ARKANSAS STATE UNIVERSITY

EMERGENCY PROCEDURES HANDBOOK







THIS GUIDE COVERS:

General Emergency Procedure, Medical Emergency, Earthquake, Severe Weather, Fire, Chemical Leak/Spill/Disposal/Biological (medical), Disturbance/Demonstration/Criminal Behavior Active Shooter, Bomb Threat, Explosion, Shelter in Place, Evacuation Procedures, Emergency Evacuation Check Points, Blue Light Emergency Phones, Campus Map



A-STATE EMERGENCY PROCEDURES HANDBOOK

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GENERAL EMERGENCY PROCEDURES

REPORT EMERGENCIES TO	9-911 from a landline, or 911 from a cell phon	e

University Police	(870) 972-2093
Facilities Management	(870) 972-2066
Safety & Emergency Management	(870) 972-2862

When calling, stay calm and carefully explain the problem and location. Include your building's address (see address list on the back of the enclosed **Emergency Route Map**). Do not hang up until told to do so.

PUBLIC STATEMENTS

Statements to the news media will be made by the University Communications Office in coordination with appropriate emergency officials. Statements to family members will be made by the Human Resources Office (concerning employees) or Student Affairs Office (concerning students).

EMERGENCY EMPLOYMENT, PURCHASING AND CONTRACTING

There are **no** provisions for suspension of state laws in an emergency. The ranking university official on the scene shall attempt to comply with laws if possible and shall maintain records where threat to life and property require extraordinary action.

EMERGENCY & RESOURCE NUMBERS

Ambulance	9-911 (campus landline), 911 (cell phone)
American Red Cross	(870) 932-3212
Arkansas Highway Department	(870) 932-2339 -or- (870) 239-9511
Arkansas State Police	(870) 935-7302
Army Reserve	(870) 933-9405
CenterPoint Energy	
City Water & Light	
Craighead County Judge	
Craighead County Sheriff's Department	
Craighead Office of Emergency Mgmt	
Jonesboro Fire Department	
Jonesboro Police Department	
National Guard	
NEA Baptist Memorial Hospital	(870) 936-8000
Salvation Army	
St. Bernards Hospital	

MEDICAL EMERGENCY

EMS	9-911 (campus landline), 911 (cell phone)
University Police	(870) 972-2093
Student Health Center	(870) 972-2054

WHEN TO CALL! If persons experience any of the following:

- Unresponsiveness
- Difficulty Breathing
- Chest Pain
- Seizures
- Profuse Bleeding

DO NOT OVERREACT.

Most situations can be handled on site or by private transport to seek medical care. Do not hesitate to call an ambulance if the medical condition requires immediate medical attention. Additional help may be available from these departments:

Nursing Department	(870) 972-3074
Safety & Emergency Management	(870) 972-2862
HPESS Center	(870) 972-3066
Athletic Trainer	(870) 972-3342

LABORATORY EMERGENCIES & SHOP ACCIDENTS.

Utilize procedures established by the responsible department. Procedures are posted in each lab.

A-STATE EMPLOYEE PROCEDURES.

Employees who become ill or injured because of an occurrence during the course of their employment are required to notify their direct supervisor. They are to seek medical attention at the Student Health Center. Call **9-911** from a campus landline, or **911** from a cell phone, if the employment-related illness or injury requires immediate medical attention.

SEVERE WEATHER

TORNADO

- **INFORMATION** on Severe Weather is broadcast on KASU 91.9 FM and provided through the Emergency Alert System.
- TORNADO WATCH means that a tornado is possible. Remain alert for approaching storms. The Reng Student Union will remain open when a Tornado Watch is active for Craighead County. Campus apartment residents should move to the Student Union before storms approach the area.
- **TORNADO WARNING** means that a tornado has been sighted on the ground or indicated by radar. Danger exists. Move to a place of safety.

- SIRENS are sounded by local authority and indicate a tornado warning. Take shelter. Sirens at noon on a clear day are only a test.
- **SHELTER** Basement and ground floor interiors of major buildings afford the best protection. Stay away from windows.
- ALL CLEAR "All Clear" will be transmitted by University Police Department through the Emergency Alert System. University Police will relock buildings.

SEVERE THUNDERSTORM

- **SEVERE THUNDERSTORM WATCH** means that severe thunderstorms are possible in the area. Remain alert for approaching storms.
- **SEVERE THUNDERSTORM WARNING** means thunderstorms with severe wind and/or hail are occurring in the area or indicated by radar. Thunderstorms can produce tornadoes. Move indoors.
 - Stay away from doors and windows.
 - Hail, strong winds and flying debris can break glass or cause serious injury.
 - Lightning strikes pose one of the greatest thunderstorm-related risks.
 - Severe thunderstorms are capable of producing tornadoes.
 - Don't carry or go near anything made of metal. Lightning is attracted to metal.
 - Don't use a landline phone unless it is an emergency. Lightning can travel through phone lines.
 - Don't go under a large tree, tower, or other structure that stands alone. Tall objects attract lightning.

FIRE

Notes and Precautions: A fire emergency exists whenever there is the presence of smoke or the odor of burning, when there is an uncontrolled fire or imminent fire hazard in the building or surrounding area, where there is a spontaneous or abnormal heating of any material, or when the fire alarm is sounding. Only use a fire extinguisher if the fire is very small and you know how to operate the extinguisher safely. Always call **911** before attempting to put out a fire, so that help is on the way if the fire becomes uncontrollable. **Total and immediate evacuation is safest.**

FIRE EMERGENCY PROCEDURE

- ACTIVATE FIRE ALARM
- CALL **9-911** from a campus landline, or **911** from a cell phone

REPORT TO:

University Police	(870) 972-2093
Facilities Management	(870) 972-2066
Safety & Emergency Management.	(870) 972-2862

- MINOR FIRE that appears controllable:
 - Pull safety pin from extinguisher handle
 - Aim at base of fire
 - Squeeze the trigger handle
 - Sweep from side to side at base of fire

- MAJOR FIRE that does not appear controllable:
 - Leave the building. Evacuate in accordance with building procedures.
 - Move at least 300 feet away from building.
 - Use marked exits.

ASSIST THE HANDICAPPED – DO NOT USE ELEVATORS

- Close but DO NOT LOCK doors.
- Do not return to the building until cleared by Fire or Police Departments.

ACTIVE SHOOTER

GUNFIRE. Take cover or evacuate.

ACTIVE SHOOTER. Secure immediate area:

- Lock and barricade doors.
- Turn off lights and all audio equipment.
- Stay away from the windows. Do not try to see what's happening.
- DO NOT sound the fire alarm. A fire alarm would signal the occupants to evacuate the building and thus place them in potential harm as they attempt to exit.
- Silence cell phones.

HOSTAGE. Do not attempt to fight back. Make mental notes of captor's characteristics, sights and sounds if you are taken from campus. Make mental notes for possible escape avenues. University Police Department will involve other law enforcement agencies as necessary.

Unsecuring an area:

- Keep classrooms secure until police personnel arrive and give directions.
- Attempts to rescue people should only be attempted if it can be accomplished without further endangering the persons inside a secured area.
- Consider the safety of masses vs. the safety of a few.
- If doubt exists for the safety of the individuals inside the room, the area should remain secured.
- Silence cell phones.

Contacting Authorities:

- Dial **9-911** (campus landline), **911** (cell phone).
- Dial (870) 972-2093 to contact the University Police Department.
- Be aware that the 911 system may be overwhelmed during a time of crisis.
- Silence cell phones.
- Program the University Police Department's phone number and email into your cell phone.
- Email may be only option if unable to speak; Email to all University Police officers: <u>UPD@AState.edu</u>. Download **QuikTip** app on your smartphone, select **Arkansas State University PD** from the app's settings to report silently and/or anonymously to University Police.

What to Report:

- Your specific location: building name, address and office/room number.
- Number of people at your specific location.
- Injuries: number injured and types of injuries.
- Assailant(s): location, number of suspects, race/gender, clothing description, physical features, type of
 weapons, such as long gun, hand gun, or knife, backpack or other bags, shooter's identity if known,
 number of shots fired, any other information to assist authorities in identifying assailant.

Police Action:

In the event of an actual active shooter incident, it is important to understand the responsibilities and immediate action of the University Police and local law enforcement. University Police will immediately respond to the threat. This will be to eliminate the threat or contain the suspect in a safe area. Jonesboro S.W.A.T. will be activated to achieve the same goals.

Time is of the essence and the fewer people roaming or running around, the better our chance of locating the shooter. The 911 systems and our dispatch system will be overwhelmed with phone calls. It needs to be stressed that only people who can give the location of the shooter need to be calling. People calling the emergency services for any other reason are hindering the speed and ability of law enforcement to locate the shooter and provide medical services.

DEMONSTRATION

Notify:

University Police.....(870) 972-2093

DO NOT OVERREACT. Most will be peaceful.

- Secure documents and equipment.
- Avoid provoking or obstructing demonstrators.
- Carry on normal activities if possible.
- If the disturbance is outside, stay away from doors or windows. STAY INSIDE!

BOMB THREAT CHECKLIST

Remain Calm - Keep Caller on Phone - Take Caller Seriously

Where is the What kind of What does it What will car	look like? use it to explod ou calling from? address?	e?				
Sex of Caller	Age_	Race	Le	ngth of Call		
Caller's Voice:						
Calm Slurred Deep Sincere OTHER	Squeaky	Accent Crying	Raspy Lisp Broken Clearing T	Stutter Stressed	Angry Excited Disguised Deep Breath	Distinct
Sackground Sound	s:					
Street Noises P.A. System Office Machiner OTHER	Static y Long	Distance Call	Mu Lo	imal Noises Isic cal Call	Other Voice Motor	es
Time Caller Hun Department Rece Person Receiving	eiving Call					
DIII I EID		MMEDIAT	EL V LIDO	N RECEIVI	NC DOMD T	

Give your name, location and telephone number. Inform the Dispatcher of the situation and provide information obtained from the call. Inform your supervisor, department head and/or hall director.

UPON ARRIVAL OF THE POLICE:

- Cooperate fully with the police officers and provide them with as much information as possible.
- You may be asked to make a quick search of those areas in your office, classroom, lab or residence hall room with which you are most familiar.

• If you should spot a suspicious object or package, report it to authorities immediately. Under no circumstances should you touch it, tamper with it, or move it in any way.

BUILDING EVACUATION FOR BOMB THREAT

- All building evacuations will occur when an alarm sounds continuously and/or upon direction of the University Police or other emergency services personnel.
- Move quickly to the nearest marked exit and alert others to do the same.
- All faculty, staff, students and visitors will IMMEDIATELY evacuate the building. Information regarding the nature of the emergency will be provided once occupants are outside. EVACUATE AT LEAST 300 FEET AWAY FROM THE FACILITY.

ASSIST THE HANDICAPPED – DO NOT USE ELEVATORS

Notify:

University Police	(870) 972-2093
Facilities Management	(870) 972-2066
Safety & Emergency Management.	(870) 972-2862

- University Police will conduct a search and announce "All Clear".
- Do not return to building until "All Clear" is given.

EXPLOSION

- Sound Fire Alarm
- Evacuate Building
- DO NOT USE ELEVATORS

CHEMICAL LEAK/SPILL/DISPOSAL

Notes and Precautions: The nature and quantity of hazardous substances used in laboratories requires preplanning to respond safely to chemical spills. The cleanup of a chemical spill should only be done by knowledgeable and experienced personnel. Spill kits with instructions, absorbents, protective equipment and disposal bags and labels should be available to clean-up minor spills.

A minor chemical spill is one that the laboratory staff is capable of handling safely without the assistance of Environmental Health & Safety or emergency personnel. All other chemical spills are considered major.

CHEMICAL LEAK: Large quantities (i.e. drums, tanks, pipes).

Notify:

Environmental Health & Safety	(870) 972-2862
Facilities Management	(870) 972-2066
University Police	(870) 972-2093

ASSIST THE HANDICAPPED TO EVACUATE

CHEMICAL SPILL: Small quantities (i.e. laboratory quantities).

Minor Chemical Spill Procedures

- Notify Responsible Department.
- Alert people in immediate area of spill.
- Wear protective equipment including chemical splash goggles, appropriate gloves and lab coat.
- Avoid breathing vapors from spill.
- Confine spill to small area. Use appropriate spill kit to absorb the spilled material.

Minor Chemical Spill Procedures (cont.)

- Bag cleanup material and label it with the Hazardous Waste label and call Environmental Health & Safety for a pick-up.
- Clean spill area with water.

RADIATION SPILL

Notes and Precautions: Spreading of radiation beyond the spill area can easily occur by the movements of personnel involved in the spill or clean-up effort. Prevent spread by confining movements of personnel until they have been monitored and found free of contamination. DO NOT perform remedial actions without the assistance of trained personnel.

RADIATION SPILL PROCEDURES

- Notify personnel in the immediate area of the spill, and prevent others from entering the area.
- Do not attempt to clean up the spill.
- Have all potentially contaminated personnel stay in one area until they have been monitored and shown to be free of contamination.
- Notify:

Radiation Safety Officer	(864) 710-2933
Environmental Health & Safety	(870) 972-2862
University Police	(870) 972-2093

For more info, reference the Radiation Safety webpage: http://www.astate.edu/a/EHS/Radiation-Safety/

EARTHQUAKE

Indoors: DROP where you are, COVER your head and neck with one arm, crawl under a sturdy table, and HOLD ON to the table with your free arm. If a sturdy table is not available, crawl against a wall, avoid windows, shelving and heavy equipment.

Outdoors: Move away from buildings and utility poles. AVOID DOWNED UTILITY LINES.

When shaking stops: Evacuate buildings and do not re-enter due to danger of aftershocks. Stay away from buildings. Do not block streets as a pedestrian or with your car. Streets must remain open for emergency vehicles.

DO NOT USE ELEVATORS

ASSIST HANDICAPPED AND ANY INJURED

Utilities: Facilities Management will shut off gas and electricity.

Fire and Rescue: Facilities Management and University Police will extinguish fires and direct rescue operations.

Food and Shelter:

Dining Services will secure food supplies and ration as situation dictates.

Facilities Management will valve off hot water tanks and swimming pool for emergency drinking water. Residence Life will assign quarters in undamaged buildings.

Medical Personnel will establish first aid station and morgue as required in available buildings.

Communications (Earthquake cont.):

University Police Radios
Facilities Management Radios
Environmental Health & Safety Radios
Convocation Center Radios
Parking Services Radios
C.B. Radios
Cell Phones

EVACUATION

CAMPUS-WIDE EVACUATION

A campus-wide evacuation may be ordered by off-campus authorities or ranking University Police Officer on duty. Evacuation will be announced by University Police.

KASU 91.9 FM, campus cable TV, and the Emergency Alert System will broadcast the evacuation order. University Police will direct traffic. Available evacuation routes include, but are not limited to, those highlighted in red and blue on the enclosed **Emergency Route Map**.

Four (4) locations are available based on situation:

Jonesboro High School Gym	(870) 933-5800
Nettleton High School Gym	
Nettleton High Performing Arts Center	(870) 910-7805 ext. 229
Brookland High School Gym	(870) 932-2080

Commuters and non-emergency staff shall use personal vehicles to go home unless their home is in the danger zone.

No Vehicle? Hitch a ride. **No Ride?** Report to the Student Union. Facilities Management personnel will use available university vehicles to shuttle persons to safety.

- University Police will dispatch an officer to the selected evacuation site, or sites, for control and communication.
- Student Affairs, University Police, Facilities Management, Information & Technology Services, and Safety & Emergency Management will send representatives to the evacuation site, or sites.
- Administrative personnel will arrange for food and housing or further evacuation based on the situation.
- University Police will maintain on-campus security as long as personal safety allows.
- "All Clear" will be announced by University Police with follow-up by KASU 91.9 FM.

BUILDING EVACUATION PROCEDURES

Note: Before an emergency, develop an evacuation plan to make sure everyone in your office/area is aware of basic evacuation procedures in your building. Use the following guidelines:

- An Evacuation of a building is used to move persons out of a building to avoid a potentially threatening situation.
- Upon the sounding of the fire alarm or notification by the Emergency Alert System, evacuate immediately.
- When evacuating a building leave quickly, but calmly, by the nearest exit or stairwell. Alert others to do the same. **DO NOT USE THE ELEVATOR**.
- Do not return to your area to collect personal items prior to evacuating.

BUILDING EVACUATION PROCEDURES (cont.)

- Close doors behind you while exiting.
- You may walk briskly but do not run.
- Do not go to the restroom.
- If smoke is present, stay low. The best quality air is near the floor.
- Once outside, proceed to Emergency Evacuation Checkpoint for your building (listed below).
- Report any missing persons to the University Police and provide the location where last seen.
- **DO NOT** return to an evacuated building until authorized to do so by University Police.
- Assist persons with a mobility, visual or hearing impairment to the nearest exit or stairwell. Alert University Police or Fire department personnel of persons with a mobility impairment left in the building.

PERSONS WITH MOBILITY IMPAIRMENT

EMERGENCY EVACUATION CHECKPOINTS

Note: Before an emergency, develop a personal plan for assistance during a building evacuation. Share this plan with leadership and co-workers in your area. Use the following guidelines:

- Proceed to the nearest stairwell or exit if available.
- DO NOT USE ELEVATOR in the event of fire or power failure.
- Persons with mobility impairment(s) should be calm and remain at the exit or stairwell until assistance arrives. Make sure you inform other evacuees of your location.

Collegiate Park...... Adjoining Parking Lots NW-2A, 2B, 2C First National Bank Arena... East Parking Lot NE-5A, 5B, 5C

Humanities & Social SciencesAggie Circle North SidewalkHonors Living Learning Community 1 – 3South & East Parking Lots N-10A, N-10BHonors Living Learning Community 4East Parking Lot N-10CInformation & Technology ServicesWest Parking Lot SE-2B

Judd Hill Foundation.	South Parking Lot
Kays Hall	
Lab Science East.	<u> </u>
Lab Science West.	
Laundry	*
Library, Dean B. Ellis.	
Museum	
North Park Plaza	
North Park Quad	
Nursing & Health Professions	
Pack Place I & II	
Parking Garage	
Pavilion	
Post Office	
Red Wolf Den Apartments	
Red WOLF (Recreation) Center	
Residence Life Maintenance Bldg	North Parking Lot S-13
Reynolds Center for Health Sciences	East Parking Lot N-6A
Richmond Hall (The Circle)	Southeast Corner of Parking Lot SW-9
ROTC Living Learning Community	West Parking Lot N-10C
Smith Hall (The Circle)	Southeast Corner of Parking Lot SW-
9	
Soccer & Tennis Complex	<u>C</u>
STEM Living Learning Community	C
Strickland Hall (The Circle).	Northwest Corner of Parking Lot SW-
9	
Student Activity Center (SAC)	West Parking Lot, Southwest
Corner	
Student Health Center	<u>C</u>
Student Union, Reng.	
Track & Field Complex.	<u>C</u>
University Hall	
University Police Department	
Wilson Advisement Services.	
Wilson Hall	East Lawn

PSYCHOLOGICAL CRISIS

Note & Precautions: There are psychological consequences to every emergency. The Counseling Center is available to assist with post-traumatic stress in all situations. A psychological crisis exists when an individual is threatening harm to himself/herself or others, or is out of touch with reality. A psychotic break may be manifested by hallucinations or uncontrollable behavior.

If a psychological crisis occurs on campus:

- Monday through Friday 8:00 am 5:00 pm, call the Counseling Center at **972-2318**. A counselor will respond to your location. After hours, call the University Police Department at **972-2093**. A counselor will be notified and will respond.
- In a life-threatening emergency situation (i.e. involving a weapon), immediately notify UPD and provide your name and location so officers can respond to the situation. UPD personnel will notify the Counseling Center when necessary.
- The Associate Vice Chancellor for Student Affairs may be contacted. This will be in accordance with the University policy.

Students experiencing a severe psychological crisis should go to the nearest hospital emergency room or contact Arkansas State University's Counseling Center which provides individual and group counseling to currently enrolled A-State students. Its professionally trained staff seeks to assist students with social, emotional and academic concerns in a sensitive, caring and confidential manner.

SHELTER-IN-PLACE

In the unlikely event of an accidental or intentional release of hazardous chemicals or biological agents in the area, the best action may be to shelter in place. The following are guidelines to follow if sheltering in place is advised.

- The University Police Department and local emergency services will use every means available to advise the University Community of imminent dangers.
- Media that may be used by UPD and local emergency services includes email, A-State website
 (AState.edu), telephone, KASU, AM/FM radio stations, local television stations and the Emergency Alert
 System.
- Turn off the heating or air conditioning in your area if you have the means to do so. The Facilities Management Department will turn off all main air handlers and exhaust systems.
- Do not use the elevators. Elevators can become stuck when air handlers are turned off.
- Seek shelter on floors above ground level and in the interior part of the building in an area with the least amount of windows and doors.
- After everyone has settled, use material such as plastic and tape to seal doorways.
- Wait for further instructions from the University Police Department or other emergency personnel.
- Use phones only for an emergency. Overuse of phones, including cellular, can overburden the system and delay emergency calls.
- It is highly suggested that all departments invest in a small battery powered radio in case electricity is lost.
- Once the emergency is over you will be instructed to evacuate the building.

BLUE LIGHT EMERGENCY PHONES

Arkansas State University has seventy-four (74) blue light emergency call boxes positioned throughout the campus. By picking up the phone and/or pressing the red button, you are connected directly to UPD. These phones should be used for emergencies and for reporting crimes or suspicious activity. Emergency phones are also located in all campus elevators.

Emergency Phone Locations	
Administration Building - SE Lawn	Arkansas Biosciences - Parking Lot S-17
Arkansas Hall - Parking Lot S-9C	Cherokee Street - Parking Lot S-11A
Childhood Development - East SE-4B	Childhood Development - West SE-4A
The Circle - Parking Lot SW-9	Collegiate Park Bldg 5
HLLC Bldg 1 – NE	Collegiate Park Pool
HLLC Bldg 3 – SW	HLLC Bldg 2 - Parking Lot N-10A
HLLC Bldg 4 – South	HLLC Bldg 4 - North
HLLC Classroom Bldg – SE	HLLC Bldg 4 - West
Humanities & Social Sciences - East	HPESS - Parking Lot SW-5C
Humanities & Social Sciences - West	Humanities & Social Sciences - South
Kays Hall - Parking Lot NW-1B	Intramural Fields - Parking Lot SW-8
Library - Parking Lot SW-5A	Lab Science - Pedestrian Mall
NPQ Bldg 3 - Parking Lot N-5C	NPQ Bldg 1 - Parking Lot N-5A
NPQ Bldg 5 - Parking Lot N-5D	Pack Place - Parking Lot S-10
Parking Deck Level 1, 2 & 3 NE Corner	Parking Deck Level 1, 2 & 3 SE Corner
Parking Deck Level 1, 2 & 3 NW Corner	Parking Deck Level 1, 2 & 3 SW Corner
Parking Lot N-9A - Central	Parking Lot N-9A - East
Parking Lot N-9A - West	Pavilion
Red Wolf Den Bldg 1 - Level 1 East	Red Wolf Den Bldg 1 - Level 1 West
Red Wolf Den Bldg 1 - Level 2 East	Red Wolf Den Bldg 1 - Level 2 West
Red Wolf Den Bldg 1 - Level 3 East	Red Wolf Den Bldg 1 - Level 3 West
Red Wolf Den Bldg 1 - Parking Lot N-4C	Red Wolf Den Bldg 2 - Level 1 East
Red Wolf Den Bldg 2 - Level 1 West	Red Wolf Den Bldg 2 - Level 2 East
Red Wolf Den Bldg 2 - Level 2 West	Red Wolf Den Bldg 2 - Level 3 East
Red Wolf Den Bldg 2 - Level 3 West	Red Wolf Den Bldg 2 - Parking Lot N-4B
Red Wolf Den Bldg 3 - Level 1 East	Red Wolf Den Bldg 3 - Level 1 West
Red Wolf Den Bldg 3 - Level 2 East	Red Wolf Den Bldg 3 - Level 2 West
Red Wolf Den Bldg 3 - Level 3 East	Red Wolf Den Bldg 3 - Level 3 West
Red Wolf Den Bldg 3 - Parking Lot N-4A	Red WOLF Rec. Center
ROTC LLC - Parking Lot N-10C	Soccer & Tennis - Parking Lot SW-7
SAC - Parking Lot NE-2A	STEM LLC - Parking Lot N-10C
University Hall - Dean Street	Village Apts, Ironwood - Parking Lot SE-1E
University Police - Lobby	