPoint, etc. are stored within the office folder.
4. After clicking an application icon, you may have to enter your credentials. Internet Explorer users may see a dialog box advising that "A website wants to open web content using this program on your computer." The name in the dialog box will be Remote Desktop Connection (Publisher – Microsoft Windows). The user may check the "Do not show me the warning for this program again" box. The user should then click "Allow" to proceed.
5. Click "Connect" on the RemoteApp dialog box to access the application. If a private or personal computer is being used, the user can check the "Don't ask me again for remote connections from this publisher" box.

Firefox users should select "Open With Remote Desktop Connection" and check "Do this automatically for files like this from now on" box. The user will need to re-enter their Knox email and password.

Chrome users should take the following actions:

1. When the download appears in the lower left of the browser, click on the up-arrow and select "Always open files of this type."
2. Click the download to open the file. The user will need to re-enter their username and password.

# 13 Severe Weather — Tornadoes, Thunderstorms, Snowstorms

## 13.1 Severe Weather Watches and Warnings: Definitions

**Tornado Watch:** Conditions are conducive to the development of tornadoes in and close to the watch area.

**Tornado Warning:** A tornado has actually been sighted by spotters or indicated on radar and is occurring or imminent in the warning area. Knox County Emergency Management will initiate a siren, or steady tone, for a period of three to five minutes. When you hear this siren, take cover immediately – danger is imminent. When the siren shuts off, it does NOT mean the warning is over. Please listen to a radio or wait for an “all clear” signal from College officials before leaving the basement or other designated area. Radios can be tuned to WGIL (1400 AM or 93.7 FM) for weather related updates.

**Severe Thunderstorm Watch:** Conditions are conducive to the development of severe thunderstorms in and close to the watch area.

**Severe Thunderstorm Warning:** A severe thunderstorm has actually been observed by spotters or indicated on radar, and is occurring or imminent in the warning area. Heavy lightning and winds are common during these storms.

## 13.2 Procedures During a Tornado Warning

- Remain calm and avoid panic.
- Go to an area of safety:
  - Areas of safety in a building: Proceed to the lowest accessible level and take immediate cover in the interior of the building and away from windows. Close any doors. Remain in the safe area until all danger has passed.
  - Areas to avoid: Stay clear of windows, corridors with windows, or large free-standing expanses.
  - If outside: Stay out of automobiles and away from trees and power lines; attempt to take cover in low-lying areas such as a drainage ditch.
- DO NOT use elevators during a tornado warning.
- Close all doors, including main corridors, making sure they latch.

- Crouch near the floor or under heavy, well supported objects and cover your head.
- Persons with mobility concerns should go to an area of safety at the time of a tornado watch. DO NOT wait for a tornado warning.
- Follow directions given by emergency personnel.
- During public health emergencies, persons should attempt to maintain compliance with the guidelines disseminated by the Centers for Disease Control, Illinois Department of Public Health, and Knox County Health Department pertaining to gatherings and contact with others.

### **13.3 Snowstorm Procedures**

- Members of the community should stay indoors during severe cold weather.
- Never use a generator, camp stove, charcoal grill, or gasoline or propane heater indoors, as these items can start accidental fires, cause electric shock, and/or cause deadly carbon monoxide poisoning.
- If a Snow Emergency is declared by the City of Galesburg, cars parked on city streets must be moved to an off-street location, such as a parking lot.
- Limit your time outdoors, and stay dry
- If you do have to go outside, dress properly. Wear three layers of clothing: one that can absorb sweat, a second to serve as insulation, and the last to seal out cold temperatures.
- Be cognizant of potential for hypothermia and frostbite.
- Signs of Hypothermia:
  - Uncontrollable shivering
  - Memory loss, disorientation
  - Incoherence, slurred speech
  - Drowsiness
  - Apparent exhaustion
- If you detect symptoms of hypothermia:
  - Get the victim to a warm location.
  - Contact Campus Safety at 309-341-7979.
  - Warm the center of the body first by wrapping the person in blankets or putting on dry clothing.
  - Give warm, non-alcoholic beverages if the person is conscious.
  - Take the person's temperature. If it is below 95°, seek medical attention immediately.

- Signs of Frostbite:
  - Loss of feeling and white or pale appearance in extremities, such as fingers, toes, earlobes, face and tip of the nose.
- If you detect symptoms of frostbite:
  - Cover exposed skin, but do not rub the affected area in an attempt to warm it up. Frostbite results in the formation of ice crystals in the tissue, and rubbing could damage the tissue.
  - Call Campus Safety at 309-341-7979.



# 14 Earthquakes

West Central Illinois is not often considered an earthquake prone area. However, the New Madrid Seismic Zone running across the lower portion of Illinois and West Central Illinois could be significantly affected should there be a major disturbance along the New Madrid fault line.

During an earthquake persons should do the following:

- Drop to the ground.
- Take cover under a sturdy table or other structure if available and be sure to cover your head from falling debris and glass.
- Wait until the shaking stops.
- Once the shaking stops, everyone should evacuate the buildings as outlined in the in the Evacuation section of this plan.
- Be mindful of objects which may fall upon you (e.g. tree limbs, electrical lines, lights, or loose structural fixtures).
- Try and remain together with those who evacuated with you until a full accounting of any missing persons is taken.
- During public health emergencies, persons should attempt to maintain compliance with the guidelines disseminated by the Centers for Disease Control, Illinois Department of Public Health, and Knox County Health Department pertaining to gatherings and contact with others.
- Call 911 for any medical emergencies arising as a result of the earthquake.

As soon as practical during or after an earthquake, Campus Safety will place priority on life safety and assisting with the evacuation (if applicable) of affected Campus buildings.

Campus Safety will assist responding emergency personnel to ensure governmental entities responding to the College are provided with the best available information.

# 15 Public Health Emergency

A public health event will include those events defined by the Centers for Disease Control as posing a threat to the public's health. These may include:

1. Radiation emergencies
2. Bioterrorism incidents [i.e. anthrax, botulism, plague, small pox, etc.]
3. Chemical agents [i.e. blister agents, blood agents, etc.]
4. Communicable diseases [i.e. pandemic]; and
5. Other situations which involve the spread of a disease or organism from person to person or group of persons.

In the event of a public health event impacting Knox College, the College will take guidance from, and work in conjunction with, Knox College Health and Counseling Services, the Knox County Health Department, the Illinois Department of Public Health, and/or the Centers for Disease Control. The primary goal of the College will be the protection of life and taking no actions that will perpetuate the public health emergency.

Plans for controlling the spread of any communicable disease will be coordinated with local health officials.

Knox College Health and Counseling Services will normally serve as the College point of contact with the local health department, and be responsible for relaying information regarding the public health event to the College President through the chain of command.

In the response or planning for a public health event, the College will consider actions to reduce the spread of the health event. Protective measures to be considered are:

- Personal Protective Equipment like surgical gloves, facemasks, etc. should be used if available.
- In some cases, large public events or classes may need to be cancelled in order to prevent transmission of a communicable disease. In these instances, the President of the College or their designee will make that determination.

The Knox College Health and Counseling Services may assist local health authorities with inoculations to combat the health issue(s), if appropriate.

The College will coordinate its public information releases with local health officials. The Knox College Office of Communications will coordinate with the Knox County Health Department, the Illinois Department of Public Health, and/or the Centers for Disease Control to ensure a consistent message is given to the public on ways to prevent or combat the spread or contraction of the illness.

# 16 Cyberthreats

## The Importance of Securing Electronic Data

Much of the data stored or transmitted via Knox's computing equipment and network is confidential. Unauthorized access to this data may constitute a violation of federal statutes such as the Family Educational Rights and Privacy Act (FERPA), the Health Insurance Portability and Accountability Act (HIPAA), Gramm-Leach-Bliley Act (GLBA) and other laws and College policies designed to protect privacy. A breach in data security that compromises personal information can lead to identity theft, putting members of the Knox community at risk and exposing the College to litigation. Unauthorized access to other confidential data, though not usable for identity theft, may nonetheless have serious legal, financial, or public relations implications for the College.

## 16.1 Preventing Data Breaches

The duty to secure protected or confidential data (PCD) is shared by all members of the Knox community. PCD should not be accessed, copied, stored, downloaded, transmitted, or used unless it is essential for College business. When PCD is no longer required it should be securely disposed of. Every effort should be made within and between offices and departments to minimize the volume and numbers of copies of PCD.

PCD should not be stored on laptops or other mobile devices for longer than necessary and should be encrypted at all times. Devices and physical storage devices that contain PCD, whether mobile or not, should be secured by authentication, encryption, and/or well as by physical means (security cables, locked cabinets, etc.). PCD should be under the physical control of the custodian at all times. If it is required that PCD be left unattended, it should be securely stored in a locked container such as a hotel room safe, trunk or glove compartment of an automobile. Care should be taken to ensure PCD is not left unattended or unsecured on desks, work surfaces and computer screens. When leaving an area, lock the computer, remove PCD from work surface and store in locked container, or close and lock the door of the office.

## 16.2 The Chain of Responsibility

Under certain circumstances, confidential electronic data — such as student names, email addresses, or other information — may need to be conveyed to individuals or groups who are not employees of the College. These may be vendors, contractors, professional organizations, (internal) student organizations, or others. In these circumstances, the College must require the recipient of the data to abide by the same (or stricter) guidelines to protect the data from unauthorized access or abuse. This chain of responsibility must extend to any third parties (or beyond) to whom the confidential data might be further conveyed.

Individuals and offices who are stewards or custodians of PCD shall have sufficient knowledge of the volume, access methods, location, and nature of the data in their care to assist in determining the scope of a breach. For example, the volume and type of PCD exposed, storage location and access methods to the PCD, and details on method of storage (encrypted or clear text).

## **16.3 Responding to Digital Data Security Breaches**

Despite explicit guidelines for securing confidential electronic data, breaches may still occur. At such times, it is important that the College respond as quickly and professionally as possible. Computer thefts should be reported immediately to the Director of Campus Safety (x7979 or 309-341-7979). Campus Safety will assess the nature of the breach and will secure and attempt recovery of any physical assets.

Campus Safety will notify the Vice President for Information Technology Services, Vice President for Finance and Administrative Services, and the Vice President for Communications of any suspected data breach. These individuals will determine the appropriate response and may utilize the Breach Response Guidelines and Procedure outlined in this document.

## **16.4 Breach Response Guidelines and Procedure**

### **16.4.1 Documentation**

Campus Safety should

- identify the person reporting the breach (name, contact info, etc.).
- record the basis for belief that a breach has occurred.
- document the location, timeframe, equipment, and/or other details of breach.
- attempt to establish preliminary identification of confidential data that may be at risk.
- attempt to identify and recover physical assets.

### **16.4.2 Required Notifications**

- Vice President for Communications.
- Vice President for Information Technology Services.

- Vice President for Finance and Administrative Services.
- Director of Campus Safety (physical access to facilities and/or physical assets).
- President and other senior officers (depending on sensitivity, scope of nature of data exposed).
- Legal counsel (depending on sensitivity and scope of data exposed).
- Law enforcement (depending on the nature/scope of theft).
- Beazley (Data Breach insurer and access to services retained by Knox to assist with breach notification and forensics).
- If credit card data has been breached, notify bankcard holder within 24 hours of confirmed breach discovery.

### **16.4.3 Investigation**

- Identify if there is an ongoing vulnerability and take immediate steps to redress.
- Conduct preliminary forensic analysis. Retain outside assistance as required.
- Prepare inventory of data at risk.
- Determine if exposed data was encrypted.
- Identify security measures that were defeated and by what means.

### **16.4.4 Assessment**

- Identify affected individuals at risk of identity theft or other harm.
- Assess financial, legal, regulatory, operational, reputational and other potential Institutional risks.

### **16.4.5 Remediation**

- Implement password changes and other security measures to prevent further data exposure.
- Determine if corrupted data can be restored from backups; take appropriate steps to recover data and restore business functions.
- Determine if risk associated with exposed data can be neutralized by changing account access, ID information, or other measures.

## **16.4.6 Other Notifications**

Based on regulatory requirements and other factors, Senior Officers, in consultation with legal counsel if needed, determine whether notifications are required (or advisable) for:

- Government agencies.
- Affected individuals.
- Knox community.
- Business partners.
- Public .

If Senior Officers determine that notifications are needed: The Vice President for Information Technology Services will notify Beazley who will coordinate notifications to affected individuals. Unless directed otherwise by law enforcement, such notifications will be made without delay.

# 17 Mass Casualty Incident

A “mass casualty incident” is any incident where multiple injuries or fatalities have occurred. Should a mass casualty incident occur at the College, institution resources are limited and would be quickly expended. The College, therefore, relies on local emergency response agencies to respond to mass casualty events. The 2018 Knox County Emergency Operations Plan (pp 102-116) addresses Health and Medical Services in a mass casualty situation.

In the event of a Mass Casualty Incident, Campus Safety will be the primary point of contact for local emergency services on the Campus.

If an indoor location is required for triage, the T. Fleming Fieldhouse would be considered a primary casualty coordination point, if circumstances permit its use for this function. If outdoor locations are identified, they should, if possible, avoid the use of the Soccer Field and the large open grassy area east of Post Hall. These locations have been identified as emergency helicopter landing sites in the Knox County Emergency Plan.

# 18 Campus Closure

When weather conditions (e.g., snow, storms) are so extreme that the administration decides it is necessary to postpone or cancel any College activity, the College will handle this situation as follows:

The President (or their designee) will make the decision to postpone activities or close the College.

## 18.1 DELAYED OPENING or EARLY CLOSURE

- Classes and offices opening and closing times may be adjusted in 2 hour increments.
- Designated personnel may be scheduled as needed by their department head.
- All departments and offices that do not provide direct student support will be open during the reduced schedule.
- Offices that are responsible for care and well-being of students will be open: Campus Life, Campus Safety, Dining Services, and Facilities Services.

## 18.2 PARTIAL CLOSURE

- All classes, labs, and practices are cancelled for the day.
- Events will be cancelled on a case by case basis.
- Departments and offices that do not provide direct student support will be open if possible.
- Offices that are responsible for care and well-being of students will be open: Campus Life, Campus Safety, Dining Services and Facilities Services.

## 18.3 FULL CLOSURE

- All classes, labs, and practices are cancelled for the day.
- All departments, and offices are closed except for designated personnel.
- Designated personnel may be scheduled as needed by their department head.



## COMMUNICATIONS PLAN PERTAINING TO CLOSURE

The following communication plan will be observed during Delayed Opening, Early Closure, Partial Closure, and Full Closure:

- A campus-bulletin email will be sent (current students, faculty, and staff).
- A message will be posted on the College's web page as the first news item and to social media.
- A message will be posted on the My Knox homepage.
- A message will be posted on the College phone number (341-7000).
- An all-campus Knox Alert will be sent to faculty, staff, and students.
- Traditional media outlets, such as TV and radio will be notified.

## **18.4 DESIGNATED PERSONNEL**

Some administrative and support staff employees, due to the nature of their jobs, are identified as "designated personnel" during times of inclement weather. These personnel will be identified as such by department heads. In other areas, essential functions and how they will be performed will be determined by the supervisor and will depend on the circumstances surrounding the closure.