BATTEN UNIVERSITY™

Emergency Operations Plan 2026-2027

VIRGINIA'S INNOVATIVE UNIVERSITY OF THE ARTS AND SCIENCES

BATTEN UNIVERSITY
EMERGENCY OPERATIONS PLAN

EMERGENCY INFORMATION: Batten University sees safety as a top priority in creating an educational environment where students, faculty, and staff members can thrive. Although no one wants to think about an emergency situation occurring at Batten University, it is important to be prepared for such occasions.

In effort to prepare for emergencies, the University has a Campus Emergency Response Team (CERT) that discusses concerns such as natural disasters and medical emergencies. This group also meets to address immediate campus concerns and urgent situations.

It is important that members of the campus community be aware of Batten University's emergency procedures and, most importantly, are cooperative and responsive in times of an emergency.

CAMPUS EMERGENCY RESPONSE TEAM (CERT): Should a campus emergency arise, the University's Campus Emergency Response Team will provide the leadership and coordination of the University's emergency procedures.

The Senior Vice President serves as the Coordinator of the Campus Emergency Response Team.

Revised July 2026

GENERAL INFORMATION

USING PHONES ON CAMPUS/ON-CAMPUS CALLING: All phone numbers in this guide are listed in their entirety with area codes and exchanges. When calling from a campus phone to another phone on campus, it is not necessary to use the area code and exchange; only the four-digit extension of the phone number (for example, 757.233.8888 can be called by pressing 8888 from any campus telephone).

LOCATION: The University is located in two cities, Virginia Beach and Norfolk. Since the majority of the campus is located in the City of Virginia Beach, emergency services from Virginia Beach are responsible for incidents at Batten University. Batten University's permanent address is 5817 Wesleyan Drive, Virginia Beach, VA 23455.

PRIMARY SOURCES OF INFORMATION:

- University's website www.batten.edu
- Campus Safety & Security 757.455.3349
- Marketing and Communications 757.233.8757
- Inclement Weather/Emergency Hotline 757.904.1991
- University's Welcome Center 757.455.3200
- DeFord Gatehouse, University Entrance 757.455.3289
- Campus emergency line 757.233.8888

EMERGENCY CLOSING: The Emergency Response Team decides to close the University based on reports and advisories from the National Weather Service or other public agencies, depending on the nature of the emergency. Should a decision be made to close the University, students, faculty, and staff will be alerted immediately through a variety of means:

- Campus email: If the University has an early closing, Marketing and Communications, Senior Vice President, Provost and Vice President, and/or President should send an email to students, faculty, and staff. SAFE@batten.edu may be used in case of emergency.
- University website: In case of a closing of any kind, Marketing and Communications or the Web Master will post an urgent message on the homepage of the University Website, www.batten.edu.
- Inclement Weather/Emergency Hotline: In the event of inclement weather, the hotline will provide relevant information.

- LiveSafe: In the event of an emergency requiring immediate community notification, Campus Safety & Security is responsible for sending LiveSafe emergency messages via push notifications. Post-emergency, Campus Safety & Security and/or Marketing and Communications will follow up with emails posted on safe@batten.edu.
- SAFE@batten.edu: This email address is used to send notices about campus emergencies and safety concerns to Batten University students, faculty, and staff members.
- Closing information will also be available on local television and radio stations.

RADIOS: Campus Safety & Security, Facilities Management, Batten Center staff, and the Office of Residence Life utilize handheld radios on different frequencies during normal operation. In case of an emergency, Facilities Management will communicate directly with Campus Safety & Security on matters related to public safety and maintenance concerns. Similarly, the Office of Residence Life will communicate with Campus Safety & Security on matters relative to student welfare and facility management. Campus Safety & Security will act as the liaison between all radio-equipped departments on campus in times of crisis. Radios are also available to essential personnel and will be acquired from the Batten Center and the Office of Student Engagement. The DeFord Gatehouse is also equipped with a radio that connects directly with the third precinct of the Virginia Beach Police Department, which is utilized only in timely emergencies by Campus Safety & Security.

RESIDENT STUDENTS: In most instances, when the University is closed, faculty, staff, and students will be encouraged to leave campus. Resident students unable to leave will be permitted to remain on campus and required to follow the established emergency action plans or to vacate following a prescribed plan. See Appendix F for additional details.

MEDICAL EMERGENCIES

MINOR OR MAJOR MEDICAL EMERGENCY: In the event of a minor or major medical emergency, call Campus Safety & Security at 757.233.8888. Do not administer first aid unless you are trained in first aid procedures. Please see Appendix A for detailed procedures.

SEXUAL HARASSMENT: In the event the victim needs medical attention, call Campus Safety & Security at 757.233.8888. Otherwise, any intervention must follow the sexual harassment and Title IX protocol described in this document. There are several options available, both on campus and in the community. Please see Appendix B for detailed procedures.

PSYCHOLOGICAL: Contact the Director of Counseling and Student Health at 757.455.3131. Please see Appendix C for detailed procedures.

COMMUNICABLE DISEASES: Contact Campus Safety & Security at 757.233.8888. Please see Appendix D for detailed procedures.

FIRE EMERGENCIES

In the event of a fire, call Campus Safety & Security immediately at 757.233.8888. Please see Appendix E for detailed procedures.

WEATHER EMERGENCIES

GENERAL CLOSING: Please refer to the University's website, www.batten.edu, the University's inclement weather/emergency hotline, 757.904.1991, for information relative to campus closings and class cancellations. Closing information will also be available on local television and radio stations. Please see Appendix F for detailed procedures.

MANDATORY CAMPUS EVACUATION: In extreme situations, resident students may be required to evacuate campus. Please see Appendix F for detailed procedures.

UTILITY FAILURE

In the event of a major utility failure, immediately notify Campus Safety & Security at 757.233.8888. Please see Appendix G for detailed procedures.

ADDITIONAL EMERGENCY PROCEDURES

In the event of Bio-Terrorism, Bomb Threat, Hazardous Materials Spill, Active Shooter, or Hostage and Barricade Situations, please see Appendix H and J for detailed procedures.

UNIVERSITY RESPONSE TO MEDIA

In the event of any emergency, a timely and accurate response to the media is very important. The University representative will be identified by the Office of the President.

ALTERNATE COORDINATOR OF THE CAMPUS EMERGENCY RESPONSE TEAM

The Chief Operations Officer (COO) will serve as Alternate Coordinator of the Campus Emergency Response Team. The COO will convene CERT and coordinate campus responses should the Senior Vice President be unavailable.

CONTINUITY OF OPERATIONS (COOP)

Continuity of Operations (COOP) is an effort to ensure that the University can provide vital services, ensure continuous performance of essential functions, maintain safety, protect essential equipment, reduce disruption to operations, and minimize damage and losses in an emergency. Additionally, COOP identifies relocation sites before the emergency and assists with an orderly recovery after the emergency.

APPENDIX A: MEDICAL EMERGENCIES

1. Call Virginia Beach Emergency Services (ambulance, fire, police, rescue) at 911. Provide the following information:
   - Your name
   - Your address – 5817 Wesleyan Drive, Virginia Beach, VA 23455
   - Your exact location on campus
   - Phone number
   - Symptoms/problems
   - Do not hang up until you are told to do so
   - Remain calm

2. Call Campus Safety & Security at 757.233.8888. Provide the following information:
   - Your name
   - Your exact location on campus
   - Phone number
   - Symptoms/problems
   - Do not hang up until you are told to do so
   - Remain calm

3. Control the Environment. Once you have initiated the emergency procedures, keep any further disturbances to a minimum.
   1. Keep people away from the immediate area.
   2. Seek help from others you trust.
   3. Stay with the person in need or have someone you trust remain with them.
   4. Do not allow people to gather. This may hinder the emergency services from doing their job.
   5. Send someone to watch for and direct emergency assistance.

4. Once the emergency is over, if you are a reporting officer or staff member, complete all necessary paperwork. Provide copies of each report to the appropriate campus offices - Campus Safety & Security, Senior Vice President, and Office of Residence Life.

APPENDIX B: SEXUAL HARASSMENT

SEXUAL HARASSMENT POLICY: The University will investigate and resolve allegations of sexual and gender-based harassment. Sexual harassment may impact one's ability to participate in or benefit from the University's programs, academic, athletic, or extracurricular activities, and is therefore a violation of their civil rights. It is important to understand that any complaint of this type will have to be investigated both as a potential violation of University policy and as a possible violation of Title IX.

REPORTING SEXUAL HARASSMENT TO UNIVERSITY OFFICIALS

How Do I Report Sexual Harassment?

While the University acknowledges and respects the choice of the victim to report an instance of harassment anonymously, we encourage victims to pursue their complaints through both the University's process for sexual harassment and the criminal justice system. The criminal investigation is independent of any inquiry undertaken by the Deputy Title IX Coordinators under this policy.

Individuals requiring immediate assistance are encouraged to call 911. Campus Safety & Security is also available at their emergency number, 757.233.8888.

Should a student wish to discuss the incident confidentially, he or she may contact:

- Tonya Gardner, Director of Counseling and Student Health, 757.455.3131, tgardner@batten.edu
- Marie Porter, Director of Epworth Campus Ministries, 757.455.3400, mporter@batten.edu
- Sentara Student Health Center personnel, 757.455.3343

These individuals will discuss options that will include medical assistance and official reporting of the incident to University officials and external authorities.

Per Federal law, and more specifically the Office of Civil Rights, all University employees, other than those identified above, are required to report any instances of sexual

harassment to the Title IX Coordinators.

For cases involving faculty or staff exclusively, contact:

- Marilyn Harris, Director of Human Resources and Title IX Coordinator, 757.455.3316, mharris@batten.edu.

Students who wish to officially report sexual harassment, and thus forfeit anonymity to initiate an investigation by University Officials, and in some instances, external authorities, should report the matter to the Title IX Coordinators:

- Jennifer Cohen, Assistant Vice President for Campus Life and Deputy Title IX Coordinator, 757.455.3242, jcohen@batten.edu.
- Shane Kohler, Head Men's Soccer Coach and Deputy Title IX Coordinator, 757.961.5605, skohler@batten.edu.
- Becca Tovar, Director of Recreation and Wellness and Deputy Title IX Coordinator, 757.455.3105, rtovar@batten.edu.

APPENDIX C: PSYCHOLOGICAL

1. Contact the Director of Counseling and Student Health at 757.455.3131. If the Director of Counseling and Student Health is not available, contact the Therapist at 757.455.5730. If it is an emergency, contact 911 or Campus Safety and Security.

2. Procedures for helping the individual:
   - Introduce yourself and explain that you are there to help.
   - Ask if they would like you to contact a *particular individual* to help. If they have no suggestions, tell them, "I'll call ___*particular individual*__ to get us some help."
   - Contact an on-campus resource.
   - Stay with the individual in crisis and reassure them that you will remain with them until other help arrives.
   - Express your concern for the individual and his or her situation.
   - If the individual does not wish to cooperate, reassure them that you are simply concerned for their safety and well-being. Do not argue, but be firm and reassuring, "I imagine you may be scared right now, but I simply will stay here to be sure that you are all right."
   - Do not attempt to physically restrain an individual, but let them know that you feel that getting other help is in their best interest.
   - Do not make any deals or agreements with the person that would not be in your best interest or theirs. For example, "Just let me go home without talking with anyone and I'll talk to you tomorrow" would not be wise to agree to if the individual has expressed a desire to harm himself or herself.

3. Contact on-campus resources:
   - Director of Counseling and Student Health 757.455.3131
   - Director of Residence Life 757.233.8802
   - Chief Operations Officer 757.455.2124
     Senior Vice President 757.455.3273

- Campus Safety & Security officers have training in non-violent crisis intervention 757.233.8888
- Director of Campus Ministries 757.455.3400

4. After normal business hours (Monday through Friday, 8:30 a.m. - 4:30 p.m.), Campus Safety & Security 757.233.8888 can be of assistance in locating the individuals listed above.

APPENDIX D: COMMUNICABLE DISEASES

1. The campus community will be informed via e-mail, the University website (www.batten.edu), flyers, and/or information sessions about all aspects of the communicable disease.

2. Additional communication may be appropriate with the following agencies and hospitals:
   - Virginia Department of Health 804.864.7000
   - Virginia Beach Department of Health 757.518.2700
   - Concentra Urgent Care 757.573.2075
   - NDC Diagnostic Center 757.261.0324
   - Sentara Independence Emergency Room 757.363.6137
   - Sentara Leigh Emergency Room 757.261.6804
   - Hampton Roads Emergency Management Center 757.420.8300

3. When it becomes necessary to implement infection control measures due to the potential of high rates of infection within our campus community, the following steps may be taken by the University:
   - The cancellation of classes.
   - The cancellation of sporting events.
   - The cancellation of other public events on campus.
   - The assessment of the suitability of student housing for quarantine of exposed and/or ill students.

4. Should the University remain closed for an extended period, information will be disseminated on the University's website, www.batten.edu, to all constituents. The information communicated will include, but will not be limited to, the following:
   - Information to students and faculty regarding the continuation of the academic session and possible alternative methods of instruction.

- Information to all employees regarding the continuity of maintaining essential operations of the University.
- Information to all employees and students advising them where to find up-to-date, reliable pandemic information from federal, state, and local public health sources.

5. The University will reopen when a proper review and assessment have been made, working with federal, state, and local health authorities.

6. For the latest information and guidelines regarding communicable diseases, please refer to the following websites:
   - Virginia Department of Health, www.vdh.virginia.gov/epidemiology
   - The Centers for Disease Control and Prevention (CDC), https://www.cdc.gov/, www.cdc.gov/flu/pandemic
   - World Health Organization (WHO), https://www.who.int/, https://www.who.int/emergencies/disease-outbreak-news
   - Campus Safety Health and Environmental Management Association, www.cshema.org

APPENDIX E: FIRE EMERGENCIES

1. In the event of a fire, pull the closest fire alarm.

2. Evacuate. Do not re-enter the building under any circumstances. Before evacuating the building, individuals should turn on their room or office lights and close the door. Lights left on will assist the fire department. Closing the door will keep the fire from spreading.

3. Call Campus Safety & Security immediately at 757.233.8888. Tell the Campus Safety & Security where the fire is located.

4. You may also call the Virginia Beach Fire Department by calling 911.

5. Provide the following information:
    - Your name
    - Your address - 5817 Wesleyan Drive, Virginia Beach, VA
    - The exact location on campus
    - Phone number
    - Do not hang up until you are told to do so
    - Remain calm

5. If you are trapped in a room during a fire:
    - Put a towel, preferably wet, under the door to keep out smoke.
    - While in the building, stay low to the ground.
    - Check the door to see if it is hot before opening. Do not open it if hot or warm.
    - If smoke is in the hallway, crawl to the exit and pull the alarm. Do not try to put out the fire.
    - If your clothes catch on fire, remember: Stop, Drop, and Roll.
    - Open window blinds so rescue workers can locate you.

6. It is recommended that members of the campus community assemble in the following locations in the event of a fire:

Allen Village	Allen Lot
Aston Hall	Batten University Overflow Parking (Grass Field)
Batten Center	University Commons
Blocker Hall	Honors Lot
Blocker Youth Center	Honors Lot
Boyd Dining Center	University Commons
Bray Village	By the Flag Poles in front of Godwin Hall
Brock Village	Double Walkway toward Chapel
Clarke Hall	Godwin Lawn
DeFord Manor	Goode Lot
Godwin Hall	Godwin Lawn
Goode Fine and Performing Arts	Goode Lot
Greer Environmental Center	University Commons
Hofheimer Library	University Commons
Honors Village	Walkway heading to the Chapel
Monumental Chapel	Sidewalk by Boyd Dining Center
VMOCA	Goode Lot

7. Do not use a fire extinguisher except in the case of a small fire. Let the fire department put out the fire.

8. Keep people out of the building until the fire department or Campus Safety & Security gives orders to return.

9. Call Campus Safety & Security at 757.233.8888 to administer first aid if necessary.

10. Alert Facilities Management at 757.455.3365 to assist with proper cleanup.

11. In the event of a chemical fire, move farther away from the burning building. Vapors and reactions to heat may prove fatal.

FIRE DRILLS: Fire drills are required by law. Each session, the University conducts several scheduled fire drills (one approximately every 30 days). In addition to complying with the city ordinance, these drills ensure that students and staff know what to do when an alarm sounds. Therefore, fire drills are a critical part of our emergency procedures and should be

treated as if there really is a fire. You cannot expect students to respond maturely to a fire drill unless you do the same.

STUDENTS WITH DISABILITIES: The Office of Residence Life will provide Campus Safety & Security with a list of residence hall rooms where students with disabilities live. If the fire alarm sounds in an area where a disabled student lives, Campus Safety & Security should go to his/her room and assist the student in exiting the building.

In the event of a fire alarm in a non-residential building, individuals with disabilities should go to the nearest stairwell and wait for assistance on the landing. Security and Fire Personnel should check the stairwell landings upon arrival for individuals who need assistance exiting the buildings.

APPENDIX F: WEATHER EMERGENCIES

GENERAL INFORMATION: Should a decision be made to close the University, students, faculty, and staff will be alerted immediately through a variety of sources. The University's website, www.batten.edu, and the inclement weather/emergency hotline, 757.904.1991, are two important sources for closing information. Closing information will also be available on local television and radio stations and through social media.

PLAN A - UNIVERSITY CLOSES AND HALLS REMAIN OPEN (24 - 36 HOURS NOTICE): The University community will be notified of the plan of action. Vice Presidents will notify their staff. The President will notify the Chair of the Board and the members of the Executive Committee. Students will be notified via e-mail postings and personal conversations.

- Students from the immediate area are encouraged to return to their families to ride out the storm.
- No visitors will be allowed on campus, and the use of alcohol is prohibited.
- The Office of Residence Life will be required to stay on campus throughout the storm.
- Equipment and other University property are relocated or secured (i.e., patio furniture in Honors and Brock Villages and underneath the Batten overhangs should be relocated indoors, and faculty and staff computers located on floors of low-lying offices should be stored at a higher level in case of flooding).
- Utilize equipment - phone, internet, and other media - as long as possible, and then switch to radio frequencies.
- Should our campus network go down due to weather conditions, updates on the status of the University will be made available on our website at www.batten.edu

- Key personnel should use cell phones for communication.
- Food and bottled water will be dispersed to Village locations before the storm's arrival.
  Bray Village - Eggleston and Rose Hall first floors
  Allen Village - East and Johnston Suites
  Brock Village - North A, South A, and Teagle A Suites, Townhomes and Apartments, in the first-floor inner hallway of the apartments.
  Honors Village - The Resident Assistants' Townhome(s).
- Food and bottled water will be available during established meal times in the dining hall (11:00 a.m. - 12:00 p.m. for lunch and 4:30 p.m. - 5:30 p.m. for dinner).
- In the event of an extended power outage, the Director of Facilities Management will obtain backup power for the sewage pumping station by Smith Drive at the Maintenance turnoff, the Brock Village pumping station, and the Food Services Operation (this last unit also will keep the telephone switch up and running).
  If an extended outage is apparent, some power may be restored to Bray and Allen Villages by smaller generator units. The Batten Student Center has its own emergency generator.

PLAN B - UNIVERSITY AND RESIDENCE HALLS CLOSE (48 - 72 HOURS NOTICE): The University community will be notified of the plan of action. Vice Presidents will notify their staff. The President will notify the Chair of the Board and the members of the Executive Committee. Students will be notified via e-mail, flyers, and social media.

- Should our campus network go down due to weather conditions, updates on the status of the University will be made on our website at www.batten.edu
- Key personnel should use cell phones for communication.
- Equipment and other University property are relocated or secured (i.e., patio furniture in Honors and Brock Villages and underneath the Batten overhangs should be relocated indoors, and faculty and staff computers located on floors of low-lying offices should be stored at a higher level in case of flooding).

OPTION 1: HALLS CLOSE AND STUDENTS CONVENE IN CENTRAL LOCATION

- Only those students with permission from the Director of Residence Life may stay on campus.
- All students who must stay will be convened in the CMAC during the storm under the supervision of the Office of Residence Life.
- No visitors will be allowed on campus, and the use of alcohol is prohibited.
- Utilize phone, internet, and other media as long as possible.

- Campus Safety & Security will stage a vehicle at the Chesapeake Bay Academy in the event of flooding on Smith Drive.
- Students may return to their rooms once the storm passes and campus facilities are assessed.
- Provisions will be available during established meal times in the dining hall (11:00 a.m. - 12:00 p.m. for lunch and 4:30 p.m. - 5:30 p.m. for dinner).

OPTION 2: HALLS CLOSE AND STUDENTS WITHOUT ACCESS TO TRANSPORTATION ARE TRANSPORTED OUT OF THE AREA

- Should it be deemed necessary to vacate the campus entirely, arrangements will be made to transport students and essential staff to locations recommended by local authorities and the Virginia Beach Department of Emergency Services.
- Should our campus network go down due to weather conditions, updates on the status of the University will be made available on our website at www.batten.edu.

MANDATORY EVACUATION: Evacuation of the Batten University campus should only occur upon the recommendation or mandatory orders of City, State, or Federal Civil Emergency Services. Once the determination to evacuate the campus is made, Plan B, Option 2, will be implemented.

APPENDIX G: UTILITY FAILURE

1. In the event of a major utility failure, immediately notify Campus Safety & Security at: 757.233.8888.

2. Campus Safety & Security will notify Facilities Management, the Office of Residence Life, and the Malbon Center for Technology.

3. If necessary (for example, in the case of a gas leak), evacuate the building.

4. It is recommended that members of the campus community assemble in the following locations in the event of a utility failure:

Allen Village	Allen Lot
Aston Hall	Batten University Overflow Parking (Grass Lot)
Batten Center	University Commons
Blocker Hall	Honors Lot
Blocker Youth Center	Honors Lot
Boyd Dining Center	University Commons
Bray Village	By the Flag Poles in front of Godwin Hall
Brock Village	Double Walkway toward Chapel
Clarke Hall	Godwin Lawn
DeFord Manor	Goode Lot
Godwin Hall	Godwin Lawn
Goode Fine and Performing Arts	Bray Lot
Greer Environmental Center	University Commons
Hofheimer Library	University Commons
Honors Village	Walkway heading to the Chapel
Monumental Chapel	Sidewalk by Boyd Dining Center

VMOCA Goode Lot

5. Remain calm and patient.

6. The Director of Facilities Management will be responsible for contacting the appropriate utility company to facilitate repairs.

7. The Director of Facilities Management will be responsible for informing and updating members of CERT and other relevant campus personnel as to the standing of the utility failure.

APPENDIX H: SUSPICIOUS PACKAGE AND HAZARDOUS MATERIALS

SUSPICIOUS PACKAGE:

1. Do not handle, shake, smell, or taste the contents of any suspicious envelope or package.

2. Leave the letter or package where it is.

3. Get everyone out of the room and close the door or section of the area to prevent others from entering.

4. Contact Campus Safety & Security at 757.233.8888 and wait for their arrival. Campus officials will contact the police.

5. Wash your hands with soap and water.

HAZARDOUS MATERIALS SPILL: A hazardous material is any compound that is flammable, corrosive, detonable, toxic, radioactive, an oxide, an etiological agent, or is highly reactive and may have detrimental effects upon operating and emergency personnel, the public, equipment, and/or the environment.

1. If an accident involving a hazardous material occurs, prompt notification of Campus Safety & Security at 757.233.8888 is required. Campus officials will contact the police and other emergency personnel, if necessary.

2. Practice extreme caution.

3. Alert Facilities Management at 757.455.3365 to assist with proper cleanup.

APPENDIX I: CONTINUITY OF OPERATIONS (COOP)

GENERAL INFORMATION: Many threats can disrupt the operations of the University. These threats will vary in magnitude and extent. The damage from an emergency could be reparable in a short time (i.e., a matter of days or weeks) or it could be so extensive that it will take months to years to return to normal operations.

PURPOSE: COOP will outline an executive decision process for the quick and accurate assessment of the situation and determination of the best course of action for response and recovery in each case.

- Key personnel should use cell phones for communication.
- A level of emergency will be determined by the Senior Vice President, based on reports and advisories from University officials and public agencies.

  LEVEL 1: Disruption of up to 12 hours with little effect on services or impact to essential functions or critical systems.
  - No COOP activation is required, depending on individual department requirements.

  LEVEL 2: Disruption of 12 to 72 hours with minor impact on essential functions.
  - Limited COOP activation depending on individual department requirements.

  LEVEL 3: Disruption to one or two essential functions or a vital system for no more than three days.
  - May require movement of some personnel to an alternate work site or location for less than a week.

  LEVEL 4: Disruption to one or two essential functions or to the entire University with the potential of lasting for more than three days, but less than fourteen days.
  - May require activation of orders of succession for some key personnel.
  - May require movement of some personnel to an alternate work site or location for more than a week.

  LEVEL 5: Disruption of the entire University with a potential for lasting at least fourteen days.

- Requires activation of orders of succession for some key personnel.
- Requires movement of many, if not all, personnel to an alternate work site for more than fourteen days.

The University community will be notified of the plan of action. Vice Presidents will notify their staff. The President will notify the Chair of the Board and the members of the Executive Committee. Students will be notified via LiveSafe, e-mail, flyers, and personal conversations. As a precursor to any special event on campus, an incident action plan should be developed to assist with any possible events, problems, or actions required to ensure a method for coordinating responses to an emergency. Campus Safety & Security will prepare a special events action plan and submit it to the Senior Vice President for dissemination.

APPENDIX J: UNFORESEEN LIFE-THREATENING EMERGENCIES

GENERAL INFORMATION: An Unforeseen Life-Threatening Emergency is defined as a crisis where the actions of an individual or group of individuals may result in serious injury and/or death to members of the campus community. An Unforeseen Life-Threatening Emergency is not a health concern or other non-urgent matter that can be managed through means that will not disrupt the campus community. Gunfire, bomb threats, and hostage situations are all examples of Unforeseen Life-Threatening Emergencies.

All Unforeseen Life-Threatening Emergencies may require the assistance of the Virginia Beach Police Department. The University's primary concern during an Unforeseen Life-Threatening Emergency will be safety and communication.

As soon as an emergency of this nature is encountered, the campus community members should notify Campus Safety & Security at 757.233.8888 or call the Virginia Beach Police Department at 911. Campus Safety & Security must be contacted, if possible, to provide proper and directional assistance for the Virginia Beach Police Department arriving on the scene.

During an Unforeseen Life-Threatening Emergency, all community members should follow the directions provided via the LiveSafe application and that which is announced through other means of communication.

THREATENING OR SUSPICIOUS PHONE CALLS:

1. Remain calm.

2. Notify authorities immediately:
   - Notify your facility supervisor, such as a manager, operator, or administrator.
   - Call 9-1-1 or your local law enforcement if no facility supervisor is available.

3. For threats made via phone:
   - Keep the caller on the line as long as possible. Be polite and show interest to keep them talking.
   - DO NOT HANG UP, even if the caller does.
   - If possible, signal or pass a note to other staff to listen and help notify authorities.

- Write down as much information as possible—caller ID number, exact wording of threat, type of voice or behavior, etc.—that will aid investigators.
- Record the call, if possible.
- Be available for interviews with facility supervisors and/or law enforcement.
- Follow the authorities' instructions. Facility supervisors and/or law enforcement will assess the situation and guide facility lockdown, search, and/or evacuation.

NOTE: Members of the Campus Emergency Response Team and other essential personnel will work with authorities to develop and enact a detailed action plan, which contains procedures for responding to such emergencies. The community is encouraged to download the LiveSafe application and to report any suspicious individuals or activity to Campus Safety & Security by using the LiveSafe app or by calling 757.233.8888.

APPENDIX K: MISSING PERSON

GENERAL INFORMATION: The Batten University Missing Student Policy was established to respond to and assist with the reports of missing students as required under the Higher Education Opportunity Act, Public Law 110-315.

For this policy, a student at Batten University shall be considered "missing" when:

A. After 24 continuous hours, a student's location is not known, and with reasonable inquiry, their location cannot be determined.

OR

B. A student's actions are contrary to an established pattern of behavior, or there are unusual circumstances that may have caused their absence.

Through WebAdvisor, the University's student records database, all students have the opportunity to designate an individual to be contacted in the event of an emergency. If a student is less than 18 years old, the student's parent(s) or legal guardian(s) will be, by default, considered their emergency contact, whether or not they are designated as such. These persons shall be notified by the University no more than 24 hours from the time it is determined that the student meets the definition of a missing person as indicated in this policy. The designation of emergency contact will remain in effect until changed or revoked by the student.

PROTOCOL:

1. All reports of missing resident students shall be directed to the Office of Residence Life and/or Campus Safety & Security.

2. An investigation will be initiated to determine the validity and credibility of the missing person report. Staff will gather all essential information about the student from the person making the report and from the student's acquaintances. The information to be obtained includes, but is not limited to, personal descriptions, clothing last worn, locations where the student may be, persons or witnesses who may have information, vehicle descriptions, information regarding the physical and mental well-being of the student, up-to-date photographs, class schedule, etc.

3. Staff will make every effort to find the student on campus. They will check to see if the student's vehicle is on campus, if the person has accessed any area via the University's key card system, or if the student has registered any guests. Other students, friends, and acquaintances may also be interviewed.

4. After a search of the campus has been completed, and if no further information is forthcoming, the Director of Security or designee, in consultation with the Senior Vice President, may choose to notify the campus community to ask for assistance in locating the missing person.

5. After consultation with the Senior Vice President, campus officials, and/or the reporting party, and after the student's listed emergency contacts have been notified and consulted with, a missing persons report will be filed with the Virginia Beach Police Department. All pertinent information relative to the incident will be provided to the responding officer, and the University will continue to cooperate in the investigation in accordance with the laws governing the Commonwealth of Virginia.

6. All community inquiries into the matter will be referred to the University's Office of Marketing and Communications or a designated spokesperson.

7. If a missing student is over 18 years old and has not designated anyone as an emergency contact, notification of the Virginia Beach Police Department will suffice.

8. A report of the incident will be generated and shared with the appropriate campus administrators.

APPENDIX L: GLOSSARY OF KEY TERMS

Accessible
Having the legally required features and/or qualities that ensure entrance, participation, and usability of places, programs, services, and activities by individuals with a wide variety of disabilities.

Agency
A division of business or government with a specific function offering a particular kind of assistance. Incident Command Systems (ICS) agencies are defined either as jurisdictional (having statutory responsibility for incident management) or as assisting or cooperating (providing resources or other assistance).

American Red Cross
An organization charged by statute and agreements is responsible for helping meet the human needs of disaster victims.

Catastrophe (catastrophic incident)
Any natural or manmade incident, including acts of terrorism, that results in extraordinary levels of mass casualties, damage, or disruption severely affecting the population, infrastructure, environment, economy, and/or government functions.

Command Post
That location at which primary Command functions are executed is usually collocated with the Incident Base. Also referred to as the Incident Command Post.

Command Section
One of the five functional areas of the Incident Command System. The function of command is to direct, control, or order resources, including people and equipment, to the best possible advantage.

Continuity of Operations
A process of identifying the essential functions, including staff, systems, and procedures that ensure the continuation of the agency's ability to operate.

Continuity of Operations Plan (COOP)

In the context of the Virginia state government, the Governor has required all executive branch agencies to complete and exercise a plan that identifies essential functions and provides the resources to ensure the agency's ability to continue those operations.

Coordination
The process of systemically analyzing a situation, developing relevant information, and informing appropriate personnel of viable alternatives for the selection of the most effective combination of available resources to meet specific objectives.

Crisis Management
A predominantly law enforcement function that includes measures to identify, acquire, and plan the use of resources needed to anticipate, prevent, and/or resolve a threat or act of terrorism. It is also a function of University personnel in response to campus emergency matters.

Declaration of Emergency
Whenever, in the opinion of the University's President or designated personnel, the safety and welfare of the people of the campus require the exercise of extreme emergency measures.

Decontamination
The process of making people, objects, or areas safe by absorbing, destroying, neutralizing, making harmless, or removing Hazardous Materials (HAZMAT).

Emergency
As defined by the *Code*, "any occurrence, or threat thereof, whether natural or man-made, which results or may result in substantial injury or harm to the population or substantial damage to or loss of property or natural resources."

Emergency Alert System (EAS)
A network of broadcast stations interconnecting facilities authorized by the Federal Communications Commission to operate in a controlled manner, according to the State Emergency Alert System (EAS) Plan, to inform the public of needed protective actions in the event of an emergency or disaster situation.

Emergency/Disaster
An event that demands a crisis response beyond the scope of any single-line agency or service and that presents a threat to a community or larger area. An emergency is usually an event that can be controlled within the scope of local capabilities; a major emergency or disaster usually requires resources beyond what is available locally.

Emergency Coordinating Officer
An individual appointed by the President of the university as directed by Executive Order # 44 actively plans, trains, and acts in the interest of the protection of the institution's community and coordinates with the Office of Commonwealth Preparedness. This individual is the Senior Vice President at Batten University.

Emergency Management
The preparation for and the carrying out of functions to prevent, minimize, and repair injury and damage resulting from natural or manmade disasters. These functions include fire-fighting, police, medical and health, rescue, warning, engineering, communications, evacuation, resource management, plant protection, restoration of public utility services, and other functions related to preserving public health, safety, and welfare.

Emergency Operations Center (EOC)
A facility from which authorities direct and control emergency operations; where information about the status of the emergency is officially collected, assimilated, and reported on; where coordination among response agencies takes place; and from which outside assistance is officially requested.

Emergency Operations Plan (EOP)
A document that provides for a preplanned and coordinated response in the event of an emergency or disaster situation.

Emergency Responder
Includes local, state, and federal emergency services, public safety, law enforcement, emergency medical services (pre-hospital and hospital), search and rescue, fire services, and related personnel, agencies, and authorities.

Emergency Services
The preparation for and carrying out of the functions to prevent, minimize, and repair injury and damage resulting from natural or man-made disasters, together with all other activities necessary or incidental to the preparation for and carrying out of the foregoing functions. (*Code* §44-146.16 for list of included services.)

Emergency Support Function
A function that provides support and coordinates certain resources in response to emergencies or disasters.

Evacuation
Assisting people to move from the path or threat of a disaster to an area of relative safety.

Exercise
An activity designed to promote emergency preparedness; test or evaluate emergency operations plans, procedures, or facilities; train personnel in emergency response duties, and demonstrate operational capability. There are three specific types of exercises: tabletop, functional, and full-scale.

Federal Disaster Assistance
Aid to disaster victims and/or state and local governments by federal agencies under provisions of the Booker T. Stafford Relief and Emergency Assistance Act of 1988 (PL 93-288).

First Responder
Skilled personnel who, in the early stages of an incident, are responsible for the protection and preservation of life, property, evidence, and the environment, such as government and non-governmental police, fire, emergency medical, search and rescue, emergency management, public health, public works, and authorities.

Geographic Information System
A computer system capable of assembling, storing, manipulating, and displaying geographically referenced information, i.e.-data identified according to their locations.

Hazardous Materials
Substances or materials that may pose unreasonable risks to health, safety, property, or the environment when used, transported, stored, or disposed of, which may include materials that are solid, liquid, or gaseous. Hazardous materials may include toxic substances, flammable and ignitable materials, explosives, corrosive materials, and radioactive materials.

Hazardous Materials Emergency Response Plan
The plan was developed in response to the requirements of Section 303 (a) of the Emergency Planning and Community Right-to-Know Act (Title III) of the Superfund Amendments and Reauthorization Act of 1986. It is intended to be a tool for our community's use in recognizing the risks of a hazardous materials release, in evaluating our preparedness for such an event, and in planning our response and recovery actions.

Incident
An occurrence or event, natural or human-caused, that requires an emergency response to protect life or property.

Incident Action Plan (IAP)
An oral or written plan containing general objectives reflecting the overall strategy for managing an incident.

Incident Command System
A model for disaster response that uses common terminology, modular organization, integrated communications, unified command structure, action planning, manageable span of control, pre-designed facilities, and comprehensive resource management. In ICS, there are five functional elements: Command, Operations, Logistics, Planning, and Finance/Administration.

Incident Commander
The individual is responsible for the management of all incident operations.

Initial Damage Assessment Report
A report that provides information regarding overall damage to public and private property, thereby providing a basis for emergency declaration and/or disaster assistance.

Integrated Communications Plan
This plan coordinates the use of available communication means and establishes frequency assignments for certain functions.

Joint Information Center
A facility established to coordinate all incident-related public information activities. It is the central point of contact for all news media at the scene of the incident. Public information officials from all participating agencies should collocate at the JIC.

Joint Field Office (JFO)
A temporary federal facility is established near a declared disaster area to provide a central point for federal, state, voluntary, and local officials with responsibilities for incident oversight, direction, and assistance.

Local Emergency
The condition declared by the local governing body when, in its judgment, the threat or actual occurrence of a disaster is or threatens to be of sufficient severity and magnitude to warrant coordinated local government action to prevent or alleviate loss of life, property damage, or hardship. Only the Governor, upon petition of a local governing body, may declare a local emergency arising wholly or substantially out of a resource shortage when he deems the situation to be of sufficient magnitude to warrant coordinated local government action to prevent or alleviate the hardship or suffering threatened or caused thereby.

Major Disaster
Any natural catastrophe (including any hurricane, tornado, storm, high water, wind-driven water, tidal wave, tsunami, earthquake, volcanic eruption, landslide, mudslide, snowstorm, or drought) or, regardless of cause, any fire, flood, or explosion in any part of the United States that, in the determination of the President, causes damage of sufficient severity and magnitude to warrant major disaster assistance under the Stafford Act to supplement the efforts and federal warning centers or other federal agencies to the state warning points.

Mitigation
Activities that eliminate or reduce the chance of occurrence or the effects of a disaster. Examples of mitigation measures include, but are not limited to, the development of zoning laws and land use ordinances, State building code provisions, regulations, and licensing for handling and storage of hazardous materials, and the inspection and enforcement of such ordinances, codes, and regulations.

Mutual Aid Agreement
A written agreement between agencies and/or jurisdictions in which they agree to assist one another, upon request, by furnishing personnel and equipment in an emergency.

National Incident Management System (NIMS)
A system mandated by the federal Homeland Security Presidential Directive (HSPD) #5 that provides a consistent, nationwide approach for governments (federal, state, and local), voluntary agencies, and the private sector to work effectively and efficiently together to prepare for, respond to, and recover from incidents, regardless of cause, size or complexity. NIMS uses a core set of concepts, principles, and terminology.

National Response Framework
Establishes a process and structure for the systematic, coordinated, and effective delivery of federal assistance to address the consequences of any major disaster or emergency.

Preparedness
The development of plans to ensure the most effective, efficient response to a disaster or emergency. Preparedness activities are designed to help save lives and minimize damage by preparing people to respond appropriately when an emergency is imminent. Preparedness also includes establishing training, exercises, and resources necessary to achieve readiness for all hazards.

Recovery
Activities that address the short-term and long-term needs and the resources to assist, restore, strengthen, and rebuild affected individuals and communities.

Response
Activities that address the short-term, direct effects of an incident. Response includes immediate actions to save lives, protect property, and meet basic human needs.

Threat
Any indication of possible violence, harm, or danger.

Volunteer
Any individual accepted to perform services by any agency that has the authority to accept volunteer services, when the individual performs services without promise, expectation, or receipt of compensation for services performed.

Washington Area Warning System (WAWAS)
A regional warning system that serves Northern Virginia, the District of Columbia, selected federal agencies, and certain southern Maryland jurisdictions in the National Capital Region (NCR).

Unified Command
Shared responsibility for overall incident management as a result of a multi-jurisdictional or multi-agency incident. In the event of conflicting priorities or goals, or where resources are scarce, there must be a clear line of authority for decision-making. Agencies contribute to unified command by determining overall goals and objectives, jointly planning for tactical activities, conducting integrated tactical operations, and maximizing the use of all assigned resources.

APPENDIX L: LIST OF ACRONYMS AND ABBREVIATIONS

ARC	American Red Cross
CONOPS	Concept of Operations
CONPLAN	Concept of Operations Plan
COOP	Continuity of Operations Plan
ECO	Emergency Coordinating Officer
EOC	Emergency Operations Center
EAS	Emergency Alert System
EMS	Emergency Medical Services
EOP	Emergency Operations Plan
ESF	Emergency Support Function
EPZ	Emergency Planning Zone (Radiological term)
HAZMAT	Hazardous Material(s)
IAP	Incident Action Plan
IC	Incident Commander
ICS	Incident Command System
ICP	Integrated Communications Plan
IDA	Initial Damage Assessment
IDAR	Initial Damage Assessment Report
JFO	Joint Field Office
JIC	Joint Information Center
MAA	Mutual Aid Agreement
MACC	Multi-Agency Coordination Center
MACS	Multi-Agency Coordination System
MOU	Memorandum of Understanding
NGO	Nongovernmental Organization
NIMS	National Incident Management System
NRF	National Response Framework
NWS	National Weather Service
OSHA	Occupational Safety and Health Administration
PDA	Preliminary Damage Assessment
RACES	Radio Amateur Civil Emergency Services
SAR	Search and Rescue
SOP	Standard Operating Procedure
UC	Unified Command

APPENDIX M: MAPS AND CHARTS

Batten University Campus Map: