



# CRISIS MANAGEMENT HANDBOOK

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## **UNIVERSITY OF ARKANSAS AT PINE BLUFF CRISIS MANAGEMENT HANDBOOK**

### **PURPOSE AND SCOPE**

This handbook provides a positive direction and rapid response by University administrators, faculty, staff and students to crisis/emergency situations. The University provides this guide for members of the University community to follow during emergency situations.

This handbook is not intended to be all inclusive, but will establish a calm, reasoned response from each individual assuring the least damage to property, disruption of educational routine, and the care and safety of each individual University community member.

### **TYPES OF CRISIS/EMERGENCIES**

These basic emergency procedures are designed to enhance the protection of lives and property through effective use of university and community resources. If an emergency affecting the campus reaches proportions that cannot be handled by routine measures, the Chancellor of the University, or designee, may declare a state of emergency and these contingency guidelines may be implemented.

The handbook is designed to deal with large-scale disorders and disasters. Since a crisis/emergency may be sudden and without warning, these procedures are designed to be flexible. These procedures apply to all employees and students of the University of Arkansas at Pine Bluff and to other individuals on this campus during the course of an emergency. This UAPB Crisis Management Handbook provides a realistic approach to problems likely to be encountered on campus during a major emergency of disaster.

### **CRISIS/EMERGENCY CALLING PROCEDURE**

**FACULTY, STAFF AND STUDENTS REPORT  
EMERGENCIES BY DIALING 575-8102 or 911. WHEN  
CALLING 911, TELL THE OPERATOR YOU ARE ON THE  
UAPB CAMPUS AND ASK THEM TO CALL THE  
UNIVERSITY POLICE. THE UNIVERSITY WILL NOTIFY  
ALL OTHER EMERGENCY AND/OR RESOURCE UNITS.**

## EMERGENCY NOTIFICATION

The UAPB Emergency Notification System will be used to transmit critical information to a large segment of our campus as quickly as possible. This will be accomplished by utilizing the following methods as appropriate:

- **AlertUAPB** is an improvement to an existing emergency notification program which allows the University to send time-sensitive notifications via voice, e-mail and text messaging.
- The campus employee and student list serves, which will transmit electronic information using the University e-mail system to computers connected to the University system.
- The Jefferson County Office of Emergency Management Alert sirens located near the campus
- The public address system on the University Police patrol vehicles
- The marquee located on University Drive

### Internal Systems Operations

- The use of these systems will be authorized by the Chancellor, or designee, when it is necessary to transmit brief **urgent** messages to large segments of the University community. Computing Services will have the responsibility to receive and/or relay messages pursuant to the list serve systems. The Office of Technical Services will program the marquee. The University Police will initiate the AlertUAPB Emergency Notification System.
- Messages transmitted will typically include information concerning emergency notification of Severe Thunderstorm Warnings, Tornado Warnings, Fire, Chemical Spills/Exposure, Shots Fired (active shooter on campus), Bomb Threats and other events as defined in this document affecting the entire campus.
- The emergency notification messages will be initiated by campus police and are usually worded as follows:
  - ***“UAPB Emergency Alert: The National Weather Service has issued a Severe Thunderstorm Warning for Southeastern Jefferson County. Residents should seek shelter immediately.***
- Each department is responsible for making certain that individuals under its supervision are aware of the notification systems and how the messages received are to be transmitted to other offices under its jurisdiction.
- The Emergency Response Team may also employ other methods for notifying those within the University community including telephone calling lists, public announcement systems, cell phones, two-way radios, Department of University Police Officers and other University personnel.

## ALERT-UAPB REGISTRATION PROCEDURE

In an effort to improve its emergency response procedures and personal safety, University of Arkansas at Pine Bluff is implementing two University-wide systems, AlertUAPB and UAPB Guardian Service. Both programs use systems developed by Rave Wireless, a well-respected leader in mobile safety.

AlertUAPB	UAPB Guardian
AlertUAPB is an improvement to an existing emergency notification program which allows the University to send time-sensitive notifications via voice, e-mail and text messaging.	UAPB Guardian Service is a personal safety program that allows members of the UAPB campus to connect with and be monitored for safety by University police.
How It Works	How It Works
<p>In case of an emergency on or near campus, the following will be sent out immediately:</p> <ul style="list-style-type: none"><li>• An <b>e-mail notification</b> to the e-mail address you provided.</li><li>• A <b>text message</b> to the mobile phone you provided.</li><li>• In some cases, a <b>voice message</b> to the phone numbers you provided.</li></ul> <p>Notifications will be limited to emergencies involving events such as severe weather, building concerns, intruders, and potential pandemics. The University will test the system periodically.</p>	<p>UAPB Guardian is activated by placing a Panic Call to University Police Department or by initializing a timer.</p> <p>How the timer works:</p> <ol style="list-style-type: none"><li>1. Before traveling from one place to another, such as walking home at night, a user activates the Guardian timer on their mobile phone.</li><li>2. If the timer expires (or the user initiates their UAPB Guardian Panic Call Button), UAPB Police is immediately notified with detailed case information.</li><li>3. When the user reaches their destination safely, they deactivate their Guardian timer and UAPB Police is not alerted.</li></ol>

### How to Register

**Before you start, you will need** access to your **UAPB issued E-mail Address**. Make sure that you can access your UAPB e-mail account prior to attempting to register.

1. Enter the link below in your address bar to register. This link will take you directly to the UAPB site for *Rave Mobile Safety*.

[www.getrave.com/login/uapb](http://www.getrave.com/login/uapb)

2. Click **Register** and complete all information fields on the registration page.
  - First Name and Last Name
  - Registration Email **UAPB E-mail** (UAPB-issued account)
  - Password (Create a password of choice)

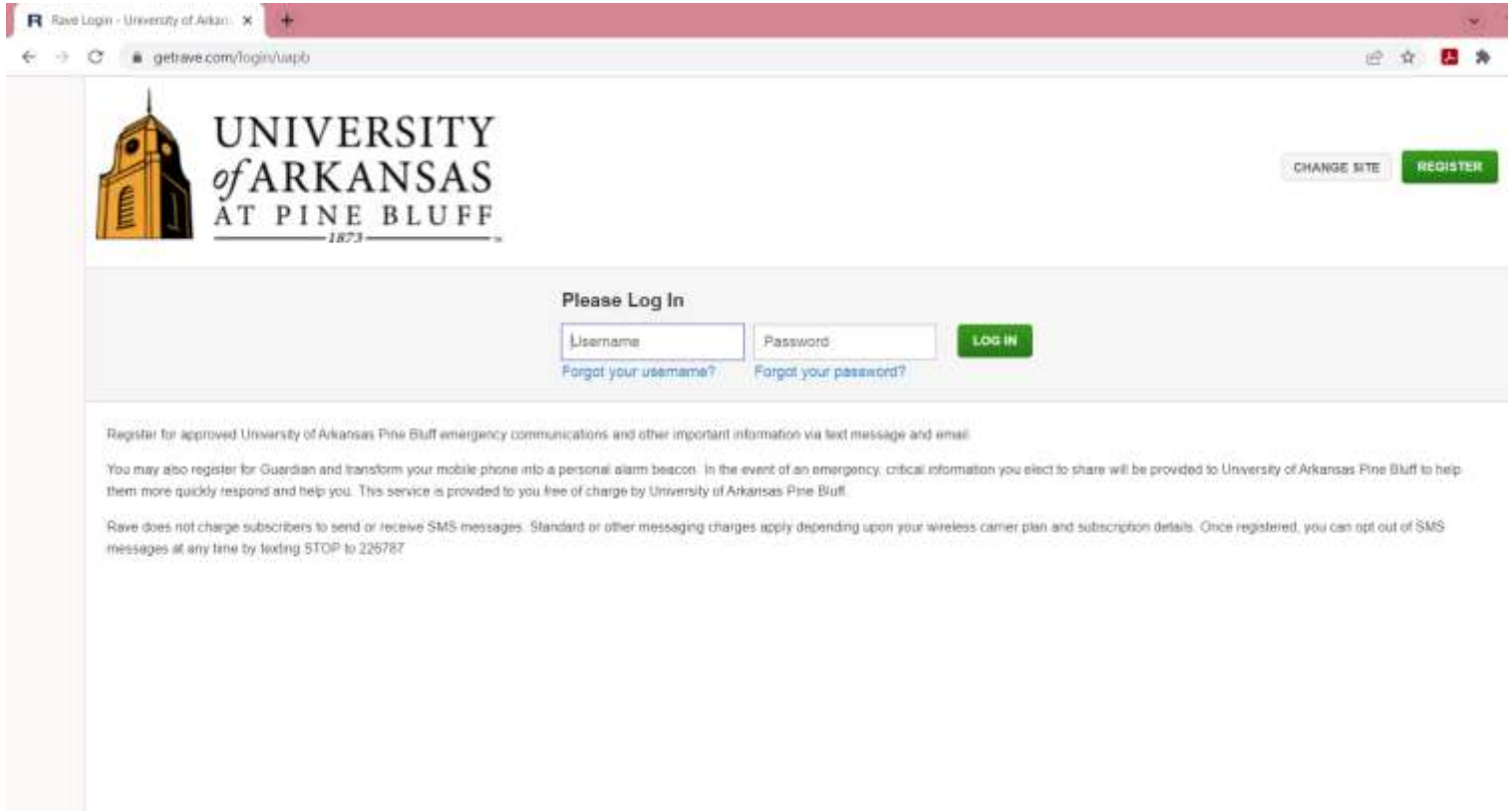
- Re-enter Password
  - Mobile Number
  - Re-enter Mobile Number
3. Read & Agree to Terms of Use.
4. Select **Proceed to Next Step**.
5. Confirm your carrier. If the incorrect carrier is displayed choose your carrier from the dropdown list. Select **Next**.
6. A confirmation e-mail will be sent to your UAPB e-mail address. Go to your UAPB e-mail inbox. Click on the link in the e-mail message to continue the registration process.
7. A 4-digit confirmation code will be sent to your mobile phone via text message! Enter 4-digit code on the Confirm Mobile Number page. Select **Finish**.
8. Download and Install the Rave Guardian App
9. Signup using your UAPB Email Address
10. Enter Guardian Profile Information and complete your guardian profile
  - - Height
  - - Weight
  - - Hair Color
  - - Photo
  - - PIN
11. Carefully read Terms and Conditions. Select checkbox reading: "*I have read and agree to Rave Terms and Conditions.*"
12. Select **Next**.

You are now registered for **Alert-UAPB & UAPB Guardian!**

**\*UAPB Guardian is not an extended personal tracking device. Your location will only be known to UAPB Police Department when there is a failure to deactivate the Guardian timer or the Panic Button is activated. Abuse of the system will not be tolerated. The Panic Button is to be used for immediate emergencies only.**


## Rave Login – University of Arkansas at Pine Bluff

User can also register by selecting “**sign up now**” following the sign up for RAVE Alerts to receive emergency notification via phone, email and text, on the UAPB Home Page.



Rave Login - University of Arkan... x +

getrave.com/login/uapb

 UNIVERSITY of ARKANSAS AT PINE BLUFF 1873

CHANGE SITE REGISTER

Please Log In

Username Password LOG IN

[Forgot your username?](#) [Forgot your password?](#)

Register for approved University of Arkansas Pine Bluff emergency communications and other important information via text message and email.

You may also register for Guardian and transform your mobile phone into a personal alarm beacon. In the event of an emergency, critical information you elect to share will be provided to University of Arkansas Pine Bluff to help them more quickly respond and help you. This service is provided to you free of charge by University of Arkansas Pine Bluff.

Rave does not charge subscribers to send or receive SMS messages. Standard or other messaging charges apply depending upon your wireless carrier plan and subscription details. Once registered, you can opt out of SMS messages at any time by texting STOP to 225787.



## **CRISIS OPERATIONS CENTER (COC)**

The University Police building will serve as the primary Crisis Operations Center (COC) for the University during an emergency event.

The Crisis Operations Center will be activated by authorization from the Chancellor of the University of Arkansas at Pine (UAPB), or his designee, when conditions exist that might endanger the lives of the faculty, staff, students or property belonging to UAPB.

The COC will bring together all elements of the University which must be mobilized to prepare for an imminent disaster, mitigate the effects of a disaster in progress and provide for the recovery of the University, its facilities, and personnel after a disaster has occurred.

The University Police Department will select a location for the COC using the following criteria:

1. The nature of the crisis/emergency
2. Access to power and available power needs (e.g. lights, computers, and recharge of battery-powered equipment(s))
3. Communications (e.g. telephones, radios, external communications, reception and a runner system)
4. Access to rest of facilities
5. Ability to segregate functions around a central meeting area
6. Facilities available to handle casualties and displaced persons

The following locations are acceptable for use for location of the COC:

1. Administration Building
2. Henderson-Young Hall
3. S. J. Parker 1890 Extension Complex
4. Simmons Bank Field

The following locations are available for triage points, evacuations centers, and displaced person assembly points:

1. Kenneth L. Johnson HPER Complex
2. L. A. Davis Student Union
3. Hathaway-Howard Fine Arts Center

The following areas are available for aerial or vehicular evacuation points:

1. Simmons Bank Field
2. Pumphrey Stadium
3. Parking lot of Kenneth L. Johnson HPER Complex

Appropriate sites will be selected and designated based upon damage assessments and area evaluations performed immediately after an incident occurs.

Staffing for the (COC) will be established by the coordinators for each of the areas listed on the Crisis Administration System (CAS). The COC should reflect the need to operate on a 24-hour basis for a minimum of 72 hours after any major disaster. There should be at least one person available for each area listed on the CAS.

### **CRISIS ADMINISTRATION SYSTEM (CAS)**

The CAS answers the basic questions of emergency response:

1. Who is in charge?
2. What is my role?
3. What are my specific tasks?
4. Where do I fit in the overall organization?
5. To whom do I report?

Position descriptions have been developed for each CAS position designating basic roles, responsibilities and specific tasks. The CAS Position Description section follows:

The CAS organizational structure has four basic segments:

Chancellor or designee  
Communication Coordinators  
Support/Police/Medical Coordinator  
Financial Services/Facilities Coordinator  
Additional CAS members will include the following: Dean of Students and Associate Deans

Involved departments and individuals should receive training for executing the plan as well as an annual review by members of the CAS. A simulated exercise designed to test the strengths and weaknesses of the plan should be conducted annually.

## **CRISIS ADMINISTRATION SYSTEM POSITION DESCRIPTION**

### **CHANCELLOR (or designee)**

1. Assess incident situation.
2. Conduct initial briefing with CAS staff.
3. Authorize establishment of the incident action plan.
4. Ensure planning meetings are conducted.
5. Determine information needs and inform command personnel of those needs.
6. Coordinate staff activity.
7. Manage incident operations.
8. Authorize release of information to media.
9. Authorize release of funding for recovery purpose.
10. Review disaster and effectiveness of the campus response.

### **Communication Coordinators (Directors of Public Relations and Technology)**

1. Establish central emergency information center whenever possible and provide equipment (e.g. telephone, fax, laptop computers, etc.) to organize communication.
2. Prepare initial information summary as soon as possible.
3. Release information to University community and media.
4. Establish and maintain emergency communications.
5. Inform students and staff about campus closure and recovery activities.
6. Respond to special requests for information.
7. Establish communication with off-campus constituencies for personal notification to family members of injuries and/or death.
8. Monitor media coverage of accuracy of reports and respond to reports which are inaccurate.
9. Provide personnel to maintain an accurate record of all recovery activities (Written, verbal, photographic).

### **Support Coordinators (Vice Chancellor for Student Affairs or designee)**

1. Recruit, receive and coordinate volunteer assistances.
2. Survey habitable space (include room capacity and amenities available).
3. Supervise arrangement for food and water.
4. Coordinate shelter operation with other agencies as required.
5. Assist Financial Services/Facilities Coordinator in the establishment of work crews for providing off-campus assistance of faculty, staff, and students and also aid in the initial stages of clean-up of individual dwellings.

### **Financial Services Coordinator (or designee)**

1. Equip emergency command post.
2. Establish and monitor emergency requisition/financial disbursement program.

3. Solicit financial assistance from city, county, state, and federal governments as required and available.
4. Oversee the establishment of emergency facilities and campus restoration projects.

## **ADDITIONAL STAFF RESPONSIBILITIES**

### **Director of Facilities Management**

1. Provide emergency power and lighting systems.
2. Requisition vehicles, equipment, and operations necessary to move personnel and supplies.
3. Establish and assign crews to perform campus-wide survey to evaluate damage assessment and determine habitable space for casualties.
4. Assign staff and working groups to remove debris, perform emergency repairs, temporary construction, and equipment protection.
5. Request assistance of utility companies as required.
6. Provide period updates to command post.

### **Chief of University of Police (or designee)**

1. Designate location of the Crisis Operations Center.
2. Direct emergency services for safety and evacuation.
3. Direct law enforcement resources for campus security.
4. Coordinate fire control.
5. Coordinate search and rescue operations
6. Coordinate assistance from city, county, state, and federal government agencies as needed.
7. Establish evacuation locations, schedules, and travel.
8. Provide periodic updates to command post.

### **Student Health Services (or designee)**

1. Establish immediate treatment facilities.
2. Coordinate nursing resources from available faculty and student personnel.
3. Coordinate with city, county, state, and federal governmental agencies for emergency medical resources.

### **Crisis Intervention Team**

Determined at the time of crisis (May include counselors, psychologist, ministers, etc.)

## **UNIVERSITY RESPONSIBILITIES**

### **Emergency Preparedness**

1. Disaster plans shall be developed and distributed to employees with follow-up discussion, on-the-job training or explanations as required. Plans include basic procedures for alerting students, facilities, staff evacuation, head count, emergency supplies, and other items appropriate to each building or area.
2. Time will be allowed for training appropriate employees in emergency techniques including fire extinguisher usage, first aid, CPR, and building evacuation procedures.
3. Survey and evaluate work areas and buildings to determine the impact of a disaster.
4. Report all safety hazards to the University Police and the Facilities Management.
5. Promptly submit work orders to reduce hazards and minimize accidents to the Facilities Management.

### **Emergency Situations**

1. Establish applicable ways of informing employees of crisis/emergency conditions.
2. Evaluate the impact of the crisis/emergency and take appropriate actions including ceasing operations and initiating building evacuation.

### **Population Information**

1. Educate students and employees concerning University crisis/emergency procedure and evacuation procedures for each building and/or activity.
2. Inform students and University personnel of crisis/emergency and initiate procedures as outlined in this handbook.

## **PRIORITY OBJECTIVES**

### **Priority I**

- A. Emergency Units. Properly trained and equipped to immediately handle any emergency situation.

#### Resources

1. UAPB Police Department
2. UAPB Facilities Management
3. UAPB ROTC
4. Pine Bluff Police Department

5. Pine Bluff Fire Department
6. Jefferson County Sheriff's Office
7. Arkansas State Police
8. Emergency Medical Technicians
9. Jefferson County Office of Emergency Management (OEM)

B. Communications Network. Establish a communications network using available resources.

Resources

1. Telephone
2. Operation radios
3. Broadcast radio and television
4. Messengers (volunteer forces)
5. Computer system and electronic mail

C. Medical Aid. Evaluate medical services available and direct rescue units regarding location of treatment facilities for casualties.

Resources

1. Health Services
2. Jefferson Regional Medical Center
3. UAPB Nursing Program

D. Fire Suppression. Evaluate fires and fire hazards and use resources to control and evacuate.

Resources:

1. Pine Bluff Fire Department
2. University Police
3. Facilities Management
4. Surrounding community fire and rescue units

E. Search and Rescue. Appoint search and rescue teams, and acquire transportation vehicles and equipment.

Resources

1. University Police
2. Pine Bluff Fire Department
3. Pine Bluff Police Department
4. Jefferson County Sheriff's Office

F. Utilities Survey. Evaluate condition of utilities and shut off/restore gas, electric, steam, water and sewer. Evaluate road and walkway system.

Resources

1. Facilities Management
2. Entergy-Electrical
3. Reliant-NAT. GAS
4. United Water-City Water
5. Pine Bluff Sanitation-Sewers and Storm Drains
6. Arkansas Department of Transportation

- G. Incident Management. Consolidate the steps above with available information to provide a comprehensive action plan. This plan provides for immediate response and long term recovery procedures to be followed in returning the University to full operational status.

Resources

1. Chancellor
2. Coordinators of Technology
3. Support Coordinators
4. Financial Services/Facilities Coordinator
5. Coordinator of Public Relations

**Priority II**

- A. Facility Survey. Evaluate facilities for occupancy. Residence units have priority. Identify and seal off contaminated areas.

Resources

1. Facilities Management
2. Residential Life
3. Student Affairs

- B. Shelter. Identify usable housing structures and organize relocation as needed

Resources

1. Residential Life
2. Student Affairs

- C. Food/Drinking Water. Identify supplies and establish distribution system.

Resources

1. Food Services
2. Student Affairs
3. Facilities Management
4. Residential Life

- D. Sewer System. Evaluate sewer system and identify resources available. Develop and advise everyone regarding the availability of basic services.

Resources

1. Facilities Management
2. City of Pine Bluff

- E. Communications. Establish a communication system with campus community and advise everyone regarding the availability of basic services.

Resources

1. Coordinators of Technology
2. Student Affairs
3. Local radio and cable access system
4. Coordinator of Public Relations

- F. Criminal Activity Control. Establish a security system to control criminal behavior.

Resources

1. University Police
2. Local and state law enforcement agencies

- G. Psychological Assistance. Establish a system to deal with cases of high stress and trauma.

Resources

1. UAPB Student Counseling Assessment and Development Center
2. Community counseling services
3. Department of Social and Behavioral Sciences

**Priority III**

- A. Valuable Material Survey. Identify, survey and secure valuable material on campus.

Resources

1. Computer Technology
2. Library Department
3. Art Department
4. Volunteers

- B. Records Survey. Identify, survey, and secure all University records.

Resources

1. Business Office
2. Registrar's Office
3. Personnel



4. Volunteers
- C. Academic Survey. Survey academic departments and determine requirements to begin academic operations.

Resources

1. Vice Chancellor of Academic Affairs
2. Academic Deans
3. Department Chairs

- D. Supplies and Equipment. Develop system to renew flow of supplies and equipment from outside sources.

Resources

1. Department of Finance and Administration
2. Purchasing
3. Accounts Payable
4. Warehouse
5. Food Services
6. Facilities Management

It is expected that as operations progress from Priority I through Priorities II and III administrative control of the University will move from Crisis Operation Center to normal university structure. The Chancellor, or designee, will determine when to deactivate the Crisis Management Plan. Deactivation includes a review of the emergency, areas involved, actions taken, and results achieved.

## **RECOVERY ACTIVITIES**

The following is the suggested time line for implementation of recovery activities.

The recorder(s) of response to a disaster (the person or persons assigned to maintain an accurate record of all recovery activities for future insurance, disaster relief and reimbursement) must be kept abreast of all recovery activities as they are occurring.

### **Disaster Occurs:**

Within 10 minutes: Notification of Chancellor, Crisis Administration System, and Personnel begun by the University Police.

Within 30 minutes: Crisis Operations Center established; individuals report to COC. Notification by community emergency services should be complete. Facilities Management and University Police begin to survey initial damage. Work parties formed.

Within 1 hour: First Crisis Administration System meeting. Briefing by all sections. Duties distributed and actions begun. Work/rescue

parties dispatched. Priority given to life and health issues for all persons. Shelters established; initial requests for emergency assistance dispersed.

- Within 2 hours: CAS staff meeting. Update of damage assessment. Press releases prepared. Recovery activities continue.
- Within 3 hours: CAS staff meeting. Update of damage assessment and recovery activities. Update on survivors, injuries, deaths, persons available to work, and areas needing immediate assistance. Updated requests for outside assistance distributed.
- Within 4 hours: CAS staff meeting. Updates. Formulate/dispatch mini-crews to assist faculty, staff, and students in recovery process.
- Within 5 hours: CAS staff meeting. Updates.
- Within 6 hours: CAS staff meeting. Update on condition of the campus, structure available, damage, activities of recovery/rescue crews, and locations needing attention. Future meetings scheduled as needed. Staffing of each area completed to insure continuous operations.

It is important to remember that it may be 72 hours before outside help can be received. After 72 hours, outside emergency units and services should be mobilized and able to provide assistance. Depending upon damages suffered by the campus, the University may serve as a disaster relief point, including the use of any available space for housing and University Food Service. Large, open spaces on or surrounding the campus may be used for helicopter operation, evacuation, triage and recovery points by incoming relief authorities.

## **COMMUNICATION/MEDIA RELATIONS**

Managing communications during a crisis/emergency, especially all information released to the news media, is of paramount importance. In most situations, one designated person should serve as spokesperson and become the official voice of the University. Any statements to the media should be channeled through the Coordinator of Public Relations.

In an emergency there are constant demands for accurate and timely information for families, campus personnel and students. The media wants facts, details and perhaps opinions. To prevent rumor, the University should provide as much information as quickly as possible through the University Coordinator of Public Relations.

During the first hours of any crisis/emergency situation, an area equipped with electricity and phone lines should be designated for hosting the media. The Media Relations area should be staffed on a 24-hour basis during the initial course of any crisis/emergency. To

ensure that accurate, timely information is released, regular meetings (briefings) of the media should be scheduled. These meetings should be on the half hour (if possible) following any CAS meetings.

Interview requests by the media should be considered on an individual basis. If a person other than the Coordinator of Public Relations is to be interviewed, the University Coordinator of Public Relations should brief the interviewee on the most effective ways of dealing with the media. One should not volunteer information that might be used in a negative way but answer any legitimate questions as directly and positively as possible. Written statements should not be deliberately misleading. It is important that all facts be correct and portray the institution in the best possible light.

It is important throughout the crisis, recovery, and post-crisis that positive relationships with the media are maintained. Professionalism demonstrated during an emergency leaves a favorable impression with the media which helps build positive coverage.

## **EVACUATION PROCEDURES**

Some emergencies require the evacuation of a building(s) or the entire campus. Each department or area should have a readily available roll call sheet so that a determination can be made indicating that everyone in the evacuated area has safely reached the assembly point. (See Chemical accident Pine Bluff Arsenal, Appendix B)

### **BUILDING EVACUATION**

If a building is to be evacuated, everyone should move at least 500 feet from the building. Exits are marked in all buildings. Never use an elevator to exit a building. Once the building has been evacuated, no individual will be permitted to re-enter the building until approval has been given by the Chief of the University Police or designee.

1. A building evacuation will occur when a fire alarm sounds and/or upon notification by the University Police.
2. Be aware of all marked exits in your area and building. Know exit routes from your work area.
3. If necessary or directed to do so by the University Police, activate the building fire alarm. **Building fire alarm may stop ringing. Even if the alarm stops, continue the evacuation.**
4. When the evacuation/fire alarm sounds or when you are asked to leave by the University Police, walk, quickly to the nearest marked exit and ask others to do the same. **DO NOT USE ELEVATORS.**
5. Assist individuals with special needs to exit the building. If possible, always evacuate mobility aids (wheelchairs, crutches) with the person.
6. Once outside, move to a clear area at least 500 feet away from the building. Keep streets, fire lanes, hydrant areas and walkways clear for emergency vehicles and personnel. Know your assembly point so a roll call can be taken. Determined by department head.

7. If requested or directed, assist the emergency personnel.
8. An emergency command post may be set up near the emergency site. Keep clear of the command post unless you have important information to report.
9. If someone is not counted in roll call, the University Police Department should be notified immediately.
10. Do not return to an evacuated building until told to do so by the University Police Department.

## **CAMPUS EVACUATIONS**

1. Evacuation of any part of the campus will be announced by the Chancellor or designee.
2. All individuals are to vacate the site in question immediately and relocate to another part of the campus or specified assembly point off-campus as directed.
3. Special consideration will be given to individuals with disabilities. The CAS team is responsible for complete evacuation of the affected building (s) or site (s).
4. Residence Hall evacuation(s) involve utilizing a designated area announced by the CAS. Complete evacuation may consist of transporting individuals to a designated area off-campus.

## **EVACUATION OF INDIVIDUALS WITH SPECIAL NEEDS**

The following guidelines should be considered when assisting persons with special needs in an evacuation. Building coordinators and volunteers should familiarize themselves with these procedures.

1. Communicate the nature of the emergency to the person.
2. Ask how he/she would like to be assisted.
3. Evacuate mobility aid with the person, if possible.

**Visual Impairments.** Describe the nature of the emergency and offer to guide the individual to the nearest emergency exit. Have the individual take your elbow and escort him/her, advising of any obstacles such as stairs, narrow passageways or overhanging objects. When you reach safety, orient the individual to the surroundings and ask if further assistance is needed.

**Hearing Impairments.** Persons with impaired hearing may not perceive that an emergency exists. Communicate by writing a note or using simple hand gestures.

**Person with crutches, canes, or walkers.** Ask what method of assistance is preferred. If possible, always evacuate mobility aids with the person.

**Persons using wheelchairs.** Ask the individual if he/she needs assistance. Some people have minimal ability to move and lifting them may be dangerous to their well-being. Some persons using wheelchairs have respiratory complications. Remove those

individuals from smoke or fumes immediately. If the individual wants to be moved in his/her wheelchair, keep the following in mind.

1. Ask how to best move the individual up/down stairs.
2. Wheelchairs have many moveable and/or weak spots.
3. Some persons have no upper trunk or neck strength.
4. Power wheelchairs have very heavy batteries. A regular chair may be needed and the wheelchair retrieved later.
5. If a seat belt is available, use it.

If the person prefers to be removed from his/her wheelchair for the evacuation, ask his/her preferences on the following.

1. Ways of being moved from the wheelchair
2. Whether to move extremities
3. How the individual would prefer to be moved up/down stairs
4. If a seat cushion or pad is needed
5. What is necessary after evacuation is complete

Mobility aids should be retrieved as soon as possible and given high priority. Contact the University Police with the location of mobility aids if you are unable to retrieve them yourself.

## **GENERAL CRISIS/EMERGENCY PROCEDURES**

**To report any emergency 24 hours day or night:**

**Call the University Police. On-Campus telephone extension (870) 575-8102 or 911.**

**For any emergency requiring outside assistance, dial 911.**

**Once you have placed the call to the emergency personnel, remember:**

- **Stay calm.**
- Give your name, exact location, telephone number, and explain the nature of the emergency.
- **STAY ON THE LINE** until you are asked to hang up. Provide any information requested of you.

## **MEDICAL**

1. Do not move an injured person unless it is a life-threatening situation.
2. Call the University Police at telephone extension 8102 or 911
3. Notify Student Health Services, if on duty, at telephone extension 8508.
4. If unable to reach the University Police or Student Health Services, call 911 for Emergency medical assistance. You will be asked the following questions to determine appropriate action(s).
  - A. Locations?
  - B. What Occurred?
  - C. Is the person breathing?
  - D. Is the person bleeding?
  - E. Is the person conscious?
  - F. Is the person alert?
  - G. Approximate age and gender of the victim.
5. Return to the injured person and keep them as calm and comfortable as possible.
6. Remain with the person until emergency medical service arrives.
7. If the injured person is an employee, initiate reporting procedures by calling his/her immediate supervisor, personnel or the University Police.

## **AMBULANCE/PARAMEDICS**

Call 911.

## **FIRE**

Know the location of the fire extinguishers, exits and pull stations in your area and know how to use them. Training and information are available from the University Police

1. Safeguard life
2. Confine the fire by closing all doors as you leave the room. **DO NOT LOCK THE DOORS.**
3. Report fire and/or smoke by activating the nearest fire alarm.
4. Call the University Police at telephone extension 8102 or 911. Have them alert the Pine Bluff Fire Department.

### **State, "I WANT TO REPORT A FIRE."**

Give your name and the location of the fire including building, floor, and room number. Do not hang up until told to do so.

5. Do not attempt to fight the fire alone! Fire fighting should be delegated to trained firefighters with the possible exception of a minor fire which could be quickly and easily extinguished with a portable fire extinguisher.
6. Evacuate the building immediately when the building fire alarm sounds.
7. Evacuation maps should be located in each building on each floor. Familiarize yourself with the evacuation plan.

8. When you evacuate, do not stop for personal belongings or records. Leave immediately using exit stairs. Do not use the elevator.
9. Assist any individual who is disabled.
10. Evacuate at least 500 feet from the building. Do not return to the building until instructed to do so by authorized personnel.
11. To move through a smoke- clouded area, drop to your knees and crawl to the nearest evacuation exit.
12. Notify both the University Police and any authorized fire personnel if you suspect someone may be trapped inside the building.
13. If you become trapped in a building during a fire and a window is available, place an article of clothing (shirt, coat, etc.) outside the window, as a marker for emergency personnel. If there is no window, stay near the floor where the air will be more breathable. Shout at regular intervals to alert emergency personnel of your location.

## **HAZARDOUS MATERIALS**

Report immediately any accidents involving chemical spills, leakage and emission of gases, or other dangerous substance to the University Police Department at telephone extension 8102 or 911.

Provide the following information:

1. The exact location of spill including building, floor and room number
2. Name of material, if known
3. Quantity of material
4. Appearance (solid, liquid, gas, color, odor, etc.)
5. Injuries to those exposed
6. Area of contamination
7. Your name, department, and the phone number from which you are calling.

## **CHEMICAL SPILLS**

### **A. On-Campus**

Treat any chemical spill as toxic unless, in the judgment of the person responsible for the material, it presents no danger to themselves or to others.

Take the following steps:

1. Evacuate the building immediately. Confine the spill by closing the door (s) of the room.
2. Contact the University Police Department at telephone extension 8102 or 911.
3. Be as specific as possible about the nature of the material and its location.

4. Evacuate to a safe area at least 500 feet away from the building. Do not stand downwind from a spill. Do not return to the building unless instructed that it is safe to do so by authorized personnel.
5. Do not walk through or stand in any spilled substance or smoke clouds.
6. After evacuating, stay with your co-workers or classmates so that supervisors and instructors can determine that the building has been safely evacuated.

#### B. Pine Bluff Arsenal Emergency Response Plan

An assembly area will be established at the Kenneth L. Johnson HPER Complex, located in the NW portion of the campus at 1500 North L. A. “Prexy” Davis Drive (#25 on campus parking map included as attachment 1-D). Students/staff/faculty without transportation should go there if evacuation is recommended. The evacuation map, included as attachment 1-E, shows the location of zone G which contains the UAPB. The primary evacuation route is the quickest way to Hwy 79E to Stuttgart, and destination reception center is Grand Prairie War Memorial Auditorium, 600 W. 20<sup>th</sup> Stuttgart, Arkansas. The Alternate evacuation route is the quickest way to Hwy 79S to Rison, and destination reception center is Rison Public School, 700 Maine (Hwy 35S), Rison, Arkansas.

The Chancellor, in coordination with Jefferson County officials, has overall responsibility and authority for decisions relative to sheltering, evacuation, and school closing during an incident at PBA. In the event an evacuation is necessary, UAPB will offer to assist in matching students/staff/faculty without transportation with those who are willing to car pool in an emergency.

The Traffic Control Coordinator will identify control points to be implemented (Find listing in attachment 1-B) and assign security staff to perform this function. The Transportation Coordinator will determine the need for additional resources (find resources listing in attachment 1-B) and secure them, through the Chief of University Police, from the county. Also, coordination of resources, staff, and activities at the assembly area is a part of the Transportation Coordinator’s function.

#### **HAZARDOUS GAS LEAKS (flammable, toxic, corrosive, cryogenic)**

If a gas leak should occur, and in the judgement of the person(s) responsible it represents any danger to themselves or others, take the following steps:



1. Evacuate the building immediately. Confine the spill by closing the door(s) of the room.
2. Contact the University Police Department at telephone extension 8102 or 911.
3. Be as specific as possible about the nature of the material and its location.
4. Evacuate to a safe area at least 500 feet away from the building. Do not stand downwind from a spill. Do not return to the building unless instructed that it is safe to do so by authorized personnel.
5. Do not walk through or stand in any spilled substance or smoke clouds.
6. After evacuating, stay with your co-workers or classmates so that supervisors and instructors can determine that the building has been safely evacuated.

## **ASBESTOS RELEASE**

Many campus buildings were built with asbestos ceiling and flooring materials, wrapping for pipes and for insulation. Undisturbed, asbestos is not harmful. However, if physical damage occurs in your work area, take the following steps:

1. Do not touch any materials.
2. Evacuate the building immediately. Confine particles by closing the door(s)
3. Contact the University Police at telephone extension 8102 or the Director of Facilities Management at telephone extension 8830.
4. Evacuate to a safe area at least 500 feet away from the building.
5. Do not walk through or stand in any dust cloud.
6. Do not return to the building unless instructed that it is safe to do so by University Police.

## **UTILITY FAILURE**

Notify the University Police Department at telephone extension 8102 or the Facilities Management at telephone extension 8831.

### **Gas Leak**

Cease all operations. Do not switch on lights or electrical equipment. Evacuate the area.

### **Electrical/Light Failure**

Stay calm. It is recommended that each office and room occupant maintain a battery-powered flashlight for such emergencies. **NEVER TOUCH ANY DOWNED POWER OR UTILITY LINES.**

### **Computer Equipment**

University personnel should turn off as much computer equipment as possible to prevent equipment damage when power is restored.

### **Elevator Failure**

If you are trapped in an elevator remain calm and turn on the emergency alarm (located on the front panel) which will signal your need for assistance. Use telephone in elevator to report your situation.

### **Plumbing Failure/Flooding**

Cease using all electrical equipment. Call the Facilities Management at telephone extension 8831 or the University Police Department at telephone extension 8102. If necessary, evacuate the area.

### **Ventilation Problems**

If smoke or odors come from the ventilation system, immediately call the Facilities Management at telephone extension 8831 or notify the University Police Department at telephone extension 8102. If necessary, cease all operations and evacuate the area.

## **VIOLENT INCIDENTS**

Violent incidents including but not limited to acts of terrorism, assaults and incidents of workplace violence can occur on the campus with little or no warning.

It should be noted that the following instructions are intended for incidents that are of an emergency nature (i.e., imminent or having just occurred).

### **Immediate Action**

1. Emergency situations should be reported to law enforcement by dialing the University Police at 8102 or 911. If 911 is called, inform them you are on the UAPB campus and ask them to notify Campus Police.
2. Be prepared to provide as much information as possible, such as the following:
  - What is happening
  - The location
  - Who is involved
  - How many are involved
  - Type of weapon(s) involved, if any
  - Your name and address
3. If firearms are involved, move away from windows, close and lock the door and sit against the wall away from the armed suspect.
  - If outside, take cover and move to a place of safety as soon as it is safe to do so. Assist others to move to safety if possible.
  - Answer questions by emergency responders regarding location of suspect or victims.

Decision Maker(s)

1. The decision to call in additional law enforcement agencies will be made by the Incident Commander.

## **BOMB THREATS**

A bomb threat upon University property must be taken seriously.

To report a bomb threat, call the University Police Department at telephone extension 8102 or 911.

## **BOMB THREATS RECEIVED FROM AN INDIVIDUAL**

1. This may be the most serious of all threats. The person involved may be unstable and /or delusional and direct the threat at a particular person, group, place or themselves.
2. Do not approach the person. Try not to display panic. Never get close enough to the individual that you could be used as hostage.
3. Try to talk to the person in a calm and rational manner. Try to put the individual and yourself at ease.
4. Try to segregate the individual from others without approaching them closely.
5. If possible, draw the attention of one or two persons to the situation so that they can call authorities while you continue to speak with the individual.
6. Try to get the individual to talk. Let the individual do much of the talking. Know the Bomb Threat Information Checklist (See [Appendix C](#)) and try to obtain as much information as possible about the bomb, its location, and description.
7. As soon as the University Police arrives, the officer will try to replace you as the negotiator.
8. As soon as possible, relay all information you have to any other police officer present. Immediately write down all that you can remember of the incident.
9. Stay accessible to the University Police until you are told to do otherwise.

## **BOMB THREATS RECEIVED BY TELEPHONE**

1. Treat the bomb threat call seriously. Immediately call the University Police at telephone extension 8102 or 911.

2. Threatening calls are usually short in duration. Immediately complete the Bomb Threat Information Checklist (see [Appendix C](#)) with all information you were able to obtain. Have an associate call the University Police Department at telephone extension 8102 or 911.
3. If the caller allows you to talk, begin asking the questions on the Bomb Threat Information Checklist ([Appendix C](#) of this handbook). Try to keep the caller talking as long as possible. Signal a co-worker to call the University Police Department and Senior administrative personnel while you are talking. If you have completed the checklist items and the caller is still on the phone, make a complete record of all that is being said.
4. Quickly and quietly inform your supervisor. Do not cause undue panic among co-workers or students. Your supervisor will notify senior administrative personnel. You should remain where you received the phone call until the University Police or emergency personnel arrive. You will be questioned in depth about the call.

### **BOMB THREATS RECEIVED BY MAIL**

1. Letter Bombs: Letter bombs are usually a large bulky envelope. Often smudges appear and there is no return address. Feel the letter lightly. If it does not feel right, do not open the envelope. Place the letter away from all other items, especially heat sources. Move out of the area and call the University Police Department at telephone extension 8102 or 911 from another phone.
2. Package Bombs. If you do not recognize the package as coming from a recognizable source, examine it more closely. Check for a company name and address. The return address may be falsified. Ask yourself, “Is it a brown paper wrapper tied with string or heavily taped? Is the package excessively heavy?”
3. If you have any question about a package, gently place it away from electrical or heat sources. Leave the area and lock it if you can. Call the University Police at telephone extension 8102 or 911 from a phone at another location. Keep others away until the University Police Department arrives. Do not cause panic.
4. Once the University Police arrives, be ready to answer questions. Write down all facts and your actions before emergency personnel arrive if time permits.

### **SUSPICIOUS PACKAGES OR OBJECTS**

1. What makes a package or object suspicious may be its location: A briefcase left outside a building next to a wall or window; a backpack left in a waiting area that would not normally be used; a box or sack left inside a bathroom under a sink or behind a door.

2. If you see the person(s) who left the object and they act in an evasive, apprehensive or nervous manner, they may be trying to leave the scene without being noticed.
3. Go to the nearest telephone and call the University Police Department at telephone extension 8102 or 911. Have the University Police check the item. Do not do so yourself.
4. After calling emergency personnel, return to the general area, staying well away from the object. When the University Police Department arrives, be prepared to answer questions.

## **NOTIFICATION PROCEDURES**

1. Contact the University Police Department at telephone extension 8102 or 911. The officer will notify the Chief of Police, or designee.
2. The Chief of the University Police Department will use the standard notification protocol to notify the following administrators:
  - A. Chancellor
  - B. Vice Chancellor for Student Affairs
  - C. Vice Chancellor for Finance and Administration
  - D. Vice Chancellor for Academics Affairs
  - E. Dean of Student Life
3. If directed by the Chancellor or designee, the COC will be activated. A course of action will be followed in accordance with policies and procedures of the University.
4. Local Police, state police, federal agencies, or local fire authorities may be included as advisors to the Chancellor or designee.

## **GENERAL EVACUATION PROCEDURES**

1. The decision to evacuate a building or area will be made by the Chancellor or designee, acting on the advices of the COC.
2. The evacuation will be carried out under the direction of the University Police Department with assistance from Student Affairs and/or other university personnel.
3. Persons evacuated will proceed to designated areas for roll call. The CAS will decide whether individuals leave/remain in the area.
4. Instructors of a class being evacuated will be responsible for the conduct of that class until decisions about disbursement and evacuation have been made.

5. The University Police Department reports safety clearance to the CAS which decides where classes will be resumed.
6. A post-incident debriefing will be held in the COC, with the Chancellor or designee presiding, to critique the procedure used and modify the plan for greater effectiveness.

## **MAJOR WEATHER STORMS**

There is a potential for storms which may disrupt normal university business, damage or destroy university property and/or threaten lives of students and personnel. Weather patterns are never truly stable and are most often prone to changes without much warning.

Potential storm activities that may be expected include:

1. Severe Thunderstorms
2. Heavy rain usually associated with heavy downpours or light showers for the area
3. High winds
4. Ice and/or sleet
5. Snow
6. Tornadoes
7. Flooding

Web Sites for inclement weather reports

[www.srh.noaa.gov/ftproot/lzk/default/html](http://www.srh.noaa.gov/ftproot/lzk/default/html)

[www.weather.com/weather/us/zips/71656.html](http://www.weather.com/weather/us/zips/71656.html)

## **FLOODING**

The University Police Department observes the condition of the campus during regular duties. Officers are responsible, especially outside normal business hours, for detecting situations that present the possibility of flooding to property and facilities.

Potential flooding situations are reported to the Director of Facilities Management or designee.

The Director of Facilities Management:

1. Determines the extent of potential damage and corrective actions.
2. Notifies departmental personnel of immediate actions needed to avoid damage.
3. Notifies the Chancellor or designee of the potential for damage and updates the Chancellor or designee as requested.
4. Monitors work process and makes periodic updates.

5. Informs the University Police Department of support measures needed.

The Chancellor, or designee, will determine the need for activation of the CAS based upon the periodic report of potential damage by the Director of Facilities Management.

## **TORNADOES**

The possibility of a tornado on the university campus is moderately high. The warning prior to a tornado may be only a few minutes or there may be no warning at all. There is a city-county disaster warning system (siren) which gives prior warning.

If advance notification is received during the day, the University Police Department contacts the Chancellor or designee. The Chancellor notifies the CAS which notifies persons within each department and building to begin evacuation to suggested shelter locations. The University Police will drive through the campus sounding the siren to attract attention and direct persons to designated shelters.

If advance notification is received during the evening, night or weekends hours, the University Police Department will contact the Residence Hall Director on duty. The Residence Hall Director notifies other Resident Directors or Resident Assistants to evacuate residents to shelter areas. The University Police Department notifies locations on campus which are open.

Methods of monitoring the possibility of storms that might have an effect upon the normal operation of the University Include:

1. Local broadcast radio- AM and FM
2. Local/Cable television channels
3. National Oceanic and Atmospheric Administration (NOAA) Weather Radio
4. Internet weather sites- include Arkansas emergency and state sites, news, police and educational sites.

The Chancellor, or designee, will determine if the CAS will be called to evaluate the impact of the storm. Based upon input received, the Chancellor, or designee, will decide if the University will continue business as normal or make alternate arrangements for conducting University business or implement the University's inclement weather/emergency closure policy.

## **SUGGESTED SHELTER LOCATIONS**

### **Administration Building**

The Chancellor, Vice Chancellor and Staff are to go to the basement by way of the nearest stairwell and assume the fetal (tucked) position with heads towards the wall.

### **Baptist Collegiate Ministry**

All staff and students inside the BCM should proceed to the Chapel/Sanctuary and assume the fetal (tucked) position with heads toward the wall.

**Henderson-Young Hall, Dawson-Hicks Hall, Caine-Gilleland Hall**

Staff and students shall proceed to the first floor and make use of hallways and auditorium walls. Avoid elevators. Use nearest stairwells. Staff and students shall assume the fetal (tucked) position with heads toward the walls. Cover heads and faces with available materials.

**Farm and Fishery Area**

Staff and students shall seek shelter in the inner hallway and bathroom area. Everyone shall assume the fetal (tucked) position with heads toward the wall.

**Hathaway-Howard Fine Arts, Caldwell Hall, Corbin Hall, Woodard Halls, Kountz-Kyle Hall, Rust Technology Building, Adair-Greenhouse Hall**

Staff and students shall proceed to the first floor hallways and/or auditorium. Staff and students shall assume the fetal (tucked) position with heads toward the walls. **Note: DO NOT USE WOODARD HALL AUDITORIUM**

**Hazzard Gymnasium (Military Science)**

All staff and students shall proceed to the front hallway and bathroom. Staff and students shall assume the fetal (tucked) position with heads toward walls. Cover heads and faces with available material.

**Kenneth L. Johnson HPER Complex**

In the event of a tornado during a sports event or class, all occupants shall proceed to the basement floor racquetball court area, ground floor locker room, and hallway. Everyone shall assume the fetal (tucked) position with heads toward the wall. Cover heads and faces with available material.

**Watson Memorial Library, Childress Hall, Browne Infirmary**

All staff and students shall proceed to the first floor and assume the fetal (tucked) position with heads toward the wall. Cover heads and faces with available material.

**L. A. Davis Student Union**

Staff and students shall proceed to the **Snack Bar Area** along the inside and restrooms. Staff shall coordinate the most effective method of accomplishing this. Staff and students



shall assume the fetal (tucked) position with heads toward the wall. Cover heads and faces with available material.

### **Motor Pool**

Staff shall proceed to the 1890 Building, if time is available. Otherwise, remain where you are and assume the fetal (tucked) position with heads toward the wall.

### **Walker Research Center**

The staff and students of the Research Building shall proceed to the first floor and assume the fetal (tucked) position with heads toward the wall.

### **Student Support Modular Building**

Staff shall proceed to the Research Building, if time permits. Otherwise, remain where you are. Assume the fetal (tucked) position with heads toward the wall.

### **Residential Life, Ronald McNair, University Police, Post Office, Troy & Gladys Alley Information Center**

Staff shall seek shelter in the hallway and bathroom. Everyone shall assume the fetal (tucked) position with heads toward the wall. Cover face and heads with available material.

## **RESIDENCE HALLS**

### **Johnny B. Johnson and Delta (Annex) Housing Complex**

Items needed: Pillow and/or blanket

Second floor residents are to proceed to the first floor lounge and restroom areas. When space is no longer available, the remaining students shall proceed to the Commons Building. All staff and students shall assume the fetal (tucked) position with their heads toward the wall. Place pillow and/or blanket over face and head area.

### **Harrold Complex**

Items needed: Pillow and/or blanket

All residents are to proceed to the first floor hallways and restroom areas. All residents are to assume the fetal (tucked) position with their heads toward the wall. Place pillow and/or blanket over face and head area.

## **Hunt and Douglas**

Items needed: Pillow and/or blanket

All residents shall proceed to the first floor Lobby and bathrooms. All residents are to assume the fetal (tucked) position with their heads toward the wall. Place pillow and/or blanket over face and head area.

### **REMAIN CALM!!!!**

If you are caught outside away from any shelter, try to locate a depression in the ground, ditch, culvert or other low area. Cover your head and lie flat, facing the ground. If you are near a bridge or overpass, leave your vehicle and climb as close to the upper portion of the incline as possible. **Do not stay in your vehicle or try to outrun a tornado using a vehicle.**

Before leaving your shelter area wait until the situation has been declared safe by University Police Department Personnel.

**AVOID THE USE OF ELEVATORS DURING  
AN EMERGENCY!**

## **CRISIS ADMINISTRATION SYSTEM (CAS) STAFF**

<b>NAME</b>	<b>OFFICE PHONE</b>
Dr. Laurence Alexander, Chancellor	(870) 575-8471
Mrs. Janet Broiles, Chief of Staff	(870) 575-8471
Vice Chancellor Elbert Bennett	(870) 575-8503
Provost and Vice Chancellor Dr. Andrea Stewart	(870) 575-8479
Vice Chancellor Carla Martin	(870) 575-8973
Vice Chancellor George Cotton	(870) 575-8703
Vice Chancellor Goldmon	(870) 575-8364
Major Tony B. Jordan Acting Chief of Police	(870) 575-8800
Ms. Belinda Holmes	(870) 575-7107
Dean Ralph Owens	(870) 575-8360
Mary Hester-Clifton	(870) 575-8946
Dean Ralph Owens	(870) 575-8079
Dean Frank Dorsey	(870) 575-7065
Mrs. Willette Totten	(870) 575-4719
Mrs. Sheri Flannery	(870) 575-8371

# APPENDICES

## APPENDIX A

### LIST OF TERMS

1. UAPB- University of Arkansas at Pine Bluff
2. COC- Crisis Operation Center
3. Designee- a representative thereof
4. Faculty and Staff- University employees
5. Facilities Management- teams charged with assessment of building
6. CAS- Crisis Administration System
7. CPR- Cardiovascular Pulmonary Resuscitation (Cardiopulmonary Resuscitation)
8. Deactivation- to render inactive or ineffective
9. SU- Student Union
10. Demonstration- to participate in a public display of opinion, as by marching
11. NOAA- National Oceanic and Atmospheric Administration Weather Radio Internet Site.
12. BCM- Baptist Collegiate Ministry
13. CIT- Crisis Intervention Team
14. OES- Office of Emergency Service
15. EPZ- Emergency Planning Zone
16. IRZ- Immediate Response Zone
17. PAZ- Protective Action Zone
18. PBA- Pine Bluff Arsenal
19. PBCA- Pine Bluff Chemical Activity

## **APPENDIX B**

### **EMERGENCY RESPONSE PLAN**

#### **FOR CHEMICAL ACCIDENT AT THE**

#### **PINE BLUFF ARSENAL/PINE BLUFF CHEMICAL ACTIVITY PLAN**

### **INTRODUCTION**

#### **A. PURPOSE**

This chemical emergency response plan is designed to prepare the students, staff, faculty and facilities of the University of Arkansas at Pine Bluff (UAPB) to respond to emergencies occurring as a result of an accident/incident at the Pine Bluff Arsenal/Pine Bluff Chemical Activity (PBA/PBCA). This plan outlines the policies, concepts of operations, and procedures to be followed by University officials to establish the necessary direction and control needed to ensure the protection of students, staff, faculty, and facilities.

This document is intended to conform to all applicable Federal, State, and County emergency plans and accrediting/license agency regulations regarding the care and safety of residents and staff during various emergency situations.

#### **B. AUTHORITY**

1. Public Law 99-145, Title 14, Part B, Section 1412
2. Arkansas Emergency Service Act, Act 511 of 1973, as amended

#### **C. REFERENCES**

1. Public Law 99-145, Title 14, Part B, Section 1412
2. Public Law 93-288, Robert T. Stafford Act, as amended
3. Arkansas Emergency Service Act, Act 511 of 1973, as amended
4. Jefferson County Court Order, Book KK, Page 565, dated July 30, 1973
5. Jefferson County Emergency Operations Plan for Accidents at the Pine Bluff Arsenal, as revised
6. Emergency Response Concept Plan for the Chemical Stockpile Disposal Program, July 1987. Prepared for the Office of the Program Manager for Chemical Munitions by the U.S. Army Engineer Division, Huntsville, Alabama
7. Emergency Response Program Guidance for the Chemical Stockpile Disposal Program, July 1994
8. State of Arkansas Emergency Operations Plan, as amended

9. Pine Bluff Arsenal Disaster Control Plan
10. Memorandum of Agreement between Pine Bluff Arsenal and the State of Arkansas, 1998
11. Memorandum of Understanding between Jefferson County and Pine Bluff Arsenal, 1998

#### **D. DEFINITIONS**

**Chemical Agent-** A compound or material included in the lethal stockpile of a variety of ammunitions and bulk containers covered by Public Law 99-145, Title 14, Part B, Section 1412. Lethal chemical agents are of two basic types: nerve and Blister.

**GB-** An odorless, colorless, and tasteless nerve agent with a significant vapor pressure. Therefore, GB presents an inhalation hazard. GB degrades rapidly in the environment.

**HD, HT** – Types of mustard blister agent found in a liquid state at normal indoor temperatures but which freeze at low ambient temperatures. They have a significant vapor pressure at high ambient temperatures, and thus pose an inhalation hazard. They are persistent in the environment.

**VX-** a colorless, odorless, and tasteless nerve agent with a high boiling point such that it will not vaporize at normal ambient temperatures. VX is more likely than GB to be absorbed through intact skin. VX is persistent in the environment.

**Decontamination-** The process of removing a hazardous chemical from a victim before admittance to the hospital. Includes management of contaminated clothing, absorbents, decontamination solutions, and human/animal remains.

**Emergency Alerting System (EAS)** - A federally establish network of commercial radio stations that provides official emergency instructions or directions to the public during an emergency.

**Emergency Classification Levels-** A standardized method established to classify the severity of a chemical incident.

Level I – Non-Surety Emergency

Events are likely to occur or have occurred that may be perceived as surety emergency or that may be of general public interest, but which pose no chemical surety hazard. This includes non-surety material emergencies.

#### Level II- Limited Area Emergency

Events are likely to occur, or have occurred, that involve agent release outside engineering controls or approved chemical storage facilities with chemical effects expected to be confined to the chemical limited area. This level will be declared when the predicted chemical agent no-effects dosage does not extend beyond the chemical limited area where the event occurred.

#### Level III- Pose Only Emergency

Events are likely to occur or have occurred that involve agent release with chemical effects beyond the chemical limited area. Releases are not expected to present a danger to the off-post public. This level will be declared when the predicted chemical agent no-effects dosage extends beyond the chemical limited area but does not extend beyond the installation boundary. IBZ response organizations are mobilized to be capable of immediate action. Precautionary protective actions may be initiated in potentially affected areas near the installation boundary.

#### Level IV- Community Emergency

Events are likely to occur or have occurred that involve agent release with chemical effects beyond the installation boundary. This level will be declared when the predicted chemical agent no-effects dosage extends beyond the installation boundary. Then installation notifies the IRZ and state designated points of contact. All emergency response organizations are mobilized and affected areas implement specified protective actions.

**Crisis Operations Center (COC)** - A facility designated as the location where responsible officials gather during an emergency to direct and coordinate emergency operations. Communications with other jurisdictions and with emergency forces in the field, formulation of protective action decisions, and the development of information and instructions for public dissemination are also functions of the Emergency Operations Center.

**Emergency Planning Zone (EPZ)** - A geographical area delineated around a potential hazard that defines the potential area of impact in order to facilitate planning for the protection of people during an emergency. This has been established as an approximate 31- mile radius from the center of the potential hazard.

**Evacuation-** A protective action which involves leaving an area of risk until the hazard has passed.

**Immediate Response Zone (IRZ)** - The closest geographical area around a hazard site that defines the area most rapidly and severely affected by a hazard such that immediate actions are needed to protect the public. For the purpose of this plan, the Immediate Response Zone is approximately 10 miles in radius around the potential hazard.

**Institutional Populations-** People in schools, hospitals, nursing homes, prisons, or other facilities that require special care or other considerations by virtue of their dependency on others for appropriate protection.

**Mass Care Center-** A facility for providing emergency lodging and care for members of the general public made temporarily homeless by an emergency. Essential basic services (feeding, shelter, family reunification, etc.) are also provided at or near mass care center.

**Protective Action-** An action or measure taken to avoid or reduce exposure to a hazard (e.g., sheltering or evacuation).

**Protective Action Zone (PAZ)** – A geographical area around a hazard site broader than the Immediate Action Zone. However, protective actions therein can significantly enhance protection of the public. For the purpose of this plan, the Protective Action Zone is a circle approximately 31 miles in radius around the Pine Bluff Arsenal.

**Reception Center-** A facility for providing emergency relocation and information for persons made temporarily homeless by an emergency. Essential basic services (feeding, family, reunification, etc.) are coordinated through the reception center and persons needing shelter are directed to the appropriate facility.

**Sheltering-** A protective action which involves taking cover in a building that can be made relatively airtight. Generally, any building suitable for winter habitation will provide some protection with windows and doors closed, and heating, ventilation, and air conditioning systems turned off. Increased effectiveness can be obtained in sheltering by methods such as using an interior room or basement, taping doors and windows, and other more elaborate systems to limit natural ventilation. (Sometimes referred to as shelter-in-place, or “Button-up”).

## **E. RESPONSIBILITIES**

1. Chancellor
  - Oversee all actions taken by UAPB during evacuation, sheltering, and school closing.
  
2. Vice Chancellor of Fiscal Affairs
  - Ensure that a record is maintained of all expenditures incurred for reimbursement after the emergency has ended.
  
3. Director of Public Relations
  - Coordinate all information to be released to the media with county officials.
  
4. Director of University Police



- Receive notification from the county through the switchboard and notify the Chancellor and emergency response staff. (Refer to page 1 of this plan.)
  - Determine appropriate protective actions based on Army and county guidance.
  - Direct all activities relative to evacuation or sheltering,
  - Assign responsibilities not already delegated to faculty, staff, and student staff (residence hall directors, assistants, building cadets, etc.) where needed.
  - Provide to the Chancellor accurate and timely information on actions being taken by UAPB to facilitate coordinated decision making. Provide relief to emergency personnel, as necessary.
5. Transportation Coordinator (Dean of Student Life)
- Determine the need for additional resources, if any. If required, coordinate with the Chief of University Police to obtain these resources from the county.
  - Coordinate resources and staff at the Assembly Area.
  - Coordinate evacuation activities at the Assembly Area.
  - Direct evacuees to the appropriate reception center.
6. Police Staff
- Assist in alerting the campus to the emergency situation.
  - Maintain order on campus.
  - Control traffic on campus, as required.
  - Permit only authorized UAPB personnel in school buildings. Control access to the campus as much as possible.
7. Traffic Control Coordinator
- Identify which staff control points are to be implemented.
  - Assign security staff to control traffic at those points identified as being a priority, and at others, as necessary.
8. Food Service Coordinator
- Provide food services as required.
9. Faculty
- Assist in sheltering or evacuation activities, as directed by the Chief of University Police.
  - Make a roster of those in attendance should the emergency occur during class time.
10. Residence Hall Directors and Staff
- Assist in sheltering or evacuation activities, as directed by the Chief of University Police.

- Make an accurate roster of students in the dormitories at the time of the emergency.

11. Director of Facilities Management and Staff

- If evacuation is not possible and sheltering in place is recommended, refer to Section III and follow the instructions.
- If evacuation is recommended, refer to Section IV and assist security staff in searching and securing all campus buildings, as time permits.
- Provide transportation resources to the Transportation Coordinator at the Assembly Area.

12. Building Managers

- Assist in alerting those buildings for which they are responsible of an emergency situation.
- Assist security staff by searching and securing those buildings should an evacuation be ordered.

13. Training Officer (Emergency Response Team Chair)

- Ensure that this plan is updated annually.
- Ensure that emergency response personnel are adequately trained to implement this plan.

**F. SITUATION**

An accident at the PBA/PBCA that results in migration of chemical agent beyond the arsenal boundary may require the residents and staff of the UAPB to take some type of protective action. Such action may include sheltering in place or evacuation.

**NOTIFICATION/RESPONSE**

If an accident/incident occurs at PBA/PBCA which has the possibility of impacting the health and safety of the students, faculty, and staff at the UAPB, the Chief of University Police will be notified and an applicable course of action will be recommended as follows.

**A. Class in Session**

Level I (Non-Chemical Emergency) - by way of response, no notification will be received by UAPB and no action will be required.

Level II (Limited Area Emergency) - by way of response, UAPB may be notified at this level and advised to make preparations for implementation of this emergency plan if the event escalates.

Level III (Post Only Emergency) – by way of response, UAPB will be notified by county officials and a recommendation made as to implementation of this plan or precautionary protective actions.

Level IV (Community Emergency) - UAPB will be notified by county officials and a recommendation made as to protective action, either to shelter in place or evacuate. This will require a full implementation of this plan.

**B. Class not in session**

Level II- a request to stand by may or may not warrant a decision to keep UAPB closed since it is a precautionary level of notification. The final decision rests with the Chancellor who will act on advice of the Army and Jefferson County Officials. He may decide to cancel all extracurricular activities until the situation has been satisfactorily controlled.

Level III or Level IV- Any situation that may impact areas off-post (Level III or higher) is considered reason to keep UAPB closed.

If a chemical emergency occurs when UAPB is closed and students are not occupying dormitories (i.e. during semester breaks), the Chancellor should delay the reopening of the University until it has been announced by county officials that the emergency has ended. Any staff on campus should be notified and instructed as to protective action recommendations.

When class is not in session but students are occupying dormitories, classes should remain cancelled until local officials and the Commander of PBA/Service Response Force have determined that the emergency has ended. Students and staff on campus should be notified and instructed as to protective actions. Additional transportation resources may be required, if evacuation is recommend.

When class is not in session or UAPB is closed, at the discretion of the Chancellor, UAPB resources may be requested by the Jefferson County Office of Emergency Service to assist in the response effort.

**SHELTERING PROCEDURES**

Close all doors to the outside and lock all windows (windows seal better when locked). Seal gaps under doorways and windows with wet towels and those around doorways and windows with duct tape or similar thick tape.

Set ventilation systems to 100 percent recirculation so that no outside air is drawn into the structure. Where this is not possible, ventilation systems should be turned off.

Turn off all heating systems and air conditioners.  
Seal any gaps around window-type air conditioners, bathroom exhaust fan grilles, range vents, dryer vents, etc. with tape and plastic sheeting, wax paper or aluminum wrap.

Turn off and cover all exhaust fans in kitchens, bathrooms, and other spaces.

Close all fireplace dampers.

Close all exterior and interior doors.

If you suspect that the gas or vapor has entered the structure you are in, hold a wet cloth over your nose and mouth.

Tune to the Emergency Alerting system on your portable radio or television.

## **EVACUATION PROCEDURES**

An assembly area will be established at the HPER Complex, located in the NW portion of the campus at 1500 L.A. “Prexy” Davis Drive (#25 on campus parking map include as attachment 1-D). Students/staff/faculty without transportation should go there if evacuation is recommended. The evacuation map, included as attachment 1-E, shows the location of zone G which contains UAPB. The primary evacuation route is the quickest way to Hwy 79E to Stuttgart, and destination reception center is Grand Prairie War Memorial Auditorium, 600 W 20<sup>th</sup> Stuttgart, Arkansas. The Alternate evacuation route is the quickest way to Hwy 79s to Rison, and destination reception center is Rison Public School, 700, Main (Hwy 35s), Rison, Arkansas.

The Chancellor, in coordination with Jefferson County officials, has overall responsibility and authority for decisions relative to sheltering, evacuation if necessary. UAPB will offer to assist in matching students/staff/faculty without transportation with those who are willing to car pool in an emergency.

The Traffic Control Coordinator will identify control points to be implemented (find listing in attachment 1-B) and assign security staff to perform this function. The Transportation Coordinator will determine the need for additional resources (find resources listing in attachment 1-B) and secure them, through the Chief of University Police, from the county. Also, coordination of resources, staff, and activities at the assembly area is a part of the Transportation Coordinator’s function.

## **DE-ESCALATION OF INCIDENT**

Upon notification from the Command Group at the County EOC that the accident classification has been de-escalated, the Chief of University Police should oversee the return of the facility to the level of preparation indicated by the new classification.

## **RE-ENTRY**

Upon declaration by the Army and State Officials that the area is safe for re-entry, a safety inspection of the UAPB complex should be completed by the Chief of University of Police and the Director of Facilities Management. This inspection will determine the operational status of all Facilities Management systems and structures. State and Army environmental officials shall be requested to inspect the facility to determine its freedom from chemical contamination. The final decision on reoccupation shall be made by the Chancellor upon determination that reoccupation of the UAPB complex is appropriate.

## ATTACHMENT 1-B

### TRAFFIC CONTROL POINTS

1. Kennedy & Rt. 79 Entrance
2. Reeker & Rt. 79
3. Reeker & L A. "Prexy" Davis Dr.
4. Kennedy & Martin Luther King
5. Martin Luther King & L.A. "Prexy" Davis Dr.
6. Oliver & L A. "Prexy" Davis Dr.
7. Oliver & Rt. 79
8. Kennedy & Rt. 79 Exit
9. South Watson & Rt. 79
10. Haley & L A. "Prexy" Davis Dr.

### *Transportation Resources*

Vehicle Description	Number of Vehicles	Capacity	UAPB Owned
Car	4	5	Yes
Vans (Passengers)	5	15	Yes
Vans (cargo)	3	2	Yes
Trucks (pick up ½ ton)	3	3	Yes
Truck ( 1- ton)	2	5	Yes
Jeep	1	5	Yes
S/W	6	5	Yes
Truck (pick up ¾ ton)	3	4	Yes

**Total Available Capacity: 223**

**Supplementary Resources: 2000 (approx.) Private vehicles of staff and students.**



## APPENDIX C

### UNIVERSITY OF ARKANSAS AT PINE BLUFF

## BOMB THREAT PROCEDURES

**This quick reference checklist will help you respond to a bomb threat in an orderly and controlled manner with the assistance of first responders, law enforcement, and University officials. Most bomb threats are received by phone. Bomb threats are serious until proven otherwise. Act quickly, but remain calm and obtain information with the checklist below.**

#### **If a bomb threat is received by phone:**

1. Remain calm. Keep the caller on the line for as long as possible. **DO NOT HANG UP**, even if the caller does.
2. Listen carefully. Be polite and show interest.
3. Try to keep the caller talking to learn more information.
4. If possible, write a note to a colleague to call campus police, **(870) 575-8102**, or as soon as the caller hangs up, immediately notify them yourself.
5. If your phone has a display, copy the number and/or letters on the window display.
6. Complete the Bomb Threat Checklist immediately. Write down as much detail as you can remember. Try to get exact words.
7. Immediately upon termination of call, **DO NOT HANG UP**, but from a different phone, contact authorities immediately with information and await instructions.

#### **If a bomb threat is received by handwritten note:**

- Call \_\_\_\_\_
- Handle note as minimally as possible.

#### **If a bomb threat is received by e-mail:**

- Call \_\_\_\_\_
- Do not delete the message.

#### **Signs of a suspicious package:**

- No return address
- Excessive postage
- Stains
- Strange odor
- Strange sounds
- Unexpected delivery
- Poorly Handwritten
- Misspelled words
- Incorrect titles
- Foreign postage
- Restrictive notes



**UNIVERSITY OF ARKANSAS AT PINE BLUFF**

**BOMB THREAT CHECKLIST**

**Date**

\_\_\_\_\_

**Time of Call**

\_\_\_\_\_

**Time Caller Ended the Call**

\_\_\_\_\_

**Phone Number Where Call Received**

\_\_\_\_\_

**Exact Words of the Caller**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Ask the Caller**

1. **When** is the bomb going to explode? \_\_\_\_\_
2. **Where** is the bomb located? \_\_\_\_\_  
(Building, Floor, Room, etc.)
3. **What** does the bomb look like? \_\_\_\_\_
4. **What** kind of bomb is it? \_\_\_\_\_
5. **How** will the bomb explode? \_\_\_\_\_
6. **How** was the bomb delivered to the campus? \_\_\_\_\_

**Describe all that you remember about the person who called:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_



**Voice Characteristics: (circle or complete all that apply)**

- TONE: Loud, Soft, High Pitch, Low Pitch, Raspy, Pleasant,  
Other\_\_\_\_\_
- SPEECH: Fast, Slow, Distinct, Distorted, Stutter, Nasal,  
Other\_\_\_\_\_
- LANGUAGE: Excellent, Good, Fair, Poor, Cursing,  
Other\_\_\_\_\_
- MANNER: Calm, Angry, Coherent, Incoherent, Righteous,  
Emotional, Rational, Irrational, Deliberate, Laughing,  
Other\_\_\_\_\_
- ACCENT: Regional (sounding like a particular area of the  
U.S.)\_\_\_\_\_

Foreign\_\_\_\_\_

Ethnic\_\_\_\_\_

Age (young, old) \_\_\_\_\_

Slang\_\_\_\_\_

Any other information or facts that you recall:

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ATTACHMENT 1-D

UNIVERSITY OF ARKANSAS AT PINE BLUFF  
CAMPUS MAP

University of Arkansas at Pine Bluff Campus Map

