

**University of Montana Western
August 1, 2010 Revision**

CAMPUS EMERGENCY RESPONSE

In the event of an EMERGENCY, call 911

- OR -

During the Academic Year:

**Student Issues: Duty Hall Director – 925-9828
Facility Issues: Security/Facility Services – 683-7141**

During the Summer:

**Student Issues: Student Affairs Office – 683-7565
Facility Issues: Security/Facility Services – 683-7141**

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Chapter One

Introduction & Administrative
Information

Section A: What is an Emergency?

When an emergency arises, the last thing anyone wants to do is to read a lengthy paragraph. Therefore, you'll find that this manual emphasizes step-by-step protocols for responding to emergencies. Please familiarize yourself with the vocabulary we use in Emergency Management and the organization of this manual. It may save your life and the lives of our peers and students.

POINT #1: There are two types of emergencies.

Displacement Emergency: This emergency is usually termed a “disaster.” A displacement emergency is when a person is displaced by an event. This usually requires the establishment of temporary housing (an Emergency Shelter), a Triage Center, a Food-Supply Distribution Center, and an Emergency Operations Center. Examples of this type of emergency:

An earthquake severely damaging a building
A plane crashing into a building
An explosion
Wide-spread fire
Collapse of a building/auditorium

Non-Displacement Emergency: If no new housing or shelter is needed, the emergency is one of non-displacement. This type of emergency usually involves an Emergency Response Team based in the area of the emergency. Examples of this type of emergency:

Death
Rape/Sexual assault
Assault with a deadly weapon
Physical injury

POINT #2: 30 Minutes, 3 Hours, 3 Days

A practical way to approach Emergency Management for either type of crisis is to think in terms of time and the number 3. There are necessary steps in the first 30 minutes of an emergency (the first 3), the first 3 hours of an emergency (the second 3), and the first 3 days of an emergency (the third 3). For each emergency described in this manual, you will find steps that correspond to the appropriate time frame. It is important to act within the first 30 minutes if you suspect an emergency situation.

Note that as we respond to emergencies, people will become exhausted. Make sure that plenty of staff are trained and informed about protocols so that you may transfer responsibilities seamlessly and take needed time to rest.

Section B: Emergency Phone Numbers

<u>On-campus</u>	<u>683-</u>
CAMPUS SECURITY	7141
FACILITY SERVICES	7141
NICOLE HAZELBAKER Dean of Students, Davis Hall	7565 (w) 7900 (w) 925-9782 (c)
SUE HANSEN Director, Public Health	4771 (w) 2039 (h) 925-1051 (c)
LARRY LAKNAR Beaverhead County Disaster & Emergency Services	3771 (w) 6394 (h) 660-1510 (c)



<u>On-campus</u>	<u>683-</u>	<u>Position and Building</u>	
Otis Anderson	7163 (w) 6435 (h)	Instructional Technologist	Swysgood Center
Birch Creek Center	660-0145		
Susan Briggs	7349 (w) 660-0027 (c)	Vice Chancellor	Business & Finance Short Building
Bob Campbell	7142 (w) 6479 (h)	Facility Services Mailroom	Block Hall Short Building
Curious Minds	7320		
Mark Durham	7509 (w) 925-1981(c)	Athletic Director	PE Complex
Jim Efta	7402 (w) 596-0208 (h)	ITS Director	Block Hall
Brooke Erb	7211 (w) 4416 (h)	Student Senate Office Manager	Student Union

<u>On-campus</u>	<u>683-</u>	<u>Position and Building</u>	
Nicole Hazelbaker	7900 (w) 6140 (h) 925-9782 (c)	Dean of Students	Student Affairs Office Davis Hall
Jason Karch	7471 (w) 5120 (h)	Registrar	Short Building
Christy Keyes	7316 (w) 689-3399 (h)	Director, TRIO	Main Hall
Cathi Love	7031 (w) 6382 (h)	Assistant to the Vice Chancellor	Short Building
Cheri McCarthy	7228 (w) 5013 (h) 925-0236 (c)	Director	Dining Services Mathews Hall
Eli McIntosh	7351 (w)	Dining Assistant	Dining Services Mathews Hall
Jeff Nelson	7141 (w) 4848 (h)	Facility Services	Engineer's House
Tom Nichols	7141 (w) 2290 (h)	Facility Services – Electrician	Engineer's House
Kent Ord	7301 (w)	Director of Marketing	Roe House
Amberly Pahut	7305 (w)	Dir. of Dev. & Alumni Relations	Roe House
Mike Piazzola	7664 (w) 490-4541 (c)	Director of Residence Life	Davis Hall
Debbie Podunovich	7355 (w) 6410 (h)	Dining Services Storekeeper	Mathews Hall
Catherine Redhead	7331 (w)	Director of Admissions	Short Building
Lee Richardson	7037 (w) 278-9250 (h) 596-7037 (c)	Manager, Facility Services	Engineer's House
Anneliese Ripley	7537 (w) 9462 (h) 928-9838 (c)	Dean, Outreach & Research	Main Hall
Donna Rouse	7115 (w) 6439 (h)	Assistant to the Provost	Main Hall
Jan Rouse	7508 (w) 925-1573 (c) 7994	Youth Challenge (24 hour Youth Challenge Phone)	Clark Hall

<u>On-campus</u>	<u>683-</u>	<u>Position and Building</u>	
Kathy Simkins	7566 (w) 5204 (h)	Conference & Event Services	Mathews Hall
Neil Snyder	7520 (w) 5569 (h)	Facilities Manager	Student Affairs Office Davis Hall
Richard Storey	7151 (w) 4208 (h)	Chancellor	Roe House
Karl Ulrich	7151 (w) 660-1741 (c)	Provost	Main Hall
Lynn Weltzien	7180 (w) 6858 (h)	Campus Counselor	Davis Hall
Pat Yeager	7220 (w) 2906 (h)	Associate Athletic Director	P.E. Complex

Off-campus

David Aronofsky	243-4742	University of Montana Legal Council	
Paul Craft	683-3701 660-1102 (c)	Dillon Police Department	
Jay Hansen	683-3700 925-1467 (c)	Beaverhead County Sheriff Department	
Community Support Center	683-6106		

Athletic Coaches – Cell Phones

Cara Cocchiarella	360-9720
Olie Else	925-0322
Rich Ferris	925-1756
Katie Howells	925-9770
Steve Keller	925-3836
John Xanthopoulos	660-0558

Section D: Acronyms Defined

The following acronyms have been used in this document.

BLK	Block Hall (Building)
CPR	Cardiopulmonary Resuscitation
DES	Disaster and Emergency Services
EHC	Emergency Housing Center
EOC	Emergency Operations Center
ERT	Emergency Response Team
FAA	Federal Aviation Administration
FSD	Food-Supply Distribution (Center)
IT	Industrial Technology (Building)
ITS	Information and Technology Services
P.E.	Physical Education (Complex)
RA	Resident Assistant
SUB	Student Union Building
UMW	University of Montana Western

Section E: Emergency Response Manual Authority

I, the Chancellor of the University of Montana Western, have reviewed this document and authorize its use when pertinent.

Richard Storey, Chancellor

Date

This document was last updated on August 1, 2010, and the original is located in electronic form in the office of Nicole Hazelbaker, Dean of Students.

See file F:\Nicole\Departments\Crisis Reponse\Emergency Response Manual 10.

Hard copies have been distributed according to the list outlined in Chapter 1, Section B.

This document is reviewed and updated every July.

Chapter Two

Setting up the UMW Emergency Housing Center

Section A: Introduction

When a disaster occurs on or near campus, the campus should be able to respond immediately to meet the needs of the effected community. The Emergency Housing Center is established when we face a major disaster. The senior university official on site, in consultation with the rest of the command staff, makes the decision to open and operate the Emergency Housing Center. As well, Beaverhead County Disaster and Emergency Services or Barrett’s Hospital may request to have the center opened.

The Center should be established as outlined in this chapter. Although specifically designed for the P.E. Complex, the center can be set up anywhere as long as it has enough room for the following four functions:

1. An office where information and activity are coordinated is established and called the local **EMERGENCY OPERATIONS CENTER (EOC)**. This is not to be confused with the County’s EOC, which will coordinate larger scale efforts.
2. Healthy individuals are relocated to the **SHELTER**.
3. Injured individuals are relocated to **TRIAGE**.
4. A **FOOD-SUPPLY DISTRIBUTION CENTER** is established.

LEADERSHIP

Each of these four areas requires an Area Leader. The senior university official on site is the *Incident Commander* and should designate a leader to coordinate and organize the Shelter, Triage, Food/Supply Distribution Center, and EOC. A 5th (and optional) area will be to establish **FIELD OPERATIONS** if necessary. The *Incident Commander* will report to the Beaverhead County Disaster & Emergency Services (DES) command post and work jointly with them to meet the needs of the campus and/or county.

<i>Beaverhead County DES Contact:</i>	Larry Laknar	683-3771 (w) 683-6394 (h) 660-1510 (c)
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KEYS

For keys to the P.E. Complex, contact:

Facility Services and/or Security
Mark Durham
Nicole Hazelbaker

A set of master keys to the P.E. Complex is located in the **BLACK CRISIS BOX** in the Chancellor’s office. All other keys will be located in Facility Services.

Section B: Emergency Operations Center

LOCATION: Athletic Director's Office and Lobby

This is the hub of all information gathering and response coordination. Lights for all hallways are located in a breaker box along the north-south hallway in the center of the building.

- STEP 1: Contact Facility Services and/or Security, Mark Durham, or Nicole Hazelbaker for keys to the P.E. Complex.
- STEP 2: Retrieve the BLACK CRISIS BOX from the Chancellor's Office. The extra set of PE complex keys, extra emergency response manuals, the command hierarchy outline, and instruction sheets for each functional area are in the box.
- STEP 3: Designate an EOC Area Leader (see Hierarchy). The Area Leader, in conjunction with the Incident Commander, should designate area leaders for the Shelter, Triage, the Food-Supply Distribution Center, and Field Operations (if necessary). Write these names on the command hierarchy sheet and distribute the laminated instruction sheets to each Area Leader.
- STEP 4: Oversee the designation of people to fulfill the remaining positions on the Command Hierarchy Sheet.
- STEP 5: Contact Barrett Memorial Hospital staff. Are they available to assist with triage? 683-3000
- STEP 6: Designate someone to be responsible for gathering information on the disaster. What does the Fire department say? What does the Police department say? How soon will Medical personnel be here?
- STEP 7: Designate someone to gather the names of injured and safe individuals. Triage and Shelter Area Leaders should be doing this in their area. A Master list should be kept by the EOC and updated hourly.
- STEP 8: Designate a University spokesperson. This person will make official announcements, and deal with the press and in-coming phone calls. A press room should be designated. Let the campus operator know where in-coming calls should be directed.
- STEP 9: Designate someone to post hourly updates and make announcements to the Shelter. Keep track of who is responsible for what areas, what incidents are currently being handled, and contact information.
- STEP 10: Keep the EOC staffed so as to answer questions and make decisions about all areas of operation.
- STEP 11: If **POWER** to the P.E. Complex is knocked out, then you will have to procure portable generators, heaters, and lighting. See Chapter 5.

Section C: The Shelter

LOCATION: Straugh Gymnasium

This area is designated as our Emergency Shelter. Non-injured individuals should be kept here until alternative arrangements are made. This site offers maximum seating and over-night space. Lights for the first floor gym are located in a breaker box at the southwest corner. Heat switches are in a breaker box in the northwest corner.

- STEP 1: Have a bull horn or sound system available. The sound system is located in a room along the west wall behind double doors (black in color).
- STEP 2: Develop entrance and exit checkpoints. All individuals entering the Shelter should come in through one access point. All individuals leaving the Shelter should exit through a different access point. Use the “Accountability Sheets” in the Black Crisis Box to manage this traffic flow.
- STEP 3: Develop a list of all individuals who are present and safe by having them sign in at the entrance access point. Keep this list updated.
- STEP 4: Develop a list of all individuals who leave the shelter and their destination. Are they coming back? When?
- STEP 5: Gather volunteers if needed. Triage, Food & Supply Distribution, and Field Operations may need assistance as well.
- STEP 6: Keep an eye out for individuals who may be having a harder time than others and provide what support you can. Individuals cope in different ways to emergencies. Some may want to be by themselves, others may want to talk in small groups. Designate a group of peer counselors to work with survivors.
- STEP 7: Designate a Procurement Supervisor to work with the Food & Supply Distribution Center to think about over-night needs (e.g., pillows/blankets), food/water distribution schedules, and restroom facilities. Restrooms need to be restocked and cleaned. Supplies are located in the Laundry Room of the athletic building, along the north-south center hallway of the building.
- STEP 8: Consider using the dance room (3rd floor) or the handball courts (1st floor) for additional space. Coordinate any space issues through the EOC.
- STEP 9: At such time that individuals have safe transport and a destination in mind, they may be released from the shelter by informing the staff of their destination and route, and by signing the check-out sheet.

Section D: Triage

LOCATION: Keltz Arena

Very few people are extensively trained in triage. However, with a little common sense and first aid, we can aid emergency personnel immensely. Lights for the Arena are located in a breaker box at the southeast corner. Heat switches are in the same place.

STEP 1: Designate a First Aid Supervisor, a Morgue Supervisor, and a Procurement Supervisor.

STEP 2: Through the Food & Supply Distribution Center, assist procurement supervisor in acquiring necessary supplies (i.e., first aid kits, blankets, pillows, water, towels, rubber gloves).

STEP 3: As injured individuals arrive, have someone assign them to critical or non-critical care. Bring individuals through outside doors directly into the arena. Do not go through the lobby. Depending on the nature of the disaster, non-critical care usually involves minor bleeding, broken bones, sprains, or any other medical necessities that are not life-threatening. Critical care involves heavy bleeding, unconsciousness, and other life-threatening situations. The leader of this section should designate three areas: non-critical, critical, and "I don't know." When faced with a disaster, we may not have emergency personnel readily available to help us determine an individual's status. The First Aid supervisor should (hopefully) have some experience with First Aid.

STEP 4: Apply first aid. See **RESOURCES** list below. Consider using the dance room (3rd floor) or the handball courts (1st floor) for additional space. Consult with the EOC on space issues.

Also, the trainer's room (1st Floor) offers facilities that may be more suitable for the most severe cases that cannot be transported to the hospital.

STEP 5: Identify everyone in Triage and keep a master list of individuals and their injuries.

STEP 6: Do NOT remove bodies in the event of death until the Coroner has given us permission to do so. Designate somewhere to keep these individuals. Consider keeping bodies outside behind the PE complex. This may also be more appropriate because the cold air will preserve the bodies better. Rope off the morgue area and keep animals away.

Until trained individuals arrive, this is about all we can do. Keep a positive attitude!

STEP 7: At such time that an injured individual can 1) be released into EMS care, or 2) manage without assistance, they may be released from triage. Individuals not being directed to the hospital for further care should report to the Shelter.

RESOURCES: The Library has two books on First Aid and Emergency Medical Care. Send someone to get these books and to act as a resource for first aid questions. There is also a resource book in the Chancellor's BLACK CRISIS BOX.

Advanced First Aid and Emergency Care
Emergency Medical Guide

2nd Floor – 614.8 Am35a
2nd Floor – 614.88 H25

Section E: Food & Supply Distribution Center

LOCATION: Upper Gymnasium

Chapter 5 of the emergency response manual lists all the supplies that Montana Western has on hand and where they are located. It is a critical resource for this area and a copy of the manual can be found in the Chancellor's BLACK CRISIS BOX. Light switches for the second floor gym are located in a breaker box at the southeast corner. The heat switch is along the south wall, in the center.

- STEP 1:** Designate someone to develop a master list of supplies that are needed for each area (e.g., for the Shelter, Triage, etc.). Each area should have a procurement supervisor to assist.
- STEP 2:** Designate individuals to lead groups of runners to gather supplies. Gather food into the FSD Center for later distribution.
- STEP 3:** Develop a schedule of meal service and distribution of supplies.
- STEP 4:** Attempt to anticipate needs. The FSD Center is the work core of the Emergency Housing Center.

NOTES ON SUPPLIES:

NOTE 1: The dining hall is a main source of supplies. You need the Grand Master or SM-V (submaster V) key to get into the dining hall. Check with Facility Services.

NOTE 2: The SM-V key will also get you into the storage areas. This key is in the lock box in the main floor dining office #004 near the service line. The box is typically not locked. The keys are marked. This key provides access to all dry food, water, cold food, and supply storage.

NOTE 3: There are 3 types of storage: cold food (freezers), dry food, supplies. There is a freezer in the bakery, and several storage rooms around the central main hallway. There are 3 coolers in the main hallway with the main freezer being across from the coolers. This particular freezer takes a different key than the other storage area...the key is on your key ring, though. Dry food storage is located across from the old freight elevator and bathrooms. There is also an entrance at the east end of the main hallway. Supplies are located down the same hallway and include extension cords, serving dishes, kitchen utensils, charcoal, trash cans, etc.

NOTE 4: Bottled water, pop, and juice concentrate are in the dry storage area of the Food Service and in Stageline Pizza. We need to boil water from the creek in the event water is tainted. The large (gas operated) steam kettles in the kitchen are suitable for this purpose if operable. Most of the food service equipment is gas operated. Most of the cold storage is electrical. In the event that these energy sources are not available, open the cold storage sparingly and use charcoal for cooking.

NOTE 5: There is enough food in storage to feed the campus for 2 weeks.

NOTE 6: Attached to the instruction sheet in the Chancellor's BLACK CRISIS BOX are 4 maps of the food service area for reference.

NOTE 7: In Mathews Hall and in the basement of the JDC Housing Complex are supplies such as linens, mattresses, pillows, and blankets.

Section F: Field Operations

LOCATION: Conference Room, 1st Floor

The senior University official on site should determine if field operations are necessary. In a community disaster (one that affects more than just Montana Western), we may not have outside emergency personnel available.

Field Operations means that we gather a group of volunteers to:

- 1) bring individuals to triage;
- 2) gather individuals who have died in the disaster;
- 3) put out fires;
- 4) dig out rubble;
- 5) respond to whatever situations arise.

STEP 1: The Field Operations Area Leader should designate Area Supervisors. If one building is damaged...designate one supervisor. If two buildings are damaged...designate two supervisors, etc.

STEP 2: Each building should be inspected for structural integrity and injured folks. To do this effectively, you need a Structural Investigation Team (2-3 people to check out the stability of the building), several search parties (2-4 people in each), an Injury Supervisor and Transport Team (2 people in each transport team, several teams), and several trouble shooters. Their responsibilities are outlined below. Search the building in the following manner and order:

- Designate a “structural investigator” to determine if it is safe to go in the building and if the interior is safe.
- If safe, designate a group of people to systematically search the building for survivors (Search Party). Searchers, upon finding a survivor, should call out to a second group of people assigned to transport survivors to triage (Injury Supervisor – Transport Team). The searchers should then continue their inspection of the building.
- A third group of people should be standing by to trouble-shoot (Trouble Shooters). That is, if something needs to be done (e.g., grab a crowbar, turn off the water main, find a piece of wood to support the collapsing ceiling, etc.), they will be able to readily respond.
- The transport team should prioritize their transports. Serious injuries FIRST. Moderate/Slight injuries SECOND. Deceased LAST.

STEP 3: Make sure rescue workers are dressed appropriately (closed-toe shoes, protective gear when available).

STEP 4: Check in with the EOC and Field Operations Area Leader as each building is secured and searched.

Chapter Three

Setting up an Emergency Response Team

Section A: Introduction

A **Emergency Response Team (ERT)** must be established in the event of non-displacement emergencies. The ERT membership should be centered in the area of the emergency. For example, a suicide in the Residence Halls puts the Dean of Students in command for formulating an emergency response. When an athlete is critically injured while playing in a football game, the emergency response responsibilities may go to the Director of Athletics or the Head Football Coach. In such a case it is important to 1) establish the decision-making body, 2) work as a team, and 3) involve the Chancellor and the Administrative Officers of the University

Generally, the ERT should:

- 1) reach emergency personnel to respond to the situation;
- 2) maintain a calm and informed community;
- 3) notify appropriate entities on a need-to-know basis;
- 4) provide support to the community in the aftermath of an emergency.

The ERT leader has the responsibility of reporting information regarding the emergency to the University Command Hierarchy. When necessary, actions not specified in these protocols must receive approval from the Command Hierarchy. This is especially important when it comes to disseminating information to the press. The ERT leader should oversee the emergency response from the first 30 minutes through its completion and follow-up phases.

Section B: ERT Leadership

ERT leaders are the Directors and/or Supervisors of the affected areas and may also be the members of our campus who are CERT's but should report information regarding the incident to the senior University Officer on site as soon as possible.

Here is a list of designated ERT leaders based on building locations and operations.

Dining Services	Cheri McCarthy
Industrial Arts Building	Mike Miller
James Short Center	Susan Briggs
Main Hall	Karl Ulrich
Block Hall	Jim Efta
	Lee Richardson
Parking Lots/Grounds	Lee Richardson
P.E. Complex, Athletic Fields	Mark Durham
Swysgood Center	Susan Briggs
On-Campus Housing	Mike Piazzola
Student Union Building	Neil Snyder

Here is a list of CERT who can help during an emergency.

Susan Briggs	Nanette Chastine	Mark Durham
Jim Efta	David Hamilton	Verna Hand
Nicole Hazelbaker	Cecelia Kuskie	Cheri McCarthy
Rick McLaren	Mike Miller	Tom Nichols
Mike Piazzola	Lee Richardson	Anneliese Ripley
Neil Snyder	Richard Storey	Karl Ulrich
Lynn Weltzien		

As in any emergency, teamwork is crucial. The rest of the ERT and CERT should involve staff from the particular department and anyone who will spare a few minutes to help. It is always important to include key players on the ERT if their areas are affected. For example, it would be crucial to include the Facilities Director if the emergency required a Facility Services response.

FIRST REPORTING STEPS

Whenever an emergency occurs, whether displaced or non-displaced, the following steps represent when the University hierarchy should be informed and when ERT's should be formed.

1. In the first 30 minutes of an emergency, request emergency personnel and remove survivors to a safe place.
2. When appropriate, form a group of individuals to be the ERT. ERT's may change over the course of minutes, hours, and days. It is a fluid group. Designate a responsibility for each person on the team.
3. As soon as possible, report the situation to your supervisor. If the supervisor is unavailable, go up the chain of command. Depending on the emergency, you may want your supervisor present to assist with decisions and ERT response. If you are unable to notify your supervisor, have someone from the ERT contact Facility Services so that they may start the information-sharing process.
4. Do not speak with the press a University spokesperson will handle all press situations.
5. All situations listed in Chapter 4 *require* that you inform your supervisor.

COMMUNICATION WITH STUDENTS AND UMW WARNING SYSTEMS

In the event of an emergency, the University must be able to warn and/or inform students of emergency procedures. This will be done through Nicole Hazelbaker using the computer, phones, Eventlink, and the central broadcast system..

Chapter Four

Helpful Tips for Individual Emergencies

Section A: Introduction

Emergencies are managed in roughly the same manner. The Emergency Housing Center is opened for displacement emergencies and a ERT is formed for non-displacement emergencies. Attempting to utilize the same model over and over for different emergencies allows emergency response personnel to understand the basic operations and to function more efficiently.

Each individual emergency in this section should correspond either with the opening of the Emergency Housing Center (see Chapter 2) or the development of a Emergency Response Team (see Chapter 3). Note this at the top of each section. If the emergency corresponds to opening the Emergency Housing Center, you will find **TIPS** for helping you manage the emergency. If the emergency corresponds to developing an Emergency Response Team, you will find a **30-Minute, 3-Hour, 3-Day** emergency management timeline.

This section is designed only to give general guidelines and tips. It is not an exhaustive description of how to manage each emergency. Below are the incidents covered in this section:

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Section B: Individual Emergencies

BOMB THREAT

Requires forming an Emergency Response Team. See Chapter 3.

30-MINUTE RESPONSE

- Call 911 immediately if a threat is received anywhere on campus.
- Ask police personnel *if* and *how* the building should be evacuated.
- Make sure individuals are removed to the farthest possible secure point with as much protection from debris as possible if building is evacuated.
- Keep folks away from windows. Explosions will cause windows to break, even at a distance.
- Form ERT.

3-HOUR RESPONSE

- After ALL CLEAR is given by emergency personnel, recipient of threat should work with Police to determine as much information as possible.
- See Appendix #1 for Bomb Threat checklist.

COLLAPSE OF BUILDINGS/BLEACHERS

Requires opening the Emergency Housing Center. See Chapter 2.

- TIP #1 Open the Emergency Housing Center, especially if collapsed building is a Residence Hall. If an unoccupied academic building collapses, there is probably no need for the Emergency Housing Center. Opening the EHC for the collapse of bleachers requires an on site determination.
- TIP #2 Avoid panic. Bleacher collapses insight running and mob mentality.
- TIP #3 Be careful of unstable structures.

DEATH OF STUDENT

Requires forming an Emergency Response Team. See Chapter 3.

30-MINUTE RESPONSE

- Call 911.
- Remove survivors away from victim to a safe place.
- Attempt to have someone who is emotionally stable stay with survivors.
- Call Campus Security or Dept/Building Supervisor; form ERT.
- ERT should begin informing internal supervisory staff of the university.
- Attempt to obtain following information for emergency personnel:
 - person's name
 - on- or off-campus resident
 - roommates' names
 - next of kin's name
 - witnesses
 - age/year in school
- Manage crowds.

3-HOUR RESPONSE

- Do NOT contact next of kin. Coroner must do this.
- Set up a place where affected students can go to sit, be with friends, talk.
- Provide a counselor at the above-mentioned location.
- Formulate a campus response after coroner has notified next of kin. This includes:
 - condolences from Chancellor to family
 - announcement to campus (usually via letter from Chancellor)
 - announcement to community (News & Publications Dept.)
 - notification of appropriate faculty/staff
 - special attention to roommates and friends (1:1 or group counseling/grief sessions)

3-DAY RESPONSE

- Hold memorial service.
- Secure belongings and pass to next of kin if Residence Hall resident.
- Continue counseling and observation of roommates.
- Finalize transcripts, accounts, and bills (outstanding fees usually waived).

EARTHQUAKE

Requires opening the Emergency Housing Center. See Chapter 2.

- TIP #1 Determine the magnitude of the damage to person and property.
- Complete a quick check, look for structural damage
 - Look/Smell for gas leaks
 - Determine number and type of injuries
- TIP #2 Open the EHC if TIP #1 seems to be critical. Do not over-react to earthquakes. The EHC should be opened only when it seems there is imminent danger to building and lives.
- TIP #3 Turn off gas mains. Do NOT light candles or fires.
- TIP #4 Wear closed-toe shoes and carry a flashlight.
- TIP #5 Stay away from power lines, trees, and windows.
- TIP #6 Wait for structural engineers to determine integrity of building before allowing students/staff to return (if building seems critically damaged).
- TIP #7 Do not pull fire alarms if there is no fire. This creates a secondary diversion to the problem at hand.
- TIP #8 Search in pairs for individuals if Field Operations are begun.
- TIP #9 Make sure to look under desks and beds when searching for victims.
- TIP #10 Check water and boiler systems. Water may be contaminated.

EXPLOSION

Requires opening the Emergency Housing Center. See Chapter 2.

- TIP #1 Transport individuals carefully as you will be dealing with burn victims.
- TIP #2 Respond to victims and fire suppression first.
- TIP #3 Open the EHC.
- TIP #4 Make sure emergency site is sealed off and no one but emergency personnel enter.
- TIP #5 Turn off gas mains.

FIRE

Requires opening the Emergency Housing Center. See Chapter 2.

- TIP #1 Transport individuals carefully as you will be dealing with burn victims.
- TIP #2 Respond to victims and fire suppression first. More than likely, emergency personnel will be on site quickly enough to handle all rescue operations.
- TIP #3 Open the EHC if fire is wide spread and there is student displacement.
- TIP #4 Make sure emergency site is sealed off and no one but emergency personnel enter.
- TIP #5 Turn off gas main and electricity.

GAS LEAK

Requires opening the Emergency Housing Center. See Chapter 2.

- TIP #1 Turn off gas mains and electricity
- TIP #2 Be careful of danger from possible explosion and smoke inhalation.
- TIP #3 Open doors and windows and let the room air out some. Bring in fans to ventilate area after gas is turned off and area has been well-ventilated. Sparks from fan switches may ignite remaining gas.
- Tip #4 Do not turn on light switches if gas smell apparent. Same reason as #3 above.
- TIP #5 Check everyone in vicinity. Look for dizziness and vomiting.
- TIP #6 Complete a room-to-room search looking for unconscious individuals. Search teams should always be sent in pairs.

HAZARDOUS MATERIALS

Requires opening the Emergency Housing Center. See Chapter 2.

Background Information:

A hazardous materials spill is a possibility in Dillon. Railroad cars may be transporting hazardous materials or trucks may be doing the same on I-15. In the event of an accident, the university may be affected.

- TIP #1 Contact the local Disaster and Emergency Services (DES) bureau – Larry Laknar, 683-2383, x126.

- TIP #2 Be prepared for a total evacuation of the university. This may supercede opening the EHC.

- TIP #3 Attempt to organize evacuation by sections of the university if total evacuation is ordered. For example, announce that all occupants of Main Hall should evacuate first, allow time for occupants to leave building, get into cars, and drive to designated disaster point. Then designate the next building to evacuate. The local DES has the suggested evacuation routes and protocols for our section of town. Briefly, university occupants take Atlantic south to the Mile 62 I-15 access point. From there, individuals either head north or south depending on the location of the disaster.

- TIP #4 Remember that all town personnel may be using the same evacuation routes, if a total evacuation is ordered. Use caution and don't panic.

- TIP #5 Use ERT leaders for each building to coordinate evacuation (see Chapter 3).

HEALTH HAZARD

Requires forming an Emergency Response Team. See Chapter 3.

Health Hazards are considered Infectious Diseases or Toxic Spills. At the onset of any such emergency please contact Public Health at 683-4771.

30-MINUTE RESPONSE

- If toxic spill...
 - call 911.
 - remove individuals to safe place.
 - consider opening the Emergency Housing Center if crisis appears to warrant long-term displacement.
 - form ERT.
- If infectious disease...
 - communicate with individual about medical precautions already taken.
 - isolate individual until verification of appropriate procedures received from medical personnel.

3-HOUR RESPONSE

- If toxic spill...
 - allow students back to building when ALL CLEAR is given.
 - have information available so students know where to report damaged property or subsequent health problems.
- If infectious disease...
 - prepare educational information for campus.
 - review alternatives with infected student about remaining on-campus or going home.
 - consider medical personnel's advice.

HOSTAGE SITUATION

Requires forming an Emergency Response Team. See Chapter 3.

30-MINUTE RESPONSE

- Call 911.
- Remove any uninvolved individuals.
- Provide space where concerned individuals can wait.
- Form ERT.

3-HOUR RESPONSE

- Work with emergency personnel.
- Provide as much information to uninvolved individuals as possible.
- Do not talk to press; allow Police to do that.

3-DAY RESPONSE

- Depending on outcome of situation....
 - Refer to Student Death section, or
 - Use ERT to assess how situation formed and how to better respond next time.
 - Send words of support from Chancellor to family and individual.
 - Provide group and individual counseling.

KIDNAPPING

Requires forming an Emergency Response Team. See Chapter 3.

30-MINUTE RESPONSE

- Notify Police.
- Form ERT.
- Take direction from the FBI.

3-HOUR RESPONSE

- Inform university community if allowed to do so by Police.
- Provide place where concerned individuals can wait.

3-DAY RESPONSE

- If situation unresolved, provide daily group counseling/information sessions.
- If situation resolved, refer to Student Death section if necessary.
- Begin Campus Safety campaign.

LOCKDOWN PROCEDURES

An emergency lockdown procedure will be initiated if a high risk incident involving weapons occurs on campus or there are circumstances in the vicinity of the school that could endanger the lives and/or safety of students, faculty, or staff.

- All students, faculty or staff who are inside the building or are in transition between rooms should go to the closest room, close the door and lock it if possible.
- If necessary, outside doors to buildings should be locked.
- Close windows, drapes, and turn off lights.
- Everyone should lie down on the floor away from windows.
- Once locked down, communicate with authorities.
- Remain silent.
- Maintain a calm environment.
- Remain in lockdown until it is safe to leave.
- Cooperate with rescuers.

MAIL PROCEDURES

Requires forming an Emergency Response Team. See Chapter 3.

Recommended by US Postal Service:

30-Minute Response

- Don't handle a letter or package that you suspect is contaminated.
- Don't shake it, bump it, or sniff it.
- Wash your hands thoroughly with soap and water.
- Notify police.
- Notify the Dean of Students.
- Quarantine the area.

3-Hour & 3-Day Response

- As directed by law enforcement.

What should make you suspect a piece of mail?

- It's unexpected or from someone you don't know.
- It's addressed to someone no longer at your address.
- It's handwritten or has no return address.
- It's lopsided or lumpy in appearance.
- It's sealed with excessive amounts of tape.
- It's marked with restrictive endorsement, e.g., "Personal" or "Confidential".
- It has excessive postage.

MEDICAL/PHYSICAL INJURY

Requires forming an Emergency Response Team. See Chapter 3.

30-MINUTE RESPONSE

- Call 911.
- Administer First Aid.
- Ascertain if there was an aggressor or assailant. If so, inform police (see Physical Assault, Chapter 4, Section 7).

3-HOUR RESPONSE

- Form ERT if injury serious/life-threatening.
- Have counseling available. Roommate or friends may be traumatized.

3-DAY RESPONSE

- Form plan to assist student with catching up on class work, providing reasonable access, etc if student returns.

PHYSICAL ASSUALT

Requires forming an Emergency Response Team. See Chapter 3.

30-MINUTE RESPONSE

- Ascertain victim's health. Use hospital if necessary.
- Determine if victim wants to pursue formal action (i.e., either campus or criminal).
If YES for criminal, call 911. (If weapon used, must notify police.)
If YES for campus process, inform Dean of Students
- Obtain as much information from victim as possible.
- Make sure victim feels safe.
Arrange for friend to stay with victim.
Arrange somewhere for victim to spend night.
- Determine if victim and aggressor were in domestic relationship.
If YES, federal/state laws regarding domestic violence apply. Police can arrest aggressor if signs of physical abuse.

3-HOUR RESPONSE

- See above.
- Form ERT.
- Assure safety of victim and community if aggressor not arrested.
- Implement Temporary Interim Exclusion of aggressor if proceeding with campus judicial process. See the Dean of Students for this.
- Report to supervisor means of dealing with aggressor.
- Determine best way to protect campus community if aggressor at-large.
- Contact Community Support Center for assistance, if deemed appropriate.

3-DAY RESPONSE

- See above.

PLANE CRASH

Requires opening the Emergency Housing Center. See Chapter 2.

- TIP #1 Evacuate the building.
- TIP #2 Open the EHC only if completion of the emergency response will take over 5-6 hours. Small plane crashes may not need a longer response. If the EHC is *not* opened, create an ERT to respond to the deaths of individuals involved, repair of buildings, and counseling.
- TIP #3 Do not touch plane parts.
- TIP #4 Be aware of spilled fuel.
- TIP #5 Remember that the FAA will be on scene and they will take total control over the emergency. It may take 24-48 hours for them to arrive. Also, the military may be involved, in which case university personnel may only approach the scene if life safety is involved. Number for the FAA is 406-494-3393.

PROTESTS – Large Scale

Requires forming an Emergency Response Team. See Chapter 3.

30-MINUTE RESPONSE

- Form ERT.
- Inform Police.
- Make decision to let continue or to disrupt.
(If no harm being done, let protests continue...free speech issues.)
- Bring together players who deal directly with specific issue of protest.

3-HOUR RESPONSE

- Make sure normal operations of campus continue.
- Monitor progress of protest.

3-DAY RESPONSE

- Provide education on best way to express discontent.

RAPE/SEXUAL ASSAULT

Requires forming an Emergency Response Team. See Chapter 3.

30-MINUTE RESPONSE

- Allow survivor to make all decisions regarding her/his welfare unless physical injury is life-threatening.
- Provide survivor options. Empower survivor to take back control.
Options: Contact Community Support Center (first and most desired option)
Contact Police and report
Find a friend to help individual through process
Arrange to have parents/family involved
- Be certain survivor's physical safety is assured.
Will aggressor be back?
Does survivor want to stay at friend's tonight?
- If survivor wants to report,
call Community Support Center.
have someone stay with survivor through process.
do NOT allow survivor to shower.
do NOT allow survivor to change clothes.
proceed with campus judicial process,
including Temporary Interim Exclusion from ResHalls.
- Remember, student has been traumatized.
Be sensitive.
Do not blame, threaten, or intimidate.
Have female take lead in response with female survivors if possible.

3-HOUR RESPONSE

- See above.
- Form ERT.
- Determine how to best deal with aggressor, if still at-large.

3-DAY RESPONSE

- Refer to counseling with consent of survivor.
- Follow-up with campus disciplinary system and remember to watch out for survivor's safety and psychological well-being (e.g., are survivor and aggressor in similar class? If so, what will be done?).

SEXUAL HARASSMENT

Requires forming an Emergency Response Team. See Chapter 3.

30-MINUTE RESPONSE

- Determine if assault occurred. If YES, refer to RAPE/SEXUAL ASSAULT.
- Ascertain if victim wants to proceed formally if no assault occurred (i.e., criminally or with campus judicial process).
 - If YES, contact police and/or begin campus process by filing incident report with Affirmative Action Officer.
 - If NO, advise victim of rights:
 - 1) To work in a place free from harassment,
 - 2) To work in an unthreatening environment,
 - 3) To maintain a respectable/communicative atmosphere.
- Work with victim to assure that these rights are maintained. Provide strategies.
- If you are a supervisor and are aware of an incident involving sexual assault, you must report this to the University Affirmative Action Officer.

IF YOU ARE UNFAMILIAR WITH SEXUAL HARASSMENT COUNSELING,
PLEASE REFER VICTIM TO ONE OF THE FOLLOWING:

Nicole Hazelbaker, Dean of Students
Lynn Weltzien, Campus Counseling Director

3-HOUR RESPONSE

- See above.
- Make sure work environment is safe for victim.

3-DAY RESPONSE

- See above.

STORM (Loss of Electricity/Gas or Damage to Heating Plant)

Requires opening the Emergency Housing Center. See Chapter 2.

- TIP #1 Open the EHC in the best possible location if buildings are damaged such that individuals cannot remain inside (e.g., gas and electric power are suspended).

- TIP #2 Acquire generators and blankets listed on supply list, Chapter 5.

- TIP #3 Determine if off-site shelters are more appropriate. Contact local Disaster and Emergency Services, Larry Laknar, 683-2383, x126.

SUICIDE - Successful

Requires forming an Emergency Response Team. See Chapter 3.

30-MINUTE RESPONSE

- Call 911.
- Remove survivors to safe place.
- Keep individuals/crowds back from scene.
- Do not disturb body or room.
- Call appropriate campus staff for assistance.
- Form ERT.
- Inform emergency personnel when they arrive.

3-HOUR RESPONSE

- Attempt to have someone who is emotionally stable stay with survivors.
- ERT should begin informing internal supervisory staff of the University.
- Attempt to obtain following information for emergency personnel:
 - person's name
 - on- or off-campus resident
 - roommates' names
 - next of kin's name
 - witnesses
 - age/year in school
- Have Coroner contact next of kin. Do NOT do this.
- Set up a place where effected students can go to sit, be with friends, talk.
- Provide a counselor at the above-mentioned location.
- After Coroner notification to next of kin, a campus response must be formulated.
This includes:
 - condolences from Chancellor to Family
 - announcement to campus (usually via letter from Chancellor)
 - announcement to community (News & Publications Dept.)
 - notification of appropriate faculty/staff (Dean of Students)
 - special attention to roommates and friends (1:1 or group counseling/grief sessions)

3-DAY RESPONSE

- Hold Memorial Service
- Secure belongings and pass to next of kin if Residence Hall resident.
- Continue counseling and observation of roommates; hold sessions on "Why suicide?"
- Finalize transcripts, accounts, and bills (outstanding fees usually waived).

SUICIDE – Unsuccessful

Requires forming an Emergency Response Team. See Chapter 3.

30-MINUTE RESPONSE

- Call 911.
- Keep person talking, awake. Stop bleeding if appropriate.
- Obtain as much information as possible regarding method and individual.
- Inform emergency personnel when they arrive.

3-HOUR RESPONSE

- Monitor student's status at hospital.
- Determine if he/she is returning to campus.
 - If YES:
 - Arrange to meet with student upon return.
 - Complete COOPERATION AGREEMENT (see Student Life Office).
 - Work with student about re-integrating into campus community.
 - Determine if student is getting continued help.
 - If NO:
 - Arrange to inform roommate.
 - Do NOT notify next of kin (hospital's responsibility).
 - Work with ERT to determine if floor meeting should be held (if student is a resident on-campus).

3-DAY RESPONSE

- Confirm student is getting help.
- Consider possible education sessions (e.g., students and depression).

Chapter Five

Emergency Supply List

Appendices

1. Bomb Checklist
2. Building Warning Systems
3. Evacuation Plan for Persons with Disabilities
4. Emergency Tele-Communications

Appendix 1: Bomb Threat Checklist

During phone call, ask the following questions:

1. What kind of bomb is it?
2. How will you set off the bomb?
3. Where is it?
4. What time is it set for?
5. What does it look like?
6. Why are you doing this?
7. Who are you?
8. Whom do you want to hurt?
9. How do you know so much about the bomb?
10. How can someone contact you with more information?

To help police, find out as much information regarding the following:

1. **ORIGIN OF CALL:** local, long distance, phone booth, cellular
2. **VOICE ON THE PHONE:** man, woman, child
intoxicated, accent, speech impediment
calm, excited
interesting specific phrases used
3. **BACKGROUND NOISE:** music, children, TV, talking
airplanes, horns, traffic, machines,
clanking (restaurant?)

Appendix 2: Building Warning Systems

NOTE: Only use these procedures if the central broadcast system is not available or appropriate.

Block Hall

ERT Leader or appropriate University Official contacts Jim Efta and/or Lee Richardson. If unavailable, University Official designates two appropriate contacts for building. Jim goes door-to-door and informs first and third floors. Lee goes door-to-door to contact basement and second floor. Contacts meet at South End of Block Hall when information dissemination completed.

Dining Services

ERT Leader or appropriate University Official contacts Dining Supervisor. Dining supervisor designates individuals to inform kitchen staff, individuals eating in the dining room, and any conference events under way.

Facility Services

ERT Leader or appropriate University Official contacts Boiler Operator. Boiler Operator is responsible for contacting all Facility Services employees via phone, radio, or in person.

IT Building

ERT Leader or appropriate University Official contacts 2 individuals in building who go door-to-door to inform upstairs office area, downstairs basement area, pool area, and industrial technology areas.

James Short Center

ERT Leader or appropriate University Official contacts the Vice Chancellor's Office in this building. Contact goes to each office and informs department supervisor of incident and procedures. Department Supervisors disseminate information to staff.

Main Hall

Contact the Outreach Office at the north entrance of the building. They will disseminate information. After-hours emergencies should be coordinated through Facility Services.

PE Complex

ERT Leader or appropriate University Official contacts the P.E. Complex Supervisor (7341). ERT Leader and supervisor deliver information door-to-door to offices and classrooms, as well as securing others areas of building.

Residence Halls

ERT Leader or appropriate University Official contacts the Hall Director on duty (925-9828). The Hall Director contacts other Hall Directors and RA's to complete a door-to-door delivery of the emergency information.

Student Union

ERT Leader contacts the Student Senate Office Manager (7211) during regular business hours. The SSOM completes a door-to-door delivery of the emergency information to all areas of the Student Union Building. If the SSOM is not available, the Campus Bookstore Director is contacted (7281). After regular business hours the ERT Leader contacts Facility Services and the individual on duty will complete a door-to-door delivery of the emergency information.

Swysgood Center

ERT Leader or appropriate University Official contacts Susan Briggs who goes door-to-door to inform upstairs area, main floor & computer labs, and the downstairs basement area.

Appendix 3: Evacuation Plans for Persons with Disabilities

Each building on campus has a designated “Area of Rescue Assistance”.

In preparation to evacuate your building:

- Become familiar with the Area of Rescue Assistance in your building.
- Train and inform persons with disabilities to reach this location during an evacuation if at all possible.
- Train staff on how to handle a person with disability to remove them from a dangerous situation.

In the event of an emergency evacuation:

- The coordinator of the evacuation should send someone to the Area of Rescue Assistance to help anyone waiting there.
- All areas of each building should be searched. In the event the evacuators find someone who needs assistance, they should remove the person as instructed during the campus ADA workshop given each year.

Appendix 4: Emergency Tele-Communications

If the campus voice and data networks are still operable, the following communications options are available:

Global Campus Announcements:

All options are initiated by ITS personnel:

- *Broadcast Voice Mail Message:* A global voice mail message, deposited into all Meridian Mail user's voice mailboxes
- *Broadcast System Message:* This message appears on the screen of all campus users currently/actively logged in to the UMW network
- *System-wide Email Message:* This message is deposited to the "in" box of all Eudora and HotDawg email users.

Switchboard Service:

Currently, the campus "switchboard" or main number, 683-7011, is physically located in the Admissions Office, Short Building.

Switchboard service is also available at the Disaster Command location in the PE Complex, room 150, jack labeled "emergency switchboard". For this purpose, a single line phone is stored in the bottom drawer of the filing cabinet.

Phone Bank Facility:

The UM Western phone bank is located in Block Hall room 112. Up to 12 telephones may be enabled in this room. The phone lines are labeled with their respective extension numbers and located above the ceiling panels. The ceiling panels are marked with an "x" denoting locations. Single line, analog phones are in the back storage room in a large box.

The phone bank can be used to accept overflow if the switchboard is inundated or for outgoing calls.

Emergency Satellite Phone:

In the event all landline and cellular telephone communication is lost, satellite service is available. The satellite phone is located in Block Hall, room 108 in the upper cabinet of the west desk. The number is 254-241-5506. Instructions for use and the charge cord are attached to the phone. Satellite service is line-of-sight and must be used outside buildings.