



**EMERGENCY PREPAREDNESS
AND
RESPONSE PLAN**

November 2015

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INTRODUCTION

The Emergency Preparedness and Response Plan will provide a course of action to follow to assist the college community when an emergency occurs. Since an emergency may be sudden and without warning, these guidelines are designed to be flexible in order to accommodate various contingencies. The safety of personnel is always the priority in an emergency response.

REPORTING EMERGENCIES

All emergencies or other incidents should be reported to the **Campus Safety Department** at **(864-596-9026)**.

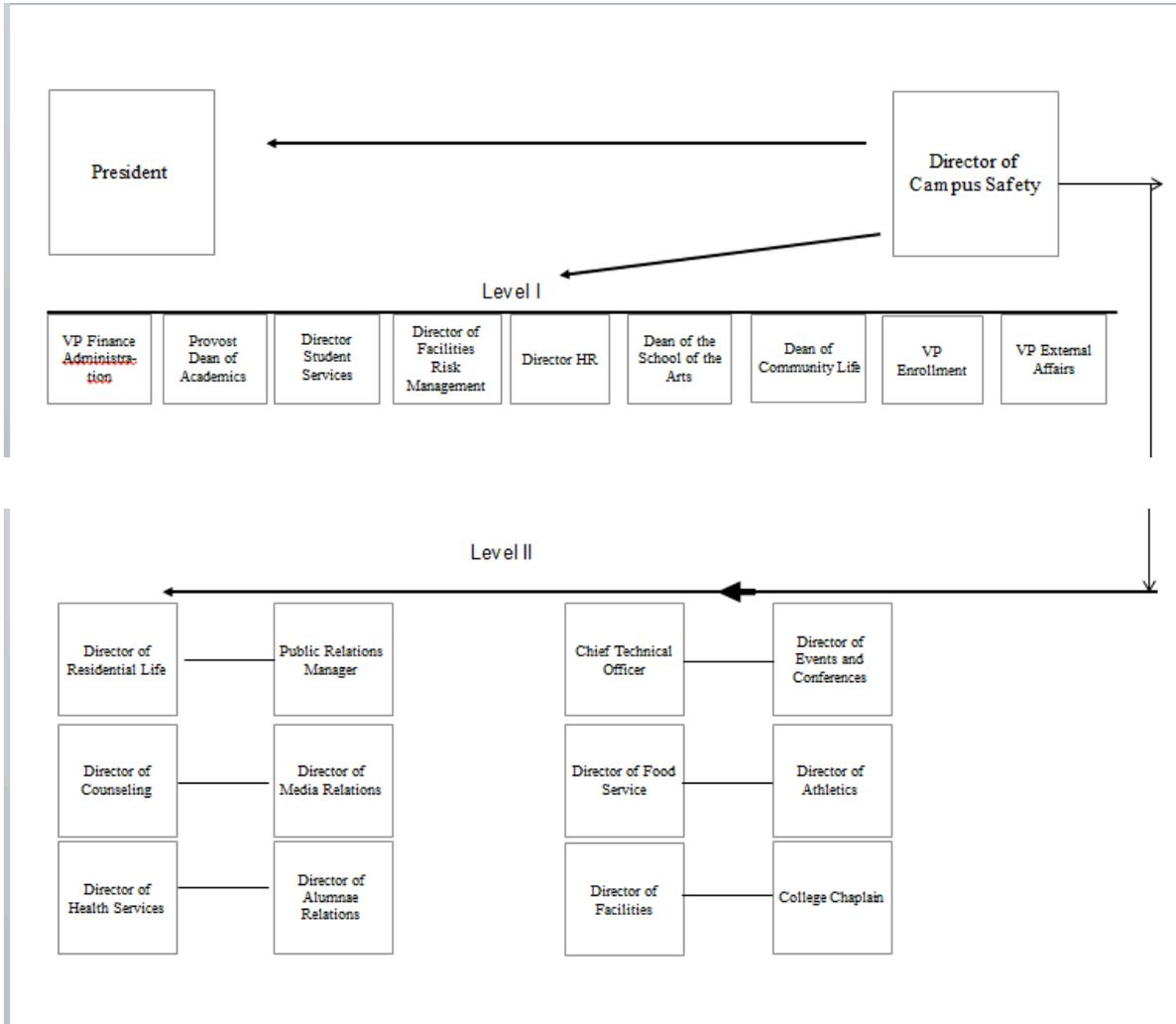
TYPES OF EMERGENCIES

- A. Environmental Hazard
 - 1. Chemical or Hazardous Material Spill
- B. Faculty/Staff/Student Crisis
 - 1. Medical or First Aid
 - 2. Missing Person
 - 3. Suicide Attempt
 - 4. Disruptive Student
- C. Mechanical
 - 1. Utility Failure
- D. Threat to Campus
 - 1. Bomb Threat
 - 2. Community/Local
 - 3. Demonstrations
 - 4. Disturbances
 - 5. Fire
 - 6. Gunman on Campus
- E. Weather
 - 1. Earthquake
 - 2. Hurricane
 - 3. Snow Days/Inclement Weather Closings
 - 4. Tornado

CAMPUS EMERGENCY RESPONSE TEAM

- President
- Director of Campus Safety
- Vice President for Finance & Administration
- Vice President for Institutional Advancement
- Provost/Dean of Academics
- Dean of Community Life
- Director of Facilities/Risk Management
- Director of Human Resources
- Director of Residential Life
- Director of Counseling
- Director of Health Services
- Chief Information Officer
- Director of Media Relations
- Director of Dining Services
- Director of Facilities Management
- Director of Intercollegiate Athletics
- College Chaplain
- Vice President for Enrollment Management
- Legal Counsel

CRISIS COMMUNICATIONS FLOW CHART



BUILDING EMERGENCY OFFICERS

In the event of an emergency, building emergency officers will be contacted by Campus Safety via e2Campus Emergency Notification System, telephone, email, or direct contact. The Building Emergency Officers will be asked to assist Campus Safety with the situation as needed, and will receive annual training regarding expectations of the role.

Residence Halls

Belk	Residence Life Staff
Cudd	Residence Life Staff
Williams	Residence Life Staff
Andrews	Residence Life Staff
Pell/West Wilson	Residence Life Staff
Dexter	Residence Life Staff
Howard	Residence Life Staff
Kate	Residence Life Staff

Academic Buildings

Wilson Hall	Leah Anderson, Ann Tucker, Stacey Brewer, Trevor Pittman, Chandra Hopkins, Rick Jolley
Twichell/Lawson Academy	Janae O'Shields, Leigh O'Shields, Andre Lancaster
Carnegie Hall	Kim Johnson, Marissa Haben, Dianne Crocker
Mickel Library	Wade Woodward, Mark Collier, Wendi Arms, Richard Morgan
Carmichael Hall	Kevin DeLapp, Kyle Keefer, Tammy Stokes, Debra Young, Edward Woodfin
Ezell Hall	Barbara Austin, Linda Nicholls
Kuhn Hall	Donna Rawls, Zach Corbitt, Roger Luttrell, James Hymas, Peter Brown
Montgomery	Rhonda Mingo, Jason Loscuito, Kathy Hennigan, Renee Hill, Corey White
Facilities	Susan Jackson, Robert Brown
Phifer Hall	Douglas Jensen, Elena Mendez, Edna Steele, Sheri Strickland, Neval Erturk, Will Case
Blackman Hall	Kathy Holt, Keith Jones, Chris Vaneman, Boone Hopkins
Milliken Arts	Paula Cash, Kathryn Boucher, Suzanne Gunter, Greg Mueller
Weisiger Center	Evann Carpenter, Dean Walsh, Brooke Stanley, Kelsi Pack
Gibbs Field House	Jodi Strehl, Joy Couch, Coaches

EMERGENCY NOTIFICATION SYSTEM

Converse College has adopted the e2Campus Emergency Notification System in order to send urgent alerts to mobile devices, campus email, and web feed. To sign up for e2Campus, go to www.converse.edu/alerts. Once signed up, users receive information during potential emergency situations, ranging from severe weather warnings to inclement weather delays/cancellations to more critical emergency notifications. The service is available to all current students, faculty, and staff. Participation in this alert system is optional, but is of utmost importance as it enables Converse to communicate with the entire campus community.

Three levels of notifications will be used:

Emergency Warning - Emergency warning refers to a significant emergency or dangerous situation on campus involving an immediate threat to health or safety. Campus Safety will use the e2Campus emergency notification system to send text messages to registered cell phones, emails to registered addresses, and an alert on the College web site immediately after a threat is confirmed. The scenarios for situations on campus leading to an e2Campus emergency notification include but are not limited to: an armed and dangerous person, a chemical hazard, a tornado warning, or some other significant general threat to safety.

Timely Warning - Timely warning refers to a notification about a Clery Act crime when the information is available, so people can protect themselves or their property from similar crimes. This notification will occur only if the Department of Campus Safety determines there is a continuing danger to the campus AND if issuing the timely warning will not compromise law enforcement efforts to address the crime. The notification will begin as a campus alert email. The campus alert email will be followed by updates as new confirmed information becomes available. In addition to issuing a timely warning for Clery Act crimes, timely warnings will be sent if a tornado or severe weather watch is issued for Spartanburg County.

Informational Notification - Informational notification is for a less-urgent situation that involves health or safety issues. We will send email messages to students and post information as a campus alert. Examples include but are not limited to: a situation in which a perpetrator in a violent crime has been arrested or is no longer on campus, or there is a natural gas leak that does not warrant evacuation.

SHELTER-IN-PLACE

Shelter-in-Place will be activated in the event of a chemical or biological attack, accident or tornado. “Interior Safe Areas” (areas of assembly for building occupants) will be locations that include the following features:

- Minimal windows and vents
- Adequate space for anticipated occupancy
(Target areas include hallways, conference/meeting rooms, break areas or restrooms)

Time is the most critical element when responding during a crisis situation. Shelter-in-Place is incorporated when safe egress to evacuation shelters cannot be completed in a timely and safe manner. Residence Life staff and/or Campus Safety officers will initiate the Shelter-in-Place plan based on:

- Proximity of the chemical or hazardous material spill
- Safety during accident or attack on campus
- Condition of campus utilities
- Weather conditions

STEPS TO SHELTER-IN-PLACE

- Close all doors and windows
- Move all occupants to an interior room away from as many windows as possible.
- Remain indoors until ‘all clear’ message is received from incident commander or an authorized emergency official.
- Following ‘all clear’ announcement, open doors and windows and turn on ventilation systems until indoor air has been exchanged with fresh air.

BUILDING EVACUATION

All building evacuations will occur when fire alarm sounds, or upon notification by Campus Safety officers or other authorized officials.

When evacuation instructions are received from an authorized official, all persons must leave the building by the nearest exit and alert others to do the same.

- Assist those with disabilities in exiting the building.
- Do not use the elevators.

Once outside the building, proceed to a clear area that is at least 500 feet away from the affected building.

- Keep streets, fire lanes, hydrant areas and walkways clear for emergency vehicles and personnel.
- Do not return to an evacuated building unless authorized to do so by Campus Safety.
- Listen for any further instructions or directions from college officials.

CAMPUS EVACUATION

Converse College has signed agreements with other area sites to relocate members of the college community in the event of an emergency that requires relocation. Campus evacuation sites will be:

1. Spartanburg Day School
2. First Baptist Church of Spartanburg

Instructions will be communicated through the e2Campus Emergency Notification System regarding evacuation plans and specific details as they emerge.

PROVIDING ASSISTANCE TO PERSONS WITH DISABILITIES

- When possible, Residence Life officials and Building Emergency Officers should identify persons with disabilities in advance of an emergency situation. Together they should develop evacuation plan(s).
- Designate a person in the same or adjacent area to provide assistance as requested or required by the individual.
- Assure the safe movement of all persons with disabilities and account for them as soon as possible.

CAMPUS EMERGENCIES

ENVIRONMENTAL HAZARDS

CHEMICAL OR HAZARDOUS MATERIAL SPILL

Any spill of a hazardous chemical or radioactive material should be reported immediately to Campus Safety and Facilities. Evacuate area immediately. The incident will be evaluated and the **Spill Prevention Control and Countermeasures Plan** will be activated.

Refer to **Spill Prevention Control and Countermeasures Plan**.

FACULTY/STAFF/STUDENT CRISIS

MEDICAL AND FIRST AID

If serious injury or illness occurs on campus, immediately call the **Campus Safety Department (864-596-9026)**. Give your name, location of the victim, and description of the medical problem. Campus Safety will contact emergency personnel to assist when critical response is warranted.

- Do not move the victim unless he/she is in immediate danger.
- Do not leave victim unattended.

- Check breathing and give artificial respiration/CPR if necessary. **This should be done by trained personnel only.**
- Control serious bleeding – **Using protective barrier**, apply direct pressure to the wound.
- Continue to talk to and assist the victim until help arrives.
- Look for emergency medical ID, question witnesses and give all information to the paramedics.

MISSING PERSON

Any concern regarding a missing person should be reported to the **Campus Safety Department (864-596-9026)** and/or Student Life Staff immediately. Parents and/or City police may be notified based on the specific circumstances of the situation.

SUICIDE THREAT OR ATTEMPT

Report all suicide attempts or threats of suicide to the **Campus Safety Department (864-596-9026)** immediately.

- Stay with the person.
- Talk with the person until help arrives.
- Listen, observe, and take notes that may be of assistance to Emergency Responders.

MECHANICAL

UTILITY FAILURE

In cases of utility failure (power, telephone, water supply, HVAC) that may affect classes, residence halls, or other college activities the Emergency Response Team will assess the problem and issue instructions via the e2Campus Emergency Notification System and other methods appropriate to the given situation such as but not limited to: email, phone calls, and campus personnel.

THREAT TO CAMPUS

BOMB THREAT

Bomb threats call for immediate response by Campus Safety officials. When a call is received it is important to notify **Campus Safety** by having a colleague call **(864-596-9026)** while you keep the caller on your line.

When a bomb threat is called in:

- Keep the caller on the line as long as possible. Ask caller to repeat the message. Record every word spoken by the person.
- If the caller does not indicate the location of the bomb or the time of possible detonation, you should ask him/her for this information.
- Inform the caller that the building is occupied and detonation of a bomb could result in death or serious injury to many innocent people.

- Pay particular attention to peculiar background noises such as motors running, background music, and any other noise that may give a clue as to the location of the caller.
- Listen closely to the voice (male, female), voice quality (calm, excited), accents and speech impediments.
- Report this information immediately to the **Campus Safety Department (864-596-9026)**.
- If any suspicious object is found, report its location to **Campus Safety (864-596-9026)**. **DO NOT TOUCH THE OBJECT!** Do not open drawers or cabinets; do not turn lights on or off.

COMMUNITY/LOCAL THREAT

In the event of an off-campus incident that may pose a threat to the college community, and in compliance with the Clery Crime Awareness Act:

- an **emergency warning** may be issued through the e2Campus Emergency Notification System
- a **timely warning** may be issued through campus email
- an **informational notification** may be issued through campus email
- See emergency notification levels for further information

DEMONSTRATIONS

According to college policy, only current students, faculty, and staff may participate in demonstrations on campus. A demonstration should not be disrupted unless one or more of the following conditions exist:

- Interference with the normal operations of the college.
- Prevention of access to offices, buildings or other college facilities.
- Threat of physical harm to persons or damage to college facilities.

If any of these conditions exist, **Campus Safety (864-596-9026)** should be notified and will be responsible for informing appropriate college officials to determine actions needed.

DISTURBANCES

Observation of any criminal behavior, suspicious persons, or suspicious activities on campus should be promptly reported to the **Campus Safety Department (864-596-9026)**.

- Get description of person causing disturbance.
- Note details of what happened.
- Faculty – Direct disruptive persons (including students) to leave classroom. If safety of others is threatened, dismiss the class. Contact Student Life and/or Campus Safety to report details of the event.

FIRE

Fire is extremely hot and heat rises; therefore, at ceiling levels temperatures are hottest. Oxygen is burned at high levels first, so air is more available near the floor. Smoke drops down to knee level and hovers there. Remain in a prone position or crawl across the floor to a fire exit or area of refuge. Steps to be taken in case of fire:

- Evacuate area immediately.
- Activate fire alarm by pulling pull station.
- Alert other people in area to leave building.
- Close, **DO NOT LOCK**, doors and windows.
- Do not use elevators.
- Go directly to designated assembly area.
- Call 911 from safe location.

GUNMAN ON CAMPUS

To provide the best possible response, report any of the following situations to **Campus Safety (864-596-9026)** immediately:

- Weapon on campus
- Shots fired on campus
- Injury due to shots fired on campus
- Rumor of any of the above

Instructions will be sent to members of the campus community via the e2Campus Emergency Notification System and any other methods deemed appropriate given the current situation.

RUN, HIDE, FIGHT

Run – When an Active Shooter is in your vicinity;

- Attempt to evacuate
- Evacuate whether others agree or not
- Leave your belongings behind
- Help others escape if possible
- Prevent others from entering the area
- Call 911 when you are safe

Hide – If evacuation is not possible, find a place to hide;

- Be out of shooter's view
- Provide protection if shots are fired in your direction
- If possible, do not restrict your options for movement
- Lock and/or blockade the door
- Silence your cell phone
- Hide behind large objects
- Remain very quiet

Fight – As a last resort, and only if your life is in danger;

- Attempt to incapacitate the shooter
- Act with physical aggression

- Improvise weapons
- Commit to your actions

911 – Law enforcement arrives;

- Remain calm and follow instructions
- Keep your hands visible at all times
- Avoid pointing or yelling
- Know that help for the injured is on its way

TRESPASS NOTICE

A trespass notice can be issued to any individual when Campus Safety officers observe or receive a complaint regarding disruptive behavior on campus that may:

- Cause harm or inflict injury to college community members
- Threaten or intimidate members of the community
- Disrupt academic or administrative business of the college
- Cause damage to college or personal property
- Involve serious or other criminal activity
- Violate college policy

WEATHER

EARTHQUAKE

- If indoors, seek refuge in a doorway or under a desk or table. Stay away from glass windows, shelves and heavy equipment that may fall.
- If outdoors, move quickly away from buildings, utility poles and other structures. **Caution:** Always avoid power or utility lines as they may be energized.
- If in an automobile, stop in the safest place available, preferably away from power lines and trees. Stop as quickly as safety permits, but stay in the vehicle for the shelter it offers.
- After the initial shock, evaluate the situation and if emergency help is necessary call the **Campus Safety Department (864-596-9026)**. If indoors, evacuate the building. Protect yourself at all times and be prepared for aftershocks.
- Report damaged facilities to the **Campus Safety Department (864-596-9026)** and Facilities Management (864-596-9744). **Caution:** Be alert for and report gas leaks and power failures that create special hazards.

HURRICANE

- Phase 1 – **Hurricane watch in effect.** Level 1 Emergency Response Team members will meet. College community will evaluate and determine college plan and issue instructions via e2Campus Emergency Notification System.
- Phase 2 – **Hurricane warning in effect.** Emergency has been declared. Levels 1 & 2 Emergency Response Team members will meet to execute emergency instructions as provided earlier via e2Campus Emergency Notification System. The emergency alert will give instructions as to the suspension of non-essential college operations. All emergency procedures will assume that boarding students

will remain on campus during the emergency (unless otherwise specified). All instructional, classroom, and related activities will cease.

- **Phase 3 – During the storm.** Per official instructions persons on campus will stay in a safe location and listen for further instructions. Emergency assessments of damages will be made as promptly as conditions permit.
- **Phase 4 – After the storm.** The college will remain closed until the emergency condition has been officially declared at an end. As conditions permit, information regarding the status of the college will be sent via the e2Campus Emergency Notification System as well as local media (television and radio).

SNOW DAYS/INCLEMENT WEATHER CLOSINGS

Determinations regarding the College status will be made as soon as conditions warrant institutional response.

- Faculty, students, and staff should look to the Converse website, WSPA-TV (7), WYFF-TV (4), and radio stations 98.9FM and 102.5 FM for most immediate word on inclement weather closings.
- An e2Campus alert will be issued regarding closings or delays.

TORNADO

A tornado watch indicates that the weather conditions are such that a tornado could occur. A tornado warning indicates that a tornado has been sighted on radar or by individuals. When Campus Safety is notified by the National Weather Service that Spartanburg County is under a tornado watch or warning, an e2Campus alert will be sent to notify the college community.

Safety Procedures

- If indoors, seek refuge in a doorway, interior hallway or under a desk or table. Stay away from windows and exterior doors. After an **official all-clear** has been issued by either Campus Safety, Residence Life, or e2Campus, evacuate the building.
- If outdoors and unable to get to shelter, seek a ditch or depression in the ground and lie flat on the ground. **Caution:** Avoid power or utility lines as they may have live current.
- If in an automobile, stop as quickly as safety permits, exit the vehicle and seek shelter in a ditch or depression in the ground. Lie flat on the ground. **Caution:** Avoid power or utility lines as they may have live current.

If you are on campus after the tornado has passed, notify the Campus Safety Department (864-596-9026) of any immediate emergency action that may be necessary.

SPECIFIC TORNADO PROCEDURES FOR RESIDENCE LIFE

The e2Campus Emergency Notification System will be used to alert the campus regarding impending bad weather.

During daylight hours and normal business hours, personnel should be alert to the weather conditions, listen for any warning sirens and take action consistent with the situation. During the night hours, when residents are normally in the residence halls,

Residence Life personnel should be alert for tornado watch or warning announcements. If an alert is sent, the staff will assist residents in moving to safer areas.

Residents should move to the interior of the buildings and to the lower floors (basements if possible). Residence Life personnel should become familiar with their building and identify areas that offers the best protection for the safety of the residents.

After a tornado, the Residence Life personnel should conduct an accounting of all the residents assigned to the building. If warranted, Campus Safety (864-596-9026) should be notified of any critical situation to process any needs for emergency assistance (i.e., medical attention, locating residents, etc).

TRAINING AND PROCEDURE REVIEW REQUIREMENTS

Frequent training of campus personnel is critical to the success of the Emergency Preparedness and Response Plan. The Director of Campus Safety will initiate annual training sessions for emergency response tactics, and annual review of the Emergency Preparedness and Response Plan by members of the Campus Emergency Response Team. The guide shall be amended if necessary.

POLICIES FOR MEDIA RELATIONS

All inquiries from the media should be directed to the Director of Media & Public Relations, who will act as official spokesperson. No individual should speak about the situation with members of the media unless arranged through the Director of Media & Public Relations.

Student Death Protocol

Procedure

News of a student's death may be received through various sources and by any member of the College staff and student body at any time. More importantly, the cause of a student's death may vary considerably and must be handled with respect for the student's family, classmates, faculty, and friends.

While it is not feasible to anticipate every situation that may impact students concerning death, there are certain activities that should occur no matter the cause of the death.

When the death of any College student occurs, whether on or off campus, it is important for designated officials and administrative offices to provide swift, caring, and professional assistance to the family and the campus community. The Office of the Dean of Community Life, once notified, coordinates the notification of appropriate College officials and communications with the campus community.

Initial Notification of a Student's Death

Any College department or community member who becomes aware of the death of a student shall immediately notify the Director of Campus Safety and the Dean of Community Life.

The Office of the President

The Office of the President, in coordination with the Dean of Community Life, will contact the family of the deceased student to:

1. Offer condolences;
 - Determine if the family has any immediate needs from the College (e.g. gathering items from the residence hall room, notifying other students, etc.);
 - Gather information about funeral, visitation, and memorial arrangements.
2. The Office of the President will notify the President's Cabinet.

The Office of the Dean of Community Life

1. The Office of the Dean of Community Life will work with necessary Level 1 Emergency Response Team members to verify the student death via the county coroner, local law enforcement agency, funeral home, newspaper obituary or family member.
2. The Office of the Dean of Community Life or designee verifies the enrollment status of the deceased student.
3. The local law enforcement agency or appropriate external official agency will notify the next of kin of the deceased student.
4. The Dean of Community Life will work in coordination with the Director of Campus Safety and Director of Media Relations to gather information regarding cause of death, time of death, memorial arrangements, student involvement on campus etc. from the local authorities, family, and other pertinent parties and make this information available to appropriate parties.
5. The Office of the Dean of Community Life or designee immediately notifies remaining Level 1 Emergency Response Team Members and Division of Student Development and Success team.
6. Level 1 Emergency Response Team Members will notify Level 2 Emergency Response Team Members per existing reporting structures.
7. When appropriate, grief counseling, crisis intervention, and referral services via the Wellness Center and College Chaplain will be offered to students, faculty, and staff, as well as the immediate family of the deceased while they are on campus. If appropriate, the Office of the Dean of Community Life will work with the Office of Communications and Marketing to coordinate emails to faculty, students and staff regarding visitation and funeral arrangements.

8. The Dean of Community Life or designee will designate a staff member to serve as the primary campus contact to assist the deceased student's family. If possible, this should be the same staff member who initially contacted the family.
9. The Dean of Community Life will determine appropriate representation at viewings and funerals, and decide who will represent the College at the funeral if feasible. The Dean of Community Life will also facilitate student attendance at the funeral as needed/appropriate. (Be respectful of the family's wishes.)
10. The Dean of Community Life will coordinate with the President's Office and SGA to send flowers on behalf of the College to the funeral service or family home, as appropriate.
11. The Dean of Community Life will coordinate with the College Chaplain to arrange memorial services (as appropriate).

Campus Safety

1. If the death occurs on campus, Campus Safety or designee will immediately establish contact with local authorities and emergency personnel.
2. The Director of Campus Safety or designee will assume the role of liaison between the College and the local law enforcement agency.
3. If necessary, the Director of Campus Safety or designee will notify the President, Provost, and the Dean of Community Life.
4. Campus Safety officers will advise law enforcement and first responders of the least public and most practical route to use when removing the deceased student's body.
5. If the death occurs on campus in a public space, Campus Safety officers will lock the deceased student's room and/or any other affected areas after the body has been removed, and will ensure that the space(s) remains locked until clearance from local law enforcement has been obtained. Once clearance has been obtained, the Director of Campus Safety will notify all appropriate parties that the area has been cleared by law enforcement. The Director of Campus Safety will also notify the Senior Director of Facility Services and Planning, who will ensure that the area is professionally cleaned.
6. The Director of Campus Safety or designee will deactivate the deceased student's identification card and key card access.
7. The Director of Campus Safety or designee will notify the Business Office to remove any charges such as parking tickets, keys, etc.
8. The Director of Campus Safety or designee will notify Comp Plus to suspend all notifications and outstanding tickets.

The Office of Residential Life

1. If a deceased person is discovered in a residence hall, the Residence Director or the Director of Residential Life (whoever arrives to the scene first) will immediately contact Campus Safety. If the death occurs on campus, Campus Safety will establish contact with local authorities and emergency personnel. All staff will immediately vacate the room and leave the site untouched until the room is released by local law enforcement.
2. The Residence Director will notify the Director of Residential Life of the student's death.
3. If necessary the Residence Director will take appropriate measures to ensure to the extent possible that other residents, students, and visitors are not viewing the body or disturbing the site in any way.
4. The Director of Residential Life will immediately notify the Dean of Community Life.
5. After first responders and law enforcement have arrived to the scene, and have completed their determination of death, the Director of Residential Life or designee will:
 - a. Assist any roommates and/or suitemates who shared the room/apartment with the deceased student in making alternate housing arrangements.
 - b. Notify building residents.

6. The Director of Residential Life or designee will notify building residents
7. The Director of Residential Life or designee will advise students, faculty, and staff to avoid posting anything about the student's death on social media or any other public forum until the student's family or next of kin has been notified. The Director of Residential Life or designee will also advise students to avoid speaking to the media.
8. The Director of Residential Life and Residence Director should assist the local law enforcement agency in identifying individuals who might have knowledge of the circumstances surrounding the death.
9. The Director of Residential Life, in collaboration with the Division of Student Development and Success, should attempt to identify those individuals who will be most affected by the death (family members, significant others, roommates, work supervisors, close friends, etc.). The Director of Residential Life and the Director of Counseling and Wellness will take appropriate action to console the victim's roommate and other impacted students.
10. The Resident Director will complete and submit an occurrence report.
11. Residential Life staff may not release information about the death of a student to any non-staff person. Media (radio, television, newspaper) representatives should be referred to the Director of Media Relations.
12. If a resident student death occurs off campus, staff should notify the Director on Call immediately, who will immediately notify the Director of Residential Life, the Director of Campus Safety, and the Dean of Community Life.
13. The Director of Residential Life or designee will consult with the Director of Counseling and Wellness to determine whether crisis counseling is necessary for the residents and staff members in the environment where the student resided. This assistance could be extended to residents and staff members in other halls as well.
14. Once local law enforcement have notified the College that they have completed their investigation of the deceased student's room, the Director of Residential Life or designee will advise the Residence Director about packing the deceased resident's possessions. Family members, roommate(s), and/or staff may pack the deceased resident's possessions. If it is determined that the roommate(s) and/or staff will pack the deceased student's possessions, they must develop an itemized list of the student's belongings. The Director of Residential Life or designee will arrange for the return of the deceased's personal property.

Director of Media Relations

1. The Director of Media Relations will coordinate and disseminate all campus wide communication of the student's death.
2. If the student death is likely to generate media inquiries, the Director of Media Relations, in collaboration with the President, Provost, and/or appropriate Dean, will designate an appropriate spokesperson(s) to serve as media contact(s).
3. As necessary, the Director of Media Relations will brief and prepare the designated spokesperson.
4. The release of information will be coordinated by the Director of Media Relations in consultation with the Dean of Community Life and the President. The release will include only what can be reported from police or medical authorities (without speculating on facts still officially under investigation), and also include enough information, if possible, to dispel possible rumors about the circumstances of the death (i.e. include the fact that "no foul play is suspected" or that "there are no public health concerns in relation to the death"). The information to be released could include the following information:
 - a. The student's name (after it has been officially released), age, hometown (when appropriate), year in school, and major.
 - b. Basic information about the circumstances of the death (as appropriate).

- c. A statement from the President (involving condolences and/or an appropriate message for the campus community). In his/her absence, the statement will be sent from the office of the Dean of Community Life and/or the Provost.
 - d. A summary of personal Converse information about the student (as appropriate).
 - e. Information about planned community support meetings and possible memorial services, and information about student support and counseling services.
5. Information should be posted in a timely manner on Converse's website and my.converse.edu.
6. When a student death involves suicide (or the likelihood of suicide), the College will not include that information in any distributed or posted information unless it is a public occurrence, or there is an official coroner's determination and/or the family agrees to having that information released.
7. In most student deaths, any official statement outlining the cause of death will be issued by the Spartanburg County Coroner's office. Questions about the death and its circumstances will be directed to local law enforcement. Students, faculty, and staff will be reminded by members of the Office of Residential Life not to speak with the media.

The Registrar Office

1. The Registrar places a "deceased" indicator on the deceased student's academic record.
2. If necessary, the Registrar works with the Director of Media Relations and the Dean of Community Life to coordinate campus-wide communication to faculty, students, and staff to ensure that information regarding the student's death is accurate.
3. The Registrar initiates procedures that close the student's academic records. As noted by AACRAO (American Association of Collegiate Registrar and Admissions Officers) and FERPA, the privacy interests of the individual are no longer in effect with the student's death. FERPA rights and the rights of privacy regarding the student's academic record end at death. As a matter of institutional policy, the following are the procedures regulating under what conditions the student's academic information should be disclosed to survivors or other third parties:
 - a. Converse College continues to treat the academic records of the deceased student the same as a living student in that only directory information may be release to third parties. Converse College requires documents that certify power of attorney or executor/executrix authorization to allow disclosure of information (other than directory) to survivors or other third parties. Either the parents or next of kin, with proper documentation, are considered the owner of the student's academic records.
 - b. Unless authorized by the executor/executrix, parent, or next of kin the College does not permit release of the deceased student's educational record information for a period of 10 years after death.
 - c. Pertinent information on the student's academic record is updated, such as: a deceased indicator, addresses will be updated to prevent inadvertent or additional mailings, and enrollment and matriculation, will be updated to reflect the reason for the closure of the academic records.

The Office of Financial Planning

1. The Director will coordinate the suspension of future disbursement of financial aid.
2. The Director will coordinate the return of financial aid funds to their appropriate sources.
3. The Director will coordinate the suspension of future financial aid communication and this includes current and future year.
4. If necessary, end dates of the financial aid holds to the withdrawal date (date of death).
5. If the student incurred student loan debt, the Director will inform the family member and/or next of kin of the type and amount of loan(s); name and contact information of the loan holder; and procedure to discharge the loan debt due to the death of the borrower.

6. If the deceased student received financial aid, upon receipt of the death certificate, provide proof of death to auditor and the U.S. Department of Education for the purpose of having the financial aid removed and having loans discharged from the federal processor. For privately funded scholarships, the Director of Financial Aid collaborates with the Registrar and donors to determine appropriate actions to be taken.
7. If the student was employed on campus, contact the student's immediate supervisor, Human Resources and the Payroll Department to request that the student employment and payroll records be closed and a final paycheck issued as appropriate.

Business Office

1. If the student's withdrawal date (date of death) is prior to the end of the 100% drop/add period, a full refund of tuition and fees, room and board will be processed.
2. If the withdrawal date (date of death) is after the end of the 100% add/drop period but prior to the end of the 30 percent refund period; refunds will be processed based upon the dates publicized in the academic calendar.
3. Refunds may be processed for a withdrawal (date of death) after the 30 percent refund period if approved by senior administration on a case-by-case basis.
4. If the student was a financial aid recipient, the Student Billing Office will work with the Office of Financial Planning to determine funds due to the sources (federal, state or private lender) for repayment.
5. Housing, meal plan, and flex dollars charges are refunded on a prorated basis after the end of the 30 percent refund period.

College Chaplain

1. The College Chaplain will coordinate with the Dean of Community Life to arrange memorial services (as appropriate).
2. The Chaplain will gather information on the student's and family's religious preferences and customs, and will ensure that these preferences are incorporated into all memorial services.
3. The content of any service on campus is discussed and reviewed with the Dean of Community Life.
4. The Chaplain will establish location(s) for all memorial services.
5. The Chaplain will coordinate additional pastoral response as necessary.
6. The Chaplain will arrange to have a "Grieving Room" on campus. This room is intended to be a place where students can come and gather to grieve with their peers.
 - a. The Chaplain and the Director of Counseling and Wellness will arrange staffing of this room as needed.
 - b. Entry to the grieving room will be limited to members of the deceased student's family, faculty, staff, and students. Members of the public will be allowed entry only upon invitation of the family or a faculty/staff member.
 - c. Media, including student media, will not be allowed access to the "Grieving Room."

Special Circumstances

International Student Death

1. The Provost or designee will contact a representative at the appropriate embassy to notify next of kin of the student's death.
2. The Provost or designee will serve as the campus contact to assist family members throughout the repatriation process.
3. The Provost or designee will obtain a translator to assist in communication with family members if necessary.

4. The Provost will follow all aforementioned procedures outlined in the event of an international student's death.
5. The Provost will gather information on the student's and family's cultural preferences and customs, and will ensure that these preferences are taken into account when coordinating arrangements with family members.

Study Abroad Student Death

1. The Director of Study Abroad or designee will contact a representative at the appropriate embassy to notify next of kin of the student's death.
2. The Director of Study Abroad or designee will serve as the campus contact to assist family members throughout the repatriation process.
3. The Director of Study Abroad will follow all aforementioned procedures outlined in the event of a study abroad student's death.

Student Death on a College Sponsored Trip

If a death occurs during a College sponsored trip, the faculty or staff member accompanying the trip should immediately contact local emergency services law enforcement agency. The faculty or staff member should then contact the following:

1. The head of the travel related department
2. The Dean of Community Life
3. The Director of Campus Safety