EXECUTIVE SUMMARY

The Minerva University (MU) offers undergraduate and graduate degree programs and is accredited by the Western Association of Schools and College/Western Senior College and Universities Commission. The university is operated by the Minerva Institute for Research and Scholarship, a private, nonprofit, tax-exempt organization.

The Minerva educational experience is designed to provide an extraordinary liberal arts and sciences education to the brightest, most motivated students in the world. The key characteristics of its programs include:

- Rigorous curriculum that includes a mandatory first year of cornerstone courses before students move into majors and concentrations
- Teaching methods based on the science of learning and embedded in a proprietary learning platform
- An accomplished faculty focused on student learning
- Four years of global cultural immersion in multiple locations across the world, using the “city as a campus”
- Only small seminars with fewer than 20 students
- A highly advanced interactive learning environment

In addition to the undergraduate degrees, MU offers a freestanding master’s degree that is taken by students remotely.

This emergency management plan is intended to prepare Minerva University to deal with emergencies and threats to community safety at our resident hall and offices in San Francisco, California. Comparable plans are instituted at each location where we have students. The safety and welfare of our students, faculty and staff are our highest priority.

At the present time, students in San Francisco live and study in the residence hall located at 16 Turk Street, San Francisco, California 94102. Administration, staff and some faculty members work from 14 Mint Plaza, 3rd Floor, San Francisco, California 94103. Some students serve as interns and work from this location as well.

The EMP addresses the responsibilities of personnel throughout the phases of emergency management as defined by Federal Emergency Management Agency (FEMA).
OVERVIEW

The purpose of the MU Emergency Management Plan (EMP) is to establish policies, procedures, and an organizational structure for the mitigation of, preparedness for, response to, and recovery from emergency events impacting the campus.


FORMAT

The plan takes a multi-functional, multi-hazard approach to emergency management. It incorporates methods of hazard identification and mitigation, plans to address continuity of operations, and the structure of emergency response and recovery. The plan includes the core document and appendices to related plans and procedures.

Nothing in this plan shall be construed in a manner that limits the use of good judgment and common sense in matters not foreseen or covered by the elements of the plan or any appendices hereto.

AUTHORITY

This Plan is promulgated under the authority of the President of Minerva University. The day-to-day management of campus emergency services programs rests with the CFO.
MANAGEMENT OF EMERGENCY OPERATIONS

INCIDENT COMMAND SYSTEM

The Emergency Management Plan uses a management system known as the 
Incident Command System (ICS). The ICS provides an organizational structure 
capable of responding to various levels of emergencies ranging in complexity. It also 
provides the flexibility needed to respond to an incident as it escalates in severity.

The purpose of the ICS is to:

- Provide an organizational structure that can grow rapidly in response to the 
  requirements of an emergency
- Provide management with the necessary control to direct and coordinate all 
  operations and all agencies responding to emergency incidents
- Assign employees with reasonable expertise and training to critical functions 
  without loss of precious time
- Allow the activation of only those positions needed to manage a particular 
  incident or level of emergency
- Promote proper span of control and unity of command.

The organizational structure of the ICS does not resemble the day-to-day 
organization of MU. Employees may report to other employees with whom they do 
not usually have a reporting relationship. Furthermore, as the severity of the 
emergency increases, assignments may change in the ICS organizational structure 
(meaning that an employee’s position in the ICS) and may change during the course 
of a single emergency.

COMMAND AUTHORITY AND REPORTING STRUCTURE

Upon determination that a state of emergency exists, the decision to activate the 
campus Emergency Operations Center (EOC) will be made by the President or the 
President designee. The decision to activate is typically made with the advice and 
counsel of the Dean of Students.

The most senior staff member of the EOC staff who is first to arrive will manage the 
EOC until relieved by a more senior member of the EOC staff or the designated lead.

The responsibilities summarized below are elaborated upon in the Emergency 
Management Plan and related appendices and annexes. Communication flows both 
up and down the command structure. The EMP consists of four major elements:
Executive Policy Team (EPT)
Emergency Response Team (ERT)
Emergency Operations Center (EOC)
Emergency Support Teams (EST)

The roles of each of the teams are described below.

The President or designee has ultimate responsibility for activation, oversight, and termination of the Emergency Operations Center (EOC). The President or designee may declare a state of emergency throughout the whole organization or at one or more locations, and he or she can officially downgrade the state of emergency to a business-as-usual state.

DESCRIPTION OF PLAN

MU is prepared to respond to emergency situations 24 hours per day, seven days a week. The Emergency Management Plan (EMP) contains procedures to coordinate our response to disasters, emergencies, severe weather conditions and other potentially catastrophic events that could affect the safety and wellbeing of members of the community. The level of response is coordinated by the Incident Commander (IC).

This plan:

- Prioritizes the safety of those who live, work and study at MU and provides communications methods to inform internal and external stakeholders of safety issues and the emergency response.
- Describes the organization, staff and coordination necessary to ensure the safety and wellbeing of our community members and the continued operations of MU in San Francisco, CA. Comparable plans are prepared for each location where students are studying and living in Minerva residential housing.
- Establishes responsibilities, setting forth lines of authority.
- Identifies personnel, equipment, facilities, resources and supplies; identifies required mitigation steps; focuses on measures integral to the protection of the community; establishes concepts and policies for the integration of resources under which we will operate during emergencies; and outlines steps to help ensure the recovery of operations.
- Provides a framework to manage unique campus emergencies. In the event of an incident with long-term implications, the focus would transition from an immediate response and community care to also include the recovery of operations in order to fulfill its academic mission with minimal disruption. These
two functions complement one another and rely upon the same resources but are distinct in their emergency preparedness planning.

The EMP is regularly reviewed through the ongoing work of the senior leadership, the Executive Policy Group and members of the Emergency Response Team (ERT) to ensure that we are prepared to respond and adapt to rapidly developing events, changing needs and external factors.

**EMERGENCY RESPONSE LEVELS**

A campus emergency is any incident or series of critical incidents that require us to deviate from normal operations to provide extraordinary protection of life, property and/or operations. The Emergency Management Plan utilizes the three classifications that describe the estimated impact of an event on operations and to determine our emergency response. Please see the Activation Guide that follows this listing for examples of each level of emergency.

**Level 1 Emergency**

A minor emergency situation that is limited in scope and potential effects, which involves:

- A limited area and/or limited population
- An evacuation or in-place sheltering, typically limited to the immediate area of the incident
- The provision of warnings and public instructions in the immediate area, not at all locations
- Incident management by one or two local response agencies or departments with requests for resource support being handled through agency and/or departmental channels
- The limited external assistance from other local response agencies or contractors

**Level 2 Emergency**

A major emergency situation that is larger in scope and more severe in terms of actual or potential effects than a Level 1 Emergency. Characteristics of a Level 2 Emergency include:

- A large area, significant population, or important facilities
- The implementation of large-scale evacuation or in-place sheltering, and implementation of temporary shelter and mass care operations
- MU-wide warning and public instructions
- A multi-agency response operating under Incident Commanders
- External assistance from other local response agencies, contractors, and limited assistance from state or federal agencies
- Activation of one of the EOCs to provide general guidance and direction, coordinate external support, and provide resource support for the incident
Level 3 Emergency

A disaster involving the occurrence or threat of significant casualties and/or widespread property damage that is beyond the capability of the university and local government to handle with its existing resources. A Level 3 Emergency involves:

- A large area, sizable population, and/or important facilities
- The implementation of large-scale evacuation or in-place sheltering, and implementation of temporary shelter and mass care operations
- Community-wide warning and public instructions
- Response by multiple local response agencies operating under one or more Incident Commanders
- Significant external assistance from other local response agencies, contractors, and extensive state or federal assistance
- Activation of the ERT and EOCs to provide general guidance and direction, provide emergency information to the public, coordinate state and federal support, and coordinate resource support for emergency operations.

PHASES OF EMERGENCY MANAGEMENT

This plan addresses emergency preparedness activities that take place during all four phases of emergency management. These emergency management phases include the following:

1. Mitigation

MU will conduct mitigation activities as an integral part of the emergency management program. Mitigation is intended to eliminate hazards, reduce the probability of hazards causing an emergency situation, or lessen the consequences of unavoidable hazards. Mitigation should be a pre-disaster activity, although mitigation may also occur in the aftermath of an emergency with the intent of avoiding repetition of the situation.

2. Preparedness

Preparedness activities will be conducted to develop the response capabilities needed in the event of an emergency. Preparedness is everyone’s responsibility. Among the preparedness activities included in the emergency management program are:

- Providing emergency equipment and facilities
- Emergency planning, including maintaining this plan and its appendices
- Conducting or arranging appropriate training for emergency responders, emergency management personnel, and volunteer groups who may assist during emergencies
- Conducting periodic drills and exercises to test emergency plans and training.
3. Response

Minerva University will respond to emergency situations effectively and efficiently. The focus of most of this plan and its appendices is on planning for the response to emergencies. Response operations are intended to resolve a situation and may involve emergency medical services, firefighting, law enforcement operations, evacuation, shelter and mass care, EPI, search and rescue, and other associated functions.

4. Recovery

If a disaster occurs, MU will carry out a recovery program that involves both short-term and long-term efforts. Short-term operations seek to restore vital services to the community. Long-term recovery focuses on restoring operations to a normal state. The federal government, pursuant to the Stafford Act, provides the vast majority of disaster recovery.

**ACTIVATION GUIDE**

<table>
<thead>
<tr>
<th>Event/Situation</th>
<th>Activation Level</th>
<th>ERT Staffing</th>
<th>EOC Staffing</th>
<th>ESTs Activated</th>
</tr>
</thead>
<tbody>
<tr>
<td>Moderate incident involving 2 or more departments</td>
<td>ONE (standby/alert)</td>
<td>ERT convenes</td>
<td>EOC manager Planning section chief</td>
<td>One or more ESTs</td>
</tr>
<tr>
<td>Includes:</td>
<td></td>
<td></td>
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<tr>
<td>severe weather warning</td>
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<tr>
<td>earthquake advisory</td>
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<tr>
<td>flood watch</td>
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<td></td>
<td></td>
<td></td>
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<tr>
<td>localized power failure</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Large incident involving 2 or more departments</td>
<td>TWO (partial activation)</td>
<td>ERT convenes and monitor situation</td>
<td>EOC manager Departments as appropriate</td>
<td>Multiple ESTs</td>
</tr>
<tr>
<td>Event Type</td>
<td>Action</td>
<td>Responsible Parties</td>
<td></td>
<td></td>
</tr>
<tr>
<td>------------------------------------------------</td>
<td>---------</td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Moderate earthquake, wildfire, major wind or rainstorm, imminent earthquake alert, extended power outage</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Major MU-wide or regional emergency</td>
<td>THREE (full activation)</td>
<td>ERT convenes and add others as needed</td>
<td>All EOCs</td>
<td>All ESTs</td>
</tr>
</tbody>
</table>

The Incident Commander or alternate (the President or CFO alternate will coordinate the appropriate emergency response depending on the level and nature of a specific incident. Level 1 and 2 incidents may be managed by the administrator on duty with support from other relevant personnel (e.g., dean, mental health director, student life director). Level 3 incidents may necessitate the activation of all emergency protocols.
MANAGEMENT OF EMERGENCY OPERATIONS

Incident Commander (IC)

The Incident Commander (IC) is in overall command throughout the duration of the incident until relieved by another senior staff member or a transfer of leadership during a long-term incident. During any incident with campus-wide or regional repercussions, the Chief Policy and Accreditation Office will become the default Incident Commander. Responsibilities include:

- Establish leadership
- Assign staff based on the needs of the incident
- Determine the overall strategy for the incident response and communicate this strategy to all management levels of the organization
- Expand the leadership structure, as needed, to maintain an effective supervisory span of control as the incident escalates.
- Approve requests for plans, distribution of resources, requests for additional resources, news and information to be released to the community and publicly, and demobilization planning.

Executive Policy Team

The Executive Policy Team (EPT) consists of members of MU’s highest-level senior management who are responsible for developing a strategy and overall direction of the organization during an incident. They are responsible for evaluating the impact of an emergency and the long-term operation in terms of reputation, government regulations, and service delivery. The EPT makes decisions based on the information and recommendations of the ERT regarding canceling classes, closing the campus, etc. The Executive Policy Team includes key leadership personnel from Minerva University.

- Chief Financial Officer, Minerva University
- Chief Academic Officer, Minerva University
- Dean of Students, Minerva University
- Chief Discovery and Communications Officer, Minerva University
- President Minerva University

The MU President will provide direction and call the Executive Policy Team meetings. If the MU President is not available, the line of succession to convene meetings is:

- CFO
- Dean of Students
- Chief Academic Officer
Emergency Response Team (ERT)

The Emergency Operations Team consists of officials who will make strategic operational decisions necessary to support an emergency or disaster. Members will provide staffing in the Emergency Operations Center (EOC) to represent the primary divisions. The Emergency Response Team has the authority to assign resources and make decisions to provide the most efficient response and recovery possible. These officials or their representatives will report to the EOC as required by the nature of the emergency. Each position shall be assigned a primary representative and designated alternate.

<table>
<thead>
<tr>
<th>Emergency Response Role</th>
<th>Primary Representative</th>
<th>Designated Alternates</th>
</tr>
</thead>
<tbody>
<tr>
<td>Incident/EOC Commander</td>
<td>President</td>
<td>(in order) CFO; Dean of Students; Chief Academic Officer</td>
</tr>
<tr>
<td>EOC Coordinator</td>
<td>Dean of Students</td>
<td>City Director</td>
</tr>
<tr>
<td>Safety Officer</td>
<td>Chief Financial Officer</td>
<td>Community Manager</td>
</tr>
<tr>
<td>Public Information Officer</td>
<td>Chief Discovery and Communications Officer</td>
<td>Global Marketing Director</td>
</tr>
<tr>
<td>Finance and Operations Officer</td>
<td>Chief Financial Officer</td>
<td>Assistant Controller</td>
</tr>
</tbody>
</table>

Immediately upon notification that the EOC is activated because of an emergency or disaster, the primary representatives of the Emergency Response Team will report to the designated EOC. The team will coordinate with the Incident Commander (IC) and external resources and maintain continuous operations until the emergency or incident is terminated.
EMERGENCY SUPPORT TEAMS (ESTs)

Emergency Support Teams (ESTs) play a major role in emergency situations. The task functions for each team are available at all times within the Emergency Operations Center (EOC). The task functions consist of on-call personnel, other department support staff and scope of job functions, department resources for incident mitigation, department purchasing and vendor contracts, and on-site emergency supplies.

Emergency Support Team #1 – Academic Team
Lead: Vicki Chandler, CAO and Provost
Back-up: Dollie Davis, Associate Dean of Faculty
Second Back-up: Linnea Battles, Registrar

The purpose of this EST is to provide continuity of instruction during high levels of emergencies. This includes: disseminating emergency information to the faculty and academic staff; maintaining continuity of instruction when changes to course scheduling are needed and possible; working with the Product Team to ensure that the requisite technology for instruction is restored as needed.

The decision whether or not to cancel classes will be made by the Chief Academic Officer (CAO) or an associate dean if the CAO is not available. If technology-based communications with faculty and students cannot be restored for an extended period, the CAO may determine that classes are cancelled for an extended period until service is restored. The CAO, in consultation with the Controller, will decide whether partial credit and refunds are given. Top priority will be given to restoring network services. This will allow for prompt resumption of essential campus services and instruction.

Emergency Support Team #2 – Information Technology/Forum Team
Lead: Niko Pelka
   Isaac Ordonez - ResHall tech
   James Morrison - Forum
   Brett Bond - Prepare and SIS

Emergency Support Team (EST) #2 is charged with providing guidance, technical expertise to the Emergency Response Team and the community for all data, video, Internet and core technology systems and services during emergencies including course delivery; ensuring that the various communication methodologies (IT systems, email, web homepage) used to relay information to our community (faculty, staff, students, parents) during times of crisis are functioning efficiently and effectively; establishing a schedule of preventive maintenance and periodic testing of emergency
communications systems; and restoring technology-based services of all kinds, including the instructional platform, as needed.

Team #2 will continue monitoring and recovery operations as necessary until the crisis has ended.

**Emergency Support Team #3 – Residence Hall/San Francisco**

Local Lead: Jason Lindo, Director of Student Life  
Back-Up: Shona Kinzel, Residential Life Manager  
Secondary Back-up: Travis Deuerling, Residence Hall Manager

This team is responsible for ensuring that the residence hall is prepared through emergency preparedness training and emergency drills, maintaining emergency supplies, and regular review of emergency procedures and equipment. The plans for the residence hall are included in this document.

Student Life personnel will be assisted by Resident Assistants and will:

- Serve on the Emergency Response Team (ERT) as needed.
- Ensure that building/floor evacuation plans are posted in all common areas and floors.
- Distribute safety information as necessary.
- Report observations that affect the safety and security of floor/building occupants.
- Assist emergency personnel with building, area or campus evacuation procedures.
- Compile lists of people in the evacuation area compared to emergency rosters.
- Provide training to students
- Maintain an up-to-date list of all students, staff, and faculty housed in the residence halls to include room number, phone number, home address/phone number, and photographs.
- Maintain an up-to-date list of all students and staff housed in temporary housing areas.
- Conduct and monitor residence hall drills to ensure students are knowledgeable of emergency preparedness response actions for the most likely emergencies (i.e., fire and earthquake).

Student Life personnel and Residence Assistants will receive training in:

- Building and campus evacuation procedures
- Fire protection systems within their floor or building
- First Aid & Cardiopulmonary Resuscitation (CPR)
- Automated external defibrillator (AED) use
- Shelter-in-place procedures
- Relevant elements of this plan
Emergency Support Team # 4 – Office/Staff  
Lead: Niko Pelka, Chief Financial Officer  
Backup: Tina Lo, Controller  

The Office lead will ensure that all staff are familiar with the emergency management plan adopted by building management and will participate in regular training and drills under that plan. A Facility Emergency Plan has been prepared for the Offices at 14 Mint Plaza (See Appendix 2). This team will provide training to staff who work in the SF office.

Emergency Support Team # 5 – Community Care  
Leads: Will Meek, Global Director of Mental Health & Wellness; McKenna Zerfas, Mental Health Advisor / Clinical Social Worker  

The primary responsibilities of the Emergency Support Team (EST) #5 are divided into three general areas: triage, medical support, care and shelter.

Emergency Support Team (EST) #5 coordinates efforts to provide care to the community of students, faculty and staff. These services could include--but are not limited to--shelter, feeding, and emergency first aid assistance. Care and shelter covers basic services such as helping coordinate the provision of food and drinking water, enhanced comfort and counseling of victims and survivors, basic medical and hygienic needs (e.g., provisions of insect repellent, sunscreen, port-a-potties, temporary showers), and related services. EST #5 also supports the establishment and maintenance of systems to provide bulk distribution of emergency disaster relief supplies to disaster victims and response personnel.

Initial response activities will focus on triage, medical help, and care and shelter, including the following:

- Provide resources for urgent psychological assistance to student, staff, and faculty victims of an incident or emergency.
- Provide assistance to bring emergency first aid to victims. The two closest hospitals for this purpose are:
  - Medical Emergencies (Non-Psychiatric):
    - California Pacific Medical Center, Davies Campus, Castro & Duboce Streets, San Francisco, CA 94114 Phone: 415-600-6000
  - Psychiatric Emergencies:
• Collect and provide information regarding health and wellbeing of individuals residing/working within the affected area to immediate family members outside the affected area
• Establish sites within the affected area for bulk distribution of emergency relief items to meet the urgent needs of disaster victims. These items could include, but not be limited to: clothing, blankets, sunscreen, insect repellent, basic medicine, vitamins, supplements, etc. The provision of these items would be done in coordination with EST #7.
• Maintain a list of students, staff, and faculty requiring special attention during any incident or emergency to include those students with handicaps and special health care requirements.

Emergency Support Team #6 – Communications
Local Lead: Jason Lindo, Director of Student Life
Local Backup: Mariah Levin, Experiential Education Manager
(\textit{Global Lead: Junko Green, Chief Discovery and Communications Officer and back-up Kendra Calvert, Director of Global Marketing})

The purpose of Emergency Support Team (EST) #5 is to provide and coordinate internal and external communications and disseminate timely, accurate and appropriate information to various publics promptly and efficiently.

EST #6 will:

• Ensure that it possesses the working technical infrastructure needed to handle and disseminate information in most foreseeable circumstances and through various media
• Provide its staff members with a set of standing assignments (including back-ups) in the event of a declared emergency
• Maintain communication contingency plans appropriate for a range of emergency scenarios
• Maintain readily accessible contact lists of MU personnel, local officials, and important media contacts, available to staff members on paper and on MU technology-based systems.
• Maintain a plan for pre-approved locations and procedures for media contacts and briefings
• Maintain photographic and video equipment to carry out historic documentation of damages.
Emergency Support Team # 7 – Finance
Lead: Niko Pelka, Chief Financial Officer
Backup: Tina Lo, Controller

The purpose of Emergency Support Team (EST) #6 is to ensure that MU is equipped to provide funding for emergency measures and ongoing operating expenditures during and after any emergency or disaster that befalls the College.

EST #6 will:

- Coordinate with financial staff in order to expedite payment for all emergency measures that have not been procured in advance.
- Coordinate their schedules to provide support commensurate to the incident.
- Should a Level 3 Emergency interfere with normal timekeeping and payroll processing, EST#6 will duplicate the previous period’s paychecks and make automatic deposits. Adjustments for actual hours worked will be made in a subsequent pay period.
- Should a Level 3 Emergency restrict the ability of MU to operate and/or provide adequate workspace, Lead will ask that people work from home.
- Work with the Emergency Response Team in obtaining local government emergency funding if available.
- Process the necessary budget transfers to fund the emergency response.
- Maintain an emergency binder with all current bank account numbers and bank contact information.
- Configure the CFO’s laptop computer to initiate account transfers and wire transfers.
- Develop a policy for determining faculty and staff pay during an extended interruption of normal operations.
- Develop a preferred vendor listing for emergency supplies and services.
ROLES OF STUDENTS, FACULTY AND STAFF

Role of Faculty and Staff

All members of the faculty and staff should read and understand the Emergency Management Plan (EMP) and familiarize themselves with emergency procedures and building evacuation routes. Employees must be prepared to assess situations quickly and thoroughly, and use common sense in determining a course of action. They should follow Emergency Procedures to report fires or other emergencies that require immediate attention and evacuate the building to pre-designated assembly areas in an orderly manner.

Role of Students

All students should familiarize themselves with the emergency procedures and evacuation routes in buildings they live in or use frequently. Students should be prepared to assess situations quickly but thoroughly, and use common sense in determining a course of action. They should evacuate to assembly areas in an orderly manner when an alarm sounds or when directed to do so by emergency personnel.

In the event of an emergency that requires evacuation of the San Francisco residence hall at 16 Turk Street, the designated assembly point where students should gather is on the south side of Market Street between 929 Market St. and 969 Market St.

EXTERNAL SUPPORT ORGANIZATIONS

Law Enforcement and Fire Protection

The San Francisco Police and Fire Departments serve as the first responders to any emergency situation. State-level resources may also be requested through protocol established by the California Emergency Management Agency.

MU will draw upon local mutual aid, requesting City resources first and then assistance from the San Francisco County Operational Area to access state resources. A partnership with local law enforcement at the SF Tenderloin Police Department station has been developed to better facilitate response to emergencies. The MU may also participate in disaster-sheltering activities in conjunction with the American Red Cross. The decision to use non-MU mutual aid will be made by the EOC Manager in consultation with the Executive Policy Group.
TRAINING AND EXERCISES

Building essential response capabilities requires a systematic program to train and exercise individuals, teams and organizations to meet a common baseline of performance. Training and exercises are designed and conducted to assess and validate required skills and measurable proficiency. Training and exercises should utilize a standardized after-action reporting system, collect, analyze, and disseminate lessons learned, best practices, and other information to improve preparedness and response capabilities.

Training and exercises are conducted on a periodic basis, at least annually, to develop and maintain the readiness of response procedures and personnel. All ICS participants and alternates will receive training in the ICS (including appropriate SEMS and NIMS training), in the functioning of the EOC, and in their primary role in the EOC. They will also receive an overview of the other EOC roles. This training includes an annual orientation to the EOC checklists and participation in exercises and drills.

All staff and faculty shall be advised of their responsibilities under this plan whenever the employee’s responsibilities or designated actions under the plan change, whenever the plan is changed.

COMMUNICATION AND WARNINGS

In an emergency, information will be disseminated to the community and external public in a timely and accurate manner. The means of dissemination and specific details will vary on a case-by-case basis depending on the nature of the incident.

Minerva University has various systems in place for communicating information quickly. Some or all of these methods of communication may be activated in the event of an immediate threat to the campus community. These methods of communication include text messaging, email, phone, hivebrite Portal posts, and social media (Facebook and Twitter), and MU website and intranets.

The Dean of Students is responsible for internal messaging to students and staff. The Chief Discovery and Communications Officer is responsible for all means of external communications related to an emergency incident. Both the Dean of Students and the Chief Discovery and Communications Officer will work locally with the City Directors. These messages may include drafting and disseminating messages, in coordination with other offices, except for pre-programmed messages.
Depending on the nature of the incident, the Chief Discovery and Communications Officer will determine the necessity to hold news briefings. Should news briefings be needed, they would be held in a venue appropriate and available. A press center adjacent to the venue would be established as another information distribution point.

**NOTE:** In serious emergencies, calls are first placed to 9-1-1 and then to the MU SF Emergency phone (held by professional staff). The first responders will be the San Francisco Police and Fire Departments.

**Emergency number:**

415-864-9010

**Counseling and Psychological Services:**

caps@minerva.edu

During periods when all or parts of our voice or internet communication networks are inoperative, the Emergency Response Team will utilize cellular and radio communications and other appropriate communication services. This system will be activated in the event of a Level 3 incident with MU-wide regional repercussions.
Appendix 1

Handling Various Types of Emergencies

Types of Emergency:

● Fire
● Flood
● Building Evacuation
● Power Outage
● Terror Threat (SEVERE)
● Terror Threat imminent (CRITICAL)
● Contagious disease outbreak (non-critical)
● Contagious disease outbreak (critical)
Appendix 2

Emergency Management Plan for 1145 Market Street

Appendix 3

Minerva University Crisis Management Plan

Also see Emergency Management Plans
for Buenos Aires, Taipei

This plan draws upon the plans of several other established institutions representing good practice in emergency management, including Pomona College, UC Irvine, UT Austin, Regis University, and California College of the Arts.