

Minerva Schools at KGI
EMERGENCY MANAGEMENT PLAN

San Francisco, CA

2019-20

EXECUTIVE SUMMARY

The Minerva Schools at KGI (MSKGI) offer degree programs as one of three schools in Keck Graduate Institute (KGI), which is accredited by the Western Association of Schools and College/Western Senior College and Universities Commission. The programs are offered through an affiliation agreement between KGI and Minerva Project, which provides technology, infrastructure, housing, student services, and other services and resources to the Schools.

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, MSKGI offers a master’s degree that is integrated with the undergraduate degree and a freestanding master’s degree that is taken by students remotely.

This emergency management plan is intended to prepare Minerva Schools at KGI to deal with emergencies and threats to community safety at our resident halls 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 1145 Market Street, 9th Floor, San Francisco, California 94103. Some students serve as interns and work from this location as well. Note: The Minerva Schools at KGI offices at 1145 Market Street are included in the Facility Emergency Plan that was developed by Trinity Management Services and approved by the San Francisco Fire Department. A copy of this plan is included as Appendix 2 to the Minerva Schools at KGI Emergency Management Plan (EMP).

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 MSKGI **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.

The MSKGI Emergency Management Plan incorporates the components of the **Standardized Emergency Management System (SEMS)**, as described by California Government Code 8607(a) and the federal **National Incident Management System (NIMS)** as described in Department of Homeland Security document titled, National Incident Management System, dated March 1, 2004.

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 CEO of Minerva Project and the Chief Student Affairs/Operations Officer. The day-to-day management of campus emergency services programs rests with the Chief Student Affairs/Operations Officer.

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 MSKGI. 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 CEO or the CEO designee. The decision to activate is typically made with the advice and counsel of the Chief Student Affairs/Operations Officer.

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 CEO or designee has ultimate responsibility for activation, oversight, and termination of the Emergency Operations Center (EOC). The CEO 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

MSKGI 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 MSKGI and Minerva Project 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 MSKGI 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 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
- MSKGI-wide warning and public instructions
- A multi-agency response operating under ICS
- 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 ICs
- 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

The MSKGI 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

The MP and MSKGI 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, MSKGI 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

Event/Situation	Activation Level	ERT Staffing	EOC Staffing	ESTs Activated
Moderate incident involving 2 or more departments Includes: .severe weather warning .earthquake advisory .flood watch .localized power failure	ONE (standby/alert)	ERT convenes	EOC manager Planning section chief	One or more ESTs
Large incident involving 2 or more departments Includes: .moderate earthquake .wildfire .major wind or rainstorm .imminent earthquake alert .extended power outage	TWO (partial activation)	ERT convenes and monitor situation	EOC manager Departments as appropriate	Multiple ERTs
Major MSKGI-wide or regional emergency Includes: .major earthquake .significant terrorist threat	THREE (full activation)	ERT convenes and add others as needed	All EOCs	All ESTs

The Incident Commander or alternate (the CEO or alternate, the Chief Student Affairs/Operations Officer) 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., mental health director, student advisor, student affairs director or assistant director). Levels 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 Student Affairs and Operations Officer 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 MSKGI'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 both Minerva Project and Minerva Schools

- CEO, Minerva Project
- Controller, Minerva Project
- Chief Product Officer, Minerva Project
- Chief Financial Officer, Minerva Institute/Schools
- Chief Academic Officer/Dean, Minerva Institute/Schools

- Dean of Students, Minerva Institute/Schools
- Chief Discovery and Communications Officer, Minerva Institute/Schools
- Chief Policy and Accreditation Officer, Minerva Institute/Schools
- Chief Experience Officer, Minerva Project

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

- Controller, Minerva Project
- Dean of Students
- Chief Academic Officer

Emergency Response Team

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.

Emergency Response Role	Primary Representative	Designated Alternates
Incident/EOC Commander	CEO	(in order) Chief Policy and Accreditation Officer; Controller; Dean of Students; Chief Academic Officer/Dean
EOC Coordinator	Dean of Students	Manager/Director of Student Affairs/SF; Residence Life Coordinator, SF
Safety Officer	Chief Financial Officer	Residence Life Coordinator
Public Information Officer	Chief Discovery and Communications Officer	Creative Director

Finance and Operations Officer	Chief Financial Officer	Controller
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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, Dean and Chief Academic Officer

Back-up: Dollie Davis, Associate Dean

Second Back-up: Reed Cooper, Director of Enrollment Management and Advising

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/Product Team

Lead: Laurence Favrot, Product Manager

Back-up: Jason Morrison, Engineering Manager

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; 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/SF

Residence Hall Lead, Fall 2019: Jessica Varghese, Interim Manager of Student Affairs and Operations, San Francisco

Residence Hall Lead, Spring 2020: Jason Lindo, Manager of Student Affairs and Operations, San Francisco

Back-up: Fiona Brady, Residence Life Coordinator

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 Affairs 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 evacuation area compared to emergency rosters.
- Provide training to students

Student Affairs personnel and RAs will receive training in:

- Building and campus evacuation procedures
- Fire protection systems within their floor or building
- Automated external defibrillator (AED) use
- Shelter-in-place procedures
- Relevant elements of this plan

Emergency Support Team # 4 – Office/Staff

Lead: People Operations Manager TO BE HIRED

Backup: Michael Christopher, Controller

Backup: Tina Lo, Assistant 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 1145 Market (See Appendix 2). This team will provide training to staff who work in the SF office.

Emergency Support Team # 5 – Community Care

Lead: I-Ching Grace Hung, Sr. Manager Counseling and Psychological Services, SF/Asia

Back-up: McKenna Zerfas, Mental Health Counseling

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 short-term counseling and/or emergency psychological assistance to student, staff, and faculty victims of an incident or emergency.
- Provide emergency first aid to victims and emergency workers at mass care facilities and at designated sites within the disaster area. This service will be supplemental to emergency health and medical services established to meet the needs of disaster 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:

- St. Francis Memorial Hospital, 900 Hyde St, San Francisco, CA 94109 Phone: 415-353-6000
- 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 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.
- 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.
- Conduct and monitor drills to ensure students are knowledgeable of emergency preparedness response actions for the most likely emergencies (i.e., fire and earthquake).

Emergency Support Team #6 – Communications

Lead: Junko Green, Chief Discovery and Communications Officer

Backup: Robin Goldberg, Chief Experience Officer

Backup: Ayo Seligman, Creative Director

The purpose of Emergency Support Team (EST) #6 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 MSKGI and Minerva Project personnel, local officials, and important media contacts, available to staff members on paper and on MSKGI 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: To be hired: Chief Financial officer, MI

Backup: Michael Christopher, Controller

Backup: Tina Lo, Assistant Controller

The purpose of Emergency Support Team (EST) #7 is to ensure that MSKGI and Minerva Project are equipped to provide funding for emergency measures and ongoing operating expenditures during and after any emergency or disaster that befalls the College.

EST #7 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#7 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 MP/MSKGI to operate and/or provide adequate workspace, Lead will ask that people work from home
- Work with the Emergency Response Team in obtaining state or federal 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 (CalEMA). MSKGI will draw upon local mutual aid, requesting City resources first and then assistance from the San Francisco County Operational Area to access state resources. The MSKGI may also participate in disaster-sheltering activities in conjunction with the American Red Cross. The decision to use non-MSKGI 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 Schools at KGI 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 through the iJet/WorldAware system using text messaging, e-mail, phone, and social media (Facebook, Twitter, and Nixle), and MSKGI website and intranets.

The Director of Student Affairs is responsible for internal messaging to students and staff. The Chief Experience Officer is responsible for all means of external communications related to an emergency incident. 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, Chief Experience 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 MSKGI SF professional-staff duty phone. The first responders will be the San Francisco Police and Fire Departments.

Emergency number: 415-864-9010

Mental Health Services: 415-770-9511

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 MSKGI-wide regional repercussions.

APPENDICES

Appendix 1: [Handling Various Types of Emergencies](#)

Appendix 2: [Emergency Management Plan for 1145 Market Street](#)

Also see Emergency Management Plans
for London, UK; Berlin, Germany; Seoul, South Korea (in fall 2018) and
Buenos Aires, Argentina and Hyderabad, India (in spring 2019)

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.
