Emergency Procedures Quick Reference Guide

The University of Arkansas at Monticello Department of Public Safety is pleased to provide you with this copy of the Emergency Procedures Quick Reference Guide. This guide is designed to provide a quick reference for appropriate actions to be taken in the event of various emergencies.

Reporting Emergencies

The quickest and easiest way to summon help for any emergency is to dial 911 or 460-1000.

How to Report an Emergency:

*When calling, stay calm and carefully explain the problem and location.

DO NOT HANG UP UNLESS TOLD TO DO SO.

You will be asked the following questions to better determine the appropriate action to be taken.

1. Name 2.Location 3.Phone number from which you are calling 4.Location of emergency 5.What occurred

Active Shooter

An active shooter on campus could be a current or former student or employee, or an acquaintance of a current student or employee. It could also be someone with no connection to the University. Active shooter situations are unpredictable and evolve quickly. Because active shooter situations are often over within 10 to 15 minutes, before law enforcement arrives on the scene, individuals must be prepared both mentally and physically to deal with an active shooter situation.

Response

Run

- If it is safe to do so, run out of the building and move far away until you are in a safe location.
- Leave personal belongings behind.
- Visualize possible escape routes, including physically accessible routes for students and staff with disabilities and others with access and functional needs.
- Avoid escalators and elevators.
- Take others with you, but do not stay behind because others will not go.
- Call 911 when safe to do so.
- Let a responsible adult know where you are.

Hide

- If running is not a safe option, hide in as safe a place as possible.
- Hide in a location where the walls might be thicker and have fewer windows.

- Lock the doors.
- Barricade the doors with heavy furniture.
- Close and lock windows, and close blinds or cover windows.
- Turn off lights.
- Silence all electronic devices.
- Remain silent.
- Use strategies to silently communicate with first responders if possible.
- Hide along the wall closest to the exit but out of the view from the hallway.
- Remain in place until given an all clear by identifiable law enforcement.

Fight

- If neither running or hiding is a safe option, as a last resort when confronted by the shooter, adults in immediate danger should consider trying to disrupt or incapacitate the shooter by using aggressive force and items in their environment, such as fire extinguishers, chairs, etc.

Bomb Threats

A bomb threat is usually a verbal or written threat that indicates an explosive or incendiary device will detonate to cause death, injuries, and/or property damage. UAM's first priority is to safeguard students, faculty, staff, and visitors. UAM will take measures to prevent bomb threats and provide guidance for handling a bomb threat should one occur. A Bomb Threat Information Check List is included in **Appendix B Bomb Threat Checklist** at the end of this guide.

Response

Phoned Threats

- Start a recording device, if one is available, or note the caller I.D. number, if available.
- Treat the call seriously. As soon as possible, call the DPS at ext. 1000 or signal another staff member to do so.
- Threatening calls are usually of short duration. Immediately complete the **Bomb Threat Information Checklist** with all the information you were able to obtain.
- If the caller allows you to talk, begin asking the questions on the Bomb Threat Information Checklist.
- Try to keep the call on for as long as possible.

Written Threats (Letter/Mail or Package)

- Examine each piece of mail before opening it.
- If letter is suspicious, call the DPS at ext. 1000 from another phone.

Social Media Threats (i.e. Face book or Twitter):

- Immediately report the threat to the DPS at extension 1000.
- Note the name of the person making the threat and the application they used to make it.
- Record the exact wording of the threat as it was posted.

- Take a screen shot of the computer if possible to provide to the DPS.

Rumors of Threats:

If you overhear a rumor about an IED, a bomb threat, or incident:

- Write down exactly what you heard.
- Write down from whom you heard it.
- Immediately report the rumor to the DPS at ext. 1000.

Criminal Behavior

Criminal behavior and activity such as threat of harm, burglary, larceny (theft), use of alcohol/narcotics or assault is most likely to occur on campus. Bomb threats/terrorism is less likely to occur than general criminal activities, but must be planned for as they could have a significant impact to the UAM community.

Response

- If you witness a criminal act or notice a person or persons acting suspiciously on campus, immediately call the DPS at ext. 1000.
- Do not attempt to apprehend or interfere with a suspected crime in progress.
- If it is safe to do so, take time to get a good description of the person(s) involved, note:
  - Height
  - Weight
  - Sex
  - Race
  - Age
  - Clothing
  - Method and direction of travel
  - Name of person if known
- If the person is entering a vehicle, note:
  - License plate number
  - Make
  - Model
  - Color
  - Any outstanding features or characteristics (i.e. broken tail light, decals)
- Be prepared to give the UAM DPS officer the following information:
  - Your name
  - Your location
  - Phone number from which you are calling

- If you feel safe, stay on the phone and answer all questions.

If you do not feel safe, go immediately to a place where you feel comfortable and call ext. 1000.
Reported crimes in violation of local, state, or federal law will be investigated by the DPS.

- If assistance is required from the Monticello Police Department or the Monticello Fire Department, UAM DPS will contact the appropriate unit.

Earthquake

An earthquake is a shaking or trembling of the earth's crust caused by the breaking and shifting of rock beneath the surface or underground volcanic forces. A major earthquake will cause shaking of the earth or building; this shaking may begin as a gently rocking motion or as violent jolt. While scientists are able to measure the amount of energy that is building beneath the earth's surface, they are not able to predict exactly when an earthquake will occur. Therefore, earthquakes are unpredictable and can strike without warning. They can range in intensity from slight tremors to great shocks and can last from a few seconds to as long as five minutes. Earthquakes can either occur by themselves or in a series over a period of several days, or even months. However, they are almost always accompanied by aftershocks which can be equally as damaging as the quakes that they follow.

During an Earthquake

An earthquake alert may be announced by an alarm.

DROP – Drop down to the floor.

COVER – Take cover under a sturdy piece of furniture. If that is not possible, seek cover against an interior wall and protect your head and neck with your arms. Avoid danger spots near windows, hanging objects, mirrors, or tall furniture.

HOLD – If you take cover under a sturdy piece of furniture, hold on to it and be prepared to move with it.

- Hold the position until the ground stops shaking and it is safe to move.
- If you are in a high-rise building, and you are not near a desk or table, move against an interior wall, and protect your head with your arms. Do not use the elevators.
- If you are outdoors, move to a clear area, away from trees, signs, buildings, or downed electrical wires and poles.
- If you are on a sidewalk near buildings, duck into a doorway to protect yourself from falling bricks glass, plaster, and other debris.
- If you are driving, pull over to the side of the road and stop. Avoid overpasses, power lines, and other hazards. Stay inside the vehicle until the shaking is over.
- If you are in a crowded store, do no rush for exits. Move away from display shelves containing objects that could fall.
- If you are in a wheelchair, stay in it. Move to cover, if possible, lock your wheels, and protect your head with your arms.
- If you are in a cafeteria or kitchen area, move away from the refrigerator, stove, and overhead cabinets.
- If you are in a stadium or theater, stay in your seat and protect your head with your arms. Do not try to leave until the shaking is over. Then leave in a calm, orderly manner.
- Be prepared for aftershocks, and plan where you will take cover when they occur.
- Aftershocks can occur in the first hours, days, weeks, or even months after the quake.

Be prepared to **Drop, Cover, and Hold** again.

Fires

Fire can be intentionally started, or initiated by several hazards such as drought, lightning, earthquakes, hazardous materials spills, etc. Fire prevention is practiced within the Residence Halls by prohibiting the

use of: open flames, candles and incense, space heaters, hot plates, toasters and toaster ovens, George Foreman or similar style electric grills, and smoking.

Response

- Upon the discovery of a fire, explosion, or smoke in a building, activate the fire alarm.
- Confine the fire by closing all doors as you leave. DO NOT lock the doors.
- Call the DPS at extension 1000 and have them alert the Monticello Fire Department.
- Do not attempt to fight a fire alone.
- Evacuate the building immediately when the building fire alarm sounds or when asked to do so by the DPS or Residence Life personnel.
- Follow the evacuation routes detailed on the evacuation maps on each floor of each building.
- When you evacuate, do not stop for personal belongings. Leave immediately using the stairs. Do not use the elevator.
- Assist any individual who requires assistance.
- Evacuate at least 500 feet from the building. Do not return to the building until instructed to do so by authorized personnel. To move through a smoke-clouded area, drop to your knees and crawl to the nearest evacuation exit.
- Notify both the DPS and any authorized fire personnel if you suspect someone may be trapped inside the building.
- If you become trapped in a building during a fire and a window is available, place an article of clothing outside the window as a marker for emergency personnel.
- If no window is available, stay near the floor where the air is less smoky. Shout at regular intervals to alert emergency personnel of your location.

Hazardous Materials

Response

Hazardous materials are any substance harmful or injurious to human and animal life, the environment, and/or public or private property. A hazardous materials accident can occur virtually anywhere within Arkansas. Hazardous materials (e.g. chemical, radiological, biological, and explosive) are transported and used throughout Arkansas via railways, pipelines, waterways, and air daily so virtually any area is considered vulnerable to an accident.

- Immediately report any accidents involving chemical spills, leakage and emission or gases, or other dangerous substances to the Occupational Safety Coordinator and the DPS. Provide the following information:
  - Exact location of spill, including building, floor, and room number.
  - Name of material, if known.
  - Quantity of material.
  - Appearance (solid, liquid, gas, color, odor, etc.).
  - Injuries to those exposed.
  - Area of contamination.
  - Your name, department, and the phone number from which you are calling.

Medical Emergency/Serious Illness/Injury

Response

A medical emergency can occur at any time, and dependent on the situation, may involve only one individual, or could involve several or more individuals. UAM Student Health Services will take the lead in providing medical services during emergencies to the extent possible. If the emergency cannot be handled by Health Services, or is life threatening, call 911 as soon as possible. If in doubt, call 911!

- Gain situational awareness.
- Do not move an injured person unless it is a life-threatening situation.
- Call the DPS at ext. 1000.
- Notify Student Health Services, if on duty, at ext. 1051.
- If unable to reach the DPS or Student Health Services, call 911 for emergency medical assistance. Be prepared to answer the following questions:
  - What is your location?
  - What happened?
  - Is the person breathing?
  - Is the person bleeding?
  - Is the person conscious?
  - Is the person alert?
  - What is gender and approximate age of the victim?
- Return to the injured person and keep them as calm and comfortable as possible.
- Remain with the person until the emergency medical services arrives.

Sexual Assault, Rape, Abuse, or Misconduct

There are steps to take if you are a victim of or witness to a crime involving sexual assault, rape, abuse by a spouse or significant other, or misconduct by another. The University and its facilities may be used to assist the victim of a crime of sexual violence, assault, or domestic dispute, or to obtain assistance in dealing with the trauma of such activity.

Response

- If you are the victim or witness to a crime involving sexual assault, rape, abuse by a spouse or significant other, or misconduct by another, take the following steps:
  - Immediately call the DPS at ext. 1000, or dial 911 to report the activity.
  - If you feel safe to do so, stay on the phone and answer all questions to the best of your ability.
  - If you do NOT feel safe to do so, go immediately to a place where you do feel comfortable and call.
  - Stay on the phone until assistance arrives. Comply with all instructions you are given.
  - Do not clean the area where the activity took place.
  - Do not touch any materials.
  - If you are able to stay in the area until assistance arrives, do so.
  - If you are NOT able to stay in the area, go to the room of a close personal friend or an RA or RD. Be sure to let the emergency personnel know your location.

Sexual Assault:
There are several important steps that should be taken after a sexual assault:

- DO NOT shower, bathe, change clothes, urinate, brush your teeth or rinse your mouth, change bedding, or disturb the area where the assault occurred. Remember, that it is important to preserve any and all evidence.
- TELL SOMEONE. Call a friend, counselor, residence hall staff, or anyone who can provide you with emotional support.
- Seek medical attention. Go to a doctor or hospital as quickly as possible for evidence to be gathered and be examined for injury. Having someone with you for support during this process is helpful.
- Have extra clothing, toothbrush and toothpaste, etc. with you for personal hygiene after the examination.
- WRITE DOWN detailed information about the assault:
  - Where?
  - When?
  - Who?
- If the assailant is a stranger, try to remember their:
  - Height
  - Hair color
  - Scars
  - Clothing
  - Eye color
  - Other distinguishing characteristics
- Gathering evidence and writing information should be done even if you do not intend to file criminal charges.
- If the investigating officer has evidence leading to a particular suspect, the officer may proceed with the investigation and arrest without your involvement.

Tornadoes/Thunderstorms

Tornadoes are defined as a violent rotating column of air extending from a thunderstorm to the ground, often formed when warm and cold air masses clash. They are capable of tremendous destruction, creating damage paths in excess of one mile wide and 50 miles long. Tornadoes' speed can vary from nearly stationary to up to 70 mph; however, the wind speed from these formations can exceed 250 mph.

Thunderstorms and lightning occur in every region of Arkansas. Thunderstorms are responsible for significant structural damage to buildings, forest, and wildfires, downed power lines and trees, and flash flooding. In Arkansas, an average of 168 severe storm events occur per year, along with 21 deaths, 215 injuries, and $50 million in property damage. Hail usually occurs during severe thunderstorms, which also produce frequent lightning, flash flooding and strong winds, with the potential of tornados.

Response

Tornadoes/Thunderstorms

- Avoid windows and stay off elevators
- Go to lowest floor, small center room, under a stairwell, or interior hallway with no windows
- Crouch as low as possible to floor, facing down, and cover your head with your hands
- Designated campus shelter locations are found in Appendix E-Shelters.
- If you cannot reach one of the shelter locations listed, go to the nearest available building. Find an area away from windows, preferably one in the interior portion of the building and use overhead

cover (heavy desk, work table, or counter). Remain there until authorized personnel or UAMAlert declare the situation safe.

- If a severe thunderstorm warning is issued, seek shelter in a safe place away from windows until the storm passes.

Utility Failure

A utility failure can happen at any time. A substantial infrastructure failure could result in significant disruption to the University's operations and can cause health and safety issues. Basic services (including electrical; water; natural gas; heating, ventilation, and air conditioning systems (HVAC); telecommunications; and other information systems) may be interrupted. This includes sanitation, research laboratory processes, security, and fire alarms.

Response

- Determine the cause of the failure and whether a building evacuation is required (such as the smell of gas).
- The Building Coordinator will call the Physical Plant immediately to report the problem.
- The Physical Plant personnel will notify the DPS of the situation.
- In any case, be prepared to give your name, and the following information:
  - Building name.
  - Floor number.
  - Room number.
  - Nature of Problem.
  - Person to contact or a telephone extension.

- Remain in place until notified by the Building Coordinator or other authorized personnel to leave, or the situation has been resolved.

Winter Storms/Ice Storms

Arkansas is affected by severe winter storms nearly every year. Severe winter storms can have a tremendous impact on individuals, animals, and communities. Winter storms can last for days. Accumulations of snow and ice can result in road closures or blockages – isolating homes and farms for days. Roofs may collapse due to the heavy weight burden, and knock trees and power lines down resulting in power outages and subsequent loss of heat. Dangerous driving conditions can lead to travelers being stranded on the road.

Response

- If inclement weather necessitates closure of the University, the following procedures will be followed:
- The Chancellor or designee makes the decision to close the University or change its hours of operation.
- The Chancellor or designee will be notified as soon as possible of hazardous weather conditions utilizing campus reports and local road and state highway conditions obtained from the Monticello Police Department, Drew County Sheriff's Office, and the Arkansas State Police.

- The Director of Public Safety will notify the media (all designated area radio and TV stations) of the closure or change in hours of operation.
- Employees and students will receive inclement weather closings and changes in hours of operation via UAMAlert.

1.1 Appendix E – Shelters

When planning for shelter operations, UAM must anticipate the needs of the population that will require sheltering and the types of assistance they may need. Planners must identify food, water, medical and functional needs requirements, and may consider requesting the assistance of volunteer agencies that specialize in emergency sheltering and feeding operations. University officials can reference the National Disaster Housing Strategy (NDHS) for planning guidance. (http://www.fema.gov/pdf/emergency/disasterhousing/NDHS-core.pdf)

University residence halls are suitable to serve as emergency shelters. The UAM DPS is responsible for assigning personnel to provide security at shelters.

The following locations have been identified as temporary shelters for use during a tornado:

1.1.1 UAM Campus (Tornado)

Building	Location
Administration Building	Interior Offices
Agriculture Department	Storage areas under the building
Bankston Hall	First floor hallways and restrooms
Babin Business Center	First floor hallways and interior offices
Bookstore, Post Office, Visual and Performing Arts	Interior restrooms within each area
Central Warehouse	Basement of the Physical Plant
Family Housing	Restrooms or hallways of each unit
Fieldhouse	Interior locker rooms
Fine Arts Center	Basement
Forestry	First floor hallways and restrooms
Harris Hall	Basement
Horsfall Hall	Basement
Student Apartments	Bathrooms of each unit or UC
Library	1st floor conference room and restrooms
Maxwell Hall	First floor if possible, then restrooms or UC
Memorial Classroom Building	First floor hallway
Music Building	First floor hallway
Royer Hall	First Floor restrooms and under stairwell
Math and Science Center	Interior storage areas, restrooms
Wells Hall	Basement

1.2 Appendix H – Checklists, Forms, and Other Lists

1.2.1 Bomb Threat Checklist

Date:	Time Call Received: **AM/PM**	Time Call Concluded: **AM/PM**
Remain calm, be courteous, LISTEN to, and do not interrupt the caller. **DON'T HANG UP THE PHONE. Leave the line open.** **GET THE ATTENTION OF ANOTHER PERSON – Give them a note saying "BOMB THREAT – Call 911"**		
Write down what is displayed on your caller id:		
Write down the exact words of the caller and threat:		
KEEP THE CALLER ON THE PHONE AND TALKING BY ASKING THE FOLLOWING QUESTIONS:		

When is the bomb going to explode?	What kind of bomb is it?
Where exactly is the bomb? Which building? Which floor? Which room?	What will make the bomb explode? Who are you? What is your name?
What does the bomb look like?	Where are you? What is your address?

DESCRIPTION OF CALLER (check all that apply)				
☐ **Male**	☐ **Female**	☐ **Unknown**	**Approximate Age:_____**	
Voice	**Speech**	**Language**	**Behavior**	**Background Noises**
☐ Clear	☐ Deliberate	☐ Educated	☐ Agitated	☐ Airport
☐ Distorted	☐ Distinct	☐ Foul	☐ Angry	☐ Animals
☐ Loud	☐ Fast	☐ Intelligent	☐ Blaming	☐ Baby
☐ Muffled	☐ Hesitant	☐ Irrational	☐ Calm	☐ Birds
☐ Nasal	☐ Lisp	☐ Rational	☐ Fearful	☐ Gymnasium
☐ Pitch – High	☐ Slow	☐ Slang	☐ Laughing	☐ Machinery
☐ Pitch – Med	☐ Slurred	☐ Uneducated	☐ Nervous	☐ Music
☐ Pitch – Low	☐ Shuttered	☐ Unintelligible	☐ Righteous	☐ Quiet
☐ Pleasant	☐ Accented	☐ Foreign	☐ Whiney	☐ Restaurant/Bar
☐ Raspy	If Accented, Describe:	If Foreign, Describe:	☐ Other:	☐ Talking
☐ Recorded Message				☐ Television
☐ Smooth				☐ Traffic
☐ Soft				☐ Train
☐ Squeaky	☐ Other:	☐ Other:		☐ Typing
☐ Other:				☐ Water/Wind
				☐ Other:
Name of Person Receiving Call:				
Phone Number Threat was Received On:				
Name of Possible Suspect(s):				