

EASTERN ARIZONA COLLEGE

EMERGENCY

Response Guidelines

For emergency help
DIAL 911 or (928) 428-3141 (Graham County Sheriff)
(928) 428-8240 or (928) 428-8241 (Campus Police)
Police • Fire • Medical

Prepared by Eastern Arizona College
Campus Police and Crisis Management Team
July 2014

Keep this booklet within easy reach of your campus phone.
www.eac.edu/prepared

Crisis Management at Eastern Arizona College

Eastern Arizona College has established a Crisis Management Team to guide response to campus crises that pose a threat to health, life, and property. The standing Crisis Management Team includes individuals from the areas of student affairs, facilities planning and management, public safety, marketing and communications, risk management, College computing services, and faculty. In the event of a crisis, this standing team would be expanded to include other members of the College community as appropriate based on the nature of the crisis.

In accordance with the College's Crisis Management Protocol, available on the Web at www.eac.edu/prepared, the team is responsible for gathering and reviewing details of the crisis, determining crisis management and response activities, specifying communication procedures with internal and external audiences, and briefing senior staff. In a crisis, the College president has the ultimate decision-making authority. The Executive Vice President or Provost will act in the president's absence.

The Crisis Management Team is also responsible for providing education regarding crisis management to the campus community and for establishing positive working relationships with community law enforcement and emergency management personnel. This booklet, which is also available online at www.eac.edu/prepared, is one of the educational initiatives of the crisis team. Please review it carefully and then keep it within easy reach of your campus phone.

EAC Emergency Procedures

1. Purpose

The basic emergency procedures in this manual are to enhance the protection of lives and property through effective use of College and campus community resources. Whenever an emergency or unusual occurrence affecting the campus reaches proportions THAT CANNOT BE HANDLED BY ROUTINE MEASURES, the President, or designee may declare a state of emergency, and these contingency guidelines may be implemented. These are two general types of emergencies that may result in the implementation of this plan. These are: (1) large-scale disorder, and (2) large-scale natural/man-made disaster. Since an emergency may be sudden and without warning, these procedures are designed to be flexible in order to accommodate contingencies of various types and magnitudes.

2. Scope

These procedures apply to all personnel, buildings and grounds, owned and operated by Eastern Arizona College, to include those peripheral areas adjoining the College.

3. Types of Emergencies and/or Unusual Occurrences

Emergencies covered by this manual are:

- Medical Emergencies
- Fire
- Gas Leaks, Hazardous spills, ie: Gasoline/Sulfuric Acid, etc.
- Bomb Threats and Suspicious Packages
- Explosions
- Earthquakes
- Civil Disturbance or Demonstrations
- Violent or Criminal Behavior (including shooting incidents)
- Power Outages
- Flooding or Water Leaks
- Hazardous Spills and/or Leaks

In addition, there are sections on how to report emergencies or unusual occurrences, how to evacuate buildings and how to administer first aid.

4. Definitions

The College President or designee serves as the overall Emergency Response Team Commander during any major emergency, disaster or unusual occurrence. The following definitions of an emergency, disaster or unusual occurrence are provided as guidelines to assist building and area coordinators in determining appropriate response:

EMERGENCY: An incident, potential or actual, which affects an entire building, buildings or campus site, which disrupt the overall operations of the College. Outside emergency services will probably be required, as well as major efforts from campus support services. Major policy considerations and decisions will usually be required from the College administration during time of crises. These types of emergencies should be immediately reported to Campus Police and the Graham County Sheriff's Office communication center.

DISASTER: Any natural or man-made event that has taken place and has seriously impaired or halted the operations of the College. In some cases, mass personnel casualties and severe property damage may be sustained. A coordinated effort of all campus-wide resources is required to effectively control the situation. Outside emergency services will be essential. In all cases of disaster, and Emergency Command Post will be activated, and the appropriate support and operational plans will be executed.

UNUSUAL OCCURRENCE: Any incident or minor natural disaster, (ie: flood, wind damage, water leak, etc.), actual or potential, which will not seriously affect the overall functional capacity of the College. Report this type of incident to Campus Police immediately.

Any incident that has the potential for adverse publicity concerning Eastern Arizona College should be promptly reported to the Administration and/or Campus Police.

5. Assumptions:

The College Emergency Response Plan is predicted on a realistic approach to the problem likely to be encountered on campus during a emergency, disaster or unusual occurrence. Hence, the following are general guidelines:

An emergency, disaster or unusual occurrence may occur at anytime of the day or night, weekend or holiday, with little or no warning.

The succession of events in an emergency, disaster or unusual occurrence are not predictable, hence, published support and operational plans will serve only as a guide and checklist, and may require field modifications in order to meet the requirements of the event.

Disasters may effect residents in the geographical area of Eastern Arizona College, therefore, city, county and federal emergency services may not be readily available. A delay in off-campus emergency services may be possible.

An emergency may be declared if information indicates that such conditions are developing or are probable.

6. Declaration of Campus State of Emergency

The authority to declare a "Campus State of Emergency" rests with the President of Eastern Arizona College or the Executive Vice President, or in their absence, an designee, as follows:

During the period of any major campus emergency, the Campus Police Supervisor on duty, shall place into immediate effect the appropriate procedures necessary in order to meet the emergency, safeguard persons and property, and maintain facilities. The Campus Police Supervisor shall immediately consult with the President, Executive Vice President or designee regarding the emergency and the possible need for a declaration of a "Campus State of Emergency."

When this declaration is made only those persons as emergency response team members will be allowed in the immediate area of the emergency or disaster site.

Campus Emergency Command Post

When a major emergency occurs, or is imminent, it shall be the responsibility of the Emergency Response Team to establish an Emergency Command Post. The Campus Police Office near the Memorial Bell Tower on College Avenue shall be kept operational at all times. A secondary Emergency Command Post may be designated if necessary. If the Campus Police Office is not available due to the emergency, the Thatcher Police Department at Thatcher Town Hall may be used as an Emergency Command Post. A conference room on campus may be designated for emergency crews to stage and for use by the College Public Information Officer and local media crews.

Emergency command post equipment includes, but is not limited to:

- a. Cellular Telephones
- b. Portable, handheld radios
- c. Barrier tape and traffic cones
- d. First-aid kit
- e. Copy of Emergency Response Guidelines
- f. College Emergency Contact List and Emergency Services Numbers
- g. Campus telephone directory and local telephone directory
- h. Flashlights

Campus Emergency Response Team

In addition to establishing an Emergency Command Post as necessary, the Campus Police supervisor shall immediately begin contacting all necessary members of the Campus Emergency Response Team that are available and that may be needed for the specific emergency or incident. The team may consist of , but is not limited to the following personnel:

- Emergency Response Team Commander President of Eastern Arizona College or Executive Vice President.

- Damage Assessment and Control Director of Physical Plant

- Campus Police/Security Campus Police and Security Officers and all Security resources as necessary. Members of Thatcher Police Dept. as the situation requires.

- Media/Public Relations. Public Information Officer

- Medical: Campus Nursing Staff

- Housing: Director of Housing

- Hazardous materials: Lab Science Coordinators

The Team Commander is to designate substitutes for each necessary post with the resources available at the time.

The Emergency Response Team members are to keep in constant communication with the Emergency Command Post.

General Responsibilities of the Team Members are as follows:

- 1. Response Team Commander:** President of Eastern Arizona College or Executive Vice President of Eastern Arizona College
 - a. Is responsible for the overall notification, coordination, and direction of the College Emergency Response Team.
 - b. Works with the Campus Police Supervisor and others in assessing the emergency and preparing the College's response.
 - c. Determines the type and magnitude of the emergency and establishes an appropriate Emergency Command Post.
 - d. Notifies and conducts liaison activities with the College administration, Governmental Agencies, Emergency Response Team, and others as necessary.
 - e. Begins assessment of the College's condition and extent of emergency.
 - f. Notifies and uses the assistance of Law Enforcement Agencies, Campus Police, College Employees and if necessary, students, in order to maintain Campus safety and order.
 - g. Insures that appropriate notification is made to off-campus staff when necessary.
 - h. Declares an end, when appropriate, to the campus state of emergency.
 - i. Performs other related duties, as dictated by the type of emergency.
 - j. Directs the preparation of a report, evaluating the final outcome of the emergency.

- 2. Physical Plant Services:** Director or designee.
 - a. Provides equipment and personnel to perform shutdown procedures, hazardous area control, barricades, damage assessment, debris clearance, emergency repairs and equipment protection.
 - b. Provides vehicles, equipment and operators for movement of personnel and supplies; assigns vehicles as required to the Emergency Response Team for emergency use.
 - c. Obtains the assistance of utility companies as required for emergency operation.
 - d. Furnishes emergency power and lighting systems as required.
 - e. Surveys habitable space and relocates essential services and functions.
 - f. Provides facilities for emergency generator fuel during actual emergencies.
 - g. Provides for storage of vital records at an alternate site; coordinates with building and area coordinators for liaison and necessary support.
 - h. Provides support to the Emergency Response Team as requested.

3. **Campus Police/Security:** Campus Police Supervisor.
 - a. Maintains the Campus Police office in a state of constant readiness.
 - b. Activates the Emergency Response Team by proper notification.
 - c. Monitors Campus emergency warnings and evacuations.
 - d. Obtains assistance from city, county, state and federal government agencies when necessary.
 - e. Provides traffic control, access control, perimeter and internal security and fire prevention services as needed.
 - f. Maintains personnel in the Command Post for telephone and radio traffic.
4. **Media/Public Information:** Public Information Officer.
 - a. Establishes liaison with the news media for dissemination of information as requested by the President or Executive Vice President.
 - b. Establishes liaison with local radio and/or television services for public announcements.
 - c. Arranges for photographic and audio-visual services of the event.
 - d. Advises the President or designee of all news concerning the extent of the event affecting the campus.
 - e. Prepares news releases for approval and release to the media concerning the event.
5. **Medical:** Campus Nursing Staff.
 - a. Provides emergency care for sick and injured.
 - b. Designates and commands a medical triage/treatment area for related injury or ill victims.
 - c. Provides technical and safety assistance during the emergency or disaster condition.
 - d. Evaluates Campus hazards to environmental health and industrial safety during and after the event.
 - e. Prepares and submits a report to the President regarding injuries and/or illnesses associated with the event.
6. **Housing:** Director of Housing.
 - a. Activates evacuation of residence halls when deemed necessary.
 - b. Monitors residence halls' evacuation.
 - c. Assists with and facilitates inspections of residence halls.
 - d. Maintains a headcount of the residents.
 - e. Notifies residence hall students of emergency procedures.
7. **Hazardous Materials:** Lab Science Coordinators.
 - a. Determines if a hazardous material spill is serious enough to notify local fire department, and if so;
 - b. Activates evacuation of the building/lab to a safe location.
 - c. Calls fire department and reports details of the spill to proper emergency personnel.
 - d. Provides technical and safety assistance.

Responsibilities

1. President

The President or Executive Vice President of Eastern Arizona College, or their designee is responsible for the overall direction of Campus emergency operation as outlined in the Emergency Response Team section of this guide.

2. Administrators, Deans, and Department Heads:

Every administrator, dean or department head may appoint a specific person as Building/Facility Coordinator for every activity under their control, and has the following general responsibilities prior to and during any emergency.

- a. Emergency Preparedness
 - i. Building evaluation information shall be distributed to all employees, follow-up discussions, on-the-job training or explanation will be given as required. Contact Campus Police for assistance in this area.
 - ii. Time shall be allowed for training employees in emergency techniques such as fire extinguisher usage, first aid, CPR and building evacuation
- b. Emergency Situations
 - i. Inform all employees under their direction of the existing emergency.
 - ii. Evaluate impact the emergency has on their activity and take appropriate action. This may include ceasing operations and initiating an evacuation of a building.
 - iii. Maintain emergency telephone communication with officials from their location or from an alternate location if necessary.

2. Faculty and Supervisors:

Each faculty and staff supervisor has the responsibility to:

- a. Educate their students and/or employees concerning College emergency procedures as well as evacuation procedures for their building and/or activity.
- b. Inform their students and/or staff of an emergency and initiate emergency procedures as outlined in this guide.
- c. Designate, in advance, a safe staging area where students and/or staff will go in case of an emergency. This may require a primary area and a secondary area more distant from their classroom or work area.
- d. Evaluate, survey and estimate there assigned building facility or activity in order to determine the impact of a fire, earthquake or other disaster could have on their facility. Report all safety hazards to Campus Police and Physical Plant Services. Notify Physical Plant Services, in writing, of any concerns that could cause potential accidents or be hazardous to those using the facility.
- e. **IMPORTANT:** Inform all students, staff, and faculty to conform to building evacuation guidelines during any emergency and to report to the predetermined staging or gathering area where a head count can be taken.

Reports

An Emergency Response debriefing will follow immediately after the declaration of the end of the State of Emergency. Emergency Response Team members will prepare and submit to the President, a report evaluating the emergency.

You can reach the Eastern Arizona College Campus Police directly from a College phone by dialing either (800) 337-7407 (pager) or (928) 428-8240 (office) or (928) 428-8241 (office), or (928) 428-3141 (Graham County Sheriff's Office Dispatch). In an emergency, please call 911.

Campus Police (928) 428-8240 or (928) 428-8241
or Ext. 8240 or Ext. 8241 from a College phone
or (800) 337-7407 (pager)

DISASTER RESOURCES
Emergency Resource Telephone Numbers

Local Emergency Numbers

Thatcher Fire Dept. 911
Southwest Ambulance Service. 911
Thatcher Police Dept. 911
Graham Co Sheriff's Office. (928) 428-3141
Mt. Graham Regional Hospital. (928) 348-4177
Southeast Arizona Behavioral Health (800) 586-9161
Poison Control Center (800) 262-0101
Suicide Hotline (800) 621-4000
Animal Control 911
Bomb Threat & Removal. 911

Arizona Dept. of Public Safety

Safford Substation (928) 428-2505
Tucson Communication Center (520) 746-4500

Graham County Offices

County Attorney (928) 428-3620
Health Department. (928) 428-1962
Highway Department. (928) 428-3652
Emergency Operations Center. (928) 428-7382
Graham County Sheriff's Office (928) 428-3141
Thatcher Police Department (928) 428-2296
Town of Thatcher (Utilities). (928) 428-2290

American Red Cross (928) 428-3640

COMMUNICATION IN AN EMERGENCY

In the event www.eac.edu is unavailable during an emergency on campus, the College may post information to its Facebook page (www.facebook.com/gilamonsters) or Twitter feed (www.twitter.com/eacmonsters). Please visit these sites for updates and information.

In the case of a weather or safety emergency on campus:

1. The campus emergency warning sirens and internet systems will notify campus of an emergency.
2. Information-including safety instructions for students, faculty, and staff will be made available to the campus community through e-mail, opt-in text messaging, and through the Campus Audible Alert System.

If you receive phone calls inquiring about an emergency situation:

1. Direct requests from the media to College Administration and EAC Public Relations Officer: (928) 428-8320.
2. EAC Administration and Public Relations Office are the only campus offices authorized to disseminate official information about campus emergencies to the campus community.

Please note the unique nature of severe weather:

Weather notifications have a very short timeframe, and severe storms are often difficult to predict precisely. As a result, the EAC emergency notification system will not be used to alert the campus about severe weather watches, warnings, or tornadoes. The College will rely on the most effective methods of notification for severe weather: local weather alerts via radio or TV and the National Weather Service.

VIOLENCE ON CAMPUS

If you witness an act of violence on campus:

1. Get away from the situation as quickly as possible.
2. If you cannot get away, take cover to protect yourself.
3. Dial 911 or (928) 428-8240 or (928) 428-8241 or pager at (800) 337-7407 to report the incident.

If a threat to human safety occurs on campus:

1. The campus Audible Alert System will be sounded along with text/email alert systems.
2. Information-including safety instructions for students, faculty, and staff will be made available to the campus community through e-mail, opt-in text messaging.

VIOLENCE IN THE WORKPLACE

Workplace violence often begins with inappropriate behavior or signs that, when detected and reported, may help prevent its occurrence. The following information may be helpful in detecting or anticipating workplace violence and help to create a safer, healthier workplace for everyone.

If violence occurs or there is an immediate threat of violence:

1. Leave the area immediately if possible. If this is not possible, try to lock yourself in a secure area.
2. If possible, dial 911 or (928) 428-8240, (928) 428-8241, (800) 337-7407 (pager). Give Campus Police or dispatcher as many details as possible.

Workplace Violence Prevention

- Be aware of what is going on around you at all times. Awareness is a proven method for increased personal safety.
- Tell your supervisor when you notice unusual or suspicious behavior.
- Attend a violence prevention seminar that includes training in conflict resolution and positive ways of dealing with hostile individuals. These are offered by Campus Police and the Counseling Department.
- Refer employees exhibiting inappropriate behavior to the Division Chair.
- Do not hesitate to call Eastern Arizona College Campus Police for help.
- Remember: A safe workplace is everyone's responsibility.

Examples of workplace Violence

- Threats, direct or implied
- Physical conduct such as pushing, shoving, or striking that harms or has the potential to harm people or property
- Conduct that harasses, disrupts, or interferes with another individual's performance
- Conduct that creates an intimidating, offensive, or hostile environment

Risk Factors That Contribute to Workplace Violence

- Termination of employment
- Disciplinary actions
- Ongoing conflicts between employees
- Domestic or family violence
- Financial problems

Potential Warning Signs

- Verbal, nonverbal, or written threats
- Fascination with weapons or violence
- New or increased stress at home or work
- Expressions of hopelessness or anxiety
- Insubordinate behavior
- Dramatic change in work performance
- Destruction of property
- Drug or alcohol abuse
- Externalization of blame

HOSTAGE SITUATION

If you are involved in a hostage situation:

1. Dial 911 or (928) 428-8240 or 8241, if possible, and supply as many details as possible including the number of persons involved, description of hostage takers, weapons displayed, threats made, etc.
2. Do what you are told without argument.
3. Do not attempt to negotiate or argue with the hostage taker.
4. Try to get others to remain calm. Tell them to do what they are told.

DEMONSTRATIONS AND DISTURBANCES

Not all demonstrations are unlawful. The U.S. Supreme Court has ruled that certain activity is protected under the U.S. Constitution. However, any demonstration on College property that interferes with the educational function of the institution or in which violence, property damage, or other unlawful behavior occurs is unlawful.

If you have a question about whether a demonstration is unlawful, call Campus Police at (928) 428-8240 or 8241, (800) 337-7407 (pager), (928) 428-3141 (Sheriff's Office), or Campus Administration (928) 428-8231.

If a disturbance appears to threaten the safety of faculty, staff, or students:

1. Immediately call 911 or Campus Police at (928) 428-8240 or 8241, (800) 337-7407 (pager).
2. Lock doors as possible and appropriate to isolate the disturbance.
3. Take steps to protect your own safety and the safety of other faculty, staff, and students.
4. Encourage people to leave the area.

MEDICAL EMERGENCIES

If someone becomes ill or is injured and requires immediate assistance:

1. Dial 911 or Graham County Sheriff's Office (928) 428-3141. Provide detailed information on the location of the ill or injured person.
2. Unless you are trained, do not attempt to render any first aid before assistance arrives.
3. Do not attempt to move a person who has fallen and appears to be in pain.
4. Attempt to obtain the following information from the ill or injured person:
 - Name, if not known
 - Description of symptoms
 - Allergies
 - Medications
 - Major medical history (heart condition, asthma, diabetes, etc.)
5. Remain at the scene after emergency personnel have arrived to provide information.
6. Planning for such emergencies includes being trained in emergency first aid procedures and CPR.

If someone may have been poisoned:

1. Dial (800) 262-0101 to reach the Poison Control Center. The center can also answer questions about poisons and poison prevention.
2. If the person has collapsed, is not breathing, or is having seizures, dial 911 or (928) 428-3141.

Information about Influenza

- Eastern Arizona College is aware of the impact the flu could have on our campus. To prepare, a committee is working with local and county officials to create a coordinated response plan.
- To learn more about influenza and some practical, common sense measures you can take to reduce your risk of contracting the flu, visit www.eac.edu/flu.

EVACUATION OF A BUILDING

To be prepared for an emergency, you should:

1. Recognize the sound of the evacuation alarm.
2. Know at least two ways out of the building from your regular workspace.
3. Know the predetermined meeting location for your unit.

When you hear the evacuation alarm or are verbally instructed to begin evacuating the building:

1. Try to make sure that all members of your department hear the alarm and evacuate the area by quickly checking nearby restrooms, copier rooms, storage rooms, etc., as you exit.
2. Use the nearest stairway. Do not use the elevator.
3. If requested, accompany and assist persons with disabilities.
4. Shut all doors behind you as you go. Closed doors can slow the spread of fire, smoke, and water.
5. Evacuate as quickly as possible but in an orderly manner. Do not push or shove.
6. Once outside, move at least 100 feet from the building or follow the instructions of emergency personnel on the scene. Stay away from building entrances to avoid interfering with emergency personnel or equipment.

EVACUATION OF PERSONS WITH PHYSICAL DISABILITIES

The following information provides basic guidelines for assisting persons with physical disabilities during an emergency evacuation.

Ground Floor

Persons with physical disabilities should exit the building along with other building occupants.

Above or Below Ground Floors

Visually Impaired

Tell the person with the visual impairment the nature of the emergency and offer to guide the person to the nearest exit. Have the person take your elbow and escort him/her out of the building. As you walk, advise the person of any obstacles. When you reach safety, orient the person to where he/she is and ask if any further assistance is necessary.

Hearing Impaired

Alert the person that there is an emergency situation by using hand gestures or by turning the light switch on and off. Verbalize or mouth instructions or provide the individual with a short note containing instructions. Offer assistance as you leave the building.

Mobility Impaired

Since elevators should not be used for evacuation during an emergency, persons with mobility impairments will need assistance evacuating. Individuals who can walk may be able to evacuate themselves. Walk with the person to provide assistance if necessary.

Evacuating individuals who are not able to walk is much more complicated. If there is no immediate danger, take the individual to a safe place to await emergency personnel. Whenever possible, someone should remain with the person while another individual exits the building and notifies emergency personnel of the mobility impaired person's exact location.

Only in situations of extreme and immediate danger should you try to evacuate a wheelchair user yourself. The person with the disability is the best authority on how he/she should be moved. Ask before you move someone. While it is best to let professional emergency personnel conduct the evacuation, a person with a mobility impairment can be carried by two people who have interlocked their arms to form a "chair" or by carrying the person in a sturdy office chair.

EARTHQUAKE

If you are inside during an earthquake:

1. Immediately take cover under a table or desk, or stand in a doorway. In areas where cover is not available, kneel at the base of an interior wall, facing the wall and with head down and covered by arms.
2. Turn your body away from windows and mirrors.
3. Be alert for falling objects and stay away from overhead fixtures, filing cabinets, bookcases, and electrical equipment.

If you are outside during an earthquake:

1. Move to an open area away from buildings, trees, and power lines.
2. If unable to move to an open area, watch for falling objects.

If you are in an automobile during an earthquake:

1. Stop your vehicle in the nearest open area.
2. Stay in the vehicle until the shaking stops.

After an earthquake:

1. Be aware of the possibility of aftershocks.
2. If possible and it is safe to do so, evacuate the building as soon as the shaking has ceased.
3. Do not move injured persons unless they are in obvious immediate danger (from fire, building collapse, etc.).
4. Open doors carefully. Watch for falling objects.
5. Do not use elevators.
6. Do not use matches or lighters.
7. Limit use of telephone to calls for emergency services.

TORNADO/SEVERE THUNDERSTORM

Tornado Watches and Warnings

A tornado watch means that weather conditions are favorable for the formation of a tornado. A tornado warning is issued when a tornado has actually been sighted in the surrounding area. Emergency warning sirens are activated when there is a tornado warning.

If a tornado warning has been issued and you are inside:

1. Stay inside.
2. Stay away from outside walls, windows, mirrors, glass, overhead fixtures, and unsecured objects such as filing cabinets or bookcases.
3. If possible, move to a below-ground-level floor, interior corridor, or room or office without windows and crouch low with your hands covering the back of your head and neck.
4. Do not use elevators.
5. If requested, assist persons with disabilities to the safest area on the same floor.
6. Do not leave the shelter area until after the storm is over.
7. Continue to monitor the weather via radio or television until the tornado warning has been lifted for your area.

If a tornado warning has been issued and you are outside:

1. If you are in your car, get out of it. Never try to outrun a tornado.
2. Look for a nearby safe structure in which to take shelter.
3. If there is no shelter, lie down flat in a low area such as a ditch away from trees with your hands covering the back of your head and neck.

EXPLOSIONS

Chemicals, leaking gas, faulty boilers, or falling aircraft are some possible causes of life-threatening explosions.

If you hear or are in the area of an explosion:

1. Dial 911 or (928) 428-8240 or (928) 428-8241 (Campus Police), or (928) 428-3141 (Sheriff's Office).
2. Crawl under a table or desk.
3. Be prepared for possible further explosions.
4. Stay away from windows, mirrors, overhead fixtures, filing cabinets, bookcases, and electrical equipment.
5. Evacuate the building if the fire alarm sounds.
6. Do not move seriously injured persons unless they are in obvious immediate danger (of fire, building collapse, etc.).
7. Feel doors for heat before opening, and open carefully.
8. Watch for falling objects.
9. Do not use elevators.
10. If requested, accompany and assist persons with disabilities.
11. Do not use matches or lighters.
12. Limit use of telephone to calls for emergency services.
13. Meet at a predetermined location to account for all members of your unit

FIRE

Response to Fire or Suspected Fire

1. If a burning odor or smoke is present, pull a fire alarm to activate the fire alarm system.
2. If possible, shut off gas in your area.
3. If you can help control the fire without personal danger and have received training, take action with available fire extinguisher. If not, leave the area.
4. Never allow the fire to come between you and an exit.
5. Leave the building, checking as you leave to make sure everyone has left the immediate area. Close doors behind you to confine the fire.
6. Once you have evacuated the building, dial 911 or (928) 428-3141 (Sheriff's Office) and report the location of the fire and the material burning, if known. Report this information to fire and police personnel as they arrive.

Response to Audible Fire Alarms

1. If the audible fire alarm sounds, shut off any gas in your area and evacuate the building.
2. Leave immediately; do not delay to locate personal items.
3. Try to make sure that all members of your department hear the alarm and evacuate the area by quickly checking nearby restrooms, copier rooms, storage rooms, etc., as you exit.
4. Use the nearest stairway. Do not use the elevator.
5. If requested, accompany and assist persons with disabilities.
6. Shut all doors behind you as you go. Closed doors can slow the spread of fire and smoke.
7. Evacuate as quickly as possible but in an orderly manner. Do not push or shove.
8. Once outside, move at least 100 feet from the building.
9. Meet at a predetermined location to account for all members of your unit.
10. Return to the building only when given the "all clear" by Campus Police or other proper emergency personnel. Do not assume that when the audible alarm ceases it is safe to enter the building. There are many possible reasons for the alarm to stop sounding.

FLOODING AND WATER DAMAGE IN A BUILDING

Serious water damage can occur from a number of sources: broken pipes, clogged drains, damaged skylights or windows, or construction errors.

If a water leak occurs:

1. Call Physical Facilities (928) 428-8301, or Campus Police (928) 428-8240 or x8241, or College Administration (928) 428-8231. Report the exact location and severity of the leak.
2. If there are electrical appliances or outlets near the leak, use extreme caution. If there is any possible danger, evacuate the area.
3. If you know the source of the water and are confident of your ability to stop it (i.e., unclog the drain, turn off the water, etc.), do so.
4. Be prepared to assist as directed in protecting objects that are in jeopardy. Take only essential steps to avoid or reduce immediate water damage, such as covering objects with plastic sheeting or moving small or light objects out of danger.

HAZARDOUS MATERIAL SPILLS

A hazardous material spill is a spill in which there is a significant amount of a hazardous material released or one in which the release of the substance cannot be controlled. Examples of hazardous materials in quantities that would be considered a spill are: more than one gallon of bleach, more than 100 mL of sulfuric acid, more than one gallon of gasoline, and any quantity of mercury. Examples of infectious materials include blood and other body fluids.

Hazardous Material Spill Response

1. If the hazardous material comes in contact with your skin, immediately flush the affected area with copious amounts of water for at least 15 minutes and then seek medical attention.
2. Dial 911 or (928) 428-8240 or (928) 428-8241 (Campus Police), or (928) 428-3141 (Sheriff's Office)
3. Stop the source of the hazardous material if possible.
4. Evacuate the immediate area, closing doors behind you.
5. Unless you are trained, do not attempt to clean up the spill yourself.
6. Make yourself available to emergency personnel to supply critical information to aid in clean up.
7. Provide as much of the following information as possible:
 - Where has the hazardous material spill occurred? Specify the floor, room number, and location in the room.
 - Has there been a fire and/or explosion?
 - Are there any injuries? If so, how many?
 - What material has been spilled?
 - What is the state of the material (i.e., solid, liquid, gas, combination)?
 - Is any of the hazardous material escaping from the spill location in the form of chemical vapors/fumes or running or dripping liquid?

Infectious Material Spill Response

1. If the infectious material comes in contact with your skin, immediately wash with soap and water.
2. Unless you are trained, do not attempt to clean up the spill yourself.
3. Contact Physical Facilities (928) 428-8301 until 3 p.m. or Campus Police (928) 428-8240 or x8241, or (928) 428-3141 (Sheriff's Office) after hours, or (928) 965-8240 (Campus Police night officer).
4. Make yourself available to responding Environmental Health and Safety personnel to supply information to aid in clean up.

POWER OUTAGE

Power Outage Response

1. Keep a flashlight in your area.
2. Call Physical Facilities at (928) 428-8301.
3. Provide assistance to others in your immediate area who may be unfamiliar with the space.
4. If you are in an unlighted area, proceed cautiously to an area that has emergency lights.
5. If you are in an elevator, stay calm. Use the emergency button or telephone to alert Campus Police.
6. Initiate power outage protocols for critical operations such as fume hoods.

SUSPICIOUS MAIL OR PACKAGE

Characteristics of Suspicious Letter or Package

Some typical characteristics, which in combination may trigger suspicions, are:

- Restricted marking such as "Personal" or "Special Delivery"
- No return address or one that cannot be verified as legitimate
- A city or state in the postmark that does not match the return address
- Unusual weight based on size
- Lopsided or oddly shaped, strange odors, oily stains, crystallization, protruding wires, rigid or bulky, excessive tape or string

If you receive a suspicious letter or package:

- Do not try to open it.
- Isolate it.
- Call Campus Police at (928) 428-8240 or (928) 428-8241 or (800) 337-7407.

If you open a parcel containing suspicious material or alleged to contain suspicious material:

- Set it down where you are. Do not move the contaminated material. If any material spills out of the letter or package, do not try to clean it up and do not brush off your clothes as this could disperse material into the air.
- If the material is corrosive or presents an immediate danger, wash or rinse your hands.
- Close the door to the area where the suspicious parcel was opened and do not allow others to enter the area.
- Call Campus Police at (928) 428-8240 or (928) 428-8241 or (800) 337-7407.
- Stay at the scene to answer questions from Campus Police and Physical Facilities personnel. If anyone enters the closed area in which the suspicious letter or package is, that person should also stay at the scene.

SUSPICIOUS OBJECT

A suspicious object is defined as any package, parcel, container, or other object that is suspected of being an explosive device because it is out of place or unusual for that location and cannot be accounted for, or because a threat has been received.

If you find a suspicious object:

1. Do not touch the object.
2. Move people away from the object.
3. Do not use portable radio equipment or cell phones within 100 feet of the suspicious object.
4. Dial 911 or call Campus Police at (928) 428-8240 or (928) 428-8241 or (800) 337-7407 (pager).
5. Follow police instructions precisely.
6. Do not attempt to evacuate the building without the authorization or assistance of emergency personnel. Current emergency management guidelines caution against automatic evacuation. In most cases, people are likely to be more secure in their offices, laboratories, or classrooms than in hallways that have not been searched or outdoors where an actual threat may be even more likely to exist.
7. If a search of the building is conducted, you and other staff may be asked to accompany Campus police officers since you are more likely to notice something out of the ordinary in your own area or facility.

BOMB THREAT

Bomb threats are managed on a case-by-case basis, based on the characteristics of the situation. Anonymous bomb calls sometimes lead to threats other than bombs. There are cases where such calls were a device to lead evacuees to real danger: a bomb in a meet-up location or an active shooter.

The decision to evacuate or secure in place is determined based on where individuals will be safest. A threat is not assumed to be inside the building. Evacuation is not always the safest response to a bomb threat.

If you receive a telephone bomb threat:

1. Listen carefully. Be polite and show interest. Try to keep the caller talking so that you can gather more information about the device, the validity of the threat, or the identity of the caller. Listen carefully for background noises.
2. Note the phone number of the caller if your telephone has a display. You can display the number of the caller on many EAC phones by pressing "Call Log."
3. Gather as much information as possible. If possible, use the Bomb Threat Information Checklist on the next page of this booklet to question the caller in a polite and nonthreatening manner.
4. Upon completion of the call, immediately dial 911 or call Campus Police at (928) 428-8240 or (928) 428-8241 or (800) 337-7407 (pager) to notify Campus Police. Then complete the Bomb Threat Information Checklist while the call is still fresh in your memory.
5. Remain available to answer questions.
6. If the threat was received by another individual and he/she is relaying information to you, use the Bomb Threat Information Checklist to gather as much information as possible.

CAMPUS ALERT SYSTEM

Eastern Arizona College has implemented a Campus alert system intended to provide students, staff, and guest, with an audible notification of an emergency event. The audible alert system consists of speakers located in the Memorial Bell Tower and procedures designed to utilize the speakers along with other methods of notification to quickly disseminate information throughout campus in the event of an emergency.

These speakers can produce both tone or voice output designed to be audible throughout campus. The system will sound for campus emergencies during which individuals will be instructed as to the nature of the emergency and the appropriate action that should be taken.

Along with the audible campus alert system, the college also utilizes text messaging and internet-based alert technology to contact and alert staff and faculty members. These systems are activated along with the audible system.

These systems are designated and maintained for emergency use only and will only be used when an emergency arises. There will be times that the systems are periodically tested to assure that they are functioning correctly and to evaluate police, staff, and student response.

Chain of Authority to Authorize the Campus Alert System

1. President
2. Executive Vice President
3. Provost
4. Dean
5. Campus Police

Once authorization is given; the alert will be sounded by either executive assistant. In case of absences of any of the above, the first individual available on the list will give authorization to sound the alert.

Campus emergencies that would qualify for activation of the system

1. Active shooter
2. Dangerous weapon on campus
3. Bomb threat
4. Hazardous chemical spill
5. Dangerous suspect at large
6. Campus fire
7. Others as determined by the Administration and Campus Police

Who to call if there is an emergency

In the event of a campus emergency, call 911. The Graham County Sheriff's department dispatch center will inform both Campus Police and EAC Administration in the event of an emergency.

What to expect

An emergency warranting use of the Campus Alert System will be initiated with the tone lasting for approximately 20 seconds followed by a short message, with this sequence repeated three times and/or until the all clear is sounded. When the audible alert one sounds, EAC personnel are advised to do the following:

- Follow the directions given through the campus alert system and any other instructions received from authorities. (i.e. police, fire personnel, etc.)
- Stay tuned for further information until an "all clear" signal is obtained from campus officials.
- Any campus emergency initiated by the alert system will be closed with an "all clear" signal from the system. In some cases, live voice messaging may be used. In this event, a short voice message will be communicated using the system.

In the event you hear an emergency tone, you should move to a safe location and wait for additional information. In some cases a voice announcement may accompany the audible tone, providing additional (but very brief) directions, we ask that in such an event, you promptly follow directions provided, and assist visitors around you.

Procedures to follow after the emergency is over

1. The "all safe" signal will be sounded and a verbal command could follow if needed.
2. Any instructions by authorities should be followed.
3. Any additional information will be disseminated verbally and through text and internet communication by following the established chain of command. (President > Executive Vice President > Provost > Deans > Division Chairs, etc.)

Campus Police Responsibilities

The primary responsibility of the EAC Campus Police will be to respond to the emergency situation with the goal of making the campus safe as soon as possible. When an emergency is called in to 911, sheriff's department dispatchers will call the campus police and notify other agencies of the emergency. Dispatch will also call the College administration at (928) 428-8201 and advise them of the emergency. The administration will make the decision to alert the system.

Once the emergency is brought under control, Campus police will notify dispatch and the administration. An "all clear" message will then be broadcast through the Campus Alert System to resume normal activities.

Emergency Warning Siren

- In the case of an emergency on campus, the Audible Alert System will be activated.
- The siren and text/email alert systems are used to alert the public to impending weather emergencies as well as hazardous material spills, national threats, and safety emergencies.
- If you hear the siren, take cover inside away from glass doors and windows. Tune into your local radio or television station for further instructions.
- The siren does not sound for the entire duration of the emergency. Do not assume that the danger has passed when the siren stops sounding.

BOMB THREAT INFORMATION CHECKLIST

Questions to ask:

1. When is the bomb going to explode?
2. Where is it right now?
3. What does it look like?
4. What kind of bomb is it?
5. What will cause it to explode?
6. Did you place the bomb?
7. Why?
8. What is your address?
9. What is your name?

Caller's voice:

- | | |
|-----------------|-----------------------|
| _____ Disguised | _____ Disguised |
| _____ Calm | _____ Accent |
| _____ Angry | _____ Familiar |
| _____ Excited | _____ Deep |
| _____ Slow | _____ Nasal |
| _____ Rapid | _____ Stutter |
| _____ Soft | _____ Lisp |
| _____ Loud | _____ Raspy |
| _____ Laughter | _____ Ragged |
| _____ Crying | _____ Clearing throat |
| _____ Normal | _____ Deep breathing |
| _____ Slurred | _____ Cracking voice |
| _____ Distinct | |

If the voice is familiar, whom did it sound like? _____

Sex of caller: _____

Race/nationality of caller: _____

Age of caller: _____

Call information:

Phone number (from caller ID if available):

Length of call:

Time of call:

Exact wording of the threat:

Threat language:

- | | |
|-------------------|---------------------------------------|
| _____ Well-spoken | _____ Incoherent |
| _____ Educated | _____ Taped |
| _____ Foul | _____ Message read
by threat maker |
| _____ Irrational | |

Remarks: _____

Background sounds:

- | | |
|------------------------|---------------------|
| _____ Street noises | _____ Static |
| _____ House noises | _____ Phone booth |
| _____ PA system | _____ Local |
| _____ Music | _____ Animal noises |
| _____ Office machinery | Other: _____ |
| _____ Voices | _____ |

**IMMEDIATELY DIAL 911 OR CALL CAMPUS POLICE
AT (928) 428-8240 OR (928) 428-8241 OR (800) 337-7407 (PAGER).**

Give responding officers this completed sheet.

Date: _____

Job title: _____

Name: _____

Department name: _____

Phone number: _____



The Emergency Response Guidelines Booklet

This booklet has been designed to provide a basic contingency manual for Eastern Arizona College administrators, faculty and staff members to plan for campus emergencies and unusual occurrences should they occur. While the booklet does not cover every conceivable situation, it does supply the basic administrative guidelines necessary to cope with most emergencies and other occurrences.

Eastern Arizona College policies and procedures described herein are to be followed by all administrators, faculty and staff members. This booklet designates responsibility and authority during emergencies and/or unusual occurrences. Any exceptions to crisis management procedures will be conducted by, or with the approval of the President of Eastern Arizona College or his designate.

All requests for procedural changes, suggestions, or recommendations will be submitted in writing to the Executive Vice President of Eastern Arizona College. All changes recommended will be submitted in writing for evaluation.